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TAXATION AND CUSTOMS UNION DG ITSM		
SUBJECT: SC.06 ITSM – R4/R5 Service Catalogue REF: ITS-ISCT-004-SERVICECATALOGUE R4-R5		
FRAMEWORK CONTRACT # TAXUD/2007/CC/088		

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1. Introduction

This document is an evolution of the formal deliverable (DLV.8.2.1.2.1 – ITS-ISCT-002-Service Catalogue A3-A4, version 1.00), previously delivered by the ITSM Contractor and accepted by DG TAXUD/R5/CPT.

An initial evolution of this document was supported by the RfA133 (SC04/OD – Ares (2009)254925).

1.1 Purpose of the document

The purpose of this document is to provide, at this moment in time, an exhaustive list of the various services offered by ITSM Contractor to the DG TAXUD IT. The services herein are based upon the Framework Contract TAXUD/2007/CC/C088 [[A3](#)] and Technical Annex to the Model Framework Contract [[A2](#)].

The Service Catalogue should also form the basis for other agreements e.g. Service Level Agreements and Terms of Collaboration.

1.1.1 Building the Service Catalogue

The information in this document is based upon:

- The different Work Packages described in the Technical Annex to the Model Framework Contract [[A2](#)], limited to services applicable to DG TAXUD IT;
- Meetings with DG TAXUD/R5/CPT to identify services applicable to DG TAXUD IT.

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1.1.2 Services offered via the Service Catalogue

Please refer to [\[R5\]](#) for an exhaustive list of all available services and explanation about the ordering mechanism. As indicated in [\[R5\]](#), 3 ordering mechanisms are defined:

- **CS (Continuous Services)**

These services cannot be (or do not need to be) ordered as such but are also mentioned in the annex. These services are part of the ITSM Continuous Services, provided by ITSM Contractor (e.g. Business Monitoring...). Further information about availability, access, etc. can always be obtained by contacting the ITSM Service Desk, the ITSM Service Level Management (via the ITSM Service Desk) or DG TAXUD/R5/CPT, depending on the services in question.

- **RfE/RfA**

This category refers to services that require on-demand budget. In that case, DG TAXUD/R5/CPT issues a RfE to be answered by the ITSM Contractor (with or without the involvement of the requestor)¹.

Services subject to RfE/RfA will only be treated after a proper RfA has been received from DG TAXUD/R5/CPT.

RfE can **only** be requested by DG TAXUD/R5/CPT via the following channels:

- e-mail to the PMA mailbox xxx);
- the Business Thread Managers:
 - via direct requests like e-mails;
 - meetings attended by the ITSM Business Thread Manager.
- ITSM Project Managers:
 - via direct requests like e-mails;
 - meetings attended by the ITSM Project Manager.

- **RfS (Request for Service)**

This category refers to services, already budgeted, but that require either a planning or an activation.

Services can be ordered via either:

- the Business Thread Managers:

¹ The requestor has to prepare the technical annex linked to the RfE, validate it together with ITSM BTM and then send it to DG TAXUD/R5/CPT

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- meetings attended by the ITSM Business Thread Manager
 - the ITSM Service Desk (xxx);
 - the ITSM Portal.

For additional details for the ordering process linked to RfS, please refer to section [4.7.1.2](#)

1.1.2.1 Access to the Service Desk

Only registered users are allowed to access the ITSM Web Portal and the services provided by the ITSM Service Desk. For further information on how to obtain this access please contact the ITSM Service Desk (xxx) or DG TAXUD/R5/CPT.

1.1.3 ITSM Processes involved

The main ITSM processes involved in the management and offering of the various services are:

1.1.3.1 Service Level Management

This process defines and manages the Service Catalogues, Contractual OLA, Service Level Agreements, Terms of Collaboration and the MPR/MSR Reporting. It is also the responsibility of this process to collate, calculate and report upon the agreed Specific Quality Indicators (SQI).

1.1.3.2 Request Management via Service Desk

The ITSM Service Desk is the actual function primarily executing the Incident Management process. In the context of the Service Catalogue, the ITSM Service Desk registers the request and assigns it to the appropriate ITSM Business Thread Manager for execution. Depending on the type of request the incident might be allocated to another process/function for execution.

It is also the responsibility of the ITSM Service Desk to closely monitor and follow up on all requests to ensure that the delivery is done within the agreed timeframes (SQI) and that the requestor is notified. Please note that ITSM Business Thread Managers are following-up the requests for services.

1.1.3.3 Quality Assurance

This ITSM internal process is primarily focusing on ensuring that all deliverables resulting from various services/requests are delivered according to the agreed quality as well as to the agreed procedure (if applicable) for SfR and SfA.

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1.2 Intended readership

The target audience for this document includes the parties to this Agreement and their representative bodies, and other interested parties, e.g.:

- DG TAXUD IT and their representatives;
- ITSM Contractor;
- QA Contractor (nominated by the Commission), in order to fulfil QC responsibilities.

1.3 Structure of this document

The structure of this document follows the TEMPO structure and contains:

- Document History;
- Table of content;
- Lists of tables and figures;
- Introduction (this chapter);
- Applicable and Reference documents;
- Terminology.

[Chapter 4](#) provides a summary of services provided to DG TAXUD IT by ITSM Contractor.

1.4 Deviation from Tempo

For sake of readability, the layout of the Services description has been changed and does not specifically mention neither the Service Consumer Responsibilities, nor the Service Provider Responsibilities unless clarification is necessary. By default, this document always considers that the ITSM Contractor is the Service Provider.

1.5 Deviation from the Technical Annex

For sake of clarity, some identifiers were added to the original list of services or deliverables as mentioned in the Technical Annex [[A2](#)] in order to uniquely identify them.

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1.6 Field of Application

This document, part of [\[R9\]](#), is an ITSM deliverable to DG TAXUD IT. It remains limited to the scope described within the Framework Contract TAXUD/2007/CC/C088 [A3] and the Technical Annex to the Model Framework Contract [A2]. Evolution of this deliverable is supported by RFA133 (SC04/OD – Ares(2009)254925).

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2. Reference and Applicable Documents

This chapter presents two lists of relevant documents. They are divided into applicable and reference documents.

2.1 Reference Documents

Id	Reference	Title	Version
R1	ISO	ISO 20000 – 2005 part 1 & 2	-
R2	ISO	ISO 17799 – 2005	-
R3	ISO	ISO 27001	-
R4	ITS_IGLO_ITSM	ITSM Glossary	1.01
R5	ITS-SCAT R4_R5	Service Catalogue Summary sheet	1.50
R6	ITS-IFQP-SC01-Annex 15-System And Application Portfolio	Application Portfolio	1.00
R7	SC04-RFA133-Ares(2009)254925	RfA-Service Catalogue	-
R8	20091029 – DM – Details	Presentation on new Demand Management Procedure	Version 10
R9	DLV.8.2.1.2.1 - ITS-ISCT-SC04-002-Service Catalogue A3-A4	Harmonised and Converged Service Catalogue and SLAs and ToC	(15/05/2009) version 1.00
R10	DLV.8.2.2.1.1 - ITS-IPLN-SC04-CAP-COM-TAX-001	Capacity Plan for the Commission IT Services	(18/06/2009) version 1.00
R11	DLV.8.2.2.2.1 - ITS-IPLN-SC04-CAP-TES-TAX	Capacity Plan for the trans-European IT Services	(27/05/2009) version 1.00
R12	DLV.8.2.3.1.1 - ITS-IPLN-SC04-ITSCP-Service Continuity plan	IT Service Continuity Plan for the Commission IT Services	(19/02/2009) version 1.01
R13	DLV.8.2.3.2.1 - ITS-IPLN-SC04-ITSCP-TES-Service Continuity Plan for Trans-European Services	IT Service Continuity Plan for the trans-European IT Services	(09/03/2009) version 1.00
R14	DLV.8.2.4.1.1 - ITS-IPLN-SC04-AVLTAX-ITSM-Availability Plan	Availability Plan for the Commission IT Services	(24/03/2009) version 1.00
R15	DLV.8.2.4.2.1 - ITS-IPLN-SC04-AVLTAX-Availability_Plan_TES	Availability Plan for the trans-European IT Services	(04/03/2009) version 1.00

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Id	Reference	Title	Version
R16	DLV.8.5.3 - ITS-IPLN-SEC-SC04-001 Security Plan for DG TAXUD IT Services	Security Plan for Commission IT Services	(12/12/2008) version 1.01
R17	DLV.8.5.5 - ITS-IPLN-SEC-SC04-002 Security Plan for Trans-European IT Service	Security Plan for trans-European IT Services	(12/12/2008) version 1.01
R18	DLV.8.6.1.2.1 - ITS-IRPT-EPP-001-TAX	ITSM external processes and procedures definition and description	(29/06/2009) version 1.00
R19	DLV.8.6.1.3.1 - ITS-IRPT-INF-SC04-002-ICT-Infrastructure reference addressing the Taxation business thread	ICT Architecture for the Commission IT Services and for the trans-European systems	(18/12/2008) version 1.00
R20	DLV.8.4.1.1.1 - ITS-IRPT-ARD-001	Applications/trans-European Systems architecture/ framework/ standards	(14/01/2009) version 1.11
R21	ITS-IPLN-SC06-ITSCP-DRP-003	IT Service Continuity Plan for Commission IT Services - DRP	(15/04/2010) version 1.30
R22	DLV.8.2.1.1.1 – ITS-IFQP-SC01-Annex10 – Contractual OLA	Contractual OLA	(07/11/2008) version 1.00
R23	DLV.8.3.5.1.1 – ITS-ITOC-eCUST-TOC DLV.8.3.5.1.1 – ITS-ITOC-IGDL-SL DLV.8.3.5.1.1 – ITS-ITOC-eCUST-TES	Terms of Collaboration, per trans-European system...	-

Table 1: Reference documents

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2.2 Applicable Documents

An applicable document is a document of which the content is binding for the contractor in the context of this document.

Id	Reference	Title	Version
A1	ITT TAXUD/2006/AO-007	Terms of reference	1.00
A2	ITT TAXUD/2006/AO-007	Technical Annex to the Model Framework Contract	1.00
A3	TAXUD/2007/CC/088	Framework Contract (4/5/2007)	-
A4	ITS-IFQP-SC01-FrameworkQualityPlan	Framework Quality Plan (FQP)	1.01
A5	TAXUD/2009/DE/128	Specific Contract 06	-

Table 2: Applicable documents

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
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3. Terminology

3.1 Abbreviations and Acronyms

A list of the principal abbreviations and acronyms specific to this document is provided here for a better understanding.

Acronym	Definition
AAD	Architecture Document
ACF	Application Configuration File
ACS	Acceptance & Certification Specification
AMN	Administration Manual
ATS	Acceptance Test Specification
BCM	Business Continuity Management
BMM	Bilateral Monthly Meeting
BoQ	Bill of Quantities
BSS	Business Thread and Strategy
BTM	ITSM Business Thread Manager
CAB	Change Advisory Board
CAP	Capacity Management
CCN	Common Communications Network
CCN/TC	Common Communications Network/Technical Centre
CI	Configuration Item
CMDB	Configuration Management Database
cOLA	Contractual OLA
COTS	Commercial Off The Shelf
CQP	Contract Quality Plan
CS	Continuous Services
CSIP	Continuous Service Improvement Programme
CS/MIS	Central Service / Management Information System
CS/RD	Central Service / Reference Data
CT	Conformance Testing
CTP	Conformance Test Protocol
CTS	Conformance Test Scenarios
DBM	Database Model
DDS	Data Dissemination System
DE	German
DG	Directorate General

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Acronym	Definition
DIGIT	Directorate General for Informatics
DIGIT/DC	Data Centre of the European Commission
DLV	Deliverable
DM	Data Model
DMZ	De Militarised Zone
DRP	Disaster Recovery Plan
DSL	Definite Software Library
ECG	EMCS Committee Group
ECS	Export Control System
ECWP	EMCS Computerization Working Party
EIS	External Interface Specification
EN	English
EU	European Union
FAT	Factory Acceptance Test Report
FEAS	Feasibility Study
FMES	Functional Message Exchange Specification
FQP	Framework Quality Plan
FR	French
FRS	Fallback and Recovery Specification
FTS	Functional Test Scenarios
HLSR	High Level System Requirements
HW	Hardware
ICT	Information and Communications Technology
ICT IM	ICT Infrastructure Management (ITIL process)
ICS	Import Control System
Incident	Common term for issues (something isn't working), service requests, request for information and user complaints.
IPM/IPR/INS	Installation Procedure Manual
ISO	International Organisation for Standardisation
ISO 17.799	Information security management systems
ISO 20.000	IT Service Management Standards
ISO 27.000	Information technology — Security techniques — Information security management systems — Requirements
IT	Information Technology
ITIL	Infrastructure Library for the Implementation of IT Service Management Processes
ITOP	IT Operational Planning
ITSCM	IT Service Continuity Management

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Acronym	Definition
ITSM	Information Technology Service Management
JMS	Java Message Service
KEL	Known Errors List
KPI	Key Performance Indicator
LAT	Logging and Audit Trail
MA	Mutual Agreement
MCP	Monthly Consolidated Plan
MP	Migration Plan
MPR	Monthly Progress Report
MSR	Monthly Service Report
NA	National Administration
NCTS	New Computerised Transit System
ODL	Operation Document Library
OLA	Operational Level Agreement (between DG TAXUD and Service Providers)
OPM/OMD	Operations Manual
OR	On Request
OSP	Operations Script Package
owITSM	Open World ITSM
PDF	Portable Document Format
PM	Process Model
preCT	Pre Conformance Test
preSAT	Pre Site Acceptance Test
PSP	Project Support Platform
PSS	Phasing and Scope Document
PTP/PTS	Performance Test Plan
QA	Quality Assurance
QC	Quality Control
RfA	Request for Action
RfC	Request for Change
RfE	Request for Estimation
RfO	Request for Offer
RfS	Request for Service
RLN	Release Note
SAD	System Architecture Document
SAT	Site Acceptance Test
SC	Specific Contract
SCIT	Standing Committee responsible for Information Technology

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Acronym	Definition
SE	Service
Service	One or more IT systems which enable a business process
SfA	Submit for Approval
SfR	Submit for Review
SLA	Service Level Agreement (between DG TAXUD and its customers e.g. NAs)
SMM	Service Monthly Meeting
SMT	Service Management Tool
SPMR	System Process Model and Requirements
SPOC	Single Point Of Contact
SQI	Service Quality Indicator
SRD	System Requirements Document
SRO	System Requirements Overview
SSS	System Security Specification
STC/SCS	SAT Environment Specification
STF	System Test File
SUG	Star-up Guide
SW	Software
SWOT	Strength, Weakness, Opportunity, Threat
TAXUD	Directorate General for Taxation and Customs Union
TDD/DD/DTD	Technical Design Document
TDJ	Technical Design Justification
TES	Trans European System
TMES	Technical Message Exchange Specification
TRA	Training Agenda
TRB	Training Briefing
TRM/PRM	Training Material
TRR	Training Report
TS	Technical Specifications
TSS	Technical System Specification
TST	Test Specification
UITP	User Interface Test Plan
UMN/USG	User Manual
w-days	Working Days
x-DEV	Development Contractor

Table 3: Abbreviations and acronyms

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4. ITSM Services to DG TAXUD IT

This section gives a word of explanation on the different services rendered by ITSM Contractor. Please refer to [\[R5\]](#) for all synthetic view of all the services.

Services are regrouped by theme/topic into individual worksheets.

The following table gives an explanation on *how to read* [\[R5\]](#).

Column name	Explanation
Service	Uniquely identifies all services that are rendered by ITSM Contractor
Deliverable	<ol style="list-style-type: none"> Uniquely identifies all deliverables that could be produced by ITSM Contractor before, during and after the execution of the <i>ordered</i> service; Deliverables are regrouped per service. For example, the ordering of service SE.8.2.3.2.4 (<i>Testing of the IT service continuity plan for the trans-European IT services</i>) automatically leads to the production of the following deliverables: DLV.8.2.3.2.4.1 and DLV.8.2.3.2.4.2 (via RfS); If no deliverable identifier appears in the table, this means that the corresponding activity is not subject to any formal deliverable
Description	Short description of either the service, the deliverable, or the activity
Quality of Service or Deliverable	
Delivery Mechanism	<p>Explains the delivery mechanism:</p> <ul style="list-style-type: none"> ID: Individually SC, RfA: as defined in the Specific Contract or RfA if a DLV is mentioned in the cell, this means that the ordered deliverable has to be bundled with the referenced DLV
Acceptance Mechanism	<p>Details the acceptance mechanism of a deliverable:</p> <ul style="list-style-type: none"> IA: individual acceptance DLV.0.7: accepted with the MPR other: see details in the cell
Detailed SQI	Details which SQI applies/apply to the Service/Deliverable
Known Milestone or rules	
SfR	<p>Gives the potential constraint linked to the production of a deliverable and its submission for review. This column is linked to the column “<i>Reference Date</i>”.</p> <p>The content of this column might either be positive or negative and is usually expressed in w-days (working days). Negative values mean that the deliverable has to be sent for review before the reference</p>

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	<p>date, while positive values mean that it has to be submitted after the reference date.</p> <p>Examples:</p> <ul style="list-style-type: none"> • DLV.8.3.3.2 has to be sent for review 10 working days, before the date of the demonstration; • DLV.8.3.2.1.4 has to be sent for review 5 working days after the date when the meeting took place.
SfA	<p>Gives the potential constraint linked to the production of the final version of a deliverable and its date of submission for acceptance. . This column is linked to the column “<i>Reference Date</i>”.</p> <p>The content of this column might either be positive or negative and is usually expressed in w-days (working days). Negative values mean that the deliverable has to be sent for acceptance before the reference date, while positive values mean that it has to be submitted after the reference date.</p> <p>Examples:</p> <ul style="list-style-type: none"> • DLV.8.3.2.1.2 has to be sent for acceptance 5 working days, before the date of the meeting; • DLV.8.3.2.1.4 has to be sent for acceptance 10 working days after the date when the meeting took place.
Fixed Date	The date of the submission for acceptance of some deliverables might be a fixed date. These deliverables are then expected to be sent for acceptance on that date, at the latest.
Other	This gives some additional rules. This has to be considered case by case. As a unique example, DLV.0.4.2 (RfA proposal) should be produced within 10 working days that follow the request;
Review Cycle	
Reference Date	<p>Defines (if necessary) the date to be taken as the reference in the calculation of the due dates of some deliverables. These reference dates will be used in conjunction with formulae’s (see SfR, SfA…) to calculate the “milestones”.</p> <p>Examples:</p> <ul style="list-style-type: none"> • SE.7.1– Reference Date is “RfA”. This means that all constraints (in terms of delivery process) will be mentioned in the corresponding RfA; • DLV.8.1.5.2.1 – Reference Date is “meeting”. This means in this example that this deliverable should be delivered for review 5 working days before the meeting.
T1, T2, T3	Gives the rule that governs the review cycle of the corresponding deliverable.
Ordering Method (see 1.1.2)	

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RfS	The service can be ordered via Request for Service
RfA	The service can be ordered via Request for Action/Estimate
CS	The service is part of the ITSM Contractor Continuous Services
Notice Period	<p>Gives the advised amount of time in advance, the Service has to be ordered, before it starts.</p> <p>Please note that this notice period is not mandatory and could be subject to "Mutual Agreement", however ITSM Contractor recommends to respect the given "notice period".</p>
Publishing Media	<p>This column defines the delivering media of the deliverables such as but not limited to;</p> <ul style="list-style-type: none"> • CIRCA: the deliverable will be uploaded on CIRCA. Delivery notification will be automatically sent by CIRCA; • Email: the deliverable will be sent by email; • Letter: the deliverable will be provided by normal post; • ITSM Portal: the deliverable will be published on the ITSM Portal
Quantity	Refers to the quantity(-ies) potentially applicable to the item (service or deliverable)

Table 4: how to read the annex that summarizes the services?

The following table gives an explanation on *how to read* the different tables linked to Services, part of this document:

Title	Explanation
Service	Uniquely identifies all services that are rendered by ITSM Contractor
Service Identifier	Gives the service official identifier
Service Description	Gives an explanation on the service
Requisites	When mentioned gives the requisites to start/order the service
Dependency	When mentioned mentions the various dependencies between services
Deliverables	When linked to a service, list all deliverables which are linked to the execution of the service
Other Service Providers	When mentioned list “ <i>external</i> ” Service Providers, who need to provide information to fulfil the service
Source of information	When mentioned list the various sources of information
Who may order	Defines who may order the service: R5/CPT, R5/ISD and/or R4-R5

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Title	Explanation
	APM
Notice Period	When mentioned gives lead time between the moment the service is ordered and its required execution time.
Cancellation Constraints	When mentioned gives the rules linked to the cancellation of a service order.
Ordering Mechanism	When mentioned, tells whether the service can be ordered via Request for Service, or RfA
Comments	When mentioned, gives additional comments on the service

Table 5: how to read the tables linked to the Services

The following table gives an explanation on *how to read* the different tables linked to Deliverables, part of this document:

Title	Explanation
DLV ID	Uniquely identifies the deliverable
DLV Name	Name of the deliverable
Document Type	Documents belong to one of the following types: report, briefing, agenda, minutes, analysis, preparation material, planning
Review Cycle	Gives the official review cycle linked to the deliverable
Delivery Constraints (rules)	Gives the constraints linked to the delivery of the deliverable
SQI	Refers to the SQI which is applicable to the deliverable
Acceptance Mechanism	Refers to the acceptance mechanism (via MPR or Individual Acceptance)
Publishing Media	Refers to the location where to publish the deliverable (CIRCA, ITSM Portal, email)
Linked to Service	Refers to the Service to which the deliverable is linked

Table 6: how to read the tables linked to the Deliverables

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4.1 Remark about the Service Consumer Responsibilities

In order to allow a correct definition of the scope of the requested service, fulfilment of the tasks..., it is necessary that the Service Consumer:

- remains available for discussions and/or potential planning negotiation;
- if necessary, assists ITSM Contractor in collecting compulsory information;
- if necessary, assists ITSM Contractor in obtaining access to adequate facilities or source of information;
- before requesting a new Service, takes into account current plans, workload and plans the requested date appropriately;
- comply with the rules and constraints as mentioned in [\[R5\]](#).

4.2 Contacts and Escalation points

Please refer to the “ITSM Interaction Model” to be found on Circa.

4.3 Remark about the reporting

Many activities have to be reported in the MPR/MSR. Please note that the audience of the MPR is limited to DG TAXUD/R5/CPT, LISO and if requested, by DG TAXUD/R5/ISD. Access to the MSR is allowed to DG TAXUD IT and QA Contractor.

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4.4 Continuous Services

This section lists all the services, part of the Continuous Services that do not require any trigger to be activated. These services are delivered on a continuous basis, either delivered on request, triggered by an (external) event or on a periodic basis. The delivery of these services is controlled through a specific process and procedure, according to pre-defined targets (if applicable) which are defined in the cOLA.

4.4.1 Reporting

The reporting on the activities that were carried out by the ITSM Contractor is inherent to the project. In general, at the end of an activity, the ITSM Contractor is requested to report on it. This is naturally done through official deliverables. The exhaustive list of such deliverables can be found in [\[R5\]](#), together with their respective constraints and rules. Official deliverables are subject to review cycles by DG TAXUD IT and/or NAs. The ITSM Contractor and the reviewers have to comply with these rules, constraints, and review cycles.

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4.4.2 Service Management

Sub-Service	ITSM Service Desk
Service Identifier	SE.8.1.1
Service Description	<p>The Service Desk acts as the “Single Point Of Contact” (SPOC) for registered users (National Administrations, Commission, 3rd parties) to:</p> <ul style="list-style-type: none"> • report incidents; • requests for information; • request for services (*); • request for user management; • problem calls; • complaints. <p>(*) please note that the ITSM Business Thread Managers, acting as Demand Managers are also points of contact for requests for Services (see 4.7.1.2).</p> <p>The Service Desk main activities are:</p> <ul style="list-style-type: none"> • registration of new incidents and requests; • assignment to appropriate assignee; • follow-up the progress of these incidents and requests and if necessary, submission of reminders to the assignee. If the assignee is not responding in time, the incident/request will be escalated for further action; • provision of information to users; • provision of set of services by delegation of other processes; • to maintain the contact with the issuer until the issuer has accepted the provided resolution. The issuer can also, via the Web Portal, follow up on activities related to his/her call; • announcement of scheduled and unscheduled service unavailability's and anticipated downtime to users. <p>Service Desk available during the basic time coverage Monday to Friday, from 7:00 to 20:00 (CET time), 5 days/week (Monday to Friday, except 25.12 & 01.01) in EN, FR & DE.</p> <p>Contacts with Service Desk can be made via the Web Portal, e-mail, telephone, fax and follow ups via the Web Portal. For sake of accuracy, the use of emails is recommended.</p> <p>E-mail: xxx Telephone: xxx Fax: xxx</p>

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Sub-Service	ITSM Service Desk
	<p>ITSM Portal: xxx</p> <p>Collaboration with National Help Desk:</p> <p>Actions that concern National Domain(s) will be assigned to the person responsible for the topic (according to the Contact List information) by forwarding the action to the National Helpdesk concerned.</p> <p>For incidents and requests originating in a National Domain (either requests from MSA-officials or from Economic Operators), the National Helpdesk must be used, via one of the channels it provides. The National Helpdesk acts as a first level for filtering the request according to its nature. Requests that are purely a national matter shall be treated locally according to the helpdesk rules and standards in use at that MSA. Requests that address common topics, or that can concern other National Domains, shall be forwarded as information or trouble call to the ITSM Service Desk where it will be further managed.</p>
Requisites	DG TAXUD IT must ensure minimum information is given to the Service Desk; this information should be sufficient to understand the request and correctly assign it. If a lack of information would be identified, the ITSM Service Desk would contact the requestor for additional information

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Service	Incidents Management																															
Service Identifier	SE.8.1.2 and SE.8.1.2.1																															
Dependency	<p>This Service consists in the management by the ITSM Service Desk of the incidents and requests, registered in the SMT. In addition to the list of “<i>request types</i>” (incident, complaints, RfS, RfI...), Change Requests (RfC) and Problems are also registered in the SMT, to ensure visibility via the Web Portal.</p> <p>For sake of clarity, the generic term “<i>incident</i>” is used to refer to all calls, registered in the SMT.</p> <p>Incidents are classified according to their priority levels:</p> <ul style="list-style-type: none"> • 1: Critical; • 2: High; • 3: Medium; • 4: Low. <p>The definition of the priority level depends on two other parameters:</p> <ul style="list-style-type: none"> • Impact; • Urgency. <p>The following table gives the priority level matrix based on the impact and urgency:</p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td></td> <th colspan="3">Impact</th> </tr> <tr> <td></td> <td></td> <th>Low</th> <th>Medium</th> <th>High</th> </tr> <tr> <th rowspan="3">Urgency</th> <th>Low</th> <td>4</td> <td>3</td> <td>2</td> </tr> <tr> <th>Medium</th> <td>3</td> <td>2</td> <td>1</td> </tr> <tr> <th>High</th> <td>2</td> <td>1</td> <td>1</td> </tr> </table> <p>The following tables give the rules to be used to define both <i>impact</i> and <i>urgency</i>:</p> <p>Impact definition table</p> <table style="width: 100%;"> <thead> <tr> <th>Impact</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Low</td> <td>Independent users reporting Incidents or Requesting Services from the ITSM Service Desk</td> </tr> <tr> <td>Medium</td> <td>One NA experiencing problems with the managed applications without affecting other NAs</td> </tr> <tr> <td>High</td> <td>More than one NAs reporting problems on the managed applications or one NA that can affect others as well</td> </tr> </tbody> </table>			Impact					Low	Medium	High	Urgency	Low	4	3	2	Medium	3	2	1	High	2	1	1	Impact	Definition	Low	Independent users reporting Incidents or Requesting Services from the ITSM Service Desk	Medium	One NA experiencing problems with the managed applications without affecting other NAs	High	More than one NAs reporting problems on the managed applications or one NA that can affect others as well
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Service	Incidents Management																																						
	<p>Urgency definition table</p> <p>Urgency Definition</p> <ul style="list-style-type: none"> • Low Inquiries on technical, applicative or business aspects of the managed applications and associated documentation • Minor functions of the managed applications does not work as specified but this doesn't prevent the end users or the NAs of using them • Non Blocking issues on the managed applications • Issues with SAT/preSAT • Messages rejected between countries Dead Letter Queues • Medium One application or one server down • Major functions of the managed applications does not work as specified • Capacity issues • Hotfix issues in SAT/preSAT • Incidents occurring within CT Campaigns <p>User Management</p> <ul style="list-style-type: none"> • High Blocking Incidents of the managed applications • DDS public website down • Entire domain down • Transmission of corrupted data • Confidential information could be divulged and affect the interest of EU or its civil servants • Incidents that can result to financial suffer prejudice of the Commission or other parties • User rights Management Requests for NCTS applications and the ITSM web Portal <p style="text-align: center;">Notifications of unscheduled unavailability</p> <p>The following additional table is to be used for the definition of the priority of Requests for Service (RfS):</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Incident Category</th> <th style="text-align: left;">Priority</th> </tr> </thead> <tbody> <tr><td>Request for Information</td><td>Low</td></tr> <tr><td>Request for Information.Unavailability</td><td>Low</td></tr> <tr><td>Ad hoc Business Analysis & Reporting</td><td>Low</td></tr> <tr><td>Application Installation and Deployment</td><td>Low</td></tr> <tr><td>Business Service within DG TAXUD</td><td>Low</td></tr> <tr><td>Service.Conference Calls and Virtual Meetings</td><td>Medium</td></tr> <tr><td>Deployment of trans-European system</td><td>Low</td></tr> <tr><td>Document Review</td><td>Low</td></tr> <tr><td>Request Service Catalog</td><td>Low</td></tr> <tr><td>Service Monthly Meeting</td><td>Low</td></tr> <tr><td>Technical Meeting with Commission</td><td>Low</td></tr> <tr><td>Test</td><td>Low</td></tr> <tr><td>Test.Conformance</td><td>Low</td></tr> <tr><td>Test.preSAT</td><td>Low</td></tr> <tr><td>Test.Qualification</td><td>Low</td></tr> <tr><td>Test.SAT</td><td>Low</td></tr> <tr><td>Training & Workshop</td><td>Low</td></tr> <tr><td>Translation</td><td>Low</td></tr> </tbody> </table>	Incident Category	Priority	Request for Information	Low	Request for Information.Unavailability	Low	Ad hoc Business Analysis & Reporting	Low	Application Installation and Deployment	Low	Business Service within DG TAXUD	Low	Service.Conference Calls and Virtual Meetings	Medium	Deployment of trans-European system	Low	Document Review	Low	Request Service Catalog	Low	Service Monthly Meeting	Low	Technical Meeting with Commission	Low	Test	Low	Test.Conformance	Low	Test.preSAT	Low	Test.Qualification	Low	Test.SAT	Low	Training & Workshop	Low	Translation	Low
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Service	Incidents Management																																
	<table> <tr> <td>Web Update</td> <td>Medium</td> </tr> <tr> <td>Request for.Planning</td> <td>Low</td> </tr> <tr> <td>Co-ordination Mission</td> <td>Low</td> </tr> <tr> <td>Demonstration</td> <td>Low</td> </tr> <tr> <td>Feasibility Studies & Statement of Requirement</td> <td>Low</td> </tr> <tr> <td>ITIL Support to the Commission and Nas</td> <td>Low</td> </tr> <tr> <td>Meeting Room</td> <td>Low</td> </tr> <tr> <td>On-site Technical Support</td> <td>Low</td> </tr> <tr> <td>Remote Technical Support</td> <td>Low</td> </tr> <tr> <td>Working Group Meeting</td> <td>Low</td> </tr> <tr> <td>Ad-hoc Support</td> <td>Low</td> </tr> </table> <p>The priority levels of an incident determine the allowed solution time, the frequency of reminders, the additional persons that need to be notified in case a high priority incident.</p> <p>The resolution time is the time interval (ITSM Contractor assigned incident steps only) after the incident registration in which a solution must be sent to the issuer.</p> <p>The response time is the maximum time interval that is allowed to pass between the reception of an event and its registration as an incident.</p> <p>The resolution time of the incidents according to their priority levels are presented in the tables below:</p> <p>Resolution time table</p> <table> <thead> <tr> <th>Priority</th> <th>Resolution Time</th> </tr> </thead> <tbody> <tr> <td>P1: Critical</td> <td>4h</td> </tr> <tr> <td>P2: High</td> <td>13h (1 day)</td> </tr> <tr> <td>P3: Medium</td> <td>39h (3 days)</td> </tr> <tr> <td>P4: Low</td> <td>65 h (5 days)</td> </tr> </tbody> </table> <p>For each issued <i>request</i>, the ITSM Service Desk has to acknowledge by sending an email to the issuer, mentioning the incident reference (in SMT) and assigned priority. This email has to be sent within an hour following the reception of the request. For the request for service that requires planning, once the planning provided and agreed with the requestor (normally within 5 w-days), the calculation of the resolution time stops.</p> <p>User Complaints: If a user is not satisfied with the service provided a formal complaint can be registered and further escalated. Once the complaint is registered it is then up to DG TAXUD/R5/CPT to indicate if additional complaints are to be registered after analysis of the information. The decision is taken</p>	Web Update	Medium	Request for.Planning	Low	Co-ordination Mission	Low	Demonstration	Low	Feasibility Studies & Statement of Requirement	Low	ITIL Support to the Commission and Nas	Low	Meeting Room	Low	On-site Technical Support	Low	Remote Technical Support	Low	Working Group Meeting	Low	Ad-hoc Support	Low	Priority	Resolution Time	P1: Critical	4h	P2: High	13h (1 day)	P3: Medium	39h (3 days)	P4: Low	65 h (5 days)
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Service	Incidents Management
	<p>during the BMM meeting. During the BMM meeting it's up to DG TAXUD/R5/CPT to highlight if they do not consider some raised complaints as real ones.</p> <p>The ITSM Contractor has to ensure the complaint is substantiated with some kind of evidence.</p> <p>Complaints from DG TAXUD/R5/CPT itself are dealt separately from ITSM Service Desk/Incident Management. DG TAXUD/R5/CPT uses two types of complaints:</p> <ul style="list-style-type: none"> • Call and/or official letter from the Head of Unit; • Complaints from users are by default kept as complaint, unless the ITSM Contractor does not agree and provides evidence. During the BMM meeting, DG TAXUD/R5/CPT will decide whether these complaints are considered as real ones. <p>User Management:</p> <p>Creation and maintenance of user accounts for the following applications:</p> <ul style="list-style-type: none"> • Applications (and, more generally, IT resources) used internally by ITSM Contractor: <ul style="list-style-type: none"> ○ ITSMTAXUD network + shares on network ○ ITSMTAXUD mailboxes ○ ITSMTAXUD VPN ○ JIRA • Applications that depend on the Web Portal: <ul style="list-style-type: none"> ○ CS/RD ○ CS/MIS ○ CS/MISE • Other applications: <ul style="list-style-type: none"> ○ ITSM Portal ○ owITSM <p>The reporting of the activities is done via the MPR and MSR, on a monthly basis, via the MPR/MSR.</p>
Deliverables	Monthly activity report, see MPR

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Service	Problem Management
Service Identifier	SE.8.1.3
Service Description	<p>Management of problems occurring either from previous incidents or by proactively analyse potential problems. The aim is to find and create a permanent solution to avoid future incidents.</p> <p>The Problem Managements activities are split into:</p> <ol style="list-style-type: none"> 1. Problem Control which deals with the detection, classification and diagnosis of the problems; 2. Error Control which aims at resolving the Problems after their root- cause has been determined; 3. Proactive detection of problems. This is done through continual trends analysis and periodic consultation of the other process owners and stakeholders (e.g. Incident Management and Availability Management); 4. Monitoring of the resolution of the problems and errors. This activity aims at making sure that resources are assigned to investigate problems and resolve errors and that resolution is progressing at the requested speed. <p>All problems and related RfCs (to implement the fix) have to be recorded in SMT and available via ITSM Web Portal.</p> <p>Reporting on Problem Management is done through MPR/MSR.</p>

Service	Availability of the adequate secure (access control) environment for the Service Desk to operate
Service Identifier	SE.8.1.1.3.2
Service Description	<p>Access to the Service Desk environment must be restricted only to pre-defined authorized persons. The ITSM Contractor ensures access control is compliant to the ITSM Policies and Standards.</p> <p>Any problem linked to this service will be reported to the ITSM Security Manager who will take necessary actions.</p>
Deliverable	None

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Service	Change Management
Service Identifier	SE.8.1.5.1
Service Description	<p>The goal of Change Management is “<i>to ensure that standardised methods and procedures are used for efficient and prompt handling of all changes, in order to minimise the impact of Change-related incidents upon service quality, and consequently to improve the day-to-day operations of the organisation</i>”.</p> <p>The main activities of the ITSM Change Manager are:</p> <ul style="list-style-type: none"> • Filtering changes; • Managing changes and the change process, including the schedule of changes; • Invoke the Change Advisory Board (CAB) or run CAB by written procedure; • Registration of the RfCs in the SMT, so that they are visible via the ITSM Web Portal; • Reviewing and closing RfCs and; • To produce Management reports through the MPR/MSR. <p>ITSM Contractor needs to ensure:</p> <ul style="list-style-type: none"> • no changes are carried out without appropriate Request for Change (RfC) has been raised with the Change Manager; • the requested changes are analysed appropriately before any decision is taking about implementing the change.
Requisites	<p>DG TAXUD must ensure all changes are routed via the Change Manager as RfCs. DG TAXUD also needs to consider the decision of the Change Advisory Board (CAB) although DG TAXUD has the final saying on the RfC.</p> <p>Other service providers e.g. DIGIT and CCN/TC need to ensure ITSM change manager is aware of changes that might impact ITSM Contractor.</p>
Deliverables	See SE.8.1.5.2

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Service	Release Management
Service Identifier	SE.8.1.6.1
Service Description	<p>Release Management activities aim at controlling the way changes are put in production. This covers:</p> <ul style="list-style-type: none"> • Bespoke applications software CI's developed by DG TAXUD IT to be either released to the NAs or put in operation by DG TAXUD IT; • The infrastructure CI's of DG TAXUD IT hosted by the ITSM Contractor; • The IT services from DG TAXUD IT to the Common Domain, Europe and other users; • The NAs IT services to the Common Domain; • All the specifications and other textual artefacts which are placed under a controlled life cycle management. <p>The process makes sure that:</p> <ul style="list-style-type: none"> • All deployments are properly planned; • Only approved, tested and documented Configuration Items are deployed in production^(*); • Operational staff is ready to "take on" the new release; • Users are properly informed and trained; • The CMDB is updated with new/changed CI's; • The DSL is updated. <p>^(*)under very rare occasions, the ITSM Contractor might be requested by DG TAXUD IT to put untested CI's in production. In that circumstance, the ITSM Contractor is not responsible for any problems arising from the new released CI's.</p> <p>ITSM Contractor is not responsible for releases that are managed by other parties which contribute to the service provisions (e.g. infrastructure hosted by DIGIT/DC, CCN).</p> <p>The Release Manager works in very close collaboration with Change Management, Application Management and Infrastructure.</p> <p>Reporting is done through MPR/MSR.</p>
Requisites	Other service providers e.g. DIGIT and CCN/TC need to ensure ITSM Release Manager is aware of their release plans.
Deliverables	None

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4.4.3 Support

Service	Technical Support for Applications and trans-European systems
Service Identifier	SE.8.4.3.3
Service Description	<p>The ITSM Contractor offers the technical support related to the applications and systems operated by the ITSM Contractor.</p> <p>The technical support addresses both technical and business related issues and is closely linked to the service offered by SE.8.6.4.</p> <p>The technical support for applications and trans-European systems must be available during the working hours of the Service Desk.</p>
Dependency	SE.8.6.4
Deliverables	None

Service	Optimise Applications and trans-European systems
Service Identifier	SE.8.4.3.4.1
Service Description	<p>ITSM Contractor will raise optimisation/improvement possibilities of the applications and trans-European systems, operated by the ITSM Contract, in the MPR/MSR. Items from this list might be managed by CSIP (needs approval by DG TAXUD/R5/CPT) and can affect any other ITSM functions and process areas.</p> <p>DG TAXUD/R5/CPT will, together with the ITSM Contractor, agree upon which items will be subject to CSIP, during the BMM.</p>
Deliverables	None

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Service	Technical Support related to ICT Infrastructure
Service Identifier	SE.8.6.4
Service Description	<p>The ITSM Contractor offers the technical support related to the ICT infrastructure operated by the ITSM Contractor.</p> <p>This service is closely linked to the service offered by SE.8.4.3.3.</p> <p>The technical support related to ICT infrastructure must be available during the working hours of the Service Desk and left unattended outside this time frame.</p>
Dependency	SE.8.4.3.3
Deliverables	None

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4.4.4 Configuration

Service	Configuration Management
Service Identifier	SE.8.1.4
Service Description	<p>The scope of Configuration Management is to keep track of all CI's under contractual ITSM Contractor responsibility.</p> <p>Configuration Management involves the following activities :</p> <ul style="list-style-type: none"> • CI identification; • CI data maintenance; • CI data control; • CI data report; • CI audit. <p>All CI's data is stored in a CMDB, which is (currently) a Microsoft Access file. All the interactions with the CMDB and external processes are (currently) managed through Microsoft Excel templates.</p> <p>The CMDB contains a variety of types of CI's, categorised as:</p> <ul style="list-style-type: none"> • Documents <ul style="list-style-type: none"> Documents categorisation is: <ul style="list-style-type: none"> ○ Functional AAD, DM, FEAS, FRS, FS, FMES, HLSR, PSS, PM, SCD, SPMR, SRD, SRO, SSS; ○ Technical BSS, DBM, EIS, KEL, OSP, SAD, STC/SCS, TDD/DD/DTD, TDJ, TMES, TSS; ○ Testing ATS, CDT, CTP, CTS, FTS, PTP/PTS, STF, TST, UITP; ○ Operational ACS, AMN, FAT, IPM/IPR/INS, MP, OPM/OMD, RLN, SUG, UMN/USG; ○ Training TRA, TRB, TRM, TRR; ○ Uncategorized documents Documents that do not fall within one of the previous categories and meeting the following 2 conditions: <ul style="list-style-type: none"> ▪ Document has been identified by the CI owner as related to one or more DG TAXUD Business Threads or application, or ITSM application;

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Service	Configuration Management
	<ul style="list-style-type: none"> ▪ Document is a Microsoft Office document, a text file or a PDF file. ○ DSL and DSL documents; • Software Software categorisation is: <ul style="list-style-type: none"> ○ TES and CAs application; ○ COTS; ○ XXX Workstations COTS; • Hardware 4 types of CI's constitute the Hardware reference, used to support the ITSM Contractor infrastructure: <ul style="list-style-type: none"> ○ Workstations devices; ○ Network devices; ○ Server devices; ○ Storage devices. • Business Thread related information <ul style="list-style-type: none"> ○ Databases All databases used by DG TAXUD TES and CAs as well as applications used for ITSM Contractor operations; ○ Operating Systems All DG TAXUD Operating Systems, as well as XXX Operation Systems. This shall include the VMware host software under which virtual servers run; ○ Users All users managed by ITSM; ○ Managed Objects: <ul style="list-style-type: none"> ▪ Queues and Mailboxes: CCN Queues and mailboxes relating to applications (created or monitored); ▪ LAT All the Logging and Audit Trails used by DG TAXUD; ▪ JMS All Java Message Service queues used by DG TAXUD; ▪ ACF All Application Configuration Files used by DG TAXUD TES and CAs. They contain the CCN queues data. <p>Reporting is done via MPR/MSR.</p>

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Service	Configuration Management
Sources of information	<p>The following data sources are used to provide CI data in the CMDB:</p> <ul style="list-style-type: none"> • RfC data Provided by the Change Manager in order to capture the changes to CI's and any newly created or introduced CI's; • CI data Different sources of information. From: <ul style="list-style-type: none"> ○ Release Manager all new or changed CI's, not reflected in any RfC; ○ ITSM Infra Server, Database, Network, Back-up, User, Document, Storage, ITSM Contractor Application, COTS; ○ Application Manager DG TAXUD Application, JMS, ACF, TES and CAs software; ○ Security LAT CI's; ○ Other User data, provided by anyone authorising user access to any environment.
Deliverable	CMDB to be found at http://172.31.3.140:8080/onecmdb-desktop/

Service	Application/System Portfolio management
Service Identifier	SE.8.4.1.2
Service Description	The ITSM Contractor produces and keeps updated a comprehensive portfolio of the trans-European systems and applications in the scope of the contract. The portfolio must also contain the output of the "Traversing the Application Life cycle" process. The portfolio must be available on-line to DG TAXUD IT and 3 rd parties nominated by it.
Deliverable	Application Portfolio [R6] to be found on the ITSM Portal, under <i>Publishing Platform/itsm/Common/Application Portfolio</i> (weekly updated).

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Service	Co-ordination of Application/System development with service management
Service Identifier	SE.8.4.2.1
Service Description	<p>The ITSM Contractor co-ordinates the service management with the application/system development during the whole system/application management life cycle, in order to ensure that;</p> <ul style="list-style-type: none"> • The operational requirements and constraints are considered from the start of the development project, • The Application Management process takes all appropriate preparatory steps in time to enter into operation, • There is no misunderstanding and/or undue expectation between the developing party and ITSM Contractor. <p>The ITSM Contractor updates the CMDB with the necessary information.</p>
Deliverable	None

Service	Up to date inventory of the Commission hosted assets, along with the maintenance coverage, in line with the CMDB
Service Identifier	SE.8.6.2.1.5
Service Description	<p>The ITSM Contract has to maintain a detailed asset inventory of all COTS ICT CI's (HW, SW, Telecom Services), including those taken over and/or delivered by DG TAXUD/R5/CPT and DG TAXUD/R5/ISD, with:</p> <ul style="list-style-type: none"> • item identification; • location; • price; • date of delivery; • start and end date of maintenance and support. <p>This asset inventory is kept available to DG TAXUD/R5/CPT and DG TAXUD/R5/ISD.</p>
Deliverable	Asset inventory can be found on the ITSM Portal, under <i>Publishing Platform</i> , then: <i>itsm/ITSM/Contract Management/Quantities/<month></i>

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4.4.5 Service Delivery

Service	Service Level Management
Service Identifier	SE.8.2.1.1
Service Description	<p>The goal of Service Level Management is to agree, continuously monitor and report upon IT service achievements and quality, and to instigate actions to improve service, in line with business or cost justification. Through these methods, an effective relationship between DG TAXUD/R5/CPT and National Administrations (NAs) can be developed, leading to improved IT service quality.</p> <p>In case of exceptions from expected service levels, the ITSM Contractor has to notify DG TAXUD/R5/CPT. When the responsibility of the ITSM Contractor is engaged, the ITSM Contractor must initiate the necessary corrective and preventive actions in order to restore quality back to the agreed and acceptable levels. The service levels are monitored via KPI and SQL. Their definition and calculation methods are described in the cOLA.</p> <p>The ITSM Contractor is responsible for creating, monitoring and maintaining the following deliverables (maintenance means evolution of the content, under the management of the CSIP):</p> <ul style="list-style-type: none"> • Contractual OLA ([R22], DLV.8.2.1.1.2); • Hosted Infrastructure OLA ([R22], DLV.8.2.1.1.2); • Service Catalogues (part of DLV.8.2.1.2.2); • Provide advice on the content of the OLAs that DG TAXUD IT creates/maintains with other service providers e.g. DIGIT, CCN; • SLAs with the NAs (per business thread/user community) for trans-European systems (DLV.8.2.1.2.2); • Terms of Collaboration for TES (in close collaboration with Business Perspective)(DLV.8.3.5.1.2); <p>Reporting is done on a monthly basis, via the MPR/MSR.</p> <p>An “availability dashboard” is delivered by ITSM Contractor to DG TAXUD IT to provide a synthetic view of the monthly availability.</p> <p>The major deliverables (SLAs and TOCs) will be delivered for review and approval to DG TAXUD IT. Further negotiations with NAs are not the responsibility of the ITSM Contractor.</p> <p>Please note that evolutive maintenance of deliverables could be requested by RfS.</p>
Other Service Providers	Other service providers e.g. DIGIT and CCN/TC are on a monthly basis reporting on service levels to the ITSM Contractor for inclusion in the MPR/MSR. This service is currently not available.
Deliverables	[R22] (Contractual OLA, including also the “hosted infrastructure” OLA, with evolution of content under the

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Service	Service Level Management
	management of the CSIP

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Service	Service Level Management
Service	Capacity Management
Service Identifier	SE.8.2.2.1
Service Description	<p>Capacity Management (CAP) is the process responsible for ensuring that the capacity of IT services and the IT infrastructure is able to deliver agreed service level targets (defined/agreed in Service Level Management) in a cost effective and timely manner. CAP considers all resources required to deliver the IT service, and plans for short, medium and long-term business requirements. CAP uses a wide range of information to determine capacity requirements such as:</p> <ul style="list-style-type: none"> • Business demand forecasts (volumes; number of locations, users, transactions, anticipated workloads, ...); • Business plans; • Business events calendar (key dates for critical capacity and performance); • Service level requirements related to Continuity, performance and Capacity; • Forward Scheduled Changes (FSCs); • The project portfolio (programme and project initiatives); • Feedback and results from service reviews (and identified capacity or performance issues). <p>The ITSM Contractor must ensure that the capacity process encompasses all areas of technology, hardware and software, all IT technology components and environments (e.g. production, development, and test) under control of the ITSM Contractor. CAP also considers the required facilities and space (space planning) for the physical location of IT resources. However, planning of human resource capacity is not part of the scope of this process.</p> <p>The ITSM Contractor has to inform DG TAXUD IT on:</p> <ul style="list-style-type: none"> • How much IT capacity is needed to match existing and future service needs (with a line of sight of at least 3 years) and at what cost; • Risks of capacity bottleneck in the NAs; • All increase of capacity detected at least 12 months in advance. <p>Concerning DIGIT and CCN/TC, it must be noted that some monitoring tasks require data only obtainable by an ITSM request (call to a helpdesk).</p> <p>The ITSM Contractor is responsible for creating, monitoring and maintaining the following deliverables (maintenance</p>

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Service	Service Level Management
	<p>means evolution of the content, under the management of the CSIP, via RfS):</p> <ul style="list-style-type: none"> • Capacity Plan for Commission IT services, addressing all taken over business threads and the ITSM thread [R10]; • Capacity plan for the trans-European IT services, addressing all the taken over business threads and ITSM thread, including review cycle with the NAs [R11].
Deliverables	<p>[R10] (Capacity Plan for Commission IT services under the management of the CSIP), [R11] (Capacity plan for the trans-European IT services, under management of the CSIP, including review cycle with the NAs)</p>

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Service	IT Service Continuity Management
Service Identifier	SE.8.2.3.1
Service Description	<p>This process addresses the preparation, implementation, invocation and maintenance of disaster recovery measures for IT services and their supporting components. It takes care of planning and coordinating the technical, financial and management resources, needed to ensure continuity of service after a disaster.</p> <p>The primary goal of ITSCM is to support the overall Business Continuity Management (BCM) process in case of disaster. This is done by ensuring the necessary ongoing recovery capability for the IT services, as contracted by the DG TAXUD/R5/CPT.</p> <p>Disaster recovery Plans (DRP) are also under the responsibility of ITSCM. It is perhaps not always ITSCM that creates these plans (could come from developer or Application Management) but it is ITSCM's responsibility that these plans adhere to a common standard as well as testing the DRP on a regular basis (at least yearly).</p> <p>DG TAXUD R4/R5 is responsible for triggering the crisis, unless otherwise specified in the IT service Continuity plan. It is also DG TAXUD R4/R5's responsibility to "call off" the crisis after successful recovery.</p> <p>The ITSM Contractor must ensure that disasters are managed according to recovery plans both for DG TAXUD IT services as well as the trans-European IT services. The ITSM Service Desk is responsible for issuing the crisis alert to DG TAXUD IT in case of a crisis. In case it is the ITSM Service Desk that has become un-available, various manual routines are in place within the ITSM Contractor organisation (see R21)</p> <p>The ITSM Contractor is responsible for creating, monitoring and maintaining the following deliverables (maintenance means evolution of the content, under the management of the CSIP, via RfS):</p> <ul style="list-style-type: none"> • IT Service Continuity plan for the Commission IT services, including a risk analysis and Disaster Recovery Plan (DRP) R12; • ITSM Contractor will produce and maintain trans-European Systems Continuity plans covering the whole of the ITSCM process and further coordinates its implementation and testing amongst the NAs and DG TAXUD IT, including its suppliers R13. Please note that not all required information may be visible in the top-level end-to-end continuity plan, since for reasons of commercial confidentiality, some suppliers details may not be transmissible to the ITSM Contractor.

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Service	IT Service Continuity Management
Deliverables	<p>[R12] (IT Service Continuity plan for the Commission IT services, under management of the CSIP),</p> <p>[R13] (IT Service Continuity plan for the trans-European IT services, under management of the CSIP, including review cycle with the NAs)</p>

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Service	Availability Management
Service Identifier	SE.8.2.4.1
Service Description	<p>Availability Management is about managing the availability (or more correct unavailability) of DG TAXUD IT services and the trans-European Services. The availability of a service consists in many components between the individual desktop/laptop and the server where e.g. an application is hosted (installed).</p> <p>Availability of a service as such, consists in several variables e.g. how easy it is to maintain, how secure the service is and how reliable it is. The ITSM Contractor constantly monitors the various services to note, and even predict unavailability.</p> <p>The minimum guaranteed level of availability for a specific service is outlined in respective SLA.</p> <p>The responsibility of ITSM Contractor is to provide (minimum) guaranteed availability of applications. It is also the responsibility of the ITSM Contractor to plan any scheduled unavailability in such way it affects customers as little as possible.</p> <p>The ITSM Service Desk is the focal point for communicating any planned and unplanned unavailability to the user community.</p> <p>Reporting on the systems availability will be provided on a monthly basis, through the MPR/MSR.</p> <p>The ITSM Contractor is responsible for creating, monitoring and maintaining the following deliverables (maintenance means evolution of the content, under the management of the CSIP, via RfS):</p> <ul style="list-style-type: none"> • Availability Plan for Commission IT services, addressing all business threads including the ITSM thread [R14]; • Availability Plan for the trans-European IT services, per business thread (incl. ITSM), including review cycle with the NAs [R15].
Requisites	Anyone responsible for providing any type of service (or component thereof) e.g. DIGIT, CCN/TC, NAs etc. must notify the ITSM Service Desk of any planned unavailability at least 48 hours before it will occur.
Deliverables	[R14] (Availability Plan for Commission IT services), [R15] (Availability Plan for the trans-European IT services, including review cycle with the NAs)

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4.4.6 Business Monitoring

Service	Business Monitoring and Statistics
Service Identifier	SE.8.3.1.1.1
Service Description	<p>The ITSM Contractor is monitoring the business usage of all the trans-European Systems and of DG TAXUD IT e.g. number & nature of the business transactions on DG TAXUD IT applications and across the trans-European systems, number of messages, of hits, connected users, volumes exchanged, load profile, compliance of the users activity with expectation and agreed plans, etc.</p> <p>The ITSM Contractor uses the monitoring IT services provided by each application and trans-European Systems as well as the monitoring information and services provided by CCN.</p> <p>The ITSM Contractor also alerts the availability process of any business trend which suggests unavailability and raises an incident in case use activity deviates from anticipated behaviour.</p> <p>The monitoring activity is performed during the working hours of the Service Desk and can be left unattended outside this time frame.</p> <p>Monthly reporting on the activity is done via the MPR/MSR.</p>
Deliverable	None

Service	Daily and weekly reports on monitoring operations and statistics
Service Identifier	SE.8.3.1.1.2
Service Description	<p>The ITSM Contractor compiles business reports with business usage statistics and analysis of abnormal business trends. Compilation can be daily, weekly or monthly.</p> <p>Reporting is done via MPR/MSR, mail and/or CIRCA.</p>
Deliverable	None

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Service	Periodic “Voice” Survey of each NA
Service Identifier	SE.8.3.1.2.1
Service Description	<p>At least once a year, the ITSM Contractor will orally contact each NA representative for each of the trans-European Systems and:</p> <ul style="list-style-type: none"> • collect their feedback; • enquire about future NAs plans and perceived risks; • get lessons learned; • ensure mutual understanding of current situation; • clarify outstanding issues and, if any, convey key tactical/operational messages; • collect information for the evolutive maintenance of the one-offs. <p>The ITSM Contractor will produce a summary record which will be sent for information to DG TAXUD/R5/CPT and reported via the MPR/MSR.</p> <p>Any issue arising from these contacts will be treated as part of the CSIP.</p> <p>The survey consists of various questions, list produced by the ITSM Contractor, and agreed with DG TAXUD/R5/CPT.</p>
Deliverable	None

4.4.7 Planning

Service	Keep the planning of the ITSM Contractor’s activities up to date
Service Identifier	SE.0.8.2
Service Description	The ITSM Contractor has to maintain its own internal planning of activities. This planning is delivered on the monthly basis, together with the MPR/MSR.
Deliverable	ITSM planning, part of the MPR

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Service	Monthly Consolidated Plan (MCP)
Service Identifier	SE.8.3.4.1.1
Service Description	<p>All activities linked to the ITSM project is maintained in a Monthly Consolidated Plan (MCP) with a line of sight of 1 to 2 years, for tactical actions and even 5 years as relevant for strategic actions. This consolidated plan is delivered on a monthly basis, together with the Monthly Progress Report.</p> <p>The content of the MCP covers all the Business Threads, including their trans-European systems and all DG TAXUD IT applications. It results from the consolidation of various sources of information:</p> <ul style="list-style-type: none"> • ITSM Contractor services/activities, including the ITOP; • NA's planning information, using the National Project Plan templates. <p>The MCP includes:</p> <ul style="list-style-type: none"> • The Strategic Time Plan (alias Master Plan); • The Tactical Planning (alias Rolling Plan); • The consolidated NA Plans.
Source of information	<ul style="list-style-type: none"> • NPPs (Excise, NCTS, ECS, ICS, SEED, EOS, Taxation); • ITSM operational plans; • TAXUD Business Thread tactical and strategic plans; • Service Requests (BTM and/or owITSM); • Minutes of meetings (with NAs, Sector Leaders, DG TAXUD/R5/CPT, internal); • RfA; • SC.
Deliverable	Monthly consolidated planning, part of the MPR

Service	Up to date schedule of planned changes of Commission hosted assets and renewal of maintenance coverage, in line with CMDB, with a line of sight of 12 months
Service Identifier	SE.8.6.2.1.6
Service Description	<p>This service runs in parallel with SE.8.6.2.1.5 and SE.8.6.2.1.8.</p> <p>The ITSM Contract has to maintain a detailed schedule of the hosted ICT CI's changes with a line of sight of 12 months.</p> <p>This schedule must focus on:</p> <ul style="list-style-type: none"> • the phasing out of CI's (see SE.8.6.2.1.8);

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	<ul style="list-style-type: none"> the maintenance coverage. <p>In all circumstances, the ITSM Contractor will have to notify DG TAXUD/R5/CPT for CI's that come to a close end (phase out or end of maintenance coverage). DG TAXUD/R5/CPT will give the ITSM Contractor will the decision whether or not to “decommission” or “extend” the maintenance contract, via RfS.</p> <p>This planning activity is part of the maintenance of the asset inventory.</p>
Deliverable	Asset inventory (only accessible by DG TAXUD/R5/CPT and DG TAXUD/R5/ISD)

4.4.8 Operations

Service	Operations of Applications on the Hosted Infrastructure
Service Identifier	SE.8.4.3.2.1.1
Service Description	<p>The ITSM Contractor operates all the applications, on the Hosted Infrastructure, falling within the scope of the contract on behalf of DG TAXUD IT regardless of the location and responsibility for providing for the underlying ICT IM services (ITSM Tools fall within the scope of “applications”).</p> <p>For a detailed list of these applications, please refer to the “Application Portfolio” [R6] and SE.8.4.1.2.</p> <p>Operations must run attended during the working hours of the Service Desk and can be left unattended outside this time frame.</p> <p>Reporting on the operations is done on a monthly basis, via the MPR/MSR.</p>
Deliverable	None

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Operations	ISSUE DATE: 22/06/2010

Service	Operations of Applications Hosted by the Data Centre of the Commission
Service Identifier	SE.8.4.3.2.1.2
Service Description	<p>On behalf of DG TAXUD IT, the ITSM Contractor operates all the applications hosted by the Data Centre of DG TAXUD IT and falling within the scope of the contract regardless of the location and responsibility and provides for the underlying ICT IM services. For the applications hosted on an ICT IM process outside the responsibility of ITSM Contractor (e.g. in DIGIT/DC), ITSM Contractor will need to set up the necessary interconnectivity.</p> <p>Operations must run attended during the working hours of the Service Desk and can be left unattended outside this time frame.</p> <p>Reporting on the operations is done on a monthly basis, via the MPR/MSR.</p>
Deliverable	None

Service	Operations of the trans-European Systems
Service Identifier	SE.8.4.3.2.2
Service Description	<p>The ITSM Contractor monitors the business and technical behaviour of the National Administration systems connected to the trans-European Systems, using all the monitoring instruments available and its technical and business related knowledge.</p> <p>In order to fulfil this task, the ITSM Contractor will have to use the information and services provided by CCN/TC over the status of the CCN MOs as well as information provided by the NAs.</p> <p>The ITSM Contractor must raise an incident if an abnormal behaviour of a system or of one of its components is noticed.</p> <p>Reporting on the operations is done on a monthly basis, via the MPR/MSR.</p>
Deliverable	None

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Security	ISSUE DATE: 22/06/2010

4.4.9 Security

Service	Security Management
Service Identifier	SE.8.5.2
Service Description	<p>Security Management ensures all Security policies and guidelines are properly created and maintained. Regular Security Audits are also taking place to ensure the policies and guidelines are adhered to. The policies and guidelines relates to a numerous areas e.g. user management, network security, access control to systems or even physical access to facilities.</p> <p>The whole of the IT Security Management must be geared towards addressing the high level Business security risks while the security controls must address prevention/reduction, detection/repression, correction/recovery, evaluation and reporting. The ITSM Contractor is reporting security-related activities and recommendations to DG TAXUD IT through the Monthly Progress Report. Any major improvement areas identified will be discussed with and managed through the Continuous Service Improvement Process (CSIP).</p> <p>The ITSM Contractor must ensure all security related items and issues are constantly monitored and evolutive maintenance of the existing plans takes place.</p> <p>Beside policies and security conventions, the ITSM Contractor produces following deliverables and maintains them on a regular basis (at least yearly, via RfS):</p> <ul style="list-style-type: none"> • Security plan for Central IT services, addressing all taken over threads and the ITSM thread, addressing also Risk Assessment & Analysis, Security Policy, Security Controls and the Security process itself [R16]; • Security Plan for the trans-European IT services, per thread (taken-over business threads and ITSM thread), including also Risk Assessment & Analysis, Security Policy, Security Controls, Security process, including review cycle with the NAs [R17].
Other Service Providers	Anyone responsible for providing any type of service (or component thereof) e.g. DIGIT, CCN/TC, NAs etc. must ensure they adhere to the Security policies and guidelines agreed between ITSM Contractor and DG TAXUD.
Deliverables	[R16] (Security plan for Commission IT services), [R17] (Security Plan for the trans-European IT services, including review cycle with the NAs)

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ICT Infrastructure	ISSUE DATE: 22/06/2010

4.4.10 ICT Infrastructure

Service	ICT Infrastructure Management Design & Planning
Service Identifier	SE.8.6.1.1
Service Description	<p>This service covers the management of the ICT Infrastructure supporting the IT services (central applications, trans-European systems). Among others, this encompasses the environments, hardware, COTS and ICT management tools with the sole purpose to support the ICT infrastructure management process with the exclusion of the ITSM tools.</p> <p>In that respect, the ITSM Contractor produces and maintains (via RfS):</p> <ul style="list-style-type: none"> • an ICT architecture for the applications, IT services and trans-European systems. This also covers the definition of all environments needed to support the life cycle of all IT services in the scope of the contract, such as, but not limited to, development, testing, operation, demo/training/reference [R19]; • an architecture for ICT Management processes and tools, to be used as reference in the development and deployment of such processes and tools, to ensure integration amongst them and with the ICT architecture as a whole [R18]; • a definition of the Infrastructure (plan, schematics, topology diagrams...); • the definition and description of the ITSM Contractor internal processes and procedures definition and; • the description and proposal for Infrastructure improvements via the MPR/MSR.
Deliverables	[R18] (ITSM external process), [R19] (ICT architecture, including ICT management infrastructure, as needed)

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Service	Hosting Environment for the Primary Site
Service Identifier	SE.8.6.2.1.3
Service Description	<p>The ITSM Contractor provides the hosting facility (computer room/data centre) in its premises, taking the necessary insurance to cover the ICT asset of DG TAXUD IT, hosted in its premises, against usual risks (fire, flood, thefts, etc). Also, the ITSM Contractor must set up the internal secure architecture to receive all CI's, with properly configured DMZ and firewalls.</p> <p>The ITSM Contractor needs to ensure necessary backups are taken on a continuous basis in case of a Fail-Over situation.</p> <p>The ITSM Contractor makes sure the CMDB is kept up to date.</p>
Deliverable	None

Service	Hosting Environment for the fail over hosting site, including the telecom connectivity required between the primary and fail over sites					
Service Identifier	SE.8.6.2.1.4					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	<p>On request of DG TAXUD/R5/CPT, the ITSM Contractor may be requested to provide a fail-over site for the hosting of the environments. This site must be at least 3 km away from the primary hosting site and be connected with the adequate telecommunication facility, which allow a switch over in less than 4 hours.</p> <p>This request needs to be triggered by RfA.</p>					
Notice Period	1 month in advance					
Deliverable	None					

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ICT Infrastructure	ISSUE DATE: 22/06/2010

Service	ICT IM Operations, including maintenance of the Operational Document Library (ODL)
Service Identifier	SE.8.6.3
Service Description	<p>The ITSM Contractor operates the ICT Infrastructure (and all its environments) with the understanding that part of the infrastructure is not under its operational control, as being hosted and operated by DIGIT/DC. For the latter infrastructure, the ITSM Contractor acts on the basis of the monitoring information and will use the services that are provided by the 3rd party responsible for their operation. It is also the responsibility of the ITSM Contractor to keep the ODL (Operational Document Library) up to date at all times.</p> <p>Operations must run attended during the working hours of the Service Desk and can be left unattended outside this time frame.</p> <p>All scheduled interventions under the control of the ITSM Contractor and giving rise to scheduled service unavailability must take place outside the working hours.</p> <p>Please note that the exact definition of the content of the ODL is still under discussion at time of writing this document.</p>
Deliverable	None – the ODL must be kept up to date.

Service	ICT IM Operations – Hosted Infrastructure
Service Identifier	SE.8.6.3.1
Service Description	<p>The ITSM Contractor provides hosting services in order to allow seamless transfer of operation between the DIGIT/DC Hosted Infrastructure and the ITSM Contractor-Hosted Infrastructure. This service must be in compliance with the “Hosted Infrastructure” OLA.</p> <p>The ITSM Contractor also performs preventive maintenance of the hosting ICT infrastructure CI’s.</p> <p>Operations must run attended during the working hours of the Service Desk and can be left unattended outside this time frame.</p> <p>All scheduled interventions under the control of the ITSM Contractor and giving rise to scheduled service unavailability must take place outside the working hours.</p>
Delivery	None

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Service	ICT IM Operations – DIGIT/DC Infrastructure
Service Identifier	SE.8.6.3.2
Service Description	For the ICT infrastructure hosted and controlled by DIGIT, the ITSM Contractor will deliver the ITIL “ICT IM/operate” activities, in compliance with the OLA between DG TAXUD and DIGIT as per Technical Annex [A2].
Delivery	None

4.4.11 CSIP

Service	Management of the Continuous Service Improvement, including the CSIP
Service Identifier	SE.8.7.1.1 / SE.8.7.1.4
Service Description	<p>The CSIP drives all activities of the ITSM Contractor, linked to the continuous improvement.</p> <p>In close collaboration with DG TAXUD/R5/CPT, the ITSM Contractor produces a list of improvements (50 actions) with a sight of 12 months.</p> <p>On a quarterly basis, the ITSM Contractor has to provide a report (DLV.8.7.1.2) that mentions the improvements objectives:</p> <ul style="list-style-type: none"> • Achieved during the period; • Newly identified, described, analysed and planned for the 12 coming months. <p>On a yearly basis, the ITSM Contractor has to issue a summary report of the activities carried out in the context of the CSIP (DLV.8.7.1.4).</p> <p>4 years after the project has started, the ITSM Contractor is responsible for providing the necessary maturity assessment, process compliance and tools compatibility evidence which must be delivered by certified external and independent third parties (DLV.8.7.1.3). The ITSM Contractor must inform DG TAXUD/R5/CPT of the arrangement that will be made regarding the process compliance certification and tools compatibility verification activities. The contractor must present the findings of the audits to DG TAXUD/R5/CPT. DG TAXUD/R5/CPT may attend the audits performed by the 3rd parties</p>
Deliverables	DLV.8.7.1.2 (CSIP production and maintenance), DLV.8.7.1.3 (Certificates provided by independent 3 rd parties); DLV.8.7.1.4 (CSIP Report)

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Offers and Proposals	ISSUE DATE: 22/06/2010

4.5 Contract Management

4.5.1 Offers and Proposals

Service	Production of proposals for Specific Contracts (SC) and Request for Actions (RfA)
Service Identifier	SE.0.4
Service Description	<p>On request of DG TAXUD/R5/CPT, the ITSM Contractor has to produce:</p> <ul style="list-style-type: none"> Proposals for Specific Contract (SC), after reception of a Request for Offer (RfO); Proposals for services and deliverables, after reception of a Request for Estimate (RfE). <p>The ITSM Contractor has to quote in terms of:</p> <ul style="list-style-type: none"> Quantities of service units; Associate unit prices, with reference to the price schedule of the framework contract. <p>Activity subject to the RfO or RfE cannot be started before the formal submission of the RfA or SC, by DG TAXUD/R5/CPT.</p>
Deliverable	DLV.0.4.1 (SC Offer), DLV.0.4.2 (RfA Proposal)

4.5.2 Quality and Audit

Service	Contract Quality Plan (CQP), including the contractual OLA and the “hosted infrastructure” OLA
Service Identifier	SE.0.3.1
Service Description	An amended version of the CQP (including the cOLA and hosted infrastructure) needs to be delivered by the ITSM Contractor to DG TAXUD/R5/CPT in order to reflect the new Specific Contract. This activity is part of the Continuous Services and is triggered by the terms of the Specific Contract.
Deliverable	DLV.0.3.1 (Contract Quality Plan (CQP), including the contractual OLA and the “hosted infrastructure” OLA)

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Quality and Audit	ISSUE DATE: 22/06/2010

Service	Internal QA and QC, Risk Management, Internal Auditing and Self Assessment, including follow-up of the implementation of the findings.
Service Identifier	SE.0.5.1
Service Description	<p>The ITSM Contractor undertakes the quality assurance of the activities carried out by the ITSM Contractor in order to ensure that the Technical Annex [A2], the FQP, the CQP and contractual OLA are adhered to and implemented.</p> <p>The ITSM Contractor performs the quality review of all services and deliverables, prior the delivery to DG TAXUD IT.</p> <p>The ITSM Contractor is requested to maintain a list of internal quality assurance meetings and to keep the minutes of those internal meetings available on-site in case of an audit by DG TAXUD/R5/CPT.</p> <p>The ITSM Contractor is also requested to keep all its internal quality control records available on request of DG TAXUD/R5/CPT.</p> <p>At least twice a year, the ITSM Contractor has to perform self-assessment and internal audits for all the service processes of the contract. The ITSM Contractor has to report on the outcome/findings to DG TAXUD/R5/CPT (DLV.0.5.4.1 and DLV.0.5.4.2) and introduce the necessary improvements via the CSIP.</p>
Deliverables	DLV.0.5.4.1 (Self Assessments reports), DLV.0.5.4.2 (Internal Audit reports), minutes of internal quality assurance meetings and internal quality control records.

Service	Quality records, filed in contractor's premises, on request from the Commission.
Service Identifier	SE.0.5.2
Who may order	R5/CPT YES R5/ISD NO R4-R5/APM NO
Service Description	On request of DG TAXUD/R5/CPT, the ITSM Contractor has to deliver DG TAXUD/R5/CPT with its quality records.
Notice Period	2 w-days in advance
Deliverables	DLV.0.5.1.1 (Quality records, filed in contractor's premises, on request from the Commission)

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Risks	ISSUE DATE: 22/06/2010

Service	Co-operate with the Commission (and any third party nominated by it) during quality, process and security audit					
Service Identifier	SE.0.9.1					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	<p>On average once a year, DG TAXUD/R5/CPT will conduct one quality and security audit in the ITSM Contractor's premises. The audit will be conducted by DG TAXUD/R5/CPT and/or a third party nominated by DG TAXUD/R5/CPT.</p> <p>The ITSM Contractor has to collaborate and support the audit team during its entire mission.</p> <p>After the audit, the ITSM Contract has to produce his/her position regarding the issues/points raised in the audit report.</p>					
Notice Period	DG TAXUD/R5/CPT has to announce the audit at least 10 w-days in advance.					
Deliverable	DLV.0.9.2 (Positions of the contractor on the audit report)					

Service	Management of the implementation of actions agreed by the contractor at the outcome of the audit
Service Identifier	SE.0.9.3
Service Description	The ITSM Contractor has to carry out and follow-up the actions that were agreed by the ITSM Contractor as a result of the audit (SE.0.9.1/DLV.0.9.2 - Positions of the contractor on the audit report). The follow-up of these actions will be done via the MPR.
Deliverables	None

4.5.3 Risks

Service	Risk Management for the Contractual OLA
Service Identifier	SE.0.5.3
Service Description	The ITSM Contractor has to perform the Risk Management for the contractual OLA and report them to DG TAXUD/R5/CPT, via the MPR, including risk analysis and mitigation.
Deliverables	Via the MPR.

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Service	Internal Risk analysis records, in contractor's premises, on request of the Commission.					
Service Identifier	SE.0.5.3					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	-	RfS	YES		
Service Description	On request of DG TAXUD/R5/CPT, the ITSM Contractor has to perform and to deliver DG TAXUD/R5/CPT with its internal risk analysis records.					
Notice Period	5 w-days in advance					
Deliverables	DLV.0.5.3.1 (Internal risk analysis records, in contractor's premises, on request from the Commission.)					

4.5.4 Meetings

Service	Attendance at monthly meetings					
Service Identifier	SE.0.6.1					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	<p>On request of DG TAXUD/R5/CPT, the ITSM Contractor will attend the monthly meetings, write the minutes and produce the agenda. The monthly meetings are:</p> <ul style="list-style-type: none"> • Bilateral Monthly Meeting (BMM); • Operational Monthly Meeting. <p>The minutes of the BMM will be delivered for SfA, together with the corresponding MPR/MSR.</p> <p>Actions, resulting from ad-hoc meetings will be registered in JIRA and are covered under SE.0.6.7</p>					
Notice Period	These meetings should be called by DG TAXUD/R5/CPT, at least 5 w-days in advance.					
Deliverable	DLV.0.6.3 (Agenda of Bilateral Monthly Meeting and Steering Committee), DLV.0.6.4 (Minutes of the Bilateral Monthly Meetings bundled with MPR)					

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Service	Attendance at ad-hoc meetings					
Service Identifier	SE.0.6.2					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Service Description	<p>On request of DG TAXUD IT, the ITSM Contractor will attend ad-hoc meetings, write the minutes and, if necessary, produce the agenda.</p> <p>These meetings are aimed at discussing topics, linked to the co-ordination of the project (Operational meeting, Coordination meeting...). Should any technical discussion need to take place, the correct meeting to be called is under SE.8.3.2.2.2</p> <p>Actions, resulting from ad-hoc meetings will be registered in JIRA and are covered under SE.0.6.7</p>					
Notice Period	These meetings should be called by DG TAXUD IT, at least 5 w-days in advance.					
Deliverable	DLV.0.6.5.2 (Minutes of ad-hoc meetings)					

Service	Attendance at the Steering Committee meetings					
Service Identifier	SE.0.6.6					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	<p>On request of the DG TAXUD IT Head of Unit, the ITSM Contractor will attend the Steering Committee meetings and write the minutes.</p> <p>Actions, resulting from ad-hoc meetings will be registered in JIRA and are covered under SE.0.6.7</p>					
Notice Period	These meetings should be called by DG TAXUD IT Head of Unit, at least 5 w-days in advance.					
Deliverable	DLV.0.6.5.1 (Minutes of steering Committee and ad hoc meetings)					

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Service	Implementation of actions agreed with the Commission during the co-ordination meetings with the Commission
Service Identifier	SE.0.6.7
Service Description	<p>The ITSM Contractor has follow-up and take the necessary measures to ensure that actions resulting from meetings (SE.0.6.1, SE.0.6.2, SE.0.6.6, SE.8.3.2.2.2, SE.8.3.2.3.4 and SE.8.1.2.2) are performed according to expectations.</p> <p>Both the DG TAXUD IT and the ITSM Contractor have to agree upon deadline for the actions resolution.</p> <p>Actions have to be recorded in JIRA and a weekly status must be made available to DG TAXUD IT via the ITSM Portal. Review of the action list should be subject of any subsequent meeting.</p> <p>Once the ITSM Contract has resolved an action, an email has to be sent the action requestor, informing the person about the resolution and request him/her the authorisation to close the action.</p>
Deliverables	None

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4.6 Evolutionary Maintenance

This chapter covers the evolutionary maintenances of “one-off” deliverables. Evolutionary maintenance activities are subject to “triggers”. Triggers can either be the terms of the Specific Contract or *Request for Action (RFA)*, if not part of the initial scope of the Specific Contract. The scope of the activities linked to the *Evolutionary Maintenance* of a specific existing deliverable has to be agreed by DG TAXUD/R5/CPT and ITSM Contractor. Also, the planning is subject to agreement (except if strictly mentioned in the Specific Contract).

Service	Evolutionary version of the FQP					
Service Identifier	SE.0.1.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	This service is aimed at maintaining the FQP, initially written in the context of the first Specific Contract in order to align it to the ITSM Contractor actual set-up and reflect the evolution of the project, internal procedures, contractual OLA, OLAs, SLAs and TOCs.					
Deliverable	DLV.0.1.2 (evolutionary version of the FQP)					

Service	Evolutionary version of the CQP					
Service Identifier	SE.0.3.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	<p>This service is aimed at maintaining the CQP, initially written in the context of the first Specific Contract in order to align it to the ITSM Contractor actual set-up and reflect the evolution of the project, internal procedures, contractual OLA, OLAs, SLAs and TOCs.</p> <p>An amended version of the CQP (including the cOLA and hosted infrastructure) needs to be delivered to DG TAXUD/R5/CPT in order to reflect the new Specific Contract. This activity is part of the Continuous Services and is triggered by the terms of the Specific Contract. SE.0.3.2 covers additional updates of the DLV.0.3.1, linked to the Specific Contract.</p>					
Dependency	Availability of DLV.0.3.1 (Contract Quality Plan (CQP), including the contractual OLA and the “hosted infrastructure” OLA)					
Deliverable	DLV.0.3.2 (evolutionary maintenance of Contract Quality Plan (CQP), including the contractual OLA and the “hosted infrastructure” OLA)					

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Service	Evolutionary Maintenance of the Contractual OLA, including also the "hosted infrastructure" OLA, with evolution of content under the management of the CSIP.					
Service Identifier	SE.8.2.1.1.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable [R22]					
Dependency	Availability of [R22] (Contractual OLA, including also the "hosted infrastructure" OLA, with evolution of content under the management of the CSIP)					
Deliverables	DLV.8.2.1.1.2					

Service	Evolutionary Maintenance of the Service Catalogue & SLAs.					
Service Identifier	SE.8.2.1.2.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable [R9]					
Dependency	Availability of [R9] (Service Catalogues & SLAs, per customer/user community across all business threads and ITSM thread, with evolution of content under the management of the CSIP)					
Deliverables	DLV.8.2.1.2.2 (evolutionary maintenance of Service Catalogues & SLAs, per customer/user community across all business threads and ITSM thread, with evolution of content under the management of the CSIP)					

Service	Evolutionary Maintenance of the Capacity Plan for Commission IT services, under the management of the CSIP					
Service Identifier	SE.8.2.2.1.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable [R10]					
Dependency	Availability of [R10] (Capacity Plan for Commission IT services under the management of the CSIP)					
Deliverables	DLV.8.2.2.1.2 (evolutionary maintenance of Capacity Plan for Commission IT services under the management of the CSIP)					

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Service	Evolutionary Maintenance of the Capacity Plan for the trans-European IT services, under the management of the CSIP					
Service Identifier	SE.8.2.2.2.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable [R11]					
Dependency	Availability of [R11] (Capacity plan for the trans-European IT services, under management of the CSIP, including review cycle with the NAs)					
Deliverables	DLV.8.2.2.2.2 (evolutionary maintenance of Capacity plan for the trans-European IT services, under management of the CSIP, including review cycle with the NAs)					

Service	Evolutionary Maintenance of the IT Service Continuity Plan for the trans-European IT Services, under the management of CSIP					
Service Identifier	SE.8.2.3.2.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable [R13]					
Dependency	Availability of [R13] (IT Service Continuity plan for the trans-European IT services, under management of the CSIP, including review cycle with the NAs)					
Deliverables	DLV.8.2.3.2.2 (evolutionary maintenance of IT Service Continuity plan for the trans-European IT services, under management of the CSIP, including review cycle with the NAs)					

Service	Evolutionary Maintenance of the IT Service Continuity Plan for the Commission IT Services, under the management of CSIP					
Service Identifier	SE.8.2.3.1.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable [R12]					
Dependency	Availability of [R12] (IT Service Continuity plan for the Commission IT services, under management of the CSIP)					
Deliverables	DLV.8.2.3.1.2 (evolutionary maintenance of IT Service Continuity plan for the Commission IT services, under management of the CSIP)					

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Service	Evolutionary Maintenance of the Availability Plan for Commission IT Services					
Service Identifier	SE.8.2.4.1.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable [R14]					
Dependency	Availability of [R14] (Availability Plan for Commission IT services)					
Deliverables	DLV.8.2.4.1.2 (evolutionary maintenance of Availability Plan for Commission IT services)					

Service	Evolutionary Maintenance of the Availability Plan for the trans-European IT Services					
Service Identifier	SE.8.2.4.2.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable [R15]					
Dependency	Availability of [R15] (Availability Plan for the trans-European IT services, including review cycle with the NAs)					
Deliverables	DLV.8.2.4.2.2 (evolutionary maintenance of Availability Plan for the trans-European IT services, including review cycle with the NAs)					

Service	Evolutionary version of the Terms and Collaboration					
Service Identifier	SE.8.3.5.1.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable [R9]					
Dependency	Availability of [R9] (Terms of Collaboration, including review cycle with the NAs)					
Deliverables	DLV.8.3.5.1.2 (evolutionary maintenance of Terms of Collaboration, including review cycle with the NAs)					

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Service	Evolutionary version of the recommendations to the NAs, addressing all taken over Business Threads and ITSM Thread					
Service Identifier	SE.8.3.5.2.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable DLV.8.3.5.2.1					
Dependency	Availability of DLV.8.3.5.2.1 (Recommendations to the NAs, addressing all taken over business threads and ITSM thread, including review cycle with the NAs)					
Requisites	The planning has to be agreed, beforehand, with DG TAXUD/R5/CPT.					
Deliverables	DLV.8.3.5.2.2 (evolutionary maintenance of Recommendations to the NAs, addressing all taken over business threads and ITSM thread, including review cycle with the NAs)					

Service	Application Architecture, application framework and standard					
Service Identifier	SE.8.4.1.3					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of DG TAXUD /R5/CPT, the ITSM Contractor will maintain the architecture/framework/standard of reference for all future applications and trans-European systems to be managed by ITSM (including ITSM tools), building up a convergence path from legacy which is sustainable for DG TAXUD IT and its multi-sourcing base, under the management of the CSIP. Split delivery according to the taken over threads. This deliverable is subject to review by the NAs. This request is subject to RfS.					
Dependency	Availability of [R17] (Security plan for Commission IT services)					
Deliverables	DLV.8.4.1.1.2 (evolutionary maintenance of Application/trans-European system architecture/ framework/ standard including review by NAs for the trans-European systems parts)					

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Service	Evolutionary version of the Security Plan for Commission IT Services					
Service Identifier	SE.8.5.4					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable [R16] .					
Dependency	Availability of [R16] (Security plan for Commission IT services)					
Deliverables	DLV.8.5.4 (evolutionary maintenance of Security plan for Commission IT services)					

Service	Evolutionary version of the Security Plan for the trans-European IT Services					
Service Identifier	SE.8.5.6					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable [R17]					
Dependency	Availability of [R17] (Security Plan for the trans-European IT services, including review cycle with the NAs)					
Deliverables	DLV.8.5.6 (evolutionary maintenance of Security Plan for the trans-European IT services, including review cycle with the NAs)					

Service	Evolutionary maintenance of the ITSM external processes & procedures definition and description					
Service Identifier	SE.8.6.1.2.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolutionary maintenance of the deliverable [R18] .					
Dependency	Availability of [R18] (ITSM external processes & procedures definition and description)					
Deliverables	DLV.8.6.1.2.2 (evolutionary maintenance of ITSM external processes & procedures definition and description)					

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Service	Evolute maintenance of the ICT Architecture, including ICT management infrastructure					
Service Identifier	SE.8.6.1.3.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Service Description	On request of the DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the evolute maintenance of the deliverable [R19]					
Dependency	Availability of [R19] (ICT architecture, including ICT management infrastructure, as needed)					
Deliverables	DLV.8.6.1.3.2 (evolute maintenance of ICT architecture, including ICT management infrastructure, as needed)					

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4.7 Orderable Services

4.7.1 Foreword

4.7.1.1 Requests for Action

Refers to the provision of services subject to on-demand budget or subject to consumption of pre-allocated budget

For these services, DG TAXUD/R5/CPT will issue a Request for Estimate (RfE). The ITSM Contractor will have to provide the requestor with an estimate in terms of budget to cover the requested activities. DG TAXUD/R5/CPT will then review the answer to the RfE and will accept it or not. In case of acceptance, DG TAXUD/R5/CPT will issue a Request for Action (RfA) that will be used to trigger the activities, covered by the answer to the RfE.

Please note that no activities will commence before the reception of the corresponding RfA and that RfE can only be issued by DG TAXUD/R5/CPT; RfE issued by any other requestor will be rejected.

4.7.1.2 Requests for Services

Services linked to *Request for Service* need preparation, planning and co-ordination. The delivery date is therefore determined by various aspects and is finally agreed upon between the requester and the ITSM Contractor, for each specific request.

4.7.1.2.1 Ordering process

The ordering requests can be introduced via the following channels:

- ITSM Business Thread Managers;
- Service Desk.

For each of these requests, the following process is activated:

1. The ITSM Business Thread Manager validates the requests in terms of compulsory information. If a piece of information should miss, the ITSM BTM would contact the Service Consumer to obtain this information;
2. The ITSM BTM builds a “*Bill of Services*”, document that lists all the activities that need to be fulfilled in the context of the request. The “*Bill of Services*” is validated by the Service Consumer.
3. The ITSM BTM then provides the Service Consumer with a provisional planning, which, in turn, must be validated by the Service Consumer.

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4. Finally, the ITSM BTM provides a “*Bill of Quantities*”, document that lists all quantities to be accounted in the context of the request. This “*Bill of Quantities*” is validated by the DG TAXUD/R5/CPT Demand Manager;
5. Once the previous steps are all validated and agreed, the activities, linked to the request are launched.

The ITSM Contractor has 5 w-days to complete steps 3, mentioned here above.

Here follows the list of Services for which the procedure described here above does not apply:

- Request for Information;
- Ad-hoc and Technical meetings;
- Virtual meetings and conference calls;
- Document Reviews;
- Web updates

For a detailed description of this procedure, please refer to [R8].

4.7.1.2.2 Rescheduling rule

As soon as the Demand Management process has been finalised, meaning the final BoQ has been approved, the planning is considered as final.

However, under some exceptional circumstances, DG TAXUD may request rescheduling of a planned and approved activity. In this case, the BTM needs to be alerted so that a new scheduling activity is launched. During this activity, both planning and BoQ might be subject to changes, depending on the nature of the rescheduling requests. Should DG TAXUD force the ITSM Contractor to stick to a unilateral planning, all potential penalties linked to deliverables, part of the initial BoS, will be waved.

4.7.2 Deployments

This section list all Services linked to deployment activities.

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4.7.2.1 Applications

Service	Deployment of applications on DIGIT/DC or the Hosted Infrastructure					
Service Identifier	SE.8.4.3.1.1.1 / SE.8.4.3.1.1.2 SE.8.4.3.1.1.1.1, SE.8.4.3.1.1.1.2, SE.8.4.3.1.1.1.3, SE.8.4.3.1.1.1.4, SE.8.4.3.1.1.1.5					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>Deployment of applications on DIGIT/DC or the Hosted Infrastructure.</p> <p>As DG TAXUD/R5/ISD is the sole point of contact towards DIGIT, the ITSM Contractor will liaise with DG TAXUD/R5/ISD to:</p> <ul style="list-style-type: none"> • specify and configure the monitoring environment, according to the rule set up in the applicable OLA; • obtain adequate access to facilities and related CI's within the DIGIT environment; • plan the activities. DG TAXUD IT must ensure adequate time is given between the approval of the FAT at x-DEV and the actual date of deployment is requested. It is also necessary that at the time of ordering, DG TAXUD IT clarifies the scope of the deployment (i.e. preSAT/SAT or Qualification). <p>In case CCN/TC ACF files need to be deployed, the latter will be validated by the ITSM Contractor and provided to CCN/TC 5 w-days before implementation. Bulk uploads, by definition, take longer time.</p> <p>The ITSM Contractor will update the information (e.g. CI's), linked to the modifications that were applied to the environment in the CMDB.</p>					
Requisite	This activity assumes that a successful Factory Acceptance Test (FAT) has been performed by the development party and that the results are well documented. Together with the Request for Service, the ITSM Contractor must receive a description of the expectations, requirements, specifications (which services will be expected, infrastructure requirements, specific requirements, data req., collaboration with developers, with Member States, monitoring, security...) of the new deployments. Also, all deployments must have been discussed and agreed during CAB meetings.					
Notice Period	<p>For major projects, the description of the requirements should be made available at least 3 months in advance.</p> <p>For minor projects (application upgrades only, no changes in</p>					

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Service	Deployment of applications on DIGIT/DC or the Hosted Infrastructure
	<p>the environment nor infrastructure), a minimum of 2 weeks is required.</p> <p>For “<i>hot fixes</i>”, the Contractor needs to remain flexible; a <i>mutually agreed</i> notice period will be negotiated.</p>
Deliverables	<p>DLV.10.5.1.1(Installation Plan), DLV.10.5.2.1 (Installation report - preSAT), DLV.10.5.2.2 (Installation report - SAT), DLV.10.5.2.3 (Installation report - CONF), DLV.10.5.2.4 (Installation report - PROD), DLV.10.5.2.5 (Installation report - Training), updated Application Portfolio, updated, CMDB, DLV.8.4.3.1.1.3.1 (Environment acceptance report preSAT), DLV.8.4.3.1.1.4.1 (Environment acceptance report SAT)</p>
Comments	<p>For sake of clarity, the <i>Service Identifier</i> has been extended to mention that target environment, via addition of a suffix:</p> <p>SE.8.4.3.1.1.1.1: preSAT environment, SE.8.4.3.1.1.1.2: SAT environment, SE.8.4.3.1.1.1.3: Conformance Testing environment, SE.8.4.3.1.1.1.4: Production environment, SE.8.4.3.1.1.1.5: Training environment.</p> <p>Installation reports references follow the same rule :</p> <p>DLV.10.5.2.1 (Installation report - preSAT) DLV.10.5.2.2 (Installation report - SAT) DLV.10.5.2.3 (Installation report - CONF) DLV.10.5.2.4 (Installation report - PROD) DLV.10.5.2.5 (Installation report - Training)</p>

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4.7.2.2 preSAT – SAT - Qualifications

Service	preSAT (pre Site Acceptance Test)					
Service Identifier	SE.8.4.3.1.1.3					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>The ITSM Contractor, in close collaboration with the Development party, has to verify the fitness of the application proposed for SAT and its associated documentation (in particular installation and operation oriented ones), to start to SAT.</p> <p>The ITSM Contractor performs the test based on the test specifications provided by the Application Development Contractor and the addendum to the test specifications (where necessary), produced by the ITSM Contractor.</p> <p>The addendum to the test specifications (DLV.8.4.3.1.1.6) aims at:</p> <ul style="list-style-type: none"> defining the non-functional requirements and, in particular: regression, installation, deployment, performance, resource use and stress requirements; refining and complementing the test specifications from the Application Development Contractor, as appropriate. <p>During the tests, the ITSM Contractor has to log any identified defects (via TIR DB) related to either the software or the documentation. During the preSAT duration, potential fixes for these defects, fixes delivered by the Application Development Contractor, could be retested.</p> <p>The activity is initiated via a kick-off meeting (SE.8.4.3.1.1.3.4) that takes place in ITSM Contractor's premises (or via conference call) with all involved parties. This meeting defines all activities that will be carried out during the preSAT. This list of activities is considered as the test plan. The ITSM Contractor writes the minutes of this meeting and sends them for information via email (DLV.8.4.3.1.1.3.4).</p> <p>During the preSAT, the ITSM Contractor informs DG TAXUD IT about the status of the testing via summary daily progress reports (DLV.8.4.3.1.1.3.2).</p> <p>At the end of the preSAT, a closure meeting (SE.8.4.3.1.1.3.5) is held with all involved parties. The meeting is minuted by the ITSM Contractor.</p> <p>Minutes of both meetings (kick-off and closure) will be delivered together with the preSAT report (DLV.8.4.3.1.1.3.3).</p>					

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Service	preSAT (pre Site Acceptance Test)
	<p>The preSAT report contains ITSM Contractor's recommendations to proceed or not with the SAT.</p> <p>Before the beginning of a preSAT, the ITSM Contractor has to issue a "<i>preSAT Readiness Statement</i>", addressed to both DG TAXUD/R5/CPT and the QA Contractor to state on the readiness to start the preSAT.</p>
Requisite	<p>The activity requires the production of an Environment Acceptance Report (DLV.8.4.3.1.1.3.1), the Installation Plan (DLV.10.5.1.1) and Installation report (DLV.10.5.2.1) before starting up.</p> <p>The planning of the testing activities must be agreed at least 2 months in advance, or mutually agreed.</p> <p>preSAT/SAT cycles can be ordered in the following cases:</p>
Notice Period	<ul style="list-style-type: none"> • major projects; • evolutive releases; • testing activities requiring ITSM Contractor to spend more than 3 working days.
Deliverables	<p>DLV.8.4.3.1.1.6 (optional) (Addendum to the test plan and test specifications),</p> <p>DLV.8.4.3.1.1.3.2 (Daily preSAT report to the Commission),</p> <p>DLV.8.4.3.1.1.3.3 (preSAT report),</p> <p>DLV.8.4.3.1.1.3.4 (minutes of preSAT Kick-off meeting),</p> <p>DLV.8.4.3.1.1.3.5 (minutes of end of preSAT meeting),</p> <p>TIR</p>
Dependencies	SE.8.4.3.1.1.1 , SE.8.4.3.1.1.1.1

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Service	SAT (Site Acceptance Test)					
Service Identifier	SE.8.4.3.1.1.4					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>The SAT activity can only be started after:</p> <ul style="list-style-type: none"> • acceptance by DG TAXUD IT of the preSAT report and/or; • authorisation from DG TAXUD IT to progress the application to SAT. <p>During the SAT, no changes to the software will be accepted. The ITSM Contractor performs the tests in presence of the QA Contractor, using the agreed test plan/specifications (and any addendum thereto).</p> <p>The activity is initiated via a kick-off meeting (SE.8.4.3.1.1.4.4) that takes place in ITSM Contractor's premises (or via conference call). The ITSM Contractor writes the minutes of this meeting and sends them for information via email (DLV.8.4.3.1.1.4.4).</p> <p>During the SAT, the ITSM Contractor informs DG TAXUD IT about the status of the testing via summary daily progress reports (DLV.8.4.3.1.1.4.2). Also, the ITSM Contractor has to log any identified defects (via TIR DB) related to either the software or the documentation.</p> <p>At the end of the SAT, a closure meeting (SE.8.4.3.1.1.4.5) is held with all involved parties. The meeting is minuted by the ITSM Contractor (DLV.8.4.3.1.1.4.5).</p> <p>Minutes of both meetings (kick-off and closure) will be delivered together with the SAT report (DLV.8.4.3.1.1.4.3).</p> <p>The SAT report contains ITSM Contractor's recommendations to proceed or not with the installation in Production. If ITSM Contractor evaluates that the application does not meet the production standards and DG TAXUD IT insists in putting it in Production/Conformance, ITSM Contractor will provide an impact analysis.</p>					
Requisite	The activity requires the production of an Environment Acceptance Report (DLV.8.4.3.1.1.4.1) and Installation report (DLV.10.5.2.2) before starting up.					
Notice Period	The planning of the testing activities must be agreed at least 2 months in advance, or mutually agreed.					
Deliverables	DLV.8.4.3.1.1.4.2 (Daily SAT report to the Commission), DLV.8.4.3.1.1.4.3 (SAT report), DLV.8.4.3.1.1.4.4 (minutes of SAT Kick-off meeting), DLV.8.4.3.1.1.4.5 (minutes of end of SAT meeting)					

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Dependencies	SE.8.4.3.1.1.3 , SE.8.4.3.1.1.2
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Service	Qualification					
Service Identifier	SE.8.4.3.1.1.5					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>Qualifications are used to test corrective releases of an application.</p> <p>A qualification is restricted to checking the resolution of the problems addressed by the software, the correct installation of the software and basic non-regression.</p> <p>At the end of a qualification, the ITSM Contractor prepares the Qualification Report (DLV.8.4.3.1.1.5.1), including qualification outcome and list of incidents.</p>					
Requisite	The activity requires the production of an Installation report before starting up.					
Notice Period	<p>The planning of the testing activities must be agreed at least 2 weeks in advance, or mutually agreed.</p> <p>Qualifications can be ordered in the following cases:</p> <ul style="list-style-type: none"> corrective releases: 2 weeks notice period, minimum; urgent corrective releases: planning to be mutually agreed. <p>Qualifications cannot last more than 3 working days.</p>					
Deliverables	DLV.8.4.3.1.1.5.1 (Qualification report)					

4.7.2.3 Trans-European Systems

Service	Deployment of trans-European Systems					
Service Identifier	SE.8.4.3.1.2.1					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>Deployment of trans-European systems.</p> <p>This activity starts with the deployment planning of the trans-European Systems. The planning is defined in close collaboration with the National Administrations and DG TAXUD IT.</p> <p>The ITSM Contractor is also responsible for the overall coordination of the deployment amongst the National</p>					

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Service	Deployment of trans-European Systems
	<p>Administrations (about which the ITSM Contractor has no operation responsibilities), DG TAXUD IT and the contractors of DG TAXUD IT. The aim is to achieve the full deployment of a trans-European system, according to the agreed planning schedule.</p> <p>The ITSM Contractor must also co-ordinate the update of DG TAXUD IT systems by the National Administrations in case it is a pre-requisite to start the system roll-out and operation (e.g. update of the Customs and Excise office lists, of the VIES & NCTS test applications).</p> <p>Throughout the deployment and in particular during the roll-out and the after-care periods, the ITSM Contractor must support the National Administrations in meeting the quality expectations (deadlines and service quality). In particular, the ITSM Contractor assists the National Administrations in getting their CCN gateways and mail servers properly configured to the requirements of the trans-European System under deployment, in liaison with the Service Desk of the CCN/TC.</p> <p>A deployment of a trans-European System can take anything from a few weeks to 2 to 3 years according to the complexity, the number and capabilities of the National Administrations and other parties involved.</p> <p>The ITSM Contractor is also in charge of the maintenance of the information published on the ITSM Portal or CIRCA (depending on the Business Thread), related to the configuration in each National Administration.</p> <p>The ITSM Contractor must perform the conformance tests of the National Administrations (see SE.8.4.3.1.1.1 / SE.8.4.3.1.1.2).</p> <p>The installation activity uses the reference (SE.8.4.3.1.2.1)</p>
Requisite	The ITSM Contractor must receive a description of all specific expectations, requirements, specifications (which services will be expected, infrastructure requirements, specific requirements, data req., collaboration with developers, with Member States, monitoring, security...) of the new deployments.
Notice Period	The description of the requirements should be made available at least 3 months in advance.
Deliverables	DLV.8.3.4.1.3 ("roll out" operational planning (alias Start Up Guide(SUG)), including review cycle with the NAs), updated CMDB.

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4.7.2.4 Conformance Testing

Service	Conformance Test					
Service Identifier	SE.8.4.3.1.2.2 / SE.8.4.3.1.2.4					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>The objective of the Conformance Test is to obtain assurance that the National Administration is ready to enter the trans-European System without risk of disturbing the parties, already in operation on the system.</p> <p>Conformance Test Campaigns are normally split into the following modes:</p> <ul style="list-style-type: none"> • Mode 1 (local Conformance Test) The National Administration tests its compliance against itself, without implication of the ITSM Contractor; • Mode 2 (Conformance Test) The National Administration tests its conformance against the conformance test environment of DG TAXUD IT, under the management of the ITSM Contractor; • Mode 3 (optional – International Conformance Test) The National Administration tests its conformance against other voluntary National Administration(s), with the support of the ITSM Contractor, if required. <p>Mode 2 (Conformance Test) is split up into 4 categories:</p> <ul style="list-style-type: none"> • Category 1 (connectivity to a Web application) The ITSM Contractor verifies that the National Administration can connect and use the application; • Category 2 (compliance of file format) The ITSM Contractor uses conformance test applications provided by DG TAXUD IT via the Application Development party; • Category 3 (compliance of an application to a light request/response protocol and message structure) The ITSM Contractor uses conformance test applications provided by DG TAXUD IT via the 					

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Service	Conformance Test
	<p>Application Development party;</p> <ul style="list-style-type: none"> Category 4 (compliance of an application to a complex conversational protocol and message structure) The ITSM Contractor uses conformance test applications provided by DG TAXUD IT via the Application Development party. <p>With the same rationale as for preSAT/SAT, the Conformance Test can be made up of two successive tests:</p> <ul style="list-style-type: none"> a pre-Conformance Test (preCT); Conformance Test itself. <p>The decision whether to conduct a preCT with the National Administration, is taken upfront by DG TAXUD IT together with the ITSM CT Campaign co-ordinator.</p> <p>Before the beginning of a CT Campaign, the ITSM Contractor has to issue a “<i>CT Readiness Statement</i>”. This “<i>CT Readiness Statement</i>” is an email which is addressed to both DG TAXUD/R5/CPT and the QA Contractor to state on the readiness to start the Campaign.</p> <p>At the end of a CT Campaign, ITSM Contractor writes the Conformance Test Campaign report (DLV.8.4.3.1.2.2.3)</p>
Requisite	<p>Mode 1 (local Conformance Test) -- the National Administration tests its compliance against itself -- is complete. Please refer to SE.8.4.3.1.2.1</p>
Notice Period	<p>Please refer to SE.8.4.3.1.2.1</p>
Deliverables	<p>DLV.8.4.3.1.2.2.5 (Conformance test time table), 1 CT Readiness Statement per CT Campaign, DLV.8.4.3.1.2.2.3 (Conformance test campaign report)</p>

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Sub-Service	Conformance Test – Organisation (CTO) and Time Table (CTTT)
Description	Before a Conformance Test Campaign, the ITSM Contractor produces two documents (DLV.8.4.3.1.2.2.4 , DLV.8.4.3.1.2.2.5) that outline the Campaign organisation, roles, responsibilities and the time table of the Campaign itself. These documents are subject to review and agreement by both DG TAXUD IT and the National Administrations.
Deliverables	DLV.8.4.3.1.2.2.4 (Conformance test organisation), DLV.8.4.3.1.2.2.5 (Conformance test time table)
Comments	These two deliverables are not foreseen in the Technical Annex and therefore are subject to <i>On-Demand</i> service.

Sub-Service	Pre-Conformance Test (preCT)
Description	<p>During the preCT, the National Administration runs the full set of tests as specified in the Conformance test specification, with the support of the ITSM Contractor.</p> <p>Some weeks before the preCT, a co-ordination meeting (SE.8.4.3.1.2.2.6) involving the related National Administration is organised. Minutes of this co-ordination meeting are recorded by the ITSM Contractor.</p> <p>A kick-off meeting (SE.8.4.3.1.2.2.7) with the National Administration launches the activity. Minutes of the kick-off meeting are published on CIRCA (and on the ITSM Portal when preCT relates to ICS/ECS/NCTS).</p> <p>During the preCT with the NA, the ITSM Contractor opens a CT Campaign call for each National Administration and incidents in owITSM for each identified defect that are cross-referenced in the campaign call, for traceability.</p> <p>At the end of the preCT, a closure meeting (SE.8.4.3.1.2.2.8) takes place. Minutes are recorded by the ITSM Contractor. ITSM Contractor writes the preCT report (DLV.8.4.3.1.2.2.1).</p>
Deliverables	Minutes of co-ordination meeting with NA, minutes of preCT kick-off meeting, minutes of preCT closure meeting, DLV.8.4.3.1.2.2.1 (Pre-Conformance test report per NA preCT)

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Sub-Service	Conformance Test (CT)
Service Identifier	SE.8.4.3.1.2.3
Description	<p>During the CT, the National Administration reruns the same full set of tests under the control of ITSM and the QA contractor.</p> <p>A kick-off meeting (SE.8.4.3.1.2.3.1) with the National Administration launches the activity. Minutes of the kick-off meeting are published on CIRCA (and on the ITSM Portal when CT relates to CUSTOMS Business Thread).</p> <p>During the CT with the NA, the ITSM Contractor opens a CT Campaign call for each National Administration and incidents in owITSM for each identified defect that are cross-referenced in the campaign call, for traceability.</p> <p>At the end of the CT, a closure meeting (SE.8.4.3.1.2.3.2) takes place. Minutes are recorded by the ITSM Contractor. ITSM Contractor writes the CT report (DLV.8.4.3.1.2.2.2).</p>
Deliverables	Minutes of co-ordination meeting with NA, minutes of CT kick-off meeting, minutes of CT closure meeting, DLV.8.4.3.1.2.2.2 (Conformance test report per NA CT)

4.7.2.5 Infrastructure

Service	Infrastructure Deployment on Hosted Infrastructure					
Service Identifier	SE.8.6.2.1					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>Each deployment must go through the “Initiation – Planning – Execution (Design, Build, Acceptance test, Roll out, Hand-Over) – Completion” cycle via Change Management. In particular, ITSM Contractor is responsible for the specification, the sizing and the design of the CI to be deployed, based on the requirements provided by DG TAXUD. ITSM Contractor shall also train the team on the deployed CI’s and must also ensure that the team acquires and maintains the necessary knowledge and documentation. ITSM Contractor must also aim at minimising its dependence on external parties to provide technical support. ITSM Contractor must ensure that the CMDB is kept up to date in order to ensure the execution of the deployment process according to expectation.</p> <p>The acceptance of the deployment activities is based on a Site Acceptance report.</p>					

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Service	Infrastructure Deployment on Hosted Infrastructure
Requisite	The ITSM Contractor must receive a description of all the specific expectations, requirements, specifications (which services will be expected, infrastructure requirements, specific requirements, data req., collaboration with developers, with Member States, monitoring, security...) of the new deployments.
Notice Period	For major projects, the description of the requirements should be made available at least 3 months in advance. Should modifications in the Infrastructure require hardware ordering, a minimal notice period of 6 months is expected.
Deliverables	DLV.8.6.2.3 (Deployment SAT reports, reference to applicable documents), updated CMDB.

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4.7.2.6 COTS

Service	Deployment of COTS ICT CI's in the Hosted Infrastructure					
Service Identifier	SE.8.6.2.1.1					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>Deployment of COTS ICT CI's (HW & SW products, telecom services) in the ICT Hosted Infrastructure.</p> <p>The ITSM Contractor will also maintain:</p> <ul style="list-style-type: none"> • the CMDB; • a detailed asset inventory of all COTS ICT CI's (HW, SW, Telecom services), including those taken over and/or delivered by DG TAXUD IT, with item identification, location, price, date of delivery, start & end date of maintenance & support. It also includes the registration of the ICT CI's decommissioned by DG TAXUD IT. <p>The ITSM Contractor must deliver to DG TAXUD/R5/CPT with a delivery notice for each COTS ICT CI's (HW & SW products, telecom services) required for the execution of the contract, except for the CI's that DG TAXUD/R5/CPT decides to make available free of charge to the ITSM Contractor.</p> <p>The ITSM Contractor carries out a Site Acceptance Test (SAT) of the COTS, resulting in a SAT Report (DLV.8.6.2.3).</p>					
Requisite	<p>DG TAXUD/R5/CPT must notify ITSM Contractor if the version of COTS planned to be deployed deviate from the standard version.</p> <p>DG TAXUD/R5/CPT strives to restrict variation in versions of COTS to the minimum by developing, reviewing and distributing the DG TAXUD/R5/CPT and ITSM Contractor's Standards. Ideally, this is done by including the ITSM Contractor in the review cycle of specifications and requirements collection of new developments.</p>					
Deliverables	<p>DLV.8.6.2.1.2 (COTS deployment SAT reports, including SAT Test cases, reference to applicable documents, including delivery notice), delivery notice, DLV.8.6.2.1.7 (Hosted COTS ICT products provided by the contractor, delivered and installed), updated CMDB.</p> <p>DLV.8.6.2.3 (Deployment SAT reports, reference to applicable documents)</p>					

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Service	Deployment of COTS ICT CI's in ICT hosted by DIGIT					
Service Identifier	SE.8.6.2.1.9					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>Deployment of COTS ICT CI's (HW & SW products, telecom services) in the ICT hosted by DIGIT.</p> <p>The ITSM Contractor must deliver to DG TAXUD/R5/CPT with a delivery notice for each COTS ICT CI's (HW & SW products, telecom services) deployed by the ITSM Contractor in the ICT hosted by DIGIT.</p> <p>The ITSM Contractor carries out a Site Acceptance Test (SAT) of the COTS, resulting in a SAT Report.</p>					
Notice Period	RfE must be issued a minimum of 2 weeks in advance (ideally 1 month).					
Deliverables	delivery notice					

4.7.2.7 Implementations

Service	Implementation and deployment of the IT service continuity plan for the Commission IT Services					
Service Identifier	SE.8.2.3.1.3					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>On request of DG TAXUD/R5/CPT, the ITSM Contractor will implement and deploy the IT service Continuity plan for DG TAXUD IT services.</p> <p>This service is requested via RfS and is subject to the availability of an IT service continuity plan.</p>					
Notice Period	1 month in advance					
Deliverable	None					

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Service	Implementation and deployment of the IT service continuity plan for the trans-European IT Services					
Service Identifier	SE.8.2.3.2.3					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>On request of DG TAXUD/R5/CPT, the ITSM Contractor will proceed with the deployment of the IT service Continuity plan for the trans-European IT services - The plans must achieve the most appropriate balance between prevention and recovery measures in regard to the risks perceived. It will contain a Disaster Recovery Plan. It must be in line with the Terms of Collaboration when available;</p> <p>This service is requested via RfS and is subject to the availability of an IT service continuity plan.</p>					
Notice Period	<p>1 month in advance.</p> <p>The planning has to be agreed, beforehand, with DG TAXUD/R5/CPT.</p>					
Deliverable	None					

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4.7.3 Testing

4.7.3.1 Continuity Plan

Service	Testing of the IT service continuity plan for the Commission IT Services					
Service Identifier	SE.8.2.3.1.4					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>The ITSM Contractor must produce, maintain, implement and regularly test (at least yearly) the IT Service Continuity plan covering DG TAXUD IT Services. This activity also includes preparations and management of the testing activities;</p> <p>This activity must be carried out at least once a year but must be triggered by DG TAXUD/R5/CPT, via RfA.</p>					
Notice Period	The planning has to be agreed, beforehand, with DG TAXUD/R5/CPT.					
Deliverable	DLV.8.2.3.1.4.1 (Test plan), DLV.8.2.3.1.4.2 (Test report)					

Service	Testing of the IT service continuity plan for the trans-European IT Services					
Service Identifier	SE.8.2.3.2.4					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>The ITSM Contractor must produce, maintain, implement and regularly test (at least yearly) the IT Service Continuity plan covering the trans-European IT Services. This activity also includes preparations and management of the testing activities.</p> <p>This activity must be carried out at least once a year but must be triggered by DG TAXUD/R5/CPT, via RfS.</p>					
Notice Period	<p>The order must mention a number of man-day of Pdepl profile.</p> <p>The planning has to be agreed, beforehand, with DG TAXUD/R5/CPT.</p>					
Deliverable	DLV.8.2.3.1.4.2 (Plan, test plan), DLV.8.2.3.2.4.2 (Test report)					

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4.7.4 Training - Workshop - Demonstration

4.7.4.1 Training – Workshop

Please note that during the “*ordering*” of this activity, the RfS must list the sub-services the ITSM Contractor will be requested to perform, depending on the needs. A RfS linked to a training/workshop will mention the need for:

- The administrative work ([SE.8.3.2.5.1](#));
- The attendance ([SE.8.3.2.5.6](#));
- The performance ([SE.8.3.2.5.5](#));
- The preparation of the material ([SE.8.3.2.5.1](#));
- The hosting ([SE.8.3.2.5.7](#)).

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Service	Training/workshop					
Service Identifier	SE.8.3.2.5.2					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>The ITSM Contractor is requested to:</p> <ul style="list-style-type: none"> • Produce: <ul style="list-style-type: none"> ○ The agenda (DLV.8.3.2.5.2); ○ The Briefing (DLV.8.3.2.5.3); ○ The Evaluation and Report (DLV.8.3.2.5.4); ○ Copies of training/workshop material and distribute them to all participants; • Confirm the items presented and discussed in the workshop with DG TAXUD/R5/CPT; • Distribute and collect evaluation forms to/from the participants and annex the consolidated results of the evaluation to the Evaluation Report (DLV.8.3.2.5.4). 					
Requisite	Training environment must be ready. If not the case, a separate deployment cycle must be ordered for the deployment of the training system.					
Notice Period	The ordering of SE.8.3.2.5.2 must be done 3 months before the training/workshop is to take place, or mutually agreed. This is due to the delivery constraint on DLV.8.3.2.5.2 (SfR date: 20wdays BEFORE Start of SE.8.3.2.5.2)					
Service Consumer Responsibilities	<p>DG TAXUD/R5/CPT must ensure the correct number of participants is communicated to the ITSM Contractor as well as the specifics for infrastructure requirements. . DG TAXUD must also provide the list of participants.</p> <p><u>Disclaimer:</u></p> <p>The ITSM Contractor does not manage:</p> <ul style="list-style-type: none"> • the registration of participants to the trainings; • support for hotel and travel arrangements. 					
Dependency	SE.8.3.2.5.5 and potentially SE.8.3.2.5.1					
Deliverables	DLV.8.3.2.5.2 (Training/workshop - Agenda), DLV.8.3.2.5.3 (Training/workshop - Briefing), DLV.8.3.2.5.4 (Training/workshop - Evaluation and report)					

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Service	Training/workshop – Preparation Material					
Service Identifier	SE.8.3.2.5.1					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>ITSM Contractor will provide training/workshops material on request of DG TAXUD IT.</p> <p>DG TAXUD IT may request the training/workshops to be held in English, French or German.</p>					
Requisite	<p>Application training material is available that provides up-to-date information on the version of the application that is the subject of the training:</p> <ul style="list-style-type: none"> • The principle of operations of the application; • The functional purpose of each screen and its fields, with screenshots; • The description of the use cases for all the user functional roles; • A reference section describing the business logic behind application screen, fields, and user transactions. 					
Notice Period	The ordering of SE.8.3.2.3.4 must be done at least 3 months before the training/workshop is to take place, or mutually agreed.					
Cancellation Constraint	Notice period of 3 weeks before the training start date. If cancellation occurs before the notice period, no charge will be applied unless training material has already been delivered, otherwise the quantity will be charged.					
Dependency	SE.8.3.2.5.2 and potentially SE.8.3.2.5.5					
Deliverables	DLV.8.3.2.5.1 (Training/workshop - Preparation material)					

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Service	Training/workshop - Performance					
Service Identifier	SE.8.3.2.5.5					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>ITSM Contractor will provide training/workshops on request of DG TAXUD IT.</p> <p>DG TAXUD IT may request the training/workshops to be held in English, French or German.</p>					
Service Consumer Responsibilities	DG TAXUD IT must ensure the correct number of participants is communicated to the ITSM Contractor.					
Notice Period	The ordering of SE.8.3.2.5.5 must be done at least 3 months before the training/workshop is to take place.					
Dependency	SE.8.3.2.5.2 and potentially SE.8.3.2.5.1					
Cancellation Constraint	Notice period of 3 weeks before the training start date. If cancellation occurs before the notice period, no charge will be applied, otherwise the quantity will be charged.					
Deliverables	None					

Service	Training / Workshop -- Attendance					
Service Identifier	SE.8.3.2.5.6					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	This service relates to a passive attendance of the ITSM Contractor to a training or workshop.					
Notice Period	The ordering of SE.8.3.2.5.6 must be done via RfS at least 3 months before the training/workshop is to take place, otherwise mutually agreed.					
Deliverables	None					

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Service	Training/Workshop – Hosting Facilities and Infrastructure					
Service Identifier	SE.8.3.2.5.7					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>The ITSM Contractor will, if requested to, provide Hosting Facilities and infrastructure for the training/workshop.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Meeting room at the ITSM Contractor’s premises (up to 40 persons); • Training rooms (up to 40 persons); • PC’s (minimum one per two participants); • Beamer. 					
Service Consumer Responsibilities	DG TAXUD must ensure the correct number of participants is communicated to the ITSM Contractor as well as the specifics for infrastructure requirements.					
Notice Period	The ordering of SE.8.3.2.5.7 must be done at least 3 months in advance before the training/workshop is to take place.					
Cancellation Constraint	Notice period of 3 weeks before the training start date. If cancellation occurs before the notice period, no charge will be applied, otherwise the quantity will be charged.					
Deliverable	No deliverable.					

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4.7.4.2 Demonstration

Please note that during the “*ordering*” of this activity, the RfS must list the sub-services the ITSM Contractor will be requested to perform, depending on the needs. A RfS linked to a demonstration will mention the need for:

- The administrative work ([SE.8.3.3.1](#));
- The attendance ([SE.8.3.3.5](#));
- The performance ([SE.8.3.3.4](#)).

Service	Demonstration					
Service Identifier	SE.8.3.3.1					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>The ITSM Contractor is requested to:</p> <ul style="list-style-type: none"> • Produce: <ul style="list-style-type: none"> ○ The agenda (DLV.8.3.3.1); ○ The Briefing (DLV.8.3.3.2); ○ The Evaluation and Report (DLV.8.3.3.3); ○ Copies of demonstration material and distribute them to all participants; • Confirm the items that were demonstrated with the Commission; • Distribute and collect evaluation forms to/from the participants and annex the consolidated results of the evaluation to the Evaluation Report (DLV.8.3.3.3). 					
Requisite	The demonstration environment must be ready. If not the case, a separate deployment cycle must be ordered for the deployment of the demonstration system.					
Notice Period	The ordering of SE.8.3.3.1 must be done 25 w-days before the demonstration is to take place, or mutually agreed. This is due to the delivery constraint on DLV.8.3.3.1 (SfR date: 20wdays BEFORE Start of SE.8.3.3.1)					
Dependency	SE.8.3.3.4					
Deliverables	DLV.8.3.3.1 (Demonstration - Agenda), DLV.8.3.3.2 (Demonstration - Briefing), DLV.8.3.3.3 (Demonstration - Evaluation and Report)					

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Service	Demonstration -- Attendance					
Service Identifier	SE.8.3.3.5					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	This service relates to a passive attendance of the ITSM Contractor to a demonstration.					
Notice Period	The ordering of SE.8.3.3.5 must be done at least 3 weeks before the demonstration is to take place, otherwise mutually agreed.					
Deliverables	None					

Service	Demonstration - Performance					
Service Identifier	SE.8.3.3.4					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>ITSM Contractor is requested to perform a demonstration to any party invited by DG TAXUD IT (from 1 to several 100 participants).</p> <p>In order to fulfil this Service Request, the ITSM Contractor has to:</p> <ul style="list-style-type: none"> • Prepare the demonstration: <ul style="list-style-type: none"> ○ Define and specify of the demo scripts and scenarios, ○ If needed, proceed with ad-hoc configuration; ○ Do some rehearsal; ○ Deploy the infrastructure, applications and other items on the site of the demonstration. • Perform; • Remove the demonstration setting from the demonstration site. <p>DG TAXUD IT may request the training/workshops to be held in English, French or German.</p>					
Notice Period	The ordering of SE.8.3.3.4 must be done at least 3 weeks before the demonstration is to take place, or mutually agreed.					
Dependency	SE.8.3.3.1 , SE.8.3.3.5 and potentially SE.8.3.3.6					
Deliverables	None					

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Service	Demonstration – Hosting Facilities and Infrastructure					
Service Identifier	SE.8.3.3.6					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>The ITSM Contractor will, if requested to, provide Hosting Facilities and infrastructure for the demonstration.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Meeting room at the ITSM Contractor’s premises (up to 40 persons); • Training rooms; • PC’s (minimum one per two participants); • Beamer. 					
Requisite	DG TAXUD must ensure the correct number of participants is communicated to the ITSM Contractor as well as the specifics for infrastructure requirements.					
Notice Period	The ordering of SE.8.3.3.6 must be done at least 3 weeks in advance before the training/workshop is to take place, or mutually agreed.					
Deliverable	No deliverable.					

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4.7.5 Support

4.7.5.1 Translations

Service	Translation from one source language to two other languages, amongst DE, EN, FR					
Service Identifier	SE.8.1.1.1					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>Translation from one source language to one or two other languages, amongst DE, FR and EN.</p> <p>For EN it is the British English language and spelling (not US).</p> <p>Planning for the delivery of translations to be mutually agreed between DG TAXUD/R5/CPT and the ITSM Contractor</p>					
Deliverable	DLV.8.1.1.1 (Translation from one source language to two other languages, amongst DE, EN and FR)					
Comments	Please note that this service is not foreseen under Specific Contract 08. Therefore is subject to RfA.					

4.7.5.2 Remote – Ad-hoc

Service	Remote Support			
Service Identifier	SE.8.1.2.3			
Ordering mechanism	RfA	-	RfS	YES
Service Description	<p>The technical support under Application Management and ICT IM processes must provide remote technical support in reply to requests from the users of the ITSM Service Desk. Remote technical support aims at providing remote support to National Administrations and other remote registered users for:</p> <ul style="list-style-type: none"> • Fixing problems with their infrastructure and applications in place; • Setting up and operating their applications in accordance to DG TAXUD' guidelines and specifications. 			
Notice Period	5 w-days in advance			
Deliverables	None			

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Sub-Service	On-site Technical Support					
Service Identifier	SE.8.1.2.4					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Provider Responsibilities	<p>The ITSM Contractor provides on-site technical support to the NAs or any 3rd party designated by DG TAXUD/R5/CPT. The on-site technical support covers, but is not limited to:</p> <ul style="list-style-type: none"> • Set up test and operation environment; • Integrate applications developed by DG TAXUD/R5/CPT in the environment of the NA or the 3rd party; • Provide assistance to the NAs in getting their local applications connected on CCN and with other IT services available in the trans-European Systems; • Deliver ad hoc training; • Deliver technical advice; • Diagnose and address technical issues. <p>This activity must be closely co-ordinated with the Technical Support process under Application Management and ICT IM as it will call for the same expertise and knowledge.</p> <p>This service covers the following activities:</p> <ul style="list-style-type: none"> • Agenda (DLV.8.1.2.4.1) <p style="padding-left: 40px;">If required by the RfA, an agenda of the technical support must be defined by ITSM Contractor and agreed by relevant parties before going on-site;</p> <ul style="list-style-type: none"> • Mission material (DLV.8.1.2.4.2) <p style="padding-left: 40px;">If required by the RfA, material necessary for the mission will be produced by ITSM Contractor and distributed beforehand;</p> <ul style="list-style-type: none"> • Performance <p style="padding-left: 40px;">This represents the technical support given on-site by ITSM Contractor;</p> <ul style="list-style-type: none"> • Mission report (DLV.8.1.2.4.3) <p style="padding-left: 40px;">If required by the RfA, a mission report will be produced by ITSM Contractor and distributed to relevant parties.</p> <p>A RfA has to be issued by DG TAXUD/R5/CPT. The RfA will mention the various constraints linked to the deliverables.</p>					

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Sub-Service	On-site Technical Support
Notice Period	RfA to be issued at least 2 weeks before the execution of the service
Delivery	DLV.8.1.2.4.1 (Agenda), DLV.8.1.2.4.2 (Preparation of the on-site support material), DLV.8.1.2.4.3 (Mission report)

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Service	Ad-hoc Support					
Service Identifier	SE.8.1.2.5					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>The technical support under Application Management and ICT IM processes must provide the necessary delivery/service, only at the request of DG TAXUD IT or after the approval of DG TAXUD/R5/CPT.</p> <p>This activity aims at delivering ad-hoc support to NAs in accordance with DG TAXUD and/or NAs request. Ad-hoc requests (or missions) can include the following:</p> <ul style="list-style-type: none"> • Set up test and operation environment of an NA; • Integrate applications developed by DG TAXUD in the environment of the NA or a 3rd party; • Provide assistance to the NAs in getting their local applications connected on CCN and with other IT services available in the trans-European systems; • Delivery of ad hoc training; • Delivery of technical advice; • Diagnosis and resolution technical issues; <p>Extraction of data from NAs applications.</p> <p>The requested support details must be clearly mentioned in the Request for Service and in particular the number of man-days and the type of profile.</p> <p>A planning will be drafted by ITSM Contractor and sent for agreement by DG TAXUD/R5/CPT, before providing the support.</p>					
Notice Period	10 w-days in advance					
Deliverables	None					
Comments	The difference between SE.8.1.2.4 and SE.8.1.2.5 resides in the location of the given support.					

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Service	ITIL Support to the Commission and the NAs					
Service Identifier	SE.8.7.2.1					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	-	RfS	YES		
Service Provider Responsibilities	ITSM Contractor is responsible to provide, on request of DG TAXUD/R5/CPT, technical support to DG TAXUD IT and the NAs to adjust to ITIL, ISO17.799:2005, ISO 27.001:2005, ISO 20.000:2005.					
Notice Period	At least 5 w-days in advance. The planning has to be agreed, beforehand, with DG TAXUD/R5/CPT.					
Deliverables	None					

4.7.5.3 Advice – Recommendations

Service	Advice regarding OLAs content					
Service Identifier	SE.8.2.1.3					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	On request of DG TAXUD/R5/CPT, the ITSM Contractor will advise DG TAXUD IT regarding the content of the OLA between DG TAXUD and its suppliers, through written proposals.					
Deliverables	DLV.8.2.1.3.1 (Advice regarding OLAs content)					

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Service	Advice regarding the ITSCM arrangements in the OLAs with 3 rd parties					
Service Identifier	SE.8.2.3.3					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	-	RfS	YES		
Service Description	On request of DG TAXUD/R5/CPT, the ITSM Contractor will advise regarding the ITSCM arrangements in the OLAs with 3 rd parties - ensure adequate sections describe the commitment and production of necessary ITSCM and Disaster Recovery plans. These plans must also be “compatible” with the plans produced by ITSM Contractor so that all services are covered end-to-end.					
Deliverable	DLV.8.2.3.3.1 (Advice regarding the ITSCM arrangements in the OLAs with 3rd parties)					

Service	Recommendations to the NAs					
Service Identifier	SE.8.3.5.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>Create and maintain recommendations to the NAs, addressing all taken over business threads and ITSM thread, including review cycle with the NAs. The recommendations are based upon the “standards” created/maintained centrally within DG TAXUD e.g. ITIL based processes, how to set up a National Help Desk, document templates etc.</p> <p>The ITSM Contractor could be requested to produce and maintain recommendations for services catalogues, associated SLAs and OLAs, ITSM processes, Capacity/ Availability/ Continuity/ Security plans for the NAs in the national and external domains.</p> <p>Evolutionary maintenance of an initial version of the DLV.8.3.5.2.1 can be requested by DG TAXUD/R5/CPT, through RfA.</p>					
Notice Period	The planning has to be agreed, beforehand, with DG TAXUD/R5/CPT.					
Deliverables	DLV.8.3.5.2.1 (Recommendations to the NAs, addressing all taken over business threads and ITSM thread, including review cycle with the NAs)					

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4.7.5.4 Technical Review

Service	Technical Review Reports of artefacts submitted for review, containing the list of review comments					
Service Identifier	SE.8.4.2.2.1					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>Review the technical compliance/fitness for purpose/efficiency/effectiveness of the artefacts produced by the system/application development against the IT Service Management architecture.</p> <p>ITSM Contractor must:</p> <ul style="list-style-type: none"> • Alarm DG TAXUD IT in case of severe defects in the technical conformance of the artefact under review; • List and log of all comments related to an artefact under review with recommendation to the author to address the comment made and send them in time to DG TAXUD IT or to a 3rd party nominated by it;. <p>The ITSM Contractor will produce, per reviewed document:</p> <ul style="list-style-type: none"> • Document Review Report (DLV.8.4.2.2.1); 					
Deliverable	DLV.8.4.2.2.1 (Technical review reports of artefacts submitted for review, containing the list of review comments)					

Service	Attendance at review meetings to clarify Technical Documents review comments issued					
Service Identifier	SE.8.4.2.2.2					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	These meetings are aimed at clarifying the comments that were raised during the review process of a Technical Document (see SE.8.4.2.2.1). These meetings are organised with all reviewers that took part of the review process, and the document's authors.					
Dependency	SE.8.4.2.2.1					
Notice Period	2 w-days in advance					
Deliverables	None					

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4.7.5.5 Service Management

Service	Web Mastering the Web environment for the supported Business Threads					
Service Identifier	SE.8.1.1.2					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>The ITSM Contractor has to:</p> <ul style="list-style-type: none"> • coordinate the collection of artefacts subject to publishing; • process the layout, if necessary, prior to upload for dissemination; • upload the artefact in the appropriate web portal so that authorized users can access it. <p>Artefacts may be (but not limited to):</p> <ul style="list-style-type: none"> • documents; • bespoke applications; • a demonstration; • a report; • conference call minutes; • conformance test planning/logs/minutes; • ad-hoc meeting minutes; • FAQ; • Configuration baseline for systems in National Administrations; • service baseline; • planned upgrades; • business/monitoring statistics; • unavailability's of NAs; • technical notes in the context of a remote support to National Administrations; • access to other services. <p>The ITSM Contractor has to “web master” several web environments in parallel:</p> <ul style="list-style-type: none"> • some bespoke legacy; • some new ones developed by the ITSM Contractor; • some being hosted in the CIRCA environment of the 					

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Service	Web Mastering the Web environment for the supported Business Threads
	Commission. Such requests for Service are registered with priority “Medium”. From ordering the publishing is attempted to take place within 1 w-day.
Notice Period	1 w-day in advance

Service	Move of phased-out hosted ICT infrastructure back to the Commission					
Service Identifier	SE.8.6.2.1.8					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>All HW owned by DG TAXUD is phased out following internal Commission rules (4 years for PC’s and 5 years for servers, default rule). ITSM Contractor will return the phased-out HW to DG TAXUD.</p> <p>The ITSM Contractor is responsible for tracking the CI’s that come to phase out and issue a list to the DG TAXUD/R5/ISD. DG TAXUD/R5/ISD will then agree upon the list and will request their move via RfA.</p> <p>For each phased-out hosted ICT infrastructure, the ITSM Contractor will have to deliver a “<i>certificate for destruction of the hardware</i>”.</p> <p>The asset inventory will be amended accordingly.</p>					
Notice Period	10 w-days in advance					
Deliverable	None, the asset inventory has to be updated.					

Service	“7 days” time coverage (7.00-20.00, 7 days/week, 365days/year) (Extension from basic time coverage to “7 days” time coverage) for availability and security incidents					
Service Identifier	SE.8.8.1					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	This requires operating the necessary sub-processes which are involved in ITSM Service Desk, monitoring the IT service availability & security, servicing availability & security incidents and related problems, providing the required					

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Service	<p>“7 days” time coverage (7.00-20.00, 7 days/week, 365days/year) (Extension from basic time coverage to “7 days” time coverage) for availability and security incidents</p>
	<p>technical support for unavailability resolution, providing the system/application/infrastructure operation service to restore service when applicable.</p> <p>Upon a request from the DG TAXUD/R5/CPT, the ITSM Contractor has to be capable of extending the time coverage for the provision of selected IT management services for one or more of the Business Threads..</p>
Notice Period	RfA required. RfE to be issued by DG TAXUD/R5/CPT at least one month before the service is expected to be rendered.
Activation	Trigger to launch the activity must be sent by DG TAXUD/Q4/CPT to the ITSM Service Desk, minimum one working week before the requested delivery date, provided that an RfA already exists, covering this extension of service.
Deliverable	None

Service	<p>“24 hr” time coverage (24 hrs/day, 7 days/week, 365 days/year) (Extension from “7 days” time coverage to “24 hr” time coverage) for availability and security incidents</p>					
Service Identifier	SE.8.8.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>It is the responsibility of ITSM Contractor to provide at the request of DG TAXUD/R5/CPT ad hoc services outside the working hours (7:00 to 20:00 (Brussels time), 5 w-days per week (Monday to Friday, except 25.12 & 01.01)): perform an activity, such as a test or deployment. The activities are to be performed on request of DG TAXUD/R5/CPT according to an agreed scope and time schedule.</p> <p>Upon a request from DG TAXUD/R5/CPT, the ITSM Contractor has to be capable of extending the time coverage for the provision of selected IT management services for one or more of the Business Threads.</p> <p>These Service Requests must be sent to the ITSM Service Desk minimum one working week before the requested delivery date provided that an RfA already exists, covering this extension of service.</p>					
Notice Period	RfE must be issued by DG TAXUD/R5/CPT at least three months in advance.					
Deliverable	None					

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4.7.5.6 Co-ordination Mission

Service	Coordination Mission					
Service Identifier	SE.8.3.2.4.5					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	YES
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>The ITSM Contractor will:</p> <ul style="list-style-type: none"> • Provide expertise in the areas of: <ul style="list-style-type: none"> ○ Planning; ○ Service co-ordination; ○ Terms of Collaboration. • Present the status of the collaboration with the visited organisation; • Address the technical questions raised; • Ensure the follow-up of any actions which fall under the responsibility of the ITSM Contractor. <p>The ITSM Contractor will perform the following activities:</p> <ul style="list-style-type: none"> • Produce the Agenda (DLV.8.3.2.4.2); • Produce the Briefing (DLV.8.3.2.4.3); • Produce the Material (DLV.8.3.2.4.1); • Perform the mission; • Write the Report and Evaluation (DLV.8.3.2.4.4) that will be submitted for review and approval of the visited party. 					
Notice Period	The ordering of SE.8.3.2.4.5 must be done via RfA 20 w-days before the mission is to take place. This is due to the delivery constraint on DLV.8.3.2.4.1 , DLV.8.3.2.4.2 and DLV.8.3.2.4.3					
Deliverables	DLV.8.3.2.4.1 (Co-ordination Mission – Preparation of material), DLV.8.3.2.4.2 (Co-ordination Mission - Agenda), DLV.8.3.2.4.3 (Co-ordination Mission- Briefing), DLV.8.3.2.4.4 (Co-ordination Mission – Report and evaluation)					

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4.7.6 Specifications – Studies - Analysis

4.7.6.1 ITSM Tools

Service	Specification deliverables					
Service Identifier	SE.7.1					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>On request of the DG TAXUD/R5/CPT, via RfA, the ITSM Contractor will be requested to produce specification deliverables linked to ITSM Tools. These specification deliverables can be:</p> <ul style="list-style-type: none"> • Feasibility Study (DLV.7.1.1); • Business Process Model (DLV.7.1.2); • System Requirement Definition (functional, non functional/usability) (DLV.7.1.3); • Functional Specification (DLV.7.1.4); • Technical Specification (DLV.7.1.5); • Acceptance Testing Specification (DLV.7.1.6). <p>The exhaustive list of requested deliverables (as well as their precise scope) is to be clearly mentioned in the RfA.</p>					
Notice Period	The planning has to be agreed, beforehand, with DG TAXUD/R5/CPT.					
Deliverables	DLV.7.1.1 (Feasibility Studies), DLV.7.1.2 (Business processes model), DLV.7.1.3 (System Requirement Definition (functional, non functional/usability) (SRD)), DLV.7.1.4 (Functional Specifications (FS)), DLV.7.1.5 (Technical Specifications (TS)), DLV.7.1.6 (Acceptance Test Specification (ATS))					

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Service	Deliverables related to Design, Build and Deployment					
Service Identifier	SE.7.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>On request of the DG TAXUD/R5/CPT, via RfA, the ITSM Contractor will be requested to produce deliverables related to design, build, deployment, linked to ITSM Tools. These specification are:</p> <ul style="list-style-type: none"> • Design documentation, including the System Requirement Overview (DLV.7.2.1); • Detailed design, including the interface specification with other applications (DLV.7.2.2); • Test plan, test cases, test data, test configuration specification (DLV.7.2.3); • Infrastructure requirements (DLV.7.2.4); • Documented source code and associated documentation and quality metrics (DLV.7.2.5); • Support documentation and training material addressing infrastructure requirements, installation procedures, user and service provision manual (DLV.7.2.6); • The FAT report and FAT'ed version, submitted for preSAT (DLV.7.2.7); • Training deployment, operation and technical support on the application to be deployed (DLV.7.2.8); • Problem fixes during the preSAT (DLV.7.2.9); • Application and documentation submitted for SAT (DLV.7.2.10). <p>The exhaustive list of requested deliverables (as well as their precise scope) is to be clearly mentioned in the RfA.</p>					
Deliverables	<p>DLV.7.2.1 (Design documentation, including the System Requirement Overview), DLV.7.2.2 (Detailed design, including the interface specification with other applications), DLV.7.2.3 (Test plan, test cases, test data, test configuration specification), DLV.7.2.4 (Infrastructure requirement), DLV.7.2.5 (Documented source code and associated documentation and quality metrics), DLV.7.2.6 (Support documentation and training material addressing infrastructure requirements, installation procedures,</p>					

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Service	Deliverables related to Design, Build and Deployment
	user and service provision manual), DLV.7.2.7 (The FAT report and FAT'ed version, submitted for preSAT), DLV.7.2.8 (Training deployment, operation and technical support on the application to be deployed), DLV.7.2.9 (Problem fixes during preSAT), DLV.7.2.10 (Application & documentation submitted for SAT)

Service	Corrective maintenance of all artefacts delivered under SE.7.1 and/or SE.7.2
Service Identifier	SE.7.3
Service Description	Triggered by the Service Support process, during the guarantee period, the ITSM Contractor has to undertake the corrective maintenance of artefacts, delivered under SE.7.1 and/or SE.7.2 .
Deliverables	None

Service	Corrective maintenance of all artefacts delivered under SE.7.1 and/or SE.7.2 , after guarantee period					
Service Identifier	SE.7.3					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	Once the guarantee period on artefacts delivered under SE.7.1 / SE.7.2 has expired, DG TAXUD/R5/CPT will have to issue a RfA for the maintenance of these artefacts. After reception of the RfA, the ITSM Contractor will undertake the corrective maintenance of these artefacts, as described in the RfA.					
Deliverables	None					

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4.7.6.2 ICT Infrastructure

Service	Feasibility Studies and Statement of Requirements					
Service Identifier	SE.8.6.1.4					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>DG TAXUD/R5/ISD might request the ITSM Contractor to conduct feasibility studies (including SWOT) as well as statement of requirements for the ICT solutions, related to the ICT Infrastructure area.</p> <p>Requests will be raised via RfE/RfA.</p>					
Notice Period	The planning has to be agreed, beforehand, with DG TAXUD/R5/ISD & CPT.					
Deliverable	DLV.8.6.1.4 (Feasibility studies & Statements of requirements)					

Service	Others as needed					
Service Identifier	SE.8.6.1.5					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	<p>DG TAXUD/R5/ISD might request the ITSM Contractor to conduct other types of analysis related to the ICT Infrastructure area.</p> <p>Requests will be raised via RfE/RfA.</p>					
Notice Period	The planning has to be agreed, beforehand, with DG TAXUD/R5/ISD & CPT.					
Deliverable	DLV.8.6.1.5 (Others as needed)					

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4.7.6.3 Business Analysis

Service	Ad-hoc Business Analysis and Reporting					
Service Identifier	SE.8.3.1.1.4					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	YES	RfS	-		
Service Description	ITSM Contractor will provide ad-hoc business analysis and reporting upon request of DG TAXUD/R5/CPT, covering the terms of the RfA.					
Notice Period	RfE must be issued by DG TAXUD/R5/CPT at least one month in advance (or mutually agreed) should the analysis had to cover one month of reporting. The planning has to be agreed, beforehand, with DG TAXUD/R5/CPT.					
Deliverable	DLV.8.3.1.1.4 (Ad hoc business analysis and reporting)					

Service	Progress and Status reporting					
Service Identifier	SE.8.3.4.2					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>On request of DG TAXUD IT, the ITSM Contractor will produce Progress and Status reports for:</p> <ul style="list-style-type: none"> • SMM (SE.8.3.2.3.4); • Meetings with the NAs (SE.8.3.2.1); • Or any other events at the request of DG TAXUD IT. <p>These reports will address specific business thread, or a customer/user community within a business thread, plus the common elements with other business threads which are applicable to the targeted audience of the report.</p>					
Notice Period	5 w-days in advance					
Deliverables	None					

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4.7.7 Meetings

4.7.7.1 Conference Calls

Service	Organise, facilitate and minute conference calls/virtual meetings					
Service Identifier	SE.8.1.2.2					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>Conference calls can be requested by DG TAXUD IT or the NAs, minimum 24 hours before the meeting is planned to take place.</p> <p>The ITSM Contractor will organise and facilitate the event.</p> <p>If requested in the request, ITSM Contractor can produce the agenda of the meeting (DLV.8.1.2.2.1) that will be distributed by email.</p> <p>After the meeting and if requested in the RfS, ITSM Contractor will produce the minutes (DLV.8.1.2.2.2) and distribute them by email.</p> <p>No review cycle is foreseen for the here above mentioned deliverables.</p>					
Notice Period	1 w-day in advance					
Deliverables	(If requested) DLV.8.1.2.2.1 (Agenda of conference calls/virtual meetings), DLV.8.1.2.2.2 (Minutes of conference calls/virtual meetings)					

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4.7.7.2 CAB Meetings

Service	Manage CAB Meeting					
Service Identifier	SE.8.1.5.2					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>When necessary a CAB meeting will be invoked to discuss changes related topics.</p> <p>The ITSM Contractor will produce:</p> <ul style="list-style-type: none"> • Briefing (DLV.8.1.5.2.1); • Agenda (DLV.8.1.5.2.2); • Minutes (DLV.8.1.5.2.3). 					
Notice Period	10 w-days in advance					
Deliverables	DLV.8.1.5.2.1 (CAB - Briefing), DLV.8.1.5.2.2 (CAB - Agenda), DLV.8.1.5.2.3 (CAB - Minutes)					

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4.7.7.3 Working Group Meetings

Service	National Administrations Working Group Meetings and their related sub-groups					
Service Identifier	SE.8.3.2.1 (SE.8.3.2.1.7, SE.8.3.2.1.6)					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>The ITSM Contractor is requested by DG TAXUD IT to contribute to a Working Group Meeting (ECG, ECWP, SCIT). Attention must be paid on the different Service Requests to invoke, depending on the activities the ITSM Contractor has to carry out:</p> <ul style="list-style-type: none"> • SE.8.3.2.1 This service covers all administrative activities linked to a Working Group Meeting: <ul style="list-style-type: none"> ○ Drafting the Agenda (DLV.8.3.2.1.1); ○ Writing the Briefing (DLV.8.3.2.1.2); ○ Provision of the Summary Record, including the list of actions and agreements (DLV.8.3.2.1.3); ○ Writing of the Minutes (DLV.8.3.2.1.4); ○ (optional) Preparation of the Material (DLV.8.3.2.1.5); <p>The ITSM Contractor proposes all these deliverables to DG TAXUD IT, through review cycle. However, it is DG TAXUD IT's responsibility to disseminate this information to the National Administrations. The ITSM Contractor could be requested to dispatch this information, via SE.8.1.1.2.</p> <ul style="list-style-type: none"> • SE.8.3.2.1.7 This service covers the passive attendance of the ITSM Contractor to the Working Group Meeting; • SE.8.3.2.1.6 This service covers the performance of the ITSM Contractor. <p>Therefore, it is essential to order the correct services, depending on the activity the ITSM Contractor will have to perform and it is natural to order both SE.8.3.2.1 and SE.8.3.2.1.7.</p> <p>In case the ITSM Contractor would have to actively participate to the meeting (e.g. answer to questions raised by NAs and/or</p>					

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Service	National Administrations Working Group Meetings and their related sub-groups
	DG TAXUD IT, do some presentation), it is necessary to order the service SE.8.3.2.1.6 .
Requisite	ITSM has access to the audio recording of the Working Group Meeting.
Notice Period	The ordering of SE.8.3.2.1 must be done 25 w-days before the Working Group Meeting is to take place. This is due to the delivery constraint on DLV.8.3.2.1.1
Deliverables	DLV.8.3.2.1.1 (Working group meeting - Draft agenda), DLV.8.3.2.1.2 (Working group meeting - Briefing), DLV.8.3.2.1.3 (Working group meeting - Summary Record including list of actions & agreements), DLV.8.3.2.1.4 (Working group meeting - Minutes), (optional) DLV.8.3.2.1.5 (Working group meeting – Preparation of material)

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4.7.7.4 SMM

Service	Service Monthly Meetings (SMM)					
Service Identifier	SE.8.3.2.3.4					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>These meetings are called by DG TAXUD IT on a monthly basis for each Business Thread (e-Customs: TMM, Excise: EMM, Taxation: MCM) to ensure periodic synchronisation amongst all involved contractors and DG TAXUD IT.</p> <p>In addition, DG TAXUD/R5/CPT can call similar meetings, involving all Business Threads to address ITSM issues, common to all Business Threads^(*).</p> <p>^(*) for these meetings, the requestor will mention the necessity to produce the agenda and/or the briefing.</p> <p>These meetings are held in the Commission's premises and last ½ day.</p> <p>The ITSM Contractor will:</p> <ul style="list-style-type: none"> • Prepare the Agenda (DLV.8.3.2.3.3); • (optionally) prepare the Briefing (DLV.8.3.2.3.2); • Write the Minutes (DLV.8.3.2.3.1). 					
Notice Period	The ordering of SE.8.3.2.3.4 must be done 10 w-days before the meeting is to take place. This is due to the delivery constraint on DLV.8.3.2.3.2 and DLV.8.3.2.3.3					
Deliverables	DLV.8.3.2.3.1 (SMM – Minutes), DLV.8.3.2.3.2 (SMM - Briefing), DLV.8.3.2.3.3 (SMM - Agenda)					

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4.7.7.5 Technical Meetings

Service	Technical Meetings with the Commission or other third parties					
Service Identifier	SE.8.3.2.2.2					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>These meetings are called by DG TAXUD IT (unless otherwise agreed) and are covering ITSM Technical and co-ordination issues:</p> <ul style="list-style-type: none"> • Information exchange and knowledge transfer; • Problem issue and resolution; • Co-ordination activities. <p>If requested (at the beginning of the meeting), the ITSM Contractor will produce the minutes of the meeting.</p> <p>These meetings can be attended by 5 to 15 delegates from the ITSM Contractor, the suppliers from DG TAXUD IT in the scope of ITSM and, when required, from some NAs.</p> <p>SAPS and CAPS meetings are also covered by this Service Request.</p>					
Notice Period	5 w-days in advance					
Dependency	Should the meeting to be held in the ITSM Contract's premises, another Service Request should also be ordered: SE.8.1.1.3.1					
Deliverables	(optional) DLV.8.3.2.2.1 (Technical Meetings with the Commission or other third parties – Minutes)					
Comments	Due to the nature of these meetings, a <i>Request for Service</i> might be skipped. The acceptance of the quantity linked to these meetings will be done "a posteriori".					

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4.7.8 Other

4.7.8.1 Facilities

Service	Meeting Room Facility					
Service Identifier	SE.8.1.1.3.1					
Who may order	R5/CPT	YES	R5/ISD	YES	R4-R5/APM	YES
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>The ITSM Contractor has to provide a meeting room for up to 15 persons with 2 PC's with access to all DG TAXUD IT services in the scope of the contract and to the Internet.</p> <p>The meeting room can be requested by DG TAXUD/R5/CPT or 3rd parties, nominated by it.</p>					
Notice Periods	<p>The booking of the meeting room answers the following terms:</p> <ul style="list-style-type: none"> • 2 w-days on average; • Other duration and dates can be mentioned in the RfS with more than 1 week notice; • Should the notice be less than 1 week, DG TAXUD/R5/CPT and ITSM Contract have to mutually agree on the date and duration. 					
Deliverable	No deliverable.					

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4.7.8.2 Survey

Service	Yearly User Satisfaction Survey					
Service Identifier	SE.8.3.1.2.2					
Who may order	R5/CPT	YES	R5/ISD	NO	R4-R5/APM	NO
Ordering mechanism	RfA	-	RfS	YES		
Service Description	<p>Yearly user satisfaction survey per Business Thread and user community.</p> <p>The survey entails the following items:</p> <ul style="list-style-type: none"> • Preparation of the survey material and planning, SfA to DG TAXUD/R5/CPT (DLV.8.3.1.2.2.1); • Organisation, co-ordination and performance of the survey; • Report to DG TAXUD IT and the NAs, SfA to DG TAXUD/R5/CPT (DLV.8.3.1.2.2.2). <p>DG TAXUD/R5/CPT must approve the questionnaire and contacts before ITSM Contractor can proceed with the actual survey. DG TAXUD/R5/CPT need to, if necessary, assist ITSM Contractor in resolving issues that might arise during the surveys.</p> <p>The ITSM Contractor will feed back the outcome of the survey as corrective actions to its activities or as input to the CSIP.</p> <p>This service is requested via RfS</p>					
Deliverable	<p>DLV.8.3.1.2.2.1 (Preparation of the survey material and planning, SfA to the Commission),</p> <p>DLV.8.3.1.2.2.2 (Report the Commission and the NAs, SfA to the Commission)</p>					

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5. Annex: List of deliverables

5.1 Continuous Services

5.1.1 CSIP

Deliverable Information	
DLV ID	DLV.8.7.1.2
DLV Name	CSIP production and maintenance
Document Type	Report
Review Cycle	10/10/10
Delivery Constraints (rules)	SfR date: 10wdays after the 1 st calendar day of the month that follows the end of a Quarter
SQI	SQI01a / SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.7.1.1

Deliverable Information	
DLV ID	DLV.8.7.1.3
DLV Name	Certificates provided by independent 3 rd parties
Document Type	Certificate
Review Cycle	-
Delivery Constraints (rules)	4 years after the project starts
SQI	SQI01a SC
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.7.1.1

Deliverable Information	
DLV ID	DLV.8.7.1.4
DLV Name	CSIP Report
Document Type	Report

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Continuous Services	VERSION: 1.52
CSIP	ISSUE DATE: 22/06/2010

Review Cycle	10/10/10
Delivery Constraints (rules)	SfA date: yearly, as defined in the Specific Contract
SQI	SQI01a SC
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.7.1.1

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MEETINGS	ISSUE DATE: 22/06/2010

5.2 Contract-Mgt

5.2.1 MEETINGS

Deliverable Information	
DLV ID	DLV.0.6.3
DLV Name	Agenda of Bilateral Monthly Meeting and Steering Committee
Document Type	Agenda
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 1wdays BEFORE Start of SE.0.6.1 (Attendance at monthly meetings)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	e-mail + CIRCA
Linked to Services	SE.0.6.1 and SE.0.6.6

Deliverable Information	
DLV ID	DLV.0.6.4
DLV Name	Minutes of the Bilateral Monthly Meetings bundled with DLV.0.7
Document Type	Minutes
Review Cycle	3/2/5
Delivery Constraints (rules)	SfA date: 10wdays AFTER End of SE.0.6.1 (Attendance at monthly meetings)
SQI	SQI02a
Acceptance Mechanism	IA bundled with MPR
Publishing Media	CIRCA
Linked to Service	SE.0.6.1

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Contract-Mgt	VERSION: 1.52
MEETINGS	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.0.6.5.1
DLV Name	Minutes of steering Committee and ad hoc meetings
Document Type	Minutes
Review Cycle	2/2/5
Delivery Constraints (rules)	SfA date: 5wdays AFTER End of SE.0.6.6 (Steering Committee meeting)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	e-mail + CIRCA
Linked to Service	SE.0.6.6

Deliverable Information	
DLV ID	DLV.0.6.5.2
DLV Name	Minutes of ad-hoc meetings
Document Type	Minutes
Review Cycle	2/2/5
Delivery Constraints (rules)	SfA date: 5wdays AFTER End of SE.0.6.2 (Attendance at ad-hoc meetings)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.0.6.2

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Contract-Mgt	VERSION: 1.52
OFFERS and PROPOSALS	ISSUE DATE: 22/06/2010

5.2.2 OFFERS and PROPOSALS

Deliverable Information	
DLV ID	DLV.0.4.1
DLV Name	SC Offer
Document Type	Offer
Review Cycle	As soon as possible
Delivery Constraints (rules)	SfR date: 10wdays AFTER Start of SE.0.4 (SC Offer)
SQI	SQI04a / SQI04b
Acceptance Mechanism	Offer attached to the signed SC
Publishing Media	letter
Linked to Service	SE.0.4

Deliverable Information	
DLV ID	DLV.0.4.2
DLV Name	RfA Proposal
Document Type	Offer
Review Cycle	As soon as possible
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI04a / SQI04b
Acceptance Mechanism	Signature of the RfA
Publishing Media	letter
Linked to Service	SE.0.4

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QUALITY and AUDIT	ISSUE DATE: 22/06/2010

5.2.3 QUALITY and AUDIT

Deliverable Information	
DLV ID	DLV.0.3.1
DLV Name	Contract Quality Plan (CQP), including the contractual OLA and the “hosted infrastructure” OLA
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	SfA date: 2 months after start of Specific Contract
SQI	SQI01 / SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.0.3.1

Deliverable Information	
DLV ID	DLV.0.5.1.1
DLV Name	Quality records, filed in contractor’s premises, on request from the Commission
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 2wdays AFTER request from the DG TAXUD/R5/CPT, or mutually agreed
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.0.5.2

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Deliverable Information	
DLV ID	DLV.0.5.4.1
DLV Name	Self Assessments reports
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	Twice a year
SQI	SQI48b / SQI49
Acceptance Mechanism	IA
Publishing Media	e-mail
Linked to Service	SE.0.5.1

Deliverable Information	
DLV ID	DLV.0.5.4.2
DLV Name	Internal Audit reports
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	Twice a year
SQI	SQI48b / SQI49
Acceptance Mechanism	IA
Publishing Media	e-mail
Linked to Service	SE.0.5.1

Deliverable Information	
DLV ID	DLV.0.9.2
DLV Name	Positions of the contractor on the audit report
Document Type	Report
Review Cycle	5/5/5
Delivery Constraints (rules)	SfA date: 20wdays AFTER Start of Trigger (Reception of audit report)
SQI	SQI31
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.0.9.1

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5.2.4 RISKS

Deliverable Information	
DLV ID	DLV.0.5.3.1
DLV Name	Internal risk analysis records, in contractor's premises, on request from the Commission.
Document Type	Analysis - Study - Specification
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 2wdays AFTER End of SE.0.5.3 (Internal QA and QC, Risk Management, Internal Auditing and Self Assessment, including follow up of the implementation of the findings)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.0.5.3

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5.3 Deployments

5.3.1 APPLICATIONS

Deliverable Information	
DLV ID	DLV.10.5.1.1
DLV Name	Installation Plan (1 per release)
Document Type	Planning
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 15wdays BEFORE Start of SE.8.4.3.1.1.1 (Deployment of applications on the hosted infrastructure / on DIGIT)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.1.1 / SE.8.4.3.1.1.2

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Deliverable Information	
DLV ID	DLV.10.5.2.1
DLV Name	Installation report - preSAT
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 2wdays AFTER End of SE.8.4.3.1.1.1.1 (Deployment of applications on the hosted infrastructure / on DIGIT)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.1.1.1

Deliverable Information	
DLV ID	DLV.10.5.2.2
DLV Name	Installation report - SAT
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 2wdays AFTER End of SE.8.4.3.1.1.1.2 (Installation in SAT environment)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.1.1.2

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Deliverable Information	
DLV ID	DLV.10.5.2.3
DLV Name	Installation report - CONF
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 2wdays AFTER End of SE.8.4.3.1.1.3 (Installation in CONF environment)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.1.3

Deliverable Information	
DLV ID	DLV.10.5.2.4
DLV Name	Installation report - PROD
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 2wdays AFTER End of SE.8.4.3.1.1.4 (Installation in PROD environment)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.1.4

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Deliverable Information	
DLV ID	DLV.10.5.2.5
DLV Name	Installation report - Training
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 2wdays AFTER End of SE.8.4.3.1.1.1.5 (Installation in Training environment)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.1.1.5

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5.3.2 COTS

Deliverable Information	
DLV ID	DLV.8.6.2.1.2
DLV Name	COTS deployment SAT reports, including SAT Test cases, reference to applicable documents, including delivery notice
Document Type	Report
Review Cycle	5/5/5
Delivery Constraints (rules)	Mutually agreement.
SQI	SQI01a / SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.6.2.1.1

Deliverable Information	
DLV ID	DLV.8.6.2.1.7
DLV Name	Hosted COTS ICT products provided by the contractor, delivered and installed
Document Type	Report
Review Cycle	5/5/5
Delivery Constraints (rules)	Mutually agreement.
SQI	SQI01a / SQI31
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.6.2.1.1

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INFRASTRUCTURE	ISSUE DATE: 22/06/2010

5.3.3 INFRASTRUCTURE

Deliverable Information	
DLV ID	DLV.8.6.2.3
DLV Name	Deployment SAT reports, reference to applicable documents
Document Type	Report
Review Cycle	5/5/5
Delivery Constraints (rules)	Mutually agreement.
SQI	SQI31 / RfA
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.6.2.1

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TRANS-EUROPEAN SYSTEMS	ISSUE DATE: 22/06/2010

5.3.4 TRANS-EUROPEAN SYSTEMS

Deliverable Information	
DLV ID	DLV.8.3.4.1.3
DLV Name	“roll out” operational planning (alias Start Up Guide(SUG)), including review cycle with the NAs
Document Type	Planning
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA or in the Specific Contract
SQI	SQI01a
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.2.1

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5.4 Evolutive Maintenance

Deliverable Information	
DLV ID	DLV.0.1.2
DLV Name	Evolutionary version of FQP
Document Type	One-Off
Review Cycle	5/5/5
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01 / SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.0.1.2

Deliverable Information	
DLV ID	DLV.0.3.2
DLV Name	Evolutionary version of CQP
Document Type	One-Off
Review Cycle	5/5/5
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01 / SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.0.3.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Evolutionary Maintenance	VERSION: 1.52
TRANS-EUROPEAN SYSTEMS	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.2.1.1.2
DLV Name	Evolutionary maintenance of the Contractual OLA [R22] , including also the “hosted infrastructure” OLA, with evolution of content under the management of the CSIP
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	DLV.8.2.1.2.2
Publishing Media	CIRCA
Linked to Service	SE.8.2.1.1.2

Deliverable Information	
DLV ID	DLV.8.2.1.2.2
DLV Name	Evolutionary maintenance of the [R9] Service Catalogues & SLAs, per customer/user community across all business threads and ITSM thread, with evolution of content under the management of the CSIP
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.2.1.2.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Evolutionary Maintenance	VERSION: 1.52
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Deliverable Information	
DLV ID	DLV.8.2.2.1.2
DLV Name	Evolutionary version of [R10] Capacity Plan for Commission IT services under the management of the CSIP
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	DLV.8.2.1.2.2
Publishing Media	CIRCA
Linked to Service	SE.8.2.2.1.2

Deliverable Information	
DLV ID	DLV.8.2.2.2.2
DLV Name	Evolutionary maintenance of the [R11] Capacity plan for the trans-European IT services, under management of the CSIP, including review cycle with the NAs
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	DLV.8.3.5.1.2
Publishing Media	CIRCA
Linked to Service	SE.8.2.2.2.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Evolutionary Maintenance	VERSION: 1.52
TRANS-EUROPEAN SYSTEMS	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.2.3.1.2
DLV Name	Evolutionary maintenance of the [R12] IT Service Continuity plan for the Commission IT services, under management of the CSIP
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	DLV.8.2.1.2.2
Publishing Media	CIRCA
Linked to Service	SE.8.2.3.1.2

Deliverable Information	
DLV ID	DLV.8.2.3.2.2
DLV Name	Evolutionary maintenance of the [R13] IT Service Continuity plan for the trans-European IT services, under management of the CSIP, including review cycle with the NAs
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	DLV.8.3.5.1.2
Publishing Media	CIRCA
Linked to Service	SE.8.2.3.2.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Evolutionary Maintenance	VERSION: 1.52
TRANS-EUROPEAN SYSTEMS	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.2.4.1.2
DLV Name	Evolutionary version of the [R14] Availability Plan for Commission IT services
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	DLV.8.2.1.2.2
Publishing Media	CIRCA
Linked to Service	SE.8.2.4.1.2

Deliverable Information	
DLV ID	DLV.8.2.4.2.2
DLV Name	Evolutionary version of the [R15] Availability Plan for the trans-European IT services, including review cycle with the NAs
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	DLV.8.3.5.1.2
Publishing Media	CIRCA
Linked to Service	SE.8.2.4.2.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
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Deliverable Information	
DLV ID	DLV.8.3.5.1.2
DLV Name	Evolutionary version of the [R23] Terms of Collaboration, including review cycle with the NAs
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.3.5.1.2

Deliverable Information	
DLV ID	DLV.8.3.5.2.2
DLV Name	Evolutionary version of the (DLV.8.3.5.2.1) recommendations, including review cycle with the NAs
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.3.5.2.2

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Deliverable Information	
DLV ID	DLV.8.4.1.1.2
DLV Name	Evolutionary maintenance of the [R20] Application/trans-European system architecture/ framework/ standard including review by NAs for the trans-European systems parts
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a SC, RfA
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.4.1.3

Deliverable Information	
DLV ID	DLV.8.5.4
DLV Name	Evolutionary version of the [R16] Security plan for Commission IT services
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	DLV.8.2.1.2.2
Publishing Media	CIRCA
Linked to Service	SE.8.5.4

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Evolutionary Maintenance	VERSION: 1.52
TRANS-EUROPEAN SYSTEMS	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.5.6
DLV Name	Evolutionary version of the [R17] Security Plan for the trans-European IT services, including review cycle with the NAs
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	DLV.8.3.5.1.2
Publishing Media	CIRCA
Linked to Service	SE.8.5.6

Deliverable Information	
DLV ID	DLV.8.6.1.2.2
DLV Name	Evolutionary maintenance of the [R18] ITSM external processes & procedures definition and description
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.6.1.2.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
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Deliverable Information	
DLV ID	DLV.8.6.1.3.2
DLV Name	Evolutionary maintenance of [R19] ICT architecture, including ICT management infrastructure, as needed
Document Type	One-Off
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.6.1.3.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Meetings	VERSION: 1.52
CAB	ISSUE DATE: 22/06/2010

5.5 Meetings

5.5.1 CAB

Deliverable Information	
DLV ID	DLV.8.1.5.2.1
DLV Name	CAB - Briefing
Document Type	Briefing
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 5wdays BEFORE Start of SE.8.1.5.2 (Manage the CAB meeting:)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.1.5.2

Deliverable Information	
DLV ID	DLV.8.1.5.2.2
DLV Name	CAB - Agenda
Document Type	Agenda
Review Cycle	2/2/1
Delivery Constraints (rules)	SfR date: 5wdays BEFORE Start of SE.8.1.5.2 (Manage the CAB meeting:)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.1.5.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Meetings	VERSION: 1.52
CAB	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.1.5.2.3
DLV Name	CAB - Minutes
Document Type	Minutes
Review Cycle	2/2/5
Delivery Constraints (rules)	SfR date: 5wdays AFTER End of SE.8.1.5.2 (Manage the CAB meeting:)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.1.5.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Meetings	VERSION: 1.52
CONFERENCE CALLS	ISSUE DATE: 22/06/2010

5.5.2 CONFERENCE CALLS

Deliverable Information	
DLV ID	DLV.8.1.2.2.1
DLV Name	Agenda of conference calls/virtual meetings
Document Type	Agenda
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 0wdays EXACTLY WHEN End of SE.8.1.2.2 (Organise, facilitate and minute conference calls/virtual meetings)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.1.2.2

Deliverable Information	
DLV ID	DLV.8.1.2.2.2
DLV Name	Minutes of conference calls/virtual meetings
Document Type	Minutes
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.1.2.2 (Organise, facilitate and minute conference calls/virtual meetings)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.1.2.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Meetings	VERSION: 1.52
SMM	ISSUE DATE: 22/06/2010

5.5.3 SMM

Deliverable Information	
DLV ID	DLV.8.3.2.3.1
DLV Name	SMM – Minutes
Document Type	Minutes
Review Cycle	3/2/5
Delivery Constraints (rules)	SfA date: 10wdays AFTER End of SE.8.3.2.3.4 (SMM - Attendance)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.3.4

Deliverable Information	
DLV ID	DLV.8.3.2.3.2
DLV Name	SMM - Briefing
Document Type	Briefing
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 5wdays BEFORE Start of SE.8.3.2.3.4 (SMM - Attendance)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.3.4

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Meetings	VERSION: 1.52
SMM	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.3.2.3.3
DLV Name	SMM - Agenda
Document Type	Agenda
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 5wdays BEFORE Start of SE.8.3.2.3.4 (SMM - Attendance)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.3.4

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Meetings	VERSION: 1.52
TECHNICAL MEETINGS	ISSUE DATE: 22/06/2010

5.5.4 TECHNICAL MEETINGS

Deliverable Information	
DLV ID	DLV.8.3.2.2.1
DLV Name	Technical Meetings with the Commission or other third parties - Minutes
Document Type	Minutes
Review Cycle	2/2/5
Delivery Constraints (rules)	SfR date: 5wdays AFTER End of SE.8.3.2.2.2 (Technical Meetings with the Commission or other third parties – Attendance)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.2.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Meetings	VERSION: 1.52
WORKING GROUP	ISSUE DATE: 22/06/2010

5.5.5 WORKING GROUP

Deliverable Information	
DLV ID	DLV.8.3.2.1.1
DLV Name	Working group meeting - Draft agenda
Document Type	Agenda
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 20wdays BEFORE Start of SE.8.3.2.1 (Working Group Meeting), or mutually agreed
SQI	none
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.1

Deliverable Information	
DLV ID	DLV.8.3.2.1.2
DLV Name	Working group meeting - Briefing
Document Type	Briefing
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 10wdays BEFORE Start of SE.8.3.2.1 (Working Group Meeting)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.1

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Meetings	VERSION: 1.52
WORKING GROUP	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.3.2.1.3
DLV Name	Working group meeting - Summary Record including list of actions & agreements
Document Type	Summary Record
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 2wdays AFTER End of SE.8.3.2.1 (Working Group Meeting)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.1

Deliverable Information	
DLV ID	DLV.8.3.2.1.4
DLV Name	Working group meeting - Minutes
Document Type	Minutes
Review Cycle	2/2/5
Delivery Constraints (rules)	SfR date: 5wdays AFTER End of SE.8.3.2.1 (Working Group Meeting)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.1

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Meetings	VERSION: 1.52
WORKING GROUP	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.3.2.1.5
DLV Name	Working group meeting – Preparation of material
Document Type	Preparation material
Review Cycle	3/2/5
Delivery Constraints (rules)	SfA date: 10wdays BEFORE Start of SE.8.3.2.1 (Working Group Meeting)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.1

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Other	VERSION: 1.52
SURVEY	ISSUE DATE: 22/06/2010

5.6 Other

5.6.1 SURVEY

Deliverable Information	
DLV ID	DLV.8.3.1.2.2.1
DLV Name	Preparation of the survey material and planning, SfA to the Commission
Document Type	Preparation material
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA, or in the Specific Contract, or mutually agreed
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.1.2.2

Deliverable Information	
DLV ID	DLV.8.3.1.2.2.2
DLV Name	Report the Commission and the NAs, SfA to the Commission
Document Type	Report
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA, or in the Specific Contract, or mutually agreed
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.1.2.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Spec-Studies-Analysis	VERSION: 1.52
BUSINESS ANALYSIS	ISSUE DATE: 22/06/2010

5.7 Spec-Studies-Analysis

5.7.1 BUSINESS ANALYSIS

Deliverable Information	
DLV ID	DLV.8.3.1.1.4
DLV Name	Ad hoc business analysis and reporting
Document Type	Analysis - Study - Specification
Review Cycle	5/5/5
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI31
Acceptance Mechanism	SC, RfA
Publishing Media	CIRCA
Linked to Service	SE.8.3.1.1.4

Deliverable Information	
DLV ID	DLV.8.3.4.2.1
DLV Name	Progress and Status Reporting
Document Type	Report
Review Cycle	3/2/5
Delivery Constraints (rules)	SfA date: 10wdays BEFORE Start of SE.8.3.4.1.1 (Planning Maintenance)
SQI	SQI31 / SC, RfS
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.4.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Spec-Studies-Analysis	VERSION: 1.52
ICT INFRASTRUCTURE	ISSUE DATE: 22/06/2010

5.7.2 ICT INFRASTRUCTURE

Deliverable Information	
DLV ID	DLV.8.6.1.4
DLV Name	Feasibility studies & Statements of requirements
Document Type	Analysis - Study - Specification
Review Cycle	Defined in the RfA
Delivery Constraints (rules)	As defined in the RfA
SQI	SC, RfA
Acceptance Mechanism	SC, RfA
Publishing Media	CIRCA
Linked to Service	SE.8.6.1.4

Deliverable Information	
DLV ID	DLV.8.6.1.5
DLV Name	Others as needed
Document Type	Other
Review Cycle	Defined in the RfA
Delivery Constraints (rules)	As defined in the RfA
SQI	SC, RfA
Acceptance Mechanism	SC, RfA
Publishing Media	CIRCA
Linked to Service	SE.8.6.1.5

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Spec-Studies-Analysis	VERSION: 1.52
ITSM TOOLS	ISSUE DATE: 22/06/2010

5.7.3 ITSM TOOLS

Deliverable Information	
DLV ID	DLV.7.1.1
DLV Name	Feasibility Studies
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01a / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.1

Deliverable Information	
DLV ID	DLV.7.1.2
DLV Name	Business processes model
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01a / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.1

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Spec-Studies-Analysis	VERSION: 1.52
ITSM TOOLS	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.7.1.3
DLV Name	System Requirement Definition (functional, non functional/usability) (SRD)
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01a / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.1

Deliverable Information	
DLV ID	DLV.7.1.4
DLV Name	Functional Specifications (FS)
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01a / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.1

Deliverable Information	
DLV ID	DLV.7.1.5
DLV Name	Technical Specifications (TS)
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01a / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.1

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Deliverable Information	
DLV ID	DLV.7.1.6
DLV Name	Acceptance Test Specification (ATS).
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01a / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.1

Deliverable Information	
DLV ID	DLV.7.2.1
DLV Name	Design documentation, including the System Requirement Overview
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI31 / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.2

Deliverable Information	
DLV ID	DLV.7.2.10
DLV Name	Application & documentation submitted for SAT
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01a / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
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Deliverable Information	
DLV ID	DLV.7.2.2
DLV Name	Detailed design, including the interface specification with other applications,
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01a / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.2

Deliverable Information	
DLV ID	DLV.7.2.3
DLV Name	Test plan, test cases, test data, test configuration specification,
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01a / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
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Deliverable Information	
DLV ID	DLV.7.2.4
DLV Name	Infrastructure requirement
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI31 / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.2

Deliverable Information	
DLV ID	DLV.7.2.5
DLV Name	Documented source code and associated documentation and quality metrics
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI31 / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Spec-Studies-Analysis	VERSION: 1.52
ITSM TOOLS	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.7.2.6
DLV Name	Support documentation and training material addressing infrastructure requirements, installation procedures, user and service provision manual
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01a / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.2

Deliverable Information	
DLV ID	DLV.7.2.7
DLV Name	The FAT report and FAT'ed version, submitted for preSAT
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI32
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.2

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Spec-Studies-Analysis	VERSION: 1.52
ITSM TOOLS	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.7.2.8
DLV Name	Training deployment, operation and technical support on the application to be deployed
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI31 / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.2

Deliverable Information	
DLV ID	DLV.7.2.9
DLV Name	Problem fixes during preSAT,
Document Type	Analysis - Study - Specification
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI31 / RfA
Acceptance Mechanism	SC, RfA,OR
Publishing Media	CIRCA
Linked to Service	SE.7.2

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Support	VERSION: 1.52
ADVICE - RECOMMENDATIONS	ISSUE DATE: 22/06/2010

5.8 Support

5.8.1 ADVICE - RECOMMENDATIONS

Deliverable Information	
DLV ID	DLV.8.2.1.3.1
DLV Name	Advice regarding OLAs content
Document Type	Report
Review Cycle	Defined in the RfS
Delivery Constraints (rules)	As defined in the RfS
SQI	SC, RfS
Acceptance Mechanism	IA
Publishing Media	CIRCA / RfA
Linked to Service	SE.8.2.1.3

Deliverable Information	
DLV ID	DLV.8.2.3.3.1
DLV Name	Advice regarding the ITSCM arrangements in the OLAs with 3rd parties.
Document Type	Report
Review Cycle	Defined in the RfS
Delivery Constraints (rules)	As defined in the RfS
SQI	SC, RfS
Acceptance Mechanism	IA
Publishing Media	CIRCA / RfA
Linked to Service	SE.8.2.3.3

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Support	VERSION: 1.52
ADVICE - RECOMMENDATIONS	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.3.5.2.1
DLV Name	Recommendations to the NAs, addressing all taken over business threads and ITSM thread, including review cycle with the NAs
Document Type	Report
Review Cycle	10/10/10
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.3.5.2

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Support	VERSION: 1.52
CO-ORDINATION MISSION	ISSUE DATE: 22/06/2010

5.8.2 CO-ORDINATION MISSION

Deliverable Information	
DLV ID	DLV.8.3.2.4.1
DLV Name	Co-ordination Mission – Preparation of material
Document Type	Preparation material
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 7wdays BEFORE Start of SE.8.3.2.4.5 (Co-ordination Mission – Performance)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.4.5

Deliverable Information	
DLV ID	DLV.8.3.2.4.2
DLV Name	Co-ordination Mission - Agenda
Document Type	Agenda
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 20wdays BEFORE Start of SE.8.3.2.4.5 (Co-ordination Mission – Performance) or mutually agreed
SQI	none
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.4.5

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Support	VERSION: 1.52
CO-ORDINATION MISSION	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.3.2.4.3
DLV Name	Co-ordination Mission- Briefing
Document Type	Briefing
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 7wdays BEFORE Start of SE.8.3.2.4.5 (Co-ordination Mission – Performance)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.4.5

Deliverable Information	
DLV ID	DLV.8.3.2.4.4
DLV Name	Co-ordination Mission – Report and evaluation
Document Type	Report
Review Cycle	3/3/5
Delivery Constraints (rules)	SfR date: 4wdays AFTER End of SE.8.3.2.4.5 (Co-ordination Mission – Performance)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.4.5

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Support	VERSION: 1.52
REMOTE - Ad-HOC	ISSUE DATE: 22/06/2010

5.8.3 REMOTE - Ad-HOC

Deliverable Information	
DLV ID	DLV.8.1.2.4.1
DLV Name	Agenda
Document Type	Agenda
Review Cycle	Defined in the RfA
Delivery Constraints (rules)	As defined in the RfA
SQI	none
Acceptance Mechanism	MPR
Publishing Media	email / RfA
Linked to Service	SE.8.1.2.4

Deliverable Information	
DLV ID	DLV.8.1.2.4.2
DLV Name	Preparation of the on-site support material
Document Type	Preparation material
Review Cycle	Defined in the RfA
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	email / RfA
Linked to Service	SE.8.1.2.4

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Support	VERSION: 1.52
REMOTE - Ad-HOC	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.1.2.4.3
DLV Name	Mission report
Document Type	Report
Review Cycle	Defined in the RfA
Delivery Constraints (rules)	As defined in the RfA
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	email / RfA
Linked to Service	SE.8.1.2.4

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Support	VERSION: 1.52
TECHNICAL REVIEW	ISSUE DATE: 22/06/2010

5.8.4 TECHNICAL REVIEW

Deliverable Information	
DLV ID	DLV.8.4.2.2.1
DLV Name	Technical review reports of artefacts submitted for review, containing the list of review comments
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	As requested in QAC task
SQI	SQI17 / SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.2.2.1

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Support	VERSION: 1.52
TRANSLATIONS	ISSUE DATE: 22/06/2010

5.8.5 TRANSLATIONS

Deliverable Information	
DLV ID	DLV.8.1.1.1
DLV Name	Translation from one source language to two other languages, amongst DE, EN and FR.
Document Type	Translation
Review Cycle	3/2/5
Delivery Constraints (rules)	Mutually agreement.
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.1.1.1

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Testing	VERSION: 1.52
CONFORMANCE TESTING	ISSUE DATE: 22/06/2010

5.9 Testing

5.9.1 CONFORMANCE TESTING

Deliverable Information	
DLV ID	DLV.8.4.3.1.2.2.1
DLV Name	Pre-Conformance test report per NA preCT
Document Type	Report
Review Cycle	5/5/5
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.2.2 (Pre-Conformance Test)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.2.2

Deliverable Information	
DLV ID	DLV.8.4.3.1.2.2.2
DLV Name	Conformance test report per NA CT
Document Type	Report
Review Cycle	5/5/5
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.2.3 (CT closure meeting)
SQI	SQI01a
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.2.3

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CONFORMANCE TESTING	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.4.3.1.2.2.3
DLV Name	Conformance test campaign report
Document Type	Report
Review Cycle	3/2/5
Delivery Constraints (rules)	SfA date: 10wdays AFTER End of SE.8.4.3.1.2.4 (Conformance Test Campaign)
SQI	SQI01a
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.2.4

Deliverable Information	
DLV ID	DLV.8.4.3.1.2.2.4
DLV Name	Conformance test organisation
Document Type	Analysis - Study - Specification
Review Cycle	5/5/5
Delivery Constraints (rules)	SfR date: 20wdays BEFORE Start of SE.8.4.3.1.2.4 (Conformance Test Campaign), or mutually agreed
SQI	SQI01a
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.2.4

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Deliverable Information	
DLV ID	DLV.8.4.3.1.2.2.5
DLV Name	Conformance test time table
Document Type	Planning
Review Cycle	3/2/5
Delivery Constraints (rules)	SfA date: 5wdays AFTER End of SE.8.4.3.1.2.4 (Conformance Test Campaign)
SQI	SQI01a
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.2.4

Deliverable Information	
DLV ID	DLV.8.4.3.1.2.2.6
DLV Name	Minutes of co-ordination meeting with NA
Document Type	Minutes
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.2.2.6 (Co-ordination meeting with NA)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.2.2.6

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CONFORMANCE TESTING	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.4.3.1.2.2.7
DLV Name	Minutes of preCT Kick-off meeting with NA
Document Type	Minutes
Review Cycle	1/1/0 ²
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.2.2.7 (Pre-Conformance Test Kick-off Meeting)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	email
Linked to Service	SE.8.4.3.1.2.2

Deliverable Information	
DLV ID	DLV.8.4.3.1.2.2.8
DLV Name	Minutes of preCT Closure meeting with NA
Document Type	Minutes
Review Cycle	1/1/0
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.2.2.8 (preCT closure meeting)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	email
Linked to Service	SE.8.4.3.1.2.3.2

² Review cycles with T3 period = 0 means that the deliverables are sent for information, and will be bundled with at least another document for acceptance. In this case, the minutes of the preSAT kick-off meeting will be bundled with minutes of the preSAT closure meeting and the preSAT report.

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Deliverable Information	
DLV ID	DLV.8.4.3.1.2.2.9
DLV Name	CT Campaign Readiness Statement
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 1wdays BEFORE Start of SE.8.4.3.1.2.4 (Conformance Test Campaign)
SQI	SQI29a
Acceptance Mechanism	MPR
Publishing Media	email
Linked to Service	SE.8.4.3.1.2.4

Deliverable Information	
DLV ID	DLV.8.4.3.1.2.3.1
DLV Name	Minutes of CT Kick-off meeting with NA
Document Type	Minutes
Review Cycle	1/1/0
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.2.3.1 (CT kick-off meeting)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	email
Linked to Service	SE.8.4.3.1.2.3

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CONFORMANCE TESTING	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.4.3.1.2.3.2
DLV Name	Minutes of CT Closure meeting with NA
Document Type	Minutes
Review Cycle	1/1/0
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.2.3.2 (CT closure meeting)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	email
Linked to Service	SE.8.4.3.1.2.3.2

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CONTINUITY PLAN	ISSUE DATE: 22/06/2010

5.9.2 CONTINUITY PLAN

Deliverable Information	
DLV ID	DLV.8.2.3.1.4.1
DLV Name	Test plan
Document Type	Test Plan
Review Cycle	5/5/5
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.2.3.1.4

Deliverable Information	
DLV ID	DLV.8.2.3.1.4.2
DLV Name	Test report
Document Type	Report
Review Cycle	5/5/5
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.2.3.1.4

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
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CONTINUITY PLAN	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.2.3.2.4.1
DLV Name	Plan, test plan
Document Type	Test Plan
Review Cycle	5/5/5
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.2.3.2.4

Deliverable Information	
DLV ID	DLV.8.2.3.2.4.2
DLV Name	Test report
Document Type	Report
Review Cycle	5/5/5
Delivery Constraints (rules)	As defined in the Specific Contract.
SQI	SQI01a
Acceptance Mechanism	IA
Publishing Media	CIRCA
Linked to Service	SE.8.2.3.2.4

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Testing	VERSION: 1.52
preSAT - SAT - QUALIFICATIONS	ISSUE DATE: 22/06/2010

5.9.3 preSAT - SAT - QUALIFICATIONS

Deliverable Information	
DLV ID	DLV.8.4.3.1.1.3.1
DLV Name	Environment acceptance report (preSAT)
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	SfA date: 1wdays BEFORE Start of SE.8.4.3.1.1.1.1 (Deployment of applications on the hosted infrastructure / on DIGIT)
SQI	SQI29
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.1.3

Deliverable Information	
DLV ID	DLV.8.4.3.1.1.3.2
DLV Name	Daily preSAT report to the Commission
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	Daily produced.
SQI	none
Acceptance Mechanism	N/A
Publishing Media	email
Linked to Service	SE.8.4.3.1.1.3

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
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preSAT - SAT - QUALIFICATIONS	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.4.3.1.1.3.3
DLV Name	preSAT report
Document Type	Report
Review Cycle	5/5/5
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.1.3.5 (preSAT closure meeting)
SQI	SQI01a
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.1.3

Deliverable Information	
DLV ID	DLV.8.4.3.1.1.3.4
DLV Name	minutes of preSAT Kick-off meeting
Document Type	Minutes
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.1.3.4 (preSAT kick-off meeting)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	email
Linked to Service	SE.8.4.3.1.1.3.4

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
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Deliverable Information	
DLV ID	DLV.8.4.3.1.1.3.5
DLV Name	minutes of end of preSAT meeting
Document Type	Minutes
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.1.3.5 (preSAT closure meeting)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	email
Linked to Service	SE.8.4.3.1.1.3.5

Deliverable Information	
DLV ID	DLV.8.4.3.1.1.4.1
DLV Name	Environment acceptance report (SAT)
Document Type	Report
Review Cycle	5/5/5
Delivery Constraints (rules)	SfA date: 1wdays BEFORE Start of SE.8.4.3.1.1.1.2 (Installation in SAT environment)
SQI	SQI29 / SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.1.4

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
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preSAT - SAT - QUALIFICATIONS	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.4.3.1.1.4.2
DLV Name	Daily SAT report to the Commission
Document Type	Report
Review Cycle	0/0/0
Delivery Constraints (rules)	Daily produced.
SQI	none
Acceptance Mechanism	N/A
Publishing Media	email
Linked to Service	SE.8.4.3.1.1.4

Deliverable Information	
DLV ID	DLV.8.4.3.1.1.4.3
DLV Name	SAT report
Document Type	Report
Review Cycle	5/5/5
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.1.4.5 (SAT Closure meeting)
SQI	SQI01a
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.1.4

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preSAT - SAT - QUALIFICATIONS	ISSUE DATE: 22/06/2010

Deliverable Information	
DLV ID	DLV.8.4.3.1.1.4.4
DLV Name	minutes of SAT Kick-off meeting
Document Type	Minutes
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.1.4.4 (SAT Kick-off meeting)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	email
Linked to Service	SE.8.4.3.1.1.4.4

Deliverable Information	
DLV ID	DLV.8.4.3.1.1.4.5
DLV Name	minutes of end of SAT meeting
Document Type	Minutes
Review Cycle	0/0/0
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.1.4.5 (SAT Closure meeting)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	email
Linked to Service	SE.8.4.3.1.1.4.5

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
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Deliverable Information	
DLV ID	DLV.8.4.3.1.1.5.1
DLV Name	Qualification report
Document Type	Report
Review Cycle	5/5/5
Delivery Constraints (rules)	SfR date: 1wdays AFTER End of SE.8.4.3.1.1.5 (Qualification)
SQI	none
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.1.5

Deliverable Information	
DLV ID	DLV.8.4.3.1.1.6
DLV Name	Addendum to the test plan and test specifications
Document Type	Analysis - Study - Specification
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 5wdays BEFORE Start of SE.8.4.3.1.1.3.4 (preSAT kick-off meeting)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.4.3.1.1.3

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
Training-Workshop-Demo	VERSION: 1.52
DEMONSTRATION	ISSUE DATE: 22/06/2010

5.10 Training-Workshop-Demo

5.10.1 DEMONSTRATION

Deliverable Information	
DLV ID	DLV.8.3.3.1
DLV Name	Demonstration - Agenda
Document Type	Agenda
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 20wdays BEFORE Start of SE.8.3.3.1 (Training/workshop – Hosting Facilities and infrastructure: Meeting room at contractor's premises (40 persons))
SQI	SC
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.3.1

Deliverable Information	
DLV ID	DLV.8.3.3.2
DLV Name	Demonstration - Briefing
Document Type	Briefing
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 10wdays BEFORE Start of SE.8.3.3.1 (Training/workshop – Hosting Facilities and infrastructure: Meeting room at contractor's premises (40 persons))
SQI	SC
Acceptance Mechanism	No
Publishing Media	CIRCA
Linked to Service	SE.8.3.3.1

ITS-ISCT-004-SERVICECATALOGUE R4-R5	REF.: ITS-ISCT-004-SERVICECATALOGUE R4-R5
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Deliverable Information	
DLV ID	DLV.8.3.3.3
DLV Name	Demonstration - Evaluation and Report
Document Type	Report
Review Cycle	3/2/5
Delivery Constraints (rules)	SfA date: 10wdays AFTER End of SE.8.3.3.1 (Training/workshop – Hosting Facilities and infrastructure: Meeting room at contractor's premises (40 persons))
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.3.1

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5.10.2 TRAINING - WORKSHOP

Deliverable Information	
DLV ID	DLV.8.3.2.5.1
DLV Name	Training/workshop - Preparation material
Document Type	Preparation material
Review Cycle	5/5/5
Delivery Constraints (rules)	SfA date: 2wdays BEFORE Start of SE.8.3.2.5.2 (Training/Workshop – Performance)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.5.1

Deliverable Information	
DLV ID	DLV.8.3.2.5.2
DLV Name	Training/workshop - Agenda
Document Type	Agenda
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 20wdays BEFORE Start of SE.8.3.2.5.2 (Training/Workshop – Performance), or mutually agreed
SQI	none
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.5.2

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Deliverable Information	
DLV ID	DLV.8.3.2.5.3
DLV Name	Training/workshop - Briefing
Document Type	Briefing
Review Cycle	3/2/5
Delivery Constraints (rules)	SfR date: 10wdays BEFORE Start of SE.8.3.2.5.2 (Co-ordination Mission – Performance), or mutually agreed
SQI	none
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.5.2

Deliverable Information	
DLV ID	DLV.8.3.2.5.4
DLV Name	Training/workshop - Evaluation and report
Document Type	Report
Review Cycle	3/2/5
Delivery Constraints (rules)	SfA date: 10wdays AFTER End of SE.8.3.2.5.2 (Co-ordination Mission – Performance)
SQI	SQI31
Acceptance Mechanism	MPR
Publishing Media	CIRCA
Linked to Service	SE.8.3.2.5.2

**** end of ITS-ISCT-004-ServiceCatalogue R4-R5 ****

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