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1. Introduction

This is the Deliverable DLV.8.2.1.2.1 “Service Catalogue NA” identified in Specific Contract SC04 to Framework Contract TAXUD/2007/CC/C088, Work Package W.P. 8.2.1.2.

This document is the Service Catalogue for the National Administration (NA). It outlines the services that are available to the NA. The services in scope are the services that are delivered either by the Central Project Team (CPT) or by the IT subcontractors.

1.1 Purpose of the document

The Service Catalogue for the National Administration (NA) provides an overview of all the services that are available to the NA and which are delivered by the CPT or its subcontractors, referred to as the Central Operations.

The Central Operations refers to the parties at the central organisation, which are the Central Project Team and its subcontractors (ITSM, xDEV), the Central Service Desk (delivered by the ITSM Contractor) and Common Communications Network / Common Systems Interface (CCN/CSI).

The purpose of this Service Catalogue is to describe:

- the organisation of the Central Operations (CO);
- the services that are delivered by the CO to the NA.

1.2 Structure of this document

After providing document information chapters:

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

Chapter 1 provides an introduction, presenting the content and terminology of the Service Catalogue for NAs;

Chapter 2 provides a description of the Central Operations organisation responsible for the delivery of service to the NAs;

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- Chapter 3 provides an overview of the common IT services which are available to all NAs;
- Chapter 4 provides an overview of the services which are specific to a Business Thread;
- Chapter 5 contains annexes related to the Service Catalogue for NAs.

1.3 Field of Application

This document, DLV.8.2.1.2, is a deliverable from ITSM Contractor to DG TAXUD IT. It describes the services which are accessible to the NA and which are delivered by the Central Project Team (CPT) or services which are available through the Central Service Desk (CSD). This document is addressed to the National Administrations (NAs). The intended readership includes:

- DG TAXUD;
- DG TAXUD's Quality Assurance contractor;
- National Administration;
- Central Project Team;
- Central Service Desk;
- Any other authorised person concerned with the delivery of services in either the Common Domain or in a National Domain.

1.4 Reference and Applicable Documents

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

1.4.1 Reference Documents

Id	Reference	Title	Version
RD01	TMP-REF-SLM	Service Level Management Reference Manual	1.41-EN
RD02	ITS_IGLO_ITSM	ITSM Glossary of terms	1.01
RD03	SCIT68-SLA_V3.00	Service Level Agreement (Taxation)	V3.00
RD04	FITSDEV-OPR-Taxes in Europe	Taxes in Europe – Operational Procedures, Roles & Responsibilities	1.02
RD05	FITSDEV-OPR-TaxSavings	Taxation of savings – Operational Procedures, Roles & Responsibilities	2.03
RD06	FITSDEV-OPR-E-Forms	e-Forms – Operational Procedures, Roles & Responsibilities	1.02

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Id	Reference	Title	Version
RD07	EXC-ISLA-COS-001	Excise System SLA between DG TAXUD and Member States	1.00
RD08	ITS-ISLA-ECUST-SD	Service Level Agreement for the Service Desks of the Customs Trans-European Systems between National Administrations and DG TAXUD	1.00-EN
RD09	ITS-ISLA-eCUST-TES-ACM	Service Level Agreement for Availability and Continuity of Customs Trans-European Systems between DG TAXUD and National Administrations	1.20-EN
RD10	ITS-IGDL-eCUST-NSD.OPS	Guidelines for National Service Desk Set-up and Operation for Customs Trans-European Systems	1.30-EN
RD11	ITS-ITOC-001-ExciseEMCS	Terms of Collaboration for TES EMCS	3.00
RD12	ITS-ITOC-eCUST-TES	Terms of Collaboration for the Customs Trans-European Systems	3.00

Table 1-1: Reference documents

1.4.2 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 / Date
A1	Framework contract	TAXUD/2007/CC/088	04/05/2007

Table 1-2: Applicable documents

1.5 Terminology

1.5.1 Abbreviations and Acronyms

The reader is referred to the Glossary [RD02] for a list of the definitions used in this project for a better understanding of this document.

A selection of abbreviations and acronyms is additionally provided here for ease of reading.

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
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Acronym	Definition
AAD	Architecture Document
ACF	Application Configuration File
ACS	Acceptance & Certification Specification
AMN	Administration Manual
AN	As Needed
ATS	Acceptance Test Specification
BCM	Business Continuity Management
BMM	Bilateral Monthly Meeting
BP	Business Perspective
BSS	Business Thread and Strategy
BTM	ITSM Business Thread Manager
CA	Central Application
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
CMM	Capability Maturity Model
CMMi	Capability Maturity Model Integration
cOLA	Contractual OLA
CobiT	Control Objectives for Information and related Technology
COTS	Commercial Off The Shelf
CQP	Contract Quality Plan
CS	Continuous Services
CSF	Critical Success Factor
CSIP	Continuous Service Improvement Programme
CS/MIS	Central Service / Management Information System
CS/RD	Central Service / Reference Data
CT	Conformance Testing
CTD	Conformance Test Document
CTP	Conformance Test Protocol
CTS	Conformance Test Scenarios
DBM	Database Model
DDS	Data Dissemination System
DE	German
DG	Directorate General
DIGIT	Directorate General for Informatics
DIGIT/DC	Data Centre of the European Commission
DHS	Definite Hardware Store
DLV	Deliverable
DM	Data Model
DMZ	De Militarised Zone
DRP	Disaster Recovery Plan
DQR	Delivery Qualification Report
DSL	Definite Software Library

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DTM	Delivery Tracking Matrix
EC	European Commission
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
FC	Framework Contract
FEAS	Feasibility Study
FMES	Functional Message Exchange Specification
FQP	Framework Quality Plan
FR	French
FRS	Fallback and Recovery Specification
FSC	Forward Scheduled Changes
FSS/FS/FESS	Functional Specification
FTS	Functional Test Scenarios
GQI	Global Quality Indicator
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
ITSM	Information Technology Service Management
ITSM PM	ITSM Project / Programme Manager
JMS	Java Message Service
KEL	Known Errors List
KPI	Key Performance Indicator
LAT	Logging and Audit Trail
MA	Mutual Agreement
MCP	Monthly Consolidated Plan
MO	Managed Object
MP	Migration Plan

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MPR	Monthly Progress Report
MSR	Monthly Service Report
NA	National Administration
NCTS	New Computerised Transit System
NPP	National Project Plan
ODL	Operation Document Library
OGC	Office of Government Computing (UK)
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
PQP	Project Quality Plan
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
QoS	Quality of Service
RfA	Request for Action
RfC	Request for Change
RfE	Request for Estimation
RfO	Request for Offer
RfS	Request for Service
RLN/PDF	Release Note
SAD	System Architecture Document
SAT	Site Acceptance Test
SC	Specific Contract
SCAC	Standing Committee for Administrative Co-operation
SCIT	Standing Committee responsible for Information Technology
SD	Scope Document
SE	Service
Service	One or more IT systems which enable a business process
SfA	Submit for Approval
SfI	Submit for Information
SfR	Submit for Review
SLA	Service Level Agreement (between DG TAXUD and its customers e.g. NAs)
SLM	Service Level Manager
SMM	Service Monthly Meeting
SMT	Service Management Tool

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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, TES	Trans European System
TMES	Technical Message Exchange Specification
ToC	Terms of Collaboration
ToR	Terms of Reference
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
WP	Work Package
x-DEV	Development Contractor

Table 1-3: Abbreviations and acronyms

1.5.2 Definitions

Term	Definition
Central Service Desk	The Central Service Desk (delivered by the ITSM contractor) provides a single point of contact for NSDs. Incidents, Problems or Requests are documented, resolved or dispatched by CSD staff, referring to the level of support (first/second/third level support) needed.
Central Project Team	The team, led by DG TAXUD, working together on the realisation of the central project, and taking overall responsibility for the project. Both the Project Manager for IT and the Project Manager for the business, and the related teams are part of the CPT.

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Term	Definition
Coordinator	The Project Manager may delegate part of his/her responsibilities to one or more Coordinator(s). This delegation is generally linked to specific areas of the project, such as major groups of related activities, knowledge domains, and so on. The final responsibility towards projects in other domains (DG TAXUD, other National Administrations (NAs)) remains with the Project Manager.
Escalation	In a project, decisions are taken at the appropriate authorisation level. However, when a decision cannot be taken at a certain level (because the individuals at that level cannot reach a decision or do not have the mandate to take such decision), the task of taking this decision is brought (escalated) to the next / higher level.
First Level Support	It covers the basic support activities brought to the NAs and the first entry point for all the requests. Its activities cover: Service Desk calls logging, resolution or dispatch of the National Administrations requests for support.
Incident	Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in the quality of that service.
Known error	A condition identified by successful diagnosis of the root cause of a problem, and the subsequent development of a workaround.
National Service Desk	A service component of the National Support Centre provided by every NA to provide support to both internal users (NA officers) and external users (local Economic Operators).
Operational Level Agreement	An internal agreement covering the delivery of services which support the IT organisation in their delivery of services.
Priority	Sequence in which an Incident, Problem or RFC needs to be resolved, based on impact and urgency.
Problem	A condition often identified as a result of multiple Incidents that exhibit common symptoms or a Service Request with underlying unknown errors. Problems can also be identified from a single significant Incident, indicative of a single error, for which the cause is unknown, but for which the impact is significant.
Problem Management	Process that minimises the effect on customer(s) of defects in services and within the infrastructure, human errors and external events.
Project Manager	The official nominated by the Project Owner to lead the Project Team and manage the operation of the project. He/she is responsible for the day-to-day progress of the project and the delivery of results.
Release Management	Process that permits collection of new and/or changed evolutions of application which are tested and introduced into the live environment together. Release management addresses both technical and non-technical aspects of a release.
Request for Change	The Request for Change is a set of files containing all information related to a specific Change. This includes the Change Advisory Board (CAB) or Change Authority decisions.

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Term	Definition
Service Catalogue	Overview of available IT Services delivered by DG TAXUD to the NA.
Service Level Agreement	Written agreement between a service provider and the customer(s) that documents the agreed Service Levels for a Service.
Service Level	The expression of an aspect of a service in definitive and quantifiable terms.
Service Level Management	The process of defining, agreeing, documenting and managing the levels of customer IT service, that are required and cost justified.
Service Level Support	It represents all the activities linked to an escalation of an Incident or a Problem that cannot be resolved by first level support because of lack of expertise.
Service Request	Relates to handling of organisational questions and requests for documentation, publications, business information, User Rights Management, management and delivery of translations, organisation of conference calls/virtual meetings, remote/on site technical support, ad hoc support, training management, qualification, conformance testing, testing of full release, installation, management notifications of scheduled or unscheduled unavailability and requests for mass e-mails.

Table 1-4: List of key definitions in this document

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2. Central Operations

DG TAXUD is responsible for the provision of a wide portfolio of trans-European IT services to the National Administration (NAs), the Citizen and the Commission internal staff. The quality, availability, continuity, scalability and expandability of these services are all critical for the sustainability of the Community policies and objectives in the field of Customs, Taxation and Excise.

DG TAXUD has a dual responsibility in IT service management:

Central application level:

- deploy and operate all applications required to meet its policy and operational obligations;
- operate a Central Service Desk (CSD) to support these Community applications; There are applications to serve:
 - the National Administrations in several ways: business applications, statistics & monitoring applications, test applications, web servers, calls management;
 - the citizen via europa.eu;
 - the other Directorates General.
- in some cases, develop and support applications that NAs may want to operate nationally to ease the burden of meeting their operational obligation(s) for a specific trans-European system.

Trans-European system level:

- produce the common system specifications;
- co-ordinate the deployment of trans-European services as required by the policies to be implemented;
- perform the Conformance Testing (CT) of each national application before granting it the right to join operations;
- monitor the Quality of Services (QoS) of the national applications;
- elaborate business and technical statistics;
- facilitate the resolution of incidents between NAs;
- run continuous improvement programs;
- operate a CSD to support these systems;

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- operate and maintain the Common Communications Network (CCN) which offers a point of presence in each NA to allow all constitutive applications of a system to interoperate via a secure network.

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2.1 Portfolio of IT Services

The portfolio of IT services provided by DG TAXUD is composed of a set of systems and applications. There are three main portfolio's which are also called Business Threads (BTs):

- Customs systems and applications;
- Taxation systems and applications;
- Excise systems and applications.

Each Business Thread is represented by a Central Project Team (CPT). The CPT has the main responsibility for the delivery of services to the NA.

All IT services which are generic of nature have been consolidated into a uniform delivery model across all BTs. A single Central Service Desk (CSD) has been set-up so that the accessibility of these common services is well organised and positioned to support all the BTs in a uniform way. The delivery of all common services is controlled through specific processes.

2.2 Service Integration

DG TAXUD is a major IT service integrator and therefore depends extensively on its supplier base to provide all of its IT services according to the Quality of Service expected by its customer and user base.

DG TAXUD has the responsibility for both the service agreements between:

- DG TAXUD and its customers and users;
- The corresponding supporting service agreements between DG TAXUD and its suppliers.

The operation of a trans-European system is regulated by a "Terms of Collaboration", which defines the rights and obligations of each of the parties contributing to the system.

On the customer and users side, DG TAXUD agrees "Terms of Collaboration" (TOC) with the National Administrations for managing the service levels of the trans-European systems. These service levels are agreed in the Service Level Agreement (SLA).

On the supplier side, supporting agreements are put in place to ensure the above agreements can be met.

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By monitoring the availability of the systems and evaluating the performance against the agreed targets, the parties will be able to improve the quality of the service offered to the end-users, by taking appropriate action as soon as needed. For more information see RD01.

2.3 Central Operations

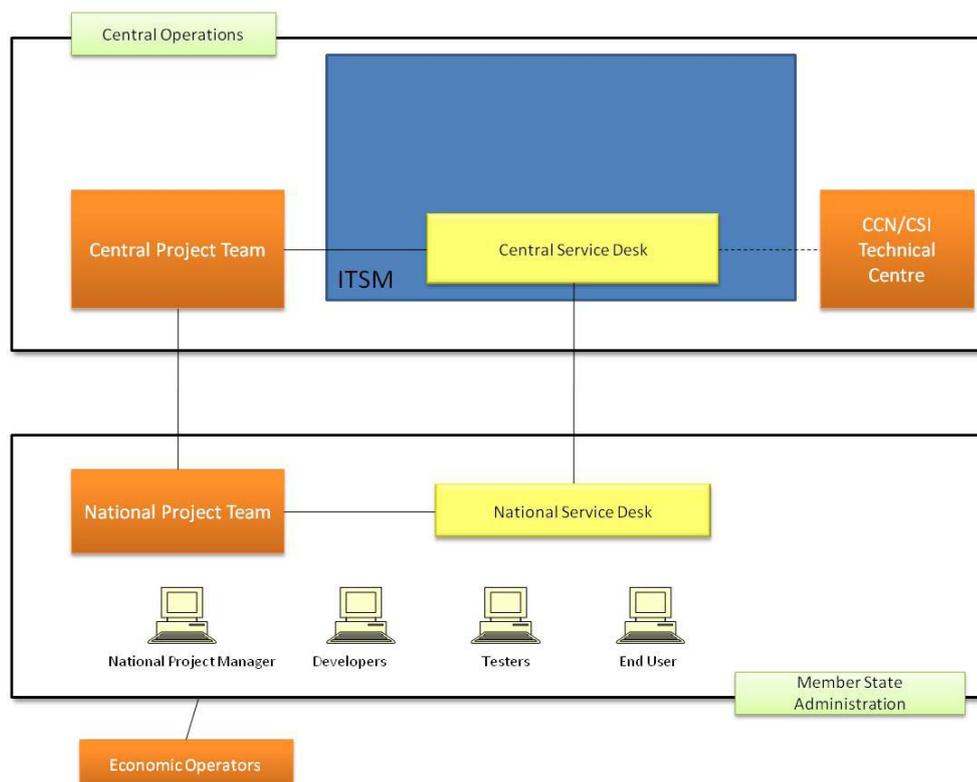
Figure 1 illustrates the position of the main parties involved in this Service Catalogue. All primary communication between the Central Operations (CO) and the NA is either between the CPT and the National Project Team (NPT), or between the CSD and the National Service Desk (NSD).

The Central Service Desk is delivered by the ITSM service provider on behalf of DG TAXUD. All the common services delivered by the CO are accessible via the CSD. The CSD interacts with or forwards requests to the other parties in the CO organisation to deliver these services.

This Service Catalogue describes the services that are available to the NA. Because of the specific nature of the services delivered by the CPT within a Business Thread (BT), a distinction will be made between the services delivered by each CPT and the common services delivered by the CO in general.

The TOC, SLA and the Service Catalogue for NAs are related to each other.

Figure 2 illustrates the relationship between the three documents.



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Figure 1: Positioning of the parties involved in this SLA

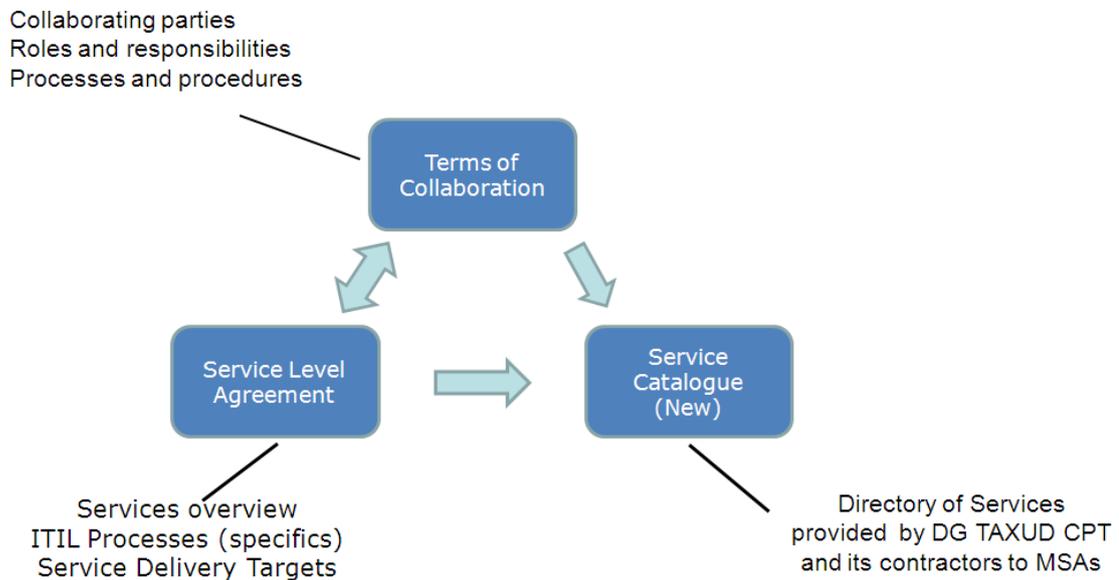


Figure 2: Relationship between the TOC, SLA and Service Catalogue

2.4 Collaborating parties

The Central Operations include (as required in the “Terms of Collaboration”) two levels of participants:

The Central level actors

- Central Service Desk (CSD);
- CCN/CSI Technical Centre (CCN/TC);
- Central Project Team (CPT);
- Others. The other central level actors are not directly visible to the NA and are therefore not listed here. All other parties can be contacted via the CSD and through the appropriate process.

The National level actors:

- National Service Desk (NSD);
- National Project Manager (NPM);
- National End Users;
- National Developers & National Testers;

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- Economic Operators as national level actors.

2.5 Central Level Actors

The Central Operations is organised in three levels of support, whose responsibilities are described hereafter:

The first level represents the first level of contact for the NSD. The responsibilities of the first level cover different aspects:

- Call acknowledgement, i.e. answer requests for opening calls by logging calls into the call management system;
- Solve easy or known Incidents using a FAQ;
- Dispatch Incidents/Problems/Service Requests by assigning tasks to second and third level action resolvers;
- When all the tasks assigned for a call are completed, notify the issuer that the Incident has been treated and/or the problem has been solved and ask for his acknowledgement to close the call. The user has access to all calls via the ITSM Portal, where he can verify whether the solution proposed is satisfactory or not;
- Follow up the call status during their entire lifetime and close calls.

The second level includes the following activities:

- Answering requests for information which can not be provided by the first level;
- Analysis/diagnosis of Incidents or Problems;
- Finding solutions or escalate to the third level if necessary.

The third level is dedicated to actions requiring the involvement of an expert. More precisely, the activities concerned are:

- Answering requests for information which can not be provided by the first two levels;
- Conformance testing;
- Analysis and diagnosis of Incidents / Problems that cannot be performed at the second level;
- Remote support to the NA;
- Delivery of releases (also covering Hardware, Commercial Off The Shelf (COTS) applications and ITSM related tools);
- Activities requiring CPT involvement and remote or on site support to the NA.

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2.5.1 Central Service Desk

The main responsibilities of the Central Service Desk are:

- The first level support for the NSD;
- The Incident management process;
- The logging of the Service Requests;
- The User and Access Control management;
- Provide information or forward the requester to the appropriate party if it concerns other processes like Change Management, Release Management, Problem Management or Configuration Management.

The CSD is the single point of contact for the NAs if it concerns the common IT Services.

2.5.2 The Central Project Team

The CPT is responsible for (see also the TOC ([RD11] and [RD12]) of the respective Business Thread):

- Supplying the centrally developed software;
- Accepting or rejecting Request for Changes (RFC)s requests in its function as Change Authority Board (CAB) member;
- Coordinate the Maintenance Requests that affect a software component of the centrally developed software;
- Provide management information about the projects ad hand;
- Presentation of the relevant reports to the NAs;
- Ensure that the requirements specified in the SLA are in line with the TOC.

2.5.3 CCN/TC

The CCN/TC is responsible for the Incident / Problem Call forwarded to the CCN/TC and covering the Common Domain network management.

The NA can access the CCN/TC by introducing a request to the CSD via the NSD or by contacting the CCN/TC directly via the NSD. This depends on the nature of the Incident or Problem.

The benefit of contacting the CSD is to ensure that the business impact will also be analysed by the CSD. Hence, the NA should always use this method when a network Incident or Problem affects the application layer of the system.

If the Incident or Problem is due to the network, the demand is transferred to the CCN/TC by the National CCN/TC via the CSD. The applied solution is sent back to the caller by the CCN/TC with a copy to the CSD.

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2.6 National Level Actors

National Service desk

The NSD is the national support provided to all NA participants (National End users, National Developers, National Testers, National Project Manager and Economic Operators).

It is responsible for managing the national Incidents/Problems/Service Requests at national level.

The main objective of the NSD is to deliver to National Users at least the minimal level of Service Support according to national quality and service standards and to address and manage the requests for support within the target times applied to the various operations of the NSD.

The NSD provides also handles service requests concerning the centrally developed applications and related documentation.

The NSD may pass some requests for support to the CSD. The NSD acts as a support function of requests (First/Second/Third levels of support) at the national level before their transmission to the CSD.

The NSD is the entry point of all national requests. Its role is to analyse them and to apply one of the following scenarios:

- If the request cannot be solved at the national level (application layer and CCN related), it is transmitted to the CSD;
- The NSD must check the Incident reports and resolution reports available on the ITSM Portal, in order to bring answers to the frequently-asked national requests (FAQ) and to avoid unnecessary activation of the CSD.

Economic operators

Economic Operators is a generic term that includes all stakeholders of the external domain.

The Economic Operators are presented here as part of the National Level participants. Their requests are routed via the NSD.

2.7 Categorisation of Services

The services that are available to the NA are grouped into:

- CPT Services. This group are the services that are specific to a BT and which are delivered by the respective CPT;
- Common IT Services which are generic across all BTs, and which are delivered by the Central Operations organisation;

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- CCN/CSI. This service is a secure Common Communications Network linking all NAs, DG TAXUD and other relevant parties in order to supply the necessary communication services and associated connectivity to all the trans-European Systems under the responsibility of DG TAXUD.

The Common IT Services have been categorised into two main categories. The main difference between these two categories is the method of delivery.

Category	Description of Category
Continuous	Continuous services are delivered to all end users and customers on a continuous basis. The service is either delivered on user request, triggered by an (external) event or it is delivered on a periodic basis. The delivery of the services is controlled through a specific process and procedure according to predefined targets (if applicable) which are defined in the SLA.
Orderable	Orderable services are delivered on request and the delivery of the service needs preparation, planning and coordination. The delivery date is therefore determined by various aspects (planning, resources, location etc.) and is finally agreed upon between the requester and the contractor for each specific request.

Table 2-1: Continuous versus orderable services

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2.7.1 Quality Assurance

The Quality Assurance process ensures that all deliverables resulting from the services, are delivered according to agreed targets. This process ensures that deliverables (if applicable) are also delivered according to the agreed Submit For Review (SFR) and SFA (Submit For Acceptance) procedures.

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3. Central Project Team – Services

The Commission steers the process to achieve agreements for the administrative cooperation by means of information technology. This involves standards, procedures, tools, technology and infrastructure. Assistance to Member States is provided to ensure data exchange systems are properly implemented and are available. Monitoring, supervision and evaluation of the overall system is provided as well. Furthermore the Commission is providing the Member States with legal guidelines to be respected in this exchange of information.

The purpose is to improve the quality of data and procedures involved in the administrative cooperation when they are supported on information technology systems. In order to achieve this, a set of guidelines and rules must be defined and followed by the Commission and Member States.

The CPT within each BT delivers a distinct set of services to the NA to support the goals described in the above paragraphs.

There are, however, difference between the BTs which result in minor differences in the type of services that are being delivered to the NA and also in the method of delivery.

The following CPT services are very similar across BTs and can therefore be positioned as the common denominator across the BTs. The common CPT services are:

- Develop and maintain specifications, procedures and applications;
 - Delivery of the functional, technical and test specifications;
 - Ensure legal compliance. Ensure that all specifications are compliant with EU legislation;
 - Delivery of the installation guide, the user manuals as well as the operational procedures, roles and responsibilities for the applications in Europe;
 - Ensure system security. Ensure that the security of the delivered system, applications and forms is compliant with the relevant guidelines;
 - Ensure legal and technical compliance. Ensure that all the functionalities provided by the relevant systems comply with its legal base. Ensure that technical specifications comply with the constraints in the production environments;
- Define service levels;

Service level agreements could be made, covering activities like timescales for the data dissemination or for a response of the Service Desk after an incident;

- Ensure systems security;

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All involved parties must guarantee the availability and integrity of the information during all the transmission and the processing of this information;

- Ensure compliance;

Compliance with all relevant legislation as well as DIGIT/DC constraints must be assured;

- Manages changes;

Systems and applications will evolve over time, adapting to experience, legislative and procedural changes. These changes are managed by the CPT and will be implemented in the application;

- Manage the implementation of releases.

The correct implementation of a new release without any loss of data will be assured by the CPT.

If applicable the CPT delivers the above described services through projects. When applicable the following services are included in the delivery of the project:

- Project Planning;

This includes central project planning and if request assistance with maintaining National Project plans;

- Project Reporting;

Develop, distribute and maintain project templates to report on project milestones and other deliverables in a consolidated way. This includes the gathering of status information of each NA in relationship to the implementation of a TES, specific releases or required changes;

- Project Documentation;

The CPT delivers, maintains and manages the approval of all relevant project documents. These official documents are being published on different media depending on the specific BT;

- Baseline Management.

The CPT manages the “Baselines”. A baseline is a defined set of declared versions of project deliverables at a certain maturity status. Once a baseline is established, its constituent elements become subject to Change Management, so that the system cannot diverge from the baseline definition without authorisation. The list of the applicable documents and software packages (project baseline) together with the related (accepted) Change Requests are kept up-to-date and published on different media (differs per BT).

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The following sections will describe the services that are specific to a BT. This can also include the differences in the delivery of Common IT services (see section 4) which are in some BTs not directly available to an NA.

Figure 3 illustrates this. In general all Common IT Services are directly available to the NA, accessible via the CSD. However, in some BTs, some of the Common IT Services are still being delivered by the CPT because of organisational and project related constraints. In the following section this will be clarified for each BT. For more information on the Common IT Services please refer to section 4.

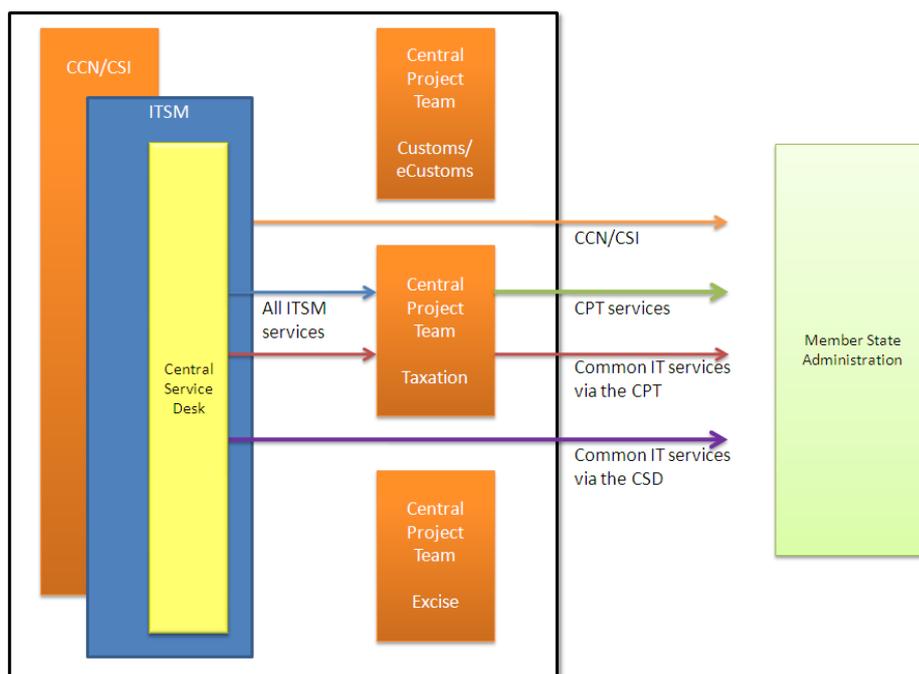


Figure 3: Delivery of services overview

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3.1 Customs

This thread (Customs) includes all systems and applications underpinning Transit (NCTS), Export (ECS) and Import (ICS). These systems are fully distributed trans-European Systems with CCN at its core.

The following table presents the specific services delivered by the CPT within this BT.

Section:		CPT Specific Services	
Title:	CPT Services – Customs	Can be requested by the NA:	Result visible to the NA:
		Not Applicable	Yes
Trigger:	Managed by the CPT	Frequency:	Continuous
Output:			
<ul style="list-style-type: none"> E-Customs business statistics are collected in the National Domain under automatic procedure and will be forwarded to the CS/MIS system by the procedures defined in the FTSS. The Central Services / Management Information System (CS/MIS) provides the facilities needed to monitor and report on the e-Customs operations from the system, business and resources point of view. This service is provided by collecting and distributing technical statistics, CCN audit files and business statistics; Collection and publishing of statistics. <ul style="list-style-type: none"> Technical statistics report on the use of the Common Domain (CD) by e-Customs. CCN message transport information is collected daily on each NA CCN gateway. Each month, the stored reports are consolidated into monthly reports that are stored on the CS/MIS server; CCN/CSI audit files provide information collected on the CCN gateways used for e-Customs. They inform the user about utilisation of the CCN/CSI network resources (which types of messages are exchanged between NAs); Business statistics serve to provide information to the user on e-Customs operations from the business perspective. e-Customs business statistics are collected on a monthly basis in the National Domain under automatic procedures by the NTA while archiving its movement's database. 			

Table 3-1: CPT Specific Services - Customs

For more details on these services (targets, list of deliverables, communication platforms etc.) please refer to the SLAs of eCustoms [RD08], [RD09] and [RD10].

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Common IT Services accessible/delivered/visible via the CSD.			
Central Operations	Support processes	Delivery processes	Other services
Central Service Desk	Incident Management	Service Level Management*	Voice survey of each NA*
User Right Management	Problem Management	Availability Management*	Yearly User Satisfaction Survey*
Request for Information	Configuration Management*	Capacity Management*	Business Monitoring*
Technical Support	Change Management*	Continuity Management*	Security Management*
User Complaint	Release Management*		
Common IT Services - Service Requests, available to the NA accessible via the CSD: <ul style="list-style-type: none"> • Ad Hoc Technical Support; • Conference Calls and Virtual Meetings; • Coordination Mission; • Demonstration; • ITIL Support to the Commission and NAs; • On-Site Technical Support; • Remote Technical Support; • Test Conformance; • Training & Workshop; • Translation; • Web Update; • Working Group Meeting. 		Common IT Services - Service Requests delivered by the CPT:	

Table 3-2: Common IT Services - Customs

*Continuous services. These services can not be requested by the NA. See section 4.

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3.2 Taxations Business Thread

The flagship of this thread is the VAT Information Exchange System (VIES) which is complemented by the VAT on eService (VoeS), VIES-on-Web, Tax Inventory, Taxation on Savings and eForms applications. VIES and its affiliated services are mainly fully distributed trans-European systems, taking advantage of CCN. VIES-on-Web is hosted at the DIGIT/DC.

The following table presents the specific services delivered by the CPT within this BT.

Section:	CPT Specific Services		
Title: CPT Services – Taxations	Can be requested by the NA: Not Applicable	Result visible to the NA: Yes	
Trigger: Managed by the CPT	Frequency:	Continuous	
Output:			
VAT			
<ul style="list-style-type: none"> • Providing the VIES Initial and Test applications allowing Member States to ease their development and to test their VIES applications; • Providing the VAT on e-Services Test application allowing the testing of MS VAT on e-Services applications; • VIES on the Web service, allowing all traders via an internet connection to verify the VAT identification numbers in other NAs; • Maintenance and distribution of the VAT Algorithms; • Reporting and statistical services: <ul style="list-style-type: none"> • The VIES Monthly Statistics Reports (excluding network statistics that are to be provided by the CCN/TC); • The VIES-on-Internet Monthly Statistics Reports; • The VAT systems and application SLA – Monthly reports. 			
Taxes in Europe			
<ul style="list-style-type: none"> • Provide the new template. The CPT will deliver a new version of the template when a new template of tax forms is available and features of the template have been modified; • Initiate Yearly Data Dissemination. At the beginning of each year the CPT sends all of its tax forms to each NA in order to update revenue data of last year. The latest tax form template will be sent to the NA; • Manage Data Dissemination. The CPT certifies the quality of received tax forms. A tax form is updated by the NA if a new tax has been created, the legislation applied to the tax has changed or at the beginning of the year to update Revenue of last year fields. 			
Taxation on Savings			
<ul style="list-style-type: none"> • Provide the Taxation on Savings Test Application. 			
e-Forms			

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- The CPT develops e-Forms and distributes these to the NA. The CPT also develops a test tool that supports testing of the e-Forms. New e-Forms are systematically uploaded for the use of the NAs.

Table 3-3: CPT Specific services - Taxation

For more details on these services (targets, list of deliverables, communication platforms etc.) please refer to the SLA [RD03] and the Operational procedures ([RD04], [RD05] and [RD06]).

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Common IT Services accessible/delivered/visible via the CSD.			
Central Operations	Support processes	Delivery processes	Other services
Central Service Desk	Incident Management	Service Level Management*	Voice survey of each NA*
User Right Management	Problem Management	Availability Management*	Yearly User Satisfaction Survey*
Request for Information	Configuration Management*	Capacity Management*	Business Monitoring*
Technical Support	Change Management*	Continuity Management*	Security Management*
User Complaint	Release Management*		
Common IT Services - Service Requests, available to the NA accessible via the CSD: <ul style="list-style-type: none"> • Ad Hoc Technical Support; • Conference Calls and Virtual Meetings; • Coordination Mission; • Demonstration; • ITIL Support to the Commission and NAs; • On-Site Technical Support; • Remote Technical Support; • Test Conformance; • Training & Workshop; • Translation; • Web Update; • Working Group Meeting. 		Common IT Services - Service Requests delivered by the CPT:	

Table 3-4: Common IT Services - Taxation

*Continuous services. These services can not be requested by the NA. See section 4.

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3.3 Excise Business Thread

The flagship of this thread is Excise Movement and Control System (EMCS) which is currently under development, but there are a set of small- and medium-sized systems already in operation (SEED, EWSE, MVS). The excise systems are fully distributed trans-European systems with CCN at their core. The deployment of EMCS in the years to come will boost this thread in the portfolio.

The following table presents the specific services delivered by the CPT within this BT.

Section:	CPT Specific Services		
Title: CPT Services – Excise	Can be requested by the NA: Not Applicable	Result visible to the NA: Yes	
Trigger:	Managed by the CPT	Frequency:	Continuous
Output:			
<ul style="list-style-type: none"> • Provide the Project Support Platform (PSP). This is a secure website for the EMCS Computerisation Project to facilitate the communication between all EMCS stakeholders; • Provide a Test Application (TA) for mode-1 and mode-2 testing. The TA allows the National Excise Applications (NEA) located at the premises of the NA, to be tested against EMCS components, typically by driving exchanges of EMCS messages with the NEA; • Provisioning of Reference Data Management. The management of Reference Data consists of collecting common Reference Data from the NAs and then consolidating and aggregating it into a publishable format, before making it available in the Common Domain; • Collect Excise business statistics in the National Domain under automatic procedure. The Central Services/Managing Information System (CS/MIS) provides the facilities needed to monitor and report on the Excise operations from the system, business and resources point of view. 			

Table 3-5: CPT Specific services - Excise

For more details on these services (targets, list of deliverables, communication platforms etc.) please refer to the SLA of Excise [RD07].

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Common IT Services accessible/delivered/visible via the CSD.			
Central Operations	Support processes	Delivery processes	Other services
Central Service Desk	Incident Management	Service Level Management*	Voice survey of each NA*
User Right Management	Problem Management	Availability Management*	Yearly User Satisfaction Survey*
Request for Information	Configuration Management*	Capacity Management*	Business Monitoring*
Technical Support	Change Management*	Continuity Management*	Security Management*
User Complaint	Release Management*		
Common IT Services - Service Requests, available to the NA accessible via the CSD: <ul style="list-style-type: none"> • Ad Hoc Technical Support; • Conference Calls and Virtual Meetings; • ITIL Support to the Commission and NAs; • On-Site Technical Support; • Remote Technical Support; • Translation. 		Common IT Services - Service Requests delivered by the CPT: <ul style="list-style-type: none"> • Coordination Mission; • Demonstration; • Test Conformance; • Training & Workshop; • Web Update; • Working Group Meeting. 	

Table 3-6: Common IT Services - Excise

*Continuous services. These services can not be requested by the NA. See section 4.

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4. Common IT Services

The services in this category are based upon deliverables and/or services identified and agreed upon together with DG TAXUD.

Please note that the implementation of individual procedures might vary slightly across business thread. If this is the case, it will be explained in the respective SLA and TOC.

The Common IT Services have been categorised into two categories: Continuous Services and Orderable Services.

The services in the Continuous Services category have been organised into the following sections:

- Central Operations;
- Service Support Processes;
- Service Delivery Processes;
- Other Common Services.

Table 4-1 presents the list of Common IT Services. The remark 'via BTM' means (if applicable see section 3) that the service can be ordered at the CSD. The Service Request will be registered in the Service Management Tool. The delivery of the service is coordinated by the Business Thread Manager (BTM) in cooperation with the CPT

Not all services can be requested by the NA. These services are, however, still listed in the service catalogue because they are delivered on a continuous basis and the specific results of these services are visible to the NA.

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Category	Section	Service	Reference	Can be requested by NA	Result of this service visible to the NA.
Continuous	Central Operations	Central Service Desk	SE 8.1.1	Yes	Yes
		User Right Management	WP.8.1.2.1	Yes	Yes
		Request for Information	SE 8.1.1	Yes	Yes
		Technical Support	SE.8.4.3.3	Yes	Yes
		User Complaint	SE 8.1.1	Yes	Yes
	Service Support Processes	Incident Management	SE 8.1.2	Yes	Yes
		Problem Management	SE 8.1.3	Yes	Yes
		Configuration Management	SE 8.1.4	No	Yes
		Change Management	SE 8.1.5	No	Yes
		Release Management	SE 8.1.6	No	Yes
	Service Delivery Processes	Service Level Management	SE 8.2.1.1	No	Yes
		Availability Management	SE.8.2.4.1	No	Yes
		Capacity Management	SE 8.2.2.1	No	Yes
		Continuity Management	SE.8.2.3.1.3, SE.8.2.3.2.3	No	Yes
	Other Services	Voice survey of each NA	SE.8.3.1.2.1	No	Yes
		Yearly User Satisfaction Survey	SE.8.3.1.2.2	No	Yes
		Business Monitoring	SE.8.3.1.1.1	No	Yes
Security Management		SE.8.5.2	No	Yes	
Orderable		Ad hoc Technical Support	SE 8.1.2.5	via BTM	Yes
		Conference Calls and Virtual Meetings	SE 8.1.2.2	via BTM	Yes
		Coordination Mission	SE.8.3.2.4.5	via BTM	Yes
		Demonstration	SE.8.3.3	via BTM	Yes
		ITIL Support to the NAs	SE.8.7.2.1	via BTM	Yes
		On-Site Technical Support	SE 8.1.2.4	via BTM	Yes
		Remote Technical Support	SE 8.1.2.3	via BTM	Yes
		Test Conformance	SE.8.4.3.1.2.2	via BTM	Yes
		Training & Workshop	SE.8.3.2.5	via BTM	Yes
		Translation	SE 8.1.1.1	via BTM	Yes
		Web Update	SE.8.1.1.2	via BTM	Yes
		Working Group Meeting	SE.8.3.2.1	via BTM	Yes

Table 4-1: List of Services

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

4.1 Continuous Services

4.1.1 Central Operations

Section:	Central Operations		
Title: <u>Central Service Desk</u>	Reference: SE 8.1.1	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Provide a Single Point of Contact (SPOC) to meet the communications needs of both users and IT and to satisfy both customer and IT provider objectives.			
Trigger:	User can request a service by contacting the CSD through a Call, Email, Fax or via the ITSM portal	Frequency:	Event triggered.
Output: Status updates via a Call, Email or the ITSM Portal. A forwarded incident, problem or service request to the appropriate party (second/third level). Resolved incident.			
Description: The CSD is the single point of contact for the National Administration. It works as a first level support to access any of the services delivered by the CO. The supported activities are the following ones: <ul style="list-style-type: none"> • The CSD is responsible for dispatching of the requests from the NA to the relevant party or CPT. At the same time, the CSD records the Incident/Problem/Service Call in the Service Management Tool (SMT) and follow-up the overall lifecycle of a call; • The CSD is responsible for providing the status of a given Incident /Problem/ Service Call to the NA (including the person owner of the Incident submitted); • The CSD monitors the follow-up of the Requests for Changes (RFC) and new Releases in order to ensure the service level agreement targets. In the case of an Incidents or Problems, the CSD notifies the concerned National Administration and the person in charge of the request; • The CSD is responsible for forwarding the solutions (related to the CPT responsibility) to the NSDs; • The CSD is responsible for the analysis of the Incident / Problem Calls from the NAs. The purpose of this analysis is to determine whether the responsibility of the NA, of the CPT or the CCN/CSI is engaged; • The CSD is also responsible for informing about scheduled and unscheduled unavailabilities. 			

Table 4-2: Central Service Desk

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
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Section:	Central Operations		
Title: <u>User Right Management</u>	Reference: WP.8.1.2.1	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Provide access to an application.			
Trigger:	User can request access to an application by contacting the CSD.	Frequency:	Event triggered.
Output: Access provided to an application or Access denied.			
Description: User Right Management is a Service request that can be one of the following categories: <ul style="list-style-type: none"> • Request for a new user account; • Update of an existing user account; • Reset of a password. The following principles are applied: <ul style="list-style-type: none"> • No access will be granted to any resource without the authorisation of DG TAXUD and LISO; • The rule is to create a personal access every time it is possible. Non-nominative accesses are an exception; • All non-nominative accounts will be stored in an encrypted list, maintained by PSU. The list will contain the login, the password and the list of the people having received the password. When the password is changed, only those on the list will receive the new password. The CSD is responsible for: <ul style="list-style-type: none"> • Creating, changing or deleting the user accounts within their scope in accordance with the procedures described in this document; • Providing the issuer with Privacy Policy. This only applies to individual issuers. Bulk registration requested by DG TAXUD already provides the privacy policy to the end user; • Periodically initiate a review of active accounts (twice a year) by distributing the account list to be reviewed to the System Owner / Responsible Manager; • Creating and maintaining the non-nominative account list if applicable; • Understanding the consequences of granting the requested access rights; • Maintaining an audit trail of account changes (including the request creation and deletion notifications). 			

Table 4-3: User Right Management

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
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Section:	Central Operations		
Title: <u>Request For Information</u>	Reference: SE 8.1.1	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Provide general information based on a Request For Information (eg where to turn to regarding user management).			
Trigger:	Information request to the CSD.	Frequency:	Event triggered.
Output: The requested information has been provided to the End User/Customer.			
Description: The End User or Customer can contact the CSD for general information in regards to the services offered by the Central Operations.			

Table 4-4: Request For Information

Section:	Central Operations		
Title: <u>Technical Support</u>	Reference: SE.8.4.3.3 SE.8.6.4	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Provide the technical support related to the applications and systems.			
Trigger:	The User can contact the CSD to request technical support.	Frequency:	Event triggered.
Output: Technical Support provided.			
Description: The technical support must address both technical and business related issues. Technical Support is provided for the ICT infrastructure, the applications and systems. The processing of a technical support request is handled via the Incident Management process.			

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Service Catalogue NA -	Version: 1.10
Common IT Services	Issue Date: 18/05/2009

Table 4-5: Technical Support

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA -	Version: 1.10
Common IT Services	Issue Date: 18/05/2009

Section:	Central Operations		
Title: <u>User Complaint</u>	Reference: SE 8.1.1	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Register and process User Complaints.			
Trigger:	The User can contact the CSD to register a complaint.	Frequency:	Event triggered.
Output: The registered complaint will be assessed. Improvements will be implemented accordingly.			
Description: To facilitate user satisfaction, it is the responsibility of the CSD the appropriate follow-up takes place. Should there be any issues with the quality of service and the levels of user satisfaction a notification should be sent to the CSD. DG TAXUD IT will review and assess the complaints.			

Table 4-6: User Complaint

4.1.2 Support Processes

Service Support is one of two disciplines comprising IT Service Management. It encompasses the support processes necessary to ensure service quality. These processes manage problems and changes in the IT Infrastructure and are more control-oriented than technical in nature.

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA -	Version: 1.10
Common IT Services	Issue Date: 18/05/2009

Section:	Support Processes		
Title: <u>Incident Management</u>	Reference: SE 8.1.2	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Manage the life cycle of a registered Incident. The primary goal of the Incident Management Process is to restore normal service operation as quickly as possible and to minimise the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.			
Trigger:	Registered Incident	Frequency:	Event triggered
Output: A closed incident after a confirmation from the requester that the provided solution is satisfactory.			
Description: The Incident Management Process ensures that Incidents and Service Requests are properly detected, recorded, correctly handled and followed up. Furthermore, recording ensures that no incidents and service requests are missed. It allows the events to be easily traced, and provides assistance for problem management and planning activities. Normal service operation is defined as a service operation within the limits as agreed in the Service Level Agreement (SLA). The Incident Management Process is triggered with a request received by the CSD from a <i>registered user</i> (the issuer). Only incidents that come from registered and legitimate users and at the same time belong in the range of Service covered by the CSD are registered as incidents. The main input that triggers the Incident Management Procedure is the reception of a request in the form of an e-mail, telephone call or fax coming from registered CSD users. The CSD registers Incidents and classifies them in a category (see section 6.1.1). The response time and solution time depends on the priority. The priority is derived from the urgency and the impact (see section 6.1.2). The Incident Management team will solve the Incident, or provides a workaround. Once the incident is solved, the results are communicated to the User who reported the Incident, in order to close it. Requests outside the range of service coverage and requests from unauthorised users will be rejected. Emails received from non registered users will not be registered as incidents by the CSD. In this case the CSD will follow a procedure to authorise this user and add him to the list of registered SDUs if approved. For emails where no action is required by the CSD, the email will be archived and no incident will be registered. This includes emails where the CSD is in copy (cc:). Incidents received outside the opening hours of the CSD will be queued and prioritised to be handled by CSD during the next working day.			

Table 4-7: Incident Management

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA -	Version: 1.10
Common IT Services	Issue Date: 18/05/2009

Section:	Support Processes		
Title: <u>Problem Management</u>	Reference: SE 8.1.3	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Manage the life cycle of a registered Problem. The Goal of the problem control sub-process is to manage problems from detection to diagnosis and workaround, effectively transforming it in a Known Error.			
Trigger:	Registered Problem	Frequency:	Event triggered
Output: A workaround, registration of a known error or problem solved.			
Description: The Problem Management process ensures that a periodic analysis takes place on the incidents to detect potential new problems. Problems are triggered by various means: <ul style="list-style-type: none"> • Incidents analysis; • Proactive analysis; • A standalone issue (e.g. Procedure problem); • Mails/calls received by the Problem Manager requesting to open new problems. In all cases the problem is recorded in the service management tool and it is linked to the relevant incidents. The problems are analysed by the Problem Manager in the CO organisation, who defines the initial classification and priority for each of them. The priority is computed from urgency and an impact value as per the incident process. The Problem Manager retains the responsibility to monitor the progress accomplished on the investigations deferred to other parties. The investigation of a problem may be unsuccessful in this case the Problem Manager will escalate this to DG TAXUD. When a workaround is found and/or when the error is fully understood (workaround and the way to fix the problem), the Problem Manager documents the KEL list in the Service Management Tool with the relevant information (root cause of the problem, workaround to be followed until the error is fixed, what needs to be done to fix definitively the problem). The CSD is informed about this Known Error. When an error has been fully documented and when a resolution has been defined for the error, the Problem Manager raises an RFC to have the error fixed. If the problem is serious and urgent an Emergency RFC is raised instead. The Problem Manager monitors the final implementation of the RFC to solve the problem.			

Table 4-8: Problem Management

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

Section:	Support Processes		
Title: <u>Configuration Management</u>	Reference: SE 8.1.4	Can be requested by the NA: No	Result visible to the NA: Yes
Goal: Manage the life cycle of the CIs. Configuration Management is a process that tracks all of the individual Configuration Items (CI).			
Trigger:	Registered RFC	Frequency:	Event triggered
Output: Registered CI.			
Description: Configuration Management involves the following activities: <ul style="list-style-type: none"> • CI identification; • CI data maintenance; • CI data control; • CI data report; • CI audit. All CIs data is stored in a CMDB. All the interactions with other processes is managed through a template. The structures of the templates are defined based on the type CI and/or the type of CI relationships contained within the templates. DG TAXUD maintains the administration of Configuration Items (CIs) located in the common domain. The NA maintains the administration of CIs located and operated at their premises. The NA should maintain a list of all system components and their relationships. The configuration management will embrace the whole of the CI of the trans-European systems and the IT services provided by the various levels of component aggregation. The types of CIs are the following: <ul style="list-style-type: none"> • Baseline documents; • Applications; • Hardware; • Software; • Users; • Databases; • Servers. The NA will inform the CSD if any changes occur in the national domain configuration.			

Table 4-9: Configuration Management

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA -	Version: 1.10
Common IT Services	Issue Date: 18/05/2009

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

Section:	Support Processes		
Title: <u>Change Management</u>	Reference: SE 8.1.5	Can be requested by the NA: No	Result visible to the NA: Yes
Goal: Manage scheduled changes via the Change Advisory Board (CAB). The goal of Change Management is to ensure that standardised methods and procedures are used for efficient handling of all changes, in order to minimise the impact of change-related incidents and to improve day-to-day operations.			
Trigger:	Registered RFC	Frequency:	Event triggered
Output: RFC rejected, RFC approved and developed and RFC implemented (can also be coordinated via a release).			
Description: There can be several reasons for having a change to IT applications: evolution of business needs, evolution of the technology, solutions to be implemented in order to resolve problems, quality improvements, or even for maintenance to applications that are in operations (e.g. upgrades to supporting hardware/software platforms). The main benefits of the Change Management Process are as follows: <ul style="list-style-type: none"> • Have control over which Changes are implemented how and when; • Have a clear decision process for each Change; • Have well defined responsibilities on each step of the process of handling Changes; • Have a mechanism in place to evaluate Changes after implementation, and draw lessons learned; • Have a common Change Management Process. <p>The change originator is asked to forward his/her request via an RFC template to the CSD. The template is an Excel spreadsheet containing mandatory and optional fields of information. This template can be obtained from the CSD.</p> <p>The RFC template is a document that follows the change request through its life cycle and collects all the information that is retrieved throughout the change process.</p> <p>The Service Desk informs the RFC originator that his/her change is logged and forwards it to Change Manager within the CO organisation.</p> <p>The Change Manager only creates a change record in the Service Management Tool if the change meets the validation criteria and the change is classified and the urgency of the change is assessed.</p> <p>Changes in the ICT infrastructure are delivered through a project-based approach governed by the Change Management and Release Management processes. For deviation to this description please see chapter 3.</p>			

Table 4-10: Change Management

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA -	Version: 1.10
Common IT Services	Issue Date: 18/05/2009

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA -	Version: 1.10
Common IT Services	Issue Date: 18/05/2009

Section:	Support Processes		
Title: <u>Release Management</u>	Reference: SE 8.1.6	Can be requested by the NA: No	Result visible to the NA: Yes
Goal: Manage deployment of RFCs through releases. The goal of Release Management is to take a holistic view of a change to an IT service and ensure that all aspects of a release (both technical and non-technical) are considered together.			
Trigger:	Registered RFCs, approval CAB & Planned Release	Frequency:	Event triggered
Output: Implemented release.			
Description: Release Management activities aim at controlling the way changes are put in production. The process makes sure that: <ul style="list-style-type: none"> • Only approved, tested and documented Configuration Items are deployed in production; • Users are properly informed and trained. This involves the following activities: <ul style="list-style-type: none"> • Plan Release: The Release Manager within the CO organisation authorises changes into releases and plan their deployment into production by coordinating the work of the various service providers involved and DG TAXUD parties (DIGIT, CCN/TC, Dev-teams etc). A Release Project Manager is appointed by the Release Manager; • Receive Release: The Release Project Manager makes sure that the Deployment is documented, consistent and complete. He makes sure that the DSL (Definitive Software Library, a ftp server) and the CMDB are updated; • Perform Kick-off meeting: The Release Project Manager makes sure that all deployment tasks and responsibilities are clear for all actors during the Kick-off meeting; • Accept Release: The Release Project Manager ensures that the appropriate tests have been run (Qualification, preSAT, SAT); • Authorise Installation: The Release Project Manager gets the authorisation from DG Taxation and Customs Union to deploy the release in production; • Install Release: The Release Project Manager coordinates the last steps of the installation. 			

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Service Catalogue NA - Common IT Services	Version: 1.10
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Table 4-11: Release Management

4.1.3 Service Delivery Processes

Service Delivery is one of two disciplines that comprise ITIL Service Management. Service Delivery defines the business of IT. Through Service Delivery processes DG TAXUD can:

- Clearly define the content of services
- Clearly define the roles and responsibilities of customers (those who pay for the services), users (those who use the services) and Service Providers
- Set expectations of service quality, availability and timeliness

Service Delivery processes assist staff in tailoring services to meet the specific business needs. The processes assist in defining how to measure service results with meaningful metrics and using the metrics to drive continuous service improvement.

Section:	Service Delivery Processes		
Title: <u>Service Level Management</u>	Reference: SE 8.2.1.1	Can be requested by the NA: No	Result visible to the NA: Yes
Goal: Service Level Management is the ITIL Service Delivery process responsible for maintaining and improving IT Service quality.			
Trigger:	Can not be triggered by the NA	Frequency:	Continuous
Output: Improved IT Service quality. For the NA this process will deliver revised versions of the Service Catalogue, TOC and SLA.			
Description: Service Level Management is the ITIL Service Delivery process responsible for maintaining and improving IT Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT Service achievements and instigation of actions to eradicate poor service, in line with business or cost justification. Through these methods, a better relationship between IT and its Customers can be developed. Service Level Management provides for continual identification, monitoring and review of the levels of IT services specified in the service level agreements (SLAs). Service Level Management ensures that arrangements are in place with internal IT Support Providers and			

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
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<p>external suppliers.</p> <p>The Service Level Management process contains the following activities:</p> <ul style="list-style-type: none"> • Produce Service Catalogue - list all the services being provided and a summary of their characteristics; • Establish Service Level Requirements, Plan and Draft an SLA ; • Agree SLAs - when targets have been confirmed, the SLAs must be signed by the appropriate managers; • Establish monitoring capabilities and define reporting procedures; • Define the review; • Monitor service levels and report on service levels; • Review services - Periodic review meetings should be held monthly or quarterly to review the service achievements.
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Table 4-12: Service Level Management

Section:	Service Delivery Processes		
Title: <u>Availability Management</u>	Reference: SE.8.2.4.1	Can be requested by the NA: No	Result visible to the NA: Yes
Goal: Monitor the availability of all the IT services & manage the scheduled unavailability planning.			
Trigger:	Can not be triggered by the NA	Frequency:	Continuous
Output: Communication in regards to planned or unexpected unavailability of NAs. An updated Availability Plan (yearly).			
Description: Availability Management considers all aspects of the IT Infrastructure and supporting organisation, which may affect availability, including, policy, people, process effectiveness, procedures and tools to ensure that the level of availability delivered in all services matches the current and future agreed business needs. The CO organisation has good understanding of the status of the IT Services, it will take proactive actions to identify, log and follow-up existing operational problems. Due to the monitoring of the IT Services, the NAs are informed about the unavailability of another NA, so that they can take measures to prevent the transmission of messages to the unavailable NA. Input information on availability can come from two sources: <ul style="list-style-type: none"> • The NA may plan a scheduled unavailability in advance.; • Unscheduled unavailability may be communicated by any means to the CSD.. Apart from this, the NA should also provide information about the non-implementation of a particular business service, so that the other NAs do not send messages related to this business service to the specific NA.			

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The unavailability is broadcasted by the CSD to all NAs and to CCN/TC by means of e-mail. NA unavailability information is notified to the CSD, to be further tracked by the normal CSD procedures. The unscheduled unavailability is reported in the statistics about unavailability.

The Availability Process will also perform the following activities on a continuous basis:

- Compare actual levels of availability versus agreed levels of availability for key IT Services;
- Analyse and prevent shortfalls in the availability of existing IT Services;
- Coordinate regular reviews of Service Outage Analysis (SOA), to ensure that infrastructure availability is being proactively improved;
- An updated availability plan on a yearly basis.

Table 4-13: Availability Management

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA -	Version: 1.10
Common IT Services	Issue Date: 18/05/2009

Section:	Service Delivery Processes		
Title: <u>Capacity Management</u>	Reference: SE 8.2.2.1	Can be requested by the NA: No	Result visible to the NA: Yes
Goal: Forecast the sizing of the applications, infrastructure, CCN and other resources under the responsibility of the Commission and the NA.			
Trigger:	Can not be triggered by the NA	Frequency:	Continuous
Output: none			
Description: The Capacity Management process is responsible for ensuring that the capacity of IT services and the IT infrastructure is able to deliver agreed service level targets in a cost effective and timely manner. The objective of this process is to ensure that DG TAXUD IT has, at all times, sufficient capacity to meet the current and future agreed demands of the business needs. <ul style="list-style-type: none">• Business Capacity Management (BCM): BCM is responsible for considering future business requirements for IT services and ensuring that they are planned and implemented in a timely fashion;• Service Capacity Management (SCM): The focus of SCM is the management of the performance of the live, operational IT services. SCM is responsible for ensuring that the performance of all services, as detailed in the SLAs, are monitored and measured. As necessary, actions are initiated to ensure that the performance of the services meets the business requirements;• Resource Capacity Management (RCM): RCM focuses on the monitoring and management of the individual components of the IT infrastructure. The primary objective of RCM is to identify and understand the capacity, performance and utilisation of each of the components in the IT infrastructure. A Capacity Plan is produced, approved and kept up to date on a regular basis. The Capacity Plan contains advice on how much IT capacity is needed to match existing and future service needs, with a line of sight of at least 3 years.			

Table 4-14: Capacity Management

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

Section:	Service Delivery Processes		
Title: <u>Continuity Management</u>	Reference: SE.8.2.3.1 SE.8.2.3.1.3/4 SE.8.2.3.2.3/4	Can be requested by the NA: No	Result visible to the NA: Yes
Goal: The objective of Continuity Management is to support the overall Business Continuity Management (BCM) process by ensuring the necessary ongoing recovery capability for the IT Services and their supporting components based on required and agreed business timescales.			
Trigger:	Can not be triggered by the NA	Frequency:	Continuous
Output: An updated Continuity Plan (yearly).			
Description: 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. The primary goal of this process 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 Taxation and Customs Union. As technology is a core component of most business processes, continued or high availability of IT is critical to the functioning of the business as a whole. This is achieved by the introduction of a Disaster Recovery Plan (DRP) per taken over business thread. Ongoing maintenance and regular testing of the recovery capability is essential for keeping it effective. The purpose of this process is to maintain the necessary ongoing recovery capability within the IT services and their supporting components. DG TAXUD IT pursues the following objectives: <ul style="list-style-type: none"> • Maintain a set of IT DRPs that support the overall Business Continuity Plan of DG Taxation and Customs Union; • Define specific ICT Infrastructure design requirements for technical implementation of the specific recovery measures required; • Define and implement procedures and related organisational measures to maintain the defined service recoverability and to initiate and execute the related DRPs when specific conditions are met; • Conduct regular tests of the recovery plans and procedures, in conjunction with Availability Management and Security Management; • Assess the impact of all changes on the IT Service Continuity Plans and IT recovery plans; • Negotiate and agree the necessary contracts with maintenance, location, facilities and support suppliers for the provision of the necessary recovery capability to support all DRPs; • Report on all IT Service Management related issues on a regular basis. This process relates to those events that are considered significant enough to be a disaster. Less significant events will be dealt with as part of the Incident Management and Availability Management processes.			

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Table 4-15: Continuity Management

4.1.4 Other Services

Section:	Other Services		
Title: <u>Voice survey of each NA</u>	Reference: SE.8.3.1.2.1	Can be requested by the NA: No	Result visible to the NA: Yes
Goal: Collect feedback, enquire about future NAs plans and perceived risks, get lessons learned, ensure mutual understanding of current situation and clarify outstanding issues if any, convey key tactical/operational messages.			
Trigger:	Can not be triggered by the NA	Frequency:	Yearly
Output: Summery report. Corrective actions.			
Description: A Periodic "voice" survey of each of the NA will be conducted at least once a year to collect feedback. Within the scope of this survey are all applicable trans-European Systems. The survey consists of various questions as agreed with the DG TAXUD CPT and it will cover at least: <ul style="list-style-type: none"> • Future NA plans and perceived risks; • Lessons learned; • Mutual understanding of the current situation; • Clarify outstanding issues (if any); • Convey key tactical/operational messages. A summary report will be produced for each contact made. Corrective actions will be planned to address outstanding issues. The follow-up on issues will be reported by the service provider to DG TAXUD on a monthly basis via the Monthly Progress Report (MPR).			

Table 4-16: Voice survey of each NA

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

Section:	Other Services		
Title: <u>Yearly user satisfaction survey</u>	Reference: SE.8.3.1.2.2	Can be requested by the NA: No	Result visible to the NA: Yes
Goal: Conduct a yearly user satisfaction surveys to determine customer satisfaction.			
Trigger:	Can not be triggered by the NA	Frequency:	Yearly
Output: Customer satisfaction report.			
Description: A Periodic user satisfaction survey per customer/user community will be conducted at least once a year to collect feedback. Within the scope of this survey are all applicable trans-European Systems. The survey consists of various questions as agreed with the DG TAXUD CPT. A summary report will be produced for each contact made. Corrective actions will be planned to address outstanding issues. An overall report is made proposing improvements which are followed up by the CSIP process. The follow-up on issues will be reported by the service provider to DG TAXUD on a monthly basis via the Monthly Progress Report (MPR).			

Table 4-17: Yearly user satisfaction survey

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA -	Version: 1.10
Common IT Services	Issue Date: 18/05/2009

Section:	Other Services		
Title: <u>Business Monitoring</u>	Reference: SE.8.3.1.1.1	Can be requested by the NA: No	Result visible to the NA: Yes
Goal: Monitor the business usage.			
Trigger:	Can not be triggered by the NA	Frequency:	Continuous
Output: Availability of the IT Services infrastructure according to the agreed targets in the SLA.			
Description: The business usage of all trans-European systems and Commission IT Services will be monitored. The monitoring will include the following: <ul style="list-style-type: none"> • Number & nature of the business transactions on the applications; • Number of messages, hits, connected users, volume exchanged, load profile; • Compliance of the user activity with expectations and agreed plans. <p>The following actions will be undertaken:</p> <ul style="list-style-type: none"> • A business report with business usage will be compiled on a daily/weekly and monthly basis; • Statistics and analysis will be conducted of abnormal business trends; • Alerting will take place towards the Availability Management process on any business trend which could lead to unavailability; • An incident will be raised in case user activity deviates from the anticipated behavior. <p>The business usage reports will be made available to the CPT. The CPT will consolidate this information into a business thread report which has been agreed upon with the NA.</p>			

Table 4-18: Business Monitoring

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

Section:	Other Services		
Title: <u>Security Management</u>	Reference: SE.8.5.2	Can be requested by the NA: No	Result visible to the NA: Yes
Goal: Manage IT Security Risks.			
Trigger:	Can not be triggered by the NA	Frequency:	Continuous
Output: Security Risks controlled.			
Description: This function is a broad field of management activities related to asset management, physical security and human resource safety functions. It entails the identification of the ITSM contractor project's information assets and the development, documentation and implementation of policies, standards, procedures and guidelines. It also performs security risk management and enforces security controls, monitors and reports on security-related activities and produces recommendations and reports them to the Commission. Security Management monitors the correct implementation of the DG Taxation and Customs Union internal security rules, as laid down in COM provisions on security. The Security Manager is a key element in the overall general security structure of DG TAXUD IT. The Security Manager promotes security awareness, acts as a first port of call on general security issues and reinforces the effectiveness of DG TAXUD IT general internal security controls, and to report and recommend security-related activities to DG Taxation and Customs Union.			

Table 4-19: Security Management

4.2 Orderable Services

Service requests are orderable services which can be requested by the NA. The Service requests are registered in the Service Management tool (SMT) by the CSD, using the same procedure as for Incident Management.

Due to the nature of a Service Request, however, the coordination of the delivery of these requests will be done by the Business Thread Management process. There is one Business Thread Manager (BTM) assigned to each Business Thread and the BTM works in close collaboration with the CPT and other parties within the CO.

The BTM follows the lifecycle of a Service Request. The NA can follow the status of a Service Request via the ITSM web portal.

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
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The following orderable services are available to the NA. All these services are delivered by the ITSM contractor on behalf of DG TAXUD IT.

Category	Service	Reference	Can be requested by NA	Result of this service visible to the NA.
Orderable	Ad hoc Technical Support	SE 8.1.2.5	via BTM	Yes
	Conference Calls and Virtual Meetings	SE 8.1.2.2	via BTM	Yes
	Coordination Mission	SE.8.3.2.4.5	via BTM	Yes
	Demonstration	SE.8.3.3	via BTM	Yes
	ITIL Support to the NAs	SE.8.7.2.1	via BTM	Yes
	On-Site Technical Support	SE 8.1.2.4	via BTM	Yes
	Remote Technical Support	SE 8.1.2.3	via BTM	Yes
	Test Conformance	SE.8.4.3.1.2.2	via BTM	Yes
	Training & Workshop	SE.8.3.2.5	via BTM	Yes
	Translation	SE 8.1.1.1	via BTM	Yes
	Web Update	SE.8.1.1.2	via BTM	Yes
	Working Group Meeting	SE.8.3.2.1	via BTM	Yes

Table 4-20: Orderable Services

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

Title: <u>Ad Hoc Technical Support</u>	Reference: SE.8.1.2.5	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Provide Ad Hoc Technical Support.			
Trigger:	via the BTM	Frequency:	Registered Service Request
Output: Support provided.			
Description: Provide Ad Hoc Technical Support.			

Table 4-21: Ad Hoc Technical Support

Title: <u>Conference Calls & Virtual Meetings</u>	Reference: SE.8.1.2.2	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Organise, facilitate and minute conference calls/virtual meetings.			
Trigger:	via the BTM	Frequency:	Registered Service Request
Output: Organised conference call. Minutes of the meeting.			
Description: On request a conference call/virtual meeting can be provided. The following activities will be performed: <ul style="list-style-type: none"> • Organisation of the event (including agenda as needed); • Facilitating of the event; • Meeting minutes will be provided according to the agreed delivery mechanism. Pre-requisite: Request service 1 working day in advance.			

Table 4-22: Conference Calls & Virtual Meetings

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

Title: <u>Coordination Mission</u>	Reference: SE.8.3.2.4.5	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Support the organisation of the co-ordination mission.			
Trigger:	via the BTM	Frequency:	Registered Service Request
Output: Coordinated mission. Mission report.			
Description: DG TAXUD can provide on request official coordination missions to the NA and to any 3 rd party required. Expertise in the area of planning & service coordination and the terms of collaboration will be provided. The following activities will be performed: <ul style="list-style-type: none"> • The status of the collaboration will be presented; • Technical questions will be addressed; • Relevant information will be collected; • The follow-up on any agreed action will be followed-up; • A mission report will be delivered and submitted for review and approval. The coordination and planning of this service will be done by Business Thread Management process in close collaboration with the CPT, the NA and other parties within the CO. This service must be requested at least 25 working days in advance.			

Table 4-23: Coordination Mission

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

Title: <u>Demonstration</u>	Reference: SE.8.3.3	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Provide demonstrations on request.			
Trigger:	via the BTM	Frequency:	Registered Service Request
Output: Demonstration provided. Evaluation and a report.			
Description: Demonstrations can be provided on request. The demonstrations can be held in English, French or German. The attendance may range from one to several 100 participants. A demonstration lasts for ½ to 1 day. The demonstration will take place at a location specified by the DG TAXUD, which can be at the premises of the service provider. The following activities will be performed: <ul style="list-style-type: none"> • Preparation of the location and removal of equipment etc used during the demonstration; • Preparation of the agenda, reviewed and approved; • On time mailing of the briefing; • Making of notes during the meeting, delivery of an evaluation and a report. The coordination and planning of this service will be done by Business Thread Management process in close collaboration with the CPT, the NA and other parties within the CO. This service must be requested at least 25 working days in advance.			

Table 4-24: Demonstration

Title: <u>ITIL Support to the NAs</u>	Reference: SE.8.7.2.1	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: ITIL Support to the NAs regarding convergence towards ITIL			
Trigger:	via the BTM	Frequency:	Registered Service Request
Output: Support provided			

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
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<p>Description:</p> <p>On request support can be provided to the NA regarding the convergence towards ITIL.</p> <p>The delivery of this service will be mutually agreed upon.</p>
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Table 4-25: ITIL Support to the NA

Title: <u>On Site Technical Support</u>	Reference: SE 8.1.2.4	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Provide on site technical support.			
Trigger:	via the BTM	Frequency:	Registered Service Request
Output: On site technical support delivered. Mission report.			
Description: On-site technical support can be provided to the NA on request. The on-site technical support will cover, but not be limited to: <ul style="list-style-type: none"> • Set up test and operation environment; • Integrate applications developed by the DG TAXUD IT 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 will be closely coordinated with the Technical Support process and other relevant parties.</p> <p>For each on-site technical support mission the following will be provided/prepared or delivered:</p> <ul style="list-style-type: none"> • the agenda; • the mission material; • performance during the mission; • the mission report. <p>The coordination and planning of this service will be done by Business Thread Management</p>			

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Common IT Services	Issue Date: 18/05/2009

process in close collaboration with the CPT, the NA and other parties within the CO.
This service must be requested at least 25 working days in advance.

Table 4-26: On Site Technical Support

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

Title: <u>Remote Technical Support</u>	Reference: SE 8.1.2.3	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Remote technical support aims at providing remote support to National Administrations and other remote registered users			
Trigger:	via the BTM	Frequency:	Registered Service Request
Output: Remote Support provided.			
Description: On request remote technical support can be provided for: <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. <p>The coordination and planning of this service will be done by Business Thread Management process in close collaboration with the CPT, the NA and other parties within the CO.</p> <p>This service must be requested at least 20 working days in advance.</p>			

Table 4-27: Remote Technical Support

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

Title: <u>Test Conformance</u>	Reference: SE.8.4.3.1.2.2	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Verify the technical compliance of the national application.			
Trigger:	via the BTM	Frequency:	Registered Service Request
Output: Technical Compliance verified. Conformance Test Report.			
Description: A Conformance Test verifies the technical compliance of the national applications against the applicable technical system specifications, using a Conformance Test Protocol delivered by the Application Development party (X-DEV). The following activities are performed by DG TAXUD: <ul style="list-style-type: none"> • During the planning and set up of the Campaign, a document is produced outlining the Campaign organisation, roles and responsibilities; • During the planning and set up of the Campaign a document is produced outlining the Campaign time table for the campaign itself including the participation of the NA; • The Conformance Test is made of two successive tests: <ul style="list-style-type: none"> ▪ a pre-Conformance Test; ▪ a Conformance Test. • Conformance Test Report per NA Conformance Test. The report is made available after approval. The coordination and planning of this service will be done by Business Thread Management process in close collaboration with the CPT, the NA and other parties within the CO. This service must be requested at least 25 working days in advance.			

Table 4-28: Test Conformance

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

Title: <u>Training & Workshop</u>	Reference: SE.8.3.2.5	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Provide training/workshops on request.			
Trigger:	via the BTM	Frequency:	Registered Service Request
Output: Training or workshop.			
Description: A training or workshop can be provided on request in English, French or German. This service consists of the following activities: <ul style="list-style-type: none"> • Preparation of necessary material for the training/workshop according to the request. The training material will specific to training/workshop and it will have a professional presentation; • Preparation of the agenda. The agenda will be agreed upon before the meeting; • Active contribution to the training/workshops (preparation and performance); • Notes will be taken during the meeting so that a mission report and evaluation can be submitted after the meeting. This report will be send to DG TAXUD CPT. <p>A training/workshop report will be submitted for review and approval to the participating parties.</p> <p>Evaluation forms will be distributed and collected to/from the participants. The results will be consolidated into a consolidated report.</p> <p>On request hosting facilities and infrastructure for the training/workshop can be provided (up to 40 persons).</p> <p>The coordination and planning of this service will be done by Business Thread Management process in close collaboration with the CPT, the NA and other parties within the CO.</p> <p>This service must be requested at least 25 working days in advance.</p>			

Table 4-29: Training & Workshop

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
	Issue Date: 18/05/2009

Title: <u>Translation</u>	Reference: SE 8.1.1.1	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Manage and deliver translations.			
Trigger:	via the BTM	Frequency:	Registered Service Request
Output: Translated document.			
Description: On request the translation of a document will be managed and a translation will delivered to the requester (from/to EN, FR or DE (any combination could happen)). Planning for the delivery of translations will be mutually agreed upon.			

Table 4-30: Translation

Title: <u>Web Update</u>	Reference: SE.8.1.1.2	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Facilitate the communication and information sharing through web portals.			
Trigger:	via the BTM	Frequency:	Registered Service Request
Output: Web mastering of the web environment for the supported Business Threads.			
Description: DG TAXUD facilitates the communication, information sharing & exchange, access to other services/environments (i.e. e-collaboration) and distribution/download of artefacts among the involved parties (DG TAXUD, Service Providers, NAs and in some case 3 rd parties) through web portals. An artefact may be, but is not limited to: documents, bespoke applications, a demonstration, a report, conference call minutes, conformance test planning/log/minutes, ad-hoc meeting minutes, FAQ, configuration baseline for systems in National Administrations, service baseline, planned upgrades, business/monitoring statistics, un-availabilities of NAs, technical notes in the context of a remote support to National Administrations, access to other services DG TAXUD will in this context: <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. 			

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Common IT Services	Version: 1.10
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Table 4-31: Web Update

Title: <u>Working group meeting</u>	Reference: SE.8.3.2.1	Can be requested by the NA: Yes	Result visible to the NA: Yes
Goal: Performance, attend and support the organisation of a meeting.			
Trigger:	via the BTM	Frequency:	Registered Service Request
Output: Organised meeting. Approved meeting minutes			
Description: The organisation of (NA) Working group meetings can be delivered on request. These meetings can be attended by 10 to 100 delegates from: <ul style="list-style-type: none"> • procedural and IT representatives or national experts from the NA; • trader representatives; • 3rd parties invited by the DG TAXUD; • DG TAXUD members. The following activities will be performed: <ul style="list-style-type: none"> • Organisation of the event; • Preparation of performance material and the agenda; • Facilitation and performance during the meeting; • Production of the meeting minutes after the end of the event; • Production of the summary report (list of actions and agreements). The coordination and planning of this service will be done by Business Thread Management process in close collaboration with the CPT, the NA and other parties within the CO. This service must be requested at least 25 working days in advance.			

Table 4-32: Working group meeting

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - CCN/CSI	Version: 1.10
	Issue Date: 18/05/2009

5. CCN/CSI

The CCN/TC contractor provides on behalf of DG TAXUD CCN/CSI services. The CCN gateways (including the CCN mail servers) are located in the NAs premises and operated jointly by them and the CCN/TC on behalf of DG TAXUD.

Amongst other services, they offer:

- access to web applications;
- synchronous access to applications;
- asynchronous queues and mail boxes.

These web and synchronous accesses, queues and mailboxes are key services (under the management of the CCN/TC) as they offer the connectivity for each and every applicative service which contributes to the trans-European systems.

The CCN/TC will

- operate and maintain the Common Communications Network (CCN). Offer a point of presence in each NA to allow all constitutive applications of a system to interoperate via a secure network;
- provide service management including its service desk for the NAs and the contractors of DG TAXUD and its application development (service delivery and support, ICT Infrastructure management, operations management, security management).

DG TAXUD (CCN/TC) ensures that information transmitted through the CCN is kept confidential and no one but the sender and intended recipient can read the information. In particular:

- Regulation (EC) 45/2001 on protection of individuals with regard to the processing of personal data by the Community institutions and on the free movement of such data;
- Commission Decision C(2006) 3602 concerning the security of information systems used by the European Commission;
- Commission, Decision 2006/548/EC amending Decision 2001/844/EC, ECSC, Euratom;
- Commission Decision C (2001)3031 amending its internal Rules of Procedure must be respected;
- DG TAXUD (CCN/TC) must ensure that each message is delivered to its intended recipient.

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The NA should use CCN to transmit all confidential information related to the Council Directive. This includes initial transmission of information, transmission of correction information, requests for correction of information. Use of physical mail is permitted for correction information.

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Service Catalogue NA -	Version: 1.10
CCN/CSI	Issue Date: 18/05/2009

The CCN Technical Centre (CCN/TC) contact details are:

XXX – CCN/TC

Phone: XXX

Fax: XXX

Email: XXX

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Service Catalogue NA - Annexes	Version: 1.10
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6. Annexes

6.1 Schedule A - Central Service Desk Procedure

To follow up and register the Central operation activities, a database is held by the CSD which contains relevant elements of each call.

The participants (at a National and Central level) according to their access rights have access to CSD for:

- **Incident / Problem Calls:**

Incident/Problem management relates to failures or deviation of expected behaviour in software, connectivity, performance, application configuration, operations, capacity management, connection problems, for the managed applications.

The NSD can register Incidents/Problems (eg bug in centrally developed application, CCN/CSI availability, any failure of the system) at the CSD.

- **Service Requests:**

Service requests are activities that require planning and coordination and thus are not treated in the same way as incident failure calls. Service requests which require the CO to perform (planned) activities are assigned to the Business Thread Manager who will plan and track the execution of the task updating the Service Desk as required. Service Requests:

- **Change Requests:**

A Request for Change can be raised by the NSD.

The change originator is asked to forward his/her request via an RFC template, which is an Excel spreadsheet containing mandatory and optional fields of information.

The RFC template is a document that follows the change request through its life cycle and collects all the information that is retrieved throughout the change process. The RFC template can be obtained from the CSD.

6.1.1 Call Categories

The CSD registers calls and classifies them in one of the following categories:

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Annexes	Version: 1.10
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Category	Description
Change Request	The addition, modification or removal of approved, supported or baselined hardware, network, software, application, environment, system, desktop build or associated documentation.
Complaint Complaint/SMI	All complaints, i.e. negative information about the quality of the service received from the authorised CSD users are registered in the CSD database. The official complaints received by letter from DG TAXUD are not registered here.
Incident or Problem	Relates to failures or deviation of expected behaviour in software, connectivity, performance, application configuration, operations, capacity management, connection problems, for the managed applications.
Request for Information	General information request.
Request for Service.<service>	Relates to handling of organisational questions and requests for documentation, publications, business information, User Rights Management, management and delivery of translations, organisation of conference calls/virtual meetings, remote/on site technical support, ad hoc support, training management, qualification, conformance testing, testing of full release, installation management notifications of scheduled or unscheduled unavailability and requests for mass emails.
User Management	Creating, changing or deleting the user accounts within their scope in accordance with the procedures (including approvals) described in this document.

Table 6-1: Call categories

6.1.2 Incident Priorities

Incidents are classified according to their priority levels. These are taken from each thread according to the respective SLAs. The priority of an Incident is an integer between 1 and 4:

- 1 Critical;
- 2 High;
- 3 Medium;
- 4 Low.

The priority is calculated from two other parameters: the impact and the urgency.

Urgency	Impact		
	Low	Medium	High
Low	4	3	2

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Medium	3	2	1
High	2	1	1

Table 6-2: Priority calculation table from urgency and impact

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA - Annexes	Version: 1.10
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Impact	Definition
Low	Independent users reporting Incidents or Requesting Services from the CSD
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

Table 6-3: Impact definition table

Urgency	Definition
Low	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • One application or one server down; • Major functions of the managed applications does not work as specified; • Capacity issues; • Requests for Web updates; • User Right Management Requests; • Conference calls; • Requests for Web updates; • Hotfix issues in SAT/preSAT; • Incidents occurring within CT Campaigns.
High	<ul style="list-style-type: none"> • 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 Portal; • Notifications of unscheduled unavailability

Table 6-4: Urgency definition table

DG TAXUD	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
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The priority level determines both the response and the solution times.

The *solution time* is the time interval between the incident reception and the solution being sent to the issuer. This includes the closing of the incident.

The *response time* is the maximum time interval that is allowed to pass between the reception of an event and closing of the first action.

The targets are listed in each specific SLAs.

Priority	Response time	Solution Time
P1: Critical	1h	see SLA
P2: High	1h	see SLA
P3: Medium	1h	see SLA
P4: Low	1h	see SLA

Table 6-5: Response and solution time.

6.2 Schedule B – Service Availability

6.2.1 CSD

The CSD and Support services will be provided during working days from 7 a.m. to 8 p.m. Brussels time (CET).

The ITSM Portal will also be accessible 24 hours/day, 7 days/week.

CSD is available during working days except:

- The weekends (defined as each Saturday and Sunday);
- Christmas – 25th of December;
- New Year – 1st of January,

Supported languages

English is the preferred communication language although French and German are also supported.

All publications (also on the ITSM Portal) are written in English.

All the service level targets involving a communication outside the CSD and expressed in terms of response time are only valid if English is used.

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The support of other languages by members of the CSD (engineers as well as quality and administration assistants) is an added bonus.

Contact

The CSD can be contacted during the availability period by postal mail, telephone, fax or e-mail.

Central Service Desk	Contact Entry Point
Organisation	ITSM Service Desk (CSD)
Responsible	XXX
Telephone Number	XXX
Fax Number	XXX
E-mail Address	XXX
Website	XXX

Table 6-6: Contact Entry

6.2.2 National Service Desk

In order for all the NSDs to be available on the same daily time interval, the common period of international overlap in which all NSDs should be operational are defined within this section. Operations on a broader schedule are to be organised nationally and are dependent upon the volume, desired quality of service and availability of resources.

It is proposed that the NSD maintains a rotation system as far as the total service provided is concerned. This means that the NSD may be available outside the normal business hours. It is also recommended that back-up personnel are available during the National Public holidays and weekends. The final schedule of the business days and hours outside the common period of international overlap is decided at national level.

English is used as the common communication language between the CSD and the NSDs. The English language is recommended as the communication language among two or more NSDs, without CSD involvement. Nevertheless, if the involved parties in the information exchange agree to carry out the communication in another language, they are free to do so. All parties involved must be aware that a third party or the CPT may be added in the information exchange at any time and therefore the language, in written form, may be adapted accordingly.

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Business Days and Business Hours within the National Administration

Country	Business Days	Business Hours (Local Time)	Business Hours (CET)	Business Hours (GMT Winter Time)	Business Hours (GMT Summer Time)
AT-Austria	Monday to Friday	06:00-18:00	06:00-18:00	05:00-17:00	04:00-16:00
BE-Belgium	Monday to Sunday	00:00-24:00	00:00-24:00	00:00-24:00	00:00-24:00
BG-Bulgaria	Monday to Friday	08:00-20:00	07:00-19:00	06:00-18:00	05:00-17:00
CH-Switzerland	Monday to Friday	06:00-18:00	06:00-18:00	05:00-17:00	04:00-16:00
CY-Cyprus	Monday to Friday	07:30-19:30	06:30-18:30	05:30-17:30	04:30-16:30
CZ-Czech Rep	Monday to Friday	05:00-17:00	05:00-17:00	04:00-16:00	03:00-15:00
DE-Germany	Monday to Friday	06:00-20:00	06:00-20:00	05:00-19:00	04:00-18:00
DK-Denmark	Monday to Friday	07:00-19:00	07:00-19:00	06:00-18:00	05:00-17:00
EE-Estonia	Monday to Friday	08:00-20:00	07:00-19:00	06:00-18:00	05:00-17:00
ES-Spain	Monday to Friday	08:30-20:30	09:30-21:30	08:30-20:30	07:30-19:30
FI-Finland	Monday to Friday	07:00-19:00	06:00-18:00	05:00-17:00	04:00-16:00
FR-France	Monday to Friday	07:00-19:00	07:00-19:00	06:00-18:00	05:00-17:00
GR-Greece	Monday to Friday	07:30-19:30	06:30-18:30	05:30-17:30	04:30-16:30
HU-Hungary	Monday to Friday	07:30-19:30	07:30-19:30	06:30-18:30	05:30-17:30
IE-Ireland	Monday to Friday	08:00-20:00	09:00-21:00	08:00-20:00	07:00-19:00
IS-Island	Monday to Friday	07:00-19:00	07:00-19:00	06:00-18:00	05:00-17:00

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IT-Italy	Monday to Friday	07:00-19:00	07:00-19:00	06:00-18:00	05:00-17:00
LT-Lithuania	Monday to Friday	08:00-20:00	07:00-19:00	06:00-18:00	05:00-17:00
LU-Luxembourg	Monday to Friday	06:00-18:00	06:00-18:00	05:00-17:00	04:00-15:00
LV-Latvia	Monday to Friday	08:00-20:00	07:00-19:00	06:00-18:00	05:00-17:00
MT-Malta	Monday to Friday	08:00-20:00	08:00-20:00	07:00-19:00	06:00-18:00
NL-Netherlands	Monday to Friday	07:00-19:00	07:00-19:00	06:00-18:00	05:00-17:00
NO-Norway	Monday to Friday	07:00-19:00	07:00-19:00	06:00-18:00	05:00-17:00
PL-Poland	Monday to Friday	08:00-20:00	08:00-20:00	07:00-19:00	06:00-18:00
PT-Portugal	Monday to Friday	08:00-20:00	09:00-21:00	08:00-20:00	07:00-19:00
RO-Romania	Monday to Friday	08:00-20:00	07:00-19:00	06:00-18:00	05:00-17:00
SE-Sweden	Monday to Friday	07:00-19:00	07:00-19:00	06:00-18:00	05:00-17:00
SI-Slovenia	Monday to Friday	08:00-20:00	08:00-20:00	07:00-19:00	06:00-18:00
SK-Slovakia	Monday to Friday	07:00-19:00	07:00-19:00	06:00-18:00	05:00-17:00
UK-United Kingdom	Monday to Friday	06:00-18:00	07:00-19:00	06:00-18:00	05:00-17:00

Table 6-7: Business Days and Business Hours in the National Administration

DG TAXUD - ITSM	Ref.: ITS-ISCT-SC04-003-ServiceCatalogue NA
Service Catalogue NA -	Version: 1.10
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6.3 Schedule C – Place of Delivery

Countries		
AT-Austria	FI-Finland	MT-Malta
BE-Belgium	FR-France	NL-Netherlands
BG-Bulgaria	GR-Greece	NO-Norway
CH-Switzerland	HU-Hungary	PL-Poland
CY-Cyprus	IE-Ireland	PT-Portugal
CZ-Czech Rep	IS-Island	RO-Romania
DE-Germany	IT-Italy	SE-Sweden
DK-Denmark	LT-Lithuania	SI-Slovenia
EE-Estonia	LU-Luxembourg	SK-Slovakia
ES-Spain	LV-Latvia	UK-United Kingdom

Table 6-8: Place of Delivery