OWNER:	ISSUE DATE:	VERSION:
DG TAXUD	**09/12/2011**	**1.00**

TAXATION AND CUSTOMS UNION DG

SUBJECT:

Monthly Service Report
OCTOBER 2011
ITS-IMSR-SC09-2011-10

**FRAMEWORK CONTRACT # TAXUD/[*REMOVED]*

SPECIFIC CONTRACT SC09

Document History

Edi.	Rev.	Date	Description	Action (*)	Pages
0	01	07/10/2011	First Draft	R	All
0	02	10/10/2011	Submitted for internal review	R	As req.
0	10	11/10/2011	Submitted for Review	R	As req.
1	00	09/12/2011	Submitted for Acceptance	I./R.	As req.

(*) Action: I = Insert R = Replace

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1. Introduction

1.1 Reference and applicable documents

1.1.1 Applicable documents

Id	Reference	Title	Version	Date
A1	TAXUD/*[Removed]*	ITT for ITSM	N/A	25/07/2006
A2	TAXUD/*[Removed]*	Framework Contract	N/A	04/05/2007
A3	TAXUD/*[Removed]*	Specific Contract 10	N/A	30/06/2010
A4	TAXUD/*[Removed]*	Specific Contract 09	N/A	24/06/2011
A5	TAXUD/*[Removed]*	Specific Contract 11	N/A	24/06/2011
A6	ITS-IFQP-SC04	Framework Quality Plan	1.04	22/03/2010

1.1.2 Annexed and Reference documents

Id	Reference	Title
Anx01	ITS-IMSR-SC09-2011-09-Annex 01	Glossary
Anx02	ITS-IMSR-SC09-2011-09-Annex 02	DTM
Anx04	ITS-IMSR-SC09-2011-09-Annex 04	List of Installations
Anx05	ITS-IMSR-SC09-2011-09-Annex 05	Monthly Consolidated Planning
Anx07	ITS-IMSR-SC09-2011-09-Annex 07	Transferred Calls
Anx08	ITS-IMSR-SC09-2011-09-Annex 08	List of Changes
Anx09	ITS-IMSR-SC09-2011-09-Annex 09	Publications
Anx10	ITS-IMSR-SC09-2011-09-Annex 10	User List
Anx14	ITS-IMSR-SC09-2011-09-Annex 14	Availability
Anx15	ITS-IMSR-SC09-2011-09-Annex 15	Document Reviews
Anx19	ITS-IMSR-SC09-2011-09-Annex 19	Testing activities
Anx23	TAX-IRPT-MAR-2011-09	Taxation Monthly Activity Report
Anx24	TAX-ISTS-SLA-2011-09	Taxation SLA Report
Anx25	VIS-ISTS-2011-09	VIES statistics report
Anx26[1]	VSS-ISTS-VOW-2011-09	VIES-on-Web statistics report
Anx27	ITS-IMSR-SC09-2011-09-Annex 27	CT Activities
Anx28	ITS-IMSR-SC09-2011-09-Annex28	KPI
R01	ITS-IEST-SC09-2011-09	EMCS Monthly Statistics[2]
Anx32	ITS-IMSR-SC09-2011-09-Annex 32	Capacity Report
R02	ITS-ISTS-SC09-2011-09-ICS	ICS Phase 1 Monthly Report

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[1] Anx23 – Anx26 are not attached but they can be found on the following location on CIRCA: https://circa.europa.eu/Members/irc/taxud/scit_meetings/library?l=/statistics/2009&vm=detailed&sb=Title

[2] Separate delivery

Id	Reference	Title
R03	ITS-ISTS-SC09-2011-09-SPEED	NCTS TIR Russia (SPEED) Operations - Monthly report

1.2 Terminology

1.2.1 Abbreviations and acronyms

A list of the abbreviations and acronyms used in this project is presented in the ITSM Glossary [Anx01].

1.3 Purpose of the document

Report on Services and Activities that fall under framework contract TAXUD/[Removed], specific contract 09 , month of reporting October 2011.

1.4 List of tables

List of figures

2. Section 1: Common to all Business Threads

2.1 Service Support Activities

2.1.1 Overview

2.1.1.1 General

The following table shows some general information for the reporting period.

	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
Supported users	3438	3486	3568	3604	3647	3659	3676	3632	5263	5281	5364	1708	1748
Opened calls	1438	1426	1507	1542	1542	1579	1206	1485	1456	1395	1379	2084	1973
Closed calls	1334	1610	1489	1465	1479	1754	1324	1634	1378	1114	1099	2407	1599
Email received by ITSM Support Mailbox	32,024	26,850	29,160	27,028	23,224	32,358	24,833	32,166	22,719	23,933	22,689	26,155	27,532
Email sent by ITSM Support Mailbox	27,598	26,325	29,512	29,991	23,121	32,871	25,515	27,753	17,027	13,677	11,211	11,595	10,502

Table 1: Key figures

The figures for calls opened during the reported month are accurate at the time of delivery of the MSR. However, these figures are subject to change prior to delivery and results may differ from what can be seen on the ITSM Portal.

The call count is based on interactions that have been escalated to incidents and Request for Service. They do not include interactions that were not escalated and closed/withdrawn by issuer before the SD could escalate.

The total numbers of supported users are now only representational of Synergia users, given that owITSM is no longer in operation.

2.1.1.2 Summary of calls with regards to SLA targets

OCTOBER 2011					
SMT					
	Critical	High	Low	Medium	Grand Total
NOK	0	14	7	6	27
OK	50	183	277	485	995
Grand Total	50	197	284	491	1022
Percentage	100.00%	92.89%	97.54%	98.78%	97.36%

2.1.1.3 Opened calls classified by category

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

- **User Management :** All calls relating to User Right Management;

- **Request for Information**: All calls relating to information and documentation requests;

- **Request for Service**: 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, Web update;

- **Incident:**: All incidents relating to the applications managed;

- **Complaint:** All complaints received by the SD for the level of services provided;

- **Problem:** All calls relating to problem management that address an unknown underlying cause of one or more Incidents;

- **Change Request:** The addition, modification or removal of approved, supported or base lined hardware, network, software, application, environment, system, desktop build or associated documentation.

Month	User Management	Request for Information	Request for Service	Incidents	Complaint	Problems	Change Requests	Total
Oct-10	73	443	109	750	0	2	61	1438
Nov-10	52	407	161	762	1	3	40	1426
Dec-10	60	446	155	826	0	5	15	1507
Jan-11	62	387	124	951	0	4	14	1542
Feb-11	77	575	115	738	0	9	28	1542
Mar-11	76	511	154	807	0	11	20	1579

Month	User Management	Request for Information	Request for Service	Incidents	Complaint	Problems	Change Requests	Total
Apr-11	46	318	122	685	0	0	35	1206
May-11	90	469	151	770	0	4	1	1485
Jun-11	80	285	216	732	1	85	57	1456
Jul-11	39	362	241	677	0	49	27	1395
Aug-11	59	371	235	588	0	74	52	1379
Sep-11	78	572	297	945	0	132	60	2084
Oct-11	**85**	**347**	**331**	**977**	**1**	**142**	**90**	**1973**

Table 2: Opened calls during the reported months by category

The total number of calls opened this month is within normal ranges, as Conformance Testing campaigns are running across Excise and Customs.

There have been changes in volumes for Request for Information and Request for Service calls since the introduction of Synergia. The increase in calls logged for Service Requests is attributed to the reclassification of scheduled unavailabilties and NA Survey calls which are now classified as Request for Service. The increase in Request for Information calls now include the Provision for Information call which gather feedback from the NAs for NA Survey calls.
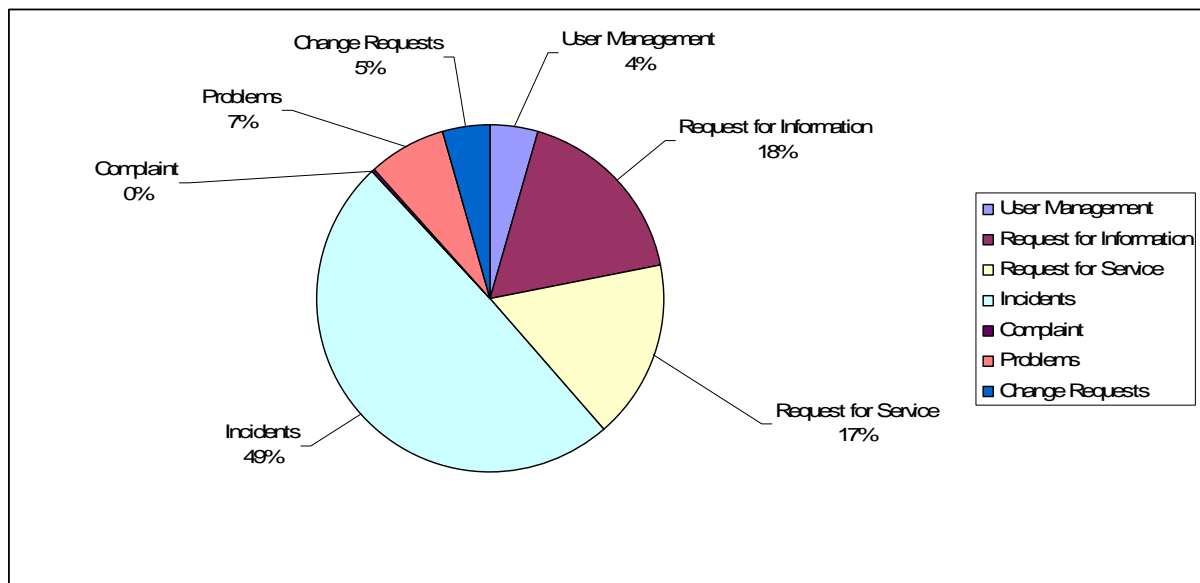
Figure 1: Opened calls by category during the reporting period

The following table gives an overview per Business Thread of opened calls this month.

Category	Customs	Excise	Taxation	ITSM	Total
User Management	35	9	11	30	85

Category	Customs	Excise	Taxation	ITSM	Total
Request for Info	227	58	38	24	347
Request for Service	218	58	37	18	331
Incidents	468	262	231	16	977
Complaints	0	0	0	1	1
Problems	0	0	0	142	142
Change Requests	0	0	0	90	90
Total	**948**	**387**	**317**	**321**	**1973**

Table 3: Opened calls per Business Thread

There have been increases in Conformance Testing calls logged this month (314) relating mainly to Customs and Excise CT.

Furthermore, the increase in Request for Information calls logged for Customs is attributed to the Provision of Information calls now used to gather feedback for NA Surveys. This will remain higher than other threads, as at least five surveys run on a monthly basis across all NAs.

However, the overall breakup calls opened by thread have remained the same except in Taxation where there has been a 30% drop of incidents logged in comparison to last month across all NAs, in particularly Luxembourg and Netherlands.
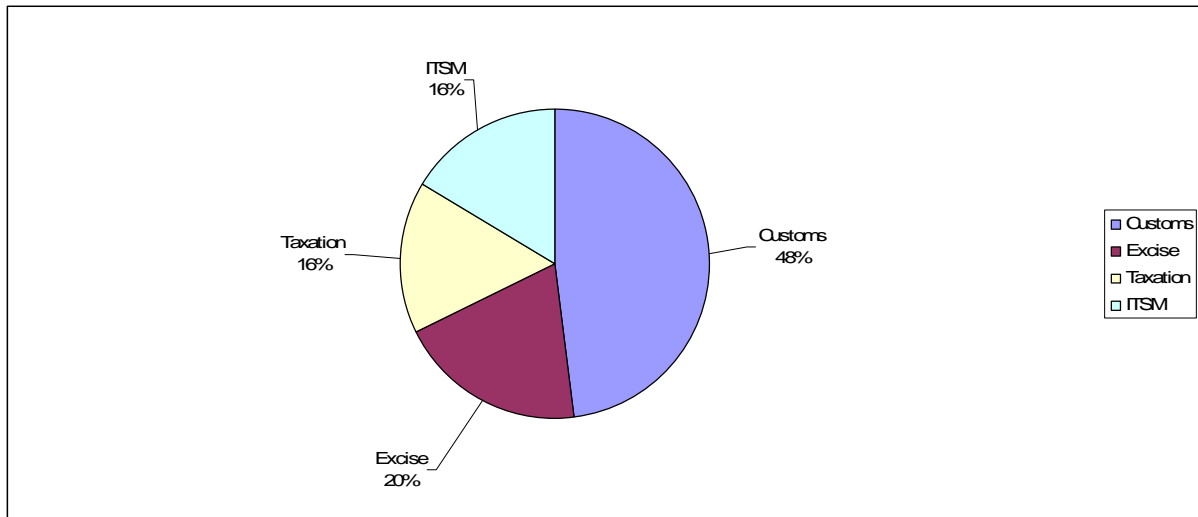
Figure 2: Opened Calls per Business Thread

2.1.1.4 Opened calls classified by issuing organisation

The table below shows the opened calls per issuer organisation.

Month	CCN /TC	DEV/ CUST	DG TAXUD	DIGIT	DEV/ EMCS	DEV/ TAX	QA Contractor	NAs	ITSM	Other[3]	Total
Oct-10	49	16	151	2	5	2	0	498	713	2	1438
Nov-10	13	29	140	0	11	0	0	519	714	0	1426
Dec-10	22	20	187	2	1	2	3	477	789	4	1507
Jan-11	33	7	165	1	16	1	0	531	788	0	1542
Feb-11	45	41	169	2	26	0	1	571	680	7	1542
Mar-11	27	12	222	1	9	0	1	599	701	7	1579
Apr-11	16	4	113	0	7	1	2	462	591	10	1206
May-11	25	8	171	1	5	3	1	461	810	0	1485
Jun-11	64	7	186	0	26	2	12	411	748	0	1456
Jul-11	42	6	141	0	8	0	4	515	679	0	1395
Aug-11	57	6	121	0	2	3	3	486	701	0	1379
Sep-11	95	6	205	0	6	5	8	909	850	0	2084
Oct-11	**121**	**10**	**251**	**0**	**7**	**1**	**5**	**712**	**866**	**0**	**1973**

Table 4: Opened calls split by issuer

The increases of calls logged by DG TAXUD and CCN/TC are not reflective of an increase in volume, but the result of how Synergia defines the issuer of the call.

In Synergia the Primary Contact may log the call; however it is the Service Recipient who is the real issuer.

In most cases, these parties are one in the same, however, in some calls, the Primary Contact logs calls on behalf of the Service Recipient.   Examples of this are found in Demand Management Service Requests, where the primary contact is the Business Thread manger whilst the Service Recipient is the DG Taxud Business Sector. Similarly with calls logged by ITSM Monitor for issues of NA queues where the originator/service recipient is CCN/TC.

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[3] "Other" includes issuers such as AGRI, ECA.
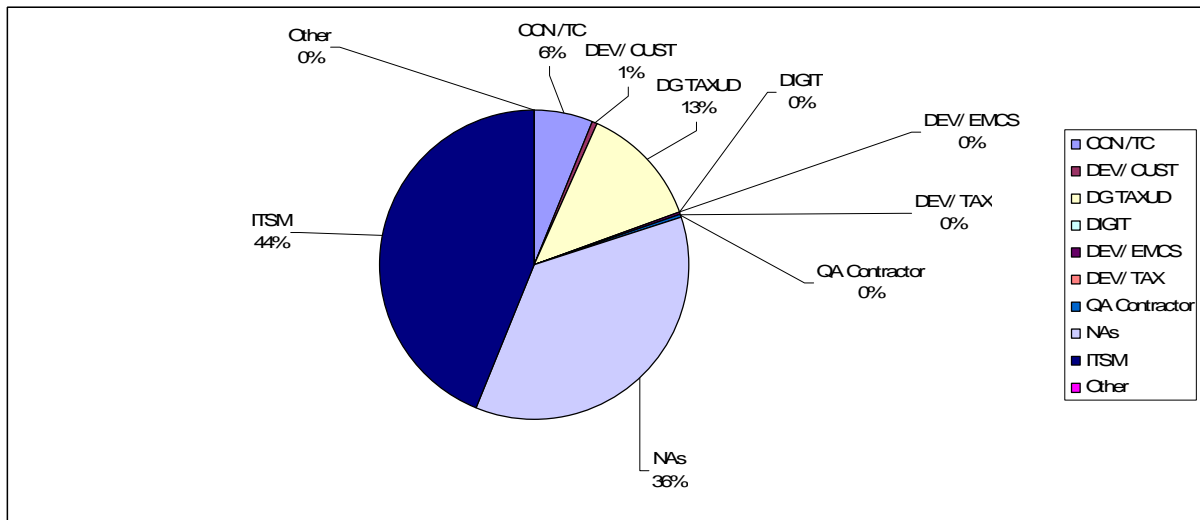
Figure 3: Opened calls split by issuer

The table below gives the opened calls split per NA (as issuer).

NA	# of calls	NA	# of calls
NA-AT	34	NA-LT	34
NA-BE	11	NA-LU	18
NA-BG	13	NA-LV	6
NA-CH	10	NA-MT	13
NA-CY	26	NA-NL	32
NA-CZ	20	NA-NO	2
NA-DE	48	NA-PL	22
NA-DK	55	NA-PT	29
NA-EE	57	NA-RO	5
NA-ES	27	NA-SE	14
NA-FI	18	NA-SI	28
NA-FR	16	NA-SK	6
NA-GB	59	NA-SM	1
NA-GR	7		
NA-HU	16		
NA-IE	70		
NA-IT	15	**Total**	**712**

Table 5: Opened calls by NAs

ITSM	# of calls
Application Management	85
Business Monitoring	91

ITSM	# of calls
Business Perspective	18
Infrastructure	14
Monitoring	128
Problem Management	148
Programme Management	6
Change Management	93
Release Management	8
Security Management	3
Service Desk	187
Testing	85
Total	**866**

Table 6: Opened calls by ITSM

The ITSM group (i.e. ITSM AM, ITSM SD, ITSM Testing Team) is the issuer of these calls.

2.1.1.5 Opened Incident calls classified by issuing organisation

The table below shows all incidents opened during the reported month and categorised according to the organisations that opened them.

Month	CCN/TC	DEV/CUST	DG TAXUD	DIGIT	DEV/ EMCS	DEV/TAX	QA Contractor	NAs	ITSM	Other	Total
Oct-10	12	6	29	1	1	0	0	309	391	1	750
Nov-10	8	11	43	0	3	0	0	310	387	0	762
Dec-10	7	8	57	0	1	0	0	295	455	3	826
Jan-11	8	2	55	0	16	1	0	515	344	10	951
Feb-11	2	2	53	1	4	0	0	361	310	5	738
Mar-11	5	2	53	1	8	0	0	371	361	6	807
Apr-11	6	3	32	0	6	1	0	311	320	6	685
May-11	7	1	39	0	2	2	0	270	449	0	770
Jun-11	55	3	85	0	11	0	9	251	318	0	732
Jul-11	37	0	36	0	5	0	0	252	346	1	677
Aug-11	49	2	28	0	0	0	1	198	310	0	588
Sep-11	84	2	55	0	2	0	1	505	296	0	945
Oct-11	**102**	**4**	**72**	**0**	**5**	**0**	**0**	**514**	**280**	**0**	**977**

Table 7: Opened Incidents calls split by issuing organisation

The following pie chart shows the same data expressed in percentage.
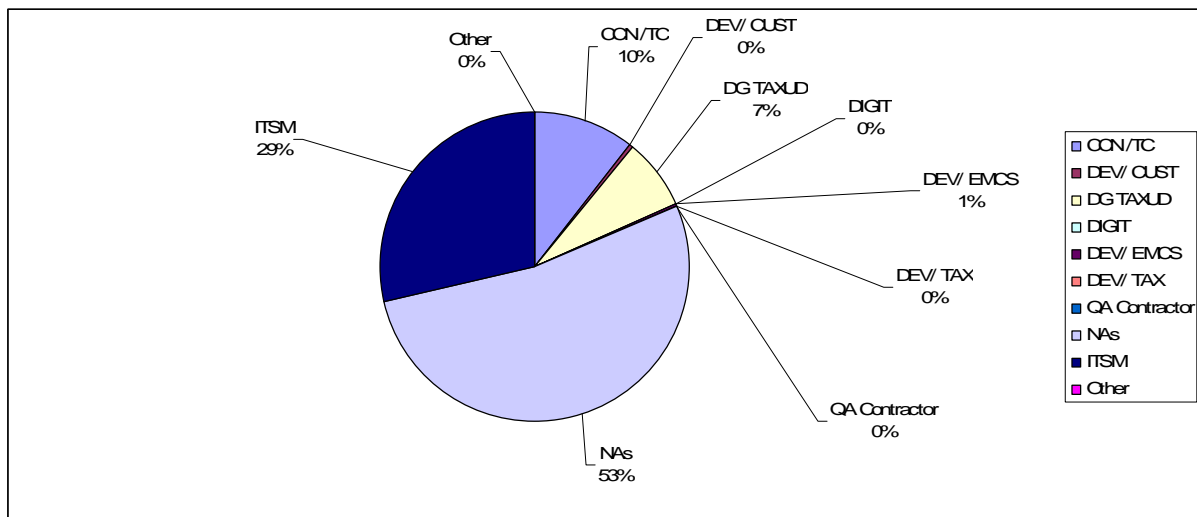
Figure 4: Opened Incident calls classified by organisation

2.1.1.6 Incident calls split by CI

The table below shows the number of opened incident calls for this month.

Please note that Configuration Items have been updated to reflect the "Service" field in Synergia. It is not possible to list the Affected CIs, as the list is too comprehensive.

Configuration Item-owITSM/Service - Synergia	Oct 2010	Nov 2010	Dec-2010	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011
648-Trad	0	0	3	10	4	6	5	0	2	1	0	8	0
ACT	0	0	0	0	0	0	0	0	0	0	0	0	1
ARIS Management (ITSM)	1	1	1	0	0	0	1	0	1	0	6	8	6
ART2	7	5	2	8	2	3	6	1	4	1	3	4	6
CCN Infrastructure Management	132	191	174	197	101	122	111	153	96	2	7	2	3
CCN 2 Mail (CCN)	0	1	1	0	0	3	2	1	0	2	1	0	2
CIRCA	3	1	0	0	0	1	0	0	0	2	0	3	4
CN	1	1	1	0	1	7	0	4	4	8	7	17	7
CRMS	7	6	13	12	7	16	35	13	26	10	8	6	10
CSI Bridge/CMR	4	0	2	2	2	2	0	4	2	1	3	11	6
CS/MIS	21	16	34	32	16	21	21	41	22	24	3	17	13
CS/MISe	2	1	6	23	1	5	7	2	11	4	0	3	0
CS/RD	3	9	16	16	6	4	1	6	3	6	5	5	10
CT REPORTING TOOL CONF	0	0	0	0	0	0	0	0	0	0	0	0	0
DDS	10	9	16	14	11	2	1	8	3	3	3	1	0
DDS2 AEO	1	0	0	0	0	0	0	0	0	0	0	0	0
DDS2 COL	0	0	0	0	0	0	0	0	2	1	1	1	0
DDS2 -CM	8	3	7	5	3	1	2	0	0	0	0	0	2
DDS2 EBTI	1	1	2	2	1	5	2	0	2	3	0	4	10
DDS2 EXP	0	1	0	0	0	0	1	1	0	1	1	1	0
DDS2 ECICS	0	1	0	0	0	0	0	0	0	0	0	3	1
DDS2 OFFICE LIST	0	0	0	2	0	0	0	1	1	0	0	0	0
DDS2 -TRA	0	1	0	0	1	2	2	3	1	1	0	0	0
DDS2 SEED	2	0	0	1	4	0	2	3	0	0	1	14	10
DDS2 Surveillance	1	0	0	0	0	2	1	1	0	0	0	1	0
DDS2 Suspensions	0	0	1	0	0	1	0	0	0	0	0	0	0
DDS2 Taric	13	6	14	11	5	7	6	7	7	6	5	6	4

Configuration Item-owITSM/Service - Synergia	Oct 2010	Nov 2010	Dec-2010	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011
DIGIT Infrastructure Management	12	12	39	23	26	39	37	67	77	63	54	27	28
EBTI3	7	11	3	2	4	5	3	6	3	4	7	6	17
ECICS2	0	5	1	3	3	1	1	0	1	1	1	0	0
ECS (Trans-European System)	28	35	17	33	37	25	26	41	35	53	38	100	60
EOS	15	17	14	15	24	9	9	12	4	18	13	28	27
EOS-AEO (Trans-European System)	0	0	2	2	1	0	0	0	0	0	0	0	0
EOS-EORI (Trans-European System)	2	2	5	1	3	3	4	1	1	0	0	0	0
EWSE/MVS (Trans-European System)	3	0	0	0	0	0	0	1	0	1	0	1	0
GTT CONF	1	0	0	0	0	0	0	0	4	0	1	0	0
HTTP BRIDGE	0	0	0	0	0	0	0	0	0	0	2	0	0
ICS (Trans-European System)	25	47	25	60	53	49	36	50	20	46	31	61	48
ITSM Infrastructure Management	9	15	10	10	1	4	1	2	7	0	2	1	0
ISPP	0	2	0	3	2	5	1	3	6	1	3	0	0
NCTS (Trans-European System)	21	19	12	56	31	28	32	26	21	34	27	54	167
EMCS (Trans-European System)	34	44	36	113	89	58	47	71	56	99	87	163	217
SMT	0	0	0	0	0	1	0	5	35	8	5	6	5
ITSM Portal	0	3	1	1	2	0	1	3	39	4	8	2	4
Quota2	7	4	16	12	4	2	3	3	14	4	5	6	4
REF (Trans-European System)	0	0	0	0	0	0	0	0	1	0	0	0	0
RSS	0	0	0	0	0	0	0	0	0	0	0	1	0
SEED	19	17	27	21	10	16	12	11	14	9	9	25	33
SMART	0	0	0	0	0	0	0	0	0	0	0	0	0
SMS	1	0	1	0	1	3	0	1	3	1	0	2	1
SPEED-ECN	5	2	4	1	6	10	0	2	1	4	0	1	0
SSTP	0	0	0	0	0	0	0	0	0	0	0	0	3
STTA	3	1	10	0	0	0	2	0	0	0	0	1	0
SURV2	24	6	6	4	0	11	0	8	5	12	6	6	9
Suspensions	0	1	0	1	1	3	0	0	1	0	0	2	1
TA CONF	24	41	47	9	10	13	4	2	4	5	4	2	5
TARIC3	21	33	35	37	29	24	15	17	30	22	10	17	17

Configuration Item-owITSM/Service - Synergia	Oct 2010	Nov 2010	Dec-2010	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011
TEDB	0	1	0	1	3	2	2	2	0	0	0	0	0
TEDBv2	5	3	8	3	3	5	0	6	1	3	3	0	0
Documents Excise	4	2	8	5	0	5	6	2	0	2	2	0	1
Documents Customs	0	2	0	0	0	0	0	0	0	0	0	0	9
Documents ITSM	0	0	0	0	0	0	0	0	0	0	0	0	0
Documents Taxation	0	0	0	0	0	0	0	0	0	1	0	0	0
TOS (Trans-European System)	0	0	0	0	0	0	0	0	0	0	0	0	0
TOW	0	0	0	0	0	0	0	0	0	0	1	0	1
TTA	5	1	2	0	2	1	3	0	0	0	0	1	4
UM	0	0	0	0	0	0	0	0	0	0	3	2	3
VAT Refund (Trans-European System)	161	115	125	106	144	182	177	94	82	95	63	189	94
VEF (Trans-European System)	0	0	0	0	0	0	0	0	0	0	2	1	0
VIES (Trans-European System)	94	65	66	82	76	82	44	59	48	93	127	114	102
VOW	1	2	8	11	6	7	4	20	6	7	11	4	11
VoeS (Trans-European System)	0	0	2	0	0	0	0	0	0	0	8	0	1
VIA	0	0	0	0	0	0		0	0	6	0	5	4
VNA	0	0	0	0	0	0	0	0	0	0	0	0	0
VIM	0	0	2	1	1	2	5	3	0	3	0	1	2
VSS	2	0	1	0	1	1	1	2	2	0	0	1	1
VCT	0	0	0	0	0	0	0	0	0	1	0	0	0
VWM	0	0	0	0	0	0	0	0	0	1	0	0	3
VRT	0	0	0	0	0	0	0	0	0	0	0	0	0
TEDBv2	0	0	0	0	0	0	0	0	0	0	0	0	0
VTA CONF	0	0	0	0	0	1	1	1	0	0	1	0	0
Total	**750**	**762**	**826**	**951**	**738**	**807**	**7**	**770**	**732**	**677677**	**588**	**945**	**977**

Table 8: Opened incident calls split by CI

2.1.2 Closed Calls

The following table shows the number of closed calls per category trend from October 2010 to October 2011.

Please note, the rate of closed calls per month should increase as incident are now resolved using Known Errors.

Month	User Management	Request for Info	Request for Service	Incidents	Complaints	Problems	Change Request	Total
Oct-10	68	369	100	746	0	1	50	1334
Nov-10	68	505	141	754	0	4	138	1610
Dec-10	49	425	136	740	1	3	135	1489
Jan-11	61	433	104	854	0	3	10	1465
Feb-11	73	496	174	686	0	6	44	1479
Mar-11	80	595	146	916	0	7	10	1754
Apr-11	55	372	118	735	0	3	41	1324
May-11	83	425	139	773	0	30	184	1634
Jun-11	63	334	242	705	0	9	25	1378
Jul-11	48	190	228	616	0	8	24	1114
Aug-11	46	198	199	615	0	22	19	1099
Sep-11	77	854	281	1100	1	6	88	2407
Oct-11	**80**	**461**	**246**	**727**	**0**	**34**	**51**	**1599**

Table 9: Closed calls per category during the reported months

The following pie chart below shows the same data expressed in percentage.

Figure 5: Closed calls per category

The following table shows the number of closed calls per Business Thread.

Category	Customs	Excise	Taxation	ITSM	Total
User Management	37	9	6	28	80
Request for Info	293	106	47	15	461
Request for Service	152	44	36	14	246
Incidents	320	195	201	11	727
Complaints	0	0	0	0	0
Problems	0	0	0	34	34
Change Requests	0	0	0	51	51
Total	**802**	**354**	**290**	**153**	**1599**

Table 10: Closed calls per Business Thread

The following pie chart below shows the same data expressed in percentage.
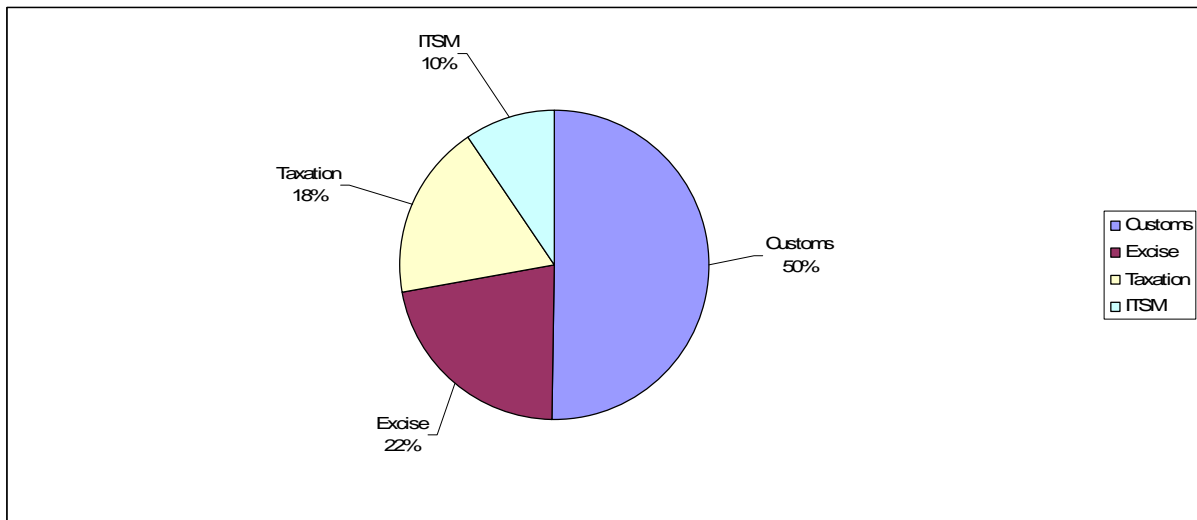
Figure 6: Percentage of closed calls per Business Thread

Incident closed calls

From a total of 1599 closed calls in October, 727 (45%) were recorded as incidents.

The table below shows the number of closed incidents over the reported month, recorded per Configuration Item as well as the evolution throughout the whole operational period.

Configuration Item-owITSM/Service - Synergia	Oct-2010	Nov-2010	Dec-2010	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011
648 -TRAD	0	0	0	4	1	3	3	2	2	1	2	10	0
ARIS Management (ITSM)	0	3	1	0	0	0	1	0	1	0	2	10	3
ART2	7	2	3	8	3	3	2	4	4	1	3	1	1
CCN Infrastructure Management	134	167	150	182	124	146	124	142	98	18	51	13	2
CCN 2 Mail (CCN))	0	0	1	1	0	3	2	1	0	1	0	1	2
CIRCA	3	1	0	0	0	1	0	0	1	2	0	2	4
CN	1	0	1	1	0	4	4	4	4	8	6	17	5
CRMS	7	9	10	14	7	14	24	12	17	19	16	15	7
CSI-Bridge/CMR	4	0	2	1	1	3	1	4	1	1	2	11	6
CS/MIS	25	24	16	38	13	29	20	40	19	11	16	20	3
CS/MISe	1	5	3	21	4	19	9	3	15	4	2	2	1
CS/RD	2	5	16	16	8	5	5	5	2	4	8	11	6
CT REPORTING TOOL CONF	0	0	0	0	0	0	0	0	0	0	0	0	0
DDS	9	12	11	15	13	4	1	4	5	4	0	2	0
DDS2 AEO	1	0	0	0	0	0	0	0	0	0	1	0	0
DDS2 CM	7	1	9	5	2	3	0	0	1	2	0	0	2
DD2-COL	0	0	0	0	0	0	0	0	0	0	0	3	1
DDS2 ECICS	0	2	0	0	0	0	0	0	0	0	0	3	1
DD2 EOS	1	0	1	2	3	4	2	0	0	2	0	0	0
DD2 EXP	0	1	1	0	0	0	0	0	0	2	1	1	0
DDS2 EBTI	1	1	2	1	0	5	3	0	2	1	1	4	3
DDS2 SEED	3	0	0	1	4	0	2	1	0	0	2	12	13
DD2 Office List	0	0	0	0	0	0	0	0	0	1	0	0	0
DDS2 Surveillances	1	0	0	0	0	1	2	0	0	0	0	2	0
DDS2 Suspensions	0	0	0	1	0	1	0	0	0	0	0	0	0
DDS2 Taric	15	12	9	13	3	7	9	5	8	5	6	12	3

Configuration Item-owITSM/Service - Synergia	Oct-2010	Nov-2010	Dec-2010	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011
DDS2 TRA	0	0	0	0	1	2	1	1	2	1	0	0	0
DIGIT Infrastructure Management	13	11	39	25	25	38	39	64	74	61	58	29	26
EBTI3	6	13	4	1	1	5	5	5	5	2	6	4	17
ECICS2	0	2	1	3	4	3	0	1	2	0	1	1	0
ECS (Trans-European System)	18	29	22	32	32	33	22	29	54	78	35	110	48
EOS	14	17	17	15	11	9	7	8	3	13	12	21	19
EOS-AEO (Trans-European System)	2	0	1	3	1	0	0	0	0	0	0	0	0
EOS-EORI (Trans-European System)	1	4	4	3	2	3	4	0	0	0	1	1	0
EWSE/MVS (Trans-European System)	2	5	0	0	0	2	0	2	0	0	1	3	0
GTT CONF	1	0	0	0	0	0	0	0	2	0	1	2	0
HTTP BRIDGE	0	0	0	0	0	0	0	0	0	0	0	2	0
ICS (Trans-European System)	25	41	21	28	41	62	26	35	23	32	48	75	46
ITSM Infrastructure Management	9	13	11	11	1	3	1	2	5	0	2	3	0
ISPP	0	2	0	4	2	3	3	3	3	2	4	0	0
NCTS (Trans-European System)	22	22	20	35	37	52	42	32	30	29	29	46	90
EMCS (Trans-European System)	26	40	41	45	54	66	69	67	37	73	40	113	149
ITSM Portal	3	3	0	1	3	0	0	3	27	4	10	12	3
Quota2	7	4	11	14	6	3	3	4	10	4	6	8	4
RSS	0	0	0	0	0	0	0	0	0	0	0	0	1
SEED	20	21	25	22	10	14	14	14	6	11	6	15	31
SMART	0	0	0	0	0	0	0	0	0	0	0	0	0
SMS	1	1	1	0	0	0	2	1	2	2	1	3	1
SMT	0	0	0	0	0	0	0	3	22	8	8	13	6
SPEED-ECN	4	4	2	2	4	2	3	2	7	5	0	1	0
STTA	2	19	4	6	0	0	2	0	0	0	0	1	0

Configuration Item-owITSM/Service - Synergia	Oct-2010	Nov-2010	Dec-2010	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011
SURV2	23	7	9	5	0	9	2	8	3	10	8	6	10
Suspensions	0	1	0	2	0	2	1	0	1	0	0	2	0
TA CONF	14	41	42	32	12	16	6	2	3	3	4	5	4
TARIC3	51	37	28	35	39	24	15	15	26	17	20	26	9
TEDB	2	0	1	2	0	2	2	0	2	0	0	1	0
TEDBv2	5	5	5	3	4	7	0	3	3	4	2	0	0
Documents Excise	2	10	10	5	5	9	6	5	0	3	2	4	0
Documents Customs	0	0	0	0	0	0	0	0	0	0	0	0	1
Documents ITSM	0	0	0	0	0	0	0	0	0	0	0	0	0
Documents Taxation	0	0	0	0	0	0	0	0	0	1	0	0	0
TOS (Trans-European System)	0	0	0	0	0	0	0	0	0	0	0	0	0
TOW	0	0	0	0	0	0	0	0	0	0	1	1	1
TTA	4	0	1	3	0	0	2	3	0	1	0	1	3
UM	0	0	0	0	0	0	0	0	0	0	3	2	3
VAT Refund (Trans-European System)	144	103	106	94	111	182	185	147	82	83	76	292	72
VIA CONF	0	0	0	0	0	0	1	1	32	6	7	6	2
VIES (Trans-European System)	101	51	71	86	83	97	47	56	25	75	93	124	104
VOW	1	2	6	10	8	7	5	18	7	3	9	9	10
VoeS (Trans-European System)	0	0	0	0	0	1	0	0	1	0	0	0	0
VEF (Trans-European System)	0	0	0	0	0	0	0	0	1	1	1	3	0
VNA	0	0	0	0	0	0	0	0	0	0	0	1	0
VIM	0	0	1	2	1	2	4	4	0	3	0	0	0
VSS	0	1	0	1	2	1	0	3	1	1	0	0	1
VCT	0	0	0	0	0	0	0	0	0	0	0	1	0
VWM	0	0	0	0	0	0	0	0	0	1	0	0	3
VRT	0	0	0	0	0	0	0	0	0	0	0	0	0
REF (Trans-European	0	0	0	0	0	0	1	1	1	0	0	0	0

Configuration Item-owITSM/Service - Synergia	Oct-2010	Nov-2010	Dec-2010	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011	Sep-2011	Oct-2011
System)													
DEF (Trans-European System)	0	0	0	0	0	0	0	0	0	0	0	0	0
TEDBv2	0	0	0	0	0	0	0	0	0	0	0	0	0
VTA CONF	0	0	0	0	0	1	1	0	0	0	1	1	0
TOTAL	745	754	740	854	686	915	735	773	682	624	615	1100	727

Table 11: Closed incident calls split by CI

Level 1, Level 2 and Level 3 closed calls

The following table shows the number of calls solved by the first line support, and handled by the second line (i.e. Application Management and Infrastructure Management), and the third line support (i.e. Development contractors). The figures for the first line support are based on the number of incidents where no action was assigned to another *[ITSM Contractor]* party (i.e. other than the SD or to the third party).

The figures for the third line support are based on the number of incidents, where at least one task was assigned/escalated to a development contractor (i.e. EMCS/DEV, CUST/DEV, AM-CUST/DEV, FITS/DEV, DIGIT, CCN/TC).

The figures for the second line support are based on the number of incidents that do not fall in the two above categories.

Unfortunately this table is still under construction and cannot be completed as ITSM Infra need to re-evaluate the mechanism within Synergia to obtain these results.

Calls	Aug-2010	Sep-2010	Oct-2010	Nov-2010	Dec-2010	Jan-2011	Feb-2011	Mar-2011	Apr-2011	May-2011	Jun-2011	Jul-2011	Aug-2011
Level 1	306	328	360	323	374	402	427	547	449	466			
Level 2	772	827	740	884	850	764	846	916	682	996			
Level 3	177	232	234	403	265	299	206	291	193	172			
Total of Closed Calls	1255	1387	1334	1610	1489	1465	1479	1754	1324	1634			

Table 12: Closed calls handled by Level 1, Level 2 and Level 3

2.1.3 Calls related to Document Reviews

Since May 2011, document reviews are no longer registered by the ITSM SD and are no longer being reported within this section. Reference and document on document reviews will be delivered by ITSM Competency Centre.

2.1.4 Calls classified per Incident Statuses
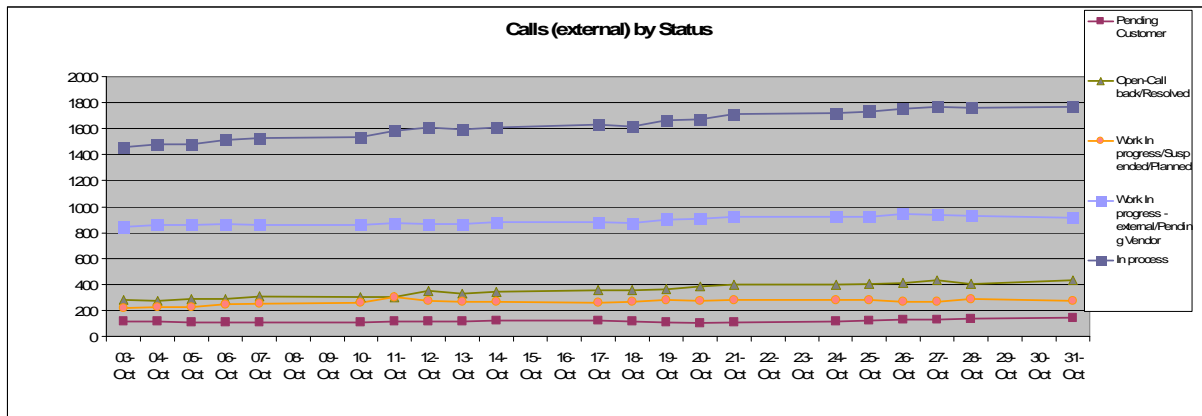
Figure 7: All external incidents this month by status

As of this month, there is no longer a requirement to map/merge statuses from both tools and only statuses from Synergia will be used.

Pending Customer

Open- Callback/resolved awaiting KE

Work In progress/Suspended/Planned

Work in Progress External

The figure here above shows that an average of 1,626 incidents were in process at the SD in May. (The sum of "in process" calls for the month / the working days of the month).

Below is a breakdown of the figures as captured at the end of the month and a brief explanation of what changes occurred:

- 275 incidents were assigned to ITSM (Work in Progress/Suspended/Planned ([CCN/WAN Contractor]) at the end of this month.

- 145 incidents are Pending Customer; (red square).

- 913 incidents assigned externally to ITSM parties for action (blue).

- 436 calls are now solved (ie. Open-Callback) and are waiting user confirmation that these incidents can now close.

2.2 ICT Infrastructure

2.2.1 Service Delivery

2.2.1.1 Availability Management – *[ITSM Contractor]* infrastructure

Availability information for owITSM, Exchange server, ITSM Portal, ITSM monitoring tools, Synergia and ARIS is provided in:

- Section 3.4.2.4 – ITSM Business Thread, Availability Management;

- Annex 14a "ITS-IMSR-SC09-2011-10-Annex 14a - Availability.zip".

2.2.2 ITSM Monitor mails statistics

2.2.2.1 Received mails

The following table includes the number of mails received on the ITSM Monitoring System in October 2011. The columns grouped under the "Origin" label indicate the split of mails received from DIGIT, CCN, ITSM Support, DDS Info and other origins.

MONTHLY STATISTICS OF THE RECEIVED MAILS AT ITSM MONITOR				
Statistics				
Total : 10,792		**Average/working day: 348**		**Peak (Max)/working day : 671**
Origin				
DIGIT	**CCN**	**ITSM SUPPORT**	**DDS INFO**	**OTHERS**
3,115	273	578	688	6,138
Legend				
Incoming mails consist of:				
Daily reporting concerning tablespaces: *[Removed]* Alarmpoint messages: Filesystem alert, TARIFF Prod Weblogic Alert *[Removed]* BMC Patrol web Logic alerts	Alerts if dead letter queues Availability reports Inform us if a gateway is down, or will be down Coming from: CCN TC	Acknowledgements of alerts issued by monitoring tools and DIGIT systems with a ticket number registered in the SMT; Informal discussion messages between people.	All information about request, failures and restarts on DDS website Coming from: Data Dissemination System : (Daily statistics on DDS web site usage, DDS failures and processes running on Alpha5 Production machine.)	Status messages for daily Oracle backups tasks; Alerts generated by monitoring tools not forwarded to ITSM Support; Accounting information (mainly uptime reports) generated by monitoring tools; Non categorised mails.

Table 13: Received mails at ITSM Monitor

The pie chart below reflects the same data as in the above table. It shows the distribution of the incoming mail traffic origin:
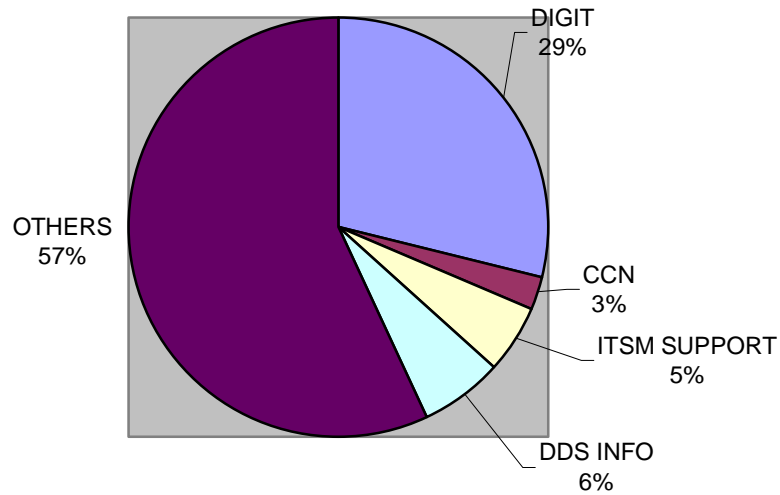
Figure 8: Received mails at ITSM Monitor

2.2.2.2 Forwarded mails

Monthly Statistics of the Forwarded Mails at ITSM Support		
Statistics		
Total : **139**	% of forwarded mails : **1.27%**	Average/working day : **4.48**

Table 14: Forwarded mails at ITSM Support

2.3 Business Monitoring

2.3.1 DDS2

The following figures show the total daily requests on the DDS2 applications during the reporting period and the distribution of these requests between the different modules.

We observed an average of around 155,000 hits per working day for DDS2 (-7.7% compared to September 2011).

Figure 9: Number of daily requests on DDS2 Websites in reporting period
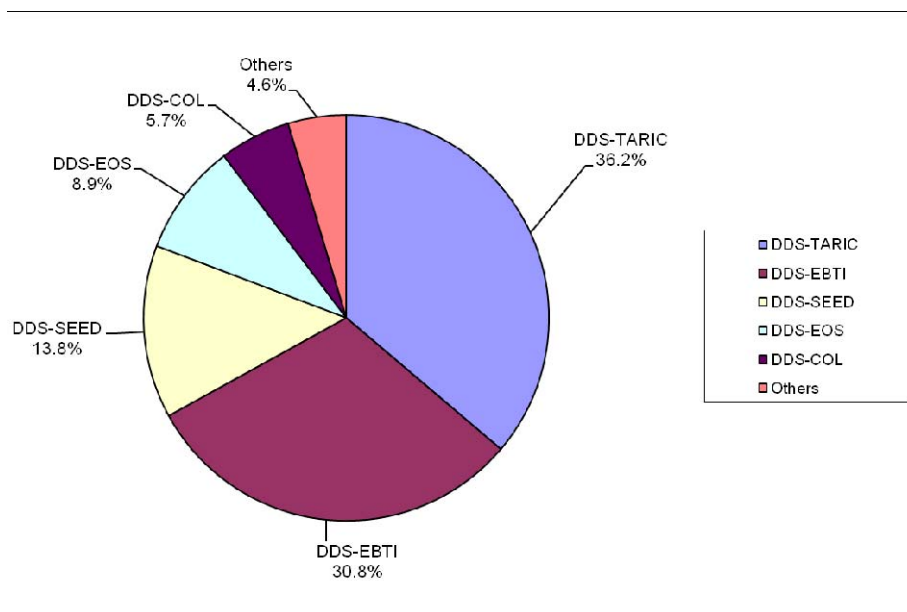
Figure 10: Distribution of requests on DDS modules

The table below shows the difference between October 2011 and September 2011. The main contributor was TARIC in October 2011 (it was EBTI in September 2011).

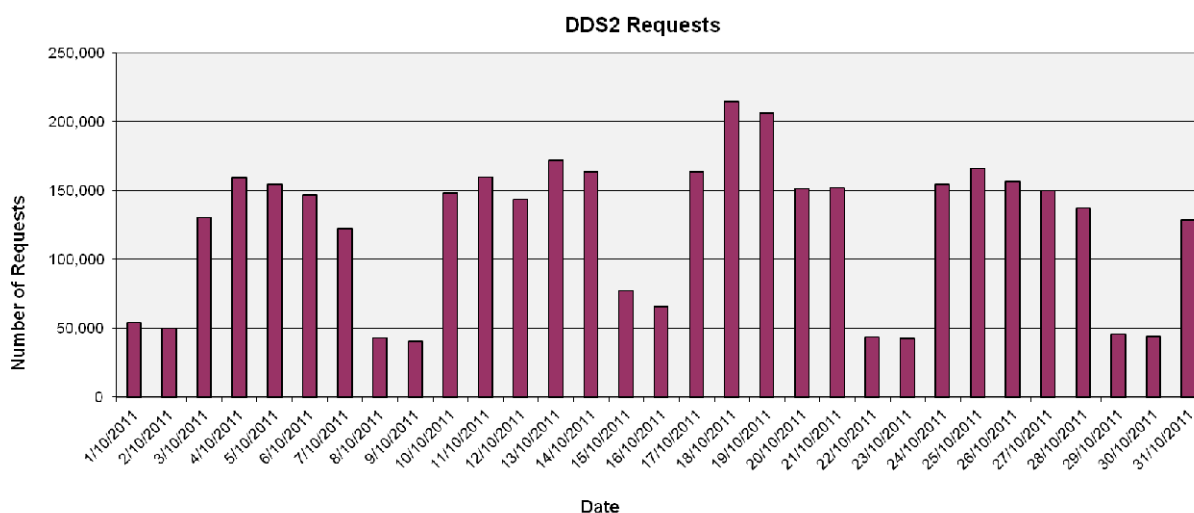| Application	Period	Count	Percentage	Period	Count	Percentage
DDS-COL	Oct-11	214908	5.7	Sep-11	198881	4.2
DDS-EBTI	Oct-11	1167349	30.8	Sep-11	1471758	31.1
DDS-ECICS	Oct-11	105905	2.8	Sep-11	98683	2.1
DDS-ECS	Oct-11	3437	0.1	Sep-11	3289	0.1
DDS-EOS	Oct-11	338582	8.9	Sep-11	292447	6.2
DDS-SEED	Oct-11	522449	13.8	Sep-11	1324812	28.0
DDS-SURV	Oct-11	49029	1.3	Sep-11	46935	1.0
DDS-SUSP	Oct-11	14638	0.4	Sep-11	14076	0.3
DDS-TARIC	Oct-11	1372808	36.2	Sep-11	1283654	27.1
DDS-TRANSIT	Oct-11	3013	0.1	Sep-11	2815	0.1

Table 15: Difference between the reporting month and previous month

2.4   Application Management

2.4.1 Deployment

The following table gives an overview of installations performed in October 2011.

preSAT	SAT	CONF	PROD	Total
15	20	13	2	50

Table 16: Number of installations per environment

The applications that were deployed on production environment with the green light date of each production are described in the table below:

Application	Version	Green light Date	Production date	Incident Number
DDS2-SEED	1.0.2	17/10/2011	17/10/2011	IM15509
SMT	7.11.0 HF3	19/09/2011	19/09/2011	IM15909

Table 17: Installations in production environment

The breakdown of installations per Business Thread is depicted in the following table and presented on the chart.

Business Thread	Number of installations
Customs	28
Excise	7
Taxation	13
ITSM	2
Total:	**50**

Table 18: Installations per Business Thread

Number of installation
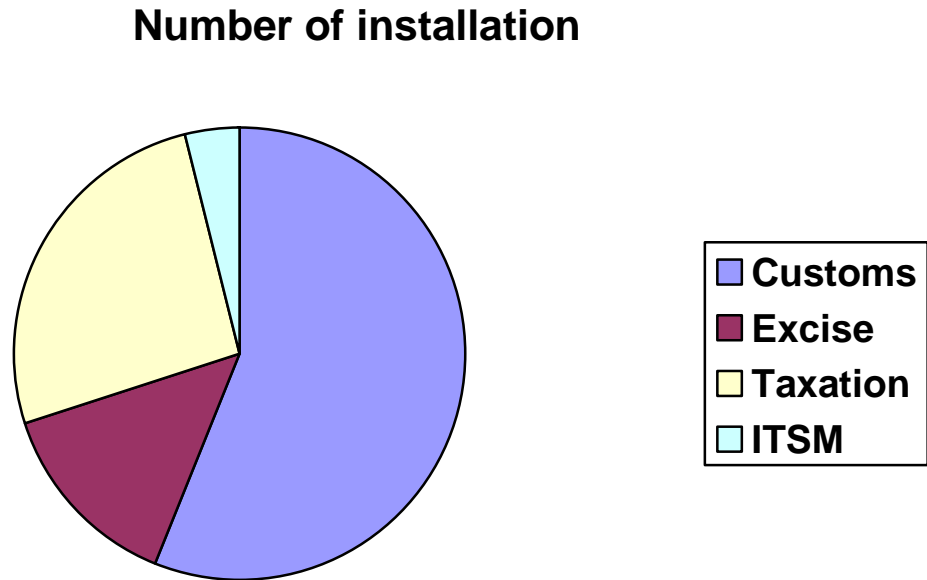
Figure 11: Installations per Business Thread

2.4.2 Technical Support

Please refer to section 2.1.2 of this document in order to see the number of incidents handled by ITSM Application Management.

2.4.3 Technical Reviews

2.4.3.1 Document packages reviewed

ITSM AM recognises that the reorganisation can have impacted the document review activity.

ITSM AM has taken the necessary steps to re-launch this activity.

Received in	No. of doc review requests received	No. of docs reviewed	Total No. of pages	No. of pages reviewed	No. of comments	No. of documents reviewed without comment	Meetings
1110	131	76	5460	2296	133	36	3
TOTAL	**131**	**76**	**5460**	**2296**	**133**	**36**	**3**

Table 19: Document packages reviewed

Interpretation

Received in	YYMM in which the Doc review request from the SD has been received by ITSM AM;
No. of. doc review requests received	Actual number of doc review requests received during the reporting period;
No. of docs reviewed	Actual number of documents reviewed;

2.4.4 Release Management

The following releases have been installed in October 2011:

Business thread	Application	Version
Customs	TARIC3	2.5.2
	DDS2 SEED	1.0.2
	TTA	10.3.0 HF2
	CN	2.1.0
	EOS	2.5.0
	TTA	10.3.0 HF3
Excise	EBTI	2.1.1
	TTA	10.3.1 build2
	TA	2.2.1 CTP v1.46
	TA	2.2.1 CTP v1.48

In addition, at the request of EXCISE the following scope documents were delivered:

- ITS-IRPT-086-SC09-CTP-P3 v1.48 RSD

2.5 Publications

For the summary of documents published to the ITSM Portal and CIRCA in September 2011, please see [Anx09].

2.6 User management

See table below:

RESOURCE	NUMBER AT END OF REPORTING PERIOD	DIFFERENCE WITH PREVIOUS PERIOD
SMT issuers	687	+67
Application users	10904	+62
Q125= SMT + application:	11591	
Web Portal users	1642	-22

Table 20: User counts

For more details on user management in general during the reporting period, we refer to the new Annex User List [**Anx10**].

2.7 Configuration Management

The figure below are from the new HP SMT CMDB which has been successfully deployed and is now being used as our reference.

The CMDB currently includes **5315** CIs. The table below shows a breakdown according to the CI type.

CI Type name	September/2011	October/2011	% new CIS
Application COTS	316	315	-0,3%
Application Releases Total	1537	1211	-21,2%
Business Services	1473	1280	-13,1%
Computer	207	202	-2,4%
Databases	988	940	-4,9%
Documents	1187	1186	-0,1%
Network Components	16	16	0,0%
Service App COTS	50	50	0,0%
Service App Release	119	115	-3,4%
TOTAL	**5893**	**5315**	-9,8%

Table 21: CIs distribution by type

The decrease in the number of CIs being reported in the current month is due to the ongoing cleanup process. Many CIs were disposed/Retired or deleted since they were no longer in use.

KPI-302 for October is 100%, meaning that all installations performed during the month were correctly recorded in the CMDB, with correct status ("in use"). The percentage was calculated by comparing the releases recorded in the CMDB, with status "in use" with the exhaustive list of all installations performed during the month reported in Annex 04 of the current document.

2.8 Security

2.8.1.1 IM15450 – CCN Certificate

The incident IM15450 was considered as a security incident:

1. **Facts**: *[NA1]* had problems getting the following applications working on their local workstations: SEEDv1web, SEEDv1web-RCT, AFIS-portal, EMCS-TA. ITSM Application Management explained how to download the certificates from their local CCN Gateway;

2. **Cause of incident**: Missing digital certificates;

3. **Issue**: Connexion fails;

4. **Impact**: No access to applications;

5. **Lessons learned**: N/A.

Incident IM15450 is pending at the end of the reporting period, waiting for a confirmation from *[NA1]*.

2.8.1.2   IM15969, IM15970, SD26691 and SD26833 – LDAP Backup

The incidents IM15969, IM15970, SD26691 and SD26833 were considered as security incidents:

1. **Facts**: These incidents are related. They have been raised due to repetitive failed backups of the embedded Weblogic LDAP on several domains. For a backup to be successful a series of files have to be available (EmbeddedLDAP.data, EmbeddedLDAP.lok, EmbeddedLDAP.twpos, EmbeddedLDAP.delete, EmbeddedLDAP.tran, changelog.data, EmbeddedLDAP.index, EmbeddedLDAP.trpos and changelog.index). Some of them disappear, and the backup fails. ITSM cannot presently determine who or what deleted them. DIGIT has been asked to investigate this;

2. **Cause of incident**: Some files, which are needed by the backup, disappear. Under investigation at DIGIT;

3. **Issue**: Backup of LDAP fails;

4. **Impact**: The backup must be done manually;

5. **Lessons learned**: None at the end of the reporting period.

The last two incidents are still open at the end of the reporting period.

2.9   Planning

Please refer to [Anx05].

3. Section 2: Thread Dependent

3.1 Customs

3.1.1 Service Support Activities

3.1.1.1 Opened calls classified by category

The table below gives the number of opened calls by category and relating to the Customs Business Thread in the reporting period. (Input can also be found in Table 4: Opened calls per Business Thread).

Calls category	Customs
User Management	35
Request for Info	227
Request for Service	218
Incidents	468
Complaints	0
Problems	0
Change Requests	0
Total	**948**

3.1.1.2 Closed Calls classified by category

The table below gives the number of closed calls by category and relating to the Customs Business Thread in the reporting period. (Input can also be found in Table 11: Closed calls per Business Thread).

Calls category	Customs
User Management	37
Request for Info	293
Request for Service	152
Incidents	320
Complaints	0
Problems	0
Change Requests	0
Total	**802**

Table 22: Customs - Closed calls by category

3.1.1.3 Problems

Problem Ids follow the natural numbering until the owITSM problem management facility is extended. Closed problems have been removed from this list.

Problem ID	Migration Reference	Title	Phase	Status RC
PM10015		Reverse Proxy issue with CS/MIS application in CONF/PROD	Problem Resolution	Pending Vendor
PM10028		No CD931A and CD932A in the statistics	Problem Prioritization and Planning	Accepted
PM10029		Taric 3 Application blocked after an update in a dedicated Window	Problem Resolution	Pending Vendor
PM10030		Another user is updating the data simultaneously" error message	Problem Investigation and Diagnosis	Pending Vendor
PM10031		SURV2 : missing extraction for DDS	Problem Resolution	Pending User
PM10034		CSRD did not feed EOS with the daily updates of the COL	Problem Investigation and Diagnosis	Pending Vendor
PM10035		WLS does not conform to JMSRedelivered message good practice	Problem Investigation and Diagnosis	Deferred
PM10037		Problem with corrupted index-EOS	Problem Resolution	Pending User
PM10040		SMS asynchronous messages received from MS (*[Removed]*) are not limited by any means	Problem Resolution	Pending User
PM10063		Discrepancies in the statistics produced by CS/MIS	Problem Prioritization and Planning	Accepted
PM10066		CS/MIS rejecting IE411 in edifact	Problem Detection, Logging and	Open

		format	Categorization	
PM10074		ECS: Rejection of IE501 and IE503 with IE906 due to country code (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10075		ECS: IE501 rejected with IE907 due to country code (*[Removed]*)	Problem Resolution	Pending Vendor
PM10076		ECS: no positive IE503 sent to NA-*[Removed]*in response to IE502 (CODE 3 REJECT)	Problem Resolution	Pending Vendor
PM10084		NCTS: IE001 from NA-*[Removed]*rejected due to Invalid value 'Net mass' 2011-500	Problem Resolution	Pending Vendor
PM10086		NCTS: NA-*[Removed]*rejected IE006 and IE018	Problem Resolution	Pending Vendor
PM10087		NCTS: Rejections of IE001 by NA-*[Removed]*(due to C531)	Problem Closure and Review	Pending Vendor
PM10088		NCTS: NA-*[Removed]*rejects IE018 from NA-*[Removed]*	Problem Investigation and Diagnosis	Pending Vendor
PM10089		ECS: NA-*[Removed]*rejects IE501 from NA-*[Removed]*- Violation of R832	Problem Closure and Review	Closed
PM10090		NA-*[Removed]*rejects IE518 from MSs (with IE906)	Problem Resolution	Pending Vendor
PM10091		ECS: rejection of IE501 from NA-*[Removed]*	Problem Investigation and Diagnosis	Pending Vendor
PM10092		ECS: NA-*[Removed]*rejected IE501 from NA-*[Removed]*	Problem Investigation and Diagnosis	Pending Vendor
PM10095		ECS: NAs rejects	Problem Resolution	Pending

		IE501 from NA-*[Removed]*I		Vendor
PM10096		ECS: IE501 from NA-*[Removed]* are being rejected with IE906 (R832)	Problem Closure and Review	Closed
PM10097		ICS: NA-*[Removed]*rejected IE029 messages from NA-*[Removed]*	Problem Investigation and Diagnosis	Pending Vendor
PM10098		ICS: NA-*[Removed]*rejects IE319 with IE906	Problem Resolution	Pending Vendor
PM10100		ICS: NA-*[Removed]*rejects IE303 from NA-*[Removed]*with IE906	Problem Investigation and Diagnosis	Pending Vendor
PM10101		ICS: NA-*[Removed]*rejects IE319 from NA-*[Removed]*(with both IE906 and IE917)	Problem Resolution	Pending Vendor
PM10102		ICS: NA-*[Removed]*rejects IE319 from NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10103		ICS: rejection of IExxx - data field "name" (NA-*[Removed]*)	Problem Investigation and Diagnosis	Pending Vendor
PM10104		ICS: NA-*[Removed]*rejects IE303 from NA-*[Removed]*(with IE917)	Problem Closure and Review	Closed
PM10105		ICS: IE319 rejected with IE917 by NA-*[Removed]*	Problem Investigation and Diagnosis	Pending Vendor
PM10106		ICS: NA-*[Removed]*rejected IE319 from NA-*[Removed]*with IE917	Problem Investigation and Diagnosis	Pending Vendor
PM10111		Messages in Dead latter queue	Problem Investigation and Diagnosis	Work In Progress

PM10112		MSAs messages blocked in ISPP data queue / Lack of the ISPP ACKN-s in the production environment	Problem Prioritization and Planning	Accepted
PM10113		Discrepancies in the statistics produced by CS/MIS (adt # arq)	Problem Resolution	Pending Vendor
PM10114		SPEED: NA-*[Removed]*rejects IES01 (goods from NA-*[Removed]*) (add invalid document type Y927)	Problem Investigation and Diagnosis	Pending Vendor
PM10117		SPEED rejects IE012 from NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10118		SPEED: NA-*[Removed]*rejects IES01 (goods from NA-*[Removed]*) (Condition 'C002' is not satisfied)	Problem Investigation and Diagnosis	Pending Vendor
PM10119		SPEED: NA-*[Removed]*rejects IES01 (goods from NA-*[Removed]*) (Condition 'C002' is not satisfied)	Problem Investigation and Diagnosis	Pending Vendor
PM10120		SPEED: NA-*[Removed]*rejects IES01 (goods from NA-*[Removed]*) (xml error)	Problem Investigation and Diagnosis	Pending Vendor
PM10121		SPEED: NA-*[Removed]*rejects IES01 (goods from NA-*[Removed]*)	Problem Investigation and Diagnosis	Pending Vendor
PM10122		SPEED IES01 expired in May	Problem Resolution	Pending Vendor
PM10123		NCTS: NA-*[Removed]*REJECTS MESSAGES FROM NA-*[Removed]*	Problem Investigation and Diagnosis	Pending Vendor
PM10127		ECS: NA-	Problem Resolution	Pending

		*[Removed]*rejects IE510 with IE906		Vendor
PM10128		ECS: NA-*[Removed]*rejected IE524 from NA-*[Removed]*	Problem Investigation and Diagnosis	Pending Vendor
PM10129		ICS: NA-*[Removed]*rejects IE302 from NA-*[Removed]*(with IE917)	Problem Investigation and Diagnosis	Pending Vendor
PM10130		ICS: NA-*[Removed]*does not reply to IE302 from NA-*[Removed]*	Problem Investigation and Diagnosis	Pending Vendor
PM10131		[2L] CRMS-PCA - Validation of role of Economic Operator	Problem Resolution	Pending Vendor
PM10133		ECS: Linking the IE906/IE907s to the rejected message (NA-*[Removed]*)	Problem Investigation and Diagnosis	Pending Vendor
PM10134		ECS: IE907 sent (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10135		NCTS: Rejection reason code 4 "NOT IN STATE TO RECEIVE IE002" (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10136		NCTS: Linking the IE906/IE907s to the rejected message (NA-*[Removed]*)	Problem Investigation and Diagnosis	Pending Vendor
PM10137		ECS: NA-*[Removed]*rejects IE501 and IE503 from NA-*[Removed]*with IE906	Problem Investigation and Diagnosis	Pending Vendor
PM10146		NCTS: Exchange of IE145/IE144 while movement is under recovery	Problem Resolution	Pending Vendor
PM10148		ICS: NA-*[Removed]*rejects IE319 with IE906 showing error	Problem Resolution	Pending Vendor

		pointer R133		
PM10151		Feedback validation problem	Problem Resolution	Pending Vendor
PM10154		NCTS - Linking the IE906/IE907s to the rejected message (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10155		NCTS - Linking the IE906/IE907s to the rejected message (NA- *[Removed]*)	Problem Resolution	Pending Vendor
PM10156		NCTS - Linking the IE906/IE907s to the rejected message (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10158		NCTS - Linking the IE906/IE907s to the rejected message (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10159		NCTS: IE018 from NA-*[Removed]*rejected by NA-*[Removed]*due to issue with "?"	Problem Resolution	Pending Vendor
PM10160		NCTS: NA-*[Removed]*rejects wrongly IE024 (no unique Message Identification and data group reason)	Problem Closure and Review	Pending Vendor
PM10161		NCTS/ECS: Linking the IE906/IE907s to the rejected message [NA-*[Removed]*]	Problem Resolution	Pending Vendor
PM10165		CRMS: Forum display (behavior difference between global forum and RIF forum)	Problem Resolution	Pending Vendor
PM10167		ECS: Linking the IE906/IE907s to the rejected message (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10168		ECS: Linking the IE906/IE907s to the rejected message (NA-*[Removed]*)	Problem Resolution	Pending Vendor

PM10170		ECS: Linking the IE906/IE907s to the rejected message (NA-*[Removed]*(	Problem Investigation and Diagnosis	Open
PM10171		ECS: Linking the IE906/IE907s to the rejected message (NA-*[Removed]*)	Problem Resolution	Pending User
PM10172		ECS: Linking the IE906/IE907s to the rejected message (NA-*[Removed]*)	Problem Resolution	Pending User
PM10173		ECS: Linking the IE906/IE907s to the rejected message (NA-*[Removed]*)	Problem Resolution	Pending User
PM10174		ECS: Linking the IE906/IE907s to the rejected message (NA-*[Removed]*)	Problem Resolution	Pending User
PM10175		ECS: Linking the IE906/IE907s to the rejected message (NA-*[Removed]*)	Problem Resolution	Pending User
PM10176		[2L] Report errors in CRMS	Problem Resolution	Pending Vendor
PM10178		[CRMS][2l] ATI Archive available to all countries	Problem Resolution	Pending Vendor
PM10180		DDS2 TARIC PROD Translations, Conditions, Special message	Problem Detection, Logging and Categorization	Pending Vendor
PM10185		problems relating to RIF export (task failed)	Problem Resolution	Pending Vendor
PM10186		Deployment scripts for ISPP	Problem Investigation and Diagnosis	Pending Vendor
PM10187		Report on RIF feedback per country	Problem Investigation and Diagnosis	Pending Vendor
PM10190		ECS: Export movements diverted by DE (NA-*[Removed]*)	Problem Closure and Review	Pending Vendor
PM10191		ICS: rejection of IE319 with IE906	Problem Closure and Review	Pending Vendor

		(NA-*[Removed]*)		
PM10192		ICS : changes for filling in CorrelID in CCN Envelope	Problem Investigation and Diagnosis	Open
PM10195		Incorrect pattern type used in PloUnloading	Problem Investigation and Diagnosis	Open
PM10197		CRMS problematic Oracle Query	Problem Resolution	Pending Vendor
PM10198		ECS: IE502 with Nl566396 as the ActOofExt (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10199		ECS: Linking the IE906&IE907 to the rejected message (CS/MIS) (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10200		Illegal EDIFACT character in IE503 from NA.*[Removed]*	Problem Resolution	Pending Vendor
PM10202		Reduce size of font in reports	Problem Resolution	Pending Vendor
PM10203		TBD BM	Problem Closure and Review	Closed
PM10207		CCNTC SC#65462 - *[Removed]*- Problem with sending a message CD411	Problem Prioritization and Planning	Work In Progress
PM10216		Notification for *[Removed]*feedback on RIF/DE/2011/030/01/Financial/NRAC/v1	Problem Resolution	Pending Vendor
PM10220		Index corruption on DDSUTAXP	Problem Investigation and Diagnosis	Pending Vendor
PM10221		Disk Quota exception : BOT running and accessing the DDS2 EBTI webpage	Problem Investigation and Diagnosis	Pending Vendor
PM10222		DDS2-TARIC Update : Error message	Problem Investigation and Diagnosis	Pending Vendor
PM10223		Repetitive Oracle	Problem	Work In

		error in logs	Investigation and Diagnosis	Progress
PM10233		[2l] CRMS-PCA training preparation - View CRC in PDF with attachments	Problem Resolution	Pending Vendor
PM10234		[2l] RIF feedback advanced search - list of fields	Problem Resolution	Pending Vendor
PM10235		NCTS: rejection of IE204 messages from NA-*[Removed]*	Problem Resolution	Open
PM10237		NCTS - Linking theIE906/IE907sto the rejected message NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10238		NA-*[Removed]*rejects IE001 from NA-*[Removed]*	Problem Investigation and Diagnosis	Pending Vendor
PM10239		NCTS: NA-*[Removed]*rejects IE001 from NA-*[Removed]*	Problem Investigation and Diagnosis	Pending Vendor
PM10240		[2L] TARIC3 Production: Arctic Tariff File Import Error (*[Removed]*140.xml)	Problem Resolution	Pending Vendor
PM10242		Lack of translation in SEED-on-EUROPA	Problem Resolution	Pending Vendor
PM10243		Technical error when trying to access the ATI draft version	Problem Resolution	Pending Vendor
PM10244		Clear button not working in the "Find RIF" selection screen	Problem Resolution	Pending Vendor
PM10245		agricultural measures validation rules: delete button does not work, keys have to be used	Problem Resolution	Pending Vendor

PM10251		ECS: NA-*[Removed]*sending A messages (IE503A).	Problem Investigation and Diagnosis	Pending Vendor
PM10253		Defect on EOS data model	Problem Resolution	Pending Vendor
PM10254		NA-*[Removed]*rejects IE018 due to EDIFACT format	Problem Investigation and Diagnosis	Open
PM10255		ICS: rejection of IE319 from NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10256		NCTS: NA-*[Removed]*send IE118 after IE006 was received	Problem Investigation and Diagnosis	Open
PM10258		CUBUS-ECS-01-*[Removed]*-Analyse national deviation	Problem Resolution	Pending Vendor
PM10259		[2L] [CRMS-PCA] - a technical error while creating a CRC feedback (IM10557)	Problem Resolution	Pending Vendor
PM10260		[2L] Notification letter generation task failed for *[Removed]*	Problem Resolution	Pending Vendor
PM10263		NCTS: NA-*[Removed]*rejecting IE001 messages (KELv0.23)	Problem Investigation and Diagnosis	Open
PM10272		ECS: NAs reject IE001 and IE003 from NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10273		ICS: NA-*[Removed]*IE319 rejected by NA-*[Removed]*	Problem Resolution	Open
PM10274		ECS-NA-*[Removed]* -002	Problem Investigation and Diagnosis	Pending Vendor
PM10276		Country Codes list for ICS	Problem Investigation and Diagnosis	Open
PM10277		IE144/IE145	Problem	Open

		rejected after recovery started by NA-*[Removed]*	Investigation and Diagnosis	
PM10281		IE503 rejected because the Number of pieces for GI(2) and GI(3) was "0"	Problem Resolution	Open
PM10283		TBD by CT team	Problem Investigation and Diagnosis	Pending Vendor
PM10284		E03C – Number of IE603 including rejection reason code 3 - national deviation	Problem Resolution	Pending Vendor
PM10285		E03D – Number of IE603 including rejection reason code 4	Problem Resolution	Pending Vendor
PM10289		ICS: NA-*[Removed]*rejects IE319 with IE917.	Problem Investigation and Diagnosis	Open
PM10290		ECS: IE601 from NA-*[Removed]*rejected with IE907	Problem Investigation and Diagnosis	Open
PM10294		NCTS: rejections of IE018 sent by NA-*[Removed]*.	Problem Investigation and Diagnosis	Open
PM10296		ICS: NA-*[Removed]*sends IE917A instead of IE917B	Problem Investigation and Diagnosis	Open
PM10297		NCTS: rejection of IE142 from NA-*[Removed]*	Problem Investigation and Diagnosis	Open
PM10300		NCTS: Rejections of IE204 messages from NA-*[Removed]*	Problem Investigation and Diagnosis	Open
PM10301		CRMS-PCA - advanced search - full text search	Problem Resolution	Pending Vendor
PM10302		NCTS: NA-*[Removed]*not answering IE002A with IE003B	Problem Resolution	Pending Vendor
PM10304		Performance issues	Problem Resolution	Pending

		we experienced with DDS2 PROXY module		Vendor
PM10314		NICA.*[Removed]*stops sending IE303 messages to NICA.*[Removed]*	Problem Resolution	Pending Vendor
PM10316		NTA-*[Removed]*does not always answer IE002 with IE003	Problem Resolution	Pending Vendor
PM10331		NECA *[Removed]*to NECA *[Removed]*: 11*[Removed]*0000029391170	Problem Resolution	Pending Vendor
PM10334		Issues with pre run reports	Problem Resolution	Pending Vendor
PM10338		Implementation of KEL231 by NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10339		There is no "send items" link anymore on the secure email main page	Problem Resolution	Pending Vendor
PM10342		ECS: NECA-*[Removed]*rejects IE524 sent by NECA-*[Removed]*	Problem Resolution	Pending Vendor
PM10346		ICS: rejections of IE303 from NA-*[Removed]*(with IE906) due to C540	Problem Closure and Review	Closed
PM10349		Surv2 : reports : Definitions runner fails	Problem Investigation and Diagnosis	Pending Vendor
PM10350		additional codes view: unexpected result with snapshot : 2 issues	Problem Investigation and Diagnosis	Pending Vendor
PM10351		DDS2-TARIC abnormal number of Temporary queues INC1105.170384	Problem Resolution	Pending Vendor
PM10352		DDS2-SURV x Surv2 2.2.1 : Issue in End2end testing	Problem Resolution	Pending Vendor

		with DDS2 INC1105.169908		
PM10353		Second defect for "legal regulation" detail screen unexpected	Problem Investigation and Diagnosis	Pending Vendor
PM10354		Pb with deletion of a delete action in current session	Problem Investigation and Diagnosis	Pending Vendor
PM10355		Feedback validation not done after first validation	Problem Resolution	Pending Vendor
PM10356		Amounts specified in RIF feedbacks are doubled	Problem Resolution	Pending Vendor
PM10357		Missing violation constraint message when deleting country	Problem Resolution	Work In Progress
PM10359		Truncation of document description when > 98 characters in TARIC	Problem Investigation and Diagnosis	Work In Progress
PM10364		SQL error in logs and Messages in the Dead Letter Queue in PRODUCTION - DDS SEED	Problem Resolution	Pending Vendor
PM10372		INC1103.166394 EORI number with 'blank' symbol	Problem Resolution	Pending Vendor
PM10375		ICS: IE319 from NA- *[Removed]*rejected because of the field <RISANA> not including the risk code	Problem Resolution	Pending Vendor
PM10380		TARIC3: Strange behaviour when using copyMeasures functionality	Problem Investigation and Diagnosis	Open
PM10381		TARIC3: unpredictable behaviour in numeric field when selecting data.	Problem Investigation and Diagnosis	Pending Vendor

PM10382		TARIC3: Wrong user interface linking	Problem Investigation and Diagnosis	Pending Vendor
PM10384		TARIC3: bug with Insert key	Problem Investigation and Diagnosis	Pending Vendor
PM10400		IE586 from NA-*[Removed]*rejected by NA-*[Removed]*as out of sequence	Problem Resolution	Pending Vendor
PM10401		ECS # Discrepancies between AccDoc and IE503 *[Removed]*-MRNs	Problem Investigation and Diagnosis	Pending Vendor
PM10408		ICS: IE302 / IE303 response of NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10409		TARIC 3 conf: system error when deleting a draft regulation	Problem Resolution	Pending Vendor
PM10412		ICS: Rejections of IE319 from NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10414		KVB 3224: problems in production environment *[Removed]*	Problem Resolution	Pending Vendor
PM10420		Issue with the header of the table in the generated pdf report	Problem Resolution	Pending Vendor
PM10421		EORI record visualisation page issue	Problem Resolution	Pending Vendor
PM10422		system does not allow to register 2 seizures the same day	Problem Resolution	Pending Vendor
PM10423		Document Type, Statistic Type Reference Data	Problem Resolution	Pending Vendor
PM10425		EBTI-3 conformance issue	Problem Resolution	Pending Vendor
PM10427		ECS: NA-*[Removed]*rejects	Problem Resolution	Pending Vendor

		IE501 from NA-*[Removed]*		
PM10428		Infringement of TR0002 in the IE518 from NECA.*[Removed]*	Problem Resolution	Pending Vendor
PM10429		Linking the IE906&IE907 to the rejected message	Problem Resolution	Pending Vendor
PM10430		Problems with *[Removed]*TR0011 in context with message IE018 concerning MRN 10*[Removed]*56814 41B41C669	Problem Resolution	Pending Vendor
PM10431		NCTS - Linking the IE906/IE907s to the rejected message	Problem Closure and Review	Closed
PM10432		ECS: NA-*[Removed]*to check the MRNs with 19 characters	Problem Resolution	Pending User
PM10433		Ref 218591 - Rejection of IE518 from *[Removed]*with ACE rejection	Problem Resolution	Pending Vendor
PM10434		ECS:NA-*[Removed]*to investigate why they sent IE601 to NA-*[Removed]*as first message	Problem Resolution	Pending Vendor
PM10435		/ICS: NA-*[Removed]*rejects IE319 from NA-*[Removed]*(with IE906)	Problem Resolution	Pending Vendor
PM10436		ECS: *[Removed]*close collaboration for closing non-closed movements	Problem Investigation and Diagnosis	Open
PM10437		ICS: NA-*[Removed]*rejects IE302 from NA-*[Removed]*with	Problem Closure and Review	Closed

		IE917		
PM10442		TARIC PROD: record not correctly sorted in the measure history window.	Problem Resolution	Pending Vendor
PM10445		Ref 248054 - Get IE906 issue on MCC client	Problem Resolution	Pending Vendor
PM10452		ECS: NA-*[Removed]*to check the MRNs with 19 characters	Problem Closure and Review	Closed
PM10455		ICS - Rejection of 319 *[Removed]*with 917	Problem Closure and Review	Closed
PM10457		[2L] TARIC CONF: minor problem: delete buttons appears twice	Problem Resolution	Pending Vendor
PM10458		(SD20308) [2L] TARIC CONF: unwanted commit when leave delete confirmation popup window	Problem Resolution	Pending Vendor
PM10459		[2L]TARIC CONF: insert still possible in inquiry screens	Problem Resolution	Pending Vendor
PM10460		problem when prorogating a regulation	Problem Resolution	Pending Vendor
PM10463		the conditions numbers are sorted as characters and not as numbers	Problem Resolution	Pending Vendor
PM10466		NA-*[Removed]*rejects IE303 from NA-*[Removed]*with IE906	Problem Closure and Review	Closed
PM10467		Deviation of *[Removed]*[Migration of: INC1106.171158]	Problem Resolution	Pending Vendor
PM10470		[2L] (SD15947) pdf +word Annex III - (languages other	Problem Prioritization and Planning	Pending Vendor

		than EN)		
PM10471		[2l]TARIC CONF: text copy via Ctrl C does not work	Problem Resolution	Pending Vendor
PM10473		ARIS Issue - Matrix Model not visible in publisher	Problem Closure and Review	Closed
PM10476		ICS: NA-*[Removed]* rejects IE302 from NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10480		[2L]Not all time lines for custuoms office are shown at europa-website	Problem Resolution	Pending Vendor
PM10481		[2L]Not all time lines for custuoms office are shown at europa-website	Problem Resolution	Pending Vendor
PM10484		M*INC1105.169837 NTA's *[Removed]*,*[Removed]*,*[Removed]*rejects IE001/050 from NA-*[Removed]*(R010 violated)	Problem Resolution	Pending Vendor
PM10485		Changes in prejudicial information candidates query of EOS	Problem Resolution	Pending Vendor
PM10487		NCTS: IE907 sent to NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10492		ECS:NA-*[Removed]*rejects IE518 from NA-*[Removed]*with IE906	Problem Resolution	Pending Vendor
PM10499		ICS: Rejections of IE319 by NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10500		New CR for custdev2 in eos	Problem Resolution	Pending Vendor
PM10502		[2L] CRMS-RIF - totals duplicated when validating feedbacks	Problem Investigation and Diagnosis	Open
PM10509		Using " in	Problem	Pending

		passwords causing issues in Business Publisher	Investigation and Diagnosis	Vendor
PM10510		ICS Business Statistics of NA-*[Removed]*- July 2011	Problem Resolution	Pending Vendor
PM10519		M*INC1012.161410 2L-EOS light client: question about AEO certificate audit trail in the EORI consult	Problem Resolution	Pending Vendor
PM10527		ref 249450 - Incorrect code value used in IE319 from NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10540		M*INC1105.170310 - Accessing the application [2L]	Problem Investigation and Diagnosis	Pending Vendor
PM10542		[2L]BTI-Consultation.	Problem Detection, Logging and Categorization	Open
PM10553		ECS: NA-*[Removed]*rejects IE518 from other NAs	Problem Resolution	Pending Vendor
PM10566		M*INC1104.169192 ECS - Pointer to the attibute 18#2 in the IE518	Problem Resolution	Pending Vendor
PM10590		NCTS-KEL023-NA-xx-001: CTP/Specifications issue	Problem Closure and Review	Closed
PM10591		NCTS-KEL023-NA-xx-001: Diagnostic Request	Problem Resolution	Pending Vendor
PM10594		FullExportToTaric function fails	Problem Investigation and Diagnosis	Pending User
PM10596		Diagnostic request AP-10/Dep/Y	Problem Investigation and Diagnosis	Pending Vendor
PM10601		[2L][TARIC] Probleme sur la transmission n°	Problem Investigation and Diagnosis	Pending Vendor

		11192		
PM10604		NTA-*[Removed]*-update the "Previous Document Type" refdata	Problem Resolution	Pending Vendor
PM10615		ICS: NA-*[Removed]*rejects IE319	Problem Resolution	Pending Vendor
PM10618		M*INC1007.153881 ECS: Open IE502 messages to NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10620		Diagnostic requests: AP-30/ DesD/ Q	Problem Resolution	Pending Vendor
PM10621		Diagnostic request - AP-31/ DesD/ V	Problem Resolution	Pending Vendor
PM10622		Diagnostic request AP-30/TraD/Q	Problem Resolution	Pending Vendor
PM10623		Diagnostic request AP-10, Dep, dataset AC	Problem Resolution	Work In Progress
PM10624		[2L] EBTI in Conf - technical errors during training	Problem Resolution	Accepted
PM10626		R899 update and 'Country code of OoFEnt declared' optionality	Problem Resolution	Pending Vendor
PM10627		M*INC1103.166972 Difference between XSD Pattern in CountryCodeType and Codelist 8 / 10 / 70	Problem Resolution	Pending Vendor
PM10628		[2L]Investigation for CS/RD updates from TARIC that are rejected	Problem Resolution	Pending Vendor
PM10629		CUBUS-NCTS-01-NA-*[Removed]*(IE411 is rejected)	Problem Detection, Logging and Categorization	Open
PM10655		Request in CRMS fails due to impossibility to dump a message	Problem Resolution	Pending Vendor

PM10656		Data of *[Removed]*not being processed by CSMIS	Problem Resolution	Pending Vendor
PM10665		TDB	Problem Detection, Logging and Categorization	Open
PM10666		Rewording of the Condition C290	Problem Resolution	Pending Vendor
PM10667		Amendment of 'Message Types' code list #60 for ECS (follow-up INC1101.163782)	Problem Resolution	Pending Vendor
PM10668		C330 rewording (typo)	Problem Resolution	Pending Vendor
PM10669		Usage of country code list 8 for NCTS follow-up (INC1104.168937)	Problem Resolution	Pending Vendor
PM10670		IE411B - NPP + National Deviations	Problem Detection, Logging and Categorization	Open
PM10671		Issue regarding TTA instantion generation	Problem Detection, Logging and Categorization	Pending Vendor
PM10672		Issue regarding TTA instantion generation	Problem Detection, Logging and Categorization	Pending Vendor
PM10673		Issue regarding TTA instantion generation	Problem Detection, Logging and Categorization	Pending Vendor
PM10674		Enhancement of TTA instantiation tool	Problem Resolution	Pending Vendor
PM10675		Enhancement of TTA instantiation tool	Problem Resolution	Pending Vendor
PM10676		Enhancement of TTA instantiation tool	Problem Resolution	Pending Vendor
PM10677		Expanding the NCTS CTP with ITSM collected country data.	Problem Closure and Review	Closed
PM10678		NCTS-KEL023-NA-*[Removed]*-001: Diagnostic Request for FE162-	Problem Resolution	Pending Vendor

		OoDesD-Data Set D		
PM10679		NCTS-KEL023-NA-*[Removed]*-001: Diagnostic Request	Problem Resolution	Pending Vendor
PM10680		Diagnostic request AP-31, Dep, dataset V	Problem Resolution	Pending Vendor
PM10681		Diagnostic request AP-10, Dep, dataset B	Problem Resolution	Pending Vendor
PM10682		diagnostic request AP-10, Dep, dataset AB	Problem Resolution	Pending Vendor
PM10683		NCTS-KEL023-NA-xx-001: Diagnostic Request - BS-34 / OoDep	Problem Resolution	Pending Vendor
PM10696		TBD	Problem Detection, Logging and Categorization	Open
PM10697		NCTS-KEL023-NA-*[Removed]*-001: Deviations language code	Problem Detection, Logging and Categorization	Open
PM10698		CRMS - No modification detected during PDF creation if changing only the contact details.	Problem Resolution	Pending Vendor
PM10699		[2L] Multiple appearances of keywords in DDS2 - EBTI	Problem Detection, Logging and Categorization	Open
PM10700		[2L]DDS2-EBTI: Links in the home page are hardcoded - need to be labelized	Problem Detection, Logging and Categorization	Open
PM10701		CRMS - Problem in numbering attribution	Problem Resolution	Pending Vendor
PM10702		Deviation Conformance test KEL0.23 for *[Removed]*	Problem Resolution	Work In Progress
PM10703		NCTS-KEL023-	Problem Detection,	Open

		NA-*[Removed]*-001: Deviations	Logging and Categorization	
PM10704		TBD	Problem Detection, Logging and Categorization	Open
PM10705		TBD	Problem Detection, Logging and Categorization	Open
PM10706		TBD	Problem Detection, Logging and Categorization	Open
PM10707		TBD	Problem Detection, Logging and Categorization	Open
PM10708		Deviation *[Removed]*'Control result code – A3' and message rejected	Problem Resolution	Pending Vendor
PM10711		CT-KEL023; AP-16, National Deviation	Problem Detection, Logging and Categorization	Open
PM10712		M*INC1102.165121 NECA.*[Removed]*s ending identical messages with the same ICR	Problem Detection, Logging and Categorization	Open
PM10715		M*INC1105.170522 NCTS - CT for new Eu Statistical message	Problem Detection, Logging and Categorization	Open

Table 23: Customs - Problems currently logged

Legend:

1 : Phases
- Problem Detection, Logging, and Categorization
- Problem Prioritization and Planning
- Problem Investigation and Diagnosis

- Problem Resolution
- Problem Closure and Review

2: Status
- Open — The problem has been opened, but it is not currently being worked on.
- Accepted — The Problem Coordinator has accepted this record as his or her responsibility.
- Work in Progress — The problem is being addressed.

- Pending Vendor — The Problem Coordinator contacted the vendor and the vendor has to provide info or send a part.
- Pending User — Problem Coordinator contacted the user and needs more information from him the user.
- Rejected — The Problem Coordinator has rejected responsibility for this record.
- Deferred — Because of several possible constraints, must postpone fixing problem until later release. (This may happen in prioritization and planning, but it can also happen later in the process.)

3.1.1.4 Pending Customs Incidents transferred to the next month

Incidents "not closed" for which the resolution is transferred to next month - See [Anx07] for details.

3.1.2   Service Delivery

3.1.2.1   UNIX Disk Space Predictions

The applications of this Business Thread are mainly run on systems hosted at DIGIT. ITSM Infra is monitoring them on the basis of information provided by DIGIT. CS/MIS and CS/RD are hosted at ITSM.

All capacity data (tablespaces and diskgroup information) is provided in Annex [32].

This annex (Excel workbook) is structured as follows:

- **Worksheet 1: Customs Tablespaces;**
- Worksheet 2: Taxation Tablespaces;
- Worksheet 3: Excise Tablespaces;
- Worksheet 4: ITSM Tablespaces;
- **Worksheet 5: Customs filesystems;**
- Worksheet 6: Taxation filesystems;
- Worksheet 7: Excise filesystems;
- Worksheet 8: ITSM filesystems;
- Worksheet 9: Common filesystems.

The apparently strange figures for the EBTI tablespace EBTITAXC were related to DB performance comparison tests in the conformance environment. We should see normal figures again in the next MSR. As the MSR reported stats are snapshots at the beginning and end of the past month, these type of fluctuations can occur.

In the worksheets, the terms DIGIT and ITSM are used to refer to the location where tablespaces and filesystems are hosted / located.

The "Common filesystems" worksheet contains filesystems used by multiple Business Threads.

Main findings

Filesystems:

> Please note that mammoth, mastodon and ostrich are being phased out and are no longer used for production activities.

> Regarding "Customs" Business Thread, we do not see any predictable risk.

> No abnormal growth patterns. Standard disk and file maintenance operations are noticed. All Production Customs File systems are below alarm usage level.

The filesystem of CSRD-TEST-PROD has been hovering around the 85% usage level for the last 6 months. No usage fluctuations.

For Filesystem TA_1_EXEC on the CONF1 server a continuous growth can be noticed. The filesystem usage is currently around 75%. Corrective action by providing extra diskspace for this filesystem will be foreseen/planned.
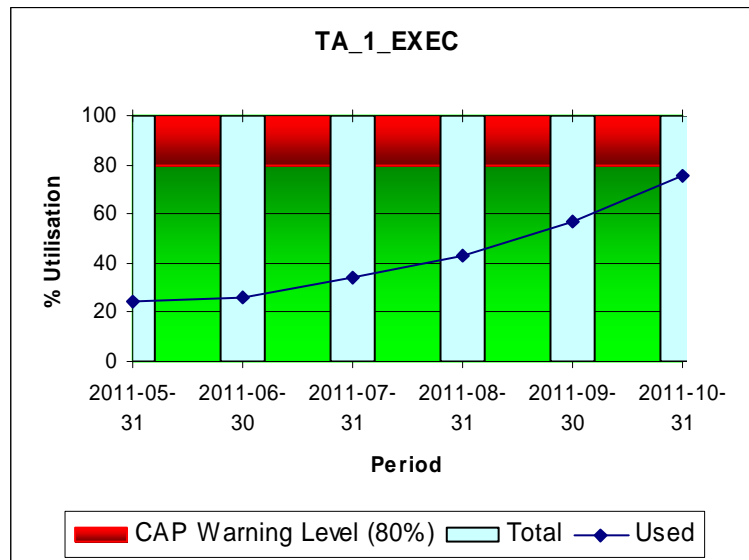

Figure 12: TA_1_EXEC filsystem usage

Tablespaces:

For the DIGIT hosted Customs tablespace "SURVTAXP" extra tablespace has been added (20GB), but usage level remains very high (89.81 %). Corrective measures by either cleaning up tablespace or adding extra diskspace are required.
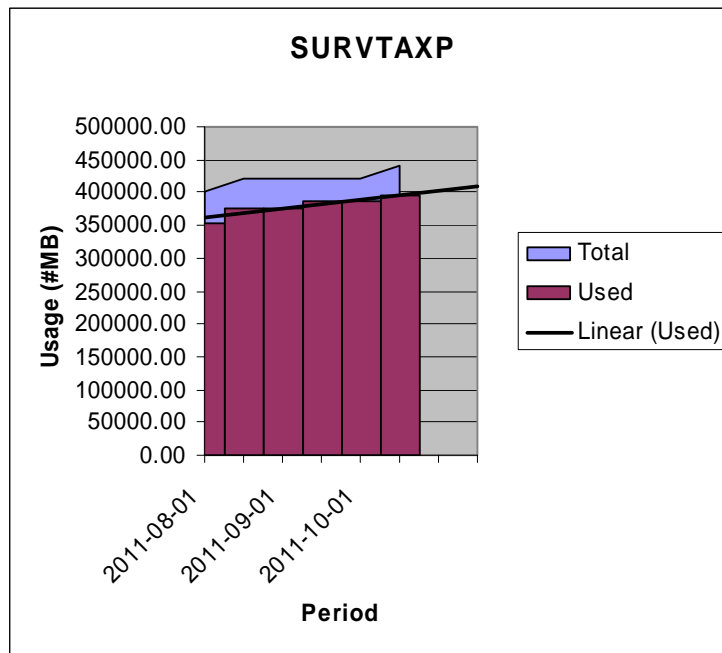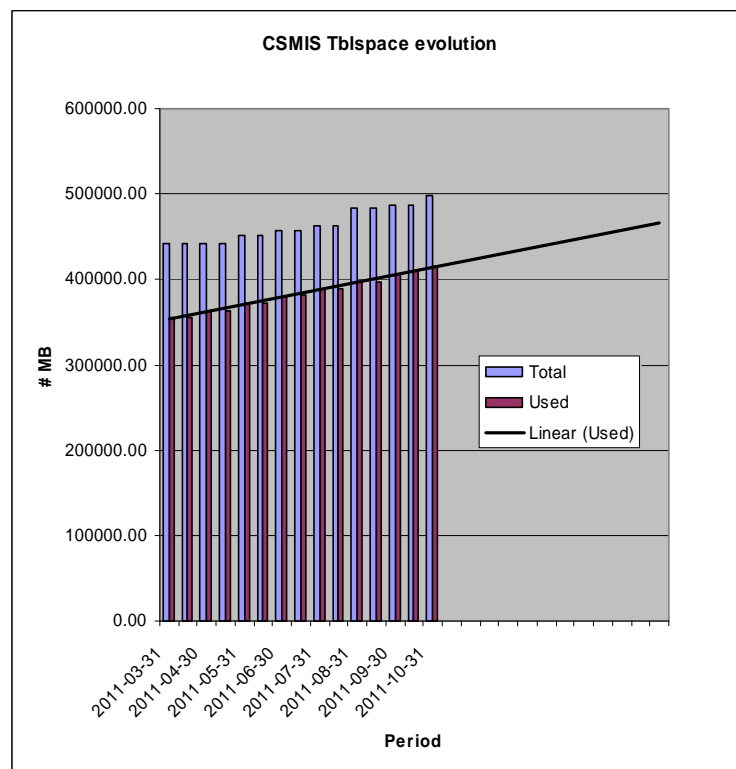
Figure 13: SURVTAXP tablespace usage

For the ITSM based CSMIS tablespace usage level keeps growing at a very stable increase. Tablespace is increased accordingly and remains hovering between the 80% and 85% tablespace usage.

Figure 14: CSMIS tablespace evolution

3.1.2.2 Application Usage Statistics

Usage Statistics of DDS

Concerning the number of DDS requests and failures, please refer to the Chapter DDS Statistics (§ 2.3.1).

3.1.2.3 Continuity Management

Continuity Management is assured by DIGIT failover strategy, but the continuity plan is not communicated by DIGIT.

For new machines, failover is organised:

- between *[Removed]*and *[Removed]*(Production & Conformance zones);

- *[Removed]*and *[Removed]*(pSAT & SAT zones);

- *[Removed]*and *[Removed]*(Oracle Production & Conformance).

The following table reports whether there were unsuccessful exports of the CS/MIS and CSRD database in the reporting month.

Day	CS/MIS	CSRD
(all OK)	-	-

Table 24: Unsuccessful exports of CS/MIS and CSRD database

3.1.2.4 IT Service Continuity Management (ITSCM)

All applications of this Business Thread run on systems hosted at DIGIT and ITSM.

3.1.2.5 Availability Management

Availability for the reporting period 01/10/2011 – 31/10/2011 for "Customs" Business Thread has been calculated to be **99.53**%.

The availability value has been calculated as defined in "Availability Calculation - Process Description – v0.16.doc" starting from the raw data from the ITSM monitoring for any CI. The measurement home or subpages, or business transactions are listed in Annex 14a 'reporting_ava.<period>.PROD(or CONF).xls worksheet_'Thread_CI_status' (where <period> refers to the reporting period of this MPR).

The complete list of scheduled and unscheduled unavailabilities for this reporting month may be found in Annex 14a [Anx14] - 'reporting_ava.<period>.PROD(or CONF).xls worksheet 'avdb'.

The calculation of availability is done for the PROD and CONF environments (see 'reporting_ava.<period>.PROD(or CONF).xls worksheet 'avdb' in Annex 14a) during the Service Window 07:00-20:00 on working days, via the process documented in [A4] and [A5].

Detailed information on the down-times (time and duration) can be found in Annex 14a - reporting_ava.<period>.PROD(or CONF).xls worksheet 'downtimes.PROD(or CONF)'.

The information on down-time on a daily basis for any business thread. application. environment and measurement can be found in reporting_ava.<period>.PROD(or CONF).xls worksheet 'minDunv_perc.PROD(or CONF)' or in ava.<period>_minDunv_perc.html with a graphical representation and a dashboard.

The following differences have been introduced since last month:

- The following "Customs" Business Thread CIs and environments were:
  - First monitored this reporting period: none.
  - Discontinued for monitoring in the reporting period:
    - Customs - EOS (Production) Central EOS Web Services [SCRIPT];
    - Customs - EOS (Conformance) Central EOS Web Services [SCRIPT].
  - Changed for monitoring differently: none.

3.1.3 Business Monitoring

3.1.3.1 Customs Weblogic Applications (technical aspects)

The figure below shows the trend of WebLogic users' requests from November 2010 to October 2011, divided by environment.

The number of requests increased by 2.0% compared to September 2011. Data of May 2011 are incomplete (INC1106.171048 and INC1106.171052).
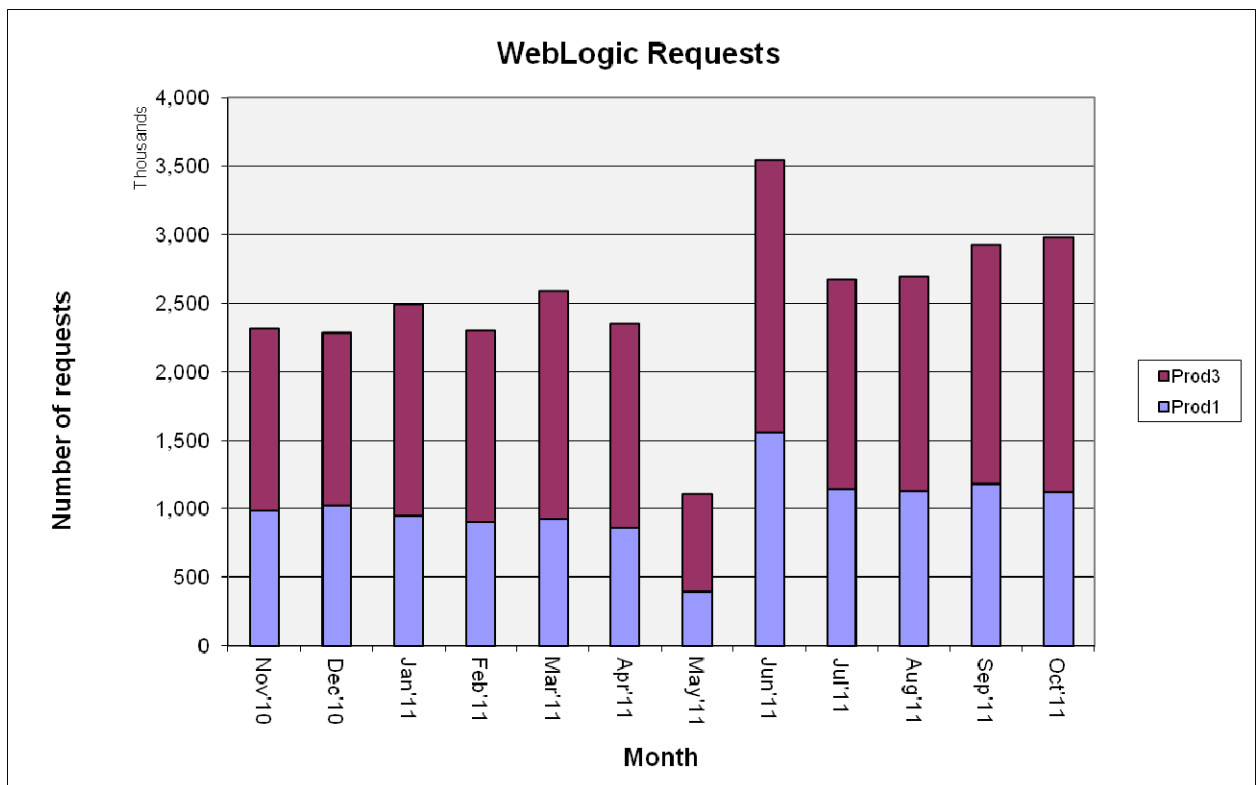

Figure 15: WebLogic requests

The figures below show the distribution of WebLogic requests per application in October 2011 for the two environments.
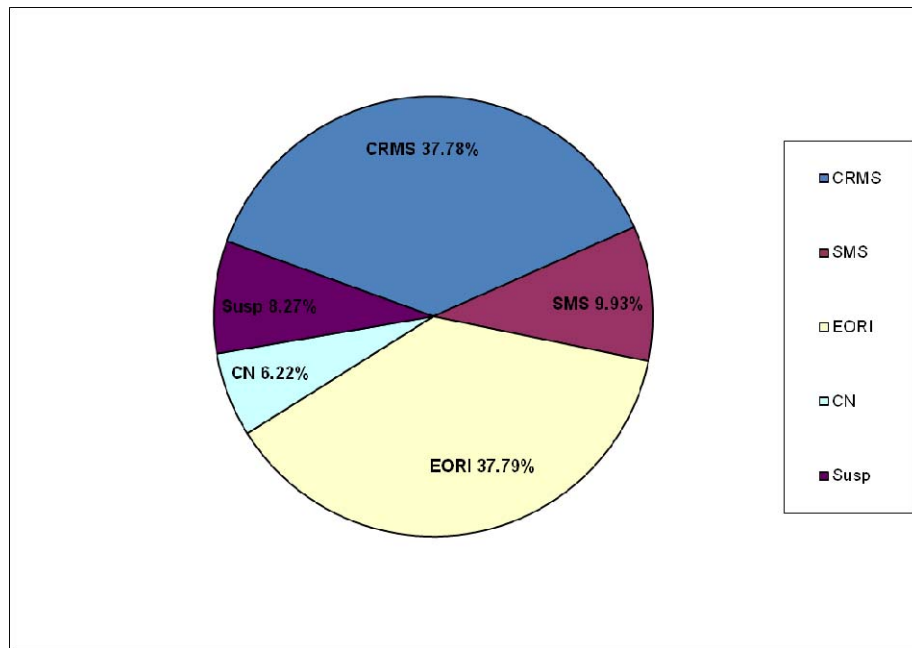

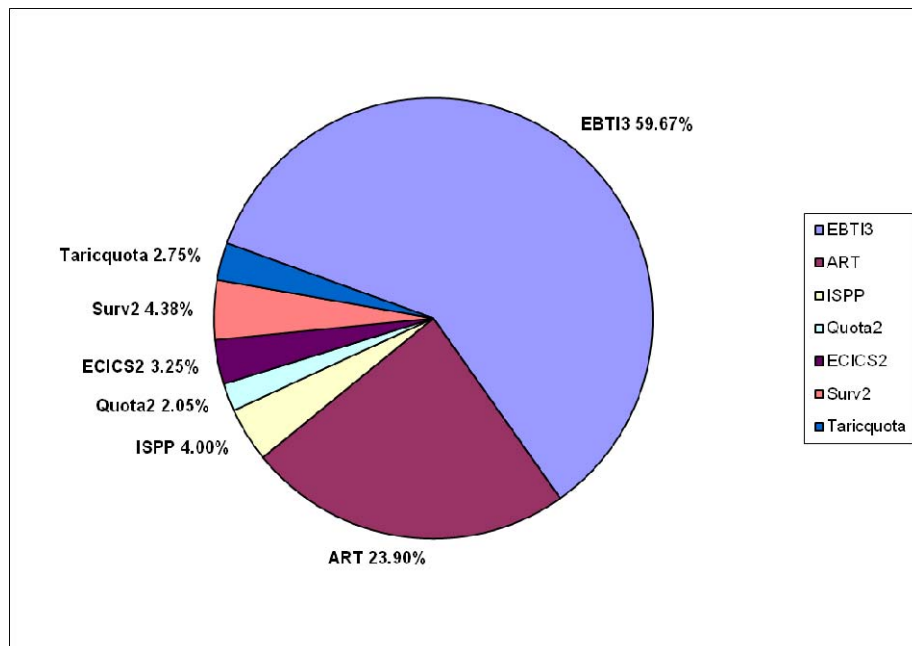Figure 16: Share of WebLogic applications' requests (Prod1)

Figure 17: Share of WebLogic applications' requests (Prod3)

The following figure shows the number of XML messages exchanged by Customs applications via the CCN network.
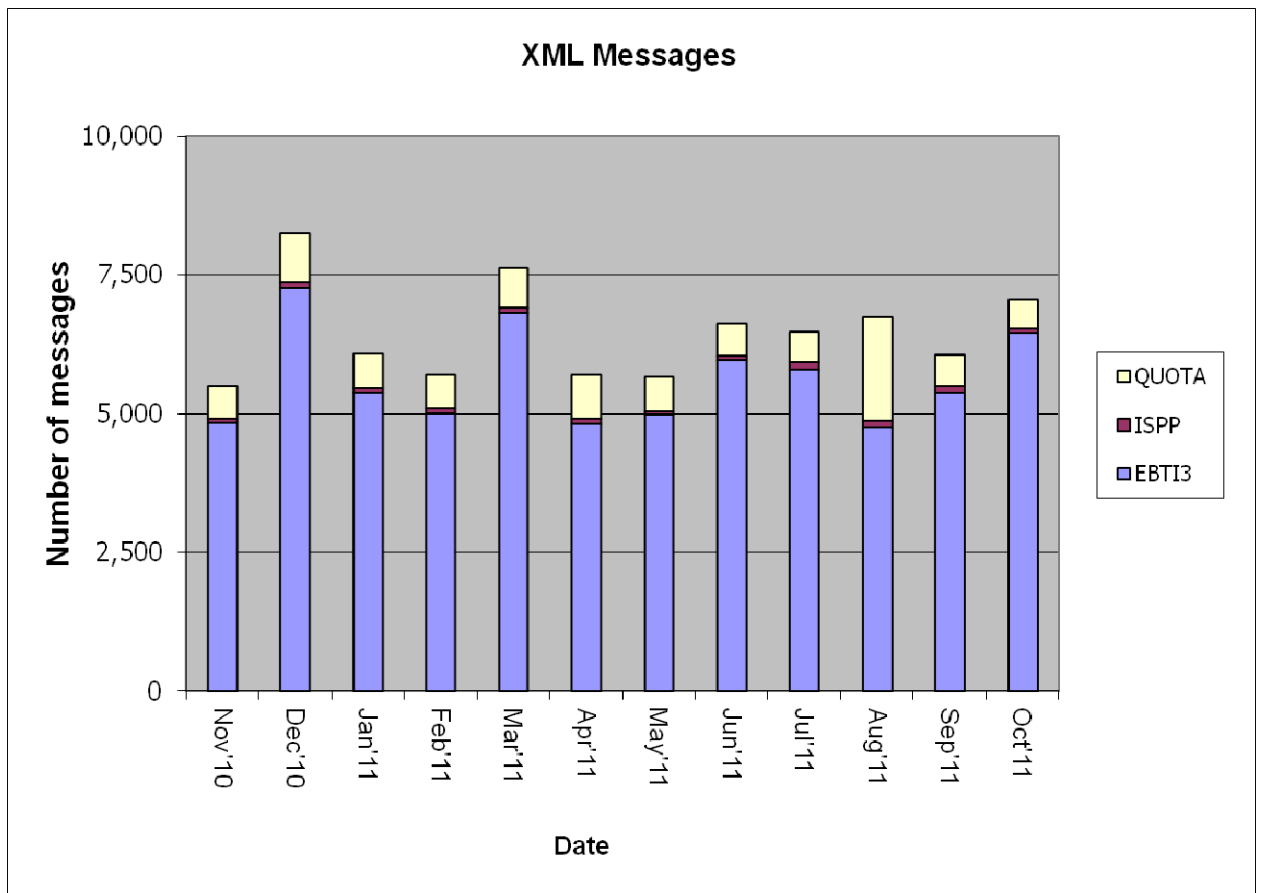
Figure 18: Number of messages exchanged for Customs Applications

Surveillance2 traffic is shown on the following figure. In October 2011 the traffic decreased by 2.1% compared to September 2011.
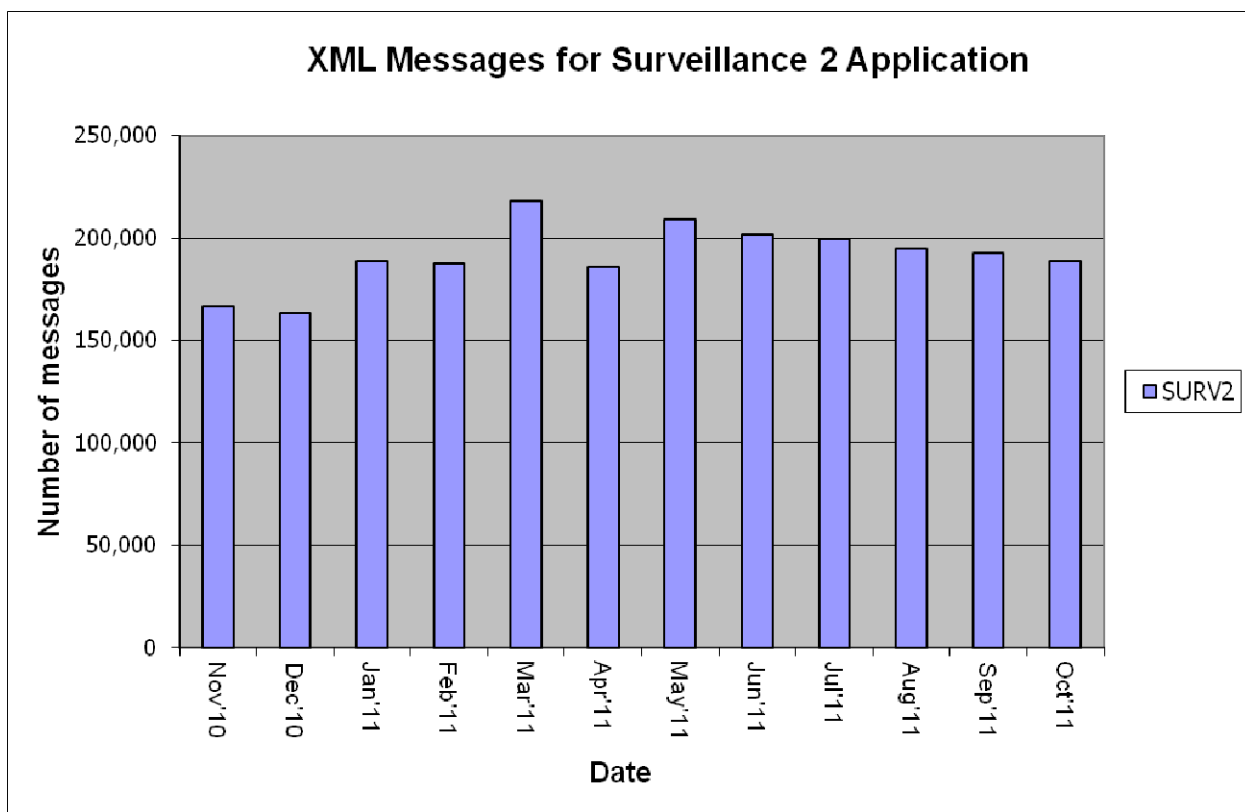
Figure 19: Number of messages exchanged for Surveillance2

3.1.3.2 Customs WebLogic Applications (business aspects)

The following figures show a representation of the usage of some applications from a business point of view. The data selected should give a good idea on the use of every application by the business.
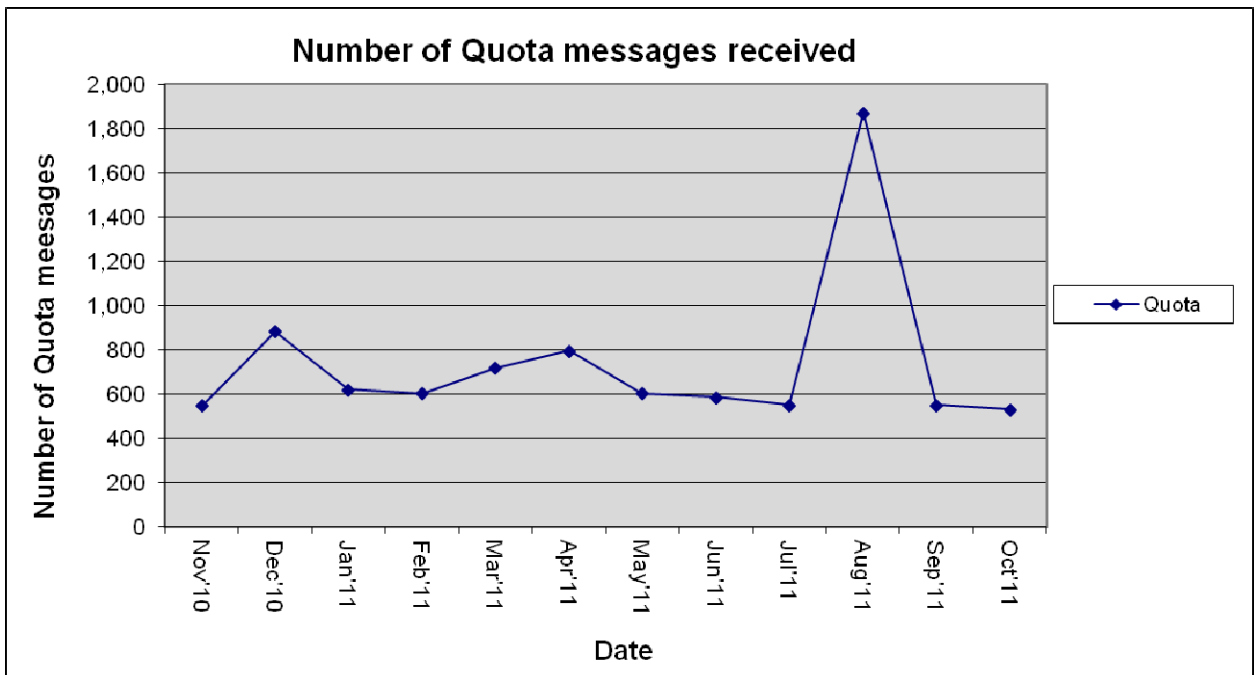
Figure 20: Quota messages received per month

The number of messages varies sensibly from one month to the other. In October 2011, it decreased by 3.6% compared to September 2011. The average is 28.4 messages per MS and per month over the last 12 months (it was 28.6 in September 2011).
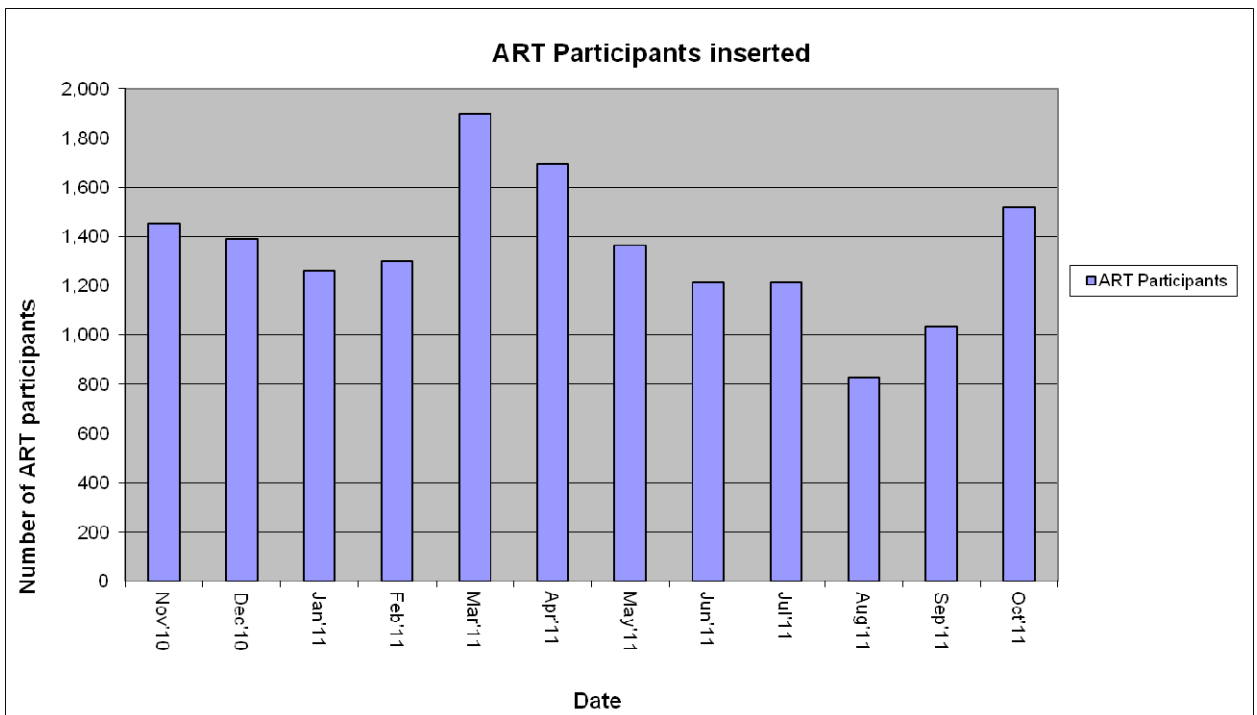
Figure 21: ART monthly insertion of participants to Customs & Fiscalis events

The number of ART participants increased in October 2011 by 46.9%.
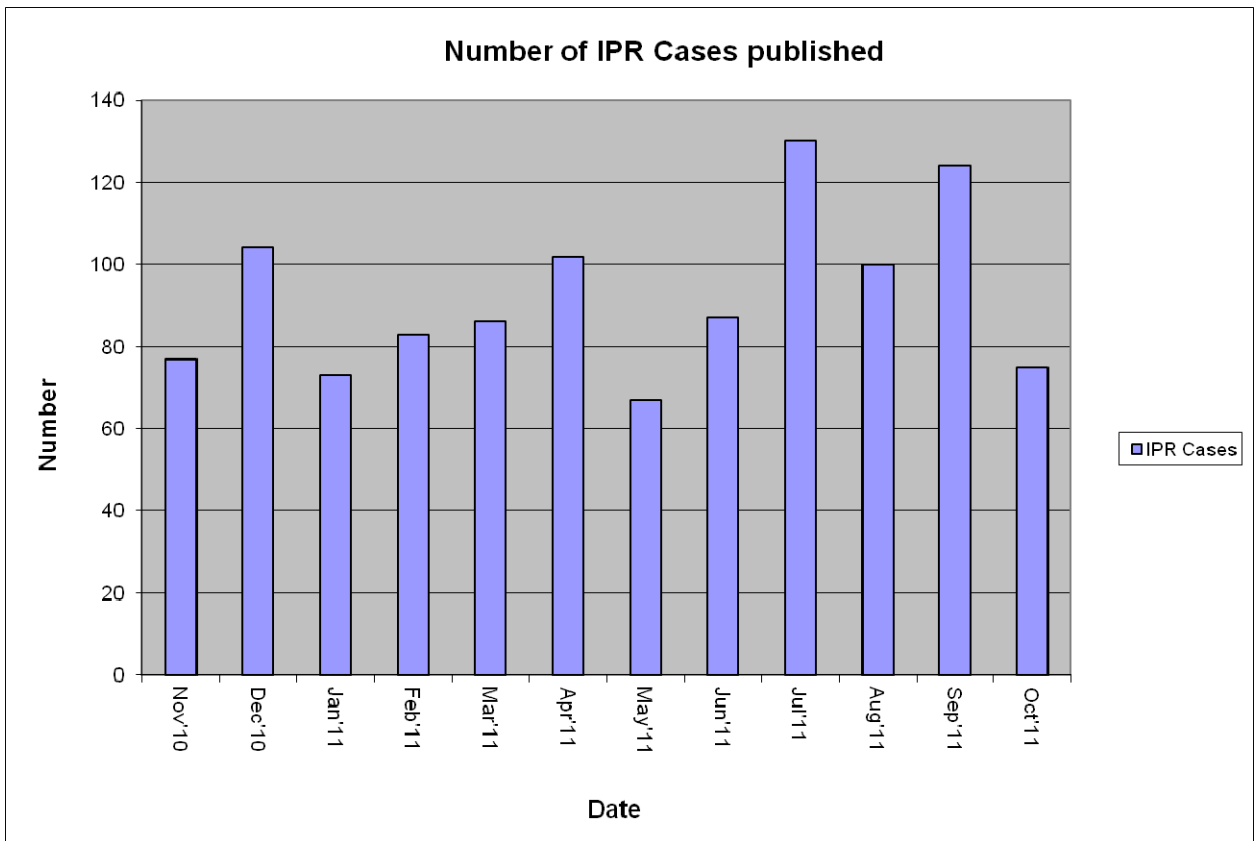
Figure 22: ISPP - Number of IPR cases published per month

The number of IPR cases decreased in October 2011 by 39.5%.
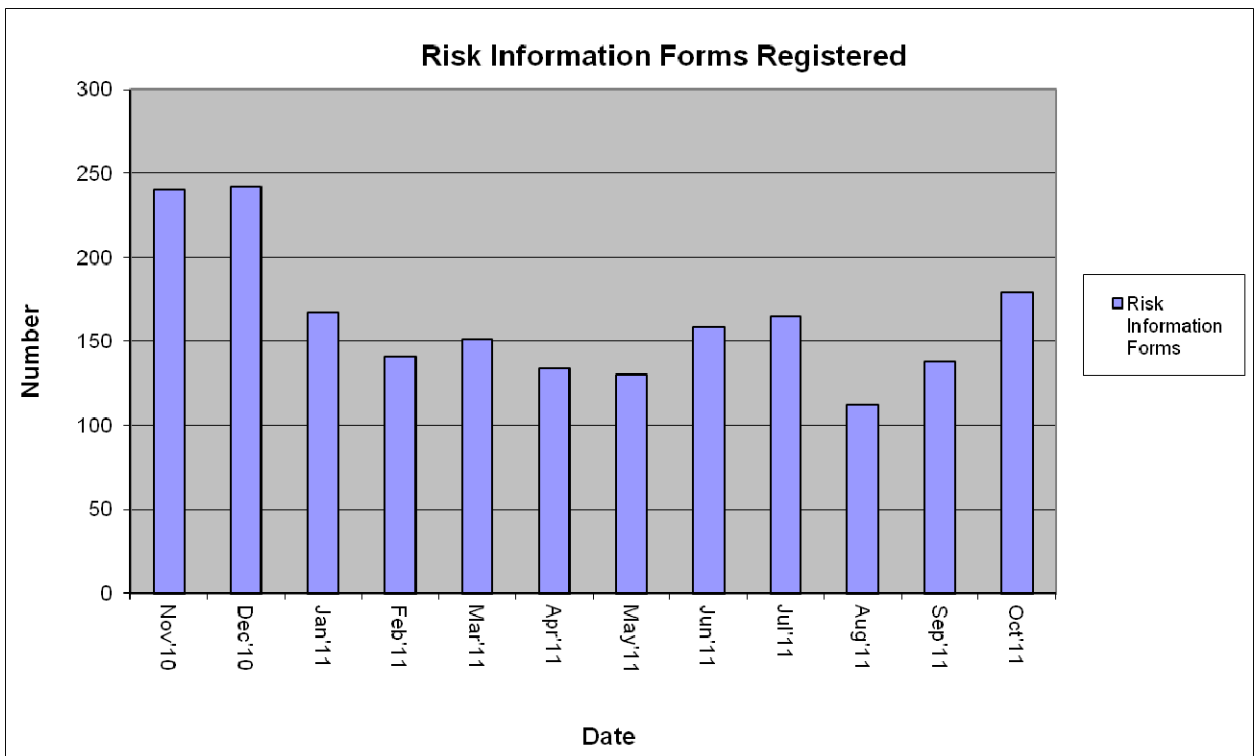
Figure 23: CRMS - Risk Information Forms inserted per month

The number of Risk Information Forms inserted in CRMS during the reporting period has increased by 29.7%.
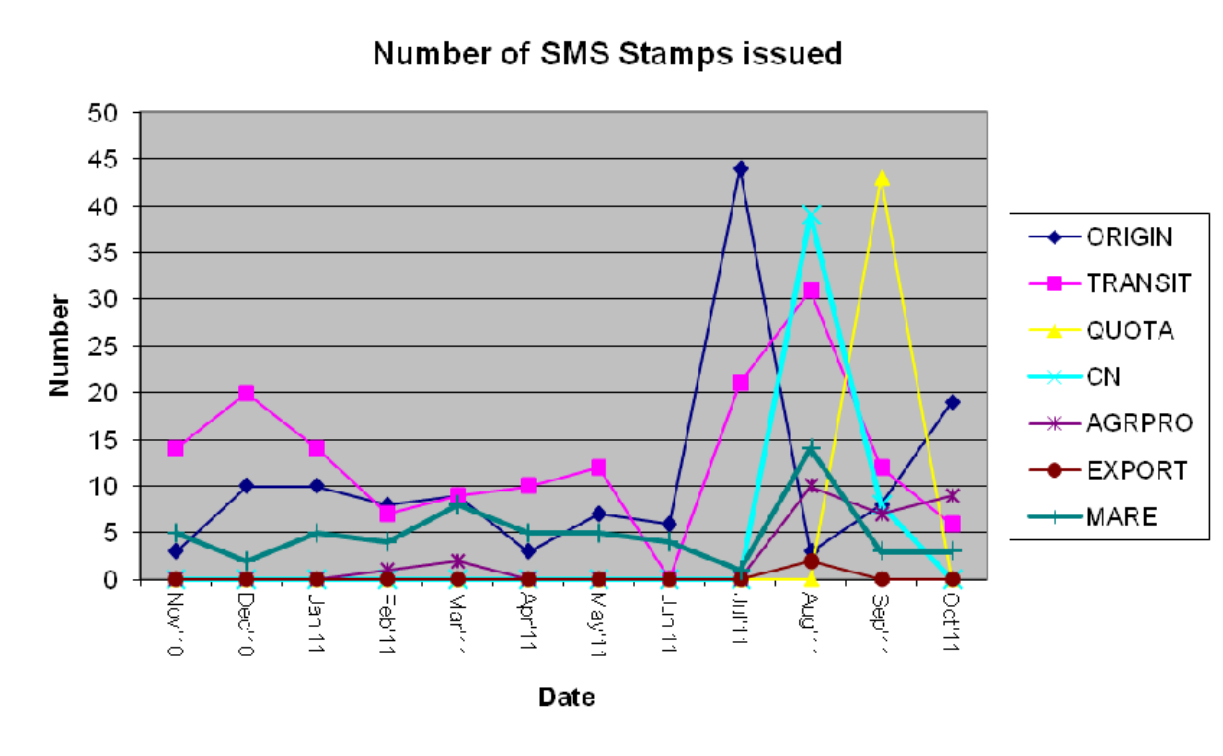
Figure 24: Stamps issued per month and per domain

An SLA signed with DG AGRI quantifies the agreed total number of stamps and requests per month on the AGRPRO domain (up to 100). This SLA has been met in October 2011. The following graphs report these measures for each domain.
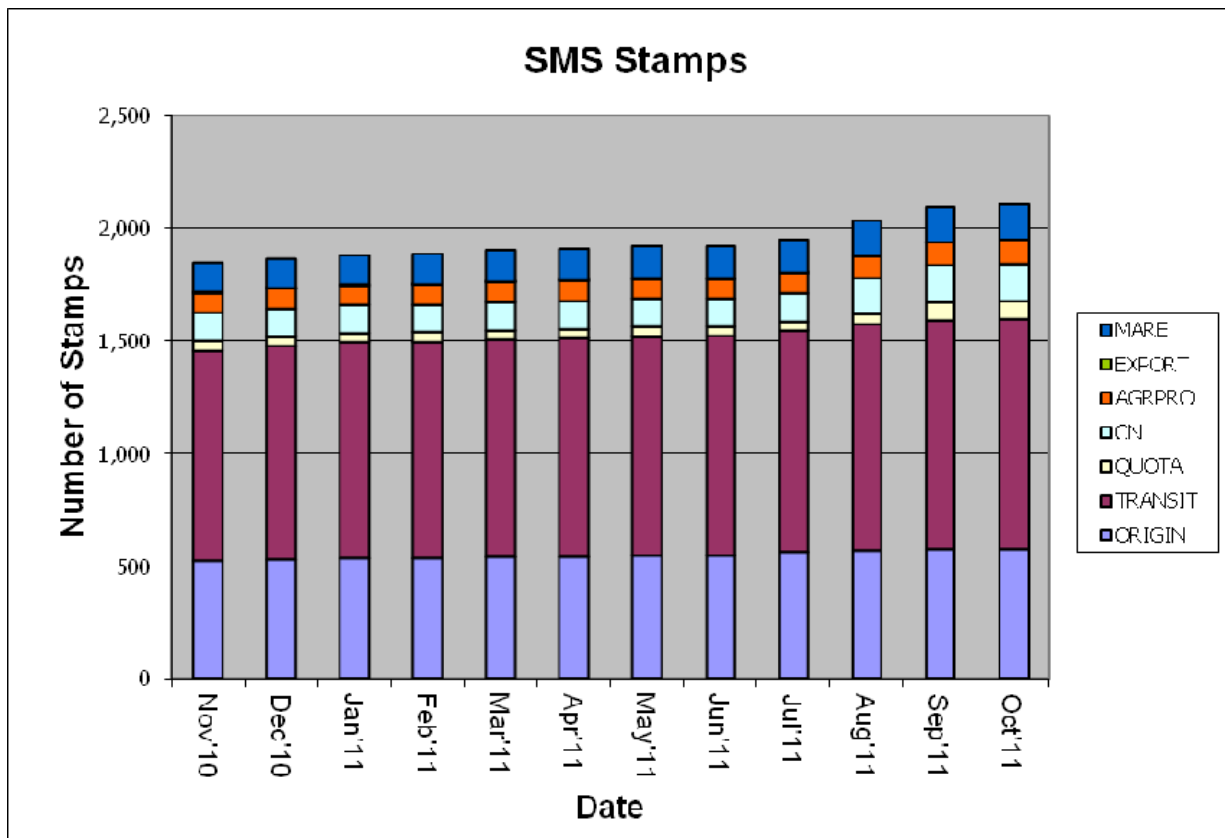
Figure 25: Total existing SMS stamps per domain

The number of existing stamps increased by 11 in October 2011.

3.1.3.3 Economic Operators Systems (EOS)

The figure below shows the number of EORI records which have been updated, queried, viewed, created and deleted during the month of October 2011.
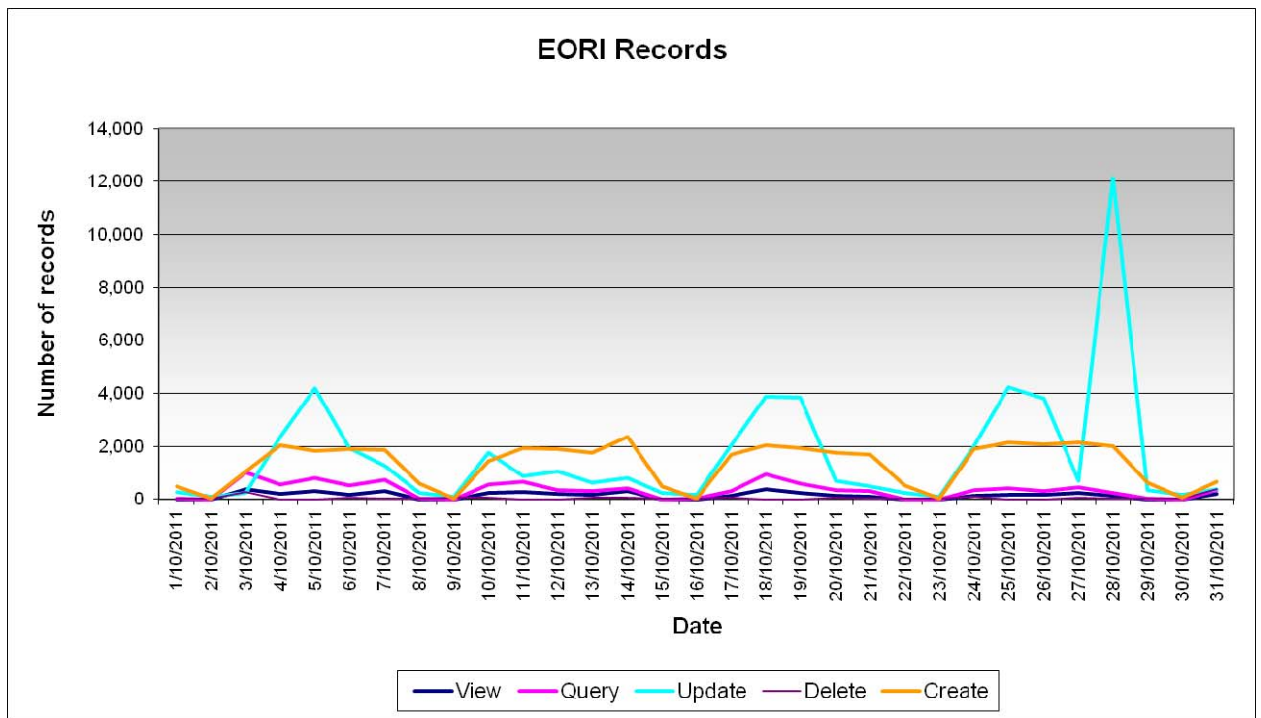
Figure 26: Number of operations on EORI records during the reporting month

The next figure reports the number of AEO certificates which have been viewed, queried, updated, deleted and created in the reporting period.
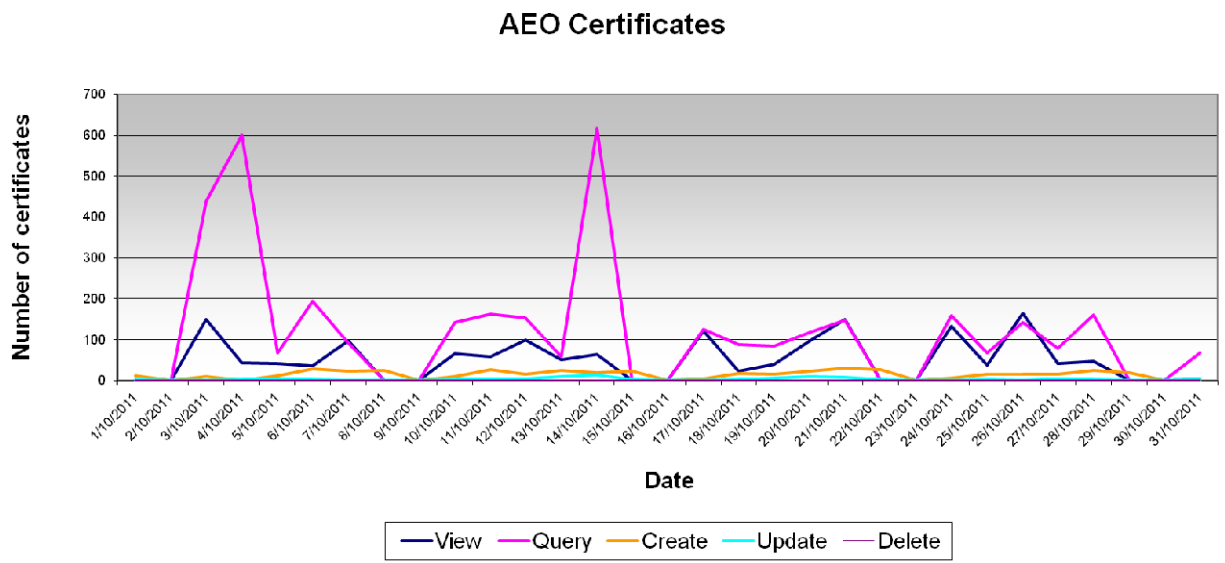
Figure 27: Number of operations on AEO certificates during the reporting month

The figure below shows the total number of operations in EOS during October 2011.
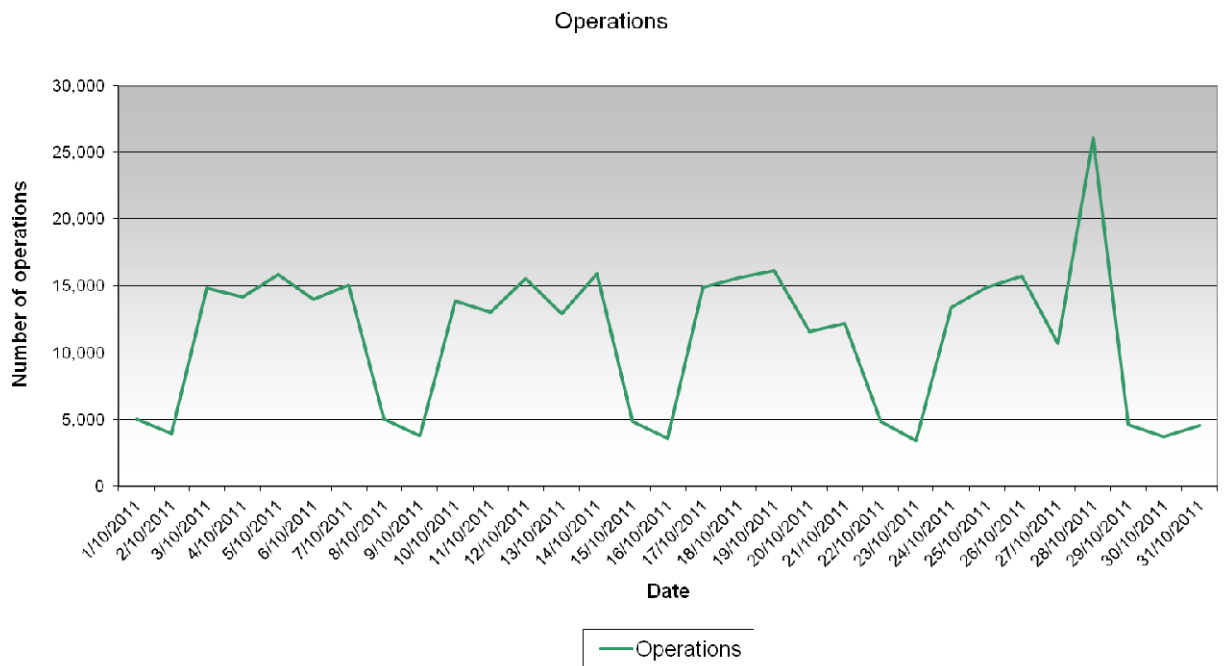
Figure 28: Total number of operations in EOS during the reporting month

3.1.3.4 NCTS Operations

In October 2011, four (4) NTA monitoring weekly status reports were delivered for information to DG TAXUD and published on CIRCA:

- ITS-IFWR-SC09-327 on 5 October 2011 for the period 28/09/2011-04/10/2011;

- ITS-IFWR-SC09-330 on 12 October 2011 for the period 05/12/2011-11/10/2011;

- ITS-IFWR-SC09-333 on 19 October 2011 for the period 12/10/2011-18/10/2011;

- ITS-IFWR-SC09-336 on 26 October 2011 for the period 19/10/2011-25/10/2011.

An overview of the trends in number of outgoing IE messages Phase 3.1 since November 2010 is given in the table below.

	IE001	IE002	IE006	IE010	IE018	IE050	IE114	IE118	IE904	IE906	IE907
Nov/10	873960	19427	861305	8940	861075	425255	27462	345550	50452	23282	512
Dec/10	781567	28227	785052	8419	788230	364003	25473	306891	57857	18282	679
Jan/11	795126	20217	755594	8095	752614	375223	24194	302571	48397	14465	890
Feb/11	834534	20745	817796	8369	815675	414158	28489	342546	46790	21810	958
Mar/11	961783	22330	947952	9377	950785	473000	30883	396638	50487	10544	314
Apr/11	856060	18155	833384	7851	834030	407627	25842	337878	52928	8998	668
May/11	931196	20950	916847	9183	915575	449638	29246	374955	50615	9048	613
Jun/11	847184	17549	832516	8013	833503	405246	24961	336498	50898	7059	300
Jul/11	865582	20657	842281	8983	841932	422971	26133	348780	57714	7574	319
Aug/11	804132	17635	790986	8139	791142	348720	22492	283077	49593	9112	434
Sep/11	886231	18363	861820	8641	863993	437369	25988	356937	48863	9925	270
Oct/11	874081	18575	865724	8523	865083	420456	26330	357006	46728	6244	304

Table 25: Trends of outgoing IE messages

An overview of the trends since November 2010 in number of outgoing IE Phase 3.2 messages is given in the table below.

	IE034	E037	IE200	IE201	IE203	IE204	IE205	IE209	IE111	IE112	IE059	IE063	IE104	IE106
Nov/10	24	20	246	246	44153	44058	43911	43591	14	8	2570	1799	4	4
Dec/10	12	11	210	209	39335	39620	38668	38969	60	51	2346	1337	3	3
Jan/11	17	13	257	256	44632	43030	22587	42768	41	38	2622	1340	4	10
Feb/11	16	13	239	239	44935	44215	44796	43820	13	9	2334	1448	14	4
Mar/11	26	13	319	315	49688	50022	49625	49146	7	6	2708	1455	2	5
Apr/11	11	11	231	230	45237	44264	45183	43930	10	8	2332	1097	1	1
May/11	15	14	308	308	48774	48179	48516	47851	5	5	2511	1289	7	6
Jun/11	18	16	293	292	45768	45490	45734	45072	6	4	2078	1173	0	2
Jul/11	12	7	250	258	46088	45478	46002	45101	9	8	1974	1346	5	1
Aug/11	26	24	288	288	47236	46705	47177	46464	39	32	2204	1271	0	0
Sep/11	24	16	341	340	48207	48346	48004	47726	17	16	1918	1152	0	3
Oct/11	25	16	433	431	46132	45682	45975	45113	7	7	1737	1318	1	0

Table 26: Trends of outgoing IE Phase 3.2 messages

An overview of the trends since November 2010 in number of outgoing IE Phase 4 messages is given in the table below.

	IE011	IE142	IE143	IE144	IE145	IE150	IE151	IE152
Nov/10	5898	14237	3608	537	1025	509	690	2123
Dec/10	5571	15066	4165	498	1052	354	493	1563

	IE011	IE142	IE143	IE144	IE145	IE150	IE151	IE152
Jan/11	4958	15079	3750	513	1171	454	652	5758
Feb/11	4868	14138	3576	487	1072	372	631	11685
Mar/11	6054	14636	3875	631	1366	376	673	1937
Apr/11	6157	13230	3044	556	1222	319	484	10055
May/11	6298	14226	3721	620	1227	506	773	1768
Jun/11	5519	13201	3186	499	1178	346	603	1771
Jul/11	6153	13549	3652	511	1114	404	698	1801
Aug/11	6029	13760	2697	597	1392	306	693	1768
Sep/11	6654	12310	3628	602	1319	392	649	1830
Oct/11	6323	12027	3592	539	1269	339	604	3503

Table 27: IE Phase 4 messages

The following figure shows the distribution of the IE001s amongst the countries of departure.
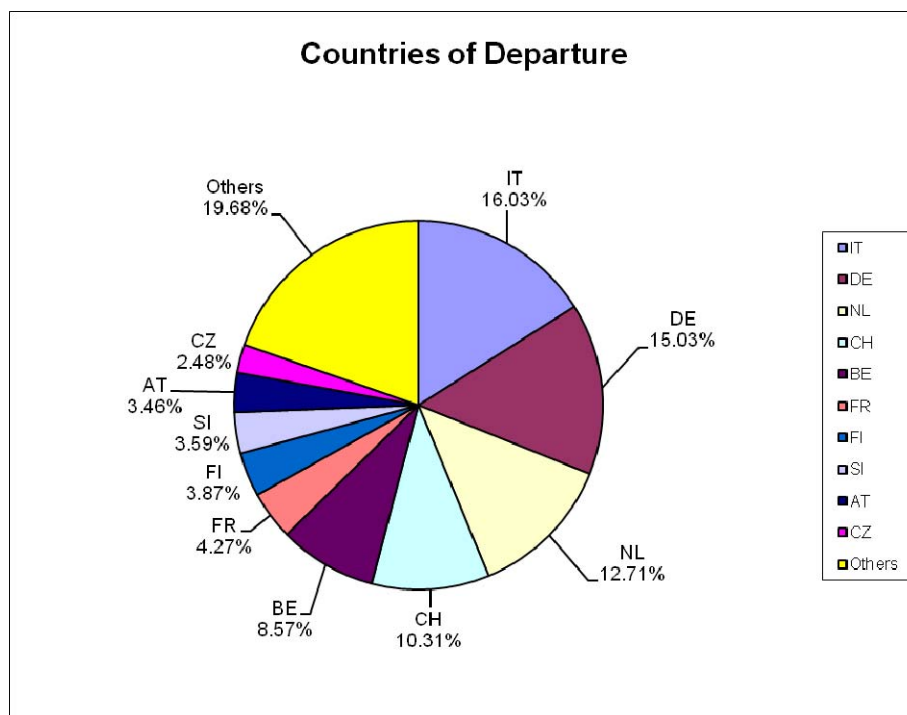
Figure 29: Countries of departure distribution (NCTS operations)

The following figure shows the distribution of the IE001s amongst the countries of destination.
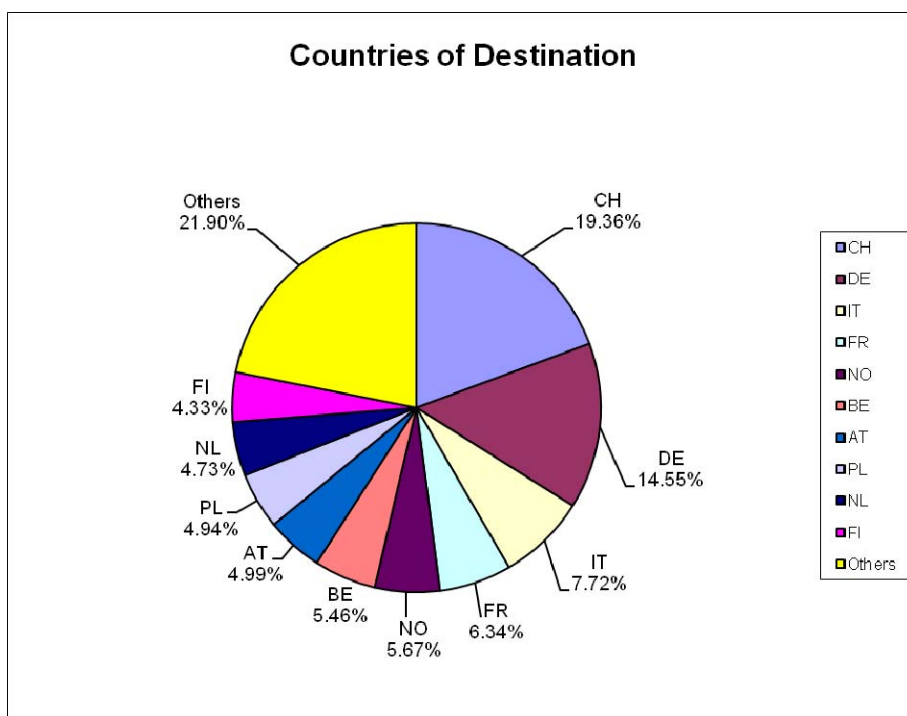
Figure 30: Countries of destination distribution (NCTS operations)

NCTS Backup

7,596 messages were exchanged in backup mode for NCTS in October 2011. National Testing were performed by *[Removed]*.

The CT for Customs Business Statistics was performed in October 2011 by NA-*[Removed]*.

The CT for KEL v0.23 was performed in October 2011 by *[Removed]*.

3.1.3.5 ECS Operations

In October 2011, four (4) NECA monitoring weekly status reports were delivered for information to DG TAXUD and published on CIRCA:

- ITS-IFWR-SC09-328 on 6 October 2011 for the period 29/09/2011-05/10/2011;

- ITS-IFWR-SC09-331 on 13 October 2011 for the period 06/10/2011-12/10/2011;

- ITS-IFWR-SC09-334 on 20 October 2011 for the period 13/10/2011-19/10/2011;

- ITS-IFWR-SC09-337 on 27 October 2011 for the period 20/10/2011-26/10/2011.

An overview of the trends in number of outgoing IE messages in ECS starting from November 2010 is given in the table below.

	IE501	IE502	IE510	IE518	IE524	IE904	IE906	IE907
Nov/10	998861	222751	14514	899	231883	29273	20539	2052
Dec/10	893120	199972	14252	791109	220132	34178	17530	428
Jan/11	852555	223502	13216	651519	202164	41686	23011	658

	IE501	IE502	IE510	IE518	IE524	IE904	IE906	IE907
Feb/11	977314	232126	14362	939934	233432	34032	26319	4154
Mar/11	1121592	250486	16604	1046653	260558	30600	26229	399
Apr/11	972782	218608	15443	904517	231202	31166	17235	361
May/11	1065101	249054	18607	1031403	264266	32887	26718	1447
Jun/11	1002010	225377	15429	883763	233407	24390	15960	543
Jul/11	1010864	221379	15087	890021	240359	25902	9944	366
Aug/11	966122	219733	23132	919727	239911	33774	20664	1587
Sep/11	1062065	223563	25373	904366	235077	31204	31011	1688
Oct/11	1025775	233166	32165	954267	240162	30815	18417	2187

Table 28: Trends of outgoing IE Messages

An overview of the trends in number of outgoing IE messages in ECS Phase 2 starting from November 2010 is given in the table below.

	IE527	IE538	IE584	IE586	IE601
Nov/10	837	675	6731	2998	7
Dec/10	793	708	5606	2659	5
Jan/11	708	566	5152	2604	220
Feb/11	865	642	6278	2383	1560
Mar/11	978	681	7422	3289	1666
Apr/11	907	751	5870	2986	1751
May/11	901	635	70126	3991	1749
Jun/11	824	669	5266	3169	1981
Jul/11	788	683	4860	2930	1718
Aug/11	817	698	5520	3408	1780
Sep/11	607	480	4980	2972	1685
Oct/11	860	761	5032	2694	1637

Table 29: Number of outgoing IE messages in ECS Phase 2

The following figure shows the distribution of the IE501s amongst the countries of export.
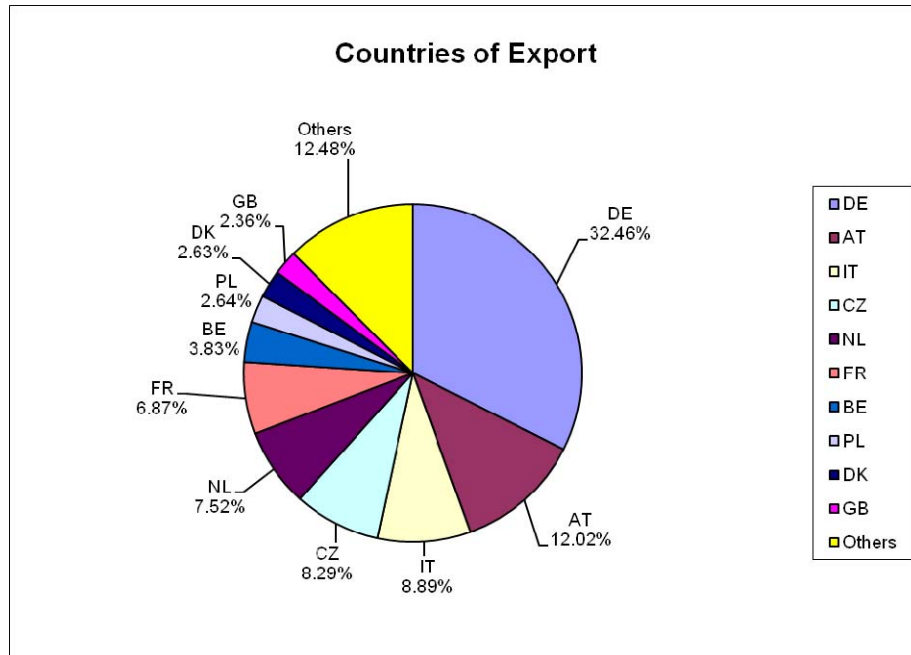
Figure 31: Countries of Export distribution (ECS operations)

The following figure shows the distribution of the IE501s amongst the countries of exit.
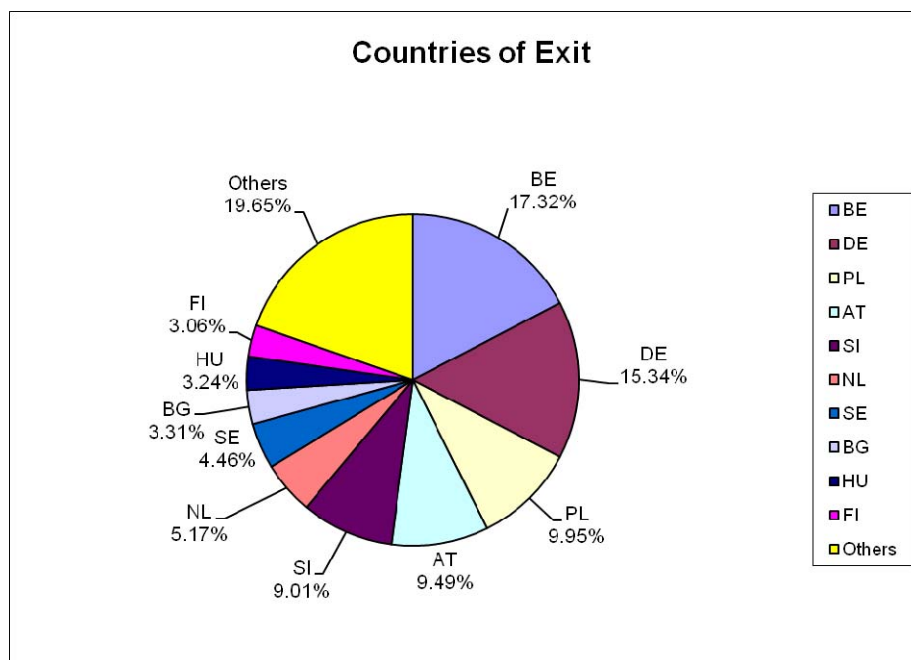
Figure 32: Countries of Exit distribution (ECS operations)

ECS Backup

1,691 messages were exchanged in backup mode for ECS in October 2011. National Testing were performed by *[Removed]*.

The CT for Customs Business Statistics was performed in October 2011 by NA-*[Removed]*.

3.1.3.6 ICS Operations

Please refer to ICS Phase 1 Monthly Report (referenced document R02) for details related to ICS Phase 1 Operations.

3.1.3.7 SPEED statistics

Please refer to NCTS TIR *[Removed]* (SPEED) Operations - Monthly report (referenced document R0) for details related to SPEED Operations.

3.1.3.8 Availability for the Operations Network

The availability rate of the CCN gateways in October 2011 is reported in the following table provided by CCN/TC. This table takes only into account the Customs and Taxation production gateways availability falling under DG TAXUD's responsibility, but not the availability of the application server under the National Administration's responsibility.

SITE	GATEWAY	ASYNC
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	99.84
[Removed]	*[Removed]*	99.84
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00

SITE	GATEWAY	ASYNC
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
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[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00

SITE	GATEWAY	ASYNC
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00
[Removed]	*[Removed]*	100.00

Table 30: CCN Availability

3.1.4 Application Management

Operations

Problems and issues:

EBTI3, ISPP, ART2, Ecics2
On Monday 3rd of October 2011 : the LDAP of the domain WLS103_CONF1_GRP5 has been corrupted. A backup has been restored. Unavailability from7:00 to 7:30 AM. Investigation under problem PM10298

EBTI3
On Wednesday 19th of October 2011, ITSM Trainer *[Removed]* open 2 incidents about EBTI3 2.1.0 CONF :
-   IM16001 : BTI keyword appears in italics
-   IM15997 : Technical error

 IM16001 was solved with a re-installation ; IM15997 is a Known Defect to be corrected in 2.1.2.

SURV2, EOS, ART, CN, CRMS, SMS, SUSP
Once more ITSM suffered several crashes due to ldap corruption during this month. 3 domains (CONF1_GRP4, CONF1_GRP6, CONF1_GRP7) crashed the same day because of this problem. It has been confirmed by ORACLE support that this will occur as long as we continue to use the embedded LDAP. ITSM has however taken all the necessary actions to reduce as much as possible the unavailability time .

CRMS:
The notification is still not working in CRMS. A new delivery has been provided to prevent the application to crash when the notification occurs, but the functionality won't be working until future delivery as confirmed by DevTeam. A mass mail has been sent to all the users to request them to check on a daily base for requests on the CRMS application.

Cust-DS:

CS/MIS PROD doesn't take into account in AUDIT files messages that NAs exchange that are not in ADT format.

ITSM BM has sent a mail to warn the concerned NAs (*[Removed]*)

As it seems that no document contains the details for using the flag ADT that NA would have access to (DDCOM or DDNxA).

With the support of *[Removed]* from TAXUD R5 a call has been opened to CUSTDEV2 SPECS IM13183 with below request:

> "Dear Service desk
>
> Could you request to CustDev2 Specification service where is described the usage of the 14th fields of the message envelope.

These fields can usually contain the values ARQ, ADT, COA, COD. I checked in DDCOM, DDN*A and I didn't found anything

While we wait for a reply from the SPECS. We proceeded with further investigating the issue.

First of all despite that we had a good knowledge of the issue we still didn't have a clear picture of what NAs that where using the incorrect flag.

As this information is only available during the early start of AUDIT consolidation process and then the records where deleted from the staging table, with the help of our DBA we created a trigger that with every delete of the ccn_audit table to select all entries with MSG_TYPE_FLAG= Arq and enter them in separate table, that we can then we check when needed.

As this consolidation is done every half hour we let the trigger run for 2 days for all domains.
With the data that we collected now we can see clearly the NAs that need to be informed. Also for better tracking purpose as this issue is on all 3 Business domains (NCTS,ECS and ICS) separate problems will be opened per concerned NA.

CUSTDEV informed that the information regarding the message flag can be found in the document of the CCN/TC CCN-COVW-GEN-EN13.00 in section 5.2.1.4 MESSAGE even though the actual acronyms are not used the exact description of the messages is indeed explained.

I am attaching the document to this mail.

NICA *[Removed]*has corrected the issue.

As this behavior doesn't occur for the domain NCTS and ECS, even though NAs are exchanging using Arq envelope. But the discrepancies in the AUDITs and STATS are not happening.

As this behavior doesn't occur for the domain NCTS and ECS, even though NAs are exchanging using Arq envelope. But the discrepancies in the AUDITs and STATS are not happening.

A separate call will be opened to CUSTDEV for further investigation

Risks:

Cust-CS:

Embedded LDAP usage:
As reported in section above, the embedded LDAP sometimes gets corrupted and needs top be restored. The fact that this issue is spotted on an early base helps to prevent the service to be down for too long, but it still presents a risk of short unavailability.

ART:
The MLC part is still under investigation. Due to a lot of calls opening, the application was analyzed and a perception difference was spotted between the functional specs and the business user needs. This investigation is still under discussion at TAXUD, but ITSM is now unable to provide a clear answer to incoming calls regarding that subject.
This might have an incidence on the quality of service.

Cust-DS:

Nothing to report.

List of improvements since last month:

Cust-CS:

TARIC3

Transmission files from 2010 since Taric3 deployment (17/06/2010) have been provided to the Business user. Beside, ITSM AM has implemented an RfC to archive the files sorted by date. This archiving will be useful for

- reducing the diskspace used by the extractions;

- providing of consolidated files from past year;

- retrieving old files in case of issue lately detected

DDS
DDS1 decommissioning started.

EOS
Based on the request from TAXUD EOS CONF environment was refreshed by the database clone from production. All the destinations have to be recreated. All MSAs have to receive a new full extract and differential extracts.
So far just NA.[Removed] communicates with ITSM in order to restart the transmissions.

Cust-DS:

CS/MIS: ITSM Business Monitoring has contacted the NAs regarding the ADT flag to be used however the issue still remains with NA-*[Removed]*. Further investigation with all parties involved (ITSM CUSTDEV2 and CCN/TC) have been requested by TAXUD and will start at the beginning of November.

List of future paths of improvements:

Cust-CS:

CCN statistics
Those statistics should be closely monitored, especially message sizes and sudden increases. Preventively communication by the MS would tremendously help. The Workflow is currently discussed between CCN/TC and ITSM

DDS
ITSM requested to increase 2 DDS2 file systems to prevent the file system being full during the weekend**.** New script to check the DDS2 EBTI and DDS2 SEED file systems will be created.

EOS
CT Campaign – Smart replication for NA.[Removed]finished and new destination [Removed]-EOS was created in production.

General

ITSM AM will issue an RFC in order to request development to implement a better error catching when it comes to session expiration. For the moment, each time a session expires; it raises an error in the log with a java stack although this is a perfectly normal behavior (after 5 minutes of inactivity the user is rejected from the system). Instead, a message should appear in the log stating that the connection was reset but not a 15 lines java stack. Errors should appear in the logs only when there is indeed a problem. This will improve the monitoring.

Cust-DS:

Nothing to report

Coordination between development and service management

Problems and issues:

Cust-CS:

EOS

The integration between CS/RD and EOS 2.5.0 is still problematic. A call has been opened at development side for 3 weeks and still didn't receive any answer.

During that time ITSM has launched investigation with DIGIT, but no concrete improvement in investigation has been done as we can only witness the problem during the loading

CN

Version 2.1.0 was marked as being qualified successfully in the FAT report, while a major functionality (exporting CN to TARIC) is not working. The development team confirmed this to be a major bug and necessitate the deployment of a patch.

Risks:

Cust-CS:

EBTI3

A special activity in order to compare DB performance of testing environments and CONFORMANCE has been executed. This testing activity consist in comparing the execution time of

-STP

-DB benchmarks standard scripts

ITSM investigation results are indicating a performance difference. A deep investigation for determining the reason is required at DIGIT. But we are wondering how pertinent this investigation is because :
-Databases **will be migrated in Oracle 11g** soon (and there will be some configurations changes);
-Only EBTI system to system test plan in PSAT is concerned by this performance issue.

More over in the FAT report of EBTI 2.1.2, Cust-Dev2 is indicating that :

"Although the execution of the System test plan was completed successfully, it was noted that the test plan occasionally fails with random errors. A defect CUSTD00006911 was raised for further investigation."

This defect is a risk for next testing cycles and ITSM is looking forward the results of investigation.

List of improvements since last month:

Cust-CS:

Quota2 2.2.0

The release had only one application defect in the pSAT.

Cust-DS:

Nothing to report

List of future paths of improvements:

Cust-CS:

DDS2
Preparation of the migration to Oracle 11 started. Dumps of all the DDS2 modules were provided to CUST/DEV

Optimisation of Application/Trans-European systems

Problems and issues:

Cust-CS:

EBTI3

A special activity in order to compare database performance of testing environments and conformance consists in comparing the times of execution of

- STP

- database benchmarks standard scripts

There are some issues executing the STP. Investigation is on-going to check if they come from database performance or not.

Cust-DS:

CS/MIS: investigation still ongoing on the loss of communication occurring between one of the Redix client and its server. ITSM AM is trying to identify a workaround that would avoid disturbing NAs by asking them to reprocess the blocked messages.

Risks:

Nothing to report.

List of improvements since last month:

Cust-DS:

CS/RD TO DDS1 COL data subscription will be suspended in August and then be completely removed. This activity is will handled via RFC. Once the RFC is approved, all communications to DDS1 will be stopped and replaced by DDS2.

List of future paths of improvements:

Cust-CS:

EBTI3 :

In the EBT-IQTR-005-3 UI and Thesaurus 2-1-0 extra DB performance comparison tests, ITSM formalize some improvements solutions for the system-to-system Test Plans :

About EBTI System to system test plan, ITSM would like to point out the fact that its execution is not trivial:
1. The complete execution takes a lot of time (despite of performance);
2. The logs are often not very clear on the reasons of failures (ordering issue, timing issue, business issue?);
3. The splitting is possible but not easy : such command should be launched :
   [Removed].

ITSM would like to propose following improvements:
1) add a pre-script asking user to select which parts of the test plan to be executed.

Benefits : such pre-script will ease the System-to-system test execution and would be useful in order to test only modified functionalities.

-add some logs information helping the tester to determine what is the root cause of the issue.

For example :
[Removed]
With this message, ITSM doesn't know if the comparison failed because the extract was not created on time, or because there is an ordering issue, or because a parameter was wrongly set.

Actually, the debugging is done with the experience of the tester or with the support of development.

Benefits : Gain of time and efforts in the failure analysis. Benefits for ITSM and development teams.

Cust-DS:

ITSM recommends to have CS/MIS accept both ADT and ARQ formats. This will be discussed at the next coordination meeting with CS/MIS CI owner.

Deployment of Applications

Problems and issues:

Cust-CS:

Quota2 :

On 13th October 2011, Quota2 2.2.0 has been installed on an ITSM environment (server [Removed]). Despite the pro-activity regarding the environment creation, the installation suffered a one day delay due to unclear instruction about the database set-up (sharing with Taric3). This issue was quickly solved and had no impact on testing.

EOS:

The integration between CS/RD and EOS is still preventing the deployment of EOS 2.5.0 in production. As a reminder the issue is that the messages received from CS/RD are not loaded properly inside EOS. Even tiny messages are causing timeouts. Calls have been opened at DIGIT and at CustDev side to monitor and investigate on the reasons of this issue. Until now, there is no feedback for those problems.

Cust-DS:

Further verification in the issue of the long compilation time of TTA has revealed that the during most of the time the CPUs of the Solaris server were never above 10% of usage. This can be explained that the current complier is out of date and does not take into advantages of the multi-core architecture of the server. This information along with other examples of outdated COTS has been passed to the CI owner and on his request a list of improvements will be submitted before by December, to be discussed for the next year evolutions of TTA.

Risks:

Cust-CS:

Nothing to report

List of improvements since last month:

Cust-CS:

TARIC3

Version 2.5.2 has been successfully deployed in all environments (SAT-CONF-PROD)

List of future paths of improvements:

Cust-CS:

Quota2 :

In IPM, database set-up instructions should be provided for the case where Quota2 is installed as a stand-alone.

Deployment

Out of the installations performed by ITSM AM, the following ones are referring to Customs Business Thread. The table below lists these installations, per environment.

Tasks completed in the reporting period:

The annex [Anx04] lists all installations performed, per business thread and per environment.

Tasks started up in the reporting period or earlier and not completed yet:

Nothing to report.

The table below shows statistics on installation of full deliveries and patches/hot fixes per application.

Application	Installations of full deliveries				Installations of patch deliveries				Total
	preSAT	SAT	CONF	PROD	preSAT	SAT	CONF	PROD	
AEO	0	0	0	0	0	0	0	0	**0**
ART2	0	0	0	0	0	0	0	0	**0**
ARIS	0	1	0	0	0	0	0	0	**1**
CN	0	1	1	0	0	0	1	0	**3**
CSI Bridge	0	0	0	0	0	0	0	0	**0**
CRMS	0	0	0	0	0	1	0	0	**1**
CS/MIS	0	0	0	0	0	0	0	0	**0**
CS/MISE	0	0	0	0	0	0	0	0	**0**
CS/RD	0	0	0	0	0	0	0	0	**0**
DDS-Quota2	0	0	0	0	0	0	0	0	**0**
DDS-SEED	0	0	0	0	0	4	1	1	**6**
DDS-Ecics2	0	0	0	0	0	0	0	0	**0**
DDS2-TARIC	0	0	0	0	0	0	0	0	**0**
DDS-EORI	0	0	0	0	0	0	0	0	**0**
DDS2-EOS	0	0	0	0	0	0	0	0	**0**
DDS2-CM	0	0	0	0	0	0	0	0	**0**
DDS2-EBTI	0	0	0	0	0	0	1	0	**1**
DD2-PROXY	0	0	0	0	0	0	0	0	**0**
DDS2-SEED	0	0	0	0	0	0	0	0	**0**
DDS2-SUSP	0	0	0	0	0	0	0	0	**0**
DDS2-TRANSIT	0	0	0	0	0	0	0	0	**0**
DDS2-SURV	0	0	0	0	0	0	0	0	**0**
DDS2-COL	0	0	0	0	0	0	0	0	**0**
DDS2-EXPORT	0	0	0	0	0	0	0	0	**0**
DDS2 – DDS1	0	0	0	0	0	0	0	0	**0**
ECN	0	0	0	0	0	0	0	0	**0**
ECN+	0	0	0	0	0	0	0	0	**0**
EBTI	0	0	0	0	0	0	2	0	**2**
ECICS2	0	0	0	0	0	0	0	0	**0**
EOS	0	0	1	0	0	0	0	0	**1**
GWS	0	0	0	0	0	0	0	0	**0**
Generic Webservice	0	0	0	0	0	0	0	0	**0**
HTTP Bridge	0	0	0	0	0	0	0	0	**0**
ISPP	0	0	0	0	0	0	0	0	**0**

Application	Installations of full deliveries				Installations of patch deliveries				Total
	preSAT	SAT	CONF	PROD	preSAT	SAT	CONF	PROD	
MCC	0	0	0	0	0	0	0	0	**0**
Memory log	0	0	0	0	0	0	0	0	**0**
OUB	0	0	0	0	0	0	0	0	**0**
Quota 2	0	0	0	0	2	1	0	0	**3**
SMS	0	0	0	0	0	0	1	0	**1**
Surveillance	0	0	0	0	0	0	0	0	**0**
SUSP	0	0	0	0	0	0	0	0	**0**
SPEED ECN	0	0	0	0	0	0	0	0	**0**
Taric2	0	0	0	0	0	0	0	0	**0**
TR3 MAU	0	0	0	0	0	0	0	0	**0**
TR3 INB	0	0	0	0	0	0	0	0	**0**
TR3 PUB	0	0	0	0	0	0	0	0	**0**
Taric3	0	0	0	0	0	1	1	0	**2**
TARREP	0	0	0	0	0	0	0	0	**0**
TQS	0	0	0	0	0	0	0	0	**0**
TTA	1	0	0	0	0	3	2	0	**6**
STTA	0	0	0	0	0	1	0	0	**1**
UM	0	0	0	0	0	0	0	0	**0**
Total	**1**	**2**	**2**	**0**	**2**	**11**	**9**	**1**	**28**

Table 31: Customs – Distribution of full dlv/patches/hot fixes per environment

3.1.5   Testing

The following tables show the tests that have been carried out during the reporting period.

For more detailed information please consult [Anx19].

List of preSAT

- 2 preSAT have been performed during the reporting period.

List of SAT

- **5** SAT have been performed during the reporting period.

List of Qualifications

- **8** Qualifications have been performed during the reporting period.

List of Conformance Tests

Please refer to [Anx27] for further details linked to CT.

3.2 Excise

3.2.1 Service Support Activities

3.2.1.1 Opened calls classified by category

The table below gives the number of opened calls by category and relating to the Excise Business Thread during the reporting period. (Input can also be found in Table 4: Opened calls per Business Thread).

Call categories	Excise
User Management	9
Request for Info	58
Request for Service	58
Incidents	262
Complaints	0
Problems	0
Change Requests	0
Total	**387**

Table 32: Excise - Calls opened per category

3.2.1.2 Closed Calls classified by category

The table below gives the number of closed calls by category and relating to the Excise Business Thread during the reporting period. (Input can also be found in Table 11: Closed calls per Business Thread).

Call category	Excise
User Management	9
Request for Info	106
Request for Service	44
Incidents	195
Complaints	0
Problems	0
Change Requests	0
Total	**354**

Table 33: Excise - Closed calls per category

3.2.1.3 Problems

Problem Ids follow the natural numbering until the owITSM problem management facility is extended.

Problem ID	Migration Reference	Title	Phase	Status RC
PM10020		SEED Monitoring tool crash	Problem Closure and Review	Closed
PM10021		Improve Monitoring	Problem Closure and Review	Closed
PM10140		Leading zeros, size of producer correction (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10141		Alcoholic Strength format (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10142		Box 17d of e-AD (Quantity) contained the value "0" (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10143		MSA-*[Removed]*submition of IE801s containing leading zeroes in numerical fields	Problem Resolution	Pending Vendor
PM10150		CD801 excise numbers of the authorized warehouse and the tax warehouse do not belong together (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10177		807419 - Excise Movements from *[Removed]*	Problem Resolution	Pending Vendor
PM10201		EMCS-PROD-MSA-*[Removed]*rejects IE818 messages from MSA-*[Removed]*	Problem Closure and Review	Closed
PM10206		Report of receipt although goods haven't left place of dispatch	Problem Resolution	Pending Vendor

PM10209		EMCS list of packaging codes (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10212		MSA-BE sends IE917 to MSA-*[Removed]*(*[Removed]*to *[Removed]*)	Problem Resolution	Pending Vendor
PM10214		Problems with EMCS eAD (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10215		Invalid values in CD818s from NEA-*[Removed]*	Problem Resolution	Pending Vendor
PM10217		e-ADs with wrong destination type code 6- export (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10218		NEA-*[Removed]*-Date of end of validity	Problem Resolution	Pending Vendor
PM10227		Clarification of IE869 with DDNEA IV.III.1.3 i	Problem Resolution	Pending Vendor
PM10228		EMCS Phase 3 messages IE906 and IE917 Issue	Problem Resolution	Pending Vendor
PM10231		Rejection of IE802 messages (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10232		Rejection of IE801 messages (NA-*[Removed]*)	Problem Resolution	Pending Vendor
PM10247		[EXC//Ref: 806189 Rejected movement from *[Removed]*]	Problem Resolution	Pending Vendor
PM10252		EMCS IE837 filed: Submitter Identification	Problem Resolution	Pending Vendor
PM10257		EMCS-B-MSA-*[Removed]*rejects IE818 and IE802 from MSA-*[Removed]*	Problem Closure and Review	Closed
PM10261		SEED: Inconsistences in IE734.xml (BCL 3, 57 and 59)	Problem Resolution	Pending Vendor
PM10264		EMCS-MSA-	Problem Resolution	Pending

		*[Removed]*message IE818 being rejected		Vendor
PM10265		Apparent inconsistency in DDNEA 1.5.1	Problem Resolution	Pending Vendor
PM10270		CTP P3 v 1.42 dataset message IE701 CL04_12	Problem Investigation and Diagnosis	Pending Vendor
PM10279		ECMS-B-MSA-*[Removed]*rejects IE801 messages from MSA-PL	Problem Closure and Review	Closed
PM10287		CTP P3 v 1.44 dataset message CTP_IE820_A_A_I E820_CL - 91_77	Problem Resolution	Pending Vendor
PM10288		CTP P3 v 1.44 scenario CL25	Problem Resolution	Pending Vendor
PM10295		EMCS-B-MSA-*[Removed]*rejects IE801 and IE802 from MSA-*[Removed]*	Problem Closure and Review	Closed
PM10313		TBD by CT team	Problem Investigation and Diagnosis	Open
PM10317		DDNEA phase 3 v1.51 question app A1 and app A2 (EMCS)	Problem Investigation and Diagnosis	Pending Vendor
PM10319		IE906 and IE917 xsd	Problem Investigation and Diagnosis	Pending Vendor
PM10320		Problems with CCN correlation ID in TAv2	Problem Resolution	Pending Vendor
PM10341		SEED_*[Removed]*-*[Removed]*-*[Removed]*(Latin character) incident	Problem Resolution	Pending Vendor
PM10345		TDB by CT team	Problem Resolution	Pending Vendor
PM10369		Mistake in EMCS test scenario AP-25#3	Problem Resolution	Pending Vendor
PM10370		Mistake in test scenario AP-21(e)#2	Problem Resolution	Pending Vendor

PM10373		EMCS Phase3 UC-246-310	Problem Resolution	Open
PM10374		EMCS - CTP NF-1 #1 and NF-2 #1	Problem Resolution	Pending Vendor
PM10376		Direct delivery - application of Article 17(2) (Question raised by MSA-*[Removed]*)	Problem Detection, Logging and Categorization	Open
PM10379		EMCS phase 3 CTP BS-02 and BS-03	Problem Resolution	Pending Vendor
PM10383		Request for update the reference of chapter numbering in DDNEA P3	Problem Resolution	Pending Vendor
PM10393		Question regardin Condition C144 in DDNEA for Phase 3	Problem Resolution	Pending Vendor
PM10394		inconsequence IE801-IE815 in DDNEA	Problem Resolution	Pending Vendor
PM10395		issues in DDNEA v1.40, IE813 xsd (EMCSDEV-1236)	Problem Resolution	Pending Vendor
PM10396		Typing errors in XML schemas (EMCSDEV-1229)	Problem Resolution	Pending Vendor
PM10397		SEED-Web CnCode - Product code correspondence	Problem Resolution	Pending Vendor
PM10399		M*INC1104.168500 EMCS - French Traders with a mix of OMS Country Codes	Problem Resolution	Pending Vendor
PM10403		EMCS - MSA-IE send IE905 responses to status synchronisation requests	Problem Resolution	Pending Vendor
PM10406		EMCS - test CL-04 z CTP	Problem Investigation and Diagnosis	Pending Vendor
PM10407		EMCS - test CL-32 z CTP	Problem Investigation and Diagnosis	Pending Vendor

PM10410		SEED_*[Removed]*-Issue with IE742 message on SEED System Test env	Problem Resolution	Pending Vendor
PM10417		EMCS-TA2 - CCN Correlation ID	Problem Resolution	Pending Vendor
PM10418		EMCS - CTP FV - 829	Problem Investigation and Diagnosis	Pending Vendor
PM10419		EMCS - CTP MF - 819	Problem Investigation and Diagnosis	Pending Vendor
PM10441		EMCS - Message IE867: Should the element "Sequence Number" be optional?	Problem Resolution	Pending Vendor
PM10447		ACO:extended>Late - Clarification on scenario is requested	Problem Resolution	Pending Vendor
PM10449		Is TR0104 correct in DDNEA 1.51?	Problem Resolution	Pending Vendor
PM10454		EMCS-B-MSA-*[Removed]*rejects IE813 from MSA-*[Removed]*	Problem Resolution	Pending Vendor
PM10469		EMCS NA-*[Removed]*- CTP EH - 19	Problem Resolution	Pending Vendor
PM10477		Question about sending an IE871 message by a former consignee	Problem Detection, Logging and Categorization	Open
PM10479		EMCS AP-19 - 1	Problem Detection, Logging and Categorization	Open
PM10488		Problems with EMCS Ph3 testing scenarios	Problem Resolution	Pending Vendor
PM10491		STD for Export Local Clearance at Dispatch contains error	Problem Resolution	Pending Vendor
PM10494		EMCS: leading zeros	Problem Closure and Review	Closed
PM10496		EMCS-MSA-*[Removed]*sent messages with	Problem Closure and Review	Pending Vendor

		Invalid Correl ID		
PM10501		EMCS CT AP-21e	Problem Resolution	Pending Vendor
PM10503		NA-*[Removed]*| EMCS CT - questions regarding Mode 1 testing	Problem Resolution	Pending Vendor
PM10504		NA-*[Removed]*| EMCS CT AP-20	Problem Resolution	Pending Vendor
PM10505		EMCS TA sends the same CSI CorrelID every time	Problem Resolution	Pending Vendor
PM10508		EMCS TA2 AP-21(A)	Problem Resolution	Pending Vendor
PM10514		emcs CL-90	Problem Resolution	Pending Vendor
PM10515		EMCS CT issue in CL-04#1	Problem Resolution	Pending Vendor
PM10516		EMCS - CTP CL - 91	Problem Resolution	Pending Vendor
PM10517		EMCS - CTP CL - 90	Problem Resolution	Pending Vendor
PM10518		EMCS CT BS-12-2	Problem Resolution	Pending Vendor
PM10520		EMCS AP-19 - 1	Problem Resolution	Pending Vendor
PM10521		Incorrect information in CTP for EMCS Phase 3	Problem Resolution	Pending Vendor
PM10522		Issues concerning scenarios in CTP	Problem Resolution	Pending Vendor
PM10523		EMCS - CTP FV - 869-PL	Problem Resolution	Pending Vendor
PM10524		Issue concerning scenarios in CTP no BS – 16d #2	Problem Resolution	Pending Vendor
PM10525		EMCS CT problems with IE721 in FV-721#1	Problem Resolution	Pending Vendor
PM10526		EMCS CT {FollowUpCorrelationId} field length	Problem Resolution	Open
PM10528		EMCS Mode2 CT FV-702#1	Problem Resolution	Pending Vendor
PM10529		CT scenarios regarding EMCS FS2 (phase 3) fail	Problem Resolution	Pending Vendor
PM10535		CT scenarios	Problem Resolution	Pending

		regarding EMCS FS2 (phase 3) fail for DK 9/15		Vendor
PM10536		Phase 3 CTP Issues - CL32-1	Problem Resolution	Pending Vendor
PM10537		Phase 3 CTP Issues - CL25-1	Problem Resolution	Pending Vendor
PM10538		CT scenarios regarding EMCS FS2 (phase 3) fail 8/15	Problem Resolution	Pending Vendor
PM10541		Direct delivery - application of Article 17(2) (Question raised by MSA-*[Removed]*)	Problem Investigation and Diagnosis	Open
PM10543		EMCS TA2 IE840 symantic error	Problem Resolution	Pending Vendor
PM10544		EMCS CT / BS-12-8: value of event repot reference change	Problem Resolution	Pending Vendor
PM10545		EMCS - CTP BS - 16(g) #2	Problem Resolution	Pending Vendor
PM10546		Phase 3 CTP Issues - CL04-1	Problem Resolution	Pending Vendor
PM10547		CT scenarios regarding EMCS FS2 (phase 3) fail for *[Removed]*1/6	Problem Resolution	Pending Vendor
PM10548		CT scenarios regarding EMCS FS2 (phase 3) fail for *[Removed]*15/15	Problem Resolution	Pending Vendor
PM10549		CT scenarios regarding EMCS FS2 (phase 3) fail for *[Removed]*12/15	Problem Resolution	Pending Vendor
PM10550		CT scenarios regarding EMCS FS2 (phase 3) fail for *[Removed]*7/15	Problem Resolution	Pending Vendor
PM10551		EMCSMC-NA-*[Removed]*-001: Error Problem Report - MF717	Problem Resolution	Pending Vendor
PM10552		CT scenarios	Problem Resolution	Pending

		regarding EMCS FS2 (phase 3) fail for *[Removed]*14/15		Vendor
PM10554		Scenario CL32_2 Test scenario can't be finished successfully	Problem Resolution	Pending Vendor
PM10555		Phase 3 CTP Issues - AP19-1	Problem Resolution	Pending Vendor
PM10556		CT scenarios regarding EMCS FS2 (phase 3) fail for *[Removed]*11/15	Problem Resolution	Pending Vendor
PM10557		Scenario AP22_1 Test scenario can't be finished successfully.	Problem Resolution	Pending Vendor
PM10558		SEED web search issue	Problem Resolution	Pending Vendor
PM10559		EMCSMC-NA-*[Removed]*-001: Error Problem Report-MF821	Problem Resolution	Pending Vendor
PM10560		CT scenarios regarding EMCS FS2 (phase 3) fail for DK 4/15	Problem Resolution	Open
PM10562		CT scenarios regarding EMCS FS2 (phase 3) fail for DK 3/15	Problem Resolution	Pending Vendor
PM10565		EMCS-B-MSA-*[Removed]*rejects IE802 and IE818 from MSA-*[Removed]*	Problem Resolution	Pending Vendor
PM10571		MSA session blocked during TA CT Campaign	Problem Resolution	Pending Vendor
PM10581		807419 - Excise Movements from *[Removed]*	Problem Closure and Review	Closed
PM10582		IE818 from MSA-*[Removed]*transmitted with already existing message identifier	Problem Closure and Review	Closed

PM10584		Ref 823509 issue with NA-*[Removed]*	Problem Closure and Review	Closed
PM10585		ARC 11NL03426035470 118080; message identifier already used	Problem Closure and Review	Closed
PM10586		EMCS-B-MSA-*[Removed]*rejects IE905 and IE802 from MSA-*[Removed]*	Problem Resolution	Pending Vendor
PM10587		Invalid value in box 7c of the IE818 from MSA-*[Removed]*	Problem Closure and Review	Closed
PM10588		Message Identifier which already exist	Problem Closure and Review	Closed
PM10589		EMCS: leading zeros	Problem Closure and Review	Closed
PM10593		Corrections regarding DDNEA for Phase 3 v1.51	Problem Investigation and Diagnosis	Open
PM10595		Misalignment on the use of the sequence number in IE861 between FESS v3.41 and DDNEA v1.51 (#4)	Problem Resolution	Pending Vendor
PM10597		EMCS3: CT scenario issue: FV-801	Problem Investigation and Diagnosis	Pending Vendor
PM10598		Phase 3 CTP Issues MF717-1	Problem Investigation and Diagnosis	Pending Vendor
PM10599		Phase 3 CTP Issues CL86-1-*[Removed]*	Problem Resolution	Pending Vendor
PM10603		Phase 3 CTP Issues AP22-1	Problem Resolution	Pending Vendor
PM10654		Mode-1 issue with IE721	Problem Resolution	Pending Vendor
PM10657		Failed test in PreCT: IE813 is not returning the goods and not even performing an MS	Problem Resolution	Pending Vendor
PM10661		EMCS CT	Problem Resolution	Pending

		[Removed]-22#1		Vendor
PM10662		possible COD after rejection	Problem Investigation and Diagnosis	Open
PM10663		possible COD after rejection	Problem Investigation and Diagnosis	Open
PM10684		EMCS CTP BS 19 #2-*[Removed]*	Problem Resolution	Pending Vendor
PM10685		EMCS *[Removed]*applicable to IE717 & IE840	Problem Resolution	Pending Vendor
PM10686		EMCS-B-MSA-*[Removed]*rejects IE801 from MSA-NL	Problem Detection, Logging and Categorization	Open
PM10687		EMCS Conformance *[Removed]*-19_1-IE	Problem Resolution	Pending Vendor
PM10688		BS - 12 Submission of an event report-NA-*[Removed]*	Problem Resolution	Pending Vendor
PM10689		BS-11_2 - Incorrect Consignee details	Problem Resolution	Pending Vendor
PM10690		BS16(c) - IE839 message from TA has RejectionReasonCode=2	Problem Resolution	Pending Vendor
PM10691		EMCS TA ettot-This is Mode 1 and message IE861.	Problem Resolution	Pending Vendor
PM10709		CT scenarios regarding EMCS FS2 (phase 3) fail for *[Removed]*5/15	Problem Resolution	Pending Vendor
PM10713		EMCS: Question for clarification; Rule038	Problem Resolution	Pending Vendor
PM10714		Problem with the constitution of an ARC from *[Removed]*	Problem Resolution	Pending Vendor

Table 34: Excise - Problems currently logged

Legend:

1 : Phases

- Problem Detection, Logging, and Categorization
- Problem Prioritization and Planning
- Problem Investigation and Diagnosis
- Problem Resolution
- Problem Closure and Review

2: Status
- Open — The problem has been opened, but it is not currently being worked on.
- Accepted — The Problem Coordinator has accepted this record as his or her responsibility.
- Work in Progress — The problem is being addressed.
- Pending Vendor — The Problem Coordinator contacted the vendor and the vendor has to provide info or send a part.
- Pending User — Problem Coordinator contacted the user and needs more information from him the user.
- Rejected — The Problem Coordinator has rejected responsibility for this record.
- Deferred — Because of several possible constraints, must postpone fixing problem until later release. (This may happen in prioritization and planning, but it can also happen later in the process.)

3.2.1.4 Pending Excise Incidents transferred to the next month

Incidents "not closed" for which the resolution is transferred to next month - See [Anx07] for details.

3.2.2 Service Delivery

3.2.2.1 Capacity Management

The applications of this Business Thread run on systems hosted at DIGIT, with the exception of CS/MISe hosted at ITSM.

All capacity data (tablespaces and diskgroup information) is provided in Annex [32].

This annex (Excel workbook) is structured as follows:

- Worksheet 1: Customs Tablespaces;

- Worksheet 2: Taxation Tablespaces;

- **Worksheet 3: Excise Tablespaces;**

- Worksheet 4: ITSM Tablespaces;

- Worksheet 5: Customs filesystems;

- Worksheet 6: Taxation filesystems;

- **Worksheet 7: Excise filesystems;**

- Worksheet 8: ITSM filesystems;

- Worksheet 9: Common filesystems.

In the worksheets, the terms DIGIT and ITSM are used to refer to the location where tablespaces and filesystems are hosted / located.

The "Common filesystems" worksheet contains filesystems used by multiple Business Threads.

Main findings

Regarding "Excise" Business Thread, we do not see any predictable risk.

No abnormal growth patterns and standard disk and file maintenance operations.

For filesystem SEED1_1_EXEP on Prod5, the usage level is almost 85%. Corrective actions will be performed (cleaning up filesystem or adding diskspace).
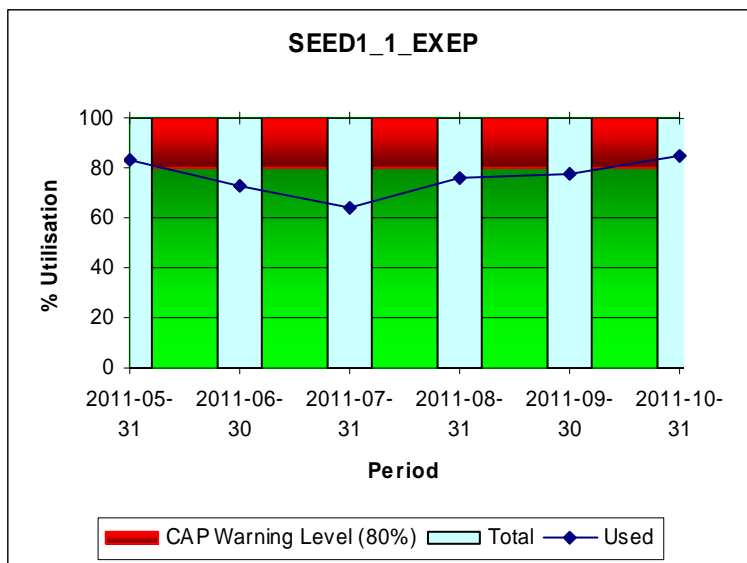
. Figure 33: SEED1_1_EXEP filesystem evolution

3.2.2.2 Continuity Management

The SEED application of this Business Thread runs on systems hosted at DIGIT. The continuity plan is not communicated by DIGIT.

The following table reports whether there were unsuccessful exports of the CS/MISe database in the reporting month.

Day	CS/MISe
(all OK)	-

Table 35: Unsuccessful exports of CS/MISe database

3.2.2.3 Availability Management

Availability for the reporting period 01/10/2011 – 31/10/2011 for "Excise" Business Thread has been calculated to **99.59**%.

The availability value has been calculated as defined in "Availability Calculation - Process Description – v0.16.doc" starting from the raw data from the ITSM monitoring for any CI. The measurement home or subpages, or business transactions are listed in Annex 14a 'reporting_ava.<period>.PROD(or CONF).xls worksheet_'Thread_CI_status' (where <period> refers to the reporting period of this MPR).

The complete list of scheduled and unscheduled unavailabilities for this reporting month may be found in Annex 14a [Anx14] - 'reporting_ava.<period>.PROD(or CONF).xls worksheet 'avdb'.

The calculation of availability is done for the PROD and CONF environments (see 'reporting_ava.<period>.PROD(or CONF).xls worksheet 'avdb' in Annex 14a) during the Service Window 07:00-20:00 on working days, via the process documented in [A4] and [A5].

Detailed information on the down-times (time and duration) can be found in Annex 14a - reporting_ava.<period>.PROD(or CONF).xls worksheet 'downtimes.PROD(or CONF)'.

The information on down-time on a daily basis for any business thread. application. environment and measurement can be found in reporting_ava.<period>.PROD(or CONF).xls worksheet 'minDunv_perc.PROD(or CONF)' or in ava.<period>_minDunv_perc.html with a graphical representation and a dashboard.

The following differences have been introduced since last month:

- The following "Excise" Business Thread CIs and environments were:
  - First monitored during the reporting period: none;
  - Discontinued for monitoring during the reporting period: none;
  - Changed for monitoring differently: none.

3.2.3 Business Monitoring

Please refer to EMCS Monthly Statistics (referenced document R01) for details related to the Excise Business Thread.

3.2.4 Application Management

List of improvements since last month:

- Sanity checks included Business Object report: a dedicated sanity check was written in order to check that the BO reports work correctly

List of future paths of improvements:

- Keep on working on exploitation manuals per application.

- Keep on collaborate with Configuration Manager in order to verify that all Excise documentation is present in the SMT and properly defined (i.e. type of the document can be "functional", "testing", "technical").

Coordination between development and service management

Problems and issues:

Nothing to report

Risks:

- TA V2.2

  1. TA installation documentation not complete. Some configuration files are not well documented.

     - security-test-users.properties

     - security-users-to-country.properties

  2. Configuration files are disseminated in several folders, the application can be complex to deploy.

List of future paths of improvements:

Improve communication regarding Bugs/defects. Currently, the communication regarding bugs/defects is not standardized. That means that the information provided by xdev is not always exhaustive. We suggest qualifying a bug/defect in two parts; a Problem and a Known Error. The problem will describe the root cause and the workaround. The Known Error will document the solution

- o Problem fields

  - Title

  - Description (symptoms)

  - Root cause description

  - Workaround

- o Known Error fields

  - Title (information inherited from the problem)

- ▪ Description (information inherited from the problem)

- ▪ Root cause description (information inherited from the problem)

- ▪ Solution

Optimise Applications & Trans-European systems

List of future paths of improvements:

An CT documentation will be writing for TA and SEED. This document will help AM engineers to reply to MSA questions during the CT campaigns.

Deployment

Application installations referred to Excise Business Thread. The table below lists these installations per environment.

Tasks completed during the reporting period:

The annex [Anx04] lists all installations performed, per business thread and per environment.

Detailed statistics on the installation of full deliveries and patches/hot fixes per application are given in the following table.

Nothing to report

Application	Installations of full deliveries				Installations of patch deliveries				Total
	preSAT	SAT	CONF	PROD	preSAT	SAT	CONF	PROD	
CS/MISE	0	0	0	0	0	0	0	0	**0**
CTP	0	0	0	0	0	0	0	0	**0**
EMCS Transformer	0	1	0	0	0	0	0	0	**1**
EWSE/MVS	0	0	0	0	0	0	0	0	**0**
History Retrieval Tool	0	0	0	0	0	0	0	0	**0**
IE734 Reference data for Mc	0	1	0	0	0	0	0	0	**1**
SEED	0	0	0	0	0	0	0	0	**0**
Seedv1	0	0	0	0	0	0	0	0	**0**

Application	Installations of full deliveries				Installations of patch deliveries				Total
	preSAT	SAT	CONF	PROD	preSAT	SAT	CONF	PROD	
dispatch tool									
Sup dispatch tool	0	0	0	0	0	0	0	0	**0**
Sup	0	0	0	0	0	0	0	0	**0**
TA	0	1	0	0	0	2	2	0	**5**
Total	**0**	**3**	**0**	**0**	**0**	**2**	**2**	**0**	**7**

Table 36: Excise - Distribution of full dlv/patches/hot fixes per environment

3.2.5   Testing

The following tables show the tests that have been carried out during the reporting period.

For more detailed information please consult [Anx19].

List of preSAT

- **0** preSAT have been performed during the reporting period.

List of SAT

- **1** SAT have been performed during the reporting period.

List of Qualifications

- **3** Qualification has been performed the reporting period.

List of Conformance Tests

Please refer to [Anx27] for further details linked to CT.

3.3 Taxation

3.3.1 Service Support Activities

3.3.1.1 Opened calls classified by category

The table below gives the number of opened calls by category and relating to the Taxation Business Thread during the reporting period. (Input can also be found in Table 4: Opened calls per Business Thread).

Call categories	Taxation
User Management	11
Request for Info	38
Request for Service	37
Incidents	231
Complaints	0
Problems	0
Change Requests	0
Total	**317**

Table 37 : Taxation - Calls open per category

3.3.1.2 Closed calls classified by category

The table below gives the number of closed calls by category and relating to the Taxation Business Thread during the reporting period. (Input can also be found in Table 11: Closed calls per Business Thread).

Call category	Taxation
User Management	6
Request for Info	47
Request for Service	36
Incidents	201
Complaints	0
Problems	0
Change Requests	0
Total	**290**

Table 38: Taxation - Closed calls per category

3.3.1.3 Problems

Problem Ids follow the natural numbering until the owITSM problem management facility is extended.

Problem ID	Migration Reference	Title	Phase	Status RC
PM10048		Purple Issue - VIES service r_vatr_s is unavailable for all MSAs	Problem Resolution	Pending Vendor
PM10049		Too many open files	Problem Investigation and Diagnosis	Pending Vendor
PM10050		Vies Monitoring application in production crashes	Problem Resolution	Pending Vendor
PM10051		Recurrent Error 500--Internal Server Error	Problem Investigation and Diagnosis	Pending Vendor
PM10179		Decision contains an non-empty owner name	Problem Investigation and Diagnosis	Pending Vendor
PM10183		F-L1CS sent by *[Removed]* to *[Removed]*has line(s) with 2 different Flags	Problem Investigation and Diagnosis	Open
PM10184		updating the EUVR XML to v1.17	Problem Investigation and Diagnosis	Open
PM10196		No NETP-notifications from *[Removed]*	Problem Investigation and Diagnosis	Work In Progress
PM10208		TAX//ValidationReport from *[Removed]*to *[Removed]*	Problem Investigation and Diagnosis	Pending Vendor
PM10210		*[Removed]*-Unscheduled Unavailability - R_L1CM Monitoring Errors on 2010/09/08	Problem Resolution	Pending User
PM10225		Wrong language code in applications from *[Removed]*	Problem Investigation and Diagnosis	Pending Vendor
PM10250		Incorrect Validation Report from *[Removed]*to *[Removed]*	Problem Investigation and Diagnosis	Pending Vendor

PM10267		VAT REFUND INC-*[Removed]*follow up (INC1103.167854)	Problem Investigation and Diagnosis	Pending Vendor
PM10291		Security breach : CI owner update production without RFC	Problem Closure and Review	Closed
PM10292		Recurrent crashes of VOW	Problem Closure and Review	Closed
PM10293		SOAP request issue with VOW	Problem Investigation and Diagnosis	Work In Progress
PM10315		Vies Configuration Tool 2.1.3 - user management issue	Problem Investigation and Diagnosis	Work In Progress
PM10337		Invalid Address Validation Reports Received from *[Removed]*	Problem Resolution	Pending Vendor
PM10347		VOW 4.02 Performance issues	Problem Investigation and Diagnosis	Work In Progress
PM10371		VAT Refund: Incorrect Validation Report from *[Removed]*(bank account holder length)	Problem Resolution	Pending Vendor
PM10377		VATREF-Validation Reports wrongly sent by *[Removed]*	Problem Resolution	Pending Vendor
PM10402		Incorrect Application Receipt from *[Removed]*	Problem Resolution	Pending Vendor
PM10411		VAT REFUND - a validation report from *[Removed]*for application nr EE1100005515	Problem Resolution	Pending Vendor
PM10438		VAT Claims from *[Removed]*not received by *[Removed]*	Problem Resolution	Pending Vendor
PM10439		"&" character not transformed to the XML "&"	Problem Resolution	Pending Vendor

		codification in applications from *[Removed]*		
PM10440		Validation Reports from *[Removed]*with type -200 and subtype -13020	Problem Resolution	Pending Vendor
PM10444		Validation report NA-*[Removed]*to NA-*[Removed]*without type and sub type	Problem Resolution	Pending Vendor
PM10446		VAT Refund: Invalid validation report from *[Removed]*	Problem Resolution	Pending Vendor
PM10464		Interaction ID: SD14637 and SD18238	Problem Closure and Review	Closed
PM10465		Outstanding Issues regarding EVRs (*[Removed]*system cannot recognise *[Removed]*Validation Reports)	Problem Resolution	Pending Vendor
PM10468		Incorrect ValidationReport from *[Removed]*to *[Removed]*	Problem Resolution	Pending Vendor
PM10497		ValidationReports wrongly sent to *[Removed]*by *[Removed]*(-10010)	Problem Closure and Review	Closed
PM10498		SSE/10692/MAI/855-NA-*[Removed]*-001	Problem Detection, Logging and Categorization	Open
PM10506		M*INC1106.171124 HVAT: Clarifications regarding the FS and test 1355.23	Problem Detection, Logging and Categorization	Open
PM10507		SLA report "SLA_VIES_SPONT_TURNOVER.XLS" incorrect	Problem Resolution	Pending Vendor
PM10570		Incorrect validation reports from *[Removed]*- The	Problem Resolution	Pending Vendor

		EU supplier name is empty (-11250)		
PM10592		Parse errors in D-VATR -messages from *[Removed]*	Problem Resolution	Pending Vendor
PM10600		ValidationReports wrongly sent to *[Removed]*by *[Removed]*(-10010) D	Problem Resolution	Pending Vendor
PM10619		*[Removed]*are modifying the UA field in D-HVATR replies	Problem Resolution	Pending Vendor
PM10625		Problem investigation: VIES RAPS (no incident)	Problem Detection, Logging and Categorization	Open
PM10653		VTA taking 1hour to retrieve msgs from queue	Problem Investigation and Diagnosis	Pending Vendor
PM10710		Missing Application Receipt from *[Removed]*to A*[Removed]*T	Problem Detection, Logging and Categorization	Open

Table 39: Taxation - Problems currently logged

Legend:

1 : Phases
- Problem Detection, Logging, and Categorization
- Problem Prioritization and Planning
- Problem Investigation and Diagnosis
- Problem Resolution
- Problem Closure and Review

2: Status
- Open — The problem has been opened, but it is not currently being worked on.
- Accepted — The Problem Coordinator has accepted this record as his or her responsibility.
- Work in Progress — The problem is being addressed.
- Pending Vendor — The Problem Coordinator contacted the vendor and the vendor has to provide info or send a part.
- Pending User — Problem Coordinator contacted the user and needs more information from him the user.
- Rejected — The Problem Coordinator has rejected responsibility for this record.
- Deferred — Because of several possible constraints, must postpone fixing problem until later release. (This may happen in prioritization and planning, but it can also happen later in the process.)

3.3.1.4 Pending Taxation Incidents transferred to the next month

Incidents "not closed" for which the resolution is transferred to next month. See [Anx07] for details.

3.3.2 Service Delivery

3.3.2.1 Capacity Management

All capacity data (tablespaces and diskgroup information) is provided in Annex [32].

This annex (Excel workbook) is structured as follows:

- Worksheet 1: Customs Tablespaces;

- **Worksheet 2: Taxation Tablespaces;**

- Worksheet 3: Excise Tablespaces;

- Worksheet 4: ITSM Tablespaces;

- Worksheet 5: Customs filesystems;

- **Worksheet 6: Taxation filesystems;**

- Worksheet 7: Excise filesystems;

- Worksheet 8: ITSM filesystems;

- Worksheet 9: Common filesystems.

In the worksheets, the terms DIGIT and ITSM are used to refer to the location where tablespaces and filesystems are hosted / located.

The "Common filesystems" worksheet contains filesystems used by multiple Business Threads.

Main findings

Regarding "Taxation" Business Thread, we do not see any predictable risk.

The ITSM based VSTP tablespace is growing steadily, however available tablespace has been increased. Mean usage is hovering around 80%.
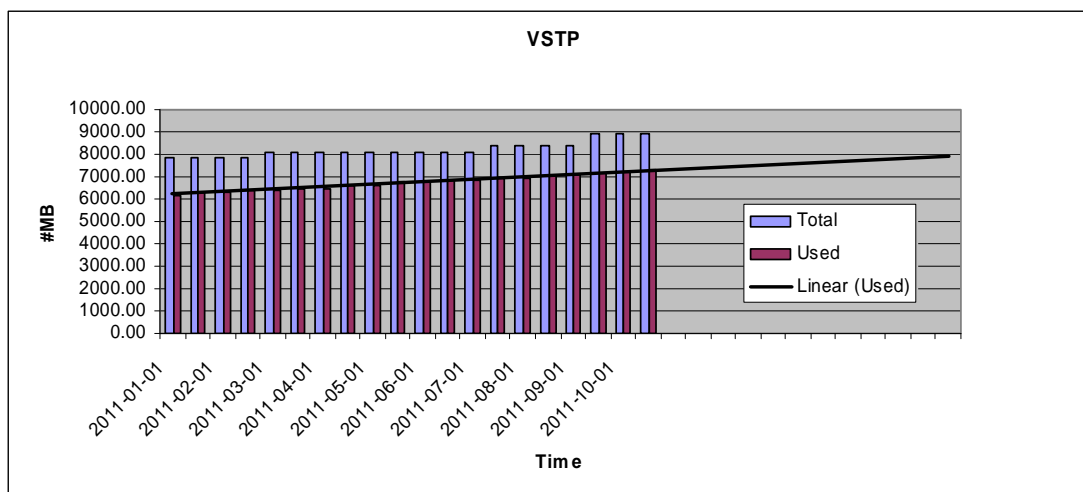
Figure 34: VSTP tablespace evolution

No abnormal growth patterns and standard disk and file maintenance operations.

The usage level for Taxation filesystem TEDB_2_EXEP on server PROD5 is hovering around 80%. Due to the very stable usage, no immediate corrective actions are required.
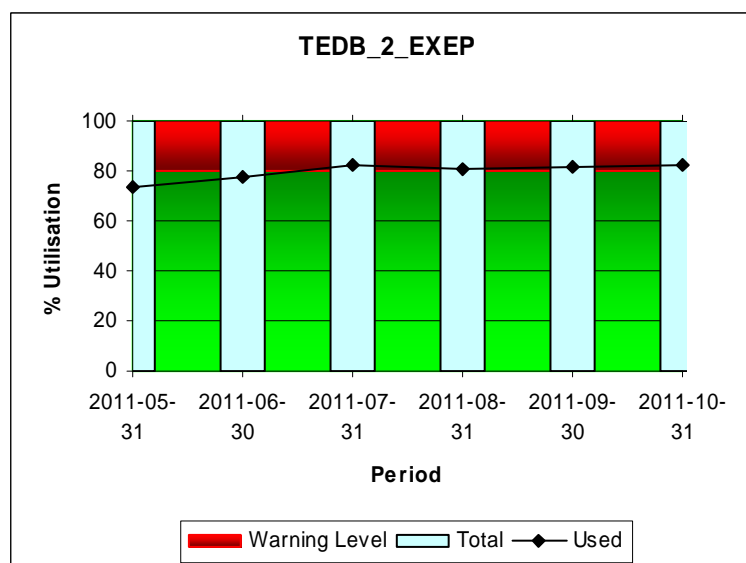
Figure 35: TEDB_2_EXEP filesystem evolution

3.3.2.2 Continuity Management

All back-ups completed successfully with Networker tool during the reporting month.

3.3.2.3 Availability Management

Availability for the reporting period 01/10/2011 – 31/10/2011 for "Taxation" Business Thread has been calculated to **99.79**%.

The availability value has been calculated as defined in "Availability Calculation - Process Description – v0.16.doc" starting from the raw data from the ITSM monitoring for any CI. The measurement home or subpages, or business transactions are listed in Annex 14a 'reporting_ava.<period>.PROD(or CONF).xls worksheet_'Thread_CI_status' (where <period> refers to the reporting period of this MPR).

The complete list of scheduled and unscheduled unavailabilities for this reporting month may be found in Annex 14a [Anx14] - 'reporting_ava.<period>.PROD(or CONF).xls worksheet 'avdb'.

The calculation of availability is done for the PROD and CONF environments (see 'reporting_ava.<period>.PROD(or CONF).xls worksheet 'avdb' in Annex 14a) during the Service Window 07:00-20:00 on working days, via the process documented in [A4] and [A5].

Detailed information on the down-times (time and duration) can be found in Annex 14a - reporting_ava.<period>.PROD(or CONF).xls worksheet 'downtimes.PROD(or CONF)'.

The information on down-time on a daily basis for any business thread. application. ronment and measurement can be found in reporting_ava.<period>.PROD(or CONF).xls worksheet 'minDunv_perc.PROD(or CONF)' or in ava.<period>_minDunv_perc.html with a graphical representation and a dashboard.

The following differences have been introduced since last month:

- The following "Taxation" Business Thread CIs and environments were:
  - First monitored during the reporting period: none.
  - Discontinued for monitoring during the reporting period: none.
  - Changed for monitoring differently: none.

3.3.3 Business Monitoring

Main activities of ITSM Business Monitoring have been the delivery of the daily and monthly reports (VIES, VIES-on-Web, SLA, Monthly Activity Report and TEDB).

3.3.4 Application Management

Operations

Problems and issues:

TEDBv2 is not always correctly validating the input from the Member State users and therefore some times the data in the database has to be manually fixed. Throughout October two RfC's (RfC Tax060 and RfC Tax062) were performed to correct wrong input in the database. This issue is not foreseen to be fixed before next year.

Risks:

Nothing to report.

List of improvements since last month:

The end-to-end monitoring scenario that DIGIT implemented for VOW was updated. When enough data is collected, ITSM will analyze the VOW logs and the availability report to access if in fact the report accuracy has improved.

List of future paths of improvements:

ITSM will continue with frequent meetings with DG TAXUD to discuss the availability of Vies-on-the-Web.

Optimisation of application / trans-European systems

List of improvements since last month:

It was decided to increase the log level of Vies-on-the-Web. This way we will start having more information in the logs.

List of future paths of improvements:

The migration of VIES Monitoring into a Solaris machine will take place after the successful deployment of VIES Initial Application and VIES Test Application. It was decided to wait until we see that the environment is stable.

Co-ordination between development and service management

Problems and issues:

ITSM has installed for the second time the SSTS System, with SSTP v1.0.0 Build04. The portal is the major element of the SSTS system that is also composed of a set of test applications (VIA/VTA/GTT/Vat Refund Plugin + HTTP2CSI adapters). The documentation received for the second preSAT was not exactly as ITSM expected and upon discussing with FITSDEV2 and DG TAXUD it was acknowledged that in fact the IEF (Implementation and Environment File) and the IPM (Installation Procedure Manual) were not complete. All the missing points were registered and FITSDEV2 will update the documentation for the SAT.

ITSM managed to perform all the installations but due to a yet unidentified issue the two required HTTP2CSI adapters could not properly run in parallel. Although FITSEV2 already provided on-site support for 8 times throughout the preSAT cycle, the investigation continues ongoing. Both ITSM and FITSDEV2 are actively working together to quickly solve this blocking issue. Upon concluding this preSAT, ITSM and DG TAXUD will have to agree new dates for the SAT.

Risks:

The final authentication system of SSTS is still in testing phase at FITSDEV2 side while the preSAT is running. Related documentation needs to be provided, including a new Infrastructure Requirement Document (IRD) and the IEF. The goal of the SAT being to achieve a final environment configuration, the environment readiness cannot be guaranteed on time until ITSM has access to the final documentation.

List of improvements since last month:

On the 07/10/2011 ITSM had a meeting with DG TAXUD and FITSDEV to discuss and propose actions that would improve the deployment and operations of Taxation applications.

Deployment

Out of the installations performed by ITSM AM, the following ones are referring to Taxation Business Thread. The table below lists these installations per environment.

Tasks completed during the reporting period:

The annex [Anx04] lists all installations performed, per business thread and per environment.

The table below shows statistics on the installation of full deliveries and patches/hot fixes per application:

Application	Installations of full deliveries				Installations of patch deliveries				Total
	preSAT	SAT	CONF	PROD	preSAT	SAT	CONF	PROD	
CT Reporting Tool	0	0	0	0	0	0	0	0	**0**
Direct Taxation & E-Forms	0	0	0	0	0	0	0	0	**0**
DMT	0	0	0	0	0	0	0	0	**0**
Exchange of Forms (EoF)	0	0	0	0	0	0	0	0	**0**
Generic Test Tool	0	0	0	0	2	0	0	0	**2**
HTTP CSI Adapter	0	0	0	0	0	0	0	0	**0**
Recovery e-Forms	0	0	0	0	1	1	0	0	**2**
SSTP	0	0	0	0	1	0	0	0	**1**
Taxation of Savings (ToS)	0	0	0	0	0	0	0	0	**0**
TEDBv2	0	0	0	0	0	0	0	0	**0**

Taxes In Europe	0	0	0	0	0	0	0	0	**0**
Tin-on-the-WEB (ToW)	0	0	0	0	0	0	0	0	**0**
VoW/ToW Config. & Moni. Tool	0	0	0	0	0	0	0	0	**0**
Vies Monitoring	0	0	0	0	0	0	0	0	**0**
VAT eForm	0	0	0	0	0	0	0	0	**0**
VAT Number Algorithms	0	0	0	0	0	0	0	0	**0**
Vies Initial Application	0	0	0	0	2	0	0	0	**2**
VIA HTTP	0	0	0	0	2	0	0	0	**2**
Vies Test Application	0	0	0	0	2	0	0	0	**2**
Vies-on-the-WEB (API and Interactive) (VOW)	0	0	0	0	0	0	0	0	**0**
Vies-on-the-WEB Monitoring (VIM)	0	0	0	0	0	0	0	0	**0**
Vies-on-the-WEB (VOW)	0	0	0	0	0	0	0	0	**0**
VoW/ToW Configuration & Moniroting	0	0	0	0	0	0	0	0	**0**
VAT on E-Services Application (VoeS)	0	0	0	0	0	0	0	0	**0**
Vies Statistics System	0	0	0	0	0	0	0	0	**0**
VAT Refund + Plug-in	0	0	0	0	2	0	0	0	**2**
VAT Refund	0	0	0	0	0	0	0	0	**0**
VEF	0	0	0	0	0	0	0	0	**0**
VIES CT Injection Tool	0	0	0	0	0	0	0	0	**0**
VIES VAT Algorithms	0	0	0	0	0	0	0	0	**0**
XLST Viewer	0	0	0	0	0	0	0	0	**0**
Total	**0**	**0**	**0**	**0**	**12**	**1**	**0**	**0**	**13**

Table 40: Taxation – Distribution of full dlv/patches/hot fixes per environment

3.3.5 Testing

The following tables show the tests that have been carried out during the reporting period.

For more detailed information please consult [Anx19].

- **2** preSAT have been performed during the reporting period.

List of SAT

- **1** SAT have been performed during the reporting period.

List of Qualifications

- **0** Qualifications have been performed the reporting period

List of Conformance Tests

Please refer to [Anx27] for further details linked to CT.

3.4   ITSM Business Thread

3.4.1   Service Support Activities

3.4.1.1   Opened calls classified by category

The table below gives the number of opened calls by category and relating to the ITSM Business Thread during the reporting period. (Input can also be found in Table 4: Opened calls per Business Thread).

Calls category	ITSM
User Management	30
Request for Info	24
Request for Service	18
Incidents	16
Complaints	1
Problems	142
Change Requests	90
Total	**321**

Table 41: ITSM - Opened calls per category

3.4.1.2   Closed calls classified by category

The table below gives the number of closed calls by category and relating to the ITSM Business Thread during the reporting period. (Input can also be found in Table 11: Closed calls per Business Thread).

Category	ITSM
User Management	28
Request for Info	15
Request for Service	14
Incidents	11
Complaints	0
Problems	34
Change Requests	51
Total	**153**

Table 42: ITSM - Closed calls per category

3.4.1.3 Problems

Problem Ids follow the natural numbering until the owITSM problem management facility is extended. Closed problems have been removed from this list.

Problem ID	Migration Reference	Title	Phase	Status RC
PM10065		KEs tracking problem : SMT	Problem Resolution	Pending Vendor
PM10116		Known Errors tracking problem : Portal	Problem Resolution	Pending Vendor
PM10226		Portal Excel export problem	Problem Resolution	Deferred
PM10269		attachments not viewable/downloadable within Taxud network	Problem Resolution	Deferred
PM10303		SMT performance issue	Problem Resolution	Work In Progress
PM10307		E-learings - Useful Terminology e-learning is not working	Problem Resolution	Deferred
PM10308		Description truncated in closed incidents - HP Service Manager	Problem Resolution	Pending Vendor
PM10309		Activities not showing in the right order in the portal	Problem Resolution	Deferred
PM10310		ORA-22835 problem (Buffer too small for CLOB to CHAR or BLOB to RAW conversion)	Problem Resolution	Deferred
PM10321		Link to different parts of the ESS module not functioning	Problem Resolution	Rejected
PM10330		Case-sensitivity ITSM Portal - Service Error	Problem Resolution	Pending Vendor
PM10332		Invalid XML attachments	Problem Resolution	Deferred
PM10333		Webclient hangs on CI Visualisation when expanding a node that contains many CIs	Problem Resolution	Work In Progress
PM10335		Missing automated notification 'closure request' in the HP Service Manager	Problem Investigation and Diagnosis	Pending Vendor
PM10336		Message content changed within activities/mails	Problem Resolution	Pending Vendor

PM10340		SOAP Fault error occured: Server is running low on memory try again	Problem Investigation and Diagnosis	Work In Progress
PM10343		Issue with Advanced Search on the Portal	Problem Resolution	Deferred
PM10348		'Alert' process dies on some scheduled events without being restarted	Problem Resolution	Pending Vendor
PM10360		Renaming of CIs/contacts	Problem Resolution	Rejected
PM10361		Mass Upload of multiple lines for the field "Other Environments"	Problem Closure and Review	Deferred
PM10362		CMDB can not be rolled back	Problem Investigation and Diagnosis	Rejected
PM10363		"Affected CI" field validation	Problem Resolution	Rejected
PM10365		Incorrect inactivation of closed incidents	Problem Closure and Review	Deferred
PM10366		Fields within SMT exceed the fixed length	Problem Resolution	Work In Progress
PM10367		Manual mail reminder functionality within incidents does not work anymore	Problem Closure and Review	Pending Vendor
PM10385		Not possible to send more than one attachments in manual notifications and assignments to external parties not using Service Manager	Problem Closure and Review	Deferred
PM10386		Application users have the right to modify the structure of the schema	Problem Resolution	Work In Progress
PM10387		End-users encountered mutliples incidents in SMT	Problem Closure and Review	Closed
PM10389		TBD by AM	Problem Closure and Review	Closed
PM10390		TBD by AM	Problem Closure and Review	Closed
PM10391		TBD by AM	Problem Closure and Review	Closed
PM10392		TBD by AM	Problem Closure and Review	Closed

PM10405		Campaign ID field should be compulsory	Problem Resolution	Pending Vendor
PM10424		unique constraint (SYS.I_OBJ1) violated when adding	Problem Resolution	Pending Vendor
PM10450		Service Recipient and Organisation fields contain same contacts	Problem Resolution	Pending Vendor
PM10486		Subscribers cancelation after a mass update of the status	Problem Resolution	Pending Vendor
PM10489		Recurrent error: "Key #11 is empty (file.input, add)"	Problem Resolution	Pending Vendor
PM10534		Default value for 'Activity type' not visible on ITSM Portal	Problem Resolution	Deferred
PM10567		Filtering on activity types does not work on closed incident tickets	Problem Investigation and Diagnosis	Pending Vendor
PM10568		Inconsistencies between normal and print view of Problem and Known Error details	Problem Resolution	Pending Vendor
PM10572		Attachments of Knowledge Articles not retrievable outside of edition mode	Problem Closure and Review	Rejected
PM10573		In Knowledge document editor, images are not visible	Problem Closure and Review	Rejected
PM10574		Attachments in problem & KE detail page do not appear	Problem Resolution	Pending Vendor
PM10575		Search results portlet in advanced search issue	Problem Resolution	Deferred
PM10576		Work in progress (external)'-status not displayed on portal	Problem Resolution	Deferred
PM10577		Server error in the online training screen after the timeout	Problem Investigation and Diagnosis	Open
PM10578		Export list on the TO DO list does not export selected calls	Problem Resolution	Deferred
PM10579		CT incidents dropdown box does not refresh correctly	Problem Resolution	Pending Vendor

PM10602		Outage field automatically filled in	Problem Investigation and Diagnosis	Work In Progress
PM10605		KM update process dies while indexing	Problem Investigation and Diagnosis	Pending Vendor
PM10606		Cannot find change – knowledge document, submitted for approval	Problem Resolution	Work In Progress
PM10607		CT campaign field missing in closed calls	Problem Resolution	Pending Vendor
PM10608		'Resolved' status not recorded when reassigning at the same time	Problem Investigation and Diagnosis	Pending Vendor
PM10610		Redirection to full client when time limit is exceed in ESS and the user is logged out	Problem Detection, Logging and Categorization	Work In Progress
PM10611		Only one incident visible when displaying 'Interaction ID' in the incidents overview	Problem Resolution	Work In Progress
PM10612		Can not upload attachments containing the word "script"	Problem Resolution	Deferred
PM10613		Can not search for 'suspended' incidents	Problem Investigation and Diagnosis	Pending Vendor
PM10614		Always all attachments send in manual notifications when only part of the attachments was included	Problem Investigation and Diagnosis	Pending Vendor
PM10631		'Text search' is not working: A signal 11 was raised in native code irReadInP4	Problem Investigation and Diagnosis	Pending Vendor
PM10632		Incorrect records in 'My Group's To Do List'	Problem Investigation and Diagnosis	Work In Progress
PM10633		Change calendar does not display changes	Problem Investigation and Diagnosis	Pending Vendor
PM10634		'Escalate' option disappears when clicking on the 'back' button when escalating an interaction	Problem Investigation and Diagnosis	Work In Progress

PM10635		SMT always tries to autocomplete even when explicitly selecting a service/status	Problem Resolution	Work In Progress
PM10636		SC06 is mentioned in the SMT for the modules while we are under SC09.	Problem Investigation and Diagnosis	Pending Vendor
PM10637		When sending a manual notify and trying to include the 'incident record' the result is mixed and unreadable.	Problem Prioritization and Planning	Pending Vendor
PM10638		Changes in the change queue need to be grouped by Phase	Problem Prioritization and Planning	Pending Vendor
PM10639		Some search fields in ESS are not working	Problem Detection, Logging and Categorization	Work In Progress
PM10640		'Restore' button does not work in ESS for the dates	Problem Resolution	Pending Vendor
PM10642		Mass update by putting field empty. Can not reset to blank by mass updating	Problem Investigation and Diagnosis	Pending Vendor
PM10643		'Maximum of 300 entries in list for file: assignment' error	Problem Investigation and Diagnosis	Pending Vendor
PM10644		Failed for evtime error in logs	Problem Detection, Logging and Categorization	Work In Progress
PM10645		User not always correctly logged out when the tool blocks	Problem Detection, Logging and Categorization	Work In Progress
PM10646		Unhandled error building list for table datadict	Problem Detection, Logging and Categorization	Work In Progress
PM10647		Reminders do not follow the process which was described in the design.	Problem Detection, Logging and Categorization	Work In Progress

PM10648		Status change not recorded when it is changed at the same time an incident is reopened	Problem Investigation and Diagnosis	Pending Vendor
PM10649		'Closure comments' field not extractable	Problem Investigation and Diagnosis	Pending Vendor
PM10650		'Workflow' image field within a ticket can not be printed	Problem Investigation and Diagnosis	Pending Vendor
PM10652		Resolved status stops SQI, but does not restart after putting the incident in another state	Problem Investigation and Diagnosis	Work In Progress
PM10692		Interaction sometimes remains open-callback when reopening the incident	Problem Prioritization and Planning	Pending Vendor
PM10693		Department not consistently logged	Problem Detection, Logging and Categorization	Work In Progress

Table 43: ITSM – Problems currently logged

Problem ID	Migration Reference	Title	Phase	Status RC
PM10026		Configuration files corrupted/deleted	Problem Investigation and Diagnosis	Work In Progress
PM10038		Emails sent from obsolete domain cec.eu.int (TAXUD)	Problem Resolution	Work In Progress
PM10041		Security issue => add dedicated WebLogic user per entity (SD, Infra, AM, ISD, …)	Problem Resolution	Work In Progress
PM10044		Application do not reconnect after DB Restart	Problem Investigation and Diagnosis	Work In Progress
PM10047		Alerts issued due to missing archiving process	Problem Resolution	Work In Progress
PM10298		Empty ldap backup	Problem Investigation and	Work In Progress

			Diagnosis	

<center>Table 72 : ALL - Problems currently logged</center>

Legend:

1 : Phases
- Problem Detection, Logging, and Categorization
- Problem Prioritization and Planning
- Problem Investigation and Diagnosis
- Problem Resolution
- Problem Closure and Review

2: Status
- Open — The problem has been opened, but it is not currently being worked on.
- Accepted — The Problem Coordinator has accepted this record as his or her responsibility.
- Work in Progress — The problem is being addressed.
- Pending Vendor — The Problem Coordinator contacted the vendor and the vendor has to provide info or send a part.
- Pending User — Problem Coordinator contacted the user and needs more information from him the user.
- Rejected — The Problem Coordinator has rejected responsibility for this record.
- Deferred — Because of several possible constraints, must postpone fixing problem until later release. (This may happen in prioritization and planning, but it can also happen later in the process.)

3.4.1.4 Pending ITSM Incidents (not closed) transferred to the next month

Incidents "not closed" for which the resolution is transferred to next month. - See [Anx07] for details.

3.4.2 Service Delivery

3.4.2.1 Application Usage Statistics

Most accessed pages of the new ITSM Portal

The following table describes the most accessed pages of the new ITSM Portal.

Real Links	Description	Hits September 2011	Hits October 2011
[Removed]	Login module	37479	34431
[Removed]	Home module	50854	51575
[Removed]	Call Centre module	5833	4812
[Removed]	Useful Links module	1062	1038
[Removed]	FAQ module	89	113
[Removed]	Publishing Platform module	324	649
[Removed]	Forum module	109	123
[Removed]	Search module	243	249
[Removed]	ESS page	2782	2825

Table 44: new ITSM Portal - Most accessed modules

3.4.2.2 Capacity Management

All capacity data (tablespaces and diskgroup information) is provided in Annex [32].

This annex (Excel workbook) is structured as follows:

- Worksheet 1: Customs Tablespaces;
- Worksheet 2: Taxation Tablespaces;
- Worksheet 3: Excise Tablespaces;
- **Worksheet 4: ITSM Tablespaces;**
- Worksheet 5: Customs filesystems;
- Worksheet 6: Taxation filesystems;
- Worksheet 7: Excise filesystems;
- **Worksheet 8: ITSM filesystems;**
- Worksheet 9: Common filesystems.

In the worksheets, the terms DIGIT and ITSM are used to refer to the location where tablespaces and filesystems are hosted / located.

The "Common filesystems" worksheet contains filesystems used by multiple Business Threads.

Main findings

For the ITSM based SMTDBP (SMT Production database), the tablespace usage is growing very fast. The corrective actions of end September 2011 can be clearly noticed. No sign yet of slowing growth. For now, no further corrective actions are needed but close monitoring will be required.
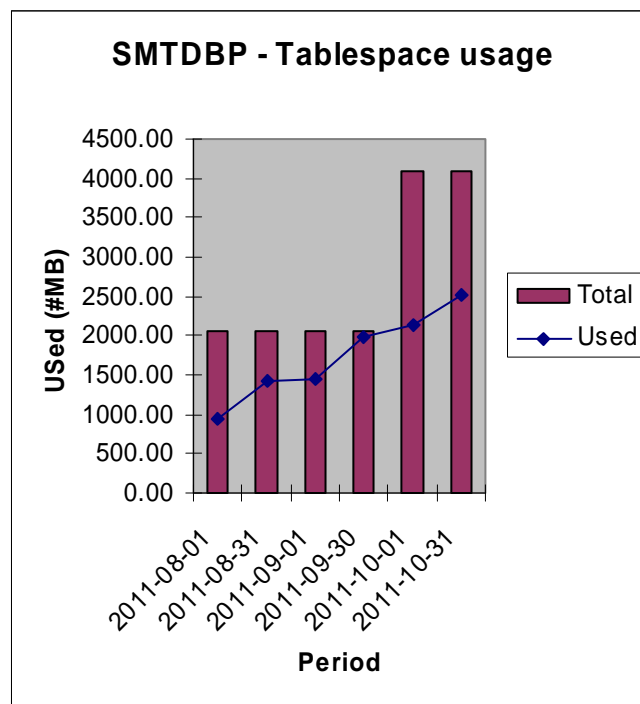
Figure 36: SMTDBP tablespace usage

ARIS

SERVER NAME	ATTRIBUTE NAME	FROM	TO	MINIMUM VALUE IN %	MAXIMUM VALUE IN %	AVERAGE VALUE IN %
[Removed]	CPU Utilisation	01/10/2011	31/10/2011	0.0	50.0	4.4653
	Memory Utilisation			8.3	83.75	29.0601
[Removed]	CPU Utilisation	01/10/2011	31/10/2011	0.0833	52.4167	2.1646

SERVER NAME	ATTRIBUTE NAME	FROM	TO	MINIMUM VALUE IN %	MAXIMUM VALUE IN %	AVERAGE VALUE IN %
	Memory Utilisation			30.9091	97.8333	60.5927

Table 45: ARIS – CPU & Memory Utilisation

3.4.2.3 IT Service Continuity Management (ITSCM)

This section described the backup and failover systems in place at ITSM for SCM related to the independent ITSM Business Thread.

The servers hosted in the ITSM Data Centre are clients of the Networker Backup System (no change as to previous month).

A full backup is performed once a week and incremental the other days (retention period of 1 month). The backup job starts at 20:00 every day.

Operational backups (retention period of 1 month) have been performed without incident. A daily check of the backups for IT Infrastructure service hosted at ITSM is performed during the morning check.

Every end of the week (from Friday afternoon to Monday morning) a full backup of all savesets defined in Networker is taken. These backups are cloned during a process that is defined in a script and executed via a crontab entry on the Networker backup server. To do the cloning a dedicated pool of tapes is being used. Every Wednesday the clone tapes are exported from the robot and moved to *[ITSM Location 2]*.

3.4.2.4 Availability Management

Availability for the reporting period 01/10/2011 – 31/10/2011 for "ITSM" Business Thread has been calculated to **99.75**%.

The availability value has been calculated as defined in "Availability Calculation - Process Description – v0.16.doc" starting from the raw data from the ITSM monitoring for any CI. The measurement home or subpages. or business transactions are listed in Annex 14a 'reporting_ava.<period>.PROD(or CONF).xls worksheet_'Thread_CI_status' (where <period> refers to the reporting period of this MPR).

The complete list of scheduled and unscheduled unavailabilities for this reporting month may be found in Annex 14a [Anx14] - 'reporting_ava.<period>.PROD(or CONF).xls worksheet 'avdb'.

The calculation of availability is done for the PROD and CONF environments (see 'reporting_ava.<period>.PROD(or CONF).xls worksheet 'avdb' in Annex 14a) during the Service Window 07:00-20:00 on working days. via the process documented in [A4] and [A5].

Detailed information on the down-times (time and duration) can be found in Annex 14a - reporting_ava.<period>.PROD(or CONF).xls worksheet 'downtimes.PROD(or CONF)'.

The information on down-time on a daily basis for any business thread. application. environment and measurement can be found in reporting_ava.<period>.PROD(or CONF).xls worksheet 'minDunv_perc.PROD(or CONF)' or in ava.<period>_minDunv_perc.html with a graphical representation and a dashboard.

The following differences have been introduced since last month:

- The following "ITSM" Business Thread CIs and environments were:
    - First monitored during the reporting period:
    - Discontinued for monitoring during the reporting period: none;
    - Changed for monitoring differently: none.

Note: the detailed ARIS availability figures can be retrieved from the Annex 14a, and are therefore no longer reported separately in this MSR main document.

3.4.3   Application Management

3.4.3.1 WP.8.6.2 Deployment

Out of the installations performed by ITSM AM, the following ones are referring to ITSM Business Thread. The table below lists these installations, per environment.

Tasks completed in the reporting period:

The annex [Anx04] lists all installations performed, per business thread and per environment.

Tasks started up in the reporting period or earlier and not completed yet:

Nothing to report.

The table below shows statistics on installation of full deliveries and patches/hot fixes per application.

Application	Installations of full deliveries				Installations of patch deliveries				Total
	preSAT	SAT	CONF	PROD	preSAT	SAT	CONF	PROD	
SMT	0	0	0	0	0	1	0	1	**2**
Total	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**1**	**2**

Table 50: ITSM – Distribution of full dlv/patches/hot fixes per environment

3.4.4   Testing

The following tables show the tests that have been carried out during the reporting period.

For more detailed information please consult [Anx19].

- **0** preSAT has started during the reporting period.

List of SAT

- **0** SAT has started during the reporting period.

List of Qualifications

- **2** Qualifications have started the reporting period.

4. Key Performance Indicators

Key performance indicators, together with their raw data, are stored in annex [Anx28].

Here below, some explanation can be found on specific KPIs.

4.1 KPI-201: Delivery SfA of a major deliverable
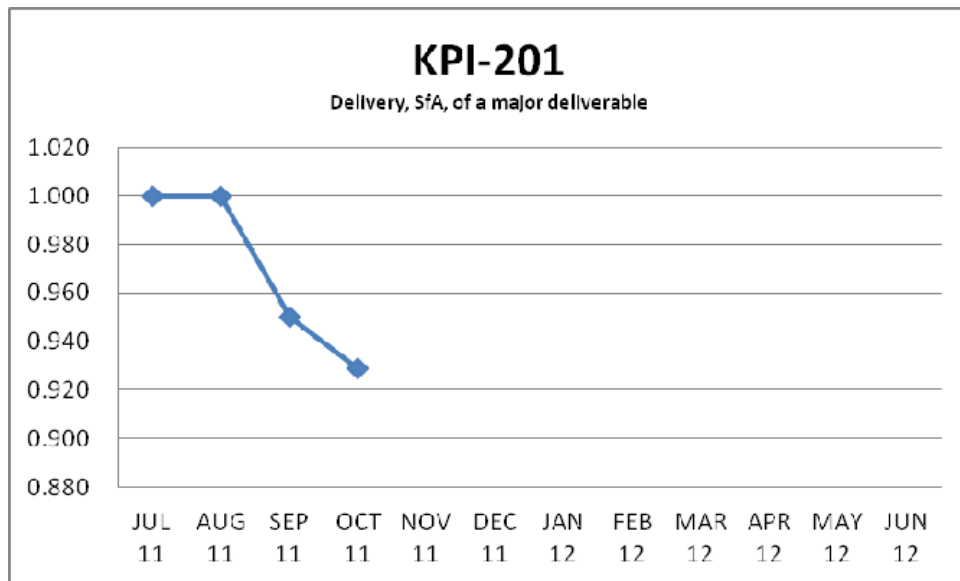
Figure 37: KPI-201

Only 2 deliverables sent with "acceptable" delay (within the 10 w-days grace period)

4.1.1   KPI-401   Total number of Calls remaining open for All Domains
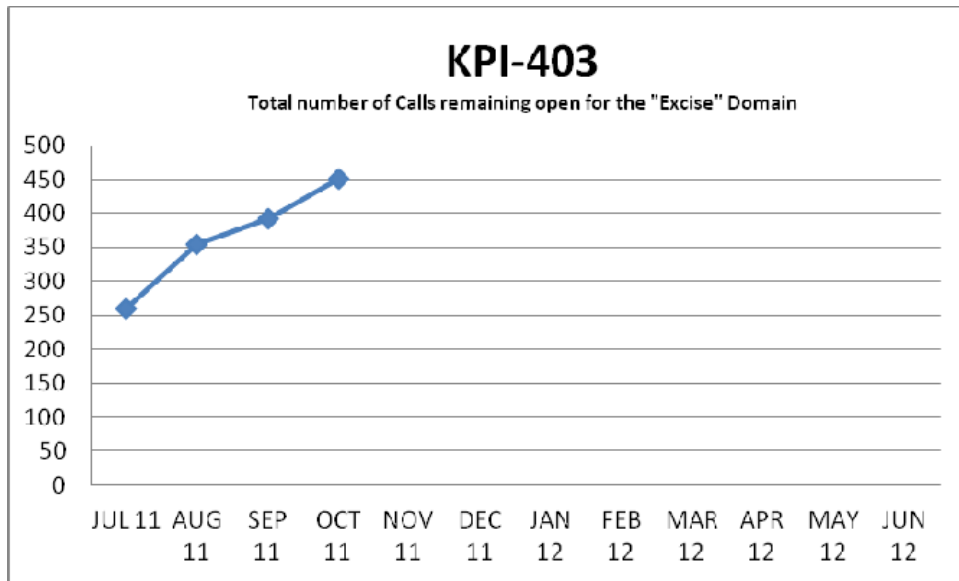
This KPI is within acceptable limits.
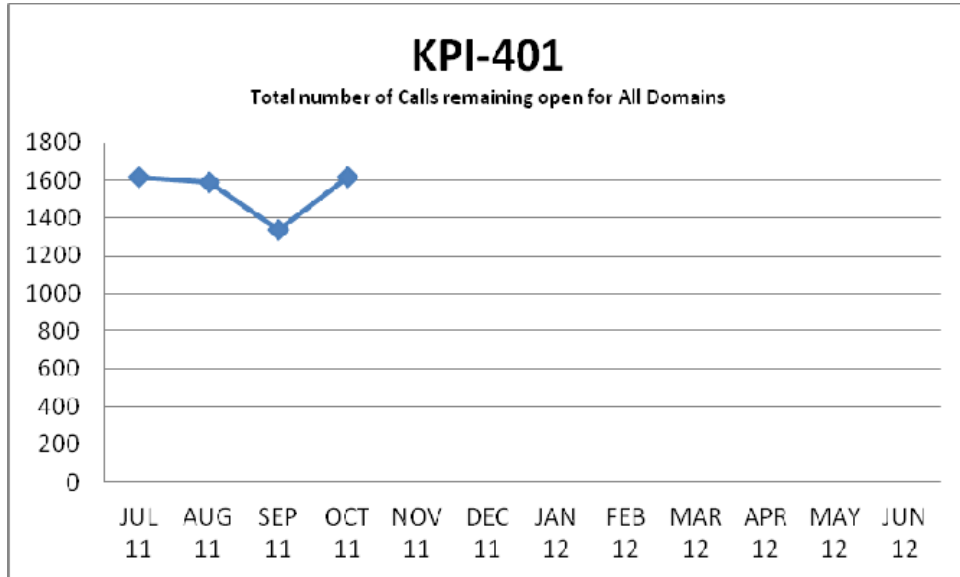
Raw data used for the calculation of the KPI of the reporting period is found in annex "ITS-IMPR-SC09-2011-10-Annex 07 - Transferred Calls.

4.1.2   KPI-411   Number of Opened & Closed Calls during the month for All Domains

The number of calls opened and closed this month has remained within an acceptable limit for this KPI.
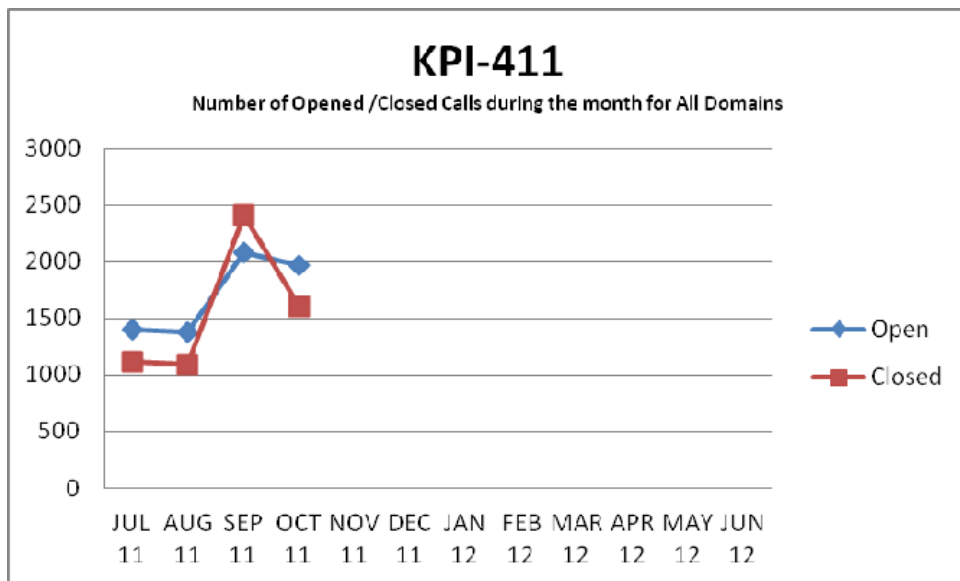
Raw data used for the calculation of the KPI of the reporting period is found in annex "ITS-IMSR-SC09-2011-09-KPI-411".

4.1.3 KPI-412 Number of Opened & Closed Calls during the month for the "Customs" Domain

This KPI is within the acceptable limit as calls closed are now just over the count of calls opened.
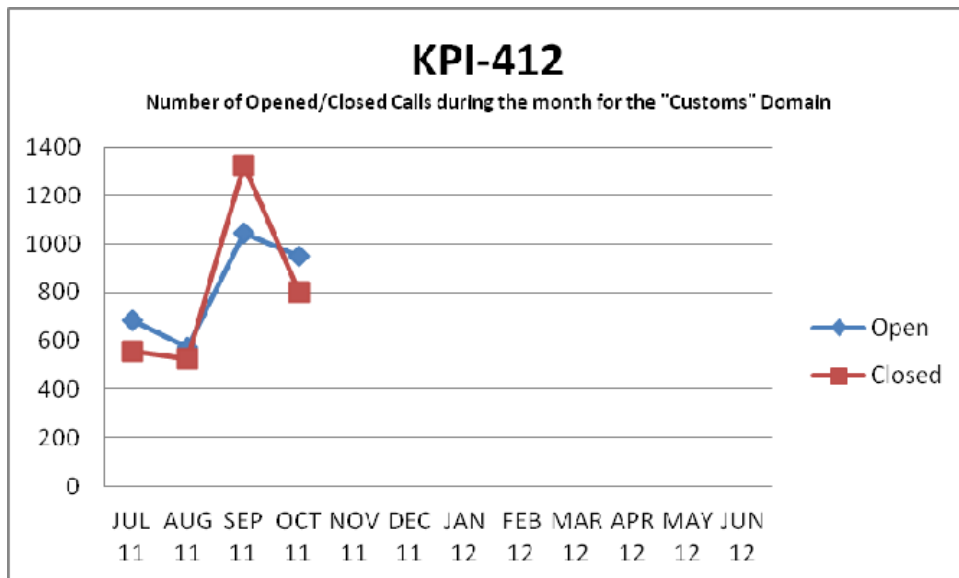
Raw data used for the calculation of the KPI of the reporting period is found in annex "ITS-IMSR-SC09-2011-09-KPI-411".

4.1.4 KPI-413 Number of Opened & Closed Calls during the month for the "Excise" Domain
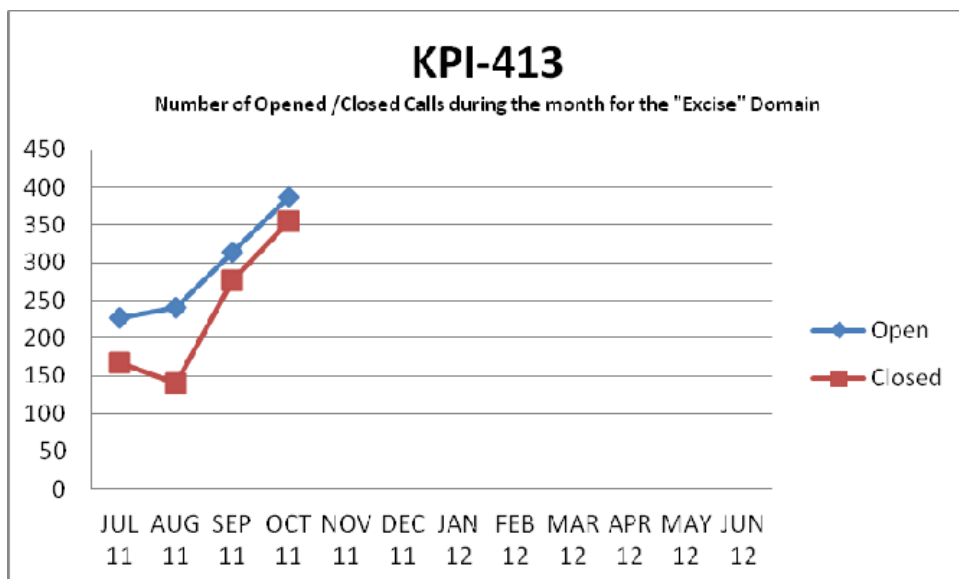
Raw data used for the calculation of the KPI of the reporting period is found in annex "ITS-IMSR-SC09-2011-09-KPI-411".

4.1.5 KPI-414   Number of Opened & Closed Calls during the month for the "ITSM" Domain
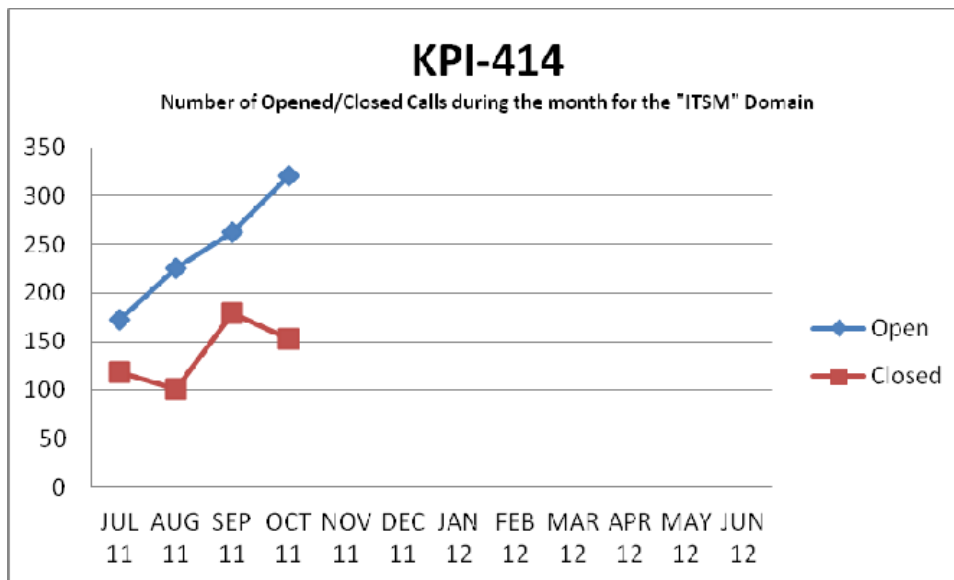
 Raw data used for the calculation of the KPI of the reporting period is found in annex "ITS-IMSR-SC09-2011-09-KPI-411".

4.1.6 KPI-415   Number of Opened & Closed Calls during the month for the "Taxation" Domain

This KPI is within the acceptable limit as calls closed is almost equal to calls opened.
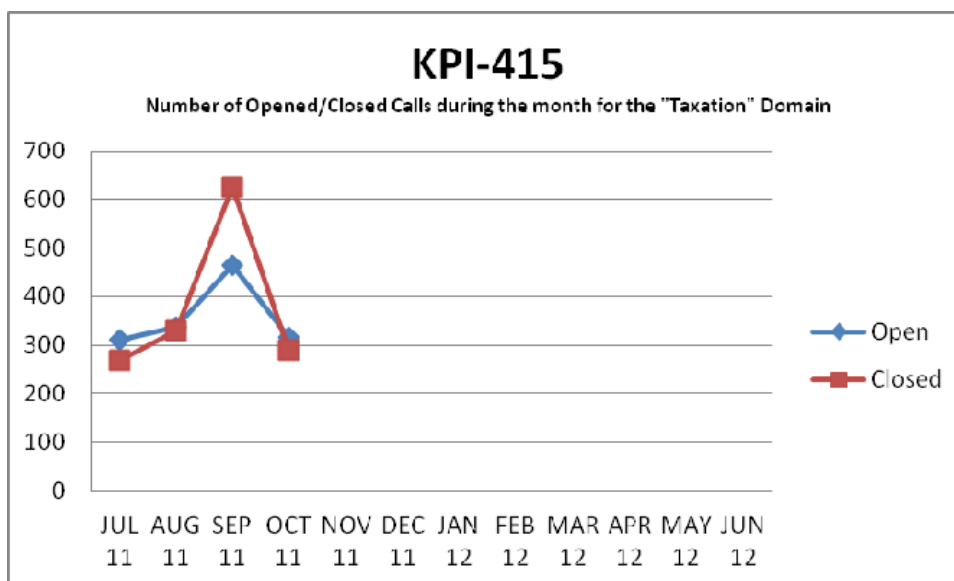
Raw data used for the calculation of the KPI of the reporting period is found in annex "ITS-IMSR-SC09-2011-09-KPI-411".

4.1.7   KPI-402   Total number of Calls remaining open for the "Customs" Domain
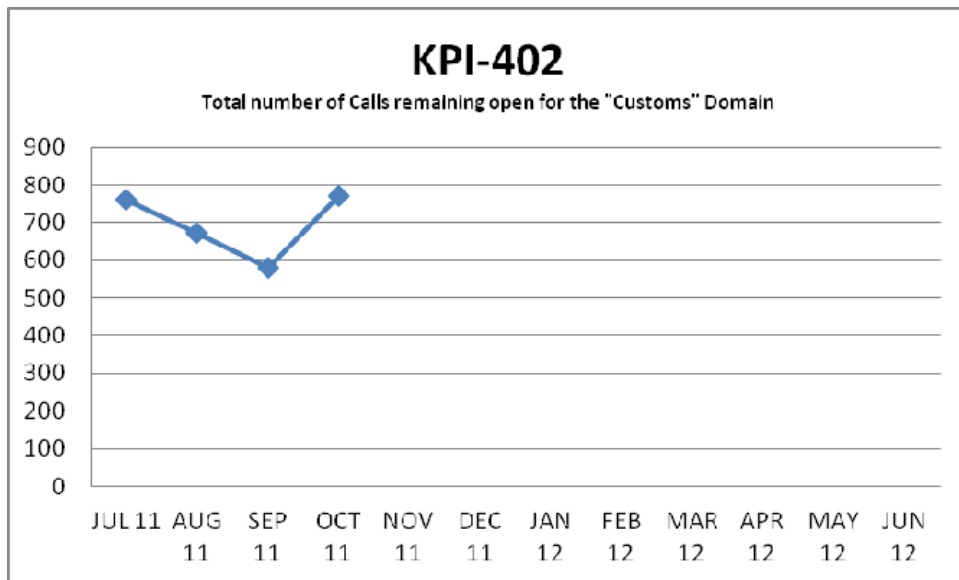
Raw data used for the calculation of the KPI of the reporting period is found in annex "ITS-IMPR-SC09-2011-10-Annex 07 - Transferred Calls".

4.2   KPI-204: Deployment & publication of software releases
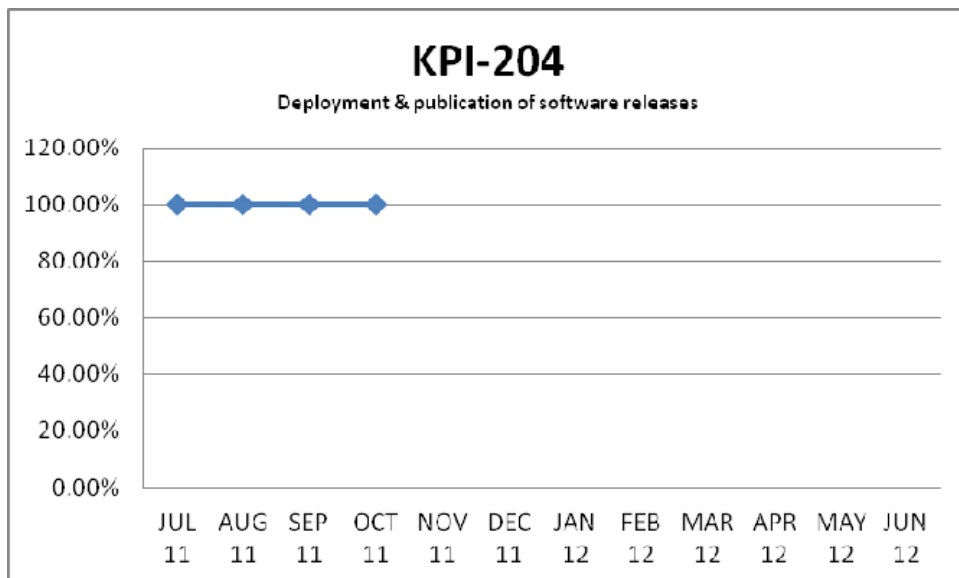
4.2.1 KPI-403 Total number of Calls remaining open for the "Excise" Domain

Raw data used for the calculation of the KPI of the reporting period is found in annex "ITS-IMPR-SC09-2011-10-Annex 07 - Transferred Calls".

4.3 KPI-209: Delivery of a minor deliverable (SfA)
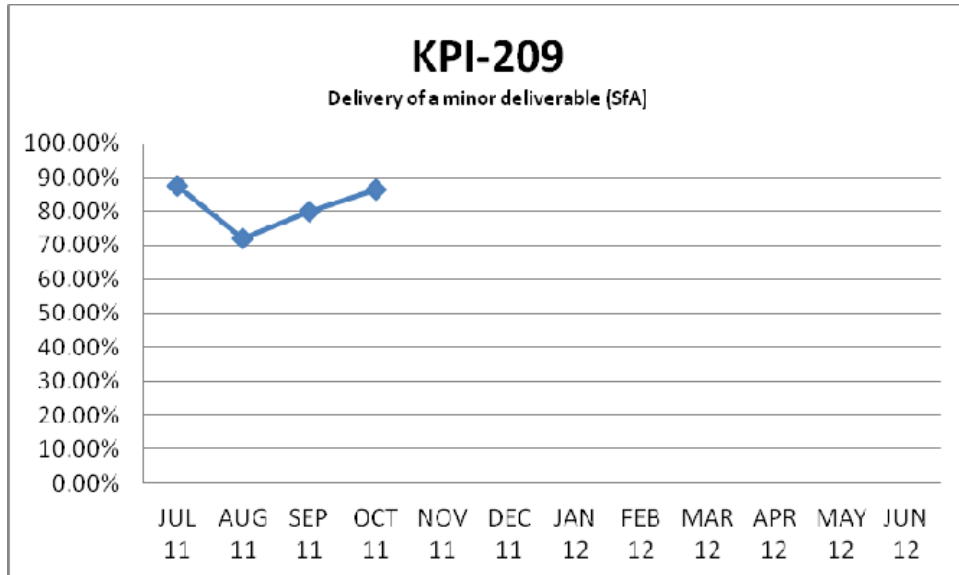
Figure 38: KPI-209

4.3.1 KPI-405 Total number of Calls remaining open for the "Taxation" Domain

The KPI is within acceptable limits
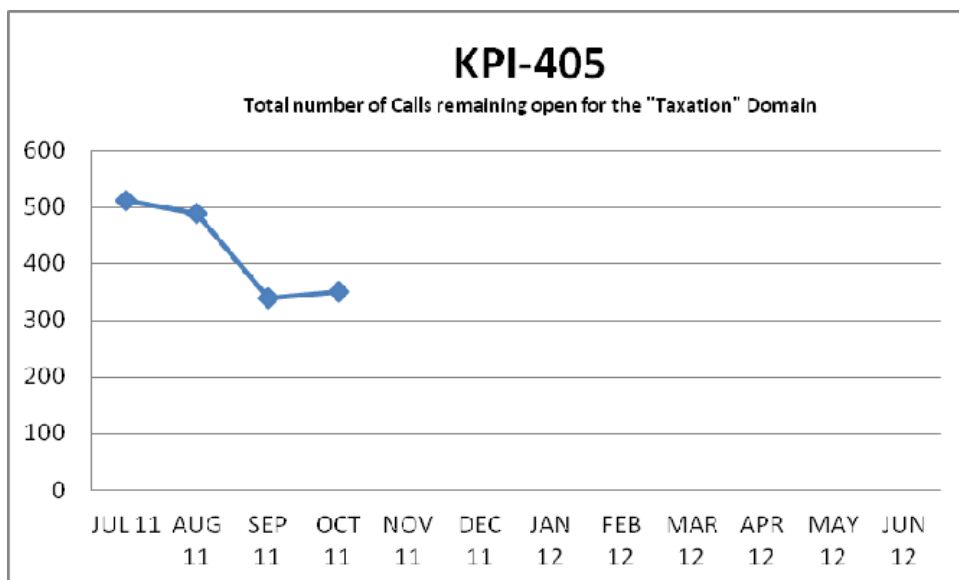
Raw data used for the calculation of the KPI of the reporting period is found in annex "ITS-IMPR-SC09-2011-10-Annex 07 - Transferred Calls".

4.4   KPI-210: Incident Resolution Time
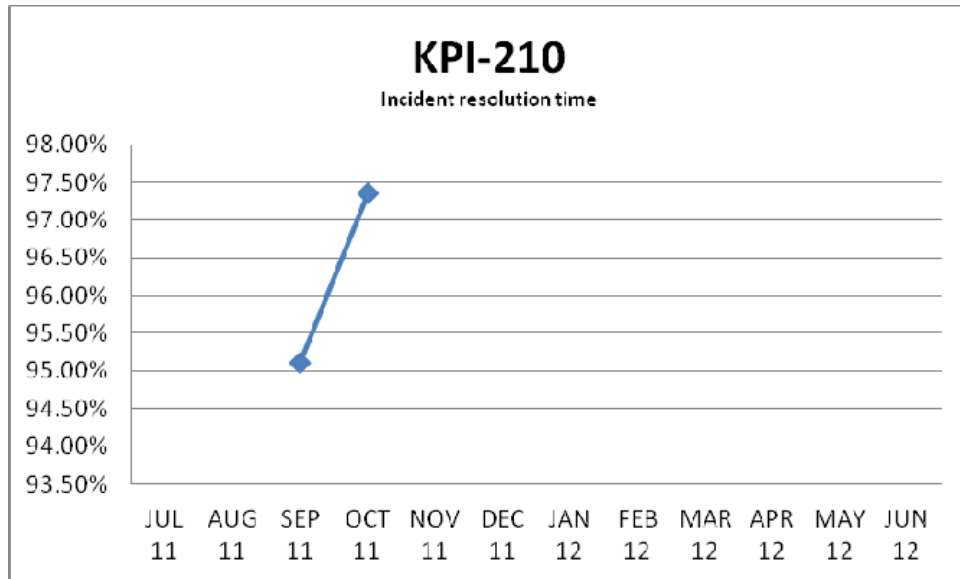
Figure 39: KPI-210

Improvement in the incident resolution time can be observed.

4.4.1   KPI-404   Total number of Calls remaining open for the "ITSM" Domain

This KPI remains within the acceptable limit.
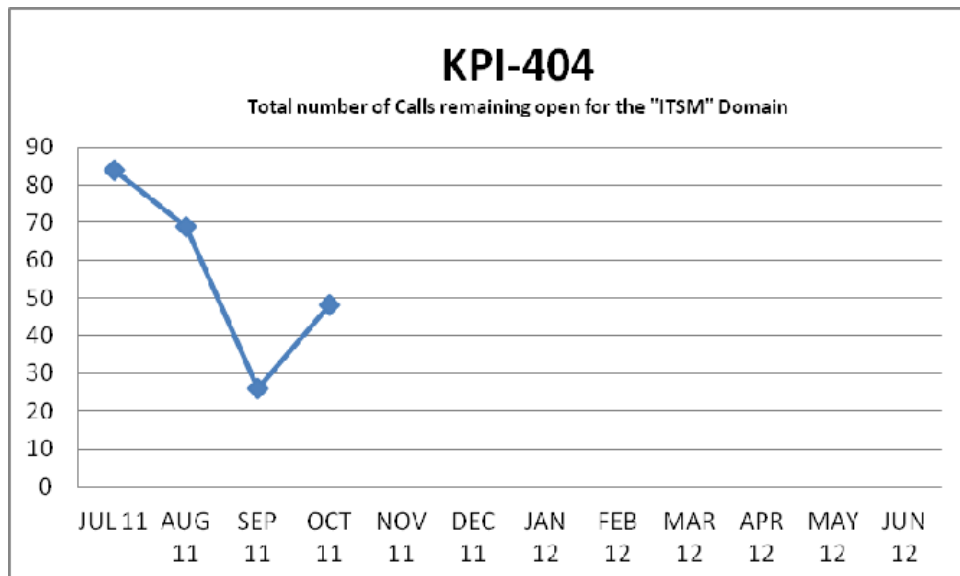
Raw data used for the calculation of the KPI of the reporting period is found in annex "ITS-IMPR-SC09-2011-10-Annex 07 - Transferred Calls".

4.5   KPI-005 and KPI-006: Customs Availability
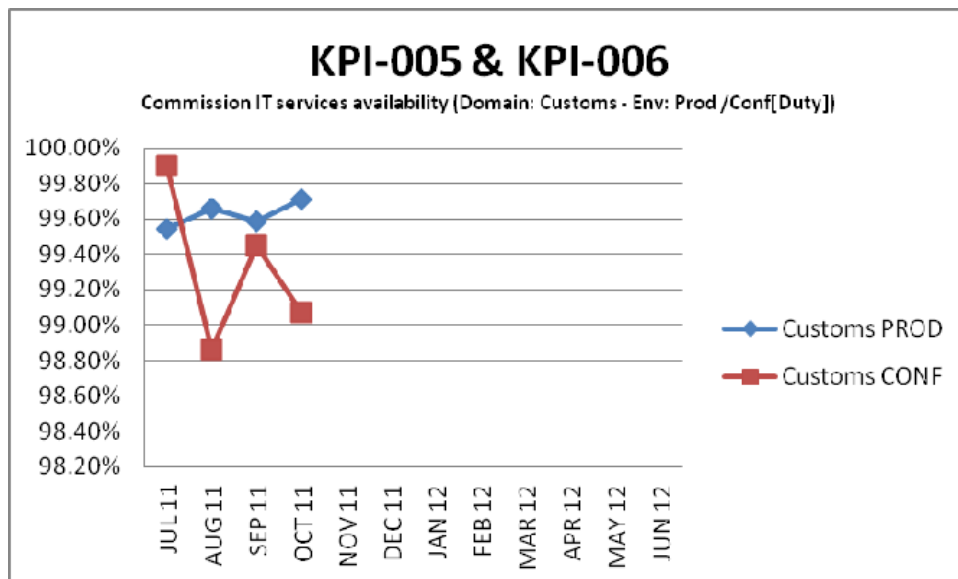
Figure 40: KPI-005 and KPI-006

This graph shows the availability of the Commission IT Services for Customs.
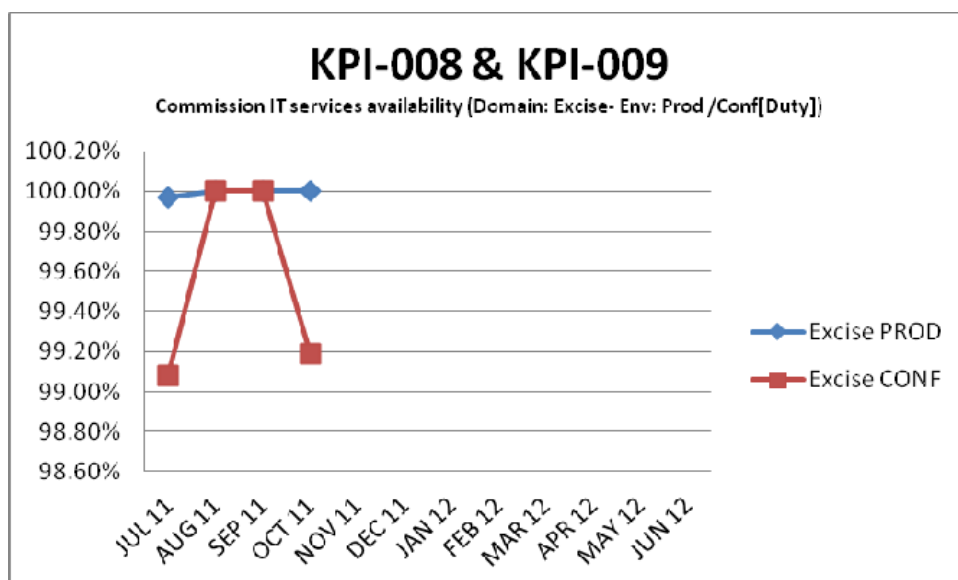
4.6   KPI-008 and KPI-009: Excise Availability

Figure 41: KPI-008 and KPI-009

This graph shows the availability of the Commission IT Services for Excise.

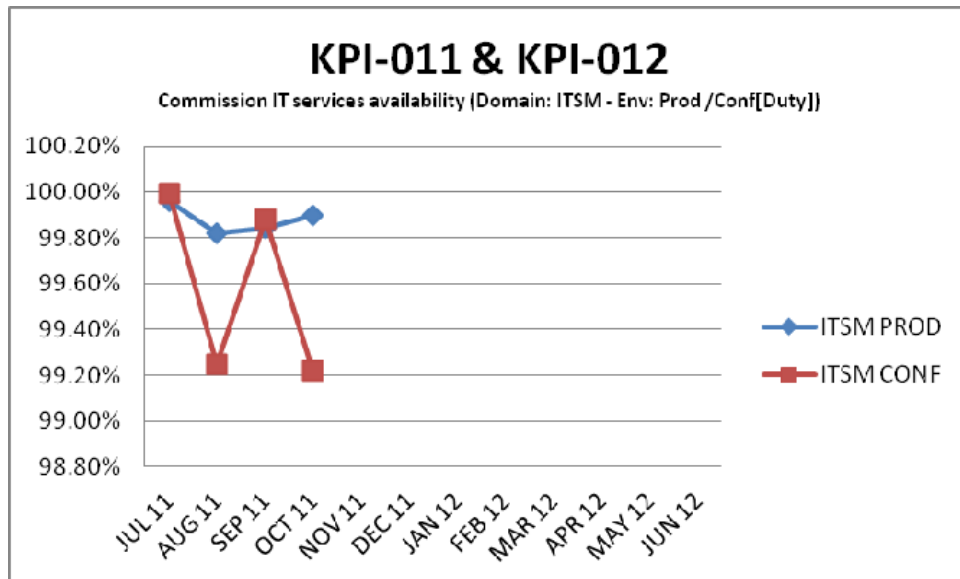## 4.7   KPI-011 and KPI-012: ITSM Availability

Figure 42: KPI-011 and KPI-012

This graph shows the availability of the Commission IT Services for ITSM.
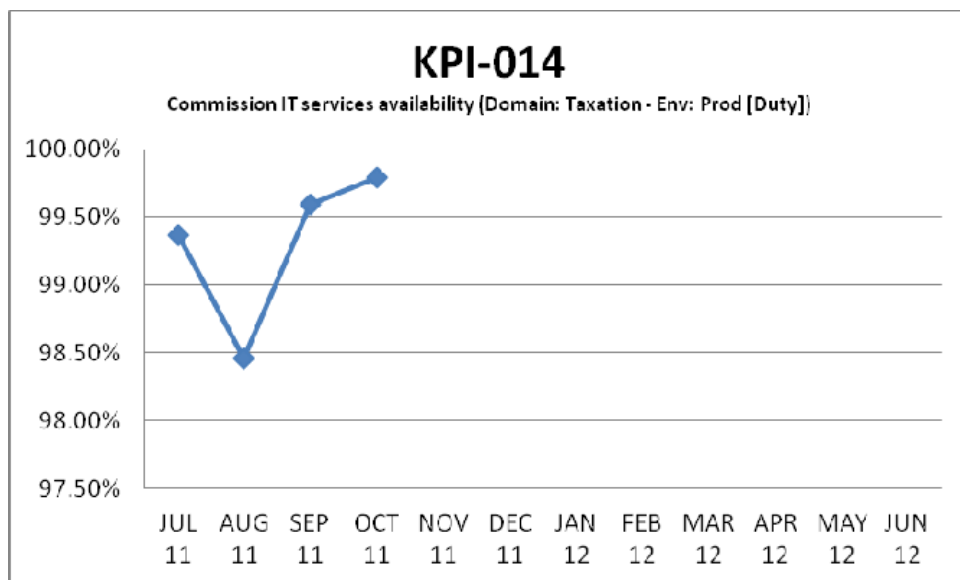
4.8   KPI-014: Taxation Availability

Figure 43: KPI-014

This graph shows the availability of the Commission IT Services for Taxation.

*** *End of document ITS-IMSR-SC09-2011-10* ***