

ID	Outline Number	Task Name	Duration	Start	Finish	Predecessors	2010																							
							3rd Quarter						4th Quarter						1st Quarter											
							B	M	E	B	M	E	B	M	E	B	M	E	B	M	E	B	M	E	B	M	E			
1	1	SC04	513 days	Tue 01/07/08	Wed 30/06/10		[Gantt bar from 01/07/08 to 30/06/10]																							
2	1.1	Service Level Management	384 days	Tue 01/07/08	Thu 31/12/09		[Gantt bar from 01/07/08 to 31/12/09]																							
3	1.1.1	Daily Operations follow-up	384 days	Tue 01/07/08	Thu 31/12/09		[Gantt bar from 01/07/08 to 31/12/09]																							
4	1.2	Contract "Operation Level Agreement" Manag	46.5 days	Wed 09/12/09	Thu 11/02/10		[Gantt bar from 09/12/09 to 11/02/10]																							
5	1.2.1	WP.0.7 MPR's	46.5 days	Wed 09/12/09	Thu 11/02/10		[Gantt bar from 09/12/09 to 11/02/10]																							
6	1.2.1.1	SC04-MPR November 2009	29.5 days	Wed 09/12/09	Tue 19/01/10		[Gantt bar from 09/12/09 to 19/01/10]																							
7	1.2.1.1.1	SfR MPR/MSR	0 days	Wed 09/12/09	Wed 09/12/09		[Task marker at 09/12]																							
8	1.2.1.1.2	MPR/MSR Review meeting	0 days	Wed 23/12/09	Wed 23/12/09		[Task marker at 23/12]																							
9	1.2.1.1.3	BMM	0.5 days	Tue 05/01/10	Tue 05/01/10		[Task marker at 05/01]																							
10	1.2.1.1.4	SfA MPR/MSR	0 days	Tue 19/01/10	Tue 19/01/10	9FS+10 days	[Task marker at 19/01]																							
11	1.2.1.2	SC04-MPR December 2009	22.5 days	Tue 12/01/10	Thu 11/02/10		[Gantt bar from 12/01/10 to 11/02/10]																							
12	1.2.1.2.1	SfR MPR/MSR	0 days	Tue 12/01/10	Tue 12/01/10		[Task marker at 12/01]																							
13	1.2.1.2.2	MPR/MSR Review meeting	0 days	Tue 26/01/10	Tue 26/01/10		[Task marker at 26/01]																							
14	1.2.1.2.3	BMM	0.5 days	Thu 28/01/10	Thu 28/01/10		[Task marker at 28/01]																							
15	1.2.1.2.4	SfA MPR/MSR	0 days	Thu 11/02/10	Thu 11/02/10	4FS+10 days	[Task marker at 11/02]																							
16	1.3	ITSM Tools	201 days	Mon 20/07/09	Mon 26/04/10		[Gantt bar from 20/07/09 to 26/04/10]																							
17	1.3.1	New ITSM Portal	81 days	Mon 04/01/10	Mon 26/04/10		[Gantt bar from 04/01/10 to 26/04/10]																							
18	1.3.1.1	Release 1.03 Deployment	53.5 days	Mon 04/01/10	Thu 18/03/10		[Gantt bar from 04/01/10 to 18/03/10]																							
19	1.3.1.1.1	Release 1.03 Implementation (RfA1	20 days	Mon 04/01/10	Fri 29/01/10		[Gantt bar from 04/01/10 to 29/01/10]																							
20	1.3.1.1.2	Release 1.03 FAT	7 days	Mon 01/02/10	Tue 09/02/10	19	[Gantt bar from 01/02/10 to 09/02/10]																							
21	1.3.1.1.3	Installation on SAT Environment	1 day	Mon 22/02/10	Mon 22/02/10		[Task marker at 22/02]																							
22	1.3.1.1.4	Release 1.03 Qualification	4 days	Tue 23/02/10	Fri 26/02/10	21	[Gantt bar from 23/02/10 to 26/02/10]																							
23	1.3.1.1.5	RfC 148 Part 1:Installation of Indep	16 days	Thu 11/02/10	Thu 04/03/10		[Gantt bar from 11/02/10 to 04/03/10]																							
24	1.3.1.1.6	Installation of the new ITSM Portal f	1 day	Mon 01/03/10	Mon 01/03/10	22	[Task marker at 01/03]																							
25	1.3.1.1.7	Configuration of the new ITSM Port	1 day	Tue 02/03/10	Tue 02/03/10	24	[Task marker at 02/03]																							
26	1.3.1.1.8	Setup of itsmtaxud.europa.eu certifi	1 day	Wed 03/03/10	Wed 03/03/10	25	[Task marker at 03/03]																							
27	1.3.1.1.9	Activation of automatic publication c	0.5 days	Thu 04/03/10	Thu 04/03/10	26	[Task marker at 04/03]																							
28	1.3.1.1.10	Add Dashboard link in the ITSM Bu	0 days	Thu 04/03/10	Thu 04/03/10	27	[Task marker at 04/03]																							
29	1.3.1.1.11	Monitoring Setup	3 days	Thu 04/03/10	Tue 09/03/10	28	[Gantt bar from 04/03/10 to 09/03/10]																							
30	1.3.1.1.12	Conformance Testing	7 days	Tue 09/03/10	Thu 18/03/10	29	[Gantt bar from 09/03/10 to 18/03/10]																							
31	1.3.1.2	RfA 156 Online Training Implementati	36 days	Wed 03/02/10	Wed 24/03/10		[Gantt bar from 03/02/10 to 24/03/10]																							
32	1.3.1.2.1	DLV 7.2.7-FAT Report	26 days	Wed 03/02/10	Wed 10/03/10		[Gantt bar from 03/02/10 to 10/03/10]																							
33	1.3.1.2.1.1	Scenario Definition	15 days	Wed 03/02/10	Tue 23/02/10		[Gantt bar from 03/02/10 to 23/02/10]																							
34	1.3.1.2.1.2	Screen Recording	5 days	Wed 24/02/10	Tue 02/03/10	33	[Gantt bar from 24/02/10 to 02/03/10]																							
35	1.3.1.2.1.3	Voice Recording	2 days	Wed 03/03/10	Thu 04/03/10	34	[Gantt bar from 03/03/10 to 04/03/10]																							
36	1.3.1.2.1.4	Synchronisation of Screens an	2 days	Fri 05/03/10	Mon 08/03/10	35	[Gantt bar from 05/03/10 to 08/03/10]																							
37	1.3.1.2.1.5	SfR	1 day	Wed 24/02/10	Wed 24/02/10		[Task marker at 24/02]																							
38	1.3.1.2.1.6	SfA	1 day	Wed 10/03/10	Wed 10/03/10		[Task marker at 10/03]																							
39	1.3.1.2.2	DLV 10.5.2-SAT Report	18 days	Mon 01/03/10	Wed 24/03/10		[Gantt bar from 01/03/10 to 24/03/10]																							
40	1.3.1.2.2.1	Installation Definition	1 day	Mon 01/03/10	Mon 01/03/10		[Task marker at 01/03]																							

