

<b>OWNER:</b> <b>DG TAXUD</b>	<b>ISSUE DATE:</b> <b>22/03/2010</b>	<b>VERSION:</b> <b>1.00</b>
<b>TAXATION AND CUSTOMS UNION DG</b>		
<b>SUBJECT:</b>		
<b>Monthly Progress Report</b>		
<b>&lt;MONTH-YEAR&gt;</b>		
<b>ITS-MPR-SCxx-YYYY-MM</b>		
<b>FRAMEWORK CONTRACT # DG TAXUD/2007/CC/088</b>		
<b>SPECIFIC CONTRACT SCxx</b>		

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
Document History	ISSUE DATE: 22/03/2010

## Document History

Edi.	Rev.	Date	Description	Action (*)	Pages

(\*) Action: I = Insert R = Replace

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
Table of contents	ISSUE DATE: 22/03/2010

## Table of contents

<b>1.</b>	<b>INTRODUCTION</b>	<b>4</b>
1.1	MANAGEMENT SUMMARY	4
1.2	REFERENCE AND APPLICABLE DOCUMENTS	5
1.2.1	<i>Applicable documents</i>	5
1.2.2	<i>Annexed and Reference documents</i>	5
1.3	TERMINOLOGY	6
1.3.1	<i>Abbreviations and acronyms</i>	6
1.4	LIST OF TABLES	7
<b>2.</b>	<b>PROGRESS MEASUREMENT</b>	<b>8</b>
2.1	WP.0-CONTRACT "OPERATION LEVEL AGREEMENT" MANAGEMENT	8
2.1.1	<i>WP.01-Maintenance of the Framework Quality Plan</i>	8
2.1.2	<i>WP.0.3-Production and revision of the Contract Quality Plan (CQP)</i>	8
2.1.3	<i>WP.0.4-Production of proposals for SC and RfA</i>	8
2.1.4	<i>WP.0.5-Quality Management</i>	8
2.1.5	<i>WP.0.5.2-Internal QC</i>	8
2.1.6	<i>WP.0.5.4-Self Assessment &amp; Internal Audit</i>	9
2.1.7	<i>WP.0.6-Coordination with the Commission</i>	9
2.2	WP.7 APPLICATION DEVELOPMENT (RESTRICTED TO ITSM TOOLS)	9
2.2.1	<i>WP.7.1 Specification</i>	9
2.3	WP.8 IT SERVICE MANAGEMENT	10
2.3.1	<i>WP.8.1 Service Support</i>	10
2.3.2	<i>WP.8.2 Service Delivery</i>	17
2.3.3	<i>WP.8.3 The business perspective</i>	21
2.3.4	<i>WP.8.4 Application Management</i>	23
2.3.5	<i>WP.8.4.3.1.2 Conformance Test</i>	27
2.3.6	<i>WP.8.5-Security Management</i>	27
2.3.7	<i>WP.8.6 ICT Infrastructure Management</i>	28
2.3.8	<i>WP.8.7 Planning to Implement Service Management</i>	28
2.3.9	<i>WP.8.8 Extended time coverage for the IT Service Management</i>	29
2.4	WP.10 OTHER DELIVERABLES AND SERVICES IN THE SCOPE OF THE CONTRACT	29
<b>3.</b>	<b>SUMMARY OF ALL MEETINGS ATTENDED DURING THE MONTH</b>	<b>30</b>
<b>4.</b>	<b>SUMMARY OF ALL DELIVERABLES, PRODUCED, SENT AND/OR PUBLISHED DURING THE MONTH</b>	<b>31</b>
<b>5.</b>	<b>TASKS PLANNED FOR NEXT MONTH</b>	<b>31</b>
<b>6.</b>	<b>COMPLAINTS</b>	<b>32</b>
<b>7.</b>	<b>LIST OF DELIVERABLES TO BE ACCEPTED WITH THIS MPR</b>	<b>33</b>
<b>8.</b>	<b>LIST OF AUTHORISED PERSONNEL</b>	<b>34</b>
<b>9.</b>	<b>ACTION LIST</b>	<b>34</b>
<b>10.</b>	<b>CHANGE STATUS</b>	<b>34</b>
<b>11.</b>	<b>UPDATED PLANNING</b>	<b>34</b>
<b>12.</b>	<b>DEMAND MANAGEMENT</b>	<b>35</b>
<b>13.</b>	<b>PROVISIONAL GQI</b>	<b>35</b>

a<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

# 1. Introduction

## 1.1 Management Summary

This is the joint SC.06/SC.07 ITSM Monthly Progress Report for Month-Year, Deliverable DLV.0.7 identified in Specific Contract 06/07 to Framework Contract DG TAXUD/2007/CC/C088, Work Package W.P.0.7.

<<highlights>>

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

## 1.2 Reference and applicable documents

### 1.2.1 Applicable documents

Id	Reference	Title	Version	Date
A1	TAXUD/2006/AO-007	ITT for ITSM	N/A	25/07/2006
A2	TAXUD/2007/CC/088	Framework Contract	N/A	04/05/2007
A3	TAXUD/2009/DE/128	Specific Contract 06	N/A	30/10/2009
A4	TAXUD/2009/DE/129	Specific Contract 07	N/A	30/10/2009
A5	ITS-IFQP-SC01	Framework Quality Plan	1.01	28/11/2008

### 1.2.2 Annexed and Reference documents

Id	Reference	Title
MSR	ITS-IMSR-SCxx-YYYY-MM	Monthly Service Report
Anx01	ITS-IMPR-SCxx-YYYY-MM-Annex 01	Glossary
Anx02	ITS-IMPR-SCxx-YYYY-MM-Annex 02	DTM
Anx03	ITS-IMPR-SCxx-YYYY-MM-Annex 03	SQI
Anx04	ITS-IMPR-SCxx-YYYY-MM-Annex 04	List of Authorised Personnel
Anx05	ITS-IMPR-SCxx-YYYY-MM-Annex 05	MCP
Anx06	ITS-IMPR-SCxx-YYYY-MM-Annex 06	SQI08 Raw Data
Anx07	ITS-IMPR-SCxx-YYYY-MM-Annex 07	Transferred calls
Anx08	ITS-IMPR-SCxx-YYYY-MM-Annex 08	List of changes
Anx09	ITS-IMPR-SCxx-YYYY-MM-Annex 09	Publications
Anx10	ITS-IMPR-SCxx-YYYY-MM-Annex 10	Quantities / Journal of Quantities
Anx11	ITS-IMPR-SCxx-YYYY-MM-Annex 11	Risk Management
Anx12	ITS-IMPR-SCxx-YYYY-MM-Annex 12	Action List
Anx13	ITS-IMPR-SCxx-YYYY-MM-Annex 13	SQI12a Raw Data
Anx14	ITS-IMPR-SCxx-YYYY-MM-Annex 14	Availability

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

Id	Reference	Title
Anx15	ITS-IMPR-SCxx-YYYY-MM-Annex 15	Document reviews
Anx16	ITS-IMPR-SCxx-YYYY-MM-Annex 16	List of deployments
Anx17	ITS-IMPR-SCxx-YYYY-MM-Annex 17	User List
Anx19	ITS-IMPR-SCxx-YYYY-MM-Annex 19	Testing activities
Anx20	ITS-IMPR-SCxx-YYYY-MM-Annex 20	List of all produced deliverables
Anx24	ITS-IMPR-SCxx-YYYY-MM-Annex 24	List of conference calls
Anx25	ITS-IMPR-SCxx-YYYY-MM-Annex 25	List of complaints
Anx26	ITS-IMPR-SCxx-YYYY-MM-Annex 26	CAL
Anx27	ITS-IMSR-SCxx-YYYY-MM-Annex 27	CT Activities
Anx28	ITS-IMPR-SCxx-2009-08-Annex 28	QA Logs
Anx29	ITS-IMPR-SCxx-2009-08-Annex 29	External Audit Action Plan
Anx30	ITS-IMPR-SCxx-2009-08-Annex 30	Internal Audit Action Plan

## 1.3 Terminology

### 1.3.1 Abbreviations and acronyms

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

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

## 1.4 List of tables

Table 1: Top 5 risks .....	9
Table 2: Service Request.....	11
Table 3: Configuration Management - Summary of actions planned .....	12
Table 4: Change Management (this month versus previous month).....	14
Table 5: Change Management: RFCs new in reporting month.....	15
Table 6: Change Management: RFCs implemented in reporting month.....	16
Table 7: Change Management: List of improvements and future path of work.....	16
Table 8: Release Management: List of improvements and future path of work.....	17
Table 9: Summary of the activated SQIs .....	17
Table 10: Summary of the non-contractual SQIs .....	18
Table 11: SQI per BT.....	21
Table 12: Business Reports Business monitoring, statistics & reporting.....	21
Table 13: Operations Availability checks .....	28
Table 14: List of all meetings.....	30
Table 15: List of Complaints.....	32
Table 16: list of deliverables to be accepted with this MPR.....	33

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

## 2. Progress Measurement

### 2.1 WP.0-Contract “Operation Level Agreement” Management

#### 2.1.1 WP.01-Maintenance of the Framework Quality Plan

#### 2.1.2 WP.0.3-Production and revision of the Contract Quality Plan (CQP)

#### 2.1.3 WP.0.4-Production of proposals for SC and RfA

#### 2.1.4 WP.0.5-Quality Management

##### 2.1.4.1 WP.0.5.1-Internal QA

##### 2.1.5 WP.0.5.2-Internal QC

###### 2.1.5.1 WP.0.5.2-Internal QC

Please find hereafter some statistics on the main QC activities performed during the month of ....

1. Internal reviews
2. Publication on Web2000
3. QC on Service Desk
4. Problem Management
5. Change Management
6. Internal Working Procedures

*Tasks planned for next month:*

###### 2.1.5.2 WP.0.5.3-Risk Management

Here follows the top 5 risks. For detailed risk management, please refer to annexed Risk Management log [Anx11].

Risk	Mitigation

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010


Table 1: Top 5 risks

### **2.1.6 WP.0.5.4-Self Assessment & Internal Audit**

### **2.1.7 WP.0.6-Coordination with the Commission**

TA. Please refer to sections “3.Summary of all meetings attended during the month” to consult the list of meetings and deliverables, related to this work package.

## **2.2 WP.7 Application Development (restricted to ITSM tools)**

Activities linked to the Web Portal, Incident Management Tool and new Service Management tools are reported in this section.

### **2.2.1 WP.7.1 Specification**

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

## 2.3 WP.8 IT Service Management

### 2.3.1 WP.8.1 Service Support

Team organisational changes:

#### 2.3.1.1 WP.8.1.1 Service Desk

<<highlights>>

List of improvements since last month:

List of future paths of improvements:

List of issues detected during the month:

List of scheduled service unavailability, planned for next month(s):

#### **WP.8.1.1.1 Management and delivery of translations**

#### **WP.8.1.1.2 Web mastering the portals for each system community**

#### **WP.8.1.1.3 The Service Desk processes, technology (alias ITSM tools) and environmental & space resource**

### 2.3.1.2 WP.8.1.2 Incident Management

<highlights>

List of improvements since last month:

List of future paths of improvements:

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

### **WP.8.1.2.1 Service Request (RfS)**

The table below lists the number of service requests per category entered during the reporting period.

<b>Category</b>	<b>Q</b>
Document reviews	
Co-ordination Mission	
Application Installation and Deployment	
Test.Qualification	
Test.SAT	
Test.pSAT	
Working Group Meeting	
Conformance Testing	
Training Workshop	
Web updates	
Ad hoc Support	
Conference Calls	

Table 2: Service Request

### **WP.8.1.2.2 Conference calls/virtual meetings**

List of issues that were detected during the month:

#### **WP.8.1.2.3 Remote technical support**

#### **WP.8.1.2.4 On-site technical support**

#### **WP.8.1.2.5 Ad-hoc support**

### **2.3.1.3 WP.8.1.3 Problem Management**

<highlights>

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

### 2.3.1.4 WP.8.1.4 Configuration Management

Tasks	Deadline	New Planning	Status

Table 3: Configuration Management - Summary of actions planned

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

### 2.3.1.5 WP.8.1.5 Change Management

TYPE OF CHANGE	TOTAL	DONE	IN TEST	CLOSED	POSTPONED	IN PROGRESS	INTERNAL	EXTERNAL	NEW IN MONTH	DONE IN MONTH
<b>Month Year</b>										
Infra										
Web Portal*										
New Web Portal										
Excise										
owITSM*										
Customs										
Taxation										
Taxation Test Tools										
SEED v1										
SEED internal										
e-Forms										
DDNEA-P2										
DDNEA-P3										
FESS										
TA										
CTP-P2										
CTP-P3										
SESS										
SEP										
<b>TOTAL</b>										
<b>TOTAL Raised in owITSM</b>										
<b>Month(-1) Year</b>										
Infra										
Web Portal										
New Web Portal										
Excise										
owITSM										
Customs										
Taxation										
Taxation Test Tools										
SEED v1										
SEED internal										
e-Forms										
DDNEA										

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

FESS										
TA										
CTP										
SESS										
SEP										
<b>TOTAL</b>										

Table 4: Change Management (this month versus previous month)

Legend:

- Total = total number of change request in change list (Done + In test + Closed + Postponed + In progress);**
- Done = total number of changes implemented;
- In test = change request that are currently tested for a release;
- Closed = number of changes that are closed without being implemented;
- Postponed = number of changes that are open but a release date is not yet foreseeable;
- In progress = number of open changes;
- Internal RfCs = change requests that can be authorised by the CAB (EMCS);
- External RfCs = change requests that concern the national domain of the MSA and need authorisation of the Excise committee;
- New in month = number of changes that were raised in the corresponding month;
- Done in month = number of changes implemented in corresponding month;

*RfCs new in <<month>>:*

RFC	INCIDENT NUMBER	DESCRIPTION
<b>Infrastructure</b>		
<b>Web Portal</b>		
<b>New Web Portal</b>		
<b>Excise</b>		
<b>owITSM</b>		
<b>Customs/eCustoms</b>		

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

RFC	INCIDENT NUMBER	DESCRIPTION
<b>Taxation</b>		

Table 5: Change Management: RFCs new in reporting month

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

RFCs Implemented in reporting month

RFC	INCIDENT NUMBER	DESCRIPTION
<b>Infrastructure</b>		
<b>Web Portal</b>		
<b>New Web Portal</b>		
<b>Excise</b>		
<b>owITSM</b>		
<b>Customs</b>		
<b>Taxation</b>		
<b>Taxation Test Tools</b>		

Table 6: Change Management: RFCs implemented in reporting month

List of improvements and future path of work:

TASKS	DEADLINE	NEW PLANNING	STATUS	DONE

Table 7: Change Management: List of improvements and future path of work

Release Scope Documents

Repository for change management related information:

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

### 2.3.1.6 WP.8.1.6 Release Management

The current Release Management working procedures have been written based on the current FQP.

List of improvements and future path of work:

Tasks	Deadline	New Planning	Status	Done

Table 8: Release Management: List of improvements and future path of work

Repository for all Release documents:

### 2.3.2 WP.8.2 Service Delivery

#### 2.3.2.1 WP.8.2.1 Service Level Management

#### 2.3.2.2 Overview of the month

#### 2.3.2.3 Reporting on SQIs

##### Contractual SQIs

With SCxx, new SQIs are activated. The table here below provides an overview of the status of these SQIs.

Summary on activated SQI:

SQI	Value
SQI01a	
SQI02a	
SQI08	
SQI12a	
SQI12c	
SQI20	
SQI23	
SQI24a	
SQI29	
SQI35a	

Table 9: Summary of the activated SQIs

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

*Special note linked to SQIxx:*

### **Non-Contractual SQIs**

With SC<sub>xx</sub>, XXX also has to report on non contractual SQIs. The table here below gives an overview of the non-contractual SQIs, subject to monthly reporting.

#### **Summary on non-contractual SQI:**

<b>SQI</b>	<b>Value</b>
SQI03	
SQI04a	
SQI04b	
SQI10	
SQI11	
SQI12b	
SQI12d	
SQI18	
SQI19	
SQI22	
SQI27	
SQI29a	
SQI31	
SQI43	
SQI52	
SQI53	

Table 10: Summary of the non-contractual SQIs

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

Other activities:

#### **2.3.2.4 Production and Maintenance of Deliverables**

##### **WP.8.2.1.1 Management of the Contractual OLA**

##### **WP.8.2.1.2 Management of the SLAs between the Commission and its Customers/Users**

##### **WP.8.2.1.3 Management of the ITSM section of the OLA between the Commission & its suppliers**

##### **WP.8.2.1.4 Reporting on the Terms of Collaboration**

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

### 2.3.2.5 WP.8.2.2 Capacity Management

#### Capacity Management at a glance

1. “Customs” Business Thread.
2. “Excise” Business Thread
3. “Taxation” Business Thread

#### WP.8.2.2.1 Of Commission IT services

Activities carried out this month

Disk Space prediction:

Table Space prediction:

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

### **WP.8.2.2.2 Of trans-European IT services**

The capacity of the DG TAXUD infrastructure hosted in the EU domain is closely supervised and this activity is partially covering the Trans European services.

### **2.3.2.6 WP.8.2.3 IT Service Continuity Management (ITSCM)**

This section described the backups and failover systems in place at ITSM for SCM.

### **2.3.2.7 WP.8.2.4 Availability Management**

Availability Management reports the SQI linked to the Commission IT Services availability during time coverage of the Service Desk per business thread<sup>1</sup>.

...

The table below gives the summary of the SQI24a value per business thread:

<b>Business Thread</b>	<b>SQI24a</b>
Customs	
Excise	
Taxation	
Common	
ITSM	

Table 11: SQI per BT

## **2.3.3 WP.8.3 The business perspective**

### **2.3.3.1 WP8.3.1 Business relationship management**

#### **WP.8.3.1.1 Business monitoring, statistics & reporting**

List of business reports, compiled during the month:

<b>Date</b>	<b>Subject</b>

Table 12: Business Reports Business monitoring, statistics & reporting

<sup>1</sup> The different business threads are Customs, Excise, Taxation, Common and ITSM.

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

Paths of attention:

**WP.8.3.1.2 Periodic survey of each of the National Administrations**

**2.3.3.2 WP.8.3.2 Liaison with NAs, the contractors and other Commission services**

Please refer to sections 3 and 4 for further details on deliverables and attended meetings.

**WP.8.3.2.1 National Administrations Working Groups Meetings and their related sub-groups**

Please refer to sections 3 and 4 for further details on deliverables and attended meetings.

**WP.8.3.2.2 Technical meetings with the Commission and/or other third parties involved in ITSM**

Please refer to sections 3 and 4 for further details on deliverables and attended meetings.

**WP.8.3.2.3 Service Monthly Meetings (SMM)**

Please refer to sections 3 and 4 for further details on deliverables and attended meetings.

**WP.8.3.2.4 Co-ordination Missions**

**WP.8.3.2.5 Training, workshop**

Please refer to sections 3 and 4 for further details on deliverables and trainings/workshops.

**WP.8.3.3 Demonstration**

**2.3.3.3 WP.8.3.4 Systems and Application planning**

**WP.8.3.4.1 Planning Maintenance**

Please refer to section 3 to consult the list of meetings and deliverables, related to this work package.

**WP.8.3.4.2 Progress and Status Reporting**

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

## 2.3.4 WP.8.4 Application Management

This chapter describes the Application Management activities related to the topics as:

- Managing business value (covering application architecture and application portfolio);
- Integration of the life cycle of applications (ensuring that all life cycle steps and preconditions are fulfilled, coordination of action for each party involved in the life cycle);
- Service management (activities related to the service of the trans-European systems).

Please refer to sections “3.Summary of all meetings attended during the month” to consult the list of meetings and deliverables, related to this work package.

### 2.3.4.1 WP.8.4.1 Managing business value

This chapter describes the Application Management activities related to the application architecture/framework/standards for central and trans-European systems. Please refer to the chapter below for details.

#### **WP.8.4.1.1 Application architecture, application framework and standard (&ditto for trans-European systems)**

#### **WP.8.4.1.2 Application portfolio management (& ditto for trans-European systems) & Traversing the Application Management Life Cycle**

### 2.3.4.2 WP.8.4.2 Integrating the Application Management life cycle

This chapter describes the Application Management activities related to the coordination of the application/system development during the whole life cycle. Actions are performed to ensure that

- All the preconditions for the application life cycle are fulfilled;
- There is no misunderstanding between parties involved in the life cycle.

Please refer to the chapter below for details.

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

#### WP.8.4.2.1 Co-ordination between development and service management

Customs:

Excise:

Taxation:

List of improvements since last month:

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

*List of future paths of improvements:*

#### **WP.8.4.2.2 Quality control of artefacts from system & application development**

Please refer to Section 2.3.4.1 “Document packages reviewed” of the Monthly Service Report [MSR].

#### **2.3.4.3 WP.8.4.3 Service Management (within Application Management, extended to include trans-European systems)**

##### **2.3.4.4 WP.8.4.3.1 Deployment**

#### **WP.8.4.3.1.1 Deployment of Applications**

The annex [Anx16] lists all installations performed, per business thread and per environment.

#### **WP.8.4.3.1.2 Deployment of trans-European Applications**

The annex [Anx16] lists all installations performed, per business thread and per environment.

#### **WP.8.4.3.2 Operation of Applications & trans-European systems**

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

#### WP.8.4.3.4 Optimise Applications & trans-European systems

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

### **WP.8.4.3.1 Testing Activities**

For more detailed information please consult annex “Testing Activities” [Anx19].

Activities performed:

Activities Started during the month:

Ongoing cycles at end of the month:

Testing cycles finished in the month:

## **2.3.5 WP.8.4.3.1.2 Conformance Test**

### **2.3.5.1 Taxation**

### **2.3.5.2 Excise**

### **2.3.5.3 Customs**

## **2.3.6 WP.8.5-Security Management**

List of security facts to report:

List of activities since last month:

Planning of Security Management activities

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

## 2.3.7 WP.8.6 ICT Infrastructure Management

### Meetings & deliverables:

Please refer to sections “3.Summary of all meetings attended during the month” to consult the list of meetings and deliverables, related to this work package.

### 2.3.7.1 WP.8.6.1 Design and Planning

### 2.3.7.2 WP.8.6.2 Deployment

### 2.3.7.3 WP.8.6.3 Operations

The availability checks for files transmission for Taxation and Customs have been performed with the following results in <month – year>

Task	Occurrence	Result

Table 13: Operations Availability checks

#### WP.8.6.3.1 Hosted Infrastructure

#### WP.8.6.3.2 DIGIT Infrastructure

### 2.3.7.4 WP.8.6.4 Technical Support

## 2.3.8 WP.8.7 Planning to Implement Service Management

### 2.3.8.1 WP.8.7.1 Manage the CSIP: plan, design, assess & optimise

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
2 - Progress Measurement	ISSUE DATE: 22/03/2010

**2.3.8.2 WP.8.7.2 Support to the Commission and NAs regarding convergence towards ITIL**

**2.3.9 WP.8.8 Extended time coverage for the IT Service Management**

**2.4 WP.10 Other deliverables and services in the scope of the contract**

Please refer to sections in [MSR] of respective Business Threads for Deliverables of Installation Plans and Installation reports



<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
4 - Summary of all deliverables, produced, sent and/or	ISSUE DATE: 22/03/2010

#### **4. Summary of all deliverables, produced, sent and/or published during the month**

Please refer to [Anx20] ITS-IMPR-SCxx-YYYY-MM-Annex 20 - List of Deliverables.xls for all the different contractual deliverables that were produced, sent and/or published.

#### **5. Tasks Planned for Next Month**

Please refer to [Anx05] for all planned activities.

a<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
6 - Complaints	ISSUE DATE: 22/03/2010

## 6. Complaints

Adonis / SC number	Type of Complaint	Date of the complaint	Subject	Reply Date	SC	Status	Comments

Table 15: List of Complaints



<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
8 - List of authorised personnel	ISSUE DATE: 22/03/2010

## 8. List of authorised personnel

Please refer to [Anx04] for the list of authorised personnel.

## 9. Action List

The Action List is managed on JIRA. On a weekly basis, an extract of the Action List is published on KT. [Anx12] is an extract of the actions list recorded in JIRA.

## 10. Change Status

No scope changes have been recorded during the reporting period.

## 11. Updated Planning

The ITSM contractor maintained a planning of ITSM activities. The planning is maintained and is published on the collaborative space. Members of DG TAXUD were given access to this planning. MCP Consolidation and upload have been done on KT. The MCP section of the one-offs has been further updated, as well as the ITSM tools section. Refer to [Anx05] MCP for all planning details.

<month-year>	REF.: ITS-MPR-SCXX-YYYY-MM
Monthly Progress Report	VERSION: 1.00
12 - Demand Management	ISSUE DATE: 22/03/2010

## 12. Demand Management

## 13. Provisional GQI

\*\*\* End of document ITS-MPR-SCxx-YYYY-MM \*\*\*