

| Procedure id | Procedure name  | Current Version | Owner (USB) | Comments   |
|--------------|---|-----------------|-------------|--|
| ITSM-IP001   | Send mails to the Commission                              | 0.10            | U           |  |
| ITSM-IP002   | Travel request procedure                                  | 0.10            | U           |  |
| ITSM-IP003   | Escalation Procedure                                      | 1.02            | U           |  |
| ITSM-IP004   | Procurement process description                           | 0.01            | U           |  |
| ITSM-IP005   | Management of the DTM                                     | 0.10            | U           |  |
| ITSM-IP006   | MPR/MSR life cycle  | 0.10            | U           |  |
| ITSM-IP007   | ManageBillsOfQuantities                                   | 0.10            | U           |  |
| ITSM-IP008   | Request-Identifier  | 0.10            | U           |  |
| ITSM-IP009   | ITSM Internal Procedure CIRCA                             | 0.10            | U           |  |
| ITSM-IP00x   | Business Perspective - EMCS Monthly Statistics RCT report | 0.10            | U           |  |
| ITSM-IP010   | MCP guidelines  | 0.10            | U           |  |
| ITSM-IP011   | Request-Access-Circa                                      | 0.05            | U           |  |
| ITSM-IP012   | Invoices procedures/ Handling RfA                         | 0.10            | U           |  |
| ITSM-IP020   | INTQA mailbox filing and archiving                        | 0.03            | U           |  |
| ITSM-IP021   | Internal Proc-QA-QC                                       | 1.03            | U           |  |
| ITSM-IP022   | Document life cycle in JIRA                               | 0.10            | U           |  |
| ITSM-IP023   | Document review and delivery process                      | 0.10            | U           |  |
| ITSM-IP024   | Internal Proc-Internal Audit                              | 1.01            | U           |  |
| ITSM-IP025   | Training  | 0.10            | U           |  |
| ITSM-IP040   | CSIP  | 0.12            | U           |  |
| ITSM-IP041   | Demand Management/JIRA                                    | 0.10            | U           |  |
| ITSM-IP042   | Internal Procedure Change Management Working Procedures   | 0.10            | B           | This procedure has been fully reviewed before FQP delivery; comments are being handled together with DG TAXUD A4/CPT and the document updated. It will not be subject to any further review as part of the FQP delivery. |
| ITSM-IP043   | Internal Procedure Release Management Working Procedures  | 0.10            | B           | This procedure has been fully reviewed before FQP delivery; comments are being handled together with DG TAXUD A4/CPT and the document updated. It will not be subject to any further review as part of the FQP delivery. |

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| ITSM-IP044   | Internal Procedure Configuration Management Working Procedures                  | 0.11            | B           | This procedure has been fully reviewed before FQP delivery; comments are being handled together with DG TAXUD A4/CPT and the document updated. It will not be subject to any further review as part of the FQP delivery. |
| ITSM-IP045   | Change Management Emergency Change Procedure                                    | 0.01            | B           |  |
| ITSM-IP046   | Creation Call_RFC-Standard Operating Procedure                                  | 0.01            | B           |  |
| ITSM-IP080   | Internal Procedure Incident Management Working Procedures                       | 0.08            | B           | This procedure has been fully reviewed before FQP delivery; comments are being handled together with DG TAXUD A4/CPT and the document updated. It will not be subject to any further review as part of the FQP delivery. |
| ITSM-IP081   | Deployment of Applications  | 0.10            | B           |  |
| ITSM-IP082   | Internal Procedure Problem Management Working Procedures                        | 0.06            | B           | This procedure has been fully reviewed before FQP delivery; comments are being handled together with DG TAXUD A4/CPT and the document updated. It will not be subject to any further review as part of the FQP delivery. |
| ITSM-IP101   | Service Level Management  | 0.10            | U           |  |
| ITSM-IP132   | CT Process  | 0.10            | U           |  |
| ITSM-IP133   | Testing Process   | 0.10            | U           |  |
| ITSM-IP134   | Procedures for ICS  | 0.10            | U           |  |
| ITSM-IP135   | Guidelines for analysing Diagnostic Requests                                    | 0.01            | U           |  |
| ITSM-IP136   | Business Perspective -ITSM Taxation working group meetings internal procedure   | 0.10            | U           |  |
| ITSM-IP137   | Business Perspective - ITSM e-Customs working group meetings internal procedure | 0.10            | U           |  |
| ITSM-IP138   | Business Perspective -ITSM Excise working group meetings internal procedure     | 0.10            | U           |  |
| ITSM-IP139   | ITSM Taxation Monthly Operational Meeting (TAX-OM) and the minutes              | 0.10            | U           |  |

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| ITSM-IP140   | Business Perspective - Excise Internal Procedure- Technical Meeting SAPS       | 0.10            | U           |          |
| ITSM-IP141   | Business Perspective - Business monitoring, statistics & reporting             | 0.05            | U           |          |
| ITSM-IP142   | Business Perspective - Taxation internal procedure MCM                         | 0.10            | U           |          |
| ITSM-IP143   | ITSM Excise internal procedure EMM   | 0.10            | U           |          |
| ITSM-IP144   | CT campaign TAR3   | 0.10            | U           |          |
| ITSM-IP145   | Business Perspective - Periodic survey of each of the National Administrations | 0.10            | U           |          |
| ITSM-IP172   | Security Incident Handling Procedure   | 0.10            | U           |          |
| ITSM-IP173   | User Access Management   | 0.10            | U           |          |
| ITSM-IP174   | Security quantities Reporting (QUA)  | 0.10            | U           |          |
| ITSM-IP175   | Training session security  | 0.10            | U           |          |
| ITSM-IP176   | VPN policy internal procedure for the FW admin                                 | 0.06            | U           |          |
| ITSM-IP177   | VPN Policy acceptable use policy for the end user                              | 0.10            | U           |          |
| ITSM-IP178   | Acceptable use policy for the Digit Token                                      | 0.10            | U           |          |
| ITSM-IP179   | Email Policy   | 0.10            | U           |          |
| ITSM-IP180   | INTERNET use Policy  | 0.10            | U           |          |
| ITSM-IP182   | ITOP procedure   | 0.10            | B           |          |
| ITSM-IP183   | Technical reviews of artefacts from system & application development.          | 0.10            | B           |          |
| ITSM-IP184   | Installation_of_Oracle   | 0.10            | S           |          |
| ITSM-IP186   | ITSM Infra_mailbox_handling  | 0.10            | S           |          |
| ITSM-IP187   | Jira_Server_Administration   | 0.10            | S           |          |
| ITSM-IP188   | Database backup and restore procedure using RMAN on Unix Server                | 0.10            | S           |          |
| ITSM-IP189   | Database duplication Procedure   | 0.10            | S           |          |
| ITSM-IP190   | Outlook_client   | 0.10            | S           |          |
| ITSM-IP191   | ITSM_User_Creation   | 0.10            | S           |          |
| ITSM-IP192   | How To_Map drives_physical_virtual   | 0.10            | S           |          |
| ITSM-IP193   | Windows share creation   | 0.10            | S           |          |
| ITSM-IP194   | RFC_creation   | 0.10            | S           |          |

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| ITSM-IP195   | Cots retrieval   | 0.10            | S           |          |
| ITSM-IP196   | How to relay on smtp server                              | 0.10            | S           |          |
| ITSM-IP198   | MsExchange Distribution Lists administration             | 0.10            | S           |          |
| ITSM-IP199   | Create functional mailbox                                | 0.10            | S           |          |
| ITSM-IP200   | How to connect to ITSM Taxud network                     | 0.10            | S           |          |
| ITSM-IP204   | Requirements Definition                                  | 0.10            | S           |          |
| ITSM-IP205   | Production of Specifications                             | 0.10            | S           |          |
| ITSM-IP206   | Design and Build of a Custom ITSM Tool (5p)              | 0.10            | S           |          |
| ITSM-IP207   | Corrective Maintenance                                   | 0.10            | S           |          |
| ITSM-IP208   | Restore_VMs  | 0.10            | S           |          |
| ITSM-IP209   | Backup_VMs   | 0.10            | S           |          |
| ITSM-IP210   | Deploy_Deskkxx   | 0.10            | S           |          |
| ITSM-IP211   | Generate_SSH_Key   | 0.10            | S           |          |
| ITSM-IP214   | Create Oracle Instance SPEEDSAT                          | 0.10            | S           |          |
| ITSM-IP215   | Project Management                                       | 0.10            | S           |          |
| ITSM-IP216   | OWITSM Backup and Restore                                | 0.10            | S           |          |
| ITSM-IP218   | CSRD_Backup and Restore                                  | 0.10            | S           |          |
| ITSM-IP220   | User_and_Role_Creation_on_Solaris                        | 0.10            | S           |          |
| ITSM-IP221   | Zone_configuration_and_management_on_Solaris 10          | 0.10            | S           |          |
| ITSM-IP222   | Conference call organization                             | 0.10            | S           |          |
| ITSM-IP223   | How to ship material                                     | 0.10            | S           |          |
| ITSM-IP224   | Checkpoint VPN client                                    | 0.10            | S           |          |
| ITSM-IP225   | How to install a Scom agen                               | 0.10            | S           |          |
| ITSM-IP226   | Security Training Organisation                           | 0.10            | S           |          |
| ITSM-IP227   | How to organise training                                 | 0.10            | S           |          |
| ITSM-IP228   | Install Networker Client                                 | 0.10            | S           |          |
| ITSM-IP229   | How to recover from Legato Networker on Windows          | 0.10            | S           |          |
| ITSM-IP230   | How to recover from Legato Networker on Unix             | 0.10            | S           |          |
| ITSM-IP231   | Details regarding Siemens Premises for training sessions | 0.10            | S           |          |
| ITSM-IP232   | Avast Anti-Virus Update on Wks                           | 0.10            | S           |          |
| ITSM-IP234   | Cloning with Legato Networker-EN-0 02                    | 0.10            | S           |          |

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| ITSM-IP235   | Manual Monitoring Procedure - EOS Transmission   |                 | S           |          |
| ITSM-IP236   | Manual Monitoring Procedure - TARIC Transmission to 3rd parties                                      | 0.10            | S           |          |
| ITSM-IP237   | Manual Monitoring Procedure - DDS Website is OK  | 0.10            | S           |          |
| ITSM-IP238   | Manual Monitoring Procedure - Web Applications in PROD are OK  | 0.10            | S           |          |
| ITSM-IP239   | Manual Monitoring Procedure - Web Applications in CONF are OK  | 0.10            | S           |          |
| ITSM-IP240   | Manual Monitoring Procedure - DDS Restarts {date}  | 0.10            | S           |          |
| ITSM-IP241   | Manual Monitoring Procedure - DDS Top Priority Monitoring  | 0.10            | S           |          |
| ITSM-IP242   | Manual Monitoring Procedure - EBTI3 Invalidations {date}   | 0.10            | S           |          |
| ITSM-IP243   | Manual Monitoring Procedure - ITSM Monitoring of All Applications on {date} at {time} was successful |                 | S           |          |
| ITSM-IP244   | Manual Monitoring Procedure - Vies Monitoring 2  |                 | S           |          |
| ITSM-IP245   | Manual Monitoring Procedure - WebLogic Server Console, JVM Memory monitoring                         |                 | S           |          |
| ITSM-IP246   | Manual Monitoring Procedure - Verify if 'bas' process is running                                     | 0.10            | S           |          |
| ITSM-IP247   | Manual Monitoring Procedure - Timestamp verification for the NCTS, ECS and ICS log files.            | 0.10            | S           |          |
| ITSM-IP248   | Manual Monitoring Procedure - Status verification for "DDSCOL" - "DDSADE" - "EMCS" on CSRD.          | 0.10            | S           |          |
| ITSM-IP249   | Manual Monitoring Procedure - Backup verification of ITSM hosted DBs                                 | 0.10            | S           |          |
| ITSM-IP250   | How to - Connect and Login to DIGIT network using the token.   | 0.10            | S           |          |
| ITSM-IP251   | How to - Connect and Login to ITSM network   |                 | S           |          |
| ITSM-IP252   | How to - Installation/upgrade/configuration of Host Monitor  | 0.10            | S           |          |

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| ITSM-IP253   | How to - Managing the ITSM Monitor Mailbox                              |                 | S           |          |
| ITSM-IP254   | How to - Managing the ITSM Infra Mailbox                                | 0.10            | S           |          |
| ITSM-IP255   | How to - Monitoring Tool - Host Monitor 1 (operational actions for HM1) | 0.10            | S           |          |
| ITSM-IP256   | How to - Monitoring Tool - Host Monitor 2 (log in to srvtools etc)      | 0.10            | S           |          |
| ITSM-IP257   | How to - Monitoring Tool - Nagios 1 (login to console etc)              | 0.10            | S           |          |
| ITSM-IP258   | How to - Monitoring Tool - Nagios 2                                     | 0.10            | S           |          |
| ITSM-IP259   | How to - Monitoring Tool - SEEDv1 Monitoring                            | 0.10            | S           |          |
| ITSM-IP260   | How to - PSP Restart Apache Tomcat and Restore PSP Projectzone Data     | 0.10            | S           |          |
| ITSM-IP261   | Reporting Procedure - Dashboard update                                  | 0.10            | S           |          |
| ITSM-IP262   | Reporting Procedure - Downtime Verification Using HTTP Access Logs      | 0.10            | S           |          |
| ITSM-IP263   | Reporting Procedure - Thread CI Management                              |                 | S           |          |
| ITSM-IP264   | Reporting Procedure - Availability Database (avdb)                      |                 | S           |          |
| ITSM-IP265   | Reporting Procedure - Monitoring Logs Backup - Host Monitor 1           |                 | S           |          |
| ITSM-IP266   | Reporting Procedure - Monitoring Logs Backup - Host Monitor 2           |                 | S           |          |
| ITSM-IP267   | Reporting Procedure - Monitoring Logs Backup - Nagios 1                 |                 | S           |          |
| ITSM-IP268   | Reporting Procedure - Monitoring Logs Backup - Nagios 2                 |                 | S           |          |
| ITSM-IP269   | Reporting Procedure - Downtime Report                                   | 0.10            | S           |          |
| ITSM-IP270   | Reporting Procedure - MSR/MPR Annexes 14 (AVA/SQI24a)                   | 0.10            | S           |          |
| ITSM-IP271   | Reporting Procedure - Monthly TVA Report (AVA Production Average)       | 0.10            | S           |          |
| ITSM-IP272   | Reporting Procedure - Conference Calls                                  |                 | S           |          |
| ITSM-IP273   | Reporting Procedure - E-mail Statistics (Mail Count)                    | 0.10            | S           |          |

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| ITSM-IP274   | Reporting Procedure - Capacity, Filesystems DIGIT Hosted Applications       | 0.10            | S           |          |
| ITSM-IP275   | Reporting Procedure - Capacity, Filesystems ITSM Hosted Applications        | 0.10            | S           |          |
| ITSM-IP276   | Reporting Procedure - Capacity, Tablespaces DIGIT Hosted Databases          | 0.10            | S           |          |
| ITSM-IP278   | Reporting Procedure - Capacity, Tablespaces PSP Database                    | 0.10            | S           |          |
| ITSM-IP279   | Reporting Procedure - Application Usage Statistics (NA Access on izints005) | 0.10            | S           |          |
| ITSM-IP280   | How to - Restore Availability of PSP  | 0.10            | S           |          |