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TAXATION AND CUSTOMS UNION DG
ITSM

SUBJECT:

Evolutive Version of the Availability Plan for Commission IT services
Availability Plan

REF: ITS-IPLN-SC06-AVL-002

FRAMEWORK CONTRACT # TAXUD/2007/CC/088

SPECIFIC CONTRACT 06

DOCUMENT HISTORY

Edi.	Rev.	Date	Description	Action (*)	Pages
0	01	27/05/2009	Creation of the document. Sent for review to Internal QA	I	All
0	10	29/05/2009	Implementation of comments from Internal QC. Submission for Review to DG Taxation and Customs Union.	I	All.
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1	01	22/04/2010	Evolutive maintenance: Update with available data Update Improvements and Recommendations	I/R	All.
1	02	23/04/2010	Sent for review to Internal QC	I/R	All.
1	10	18/05/2010	Implementation of comments from Internal QC. Submission for Review to DG Taxation and Customs Union	I/R	As requested
2	00	18/05/2010	Sent for acceptance to DG Taxation and Customs Union	I/R	As requested

(*) Action: I = Insert R = Replace

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1. Introduction

This document represents the formal Deliverable DLV.8.2.4.1.2 "Evolutive Version of the Availability Plan for Commission IT services" identified in Specific Contract SC06 to Framework Contract TAXUD/2007/CC/C088, Work Package WP.8.2.4.1 Availability Management Of Commission IT services.

1.1 Purpose of the document

The Availability Plan is a forward looking plan aimed at improving the overall Availability of the IT Infrastructure to ensure that existing and future levels of Availability can be provided.

The availability of IT services (or Applications) is reviewed to identify structural issues and to initiate the required service improvement actions. This plan supports the concept of continuous service improvement, for example by identifying service improvement actions to reduce the frequency and duration of unavailability incidents and to avoid recurrence.

This plan structures and aggregates initiatives that can be undertaken in order to improve availability. This document is also a key input for the overall Continuous Service Improvement Programme (CSIP) and the Capacity Management Plan. The CSIP is used to co-ordinate all IT Service improvement opportunities into an overall programme of improvement activities.

1.2 Structure of this document

The Availability Plan contains the following sections briefly described below.

Chapter 1, 2 and 3 give information about the document characteristics such as purpose, scope, structure and maintenance. Furthermore, they list related documentation and data sources, abbreviations, acronyms and definitions used in this document.

Chapter 4, *__Availability requirements__*, documents the current availability requirements for the IT services/applications in scope. This section also reflects the future availability targets and needs of the business derived from:

- Foreseen changes of availability requirements for existing IT Services;

- Foreseen availability requirements for forthcoming new IT Services (affecting the current ICT infrastructure capabilities).

In chapter 5, *__Availability data analysis__*, the availability data collected by the different processes are consolidated and reviewed. This analysis includes:

- Actual levels of availability versus agreed levels of availability for key IT Services;

- Overview of availability related incidents, problems and known errors.

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Chapter 6, _**Availability Assessments and Reviews,**_ provides the outcome of the conducted assessments and availability reviews including outage analysis activities:

- Investigations on deficit of Availability for existing IT Services (input from Problem Management);

- Reviews of Service Outage Analysis assignments to ensure that Infrastructure Availability is being proactively improved.

Chapter   1,

Availability Monitoring, describes the calculation method in use for the calculation of the availability percentages.

In   chapter   1,

Availability improvement actions, the proposed improvements are addressed, including:

- Activities being put in place to address shortfalls in Availability for existing IT Services;

- Options available to meet new or modified availability requirements;

- Forward-looking schedule for the planned Service Outage Analysis assignments.

Annex A contains the actual availability statistics and data (which are referred to throughout the document).

1.3 Scope

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 achieved level of availability for all services matches the current and future agreed business needs.

This document evaluates the availability achievements of the Commission IT services to identify the needs for availability improvements. This Availability Plan describes the time period 11/2007 to 03/2010 and covers the DG Taxation and Customs Union services/applications for the following business threads (part of SC06):

- Customs;

- Excise;

- Taxation[1];

- ITSM.

While the present document represents the second one of a list of annual review, as agreed with DG Taxation and Customs Union, it mainly focuses on the existing availability procedures, data and on the identification of improvements of the availability management process capabilities itself.

Applications considered in this plan are all those for which the design specifications have been formalised and approved during the 'one-off' phase, but have since been updated with the new applications applicable for availability management (alignment with AVA/SQI24a list of applicable CIs).

At the time of writing the document, the Availability Plan covers the end-to-end availability of the following business applications.

Business Thread	Logical Group	Application Name	Status 01/01/2009	Status 31/03/2010
Customs	DDS	DDS AEO	Live for Business	Live for Business

The Taxation business thread was put in production at the end of June 2008.

Customs	DDS	DDS COL	Live for Business	Live for Business
Customs	DDS	DDS EBTI	Live for Business	Live for Business
Customs	DDS	DDS ECICS2	?	Live for Business
Customs	DDS	DDS EORI	Not Live	Live for Business
Customs	DDS	DDS Export MRN Follow-up	Live for Business	Live for Business
Customs	DDS	DDS Quota	Live for Business	Live for Business
Customs	DDS	DDS SEED	Live for Business	Live for Business
Customs	DDS	DDS Surveillances	Live for Business	Live for Business
Customs	DDS	DDS Suspensions	Live for Business	Live for Business
Customs	DDS	DDS Taric	Live for Business	Live for Business
Customs	DDS	DDS Transit MRN Follow-up	Live for Business	Live for Business
Customs	DDS	DDS Home	Live for Business	Live for Business
Customs	DDS	TMEM	?	Live for Business
Customs	former eCustoms	CS/MIS	Live for Business	Live for Business
Customs	former eCustoms	CS/RD	Live for Business	Live for Business
Customs	former eCustoms	CIRCA[2]	Live for Business	Live for Business
Customs	former eCustoms	SMART	Live for Business	Live for Business
Customs	former eCustoms	SPEED-ECN	Live for Business	Live for Business
Customs	former eCustoms	TTA	Live for Business	Live for Business
Customs	former eCustoms	Web2000	Live for Business	Live for Business
Customs	TARIFF	CCN Bridge	Live for Business	Live for Business
Customs	TARIFF	CSIBRIDGE	Live for Business	Live for Business
Customs	TARIFF	HTTPBRIDGE	Live for Business	Live for Business
Customs	TARIFF	AEO Phase 1	Live for Business	Phased Out
Customs	TARIFF	ART	Live for Business	Live for Business
Customs	TARIFF	CN	Live for Business	Live for Business
Customs	TARIFF	CRMS	Not Live	Live for Business
Customs	TARIFF	EBTI3	Live for Business	Live for Business
Customs	TARIFF	ECICS2	Live for Business	Live for Business
Customs	TARIFF	EOS	Not Live	Live for Business
Customs	TARIFF	ISPP	Live for Business	Live for Business
Customs	TARIFF	Quota2	Live for Business	Live for Business
Customs	TARIFF	RIF	Live for Business	Phased Out
Customs	TARIFF	SMS	Live for Business	Live for Business
Customs	TARIFF	Surveillance2	Live for Business	Live for Business
Customs	TARIFF	Suspensions	Live for Business	Live for Business
Customs	TARIFF	TARIC2	Live for Business	Live for Business
Customs	TARIFF	TARREP	Live for Business	Live for Business
Excise		PSP Service	Live for Business	Live for Business
Excise		SEED V0	Live for Business	Phased Out
Excise		SEED V1	Not Live	Live for Business
Excise		TA	Live for Business	Live for Business
Taxation		TEDB	Live for Business	Live for Business
Taxation		VIES/WEB	Live for Business	Live for Business

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[2] CIRCA' is not contractually required to be part of the Availability Plan.

ITSM		Exchange	Live for Business	Live for Business
ITSM		Portal	Live for Business	Live for Business
ITSM		owITSM - SMT	Live for Business	Live for Business

Table 1-1: Application list

As the Availability Management process matures the plan should evolve to cover the following:

- New applications forecasted to entry in operations for which the specifications, if including availability requirements, have been submitted for SfA (by x-DEV) and have been accepted at least one month before the start of the review cycle of the present document's revision;

- Actual levels of availability versus agreed levels of availability for key IT Services;

- Activities being progressed to address shortfalls in availability for existing IT Services;

- A forward looking schedule for the planned Service Outage Analysis (SOA) assignments;

- Regular reviews of Service Outage Analysis (SOA) assignments should be completed to ensure that infrastructure availability is being proactively improved;

- A technology futures section to provide an indication of the potential benefits and exploitation opportunities that exist for planned technology upgrades. Anticipated availability benefits should be detailed, where possible based on business focused measures.

1.4   Document maintenance

As this document is a snapshot of the situation at a certain point in time it is necessary to have a maintenance process in place in order to keep this document up-to-date.

The Availability Plan needs to be revised periodically[3]. The Availability Plan will be revised through the annual review mechanism, at dates to be agreed with DG Taxation and Customs Union within every Specific Contract (evolutive version of the Availability Plan DLV.8.2.4.1.2).

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[3] Periodic revision of the availability plan is described in the FQP [R5]. (see AvM 3.3 Update Availability Plan).

In addition to this annual update, different triggers may be used by the Availability Manager to propose DG Taxation and Customs Union the revision of the Availability Plan[4]:

Issue Description	Trigger's description
Inability for IT services to meet agreed SLA targets (for availability);	Two consecutive months, leading to an analysis on issues occurred during three months
Unacceptable levels of availability as a result of IT Service instability;	Idem
Gradual deterioration of availability derived from availability measurements;	Two consecutive months with the same identified issues
Identified issues based upon periodic availability analysis;	If outcome of analysis is effectively determining causes, raise alerts through the Problem Management procedure and update Availability Plan
Unacceptable IT Service recovery and restoration delays;	Unacceptable recovery/restoration delays for at least one occurrence / month during three consecutive months
Increased level of availability required by the business;	Change Management (or review of new specifications)
Request to improve availability as part of an overall Service Improvement Plan.	Change Management

Table 1-2: Triggers for revision of the Availability Plan

Revisions to this document will be triggered and coordinated by the ITSM Availability Manager.

1.5   Assumptions and constraints

It is assumed that the reader of this Availability Plan has the understanding of the Availability Management process, SLAs and contracts and the definitions of the IT services and ICT infrastructure deployed for the DG Taxation and Customs Union.

A next evolutive version of the Availability Plan will have to take into account the following documents (for availability targets and metrics):

- SLA(s) per business thread and/or application[5];

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[4] See also FQP [R5].procedure AvM 2.3 Identify availability issues and AvM 1.6 Create availability review report. The decision to update/revise the plan is taken by ITSM Availability Manager influenced by specific events and/or discussions with stakeholders.

[5] Outcome of the one-off DLV.8.2.1.2.1 Harmonised & converged Service Catalogues & SLAs, per customer/user community across all taken over business threads and ITSM thread.

- OLA (if applicable).

NB: Please note that eventual applicable legislation constraints are not directly described under this clause, as legislation constraints must be reflected in the applicable SLAs.

The improvement actions covered in this plan are primarily related to improving the capabilities of the availability management process itself, rather than the availability capabilities of the underlying ICT infrastructure (including the applications).

This is due to the fact that key data/information required as an input to the Availability Plan is missing (such as availability requirements of planned applications/releases; historic analysis of incidents and outstanding problems and assessment reports).

This initial plan therefore identifies these data gaps and recommends improvement actions to ensure a next revision can cover the intended scope of an Availability Plan.

2.   Reference and Applicable Documents

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

2.1   Reference Documents

Id	Reference	Title	Date	Version
R1	ITT TAXUD/2006/ AO-007	Technical Annex to the Model Framework Contract of ITT TAXUD/2006/AO-007	25/07/2006	1.00 – EN
R2	ITIL Best Practice	Service Delivery process "Availability Management"	2003	Version 2
R3	TMP-REF-AVM	TEMPO Availability Management reference manual	05/03/2008	1.40
R4	MPR/MSR	(all MPR/MSRs) ITS-IMSR-SC02-2007-XX ITS-IMSR-SC02-2008-XX ITS-IMSR-SC04-2008-XX ITS-IMSR-SC04-2009-XX	2007-2008-2009	(different versions)
R5	FQP	ITS-IFQP-SC02-Framework Quality Plan	25/03/2010	1.04
R6	ITS-IRPT-INF-SC04-002-ICT-Infrastructure reference addressing the Taxation business thread-EN-0.04	TAXUD Technical Infrastructure Reference DLV 8.6.1.3.1 addressing the Taxation business thread	18/12/2008	1.00
R7	VSS-ISTS-VOW-2008-XX-VoW stats	Monthly VIES-on-the-Web statistics	xx/xx/2008	1.00
R8	AVA Calculation – Process Description	AVA Calculation Process Description	27/11/2008	0.16
R9	ITSM-IP-269-AvM Operations Manual-EN-0.09	AvM Operations Manual	29/11/2009	0.09

Table 2-1: Reference documents

2.2 Applicable Documents

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

Id	Reference	Title	Date	Version
A1	ITS-IFQP-SC01-ANNEX10	Contractual OLA ITSM between DG TAXUD and XXX	07/11/2008	1.00
A2	OLA-H-I	Hosted Infrastructure OLA between XXX and DG Taxation and Customs Union.	15/07/2008	0.06
A3	TAXUD/2008/DE/114	Specific Contract 06	30/10/2009	N/A
A4	Software Inventory List	Software Inventory List	2008	2.01
A5	SCIT68-SLA_v300.doc	Service Level Agreement Taxation	14/03/2008	3.00
A6	ITS-ISLA-eCUST-TES-ACM	Service Level Agreement (e)Customs	07/04/2010	1.3.1
A7	EXC-ISLA-COS-001	Service Level Agreement Excise	23/04/2010	1.0.0

Table 2-2: Applicable documents

3. Terminology

3.1 Abbreviations and Acronyms

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

Abbreviation/ Acronym	Description
AMDB	Availability Management Database
AVDB	Availability Database (SQI24a)
CFIA	Component Failure Impact Assessment
CI	Configuration Item
CMDB	Configuration Management Database
CQP	Contract Quality Plan
CSIP	Continuous Service Improvement Programme
FQP	Framework Quality Plan
ICT	Information and Communication Technology
ITIL	Information Technology Infrastructure Library
ITSCM	Information Technology Service Continuity Management
ITSM	Information Technology Service Management
MPR	Monthly Progress Report
MSR	Monthly Service Report
MTBF	Mean Time between Failures
MTTR	Mean Time to Repair
ODL	Operation Document Library
OLA	Operational Level Agreement
SLA	Service Level Agreement
SMT	Service Management Tool
SQI	Specific Quality Indicator
TAXUD	Directorate-General for Taxation and Customs Union
TEMPO	TAXUD Electronic Management of Projects Online
ToC	Terms of Collaboration

Table 3-1: Abbreviations and acronyms

3.2 Definitions

Term	Definition
Agreed Service Time	The agreed service time is an agreed period of time during which a particular IT service should be available. Agreed service time is defined in an SLA. In the context of ITSM this includes: • The agreed service time is defined between 07.00 and 20.00 hours Brussels time (Monday through Friday excluding Business holidays) (780 minutes); • Business holidays are: 1st of January and 25th of December; • Scheduled unavailability must be planned outside the agreed service hours.
Availability Plan	An Availability Plan is a plan to ensure that existing and future availability requirements for IT services can be provided (a plan for the improvement of IT availability).
Availability Management Database (AMDB)	An availability Management Database (AMDB) is a database containing all data needed to support availability management. This is a federated/logical database consisting of multiple repositories and tools.
Availability	Ability of a Configuration Item (CI) or IT Service to perform its agreed Function when required. Availability is determined by Reliability, Maintainability, Serviceability. Availability is usually calculated as a percentage. This calculation is often based on Agreed Service Time and Downtime. Availability (or rather unavailability) is the key indicator of service quality perceived by the business and by the users. In summary, availability depends on: • The availability of components; • The resilience to failure; • The quality of maintenance and support; • The quality, pattern and extent of deployment of operational processes and procedures.

Term	Definition
Availability Manager	For more details see also Framework Quality Plan (FQP) [R5]. Availability Manager is responsible for, in collaboration with ICT Infrastructure, the availability monitoring and related plans. • Accountable for the deployment of the Availability Management process and associated methods and techniques; • Responsible for ensuring the Availability Management process, its associated techniques and methods are regularly reviewed and audited, and that all of these are subjected to continuous improvement and remain fit for purpose; • Responsible for the monitoring of actual Availability achieved versus targets and to ensure shortfalls are addressed; • Responsible for the production and maintenance of an Availability Plan which prioritises and plans Availability improvements.
Downtime	Downtime is the total amount of time during which a Configuration Item or IT Service is not Available during its Agreed Service Time. A distinction can be made between planned and unplanned downtime.
Maintainability	Maintainability relates to the ability of an IT infrastructure component to be retained in, or restored to an operational state after a failure. Maintainability of an IT infrastructure component can be divided into 7 separate stages: • The anticipation of failures; • The detection of failures; • The diagnosing of failures; • The resolving of failures; • The recovery from failures; • The restoration of the data and IT service; • The levels of preventive maintenance applied to prevent failures occurring. Maintainability is measured and reported as Mean Time to Repair (MTTR).
Mean Time Between Failures (MTBF)	The MTBF is a metric for measuring and reporting reliability. The MTBF is the average time that a CI or IT service can perform its agreed function without interruption.

Term	Definition
Mean Time To Repair (MTTR)	The MTTR is a metric for measuring and reporting maintainability. The MTTR is the average time taken to restore a CI or IT service after a failure. In this Availability Plan the MTTR is calculated using the average time taken to resolve an unscheduled unavailability incident (from incident registration till incident closure).
Serviceability	Serviceability describes the contractual arrangements made with 3rd party IT service providers. This is to assure the availability, reliability and maintainability of IT services and components under their care. It is important to recognise that serviceability in itself cannot be measured as a specific metric. It is the availability, reliability and maintainability of an IT service and the components under their care that must be measured.
Reliability	Measure of how long a CI or IT Service can perform its agreed Function without interruption. Usually measured as Mean Time between Failures (MTBF).
Resilience	The resilience is the capability of a set of CIs to continue to provide a required function, if not immediately then very quickly, when some CIs in the set have failed.
Scheduled unavailability	Scheduled unavailability is a disruption/outage planned (and notified to the relevant stakeholders) in advance of one or more IT services. It is often used for maintenance, upgrades and testing.
Service Outage Analysis	Service Outage Analysis (or often referred to as System Outage Analysis) is a technique designed to provide a structured approach to identifying the underlying causes of service interruption to the user.
Unscheduled unavailability	Unscheduled unavailability is a sudden disruption of one or more IT services.

Table 3-2: List of definitions

4. Availability requirements

4.1 Introduction

This section provides an overview of current requirements related to availability of IT-services and underlying ICT infrastructure (derived for agreements such as Technical Annex [R1], SLA, OLA and Terms of Collaboration (ToC)) and if applicable any planned or expected changes that are expected in these requirements.

Section 4.2 provides an overview of the current requirements related to availability (such as availability percentage during agreed service time and mean time to repair). These required metrics are to evaluate the availability of IT services/applications in chapter 5.

Section 4.3 provides an overview of any planned and/or expected changes in availability requirements for existing IT services and for new/planned IT services (if applicable).

4.2 Current availability targets

In principle, this paragraph covers the current agreed levels of availability.

These requirements will then be used to compare between actual levels and agreed levels of availability.

Current requirements for availability, reliability, maintainability and serviceability for the present document are derived from the Technical Annex[6] [R1].

The availability management aspects of IT services are evaluated using the following indicators (according to the Technical Annex [R1]):

- No deviation from availability/reliability/maintainability/serviceability target including MTTR as set in incumbent SLA/OLA and later in FQP [R5]/CQP, SLA, contractual OLA and ToC;

- No recurrent availability breach;

- No business disruption from scheduled unavailability;

- Minimal business disruption in case of unscheduled unavailability;

- Low unavailability risk (the likelihood and potential impact of an event leading to unavailability is low; e.g. due to redundancy of IT infrastructure components);

- No unknown deviation.

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[6] Note: A next release will use the outcome of the DLV.8.2.1.2.1 Harmonised & converged Service Catalogues & SLAs, per customer/user community across all taken over business threads and ITSM thread (as it becomes available). This deliverable will define the availability targets per application.

The following service quality metrics are used for Availability Management (as defined in the Technical Annex to the Model Framework Contract of ITT TAXUD/2006/AO-007 [R1]):

ID	Name	Target (Expected value)	Limit (Lowest acceptable value)	Minimum number of events	Activated	Period
SQI24a	Commission IT Services availability during time coverage of the Service Desk (per IT service) [7]. Percentage of availability during the measured timeframe calculated upon the reported and/or noted unavailability during the agreed service time (780 minutes per standard opening day).	99,3%	98%	N/A	Yes	Over the last month Over the last quarter, Over the last 12 months
SQI24b	Commission IT services availability around the clock (per IT service). Percentage of availability during the measured timeframe calculated upon the reported and/or noted unavailability based upon 24h/day (1440 minutes).	98%	96%	N/A	No	Over the last month Over the last quarter, Over the last 12 months
SQI25a	MTTR a Commission IT service	4 working hr, working hr to be understood as hour within the time coverage of the Service Desk	6 working hr	1 repair	No	Over the last month Over the last quarter, Over the last 12 months
SQI37	Switch over on the fail over site	Less than 4 hr of Service Desk time coverage	Less than 6hr	1 fail over occurrence	No	Over the last 12 months

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[7] The agreed service hours are defined between 07.00 and 20.00 hours (Monday through Friday).

ID	Name	Target (Expected value)	Limit (Lowest acceptable value)	Minimum number of events	Activated	Period
SQI52	Monitoring of unscheduled availability. Applicable for all managed objects. • monitored by the contractor; • or of 3rd parties, for which the contractor is kept informed of the availability status. In this case the contractor has a max 30 min delay to publish the reported unscheduled unavailability.	97% of unscheduled unavailability reported first by the contractor, before any other party notifies the Service Desk about the unavailability.	92%	10 unscheduled unavailabilities	No	Over the last month Over the last quarter, Over the last 12 months
SQI53	Announcement of scheduled unavailability	99% "0" incident because of defect in announcing scheduled unavailability	97% "0" incident	10 scheduled unavailabilities	No	Over the last month Over the last quarter, Over the last 12 months

Table 4-1: Availability targets (from Technical Annex)

4.2.1 Service Level Agreement

Currently specific Service Level Agreements on application level are only defined for the Taxation Business Thread, specifically for Vies-on-the-Web and VIES Monitoring. No SLAs in terms of availability were found however for the other Taxation applications (SLA document [A5A]).

4.2.1.1 Vies-on-the-Web

- From 8.00 a.m. to 20.00 p.m. CET, at least 95% availability in 85% of the months of one rolling year;

- From 20.01 p.m. to 7.59 a.m. CET at least 85% availability in 85% of the months of one rolling year;

- The time to recover from any availability incident must be maximum 4 hours in at least 95% of the incidents occurred over one rolling year.

4.2.1.2 VIES Monitoring Application

- From 8.00 a.m. to 20.00 p.m. CET, at least 95% availability in 85% of the months of one rolling year;

- From 20.01 p.m. to 7.59 a.m. CET at least 85% availability in 85% of the months of one rolling year;

- The unavailability periods of VIES monitoring application will be removed from the measurement monitoring period.

4.3 Proposed availability targets

This paragraph provides an overview of planned and/or expected changes in availability requirements for existing IT services and for new/planned IT services (if applicable).

The current availability requirements defined in the previous chapter were derived from the Technical Annex [R1] (see 4.2)8. These requirements will have to be extended with input from other sources as these become available:

- SLA/OLA/ToC updates/modifications;

- Change requests (for increased availability);

- Availability requirements defined for new or modified IT services/applications (through Business Perspective Management);

- Anticipated increase of availability requirements (through Business Perspective Management).

Currently no changes in requirements for availability are known and/or formally requested (e.g. due to new IT services and/or new releases of existing IT services).

The outcome of the DLV.8.2.1.2.2 (Harmonised & converged Service Catalogues & SLAs, per customer/user community across all taken over business threads and ITSM thread) may lead to updated availability metrics per application/system.

An overview is needed of all planned applications/releases for the coming year and the required availability requirements and impact this has upon the current capabilities of the ICT infrastructure. At the time of writing this document, this list of applications with their associated requirements was not defined.

At the present stage, there is no known documentation of the availability requirements of the new applications nor an updated one in terms of availability needs.

This is an issue that needs to be resolved through an action defined in chapter 7 (improvement action to ensure future requirements related to availability are captured during the application design phase.).

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[8] Except for the Taxation business thread for which a formal SLA exist.

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5. Availability data analysis

5.1 Introduction

This section provides a summary of the historic availability of IT services (based on data collected between 11/2007 and 31/03/2010). This data is afterwards used to identify trends and potential issues. For the Taxation business thread the studied period is from 07/2008 until 03/2010.

Since 2009 the data collection for this Availability Plan is done through the manually maintained Availaiblity Database ('avdb') and the 'minDunv_perc' file(s) generated from the automated availability monitoring and from the manual additions to the Availability Dashboard database (related to SQI24a efforts). The used figures are essentially taken from the SfA'd MSR reports.

The 'avdb' file contains the overview of all scheduled and unscheduled unavailabilities (with incident details).

The 'minDunv_perc' files contain the actual availability figures measured through automated availability monitoring (from end user perspective where feasible) and also from manual additions out of manual monitoring or for which ITSM Monitor has been informed. The detailed operational procedures are described in the 'AvM Operations Manual' ([R9]).

Since February 2010 two new categories for unavailability have been created in the current SMT-tool. The Unscheduled Unavailabilities are registered in the category 'INC.unavailability' and the Scheduled Unavailabilities are registered in the category 'RFI.unavailability'.

5.2 Availability metrics

Based upon the captured availability data the availability achievements according to the metrics defined in chapter 4.2 are consolidated in this sub-section.

The measuring of Availability is done during the Service Window 07:00-20:00 on working days.

The availability data and statistics are currently collected from:

- Availability monitoring (data collection) and related monthly availability reporting from Monthly Progress Report (MPR)/Monthly Service Report (MSR) [R4] (see chapter 5.2);

- Incidents related to unscheduled unavailability (see chapter 5.3);

- Outstanding and/or identified availability problems and known errors (see chapter 5.4);

- Scheduled unavailability (based upon changes and executed maintenance activities) (see chapter **Error! Reference source not found.**).

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Based upon this information the following availability metrics are derived:

- Total aggregated monthly availability percentage for all Managed CIs combined;

- Total aggregated monthly availability percentage for all Business Threads;

- Total aggregated monthly downtime for all Managed CIs combined;

The following information is calculated for each application (can comprise several Managed CIs) per month (and per quarter) related to unscheduled unavailability:

- Downtime in minutes the Managed CI has not been available (due to incidents occurred within the Agreed Service Time); Downtime is measured as the elapsed time in minutes between the start downtime timestamp and the end downtime timestamp;

- Availability percentage;

- Number of Incidents[9]: number of incidents related to unscheduled unavailability's and the corresponding MTTR statistics;

See 'Annex A : Availability data', section 1 and 2 for the achieved availability from an end-user/business point of view (per application on monthly and quarterly basis, in scope of this document).

5.3   Scheduled unavailability

Scheduled unavailability is a planned disruption of one or more IT services, often used for maintenance, upgrades, installation and testing.

These outages must be planned outside the Agreed Service Times, unless it has been agreed upon with DG Taxation and Customs Union (A4/APM) and the business sectors, following the procedure defined by CPT. In some occasions however these changes have been planned within the Agreed Service Times. The detailed operational procedures are described in the 'AvM Operations Manual' ([R9]).

'Annex A : Availability data', section 4 provides an overview of the scheduled unavailability's in the period from 11/2007 to 03/2010. For the Taxation business thread the covered period is from 07/2008 until 03/2010.

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[9] MTTR statistics are present in the first provided figures of the Availability Plan (up to Q2 2008). The reporting prior to Q2 2008 contains MTTR figures and thus also #incidents, but are missing from the other updates done for evolutive maintenances. MTTR is actually meant as MTTRS in these reports. See also Improvement Action "0

Automatic Availability Monitoring and Reporting of MTBF and MTTRS KPIs".

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In general one may conclude that scheduled unavailability's are mainly linked to:

- The network (CCN) updates/changes of the gateways/configurations;

- Customs maintenance and preventive maintenances/restarts;

- Releases of new versions of existing applications;

- Changes to COTS.

5.4   Unscheduled unavailability incidents

Unscheduled unavailability is detected, measured, registered and reported (for MSR/MPR and SQI24a) through Availability Management. The actual formal registration and subsequent follow-up, communication (e.g. mass mail) and resolution goes through Incident Management. Each outage or unavailability of an IT service for the business/end-users is registered as an incident in the current SMT-tool.

See 'Annex A : Availability data', section 3 for an overview of availability related incidents in the period 11/2007 and 03/2010. For the Taxation business thread the covered period is from 07/2008 until 03/2010.

Since the last evolutive maintenance the data collection is done through the maintained Availaiblity Database ('avdb', related to SQI24a). The detailed operational procedure is described in the 'AvM Operations Manual' ([R9]).

The next evolutive maintenance will be aligned with the reporting for SQI52 and SQI53.

5.5   Availability problems and known errors

This section provides an overview of outstanding and resolved availability problems and known errors. Based upon the analysis of unscheduled unavailability's, availability issues (or problems) are identified.

Overview of currently registered problems and known errors related to unavailability[10]:

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[10] The process as described in the FQP has not been fully respected so far. Additionally, the table cannot be considered complete as there is no Problem Manager since 09/2009.

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Problem ID	**Application**	**Details**	**Status**
#3	CN (Customs)	*Description:* CN application crashes due to out of memory problem. *Impact:* Major *Work around:* restart application *Cause:* Out of Memory error (application bug). *Resolution:* to be provided by development (new release). *Open date:* 27/10/2008	Closed (25/11/2008)
#4 and #8	PSP (Excise)	*Description:* DDS crashes *Impact:* Major *Work around:* Restart DDS application *Cause:* Unknown *Resolution:* Install DDS v.4.0.1 and the upgrade from Oracle 9 to Oracle 10. *Open date:* 23/10/2008	Closed (23/10/2008)
#7	TARRIF_PROD (Customs)	*Description:* Recurring PSP unavailability (application crashes). *Impact:* Major *Work around:* Periodic restart of application and Tomcat-Apache service *Cause:* Unknown *Resolution:* Reconfiguration of parameters. *Open date:* 24/10/2008 Reference:	Closed (24/10/2008)
#16	TARIFF_PROD CSi Bridge (Customs)	*Description:* TARRIF PROD application unavailability (high memory utilisation) *Impact:* Major *Work around:* Restart application *Cause:* Unknown *Resolution:* Unknown. *Open date:* 27/10/2008	Closed (19/02/2009)

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Problem ID	Application	Details	Status
#21	VIES/WEB (Taxation)	*Description:* Reoccurring unavailabilities. *Impact:* Major *Work around:* None. *Cause:* Timeouts at ITSM Infra side. *Resolution:* Not clear *SMT Reference:* INC0810.113357 *Open date:* 02/10/2008	Closed (02/03/2009)
#38	TARIFF_PROD CSi Bridge (Customs)	*Description:* Out of memory: CUSTOMS domain CSI-BRIDGE. The Domain TARIFF_PROD crashed once a week. It has been seen that the usage of the memory was very high which caused the system to freeze. *Impact:* Major *Work around:* Periodic restart application *Cause:* Bugs in this version *Resolution:* Upgrade to weblogic 10. *SMT Reference*: INC0902.122337 *RfCs:* rfc-cust019-2009-03-25-OOM Issue, rfc-cust013-2009-03-02-PermsizeChangeProd1, rfc-cust014-2009-03-02-PermsizeChangeProd2. *Open date:* 20/02/2008	Waiting for Solution
#92	CSI Bridge (Customs)	*Description:* CSI Bridge Out of Memory. *Impact:* Minor *Work around:* None *Cause:* Not clear. *Resolution:* RfC (tuning of the BytesPaging parameter for the CSIBridge JMS server) *Open date:* 02/10/2008	Closed (3/03/2010)

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Problem ID	Application	Details	Status
#94	VIES/WEB (Taxation)	*Description:* Recurring intermittent HTTP error code (500 Internal Server) when querying the VIES/WEB database. *Impact:* Minor *Work around:* None. *Cause:* No apparent root cause. *SMT Reference:* INC0908.134301 *Resolution:* None. *Open date:* 02/10/2008	Waiting for solution

Table 5-1: Availability Problems

A crisis cell has been put in place by mid July 2008, to solve Problem #38. During the crisis meetings, experts arrived to the conclusion that these instabilities were provoked by a WebLogic problem (middleware level) and the embedded LDAP. In terms of proactive management it was agreed with DG Taxation and Customs Union to have preventive maintenances outside ITSM's Service Window.

Additionally ITSM has moved the 'SURV2' application (OoM happens most frequently with SURV2) to a different newly created domain (i.e. TARIFF_PROD2). This change was executed to avoid that one out of memory impacts all applications in the same domain. ITSM now also has custom monitoring scripts which alert us when there is a memory problem. However, the only solution then is to restart the application as soon as possible to avoid that messages go in the deadletter queue (which will require much more effort to correct).

During the entire year of 2009, and still today, the "Out of Memory/High Memory" problem with WebLogic has the highest impact on the availability of most of the Customs Commission IT Services. The impacted Customs Commission IT Services are part of the TARIFF WebLogic domain (for both the Conformance and Production environment) which are still running on WebLogic version 8.

This problem lead and still leads to numerous scheduled (preventive maintenances/restarts) and unscheduled unavailabilities (out of memory incidents) with both minor and major impact.

Resolution is still pending as the current migration to the new DMZ environment with WebLogic version 10.3 is still in an 'ongoing' status.

Problem #94 causes only minor impact on the end-user experience for VIES/WEB as we are actually speaking of micro-unavailability's which are generally solved with a simple reload of the VIES/WEB query page.

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No incidents are raised for the detected unavailability's but however they do cause negative impact on the availability figures for VIES/WEB and thus also for the Taxation business thread.

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6. Availability assessments and reviews

At present time, the information gathered about the incidents linked to the availability is not sufficient to allow a Component Failure Impact Assessment (CFIA), an outage analysis and consequently a risk assessment related to the availability.

However today, a detailed Incident Report may be elaborated on request of A4/CPT. An Incident Report describes the chronological sequence of actions undertaken by ITSM (and third parties) regarding a specific unavailability incident.

7. Availability Monitoring

7.1 Availability Reporting

As from November 2008, the availability percentages are calculated as defined below. That is why the presented tables in 'Annex A : Availability data', section 1 differ from then on.

The availability value has been calculated as defined in "AVA Calculation – Process Description – V0.16.doc" [R8], starting from the raw data from the ITSM monitoring for any CI. The measurement home or subpages, or business transactions are listed in MPR [R4] R4Annex 14 "ava.<period>_Thread_CI_status.csv" (where <period> refers to the reporting period of the MPR). The raw data of the Availability Database can be found in MPR [R4] Annex 14 "ava.<period>_adb.csv".

The complete list of scheduled and unscheduled unavailabilities for the reporting month may be found in MPR [R4] Annex 14 "ava.<period>_avdb.csv".

The calculation of Availability is done during the Service Window 07:00-20:00 on working days.

Detailed information on the down-times (time and duration) can be found in MPR [R4] Annex 14 –"ava.<period>_downtimes.csv".

The information of down-time on a daily basis for any business thread, environment and measurement can be found in "ava.<period>_minDunv_perc.csv", or in "ava.<period>_minDunv_perc.html" with a graphical representation.

7.2 Availability Dashboard

Since February 2009 an availability dashboard is available on the ITSM portal. This dashboard provides the ITSM Portal users with daily information and a graphical representation on the end-to-end availability of Commission IT Services. The reports are the same as for the MSR (Monthly Service Report) but generated the next business day, on the basis of business transaction, application and technical monitoring, for any business thread and PROD and CONF environment during the Service Window 07:00-20:00 on working days.
The availability values have been calculated starting from the raw data from the ITSM monitoring for any CI.

Through two RfC's improvements have been implemented for the Availability Dashboard.

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8.   Availability improvement actions

This chapter defines the availability improvement options and recommendations to be implemented in the future.

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8.1.1   Availability data collection

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Availability data collection

Improve data collection from involved providers

Item	Description
Trigger	ITSM must monitor the availability in the scope of the contract, as well as the Reliability/Maintainability/Serviceability of IT services delivered to the Commission. This requires the collection of availability data across the different service providers including NA operations, CCN and DIGIT/DC.
	Time consuming to collect availability data from the different involved parties (CCN, DIGIT, ITSM).
	Missing data. Often data is missing related to the availability of critical IT components (e.g. databases, servers) and applications from an end-to-end perspective.
Purpose/goals	Availability Management will take a proactive role in identifying and implementing availability improvement opportunities. The ability to do this places reliance on having in place appropriate and meaningful availability measurement and reporting.
	Standardise and automate data collection for availability (of component availability and service availability).
Results/ deliverables	Standard availability data collection sheets
Priority	High
Activities	Define standard availability report template for CIs (agree with all service providers in scope: CCN, DIGIT DC, NA Operations)
	Implement data collection procedure (on a monthly basis)
Owner	ITSM Availability manager
Assumptions	External providers have put in place tools that may produce statistical or monthly reports, as demanded.
	SLA and ToC existing between DG Taxation and Customs Union and other actors (DIGIT, CCN-TC, etc)
Dependencies	Availability monitoring tools/incident registrations of involved providers (CCN and DIGIT).
Status	Ongoing
	Availability data (aggregated on hourly basis) from DIGIT is forwarded by DG Taxation and Customs Union to ITSM Monitor on a weekly basis, but is only verified manually and not integrated into our availability reporting (format of data is different)[11].

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[11] All the availability and capacity reporting for the DIGIT environment is available to DG Taxation and Customs Union via the DIGIT Portal. XXX has no access to this portal. XXX from ISD also only forwards the weekly BMC Patrol reports regarding availability monitoring (E2E/individual URLs), agreed after a meeting between ITSM Monitor, ISD and DIGIT in Luxembourg. For availability reporting no exact details can be derived from the BMC Patrol reporting regarding downtimes.

In retrospect, integration seems of little added value. The reporting has it's value as seperate source.

Solutions for gaps or improvements for existing implementations regarding AVA/SQI24a should be implemented at ITSM (Monitor) side.

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8.1.2   Availability monitoring

End-to-end Availability Monitoring

Improve availability monitoring from a business perspective

Item	Description
Trigger	ITSM cannot monitor the end-to-end availability of applications from a business/end-user perspective.
	Availability is currently measured using incident statistics.
	Current monitoring is mainly focused on individual components (e.g. database, server) rather than the end-to-end service to the customer.
Purpose/goals	Automate the monitoring application availability (from an end-to-end perspective)
Results/ deliverables	Feasibility study for end-to-end monitoring of IT services
	Selection of end-to-end monitoring tools (e.g. transaction/simulation tools)
Priority	High
Activities	Consolidate requirements for availability monitoring
	Conduct feasibility study for automation of end-to-end monitoring of IT-services (for all systems/application mentioned in chapter 1.3).
	Initiate and execute the project under control of application development for new Service Management Tooling(SMT) (replacement of current SMT).
Owner	ITSM Availability manager (later by ITSM Tools Application Development Manager)
Assumptions	NA
Dependencies	Application monitoring may require modifications of the application to facility monitoring (e.g. dummy transactions).
Status	Ongoing
	Availability monitoring and reporting is done from end-user perspective since 2008. Incident details are no longer used to provide the required availability reporting, but is done based on data provided by automatic monitoring.
	Investment is a new monitoring tool (i.e. Applications Manager) provides possibilities to monitor the availability of the Commission IT Services with end-to-end availability monitoring (by implementing scenario's) for web applications. These business scenario's should be provided by the business sectors.

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8.1.3   Unscheduled unavailability notifications

Unavailability incident notifications

Improve communication of unscheduled unavailability (detected by operations teams (ITSM, DIGIT and CCN/TC)

Item	Description
Trigger	Not all outages are directly reported to the ITSM Service Desk.
Purpose/goals	Improve communication between involved parties (DIGIT, CCN and ITSM) in case of unplanned outages. Immediate alerting of incidents to ITSM Monitor. Publish unscheduled unavailability on web portal (for business/end-users).
Results/€ deliverables	Awareness and training session Future SMT to provide an interface with incident management systems of involved providers. Web portal to publish current unavailability of IT services.
Priority	High
Activities	Evaluate unavailability notification procedures (this refers to the current procedures and agreements with involved parties, such as DIGIT and CCN to inform the ITSM Service Desk of unscheduled outages; including the incident details which need to be provided).
Owner	ITSM Availability manager
Assumptions	N/A
Dependencies	Implementation of new SMT tool (to include web portal to publish unavailability).
Status	<u>Ongoing</u> All unscheduled unavailabilities for Commission IT Services (detected by ITSM Monitor or informed of by 3rd parties) are published on the Availability Dashboard (part of ITSM Portal). All notifications of unscheduled unavailabilities for Commission IT Services detected by ITSM Monitor are sent to ITSM Support using a template. Improvements could still be made on the communication and processing of unscheduled unavailabilities for Commission IT Services reported by the end-user[12].

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[12] Communication: It is sometimes forgotten that ITSM Monitor must be informed even if we did not raise the unscheduled unavailability incident ourselves.

Processing: Unclarity regarding unavailabilities on CCN level and its potential impact on the availability of the Commission IT Services.

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8.1.4 Scheduled unavailability Planning and communication

Communication of scheduled unavailability/planned interventions

Improve communication of scheduled unavailability (planned through change and release management).

Item	Description
Trigger	Failure of communication of all scheduled unavailability (to be maintained in a central change schedule).
	Missing central calendar which contains an up-to-date overview of all planned changes affecting service levels.
	Communication to stakeholders/users of scheduled unavailability need to be improved.
	Scheduled unavailability is sometimes planned during business hours.
Purpose/goals	Schedule unavailability outside business hours.
	Improve communication of planned outages and planned interventions such as upgrades.
	Send notifications for all planned changes according to change template.
	Improve notifications to stakeholders and users (ensure the service desk has the capabilities to inform all relevant parties).
Results/ deliverables	Maintain up-to-date central change calendar for all changes and related outages.
	Web based access to all scheduled unavailabilities.
	Monitor scheduled versus actual outages.
	Maintain list of relevant stakeholders and users (who need to be informed).
Priority	High
Activities	Define requirements for maintaining the change calendar (with scheduled unavailability)
Owner	ITSM Release Manager, ITSM Change Manager, ITSM Incident Manager and ITSM Availability Manager
Assumptions	Availability of a Change management calendar tool (SMT)
Dependencies	Selection and implementation of a new SMT tool (replacement of current tool) and migration of data in this tool.
Status	Ongoing
	Has been discussed with the Release and Change Manager on a number of occasions, however no clear procedure has been implemented thus far.
	All scheduled unavailabilities communicated to ITSM Monitor are published on the Availability Dashboard.
	Monitoring the scheduled unavailability period versus the actual outages is done manually and reported to the customer and ITSM via the Downtime Report(s).

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8.1.5 Review/investigate each unplanned unavailability

Conduct unscheduled unavailability review

Improve the identification of problems and known errors related to unavailability

Item	Description
Trigger	Missing information about root causes of outages (e.g. hosting infrastructure issue, storage/capacity, application defects, human errors, network, etc.).
Purpose/goals	Review all unscheduled unavailability incidents (for which a temporary fix has been applied).
Results/ deliverables	Problems and known errors are registered and maintained for availability issues.
Priority	High
Activities	Agree on unscheduled unavailability review approach (internally and with external parties)
Owner	ITSM Problem Manager
Assumptions	N/A
Dependencies	N/A
Status	Ongoing

Recurring unavailability's for the same application are communicated to the Service Desk. Service Desk will take care of the problem call management; i.e. creation of problem call and decision whom to assign to (problem owner). The problem owner will then be responsible for performing the root cause analysis, providing status and feedback to Service Desk. Service Desk finally handles the reporting related to problem calls.

In case a patch (or other) has been applied to fix a problem, ITSM Monitor will monitor the application more closely or more frequently in order to verify if the problem is still apparent or not. |

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8.1.6   Conduct (periodic) service outage analysis

Conduct service outage analysis

Conduct service outage analysis for unscheduled unavailability

Item	Description
Trigger	Unclear what needs to be improved for availability. Service interruptions can be caused by shortfalls in technology, process, procedure or behaviours (culture). Detailed analysis of service interruptions can identify opportunities to enhance levels of Availability.
Purpose/goals	Currently no formal service outage analysis assignments are conducted.
Results/ deliverables	Service outage analysis assignments are executed. Service outage analysis reports will be produced.
Priority	High
Activities	Agree on service outage analysis approach (with involved parties) Define service outage report template Plan service outage analysis for specific IT services and ICT infrastructure components (for the coming year). First service outage analysis planned and executed. Monitor progress and results of outages analysis.
Owner	ITSM Availability Manager
Assumptions	N/A
Dependencies	N/A
Status	Not started

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8.1.7 Improved registration of unscheduled unavailability incidents

Incident registration of unscheduled unavailability

Improve registration of incidents related to outages/unavailability.

Item	Description
Trigger	Incidents are resolved through different parties (e.g. DIGIT, CCN). After closure of the incident these parties must provide details of actions taken and the cause of the incident. Time consuming to find the reason of the unavailability.
Purpose/goals	Improve logging of incidents related to unavailability. Incident logging (details of impact, cause, resolution, affected CIs). Improve data quality of incident registration. Improve unscheduled unavailability reports (list of outages, temporary fixes, etc.).
Results/ deliverables	Incidents related to unavailability contain the following information: • Affected services; • Outage start date/end date; • Impact or severity code (of the unavailability); • Cause; • Resolution (including indication of temporary fix or permanent fix)
Priority	High
Activities	Define incident registration requirements and procedure.
Owner	ITSM Availability Manager
Assumptions	N/A
Dependencies	SMT tool (update/modification of current tool in place)
Status	Ongoing All detected unscheduled unavailability's are reported to ITSM Support with a clear indication thereof, including the start downtime timestamp and all affected Commission ITS Services. Quick resolution and closure of the Incident is important to avoid impact on the SLA applicable for incident resolution according to severity. This causes the Incident to be closed rapidly after practically resolving the incident, but without providing sufficient detailed information about the cause and resolution of the unavailability. In case this happens, the required information is then retrieved formally via phone and/or e-mail and communicated to the customer via the Downtime Report(s). In the future it may be proposed to work via an additional RfI to the resolver of the unavailability incident.

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8.1.8 Align Availability Plan with continuity plans

Continuity planning

Evaluate resilience/redundancy of ICT infrastructure including applications and the associated disaster recovery plans.

Item	Description
Trigger	Lacking alignment between availability and continuity arrangements (what risk reduction measures are needed to maintain 'business as usual', what resilience and failover facilities are desired). Undertaking risk assessment and implementing risk responses should be closely coordinated with availability process to optimise risk mitigation.
Purpose/goals	Review ICT infrastructure design (related to resilience and reluctance) and disaster recovery procedures. Review fail over/restore procedures for critical IT components (managed by ITSM)
Results/ deliverables	Aligned availability and continuity plans. Create/Update restore procedures The availability management provides an input for IT service continuity (DRP, to be created by IT Service Continuity).
Priority	Medium
Activities	Conduct inventory of ICT infrastructure capabilities related to availability (resilience and redundancy; single points of failure). Evaluate current backup and restore procedures (and create/update these when needed). Test backup and restore procedures. Test duration of restore procedures (recovery times).
Owner	ITSM Continuity Manager
Assumptions	N/A
Dependencies	Dependency with IT service continuity plans (creation of DRPs).
Status	Not started

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8.1.9 Design for availability

Availability Design

Review applications during Availability Design.

Item	Description
Trigger	Lack of application monitoring capabilities (monitoring of application availability and performance). Lack of correct document review by XXX results in lack of involvement.
Purpose/goals	Evaluate availability design criteria and options at an early stage (review of X-DEV specifications) Test adherence to availability requirements at the SAT.
Results/ deliverables	Availability design criteria are incorporated in the design phase. Availability monitoring and reported is tested for each application (during SAT).
Priority	High
Activities	Define standard availability monitoring requirements. Get involved in the specifications definition of new applications or new major releases (for availability and capacity).
Owner	ITSM Availability manager
Assumptions	N/A
Dependencies	Build availability monitoring of application components and functionality during the development phase (X-DEV). Identify availability requirements during design phase (X-DEV).
Status	Ad hoc

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8.1.10 Manual availability monitoring and reporting (short term)

(Manual) Availability Monitoring and Reporting

Include availability reporting of all applications in scope of the contract (both CONF and PROD)

Item	Description
Trigger	Missing applications in the monthly availability report (current spreadsheet which is manually maintained containing the availability percentage, number of incidents and downtime per application).
Purpose/goals	Availability of all applications are monitored and reported.
Results/ deliverables	Availability is reported for all applications in the MPR/MSR (using outages derived from incident tickets)
Priority	High
Activities	Update list of applications to be monitored (to be included in the CMDB and current SMT).
Owner	ITSM Availability manager
Assumptions	N/A
Dependencies	Incident registration of outages against all applications.
Status	<u>Executed</u> One of the specific requests of RfA74 (regarding RfC104/105) was to include the availability data from the unmonitored applications into the current availability reporting (so called 'CSIP applications'). Such availability data is now included manually when available.

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8.1.11 Automatic Availability Monitoring and Reporting of MTBF and MTTRS KPIs

Automatic Availability Reporting of MTBF and MTTRS KPIs

Include automatic reporting of MTBF and MTTRS statistics in the current availability reporting.

Item	Description
Trigger	Missing MTBF and MTTRS statistics in the monthly availability reporting.
Purpose/goals	Automate the reporting for MTBF and MTTRS (on Managed CI level).
Results/ deliverables	MTBF and MTTRS statistics of all applications are monitored and reported automatically.
Priority	Medium
Activities	Additional development for the back-end system of the availability reporting.
Owner	ITSM Availability manager
Assumptions	N/A
Dependencies	N/A
Status	Ongoing The required training has been provided and the required development actions have been discussed and investigated with ITSM Infra Technical Support.

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8.1.12 Automatic Availability Reporting of Production and Conformance separately.

Automatic Availability Reporting of Production and Conformance environment separately

Provide the customer with availability reporting "per environment", next to "Production and Conformance environment combined". Include automatic reporting for Production environment and Conformance environment only.

Item	Description
Trigger	Current availability analysis is done on merged availability data for both the Production and Conformance environment. As specified in the contract; "Conformance is to be seen as Production". This effectively renders any potential trend analysis done on this data of less value.
Purpose/goals	Automate the reporting for Production and Conformance environment separately.
Results/ deliverables	Three different "types" of availability reports: • Production and Conformance combined; • Production separately; • Conformance separately.
Priority	Medium
Activities	Additional development for the back-end system of the availability reporting.
Owner	ITSM Availability manager
Assumptions	N/A
Dependencies	N/A
Status	Not started

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8.1.13 Automatic Aggregation to Application level for the availability reporting (opposed to Managed CI level).

Automatic Aggregation to Application level for the availability reporting (opposed to Managed CI level).

Provide the customer with availability reporting on application level opposed to Managed CI level, which is currently the case.

Item	Description
Trigger	Current availability reporting is done on Managed CI level (except in the Availability Plan where everything is aggregated manually).
Purpose/goals	Automate the reporting to application level.
Results/ deliverables	Reporting on application level.
Priority	Medium
Activities	Additional development for the back-end system of the availability reporting.
Owner	ITSM Availability manager
Assumptions	N/A
Dependencies	N/A
Status	Not started

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8.1.14 Automatic Monitoring of Commission IT Services

Automatic monitoring of Commission IT Services, which are not yet monitored automatically.

Fill in the missing gap for SQI24a with raw data coming from automatic monitoring, instead of manually inserted raw data. This improvement action concerns only the availability monitoring of the Commission IT Services in it's strictest sense and does not include the aspect of business up to date data and transmission monitoring data.

Requires implementation of monitoring at ITSM Monitor side or customization of the integration of raw data sources from 3rd parties (e.g. DIGIT)..

	Item	Description
	Trigger	Some Commission IT Services are not monitored automatically.
	Purpose/goals	Automate the monitoring.
	Results/ deliverables	Reporting based on raw data from automatic monitoring.
	Priority	Medium
	Activities	To be defined.
	Owner	ITSM Availability manager
	Assumptions	N/A
	Dependencies	N/A
	Status	Ongoing The following Commission IT Services are not monitored automatically by ITSM Monitor: • EOS: currently there is no monitoring of the AEO and EORI module separately (to be verified if strictly necessary[13]). EOS Central Web services is monitored automatically by customized scripting of ITSM Monitor and Application Management. EOS Web interface is monitored via the standard URL monitoring techniques. Status to be verified of EOS monitoring by DIGIT ISHS Monitoring. • Horizontal components (HTTP Bridge, CSI Bridge, (CCN Bridge)): monitored automatically by BMC Patrol (WebLogic monitoring), data not integrated with our AVA/SQI24a reporting. ITSM Monitor is currently testing WebLogic monitoring on our side. This would allow direct integration of the automatically monitored raw data for the applicable WebLogic metrics in the context of availability monitoring (excluding performance). Opportunities such as displaying performance metrics in a KPI (e.g. FreeHeap) could then also be discussed. ITSM Monitor had proposed (in 2009) to initiate (fully developed) custom weblogic monitoring scripts to monitor the JVM memory, but were rejected in respect to potential performance decrease. The new DMZ environment however will have WLST10 Jython scripting to monitor JVM memory (status to be verified), this will provide an opportunity for integration and alignment with SQI24a if desirable. • Quota2 transaction: currently there is no automatically monitored query/transaction for Quota2.

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[13] Mentioned separately in the "Monitoring requirements TAXUD business applications".

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- Taric2: not monitored automatically. Will be replaced by Taric3, which will be monitorable via the standard URL monitoring techniques (WebLogic instead of Oracle Forms).

- TTA: is a test application that only runs when Member States connect to it. Complex application from monitoring point of view.

- SEEDv1: monitored automatically by BMC Patrol (E2E scenario), data not integrated with our AVA/SQI24a reporting. No monitoring by ITSM Monitor as it requires set up of monitoring via CCN.

- TA: not monitored automatically. Similar constraints/requirements as for SEEDv1.

- owITSM transaction: currently there is no automatically monitored query/transaction for owITSM. Such transaction can easily be done, but is not added to the monitoring to avoid negative impact on the performance of owITSM.

- ITSM Portal transaction: currently there is no automatically monitored query/transaction for ITSM Portal. The issue is created by the security implementation of the portal. This has been circumvented with the scenario monitoring feature in Applications Manager.

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8.1.15 Investigation of Extended Support Possiblities for Critical Applications

Investigation of extended support possibilities outside business hours

Investigate (formulate), in the context of Availability Management, potential improvements to provide extended support outside the business hours. This especially for critical applications, e.g. Taric, EOS, …

Item	Description
Trigger	Failover tests, etc. (outside business hours) for which the confirmation of 'availability restored' is not given by ITSM Monitor.
Purpose/goals	Formulate potential improvements; such as provide extended support by ITSM Monitor/Infra during failover (conformance) testing. During which ITSM Monitor can finally confirm that all applicable applications are back up and running.
Results/ deliverables	Formal agreements, procedures, etc. to provide extended support outside business hours.
Priority	Medium
Activities	To be defined.
Owner	ITSM Availability manager
Assumptions	N/A
Dependencies	N/A
Status	Not started

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A.   Annex A : Availability data

1. Availability statistics from Automatic Monitoring

This sub-section provides an overview of the achieved availability of applications from an end-user/business point of view (excluding scheduled unavailability).

The following information is shown for each month, where available:

- Downtime: downtime in minutes the service has not been available during the Agreed Service Time (due to unscheduled unavailability);

- Availability percentage: percentage of time the service has been available (during the Agreed Service Time representing 780 minutes);

- # Incidents: number of registered incidents related to unscheduled unavailability (number of outages) (for 2007 up to Q1 2008);

- Mean time to repair: the average time to resolve the incident (in hours) (calculated by: total downtime in hours/number of incident) (for 2007 up to Q2 2008).

The availability metrics are calculated based upon the defined *limits* as defined in the technical annex [R1] (SQI24a). As a reference, and without prejudice to other specifications in the SLAs[14], the following thresholds are used in the diagrams:

- MTTR for the Commission IT services is should be under 4 working hours (target value) and must be below 6 working hours (limit value);

- Availability of each service must be above 98% computed over Agreed Service Time (limit value). The target availability should be 99.3%.

For violations of these limit thresholds the numbers in the diagrams are shown in red (see next pages).

Downtime in minutes is calculated from incident registration to formal closure of the incident[15].

Calculation of availability percentage: (780 - downtime in minutes)/(780)

Availability statistics 2007 (November and December):

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[14] Availability metrics defined in this release of the availability plan are only derived from the Technical Annex (see chapter 4.2).

[15] The actual downtime is often less due the fact that there is an elapse of time between the moment the incident is resolved until the incident ticket is actually closed (administrative closure).

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Thread	Application	Nov-2007				Dec-2007			
		Downtime (Min)	Availability %	# Incidents	Mean time to repair (in hours)	Downtime (Min)	Availability %	# Incidents	Mean time to repair (in hours)
DDS	DDS Website	0	100.00%	0		0	100.00%	0	
	DDS COL								
	DDS Suspensions	0	100.00%	0		0	100.00%	0	
	DDS TARIC	0	100.00%	0		0	100.00%	0	
	DDS Surveillances	0	100.00%	0		0	100.00%	0	
	DDS Export MRN Follow-up	0	100.00%	0		0	100.00%	0	
	DDS Transit MRN Follow-up	0	100.00%	0		0	100.00%	0	
	DDS SEED	0	100.00%	0		0	100.00%	0	
	DDS ECICS	0	100.00%	0		0	100.00%	0	
	DDS VIES	0	100.00%	0		0	100.00%	0	
	DDS QUOTA	0	100.00%	0		0	100.00%	0	
	DDS EBTI	83	99.52%	1	1.4	0	100.00%	0	
Customs Thread	Surveillance PROD	0	100.00%	0		0	100.00%	0	
	TQS Surv & Quota PROD	0	100.00%	0		0	100.00%	0	
	ART PROD	0	100.00%	0		0	100.00%	0	
	ISPP PROD	0	100.00%	0		0	100.00%	0	
	TARIC Reports PROD	0	100.00%	0		0	100.00%	0	
	EBTI PROD	0	100.00%	0		0	100.00%	0	
	CN PROD	0	100.00%	0		0	100.00%	0	
	SUSP PROD	0	100.00%	0		0	100.00%	0	
	RIF PROD	83	99.52%	1	1.4	0	100.00%	0	
	SMS PROD	83	99.52%	1	1.4	0	100.00%	0	
	TARIFF RIF PROD	0	100.00%	0		0	100.00%	0	
	AEO PROD								
	ART CONF								
	ISPP CONF								
	EBTI CONF								
	CN CONF								
	SUSP CONF								
	RIF CONF								
	SMS CONF								
	SURV2 CONF								
	TARIFF RIF CONF								
NCTS (e-Customs)	Smart	0	100.00%	0		60	99.62%	1	1.0
	Web2000	0	100.00%	0		0	100.00%	0	
	CS/RD	30	99.83%	1	0.5	0	100.00%	0	
	CS/RD test	0	100.00%	0		151.2	99.03%	2	1.3
	CS/MIS	161	99.06%	1	2.7	0	100.00%	0	
Excise	PSP	0	100.00%	0		30	99.81%	1	0.5
	Seed	0	100.00%	0		0	100.00%	0	

Figure B-1: Availability statistics 2007 (November and December)

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Availability statistics 2008 Q1:

Thread	Application	janv-2008				févr-2008				mars-2008			
		Downtime (Min)	Availability %	# Incidents	Mean time to repair (in hours)	Downtime (Min)	Availability %	# Incidents	Mean time to repair (in hours)	Downtime (Min)	Availability %	# Incidents	Mean time to repair (hours)
DDS	DDS Website	240	98,60%	1	4,0	699	95,73%	2	5,8	290	98,23%	2	2
	DDS COL									1615	90,14%	6	4
	DDS Suspensions	240	98,60%	1	4,0	699	95,73%	2	5,8	1545	90,57%	3	8
	DDS TARIC	240	98,60%	1	4,0	699	95,73%	2	5,8	1745	89,35%	3	9
	DDS Surveillances	240	98,60%	1	4,0	699	95,73%	2	5,8	1545	90,57%	3	8
	DDS Export MRN Follow-up	245	98,57%	1	4,1	699	95,73%	2	5,8	130	99,21%	1	2
	DDS Transit MRN Follow-up	245	98,57%	1	4,1	699	95,73%	2	5,8	1385	91,54%	2	11
	DDS SEED	240	98,60%	1	4,0	699	95,73%	2	5,8	1890	88,46%	4	7
	DDS ECICS	240	98,60%	1	4,0	1409	91,40%	7	3,4	1892	88,45%	6	5
	DDS VIES	0	100,00%	0		99	99,40%	1	1,7	1545	90,57%	3	8
	DDS QUOTA	240	98,60%	1	4,0	699	95,73%	2	5,8	1545	90,57%	3	8
	DDS EBTI	240	98,60%	1	4,0	739	95,49%	3	4,1	1545	90,57%	3	
Customs Thread	Surveillance PROD	0	100,00%	0		80	99,51%	1	1,3	40	99,76%	2	0
	TQS Surv & Quota PROD	0	100,00%	0		6	99,96%	1	0,1	40	99,76%	2	0
	ART PROD	0	100,00%	0		86	99,47%	2	0,7	40	99,76%	2	0
	ISPP PROD	0	100,00%	0		86	99,47%	2	0,7	40	99,76%	2	0
	TARIC Reports PROD	0	100,00%	0		6	99,96%	1	0,1	40	99,76%	2	0
	EBTI PROD	0	100,00%	0		86	99,47%	2	0,7	40	99,76%	2	0
	CN PROD	0	100,00%	0		90	99,45%	2	0,8	40	99,76%	2	0
	SUSP PROD	0	100,00%	0		121	99,26%	1	2,0	40	99,76%	2	0
	RIF PROD	0	100,00%	0		86	99,47%	2	0,7	75	99,54%	3	0
	SMS PROD	0	100,00%	0		86	99,47%	2	0,7	40	99,76%	2	0
	TARIFF RIF PROD	0	100,00%	0		80	99,51%	1	1,3	30	99,82%	2	0
	AEO PROD												
	ART CONF					1240	92,43%	4	5,2	902	94,49%	3	5
	ISPP CONF					210	98,72%	2	1,8	460	97,19%	3	2
	EBTI CONF					210	98,72%	2	1,8	461	97,19%	3	2
	CN CONF					890	94,57%	5	3,0	463	97,17%	3	2
	SUSP CONF					685	95,82%	6	1,9	464	97,17%	3	2
	RIF CONF					210	98,72%	3	1,2	450	97,25%	3	2
	SMS CONF					210	98,72%	3	1,2	450	97,25%	3	2
	SURV2 CONF					211	98,71%	3	1,2	450	97,25%	3	2
	TARIFF RIF CONF					210	98,72%	3	1,2	450	97,25%	5	1
NCTS (e-Customs)	Smart	0	100,00%	0		0	100,00%	0		0	100,00%	0	
	Web2000	15	99,91%	1	0,3	10	99,94%	1	0,2	0	99,94%	1	0
	CS/RD	0	100,00%	0		0	100,00%	0		0	100,00%	0	
	CS/RD test	495	97,12%	1	8,3	0	100,00%	0		0	100,00%	0	
	CS/MIS	0	100,00%	0		0	100,00%	0		0	100,00%	0	
Excise	PSP	1521	91,14%	4	6,3	405	97,53%	3	2,3	162	99,01%	2	1
	Seed	0	100,00%	0		0	100,00%	0		0	100,00%	0	

Figure B-2: Availability statistics 2008 (Q1 2008)

NB: Note that CONF and AEO data was not collected in that period.

Nearly for all DDS systems in February and March 2008 the SLA targets have not been met (see highlighted figures). Availability issues related to DDS has been resolved with the installation of DDS v.4.0.1 and the upgrade from Oracle 9 to Oracle 10 on 04/04/2008. As a result the number of unavailability incidents has been reduced for DDS since then.

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Availability statistics 2008 Q2:

Thread	Application	avr-2008				mai-2008				juin-2008			
		Downtime (Min)	Availability %	# Incidents	Mean time to repair (in hours)	Downtime (Min)	Availability %	# Incidents	Mean time to repair (in hours)	Downtime (Min)	Availability %	# Incidents	Mean time to repair (in hours)
DDS	DDS Website	150	99.13%	1	2.5	230	98.66%	1	3.8	0	100.00%	0	
	DDS COL	150	99.13%	1	2.5	230	98.66%	1	3.8	0	100.00%	0	
	DDS Suspensions	150	99.13%	1	2.5	230	98.66%	1	3.8	0	100.00%	0	
	DDS TARIC	150	99.13%	1	2.5	230	98.66%	1	3.8	0	100.00%	0	
	DDS Surveillances	150	99.13%	1	2.5	230	98.66%	1	3.8	0	100.00%	0	
	DDS Export MRN Follow-up	150	99.13%	1	2.5	230	98.66%	1	3.8	0	100.00%	0	
	DDS Transit MRN Follow-up	150	99.13%	1	2.5	230	98.66%	1	3.8	0	100.00%	0	
	DDS SEED	150	99.13%	1	2.5	230	98.66%	1	3.8	0	100.00%	0	
	DDS ECICS	150	98.95%	1	2.5	230	98.66%	1	3.8	0	100.00%	0	
	DDS VIES	150	99.13%	1	2.5	230	98.66%	1	3.8	0	100.00%	0	
	DDS QUOTA	150	99.13%	1	2.5	230	98.66%	1	3.8	0	100.00%	0	
	DDS EBTI	150	99.13%	1	2.5	230	98.66%	1	3.8	0	100.00%	0	
Customs Thread	Surveillance PROD	340	98.02%	4	1.4	155	99.10%	2	1.3	56	99.66%	3	
	TQS Surv & Quota PROD	340	98.02%	4	1.4	95	99.45%	1	1.6	26	99.84%	2	
	ART PROD	460	97.32%	5	1.5	95	99.45%	1	1.6	26	99.84%	2	
	ISPP PROD	340	98.02%	4	1.4	95	99.45%	1	1.6	26	99.84%	2	
	TARIC Reports PROD	340	98.02%	4	1.4	95	99.45%	1	1.6	26	99.84%	2	
	EBTI PROD	340	98.02%	4	1.4	95	99.45%	1	1.6	16	99.90%	2	
	CN PROD	555	96.77%	5	1.9	115	99.33%	2	1.0	26	99.84%	2	
	SUSP PROD	400	97.67%	4	1.7	155	99.10%	2	1.3	26	99.84%	2	
	RIF PROD	340	98.02%	4	1.4	215	98.75%	2	1.8	26	99.84%	3	
	SMS PROD	340	98.02%	4	1.4	95	99.45%	1	1.6	26	99.84%	2	
	TARIFF RIF PROD	340	98.48%	4	1.4	95	99.45%	1	1.6	26	99.84%	2	
	AEO PROD	95	98.48%	1	1.6	155	99.45%	2	1.3	20	99.88%	1	
	ART CONF	470	96.94%	6	1.3	354	97.94%	6	1.0	30	99.82%	2	
	ISPP CONF	525	96.94%	7	1.3	230	98.66%	4	1.0	10	99.94%	1	
	EBTI CONF	525	92.02%	7	1.3	975	94.32%	7	2.3	420	97.44%	4	
	CN CONF	1370	93.68%	9	2.5	230	98.66%	4	1.0	70	99.57%	2	
	SUSP CONF	1085	96.94%	9	2.0	230	98.66%	4	1.0	10	99.94%	1	
	RIF CONF	525	96.94%	7	1.3	230	98.66%	4	1.0	70	99.57%	2	
	SMS CONF	525	96.78%	7	1.3	230	98.66%	4	1.0	70	99.57%	2	
	SURV2 CONF	552	96.94%	7	1.3	350	97.96%	5	1.2	10	99.94%	1	
	TARIFF RIF CONF	525	96.78%	7	1.3	230	98.66%	4	1.0	10	99.94%	1	
NCTS (e-Customs)	Smart	50	99.71%	1	0.8	0	100.00%	0		60	99.63%	1	
	Web2000	0	100.00%	0		30	99.83%	1	0.5	0	100.00%	0	
	CS/RD	8	99.95%	1	0.1	0	100.00%	0		0	100.00%	0	
	CS/RD test	0	100.00%	0		0	100.00%	0		0	100.00%	0	
	CS/MIS	0	100.00%	0		60	99.65%	1	1.0	0	100.00%	0	
Excise	PSP	57	99.67%	1	1.0	0	100.00%	0		405	97.53%	2	
	Seed	0	100.00%	0		0	100.00%	0		67	99.59%	1	
ITSM	Mail System Exchange Server					30	99.83%	1	0.5	0	100%	0	
	Open World ITSM (owlTSM)					30	99.83%	1	0.5	0	100%	0	
	ITSM Portal					30	99.83%	1	0.5	0	100%	0	

Figure B-3: Availability statistics 2008 (Q2 2008)

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Availability statistics 2008 Q3:

Thread	Application	Jul-2008		Aug-2008		S
		Downtime in minutes	**Availability %**	**Downtime in minutes**	**Availability %**	**Downtime in minutes**
Customs Thread	ART	659	96.33%	155	99.05%	0
	CN	744	95.85%	155	99.05%	0
	DDS (Website)	0	100.00%	0	100.00%	0
	EBTI	608	96.61%	155	99.05%	15
	ISPP	663	96.30%	155	99.05%	0
	Quota	498	97.22%	170	98.96%	0
	RIF	628	96.50%	155	99.05%	0
	SMS	628	96.50%	155	99.05%	0
	SURV2	638	96.44%	170	98.96%	0
	SUSP	638	96.44%	155	99.05%	0
	TARIC	628	96.50%	155	99.05%	0
	TQS	498	97.22%	170	98.96%	0
	AEO	628	96.50%	155	99.05%	0
NCTS (e-Customs)	Web2000	0	100.00%	0	100.00%	0
	CS/RD	0	100.00%	0	100.00%	0
	CS/MIS	0	100.00%	0	100.00%	0
Excise	PSP	0	100.00%	0	98.53%	0

Figure B-4: Availability statistics 2008 (Q3 2008)

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Availability statistics 2008 Q4:

Thread	Application	Oct-2008 Availability %	Nov-2008 Availability %	Dec-2008 Availability %	Average Q4 Availability %
Customs Thread	ART	99.65%	98.10%	99.69%	99.15%
	CN	99.65%	98.18%	94.03%	97.29%
	DDS (Website)	100.00%			
	EBTI	99.65%	98.26%	99.79%	99.23%
	ISPP	99.65%	98.32%	99.91%	99.29%
	Quota	99.83%		99.38%	66.40%
	RIF	99.65%	98.34%	99.79%	99.26%
	SMS	99.65%	99.96%	99.78%	99.80%
	SURV2	99.30%	97.92%	96.08%	97.77%
	SUSP	99.65%	99.14%	99.78%	99.52%
	TARIC	99.65%	98.32%	99.83%	99.27%
	TQS	99.83%	98.45%	92.94%	97.07%
	AEO	99.83%	93.82%	99.11%	97.59%
NCTS (e-Customs)	Web2000	99.97%			
	CS/RD	99.87%	100.00%	100.00%	99.96%
	CS/RD Test	98.12%		92.70%	
	CS/MIS	99.88%		96.45%	
	SMART		99.89%	99.98%	
Excise	PSP	99.76%	99.64%	100.00%	99.80%
ITSM infra	OWITSM	100.00%	100.00%	100.00%	100.00%
	Mail server	100.00%	100.00%	100.00%	100.00%
	ITSM Portal	100.00%	100.00%	99.79%	99.93%

Figure B-5: Availability statistics 2008 (Q4 2008)

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Availability statistics 2009 Business Threads Quarterly Overview and Yearly Average (See also Chapter 1

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Availability Monitoring) :

Environment	Business Thread	AVERAGE Q1	AVERAGE Q2	AVERAGE Q3	AVERAGE Q4	AVERAGE 2009
PROD&CONF	Customs (all)	99,34%	99,46%	98,99%	99,09%	99,22%
PROD&CONF	Customs (DDS)	98,68%	99,78%	98,88%	99,97%	99,33%
PROD&CONF	Customs (eCustoms)	98,78%	99,79%	99,85%	99,45%	99,47%
PROD&CONF	Customs (TARIFF)	98,78%	98,99%	98,75%	98,10%	98,65%
PROD&CONF	Excise	98,78%	99,59%	98,37%	99,63%	99,09%
PROD&CONF	Taxation	99,09%	99,82%	98,29%	98,78%	99,00%
PROD&CONF	ITSM	99,17%	99,87%	99,83%	99,66%	99,63%

Table A-1: Availability 2009 Business Threads Quarterly and Yearly.

All availability statistics (starting from January 2009) from automatic monitoring can be consulted in the Annexed Excel file to this deliverable.[ITS-IPLN-SC04-AVL-001-ITSM-DLV 8.2.4.1.2-Availability_Plan_COM-EN-v1.02.xls].

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010

Availability Commission IT Services - Business Threads Average Quarterly (Production and Con
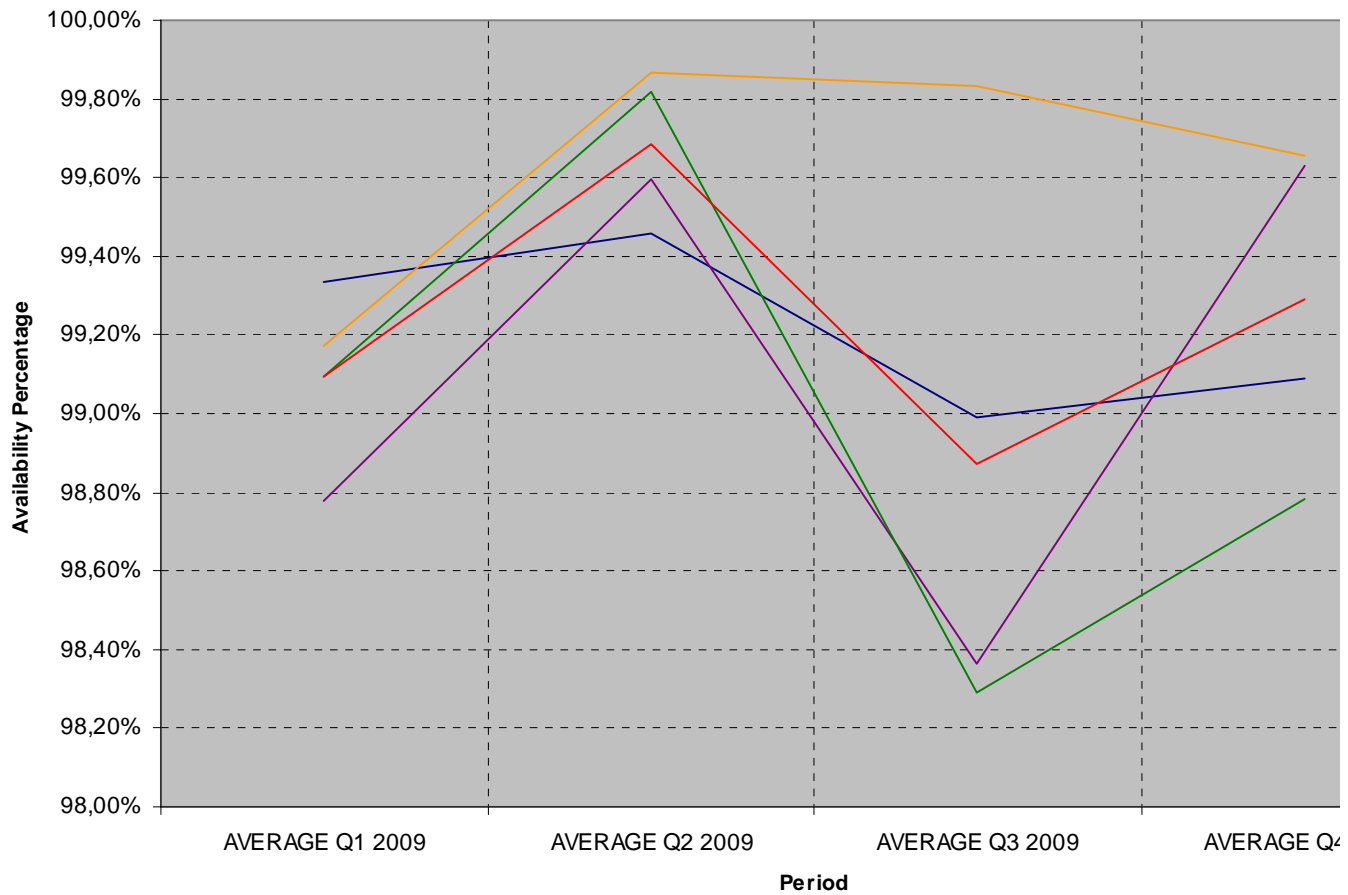
Figure B-6: Availability 2009 BT Quarterly and Yearly – Chart (Customs aggregated)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010

Availability Commission IT Services - Business Threads Average Quarterly (Production and Con

Figure B-7: Availability 2009 BT Quarterly and Yearly – Chart (Customs detailed)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010

Figure B-8: Availability 2009 BT Quarterly and Yearly – Chart (all applications)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
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6- Availability data analysis	**ISSUE DATE: 18/05/2010**

Availability statistics 2009 Q1 (See also Chapter 1

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
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6- Availability data analysis	ISSUE DATE: 18/05/2010

Availability Monitoring) :

Environment	Thread	Application Name	Jan-2009 Availability %	Feb-2009 Availability %	Mar-2009 Availability %	Average 2009-Q1 Availability
PROD&CONF	Customs	DDS AEO	99,84%	99,95%	100,00%	99,93%
PROD&CONF	Customs	DDS COL	98,35%	99,54%	100,00%	99,30%
PROD&CONF	Customs	DDS EBTI	97,03%	98,42%	100,00%	98,48%
PROD&CONF	Customs	DDS ECICS2			100,00%	100,00%
PROD&CONF	Customs	DDS EORI				
PROD&CONF	Customs	DDS Export MRN	99,70%	99,85%	100,00%	99,85%
PROD&CONF	Customs	DDS Quota	98,56%	99,55%	100,00%	99,37%
PROD&CONF	Customs	DDS SEED	99,42%	99,86%	100,00%	99,76%
PROD&CONF	Customs	DDS Surveillances	99,61%	99,42%	100,00%	99,68%
PROD&CONF	Customs	DDS Suspensions	99,14%	98,96%	100,00%	99,37%
PROD&CONF	Customs	DDS Taric Reports	99,31%	99,23%	100,00%	99,51%
PROD&CONF	Customs	DDS Transit MRN	95,66%	97,05%	100,00%	97,57%
PROD&CONF	Customs	DDS	99,99%	99,70%	100,00%	99,90%
PROD&CONF	Customs	TMEM				
PROD&CONF	Customs	CS/MIS	99,68%	98,86%	100,00%	99,51%
PROD&CONF	Customs	CS/RD	99,99%	99,31%	100,00%	99,77%
PROD&CONF	Customs	CIRCA	96,82%	100,00%	100,00%	98,94%
PROD&CONF	Customs	SPEED-ECN				
PROD&CONF	Customs	SMART	84,80%	99,84%	99,85%	94,83%
PROD&CONF	Customs	TTA				
PROD&CONF	Customs	Web2000			99,98%	99,98%
PROD&CONF	Customs	CCN Bridge				
PROD&CONF	Customs	CSIBRIDGE				
PROD&CONF	Customs	HTTPBRIDGE				
PROD&CONF	Customs	AEO Phase 1	99,09%	98,73%	87,26%	95,02%
PROD&CONF	Customs	ART		98,05%	99,10%	98,58%
PROD&CONF	Customs	CN	99,52%	98,70%	99,10%	99,11%
PROD&CONF	Customs	CRMS				
PROD&CONF	Customs	EBTI3	99,54%	98,68%	99,10%	99,11%
PROD&CONF	Customs	ECICS2				
PROD&CONF	Customs	EOS			98,75%	98,75%
PROD&CONF	Customs	ISPP	99,63%	99,19%	99,11%	99,31%
PROD&CONF	Customs	Quota2	99,34%	99,31%	98,97%	99,20%
PROD&CONF	Customs	RIF	99,58%	98,07%	99,12%	98,92%
PROD&CONF	Customs	SMS	99,56%	97,80%	99,14%	98,84%
PROD&CONF	Customs	Surveillance2	98,90%	99,27%	99,55%	99,24%
PROD&CONF	Customs	Suspensions	98,71%	98,07%	98,48%	98,42%
PROD&CONF	Customs	TARIC2				
PROD&CONF	Customs	TARREP	99,43%	99,99%	98,40%	99,27%
PROD&CONF	Excise	PSP Service	100,00%	99,91%	99,73%	99,88%
PROD&CONF	Excise	SEED V1				
PROD&CONF	Excise	TA				
PROD&CONF	Taxation	TEDB	97,74%	99,69%	99,99%	99,14%
PROD&CONF	Taxation	VIES/WEB	99,55%	99,99%	99,74%	99,76%

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PROD&CONF	ITSM	Exchange	100,00%	100,00%	100,00%	100,00%
PROD&CONF	ITSM	Portal	99,97%	99,85%	99,98%	99,93%
PROD&CONF	ITSM	owITSM - SMT	100,00%	100,00%	100,00%	100,00%

Table A-2: Availability 2009 Q1.

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	**VERSION: 2.00**
6- Availability data analysis	**ISSUE DATE: 18/05/2010**

Availability statistics 2009 Applications Q2 (See also Chapter 1

DG TAXUDAvailability Plan			REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services			VERSION: 2.00
6- Availability data analysis			ISSUE DATE: 18/05/2010

Availability Monitoring) :

Environment	Thread	Application Name	Apr-2009 Availability %	May-2009 Availability %	Jun-2009 Availability %	Average 2009-Q2 Availability
PROD&CONF	Customs	DDS AEO	100,00%	99,98%	99,77%	99,92%
PROD&CONF	Customs	DDS COL	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS EBTI	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS ECICS2	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS EORI				
PROD&CONF	Customs	DDS Export MRN	100,00%	100,00%	99,97%	99,99%
PROD&CONF	Customs	DDS Quota	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS SEED	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Surveillances	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Suspensions	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Taric Reports	100,00%	99,80%	97,51%	99,10%
PROD&CONF	Customs	DDS Transit MRN	100,00%	99,57%	96,98%	98,85%
PROD&CONF	Customs	DDS Home	100,00%	99,53%	99,18%	99,57%
PROD&CONF	Customs	TMEM				
PROD&CONF	Customs	CS/MIS	100,00%	99,77%	99,97%	99,91%
PROD&CONF	Customs	CS/RD	100,00%	99,96%	99,96%	99,97%
PROD&CONF	Customs	CIRCA	100,00%	99,05%	99,21%	99,42%
PROD&CONF	Customs	SPEED-ECN				
PROD&CONF	Customs	SMART	99,85%	99,58%	99,91%	99,78%
PROD&CONF	Customs	TTA				
PROD&CONF	Customs	Web2000	99,98%	99,90%	99,76%	99,88%
PROD&CONF	Customs	CCN Bridge				
PROD&CONF	Customs	CSIBRIDGE				
PROD&CONF	Customs	HTTPBRIDGE				
PROD&CONF	Customs	AEO Phase 1	87,26%			87,26%
PROD&CONF	Customs	ART	99,10%	99,70%	99,40%	99,40%
PROD&CONF	Customs	CN	99,10%	100,00%	100,00%	99,70%
PROD&CONF	Customs	CRMS				
PROD&CONF	Customs	EBTI3	99,10%	99,06%	98,85%	99,00%
PROD&CONF	Customs	ECICS2			98,80%	98,80%
PROD&CONF	Customs	EOS	98,75%	99,62%	99,71%	99,36%
PROD&CONF	Customs	ISPP	99,11%	99,42%	99,07%	99,20%
PROD&CONF	Customs	Quota2	98,97%	99,62%	99,87%	99,49%
PROD&CONF	Customs	RIF	99,12%	99,65%	99,50%	99,42%
PROD&CONF	Customs	SMS	99,14%	99,61%	99,32%	99,36%
PROD&CONF	Customs	Surveillance2	99,55%	99,27%	99,23%	99,35%
PROD&CONF	Customs	Suspensions	98,48%	99,78%	99,24%	99,16%
PROD&CONF	Customs	TARIC2				
PROD&CONF	Customs	TARREP	98,40%	99,58%	99,71%	99,23%
PROD&CONF	Excise	PSP Service	99,73%	99,66%	99,40%	99,59%
PROD&CONF	Excise	SEED V1				
PROD&CONF	Excise	TA				
PROD&CONF	Taxation	TEDB	99,99%	99,63%	99,80%	99,81%
PROD&CONF	Taxation	VIES/WEB	99,74%	99,83%	99,93%	99,83%

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
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PROD&CONF	ITSM	Exchange	100,00%	99,93%	100,00%	99,98%
PROD&CONF	ITSM	Portal	99,98%	100,00%	99,28%	99,75%
PROD&CONF	ITSM	owITSM - SMT	100,00%	99,65%	99,96%	99,87%

Table A-3: Availability 2009 Q2.

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	**VERSION: 2.00**
6- Availability data analysis	**ISSUE DATE: 18/05/2010**

Availability statistics 2009 Applications Q3 (See also Chapter 1

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010

Availability Monitoring) :

Environment	Thread	Application Name	Jul-2009 Availability %	Aug-2009 Availability %	Sep-2009 Availability %	Average 2009-Q3 Availability
PROD&CONF	Customs	DDS AEO	100,00%	96,63%	100,00%	98,88%
PROD&CONF	Customs	DDS COL	100,00%	96,61%	100,00%	98,87%
PROD&CONF	Customs	DDS EBTI	100,00%	96,63%	99,98%	98,87%
PROD&CONF	Customs	DDS ECICS2	99,98%	96,67%	100,00%	98,88%
PROD&CONF	Customs	DDS EORI				
PROD&CONF	Customs	DDS Export MRN	100,00%	96,68%	100,00%	98,89%
PROD&CONF	Customs	DDS Quota	100,00%	96,62%	100,00%	98,87%
PROD&CONF	Customs	DDS SEED	100,00%	96,64%	100,00%	98,88%
PROD&CONF	Customs	DDS Surveillances	100,00%	96,63%	100,00%	98,87%
PROD&CONF	Customs	DDS Suspensions	100,00%	96,63%	100,00%	98,88%
PROD&CONF	Customs	DDS Taric Reports	100,00%	96,65%	100,00%	98,88%
PROD&CONF	Customs	DDS Transit MRN	100,00%	96,62%	100,00%	98,87%
PROD&CONF	Customs	DDS Home	99,99%	96,62%	100,00%	98,87%
PROD&CONF	Customs	TMEM				
PROD&CONF	Customs	CS/MIS	100,00%	100,00%	99,96%	99,99%
PROD&CONF	Customs	CS/RD	99,97%	99,98%	99,99%	99,98%
PROD&CONF	Customs	CIRCA	99,96%	99,40%	99,99%	99,78%
PROD&CONF	Customs	SPEED-ECN				
PROD&CONF	Customs	SMART	99,84%	99,59%	99,98%	99,80%
PROD&CONF	Customs	TTA				
PROD&CONF	Customs	Web2000	99,99%	100,00%	99,08%	99,69%
PROD&CONF	Customs	CCN Bridge				
PROD&CONF	Customs	CSIBRIDGE				
PROD&CONF	Customs	HTTPBRIDGE				
PROD&CONF	Customs	AEO Phase 1				
PROD&CONF	Customs	ART	97,65%	99,39%	99,63%	98,89%
PROD&CONF	Customs	CN	97,77%	99,45%	99,31%	98,84%
PROD&CONF	Customs	CRMS				
PROD&CONF	Customs	EBTI3	97,83%	99,68%	99,62%	99,04%
PROD&CONF	Customs	ECICS2	97,37%	99,70%	99,58%	98,88%
PROD&CONF	Customs	EOS	97,23%	98,00%	99,28%	98,17%
PROD&CONF	Customs	ISPP	97,79%	99,37%	99,61%	98,92%
PROD&CONF	Customs	Quota2	97,41%	99,65%	99,45%	98,84%
PROD&CONF	Customs	RIF	97,74%	99,65%	97,87%	98,42%
PROD&CONF	Customs	SMS	97,61%	99,57%	98,78%	98,65%
PROD&CONF	Customs	Surveillance2	97,49%	99,48%	99,12%	98,69%
PROD&CONF	Customs	Suspensions	97,86%	99,67%	99,60%	99,04%
PROD&CONF	Customs	TARIC2				
PROD&CONF	Customs	TARREP	96,71%	99,00%	99,98%	98,56%
PROD&CONF	Excise	PSP Service	99,98%	99,98%	95,13%	98,37%
PROD&CONF	Excise	SEED V1				
PROD&CONF	Excise	TA				
PROD&CONF	Taxation	TEDB	99,98%	99,96%	99,99%	99,97%
PROD&CONF	Taxation	VIES/WEB	97,98%	92,18%	99,67%	96,61%

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
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PROD&CONF	ITSM	Exchange	100,00%	100,00%	100,00%	100,00%
PROD&CONF	ITSM	Portal	100,00%	100,00%	98,49%	99,50%
PROD&CONF	ITSM	owITSM - SMT	100,00%	100,00%	100,00%	100,00%

Table A-4: Availability 2009 Q3.

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	**VERSION: 2.00**
6- Availability data analysis	**ISSUE DATE: 18/05/2010**

Availability statistics 2009 Applications Q4 (See also Chapter 1

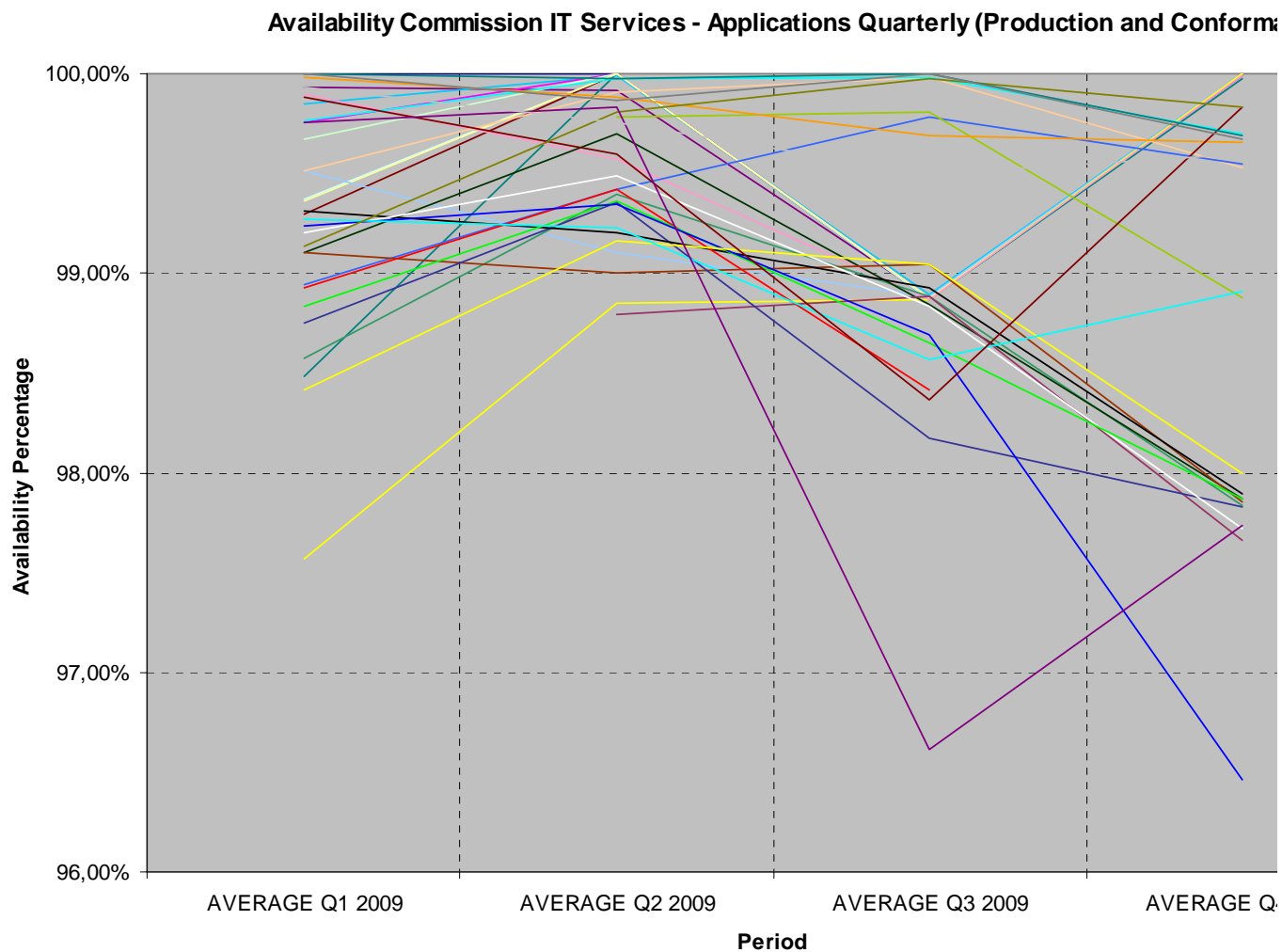| DG TAXUDAvailability Plan		REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services		VERSION: 2.00
6- Availability data analysis		ISSUE DATE: 18/05/2010

Availability Monitoring)

Environment	Thread	Application Name	Oct-2009 Availability %	Nov-2009 Availability %	Dec-2009 Availability %	Average 2009-Q4 Availability
PROD&CONF	Customs	DDS AEO	99,99%	99,99%	100,00%	99,99%
PROD&CONF	Customs	DDS COL	100,00%	99,99%	100,00%	100,00%
PROD&CONF	Customs	DDS EBTI	99,99%	99,93%	100,00%	99,97%
PROD&CONF	Customs	DDS ECICS2	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS EORI	99,50%	99,72%	99,93%	99,71%
PROD&CONF	Customs	DDS Export MRN	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Quota	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS SEED	99,98%	100,00%	100,00%	99,99%
PROD&CONF	Customs	DDS Surveillances	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Suspensions	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Taric Reports	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Transit MRN	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Home	100,00%	99,99%	99,99%	99,99%
PROD&CONF	Customs	TMEM			100,00%	100,00%
PROD&CONF	Customs	CS/MIS	99,48%	99,11%	100,00%	99,53%
PROD&CONF	Customs	CS/RD	100,00%	99,10%	100,00%	99,70%
PROD&CONF	Customs	CIRCA	99,99%	98,70%	99,96%	99,55%
PROD&CONF	Customs	SPEED-ECN		99,08%	100,00%	99,54%
PROD&CONF	Customs	SMART	96,76%	99,87%	99,99%	98,87%
PROD&CONF	Customs	TTA		99,08%	100,00%	99,54%
PROD&CONF	Customs	Web2000	99,87%	99,10%	100,00%	99,66%
PROD&CONF	Customs	CCN Bridge		100,00%	100,00%	100,00%
PROD&CONF	Customs	CSIBRIDGE		100,00%	100,00%	100,00%
PROD&CONF	Customs	HTTPBRIDGE		100,00%	100,00%	100,00%
PROD&CONF	Customs	AEO Phase 1				
PROD&CONF	Customs	ART	97,64%	96,03%	99,84%	97,84%
PROD&CONF	Customs	CN	97,61%	96,25%	99,77%	97,87%
PROD&CONF	Customs	CRMS	97,00%	95,75%	99,78%	97,51%
PROD&CONF	Customs	EBTI3	97,44%	96,27%	99,86%	97,86%
PROD&CONF	Customs	ECICS2	97,30%	95,83%	99,87%	97,66%
PROD&CONF	Customs	EOS	96,74%	96,87%	99,87%	97,83%
PROD&CONF	Customs	ISPP	97,67%	96,14%	99,88%	97,89%
PROD&CONF	Customs	Quota2	97,35%	96,14%	99,69%	97,72%
PROD&CONF	Customs	RIF				
PROD&CONF	Customs	SMS	97,79%	96,30%	99,51%	97,87%
PROD&CONF	Customs	Surveillance2	93,73%	96,25%	99,42%	96,47%
PROD&CONF	Customs	Suspensions	97,63%	96,45%	99,90%	97,99%
PROD&CONF	Customs	TARIC2		100,00%	100,00%	100,00%
PROD&CONF	Customs	TARREP	98,36%	98,56%	99,81%	98,91%
PROD&CONF	Excise	PSP Service	99,78%	99,72%	99,99%	99,83%
PROD&CONF	Excise	SEED V1		99,39%	99,90%	99,64%
PROD&CONF	Excise	TA		99,39%	98,97%	99,18%
PROD&CONF	Taxation	TEDB	99,69%	99,82%	100,00%	99,84%
PROD&CONF	Taxation	VIES/WEB	95,82%	97,73%	99,66%	97,73%

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PROD&CONF	ITSM	Exchange	100,00%	99,08%	100,00%	99,69%
PROD&CONF	ITSM	Portal	99,86%	98,93%	100,00%	99,60%
PROD&CONF	ITSM	owITSM - SMT	99,97%	99,06%	100,00%	99,68%

Table A-5: Availability 2009 Q4.

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010

Availability Commission IT Services - Business Threads Average Monthly (Production and Con
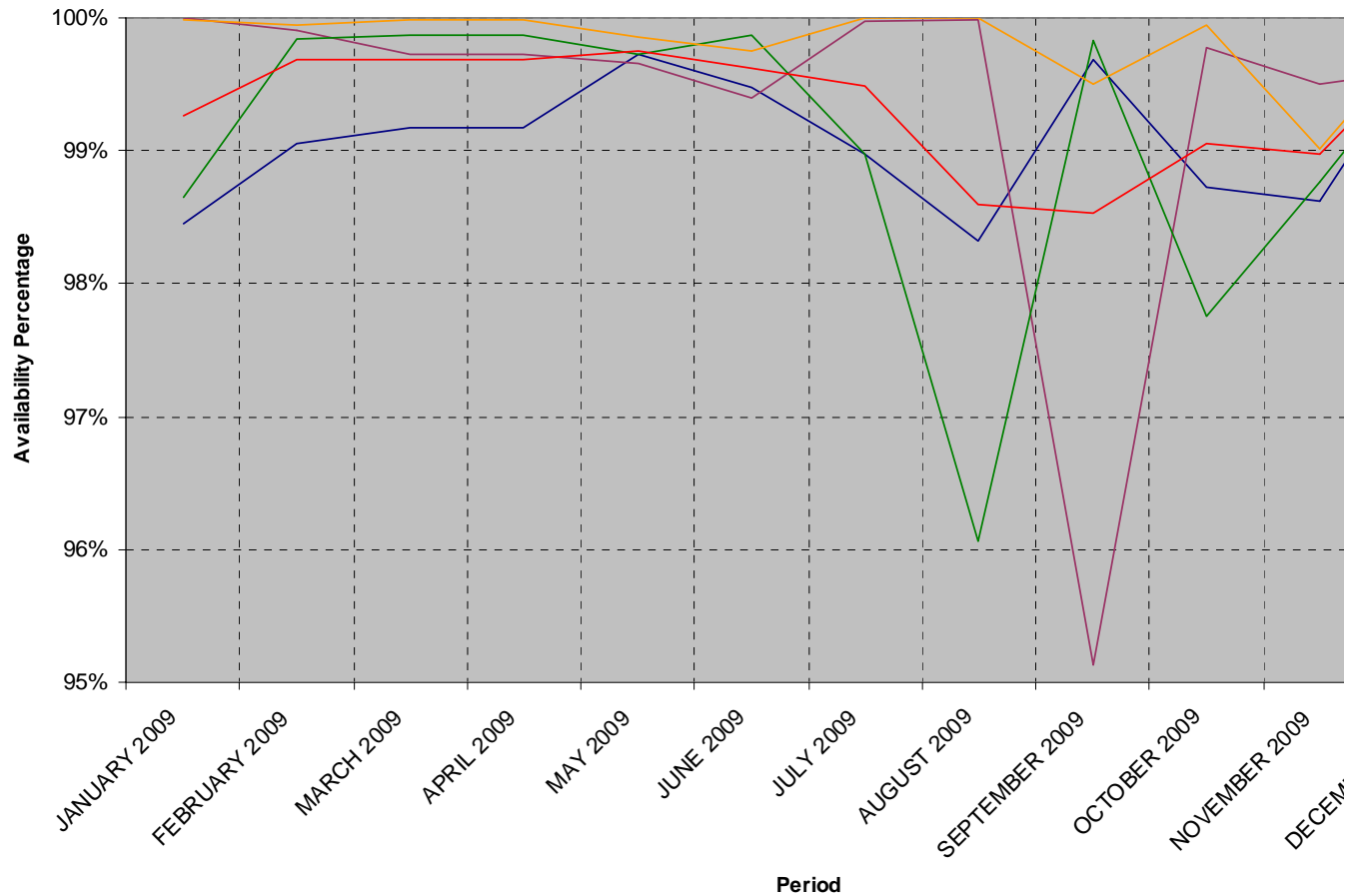
Figure B-9: Availability 2009 BT Monthly – Chart (Customs aggregated)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010

Availability Commission IT Services - Business Threads Average Monthly (Production and Co
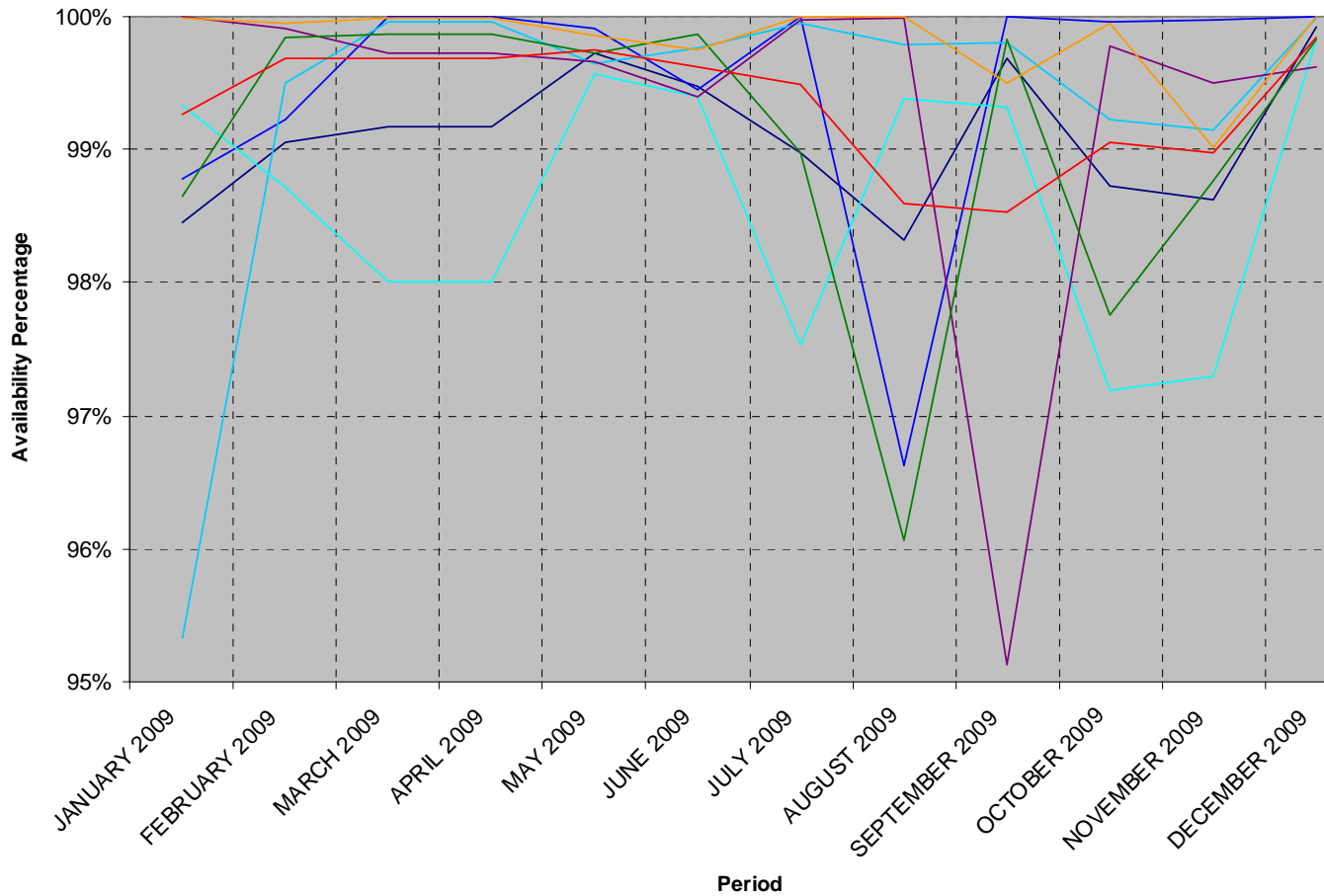
Figure B-10: Availability 2009 BT Monthly – Chart (Customs detailed)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	**VERSION: 2.00**
6- Availability data analysis	**ISSUE DATE: 18/05/2010**

Availability Commission IT Services - All Applications Monthly (Production and Conformance)
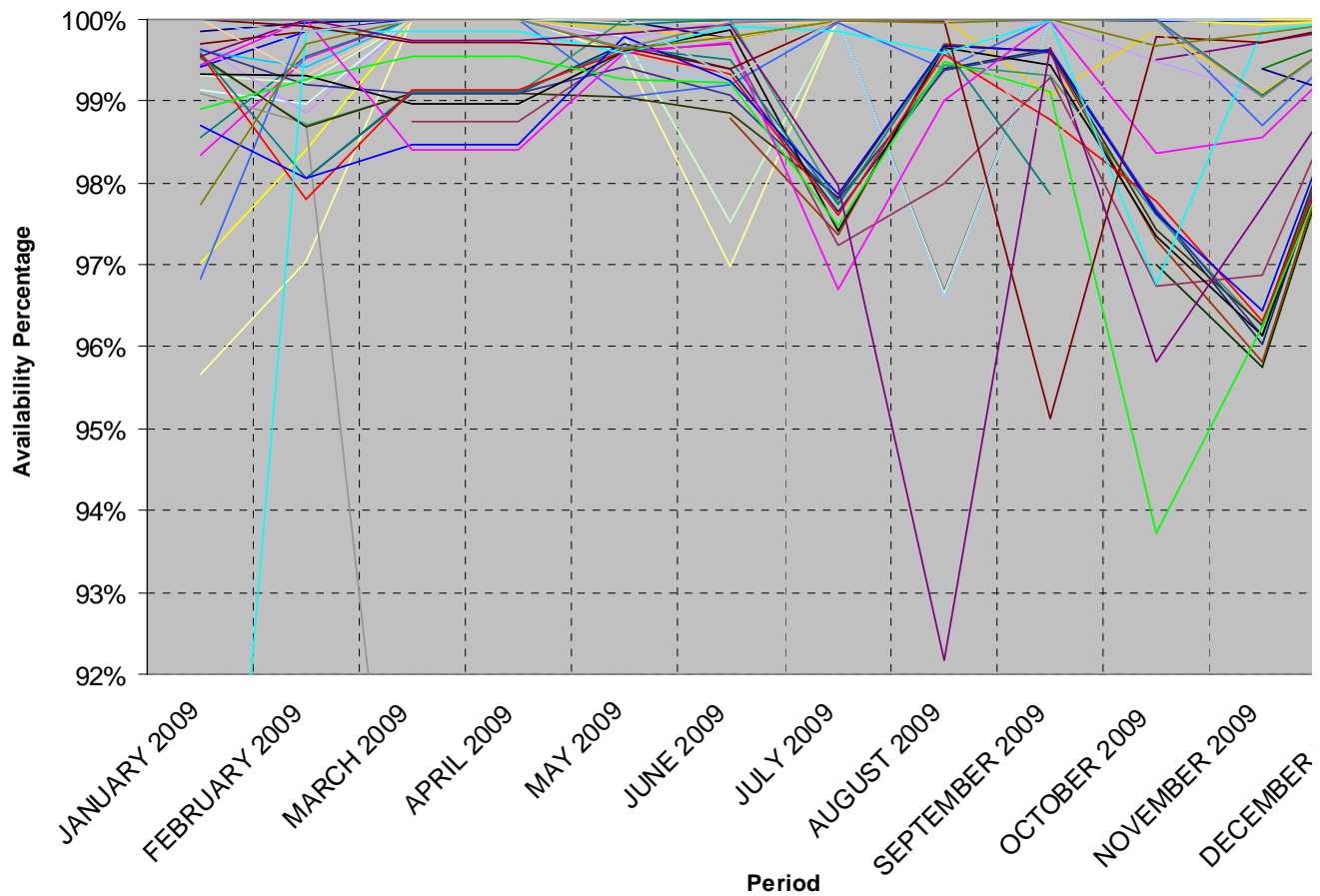
Figure B-11: Availability 2009 BT Monthly – Chart (all applications)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010

Availaibility Commission IT Services - Applications TARIFF All Monthly (Production and Confo
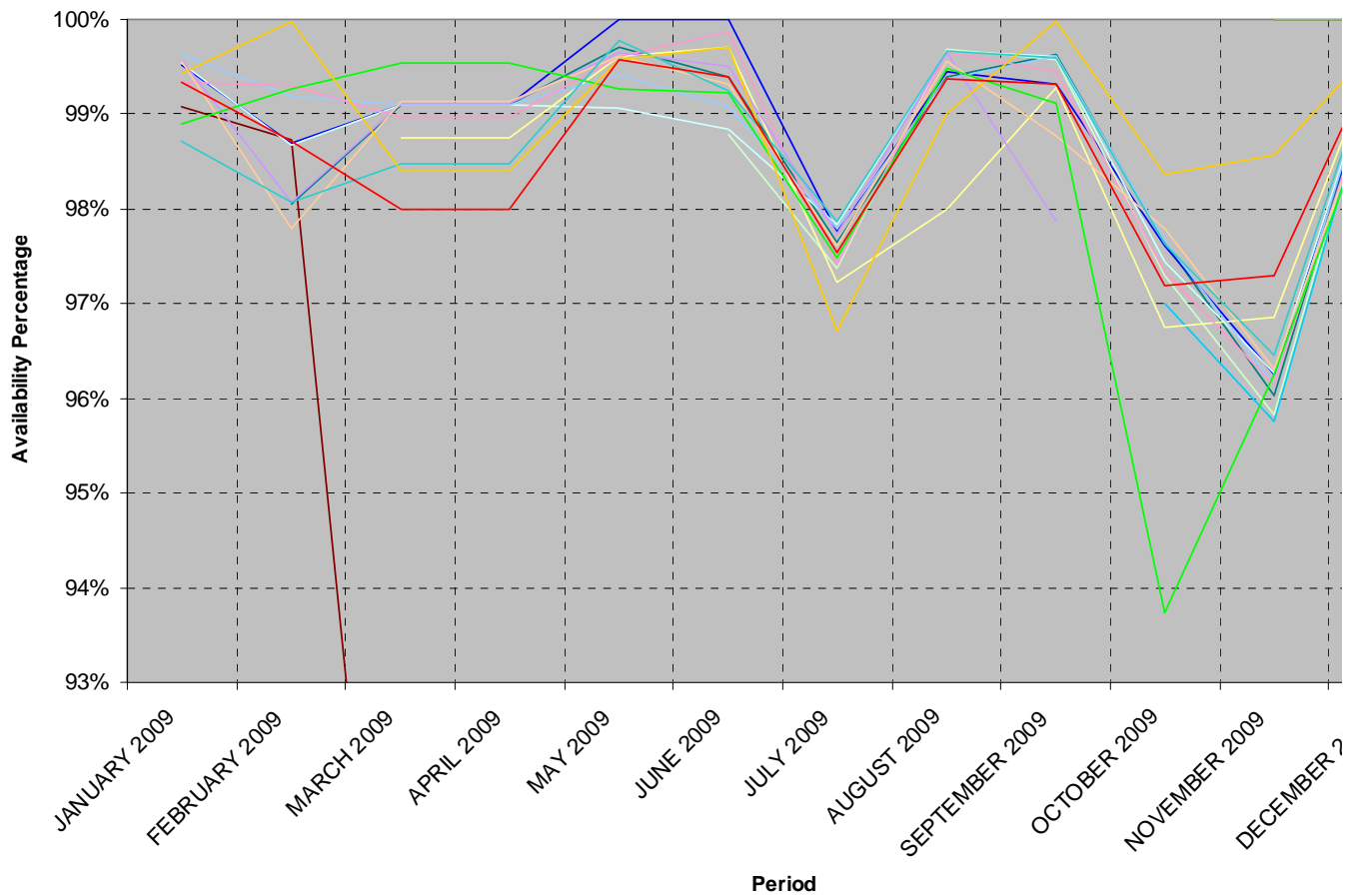
Figure B-12: Availability 2009 BT Monthly – Chart (Customs TARIFF)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010

Availability Commission IT Services - Applications DDS All Monthly (Production and Conform
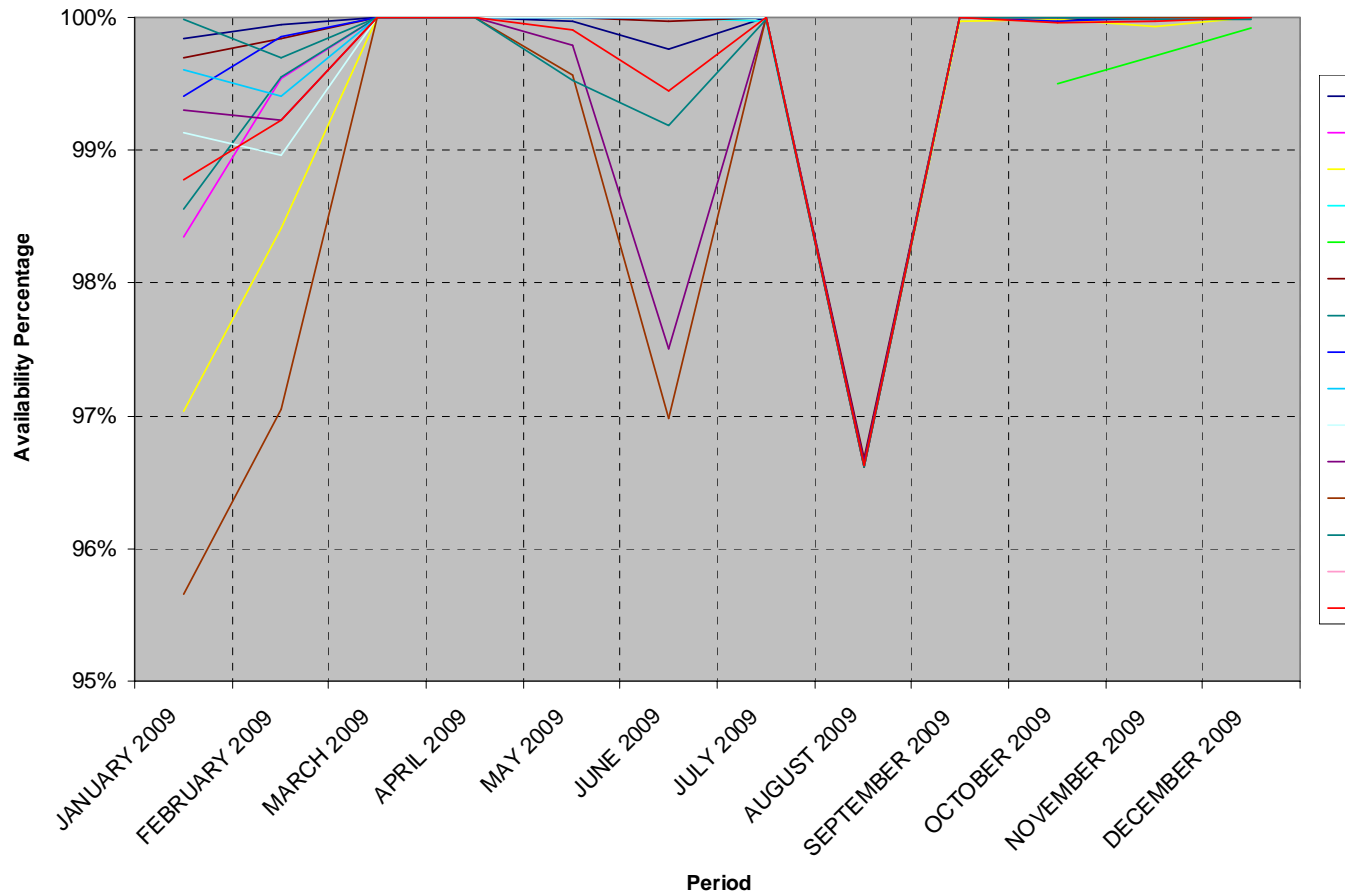
Figure B-13: Availability 2009 BT Monthly – Chart (Customs DDS)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010
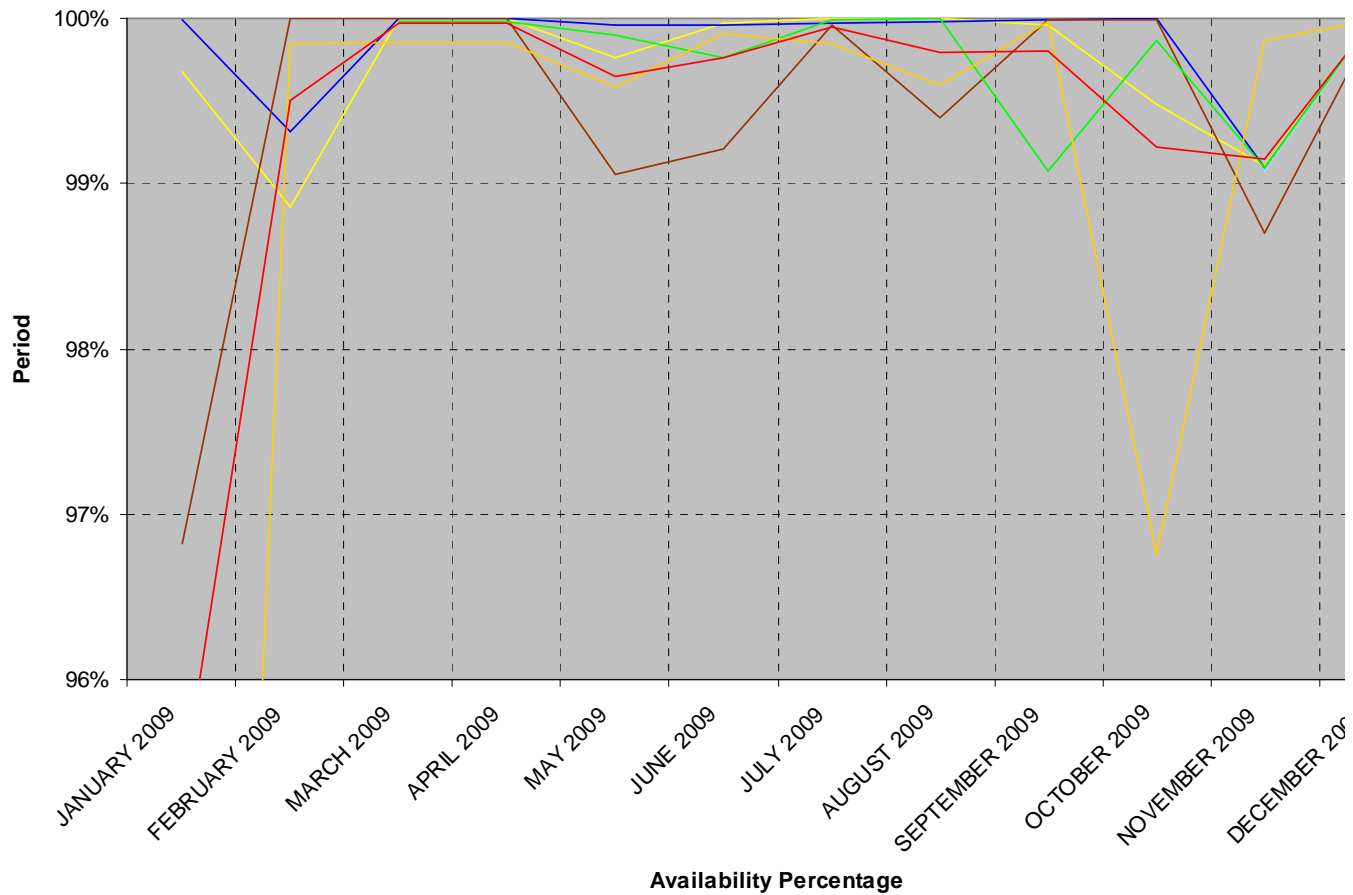
Figure B-14: Availability 2009 BT Monthly – Chart (Customs eCustoms)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010
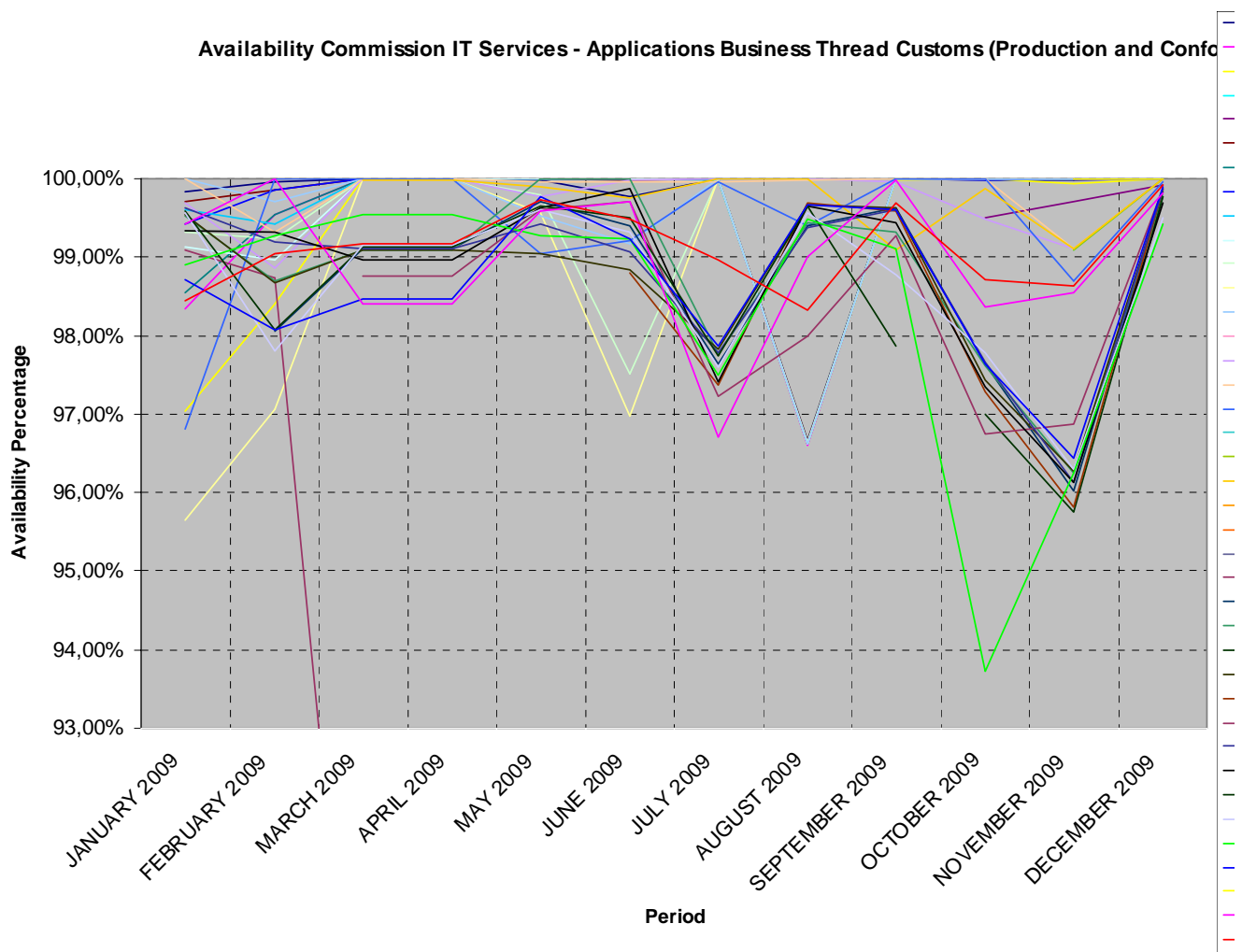
Figure B-15: Availability 2009 BT Monthly – Chart (Customs)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010

Availability Commission IT Services - Applications Business Thread Excise (Production and Confor
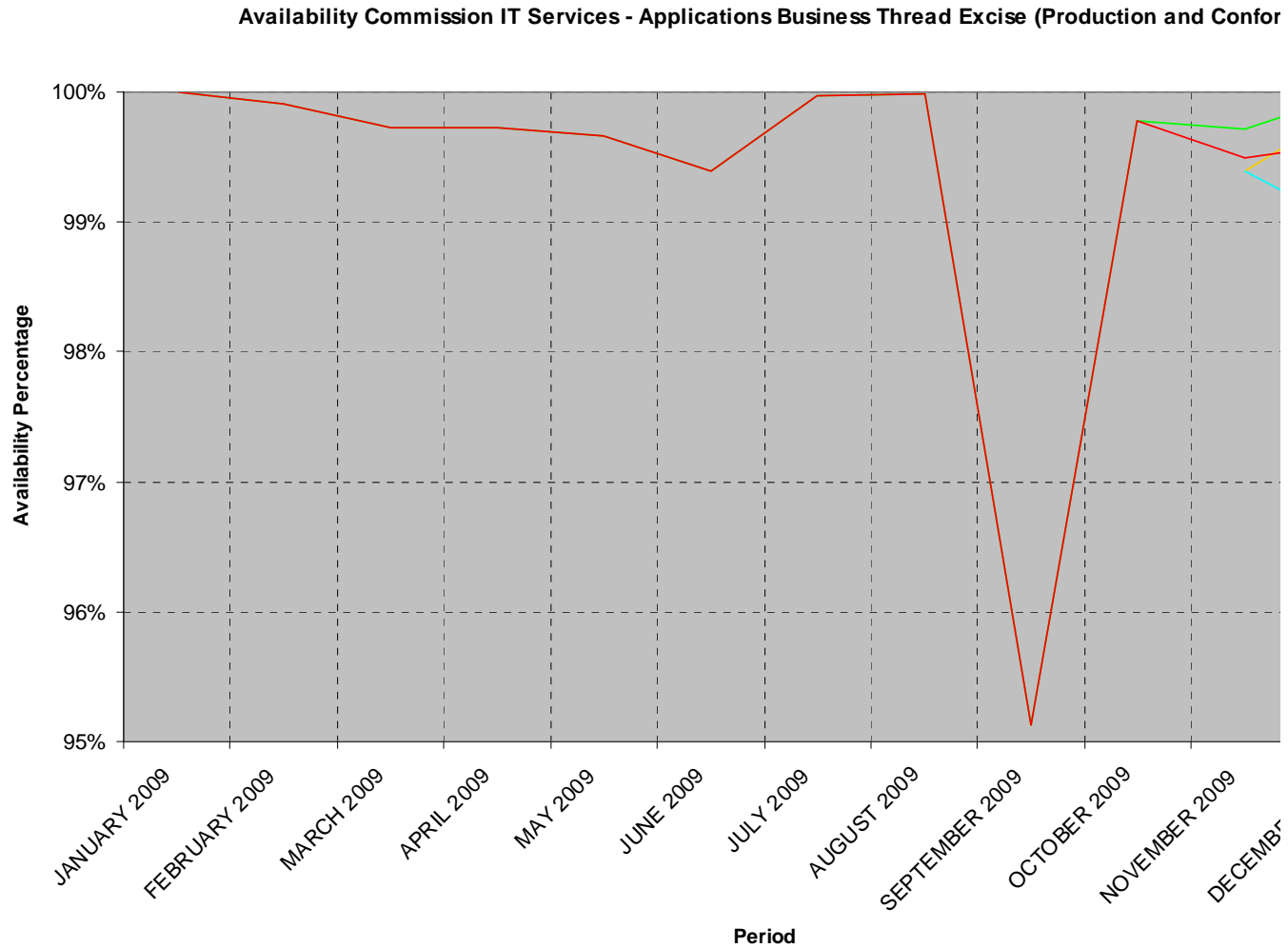
Figure B-16: Availability 2009 BT Monthly – Chart (Excise)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010

Availability Commission IT Services - Applications Business Thread Taxation (Production and Conform
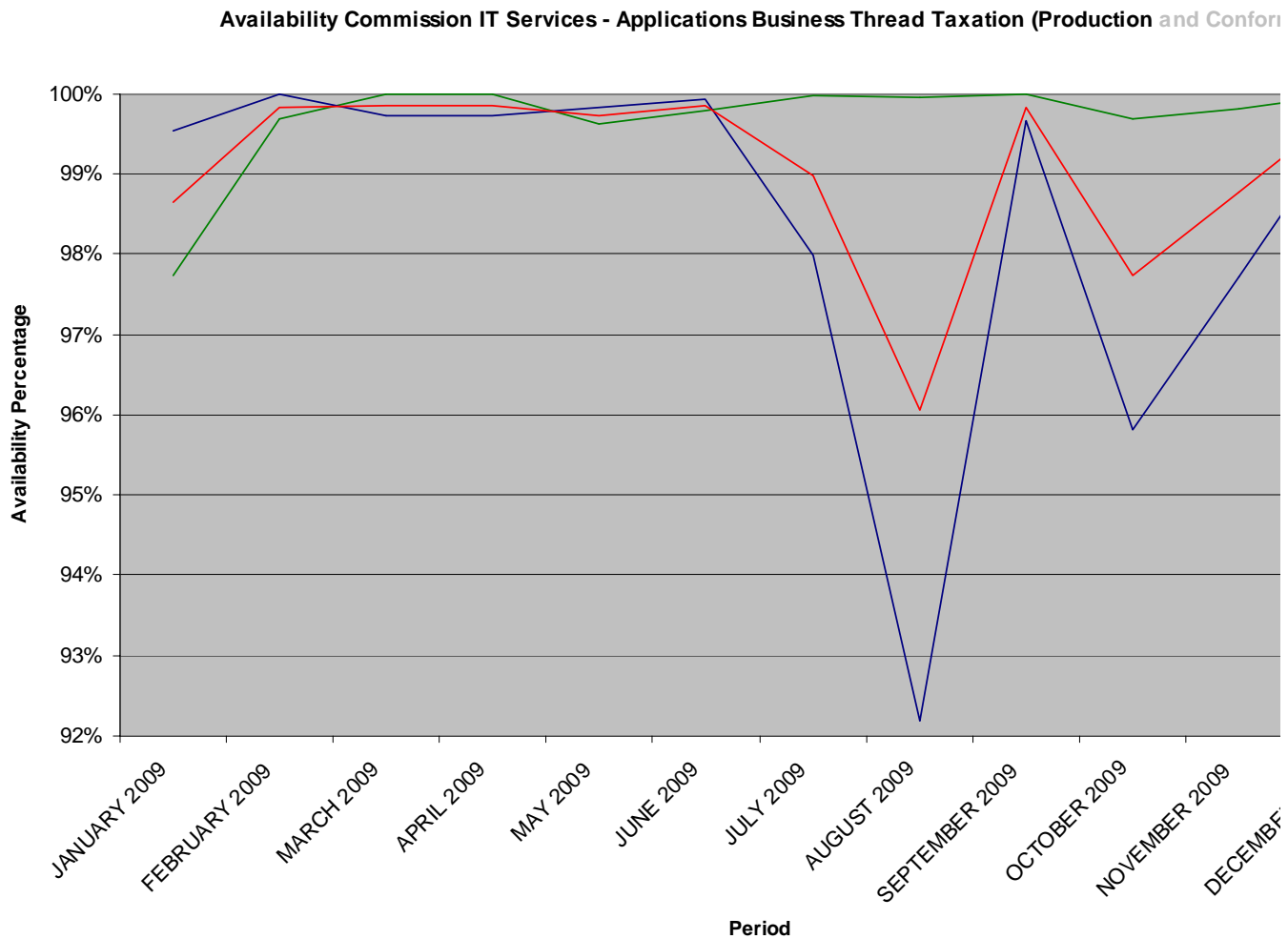
Figure B-17: Availability 2009 BT Monthly – Chart (Taxation)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
6- Availability data analysis	ISSUE DATE: 18/05/2010

Availability Commission IT Services - Applications Business Thread ITSM (Production and Conform
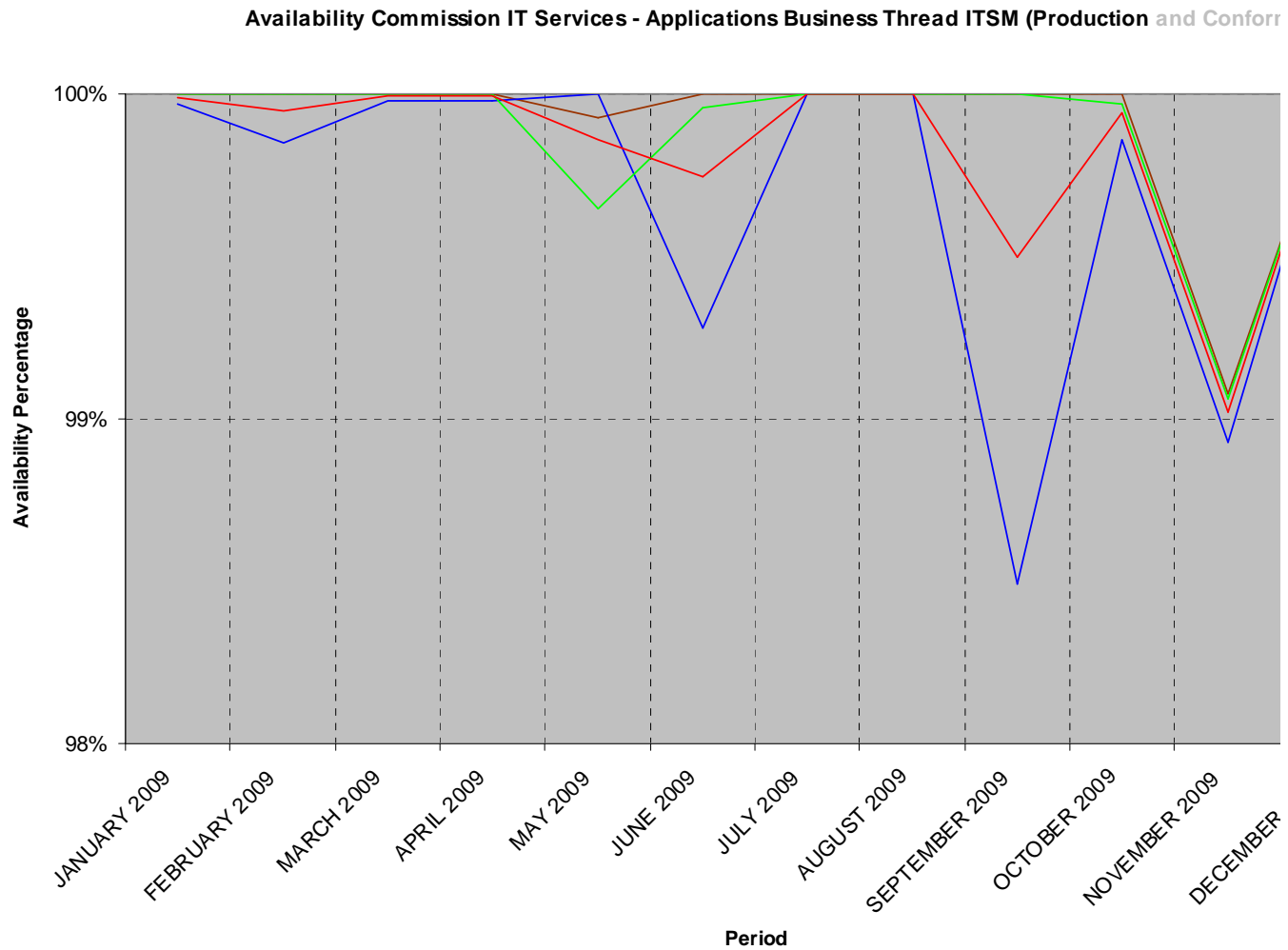
Figure B-18: Availability 2009 BT Monthly – Chart (ITSM)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	**VERSION: 2.00**
6- Availability data analysis	**ISSUE DATE: 18/05/2010**

Availability statistics 2010 Applications Q1 (See also Chapter 1

Availability Monitoring)

Environment	Thread	Application Name	Jan-2010 Availability %	Feb-2010 Availability %	Mar-2010 Availability %	Average 2010-Q1 Availability %
PROD&CONF	Customs	DDS AEO	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS COL	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS EBTI	99,99%	99,98%	99,96%	99,97%
PROD&CONF	Customs	DDS ECICS2	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS EORI	99,73%	99,93%	99,96%	99,87%
PROD&CONF	Customs	DDS Export MRN Follow-up	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Quota	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS SEED	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Surveillances	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Suspensions	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Taric	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Transit MRN Follow-up	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	DDS Home	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	TMEM	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	CIRCA	100,00%	99,99%	99,96%	99,98%
PROD&CONF	Customs	CS/MIS	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	CS/RD	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	SMART	99,95%	99,56%	99,99%	99,83%
PROD&CONF	Customs	SPEED-ECN	100,00%	100,00%	99,83%	99,94%
PROD&CONF	Customs	TTA	100,00%	100,00%	99,83%	99,94%
PROD&CONF	Customs	Web2000	100,00%	98,32%	100,00%	99,44%
PROD&CONF	Customs	CCN Bridge	100,00%	100,00%	99,88%	99,96%
PROD&CONF	Customs	CSIBRIDGE	100,00%	99,98%	99,78%	99,92%
PROD&CONF	Customs	HTTPBRIDGE	100,00%	100,00%	99,88%	99,96%
PROD&CONF	Customs	ART	100,00%	99,98%	58,46%	86,14%

PROD&CONF	Customs	CN	99,21%	99,99%	99,74%	99,64%
PROD&CONF	Customs	CRMS	100,00%	98,33%	99,63%	99,32%
PROD&CONF	Customs	EBTI3	100,00%	100,00%	96,29%	98,76%
PROD&CONF	Customs	ECICS2	100,00%	99,97%	99,82%	99,93%
PROD&CONF	Customs	EOS	99,98%	99,96%	99,84%	99,93%
PROD&CONF	Customs	ISPP	100,00%	99,99%	99,83%	99,94%
PROD&CONF	Customs	Quota2	99,92%	99,91%	99,88%	99,90%
PROD&CONF	Customs	SMS	100,00%	99,99%	99,84%	99,94%
PROD&CONF	Customs	Surveillance2	99,65%	99,53%	99,72%	99,63%
PROD&CONF	Customs	Suspensions	100,00%	99,99%	99,01%	99,66%
PROD&CONF	Customs	TARIC2	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Customs	TARREP	100,00%	99,98%	99,99%	99,99%
PROD&CONF	Excise	PSP Service	99,99%	99,17%	99,99%	99,72%
PROD&CONF	Excise	SEED V1	99,98%	100,00%	99,14%	99,71%
PROD&CONF	Excise	TA	100,00%	100,00%	100,00%	100,00%
PROD&CONF	Taxation	TEDB	99,99%	100,00%	100,00%	100,00%
PROD&CONF	Taxation	VIES/WEB	99,60%	97,40%	99,46%	98,82%
PROD&CONF	ITSM	Exchange	100,00%	100,00%	100,00%	100,00%
PROD&CONF	ITSM	owITSM - SMT	100,00%	100,00%	100,00%	100,00%
PROD&CONF	ITSM	Portal	100,00%	98,32%	100,00%	99,44%

Table A-6: Availabilities 2010 Q1.

Availability statistics Taxation 2008:

Vies-on-the-Web application availability[16] monitored by VIES-on-the-Web Monitoring 2008											
Jul-2008		**Aug-2008**		**Sep-2008**		**Oct-2008**		**Nov-2008**		**Dec-2008**	
7/1/2008	99.31%	8/1/2008	100.00%	9/1/2008	100.00%	10/1/2008	100.00%	11/1/2008	100.00%	12/1/2008	100.00%
7/2/2008	100.00%	8/2/2008	100.00%	9/2/2008	100.00%	10/2/2008	99.65%	11/2/2008	100.00%	12/2/2008	99.62%
7/3/2008	100.00%	8/3/2008	100.00%	9/3/2008	100.00%	10/3/2008	99.48%	11/3/2008	99.62%	12/3/2008	100.25%
7/4/2008	100.00%	8/4/2008	100.00%	9/4/2008	100.00%	10/4/2008	99.58%	11/4/2008	100.00%	12/4/2008	100.00%
7/5/2008	100.00%	8/5/2008	100.00%	9/5/2008	100.00%	10/5/2008	100.00%	11/5/2008	100.00%	12/5/2008	100.00%
7/6/2008	99.65%	8/6/2008	100.00%	9/6/2008	100.00%	10/6/2008	100.00%	11/6/2008	100.00%	12/6/2008	99.68%
7/7/2008	100.00%	8/7/2008	100.00%	9/7/2008	99.62%	10/7/2008	100.00%	11/7/2008	99.62%	12/7/2008	100.00%
7/8/2008	99.65%	8/8/2008	100.00%	9/8/2008	100.00%	10/8/2008	100.00%	11/8/2008	99.48%	12/8/2008	100.00%
7/9/2008	99.65%	8/9/2008	100.00%	9/9/2008	100.00%	10/9/2008	99.65%	11/9/2008	99.62%	12/9/2008	99.65%
7/10/2008	100.00%	8/10/2008	99.31%	9/10/2008	100.00%	10/10/2008	100.00%	11/10/2008	100.00%	12/10/2008	100.00%
7/11/2008	100.00%	8/11/2008	99.65%	9/11/2008	100.00%	10/11/2008	100.00%	11/11/2008	100.00%	12/11/2008	99.65%
7/12/2008	100.00%	8/12/2008	100.00%	9/12/2008	100.00%	10/12/2008	100.00%	11/12/2008	100.00%	12/12/2008	100.00%
7/13/2008	100.00%	8/13/2008	99.65%	9/13/2008	99.65%	10/13/2008	99.62%	11/13/2008	100.00%	12/13/2008	100.00%
7/14/2008	99.65%	8/14/2008	100.00%	9/14/2008	100.00%	10/14/2008	100.00%	11/14/2008	100.00%	12/14/2008	100.00%
7/15/2008	100.00%	8/15/2008	100.00%	9/15/2008	100.00%	10/15/2008	100.00%	11/15/2008	100.00%	12/15/2008	100.00%
7/16/2008	100.00%	8/16/2008	100.00%	9/16/2008	100.00%	10/16/2008	94.44%	11/16/2008	99.58%	12/16/2008	99.54%
7/17/2008	99.65%	8/17/2008	100.00%	9/17/2008	100.00%	10/17/2008	99.65%	11/17/2008	100.00%	12/17/2008	100.00%
7/18/2008	100.00%	8/18/2008	100.00%	9/18/2008	100.00%	10/18/2008	100.00%	11/18/2008	100.00%	12/18/2008	99.48%
7/19/2008	100.00%	8/19/2008	100.00%	9/19/2008	100.00%	10/19/2008	100.00%	11/19/2008	99.62%	12/19/2008	100.00%

[16] Availability figures represent the 24/7 availability of the VIES-on-the-Web application (web interface, not CCN interface).

7/20/2008	100.00%	8/20/2008	100.00%	9/20/2008	100.00%	10/20/2008	100.00%	11/20/2008	100.00%	12/20/2008	100.00%
7/21/2008	100.00%	8/21/2008	99.65%	9/21/2008	100.00%	10/21/2008	99.62%	11/21/2008	100.00%	12/21/2008	100.00%
7/22/2008	100.00%	8/22/2008	100.00%	9/22/2008	100.00%	10/22/2008	99.31%	11/22/2008	100.00%	12/22/2008	100.00%
7/23/2008	100.00%	8/23/2008	100.00%	9/23/2008	100.00%	10/23/2008	99.65%	11/23/2008	99.54%	12/23/2008	100.00%
7/24/2008	100.00%	8/24/2008	100.00%	9/24/2008	100.00%	10/24/2008	100.00%	11/24/2008	100.00%	12/24/2008	100.00%
7/25/2008	100.00%	8/25/2008	100.00%	9/25/2008	100.00%	10/25/2008	100.00%	11/25/2008	99.65%	12/25/2008	100.00%
7/26/2008	100.00%	8/26/2008	100.00%	9/26/2008	100.00%	10/26/2008	100.00%	11/26/2008	100.00%	12/26/2008	100.00%
7/27/2008	100.00%	8/27/2008	100.00%	9/27/2008	100.00%	10/27/2008	100.00%	11/27/2008	100.00%	12/27/2008	100.00%
7/28/2008	100.00%	8/28/2008	100.00%	9/28/2008	100.00%	10/28/2008	99.65%	11/28/2008	100.00%	12/28/2008	100.00%
7/29/2008	100.00%	8/29/2008	99.65%	9/29/2008	100.00%	10/29/2008	100.00%	11/29/2008	100.00%	12/29/2008	100.00%
7/30/2008	100.00%	8/30/2008	100.00%	9/30/2008	100.00%	10/30/2008	100.00%	11/30/2008	100.00%	12/30/2008	100.00%
7/31/2008	100.00%	8/31/2008	99.62%		**99.98%**	10/31/2008	100.00%		**99.89%**	12/31/2008	100.00%
	99.92%		**99.92%**				**99.69%**				**99.93%**

Consolidated availability 07/2008-12/2008 :   **99.89%**

Table A-7: VIES-on-the-Web availabilities 2008

Availability statistics Taxation 2009:

Vies-on-the-Web application availability monitored by Vies Web Monitoring 2009 First Semester

JANUARY 2009		FEBRUARY 2009		MARCH 2009		APRIL 2009		MAY 2009		JUNE 2009	
01/01/2009	100,00%	01/02/2009	100,00%	01/03/2009	100,00%	01/04/2009	100,00%	01/05/2009	100,00%	01/06/2009	100,00%
02/01/2009	100,00%	02/02/2009	100,00%	02/03/2009	99,65%	02/04/2009	99,65%	02/05/2009	100,00%	02/06/2009	99,65%
03/01/2009	100,00%	03/02/2009	100,00%	03/03/2009	99,65%	03/04/2009	99,31%	03/05/2009	100,00%	03/06/2009	99,65%
04/01/2009	100,00%	04/02/2009	100,00%	04/03/2009	99,65%	04/04/2009	100,00%	04/05/2009	100,00%	04/06/2009	99,65%
05/01/2009	100,00%	05/02/2009	100,00%	05/03/2009	99,36%	05/04/2009	100,00%	05/05/2009	100,00%	05/06/2009	100,00%
06/01/2009	100,00%	06/02/2009	100,00%	06/03/2009	100,00%	06/04/2009	100,00%	06/05/2009	100,00%	06/06/2009	100,00%
07/01/2009	90,83%	07/02/2009	100,00%	07/03/2009	100,00%	07/04/2009	99,31%	07/05/2009	100,00%	07/06/2009	100,00%
08/01/2009	97,69%	08/02/2009	100,00%	08/03/2009	100,00%	08/04/2009	100,00%	08/05/2009	100,00%	08/06/2009	99,65%
09/01/2009	99,62%	09/02/2009	100,00%	09/03/2009	99,65%	09/04/2009	99,31%	09/05/2009	100,00%	09/06/2009	98,96%
10/01/2009	99,62%	10/02/2009	99,65%	10/03/2009	100,00%	10/04/2009	100,00%	10/05/2009	100,00%	10/06/2009	100,00%
11/01/2009	100,00%	11/02/2009	100,00%	11/03/2009	98,96%	11/04/2009	100,00%	11/05/2009	100,00%	11/06/2009	99,65%
12/01/2009	100,00%	12/02/2009	100,00%	12/03/2009	99,65%	12/04/2009	100,00%	12/05/2009	99,31%	12/06/2009	100,00%
13/01/2009	100,00%	13/02/2009	100,00%	13/03/2009	100,00%	13/04/2009	100,00%	13/05/2009	99,65%	13/06/2009	100,00%
14/01/2009	100,00%	14/02/2009	100,00%	14/03/2009	100,00%	14/04/2009	99,31%	14/05/2009	100,00%	14/06/2009	100,00%
15/01/2009	100,00%	15/02/2009	100,00%	15/03/2009	100,00%	15/04/2009	99,65%	15/05/2009	99,65%	15/06/2009	99,31%
16/01/2009	100,00%	16/02/2009	99,31%	16/03/2009	99,31%	16/04/2009	100,00%	16/05/2009	100,00%	16/06/2009	99,65%
17/01/2009	100,00%	17/02/2009	99,65%	17/03/2009	99,31%	17/04/2009	98,96%	17/05/2009	100,00%	17/06/2009	100,00%
18/01/2009	100,00%	18/02/2009	100,00%	18/03/2009	98,96%	18/04/2009	100,00%	18/05/2009	99,65%	18/06/2009	100,00%
19/01/2009	100,00%	19/02/2009	99,65%	19/03/2009	99,65%	19/04/2009	100,00%	19/05/2009	98,96%	19/06/2009	100,00%
20/01/2009	100,00%	20/02/2009	99,31%	20/03/2009	99,65%	20/04/2009	100,00%	20/05/2009	99,62%	20/06/2009	100,00%
21/01/2009	100,00%	21/02/2009	100,00%	21/03/2009	100,00%	21/04/2009	98,96%	21/05/2009	100,00%	21/06/2009	100,00%
22/01/2009	100,00%	22/02/2009	100,00%	22/03/2009	100,00%	22/04/2009	99,65%	22/05/2009	99,65%	22/06/2009	57,99%
23/01/2009	100,00%	23/02/2009	99,65%	23/03/2009	99,65%	23/04/2009	99,31%	23/05/2009	100,00%	23/06/2009	0,00%
24/01/2009	100,00%	24/02/2009	99,65%	24/03/2009	100,00%	24/04/2009	99,65%	24/05/2009	100,00%	24/06/2009	0,00%
25/01/2009	100,00%	25/02/2009	99,31%	25/03/2009	100,00%	25/04/2009	100,00%	25/05/2009	99,65%	25/06/2009	0,00%

26/01/2009	100,00%	26/02/2009	100,00%	26/03/2009	99,65%	26/04/2009	100,00%	26/05/2009	100,00%	26/06/2009	0,00%
27/01/2009	100,00%	27/02/2009	99,31%	27/03/2009	99,65%	27/04/2009	100,00%	27/05/2009	99,65%	27/06/2009	0,00%
28/01/2009	95,83%	28/02/2009	99,65%	28/03/2009	100,00%	28/04/2009	100,00%	28/05/2009	100,00%	28/06/2009	0,00%
29/01/2009	96,07%			29/03/2009	100,00%	29/04/2009	99,65%	29/05/2009	99,65%	29/06/2009	0,00%
30/01/2009	100,00%			30/03/2009	99,65%	30/04/2009	100,00%	30/05/2009	100,00%	30/06/2009	0,00%
31/01/2009	100,00%			31/03/2009	99,31%			31/05/2009	100,00%		
	99,34%		**99,83%**		**99,72%**		**99,76%**		**99,85%**		**71,81%**

Consolidated availability 01/2009-06/2009 :   95,05%

Table A-8: VIES-on-the-Web Availability 2009 First Semester

Availability statistics Taxation 2009:

Vies-on-the-Web application availability monitored by Vies Web Monitoring Second Semester

JULY 2009		AUGUST 2009		SEPTEMBER 2009		OKTOBER 2009		NOVEMBER 2009		DECEMBER 2009	
01/07/2009	32,99%	01/08/2009	100,00%	01/09/2009	100,00%	01/10/2009	99,65%	01/11/2009	100,00%	01/12/2009	99,65%
02/07/2009	99,65%	02/08/2009	100,00%	02/09/2009	99,65%	02/10/2009	99,31%	02/11/2009	99,65%	02/12/2009	99,65%
03/07/2009	99,65%	03/08/2009	99,31%	03/09/2009	100,00%	03/10/2009	100,00%	03/11/2009	98,61%	03/12/2009	100,00%
04/07/2009	100,00%	04/08/2009	100,00%	04/09/2009	100,00%	04/10/2009	100,00%	04/11/2009	99,65%	04/12/2009	98,96%
05/07/2009	100,00%	05/08/2009	99,65%	05/09/2009	100,00%	05/10/2009	100,00%	05/11/2009	93,40%	05/12/2009	100,00%
06/07/2009	99,31%	06/08/2009	100,00%	06/09/2009	100,00%	06/10/2009	99,31%	06/11/2009	99,31%	06/12/2009	100,00%
07/07/2009	99,65%	07/08/2009	99,65%	07/09/2009	100,00%	07/10/2009	99,65%	07/11/2009	100,00%	07/12/2009	100,00%
08/07/2009	100,00%	08/08/2009	100,00%	08/09/2009	89,58%	08/10/2009	99,31%	08/11/2009	100,00%	08/12/2009	99,65%
09/07/2009	100,00%	09/08/2009	100,00%	09/09/2009	76,04%	09/10/2009	100,00%	09/11/2009	99,31%	09/12/2009	100,00%
10/07/2009	100,00%	10/08/2009	100,00%	10/09/2009	99,65%	10/10/2009	100,00%	10/11/2009	99,65%	10/12/2009	99,31%
11/07/2009	100,00%	11/08/2009	99,65%	11/09/2009	100,00%	11/10/2009	100,00%	11/11/2009	99,31%	11/12/2009	99,65%
12/07/2009	100,00%	12/08/2009	99,65%	12/09/2009	100,00%	12/10/2009	99,65%	12/11/2009	99,31%	12/12/2009	100,00%
13/07/2009	100,00%	13/08/2009	99,65%	13/09/2009	100,00%	13/10/2009	99,27%	13/11/2009	99,31%	13/12/2009	99,65%
14/07/2009	99,65%	14/08/2009	60,42%	14/09/2009	99,65%	14/10/2009	99,65%	14/11/2009	100,00%	14/12/2009	100,00%
15/07/2009	99,65%	15/08/2009	100,00%	15/09/2009	100,00%	15/10/2009	99,65%	15/11/2009	100,00%	15/12/2009	99,31%
16/07/2009	99,27%	16/08/2009	100,00%	16/09/2009	99,65%	16/10/2009	100,00%	16/11/2009	100,00%	16/12/2009	99,65%
17/07/2009	98,93%	17/08/2009	99,65%	17/09/2009	99,65%	17/10/2009	100,00%	17/11/2009	99,31%	17/12/2009	100,00%
18/07/2009	100,00%	18/08/2009	98,75%	18/09/2009	99,65%	18/10/2009	100,00%	18/11/2009	100,00%	18/12/2009	100,00%
19/07/2009	100,00%	19/08/2009	100,00%	19/09/2009	100,00%	19/10/2009	96,77%	19/11/2009	98,61%	19/12/2009	100,00%
20/07/2009	100,00%	20/08/2009	98,96%	20/09/2009	100,00%	20/10/2009	98,26%	20/11/2009	100,00%	20/12/2009	100,00%
21/07/2009	99,65%	21/08/2009	99,65%	21/09/2009	100,00%	21/10/2009	97,57%	21/11/2009	100,00%	21/12/2009	99,65%
22/07/2009	99,31%	22/08/2009	100,00%	22/09/2009	99,65%	22/10/2009	96,32%	22/11/2009	100,00%	22/12/2009	100,00%
23/07/2009	98,96%	23/08/2009	100,00%	23/09/2009	99,31%	23/10/2009	99,06%	23/11/2009	100,00%	23/12/2009	99,65%
24/07/2009	99,65%	24/08/2009	99,65%	24/09/2009	100,00%	24/10/2009	99,65%	24/11/2009	99,65%	24/12/2009	99,65%
25/07/2009	100,00%	25/08/2009	100,00%	25/09/2009	99,65%	25/10/2009	100,00%	25/11/2009	100,00%	25/12/2009	100,00%

26/07/2009	100,00%	26/08/2009	100,00%	26/09/2009	100,00%	26/10/2009	98,82%	26/11/2009	99,62%	26/12/2009	100,00%
27/07/2009	100,00%	27/08/2009	98,38%	27/09/2009	100,00%	27/10/2009	98,89%	27/11/2009	100,00%	27/12/2009	100,00%
28/07/2009	100,00%	28/08/2009	100,00%	28/09/2009	99,31%	28/10/2009	98,61%	28/11/2009	100,00%	28/12/2009	98,96%
29/07/2009	99,31%	29/08/2009	100,00%	29/09/2009	99,31%	29/10/2009	98,29%	29/11/2009	100,00%	29/12/2009	100,00%
30/07/2009	97,92%	30/08/2009	100,00%	30/09/2009	99,65%	30/10/2009	98,73%	30/11/2009	99,31%	30/12/2009	100,00%
31/07/2009	99,31%	31/08/2009	93,54%			31/10/2009	100,00%			31/12/2009	99,65%
	97,51%		**98,28%**		**98,68%**		**99,24%**		**99,47%**		**99,78%**

Consolidated availability 01/2010-06/2010 :   **%**

Consolidated availability 07/2010-12/2010 :   **%**

Table A-9: VIES-on-the-Web Availability 2009 Second Semester

Availability statistics Taxation 2010:

Vies-on-the-Web application availability monitored by Vies Web Monitoring First Semester

JANUARY-2010		FEBRUARY-2010									
01/01/2010	100,00%	01/02/2010	100,00%								
02/01/2010	100,00%	02/02/2010	95,14%								
03/01/2010	100,00%	03/02/2010	97,22%								
04/01/2010	100,00%	04/02/2010	100,00%								
05/01/2010	100,00%	05/02/2010	93,47%								
06/01/2010	100,00%	06/02/2010	100,00%								
07/01/2010	99,65%	07/02/2010	99,65%								
08/01/2010	99,31%	08/02/2010	100,00%								
09/01/2010	100,00%	09/02/2010	99,31%								
10/01/2010	100,00%	10/02/2010	98,61%								
11/01/2010	100,00%	11/02/2010	98,96%								
12/01/2010	99,31%	12/02/2010	97,92%								
13/01/2010	100,00%	13/02/2010	100,00%								
14/01/2010	99,65%	14/02/2010	100,00%								
15/01/2010	99,65%	15/02/2010	98,26%								
16/01/2010	100,00%	16/02/2010	91,67%								
17/01/2010	100,00%	17/02/2010	98,96%								
18/01/2010	99,65%	18/02/2010	99,31%								
19/01/2010	98,61%	19/02/2010	94,72%								
20/01/2010	98,61%	20/02/2010	99,65%								
21/01/2010	98,61%	21/02/2010	100,00%								
22/01/2010	98,61%	22/02/2010	100,00%								
23/01/2010	100,00%	23/02/2010	100,00%								
24/01/2010	100,00%	24/02/2010	100,00%								
25/01/2010	99,31%	25/02/2010	99,31%								

26/01/2010	99,65%	26/02/2010	99,27%										
27/01/2010	100,00%	27/02/2010	100,00%										
28/01/2010	99,65%	28/02/2010	100,00%										
29/01/2010	100,00%												
30/01/2010	100,00%												
31/01/2010	100,00%												
	99,69%		**98,62%**										

Consolidated availability 01/2010-06/2010 :   **%**

Consolidated availability 07/2010-12/2010 :   **%**

Table A-10: VIES-on-the-Web availabilities 2010 First Semester

2. Availability Statistics from Manual Monitoring

In addition to the monitoring of the availability of the infrastructure (servers, databases, network), the availability of the applications described in the scope clause are monitored though two channels:

- Automatic availability monitoring of all web applications via a basic URL monitoring tool.
- Manual monitoring, consisting of a number of predefined daily procedures.

In this second case, the monitoring system is based upon the daily (morning and/or evening) check of the availability of an application, not only from the access point of view, but from the business point of view. The latter consists of two well defined types of manual monitoring checks, namely:

- Business Transmissions (EOS, Taric2, Quota2)

- Data up-to-date (DDS)

The details are described in the Internal Working Procedures.

Complete list of daily manual monitoring checks:

- DDS Daily WebSite Report   Every morning at 07:00
- DDS Restarts   Every morning at 07:00
- DDS TOP Priority Monitoring   Every morning at 07:00
- DDS Website   Every morning at 07:00
- Web Applications in PROD   Every morning at 07:00
- Web Applications in CONF   Every morning at 07:00
- EOS transmission   Every morning at 07:00
- Taric batch job (morning)   Every morning at 07:00
- EBTI Invalidations   Every morning at 08:00
- Taric transmission to 3rd parties   Every morning at 08:35
- Quota2 transmission file   Every afternoon at 14:30
- TQS Status of the Daily TQM Transmission   Every afternoon at 14:00
- Quota files transmission report   Every evening at 14:30
- Taric batch job (evening)   Every evening at 19:00
- TARIC transmission   Every evening at 19:30

Issues detected through these manual monitoring daily checks are handled through Incident Management.

The status of the manual monitoring of the DDS applications is displayed hereafter (Red colour indicating an issue):

November 2007	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
DDS Top Priority																														
DDS Restarts																														
Web Appl. Prod																														
Web Appl. Conf																														
EBTI																														
DDS Website																														
Daily DDS report																														
TQS																														

Figure B-19: Manual Monitoring - Daily Checks - Results (November 2007)

Incidents	Date	Description
INC0711.100406	09/11/2007	Web Applications in CONF are not OK; Web Application in Conf-Direct gives Error 404--Not Found for EBTI3 and Suspensions
INC0711.100756	20/11/2007	Last update EBTI: 17/11/07
INC0711.100915	26/11/2007	[DDS-ECS] Transit MRN Follow-up ; The last update on the webpage: 24/11/2007 - 10:38 CET
INC0711.101007	27/11/2007	Application in conf. for EBTI
INC0711.101009	27/11/2007	Application in conf. for SUSP gives Error 404-Not Found
INC0711.100998	27/11/2007	Not able to perform Queries on Col information
INC0711.101041	28/11/2007	[DDS-EBTI] Last update EBTI: 26/11/07
INC0711.101098	29/11/2007	Last update Surv.2 27/11/07
INC0711.101156	29/11/2007	Export MRN Follow-up (international movements only) => Last Updated: 29/11/2007 - 05:40 CET

Table A-11: Manual Monitoring - Daily Checks - Incidents (November 2007)

Figure B-20: Manual Monitoring - Daily Checks - Results (December 2007)

Incidents	Date	Description
INC0711.101098	03/12/2007	Last update Surv.2 27/11/07 (incident registered on 27/11/07)
INC0712.101353	06/12/2007	Web pages ART and ISPP in CONF.-Direct cannot be displayed
INC0712.101393	07/12/2007	AlarmPoint message Alert on DDS - TransitCustomsOffices at 12/07/07 - 11:46 ; Webpage cannot be displayed
INC0712.101533	12/12/2007	SURV2 in CONF direct gives error 503
INC0712.101576	13/12/2007	CS/MIS MRN on Europa pages not updated correctly
INC0712.101766	18/12/2007	AlarmPoint message Alert on DDS - TransitCustomsOffices at 12/18/07 - 11:55 ; Webpage cannot be displayed
INC0712.101865	20/12/2007	[CUST-DDS-TAXUD] Last update Col 18/12/07

Table A-12: Manual Monitoring - Daily Checks - Incidents (December 2007)

January 2008	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
DDS Top Priority																															
DDS Restarts																															
Web Appl. Prod																															
Web Appl. Conf																															
EBTI																															
DDS Website																															
Daily DDS report																															
TQS																															

Figure B-21: Manual Monitoring - Daily Checks - Results (January 2008)

Incidents	Date	Description
INC0801.102000	2/1/2008	[CUST-DDS-TAXUD] Transit MRN Follow-up Blocked on 01/01/2008 at 22:00
INC0801.102055	3/1/2008	[CUST-EBTI3-TAXUD] EBTI Invalidations 03/01/2008
INC0801.102101	4/1/2008	[CUST-CN-TAXUD] Web application CN in Conf. Direct gives technical error
INC0801.102468	14/1/2008	[CUST-DDS-TAXUD] DDS Website is NOT OK ; Surv.2 has not been updated since 10/1/08 and last update EBTI dates 9/1/08
INC0801.102532	16/1/2008	[CUST-DDS-TAXUD] ECICS (DDS Website)
INC0801.102540	16/1/2008	[CUST-DDS-TAXUD] DDS Site Unstable
INC0801.102712	21/1/2008	[CUST-DDS-TAXUD] Does not show Last Updated info
INC0801.102713	21/1/2008	[CUST-DD-TAXUD] Alarmpoint message alerts on DDS
INC0801.102722	21/1/2008	[CUST-DDS/EBTI-TAXUD] [PRODUCTION] Differences between DDS and EBTI3

INC0801.102729   21/1/2008   [CUST-DDS-TAXUD] MRN not updated ; Last update Transit MRN: 20/01/08; Last update Export MRN: 19/01/08

INC0801.102764   21/1/2008   [CUST-EBTI-TAXUD] Alerts on DDS EBTI and TransitCustomsOffices

INC0801.102976   28/1/2008   [CUST-DDS-TAXUD] AlarmPoint message Alert on DDS - TransitCustomsOffices at 01/28/08 - 11:15

INC0801.102972   28/1/2008   [CUST-SUSP-ITSM]Web application SUSP gives Error 404 --Not Found

INC0801.103032   29/1/2008   [CUST-DDS-TAXUD] AlarmPoint message Alert on DDS - Surveillances at 01/29/08 - 11:57 - EBTI at 01/29/08 - 11:57

INC0801.103046   29/1/2008   [CUST-DDS-TAXUD] Error on DDS web site // AlarmPoint message Alert on DDS - Surveillances at 01/29/08 - 18:05

INC0801.103114   31/1/2008   AlarmPoint message Alert on DDS - ECICS at 01/31/08 - 12:13

INC0801.103135   31/1/2008   [CUST-DDS-TAXUD] AlarmPoint message Alert on DDS - Surveillances at 01/31/08 - 18:13

Table A-13: Manual Monitoring - Daily Checks - Incidents (January 2008)

February 2008	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
DDS Top Priority																													
DDS Restarts																													
Web Appl. Prod																													
Web Appl. Conf																													
EBTI																													
DDS Website																													
Daily DDS report																													
TQS																													

Figure B-22: Manual Monitoring - Daily Checks - Results (February 2008)

Incidents	Date	Description
INC0802.103183	4/2/2008	[CUST-DDS-TAXUD] Last update Surv 2.: 31/01/08 -
INC0802.103238	4/2/2008	[CUST-MRN-ITSM]Transit MRN Follow-up & Export MRN Follow-up pages not being updated
INC0802.103264	5/2/2008	[CUST-DDS-TAXUD] ECICS is not responding properly
INC0802.103324	6/2/2008	[CUST-CN-TAXUD] Error cn CONF (please delete previous e-mail)
INC0802.103415	8/2/2008	[CUST-DDS-TAXUD] issues on DDS website
INC0802.103360	8/2/2008	[CUST-APPL-CONF] Conf Down -216873
INC0802.103437	8/2/2008	[CUST-DDS-EU] Issues ON DDS website
INC0802.103468	11/2/2008	[CUST-DDS-TAXUD] DDS ECICS HOME
INC0802.103468	12/2/2008	[CUST-DDS-TAXUD] issues ON DDS website

INC0802.103544	12/2/2008	[CUST-DDS] DDS ECICS down
INC0802.103544	13/2/2008	[CUST-DDS-TAXUD] DDS ECICS down
INC0802.103183	14/2/2008	Last update Survey 2. 8/02/08
INC0802.103653	15/2/2008	[CUST-APPLMGT-TAXUD] PRODUCTION environment is down
INC0802.103544	20/2/2008	[CUST-DDS] DDS ECICS slow Issues detected on infrastructure
INC0802.103860	21/2/2008	[CUST-DDS] DDS environment is slow or not responding
INC0802.103914	22/2/2008	[CUST-APPLMGT-CONF]Error on CN in CONF environment
INC0802.103947	25/2/2008	[NCTS-Date MRN Not OK]
INC0802.104030	26/2/2008	[CUST-DDS-TAXUD] DDS was down for a short interval
INC0802.104042	27/2/2008	[CUST-DDS-TAXUD] Transit MRN Follow-up PAGE NOT UPDATED correctly
INC0802.104059	28/2/2008	[CUST-ART-CONF] ART Conformance Art unavailable
INC0802.104148	29/2/2008	[CUST-DDS] Date wrong on http://ec.europa.eu/taxation_customs/dds/cgi-bin/ecshome?Lang=EN

Table A-14: Manual Monitoring - Daily Checks - Incidents (February 2008)

March 2008	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
DDS Top Priority	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G
DDS Restarts	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G
Web Appl. Prod	O	O	G	G	G	G	R	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G
Web Appl. Conf	O	O	G	R	G	G	G	O	O	G	G	R	G	G	O	O	G	G	G	G	R	O	O	G	G	G	G	G	O	O	G
EBTI	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	R	O	O	G
DDS Website	O	O	G	R	R	R	R	O	O	R	G	G	G	G	O	O	R	G	G	R	G	O	O	R	G	G	G	G	O	O	R
Daily DDS report	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G
TQS	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G

Figure B-23: Manual Monitoring - Daily Checks - Results (March 2008)

Incidents	Date	Description
INC0803.104192	4/3/2008	[CUST-APPLMGT-CONF] CONFORMANCE environment is unstable -
INC0803.104208	4/3/2008	[CUST-ECICS] DDS ECICS Down
INC0803.104247	5/3/2008	[CUST-ECICIS] DDS ECICS down
INC0803.104288	6/3/2008	[CUST-DDS-TAXUD] DDS => TARIC => TARIC Code => duty rates/Restriction button (NO RESPONSE)
INC0803.104288	6/3/2008	[CUST-DDS-TAXUD] DDS environment is unstable
INC0803.104344	7/3/2008	[CUST-APPMGT-TAXUD] PROD is down
INC0803.104376	10/3/2008	[CUST-DDS-TAXUD] DDS . Customs Office List is down
INC0803.104438	12/3/2008	[CUST-ART] Art Conf Env. Down
INC0803.104550	17/3/2008	[CUST-APPLMGT-TAXUD]Taxud Monitoring website is not working

INC0803.104568   17/3/2008   [CUST-DDS-TAXUD] DDS COL down

INC0803.104708   20/3/2008   [CUST-DDS] DDS Ecics down

INC0803.104713   21/3/2008   [CUST-APPSRV] CONF environment is down

INC0803.104778   25/3/2008   DDS Website is NOT OK DDS ECICS DOWN

INC0803.104823   26/3/2008   [CUST-ECICS] DDS ECICS unstable

INC0803.104866   26/3/2008   [CUST-DDS] DDS website is not available

INC0803.104919   28/3/2008   DDS Website is NOK Ecics is down

INC0803.104922   31/3/2008   [EBTI3] EBTI Invalidations 31/03/2008 [CUST-EBTI-TAXUD]

INC0803.104957   31/3/2008   [CUST-SURV2-TAXUD]Last update Surv.2 dates 22/3/08

INC0803.104948   31/3/2008   [CUST-DDS-COL] DDS COL down

Table A-15: Manual Monitoring - Daily Checks - Incidents (March 2008)

April 2008	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
DDS Top Priority	G	G	G	G	O	O	G	G	G	G	G	O	O	G	R	R	G	G	O	O	G	G	G	G	G	O	O	G	G	G	
DDS Restarts	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	
Web Appl. Prod	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	
Web Appl. Conf	G	G	G	G	O	O	G	G	G	G	R	O	O	G	G	G	R	G	O	O	G	G	G	G	G	O	O	G	G	G	
EBTI	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	
DDS Website	G	R	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	R	O	O	R	G	G	G	G	O	O	G	G	G	
Daily DDS report	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	
TQS	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	G	G	O	O	G	G	G	

Figure B-24: Manual Monitoring - Daily Checks - Results (April 2008)

Incidents	Date	Description
INC0804.105051	2/04/2008	NCTS // Hour on http://ec.europa.eu/taxation_customs/dds/cgi-bin/mishome?Lang=EN/ incorrect
INC0804.105419	11/04/2008	CUST-CN-TAXUD] CONF CN down
INC0804.105567	15/04/2008	CUST-DDS-TARIC] HIGH HITS/DDS TOP PRIORITY MONITORING 15/04/2008
INC0804.105567	16/04/2008	CUST-DDS-TARIC] HIGH HITS/DDS TOP PRIORITY MONITORING 15/04/2008
INC0804.105647	17/04/2008	INFRA-Conf-Monitor] CONF environment is down
INC0804.105711	18-21/04/2008	SEEDv0 errors JMS error in CSI Bridge

Table A-16: Manual Monitoring - Daily Checks - Incidents (April 2008)

May 2008	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
DDS Top Priority																															
DDS Restarts																															
Web Appl. Prod																															
Web Appl. Conf																															
EBTI																															
DDS Website																															
Daily DDS report																															
TQS																															

Figure B-25: Manual Monitoring - Daily Checks - Results (May 2008)

Incidents	Date	Description
INC0805.106525	12/5/2008	NCTS-CSMIS-ItsmMon] time and date wrong for http://ec.europa.eu/taxation_customs/dds/cgi-bin/ecshome?Lang=EN/; MRN blocked on May 11th at05:37h. Things got back to normal on May 12th at14:07
INC0805.106524	12/5/2008	NCTS-CSMIS-ItsmMon] Time and date wrong for http://ec.europa.eu/taxation_customs/dds/cgi-bin/mishome?Lang=EN/; MRN blocked on May 11th at05:37h. Things got back to normal on May 12th at14:07
INC0805.106632	14/5/2008	CUST-DDS-TAXUD] DDS website is not working
N/A	15/5/2008	Errors found on TQS (no INC number)
INC0805.106946)	22/5/2008	NCTS-Hour on http://ec.europa.eu/taxation_customs/dds/cgi-bin/ecshome?Lang=EN/ incorrect; MRN was stuck at 21/05/08 – 23:01 while it should be updated every hour; Up and running on May 22 at 11:18

Table A-17: Manual Monitoring - Daily Checks - Incidents (May 2008)

June 2008	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
DDS Top Priority																														
DDS Restarts																														
Web Appl. Prod																														
Web Appl. Conf																														
EBTI																														
DDS Website																														
Daily DDS report																														
TQS																														

Figure B-26: Manual Monitoring - Daily Checks - Results (June 2008)

Incidents	Date	Description
INC0806.107339	2-3/06/08	CUST-DDS-COL] Last update 30/5/08 was resolved the morning of the 4th
INC0806.107393	3/06/2008	CUST-DDS-SURV] Last update 31/5/08 was resolved in the afternoon 13:30h
INC0806.107896	17/6/08	EBTI information not displayed
INC0806.107938	17-24/06/2008	SURV2 has not been updated since 12/06/08
INC0806.107981	18/6/08	CUST-DDS-MON] Numerous DDS Failures :3661
INC0806.108376	27/6/2008	CUST-DDS-COL] Error on ccntrigger log
INC0806.108509	30/6/2008	CUST-DDS-MON] Error on ccntrigger log

Table A-18: Manual Monitoring - Daily Checks - Incidents (June 2008)

July 2008	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
DDS Top Priority																															
DDS Restarts																															
Web Appl. Prod																															
Web Appl. Conf																															
EBTI																															
DDS Website																															
Daily DDS report																															
TQS																															

Figure B-27: Manual Monitoring - Daily Checks - Results (July 2008)

Incidents	Date	Description
INC0807.108653	2-3/07/2008	[CUST-SURV2-TAXUD]Last update Surv.2 dates 28/6/2008 on DDS Home Page
INC0807.108709	03/07/2008	Web Applications in PROD are NOK (INC0807.108709)[NCTS-All links in production environment are down]
INC0807.108721	03/07/2008	[CUST-EBTI-MON] Last update EBTI: 01/07/2008
INC0807.108653	07/07/2008	[CUST-SURV2-TAXUD]Last update Surv.2 dates 03/7/2008 on DDS Home Page
INC0807.108865	08/07/2008	[CUST-application rif in Conf is down] (until 10:30)
INC0807.108917	09/07/2008	Web Applications in PROD are NOK (INC0807.108917) All application in PROD are down (until 11h00)
INC0807.108964	09/07/2008	[CUST-SURV2-TAXUD]Last update Surv.2 dates 7/7/2008 -resolved on11/7/2008
INC0807.109097	14-15-16/07/2008	[CUST-SURV2-TAXUD] Last update Surv.2 dates 10/7/2008 received mail saying updates for Surv.2 only on Saturday's

Incidents	Date	Description
INC0807.109719	25/07/2008	[NCTS-] Transit MRN Follow-up page is not updated correctly
INC0807.109780	28-29/07/2008	[CUST-APPMGT-TAXUD] Last update surv 2 dates 19/7/2008: should have been updated on 26/7/2008

Table A-19: Manual Monitoring - Daily Checks - Incidents (July 2008)

August 2008	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
DDS Top Priority																															
DDS Restarts																															
Web Appl. Prod																															
Web Appl. Conf																															
EBTI																															
DDS Website																															
Daily DDS report																															
TQS																															

Figure B-28: Manual Monitoring - Daily Checks - Results (August 2008)

Incidents	Date	Description
INC0808.110069	04/08/2009	[CUST-APPLMGT-TAXUD] Request on Taric unusually high for a Sunday
INC0808.110057	04/08/2009	[CUST-Transit MRN Follow-up page is not updated correctly
INC0808.110079	04/08/2009	[NCTS-Col data not up to date] should be solved 29/8/2008 @ 21:00h
INC0808.110076	04/08/2009	[CUST-SURV2-TAXUD] Last update Surv 2 dates 19/7/2008
INC0808.110076	5-6-7/08/2008	[CUST-SURV2-TAXUD] Last update Surv 2 dates 19/7/2008
INC0808.110079	5-6-7/08/2008	[CUST-SURV2-TAXUD] Last update Surv 2 dates 19/7/2008
INC0808.110298	08/08/2008	2008-08- 08T10:07:00 /EBTI Invalidation/Send Invalidations FAILED

Incidents	Date	Description
INC0808.110633	15/08/2008	[NCTS-Col data not up to date]
INC0808.110635	15/08/2008	EBTI Send Invalidations are not displayed
INC0808.110744	19/08/2008	[CUST-DDS] MRN not updated
	21/08/2008	A lot of errors in TQS report
INC0808.111277	27/08/2008	Last update EBTI: 25/08/2008
INC0808.111300	27-28/08/2008	[CUST-CSI] Error in csiproxy log

Table A-20: Manual Monitoring - Daily Checks - Incidents (August 2008)

September 2008	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
DDS Top Priority																														
DDS Restarts																														
Web Appl. Prod																														
Web Appl. Conf																														
EBTI																														
DDS Website																														
Daily DDS report																														
TQS																														

Figure B-29: Manual Monitoring - Daily Checks - Results (September 2008)

Incidents	Date	Description
INC0809.111553	01/09/2008	[CUST-Export MRN Follow-up page is not updated correct : lhttp://ec.europa.eu/taxation_customs/dds/cgi-bin/ecshome?Lang=EN/]
INC0809.111552	01/09/2008	[CUST-Transit MRN Follow-up page is not updated correctly (http://ec.europa.eu/taxation_customs/dds/cgi-bin/mishome?Lang=EN)]
INC0809.111588	01/09/2008	[CUST-DDS] Col dates 30/08/2008
INC0809.112250	15/09/2008	[CUST-SURV2-DDS] Surv2 website not up-to-date
INC0809.112645	22/09/2009	[CUST-SURV2-HD] Surv2 website not up-to-date

Incidents	*Date*	*Description*
INC0809.112633	*22/09/2008*	*[CUST-BTI-PROD] EBTI - App_SRV_4 (Port 7109): no EBTI report today*
INC0809.112700	*22/09/2008*	*[CUST-TQS-MON] TQS Status of the Daily Tqs Transmission*
INC0809.112835	*24/09/2008*	*[CUST-EBTI-MON] EBTI Invalidations/Send Invalidations are not displayed*
INC0809.113204	*29/09/2008*	*[CUST-DDS-MON] DDS Failures*
INC0809.113204	*30/09/2008*	*[CUST-DDS-MON] DDS Failures*

Table A-21: Manual Monitoring - Daily Checks - Incidents (September 2008)

October 2008	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
				Y	Y						Y	Y						Y	Y						Y	Y					
DDS Top Priority	G	G	G	Y	Y	R	G	G	G	G	Y	Y	R	R	G	G	G	Y	Y	G	G	R	G	G	Y	Y	G	R	G	G	G
DDS Restarts	G	G	G	Y	Y	G	G	R	G	G	Y	Y	G	G	G	G	G	Y	Y	G	R	G	G	G	Y	Y	G	G	R	G	G
Web Appl. Prod	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	G	G	G
Web Appl. Conf	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	G	G	G
EBTI	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	R	G	G	Y	Y	G	R	R	R	G
DDS Website	G	G	G	Y	Y	R	G	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	R	G	G
Daily DDS report	R	G	G	Y	Y	R	R	R	R	G	Y	Y	G	G	G	G	G	Y	Y	G	R	G	G	G	Y	Y	G	G	G	G	G
TQS	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	G	G	G	Y	Y	G	G	G	G	G

Figure B-30: Manual Monitoring - Daily Checks - Results (October 2008)

Date	Incident / Description
1/10/2008	(INC0809.113204) [CUST-DDS-MON] DDS Failures
3/10/2008	INC0810.113677 [CUST-DDS] unusually high compared to other days Taric restarts
6/10/2008	INC0810.113505 [CUST-DDS] DDS DOWN & Taric not working
	INC0810.113493 [CUST-DDS] decreases and increases for the failures and requests on DDS
7/8/2008	(INC0810.113600)[EXC-SEEDV0-XXX] Logs SEED are missing
	(INC0810.113600)[EXC-SEEDV0-XXX] Logs SEED are missing
8/10/2008	INC0810.113677 [CUST-DDS] unusually high compared to other days Taric restarts
	INC0810.113495 [CUST-AEO] AEO the transmission files are missing
9/10/2008	INC0810.113495 [CUST-AEO] AEO the transmission files are missing
10/10/2008	INC0810.113495 [CUST-AEO] AEO the transmission files are missing
13/10/2008	INC0810.114045 [CUST-DDS] amount of dds requests was very high yesterday
14/10/2008	INC0810.114045 [CUST-DDS] amount of dds requests was very high yesterday
21/10/2008	INC0810.114529 [CUST-DDS-EBTI] Daily DDS-Website Report 21/10/2008 (EBTI files in folder /ec/prod/app/taxud/ddsexe/dds/data/ebti are missing)
	INC0810.114528 [CUST-DDS-MON] DDS - EBTI restarts
22/10/2008	INC0810.114536 [CUST-EBTI] EBTI Invalidations/Generate Invalidations are not displayed

Date	*Incident / Description*
	INC0810.114530 [CUST-DDS-MON] DDS failures
28/10/2008	INC0810.114927 [CUST-DDS] DDS failures
	INC0810.114940 [CUST-EBTI] EBTI no log files
29/10/2008	INC0810.115017 [CUST-EBTI] EBTI Invalidations/Send Invalidations are not displayed
	INC0810.115021) [CUST-DDS-EBTI] Last update EBTI: 27/10/2008
	INC0810.115022) [CUST-DDS-EBTI] DDS - EBTI restarts

Table A-22: Manual Monitoring - Daily Checks - Incidents (October 2008)

November 2008	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
DDS Top Priority																												
DDS Restarts																												
Web Appl. Prod																												
Web Appl. Conf																												
EBTI																												
DDS Website																												
Daily DDS report																												
TQS																												

Figure B-31: Manual Monitoring - Daily Checks - Results (November 2008)

Date	Incident / Description
4/11/2008	INC0811.115307)[CUST-DDS] DDS failures INC0811.115306 Aeo Prod(IP) is down -Status is bad
5/11/2008	INC0811.115307)[CUST-DDS] DDS failures INC0811.115306 Aeo Prod(IP) is down -Status is bad INC0811.115411 [CUST-DDS-EBTI] DDS restarts for EBTI ; INC0811.115415 [CUST-DDS-TARIC] DDS restarts for TARIC
6/11/2008	INC0811.115307)[CUST-DDS] DDS failures INC0811.115467 - [CUST-DDS-MON] Last update SURV2 : 25/10/2008
10/11/2008	INC0811.115665)[eCUST-DDS] DDS failures INC0811.115662)[eCUST-DDS] Taric restarts
11/11/2008	INC0811.115665)[eCUST-DDS] DDS failures INC0811.115662)[eCUST-DDS] Taric restarts
12/11/2008	(INC0811.115835) [CUST-DDS-EBTI] DDS - EBTI restarts (INC0811.115847) [CUST-DDS-AEO] ccntrigger_20081111.log / AEO is missing on alpha5 (158.167.146.68)
14/11/2008	INC0811.115665 DDS failures INC0811.115906 [eCUST-DDS] DDS restarts for EBTI

Date	*Incident / Description*
17/11/2008	*INC0811.116091)[CUST-SURV2/DDS] Last update SURV2 : 08/11/2008*
	INC0811.116100)[CUST-EBTI] EBTI Invalidations/Send Invalidations are not displayed
26/11/2008	*INC0811.116877 Quota website not up-to-date*
	INC0811.116871 DDS Failures
27/11/2008	*INC0811.116877 Quota website not up-to-date*
	INC0811.116871 DDS Failures
28/11/2008	*INC0811.116877 Quota website not up-to-date*
	INC0811.116871 DDS Failures

Table A-23: Manual Monitoring - Daily Checks - Incidents (November 2008)

December 2008	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V		
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
						orange	orange						orange	orange						orange	orange						orange	orange
DDS Top Priority	red	red	red		red	orange	orange	green	red	red	red	green	orange	orange	green	green	red	red	red	orange	orange						orange	orange
DDS Restarts	red	red	red		green	orange	orange	green	green	green	green	green	orange	orange	green	green	green	green	green	orange	orange						orange	orange
Web Appl. Prod	green	green	green		green	orange	orange	green	green	green	green	green	orange	orange	green	green	green	green	green	orange	orange						orange	orange
Web Appl. Conf	green	green	green		green	orange	orange	green	green	green	green	green	orange	orange	green	green	green	green	green	orange	orange						orange	orange
EBTI	green	green	green		green	orange	orange	green	green	green	green	green	orange	orange	green	green	green	green	green	orange	orange						orange	orange
DDS Website	red	red	red		red	orange	orange	red	red	red	red	red	orange	orange	red	red	red	red	red	orange	orange						orange	orange
Daily DDS report	red	red	red		red	orange	orange	red	red	red	red	red	orange	orange	red	red	red	red	red	orange	orange						orange	orange
TQS	green	green	green		N/A	orange	orange	N/A	N/A	N/A	N/A	N/A	orange	orange	N/A	green	green	green		orange	orange						orange	orange

Figure B-32: Manual Monitoring - Daily Checks - Results (December 2008)

Date	Incident / Description
1/12/2008	DDS restarts for EBTI (INC0812.117056)
	Surv2 last update 22/11/08 (INC0812.117058)
2/12/2008	DDS Restarts for Ebti last update INC0812.117266
3/12/2008	MRN last update 25/11/08 (INC0811.116738)
5/12/2008	-log files AEO and seed are missing INC0812.117505
	- On DDS Website Quota is not up to date.
	Please see incident with reference INC0811.116877
	- On DDS Website Transit MRN is not up to date.
	Please see incident with reference: INC0812.117468.
9/12/2008	(INC0811.116871)DDS failures
	(INC0812.117683)[eCUST-DDS-PROD] Col dates 4/12/2008
15/12/2008	log are missing aeo INC0812.118173
16/12/2008	INC0812.118243)[eCUST-DDS] Col dates 14/12/2008
18/12/2008	(INC0812.118316) DDS failures
19/12/2008	INC0812.118504)[CUST-DDS] DDS failures
	INC0812.118316) Last update EBTI: 17/12/2008

Table A-24: Manual Monitoring - Daily Checks - Incidents (December 2008)

January 2009	L	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
DDS Top Priority	NA																														
DDS Restarts	NA																														
Web Appl. Prod	NA																														
Web Appl. Conf	NA																														
EBTI	NA																														
DDS Website	NA																														
Daily DDS report	NA																														
TQS	NA																														

Figure B-33: Manual Monitoring - Daily Checks - Results (January 2009)

Incidents	Date	Description
INC0901.118936	02/01/2009	[CUST-TARIC-DDS] DDS Website last update
INC0901.118937	02/01/2009	[CUST-SUSP-DDS] DDS Website last update
INC0901.118942	02/01/2009	[CUST-AEO] ccntrigger_20090101.log/ AEO is missing on alpha5 (158.167.146.68)
INC0901.120292	23/01/2009	[CUST-DDS-COL] Last update Col 21/01/09
INC0901.120360	26/01/2009	Export - Transit MRN date not updated
INC0901.120292	26/01/2009	Col date not updated
INC0901.120390	26/01/2009	Quota date not updated
INC0901.120392	26/01/2009	Surv2 date not updated
INC0901.120388	26/01/2009	[CUST-EBTI] EBTI Invalidations/Send Invalidations are not displayed

Table A-25: Manual Monitoring - Daily Checks - Incidents (January 2009)

February 2009	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
DDS Top Priority																												
DDS Restarts																												
Web Appl. Prod																												
Web Appl. Conf																												
EBTI																												
DDS Website																												
Daily DDS report																												
TQS																												

Figure B-34: Manual Monitoring - Daily Checks - Results (February 2009)

Incidents	*Date*	*Description*
INC0902.120984	*02/02/2009*	*[CUST-DDS-SURV2] Surv2 on the DDS website is not up-to-date (24/01/2009)*
INC0901.120949	*09/02/2009*	*[CUST-DDS/QUOTA2] Quota2*
INC0902.121579	*11/02/2009*	*[CUST-DDS/EBTI-PROD]*
INC0902.121701	*12/02/2009*	*Ebti on the DDS website is not up-to-date: (10/02/09) [CUST-EBTI]*
INC0902.121692	*12/02/2009*	*MRN ecs on the DDS website is not up-to-date: (11/02/09)*
INC0902.121691	*12/02/2009*	*MRN mis on the DDS website is not up-to-date: (11/02/09)*
INC0902.121695	*12/02/2009*	*EBTI Invalidations/Send Invalidations are not displayed*
INC0902.121697	*12/02/2009*	*DDS failures*
INC0902.121700	*12/02/2009*	*DDS Daily restarts*
INC0902.121831	*13/02/2009*	*DDS failures*
INC0902.121978	*16/02/2009*	*EBTI shows no send validations for 13, 14 and 15/02/2009*
INC0902.121973	*16/02/2009*	*AEO is missing in ccntrigger on 14 and 15/02/2009*
INC0902.122059	*17/02/2009*	*DDS failures*
INC0902.122053	*17/02/2009*	*Transit MRN Follow-up page is not updated correctly*
INC0902.122056	*17/02/2009*	*DDS webside is down for EBTI*

Incidents	Date	Description
INC0902.122423	23/02/2009	Quota on the DDS website is not up-to-date
INC0902.122532	24/02/2009	[CUST-DDS] DDS failures on 23/02/09
INC0902.122530	24/02/2009	[CUST-DDS-TARIC] High amount of TARIC daily DDS restarts
INC0902.122819	27/02/2009	[CUST-QUOTA2] QUOTA not up to date on 27/02/2009

Table A-26: Manual Monitoring - Daily Checks - Incidents (February 2009)

March 2009	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M	M	J	V	S	D	L	M
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
DDS Top Priority																															
DDS Restarts																															
Web Appl. Prod																															
Web Appl. Conf																															
EBTI																															
DDS Website																															
Daily DDS report																															
TQS																															

Figure B-35: Manual Monitoring - Daily Checks - Results (March 2009)

Incidents	Date	Description
INC0903.123119	05/03/2009	[CUST-DDS] DDS requests for 04/03/2009
INC0903.123120	05/03/2009	[CUST-DDS] DDS failures
INC0903.123575	12/03/2009	[CUST-DDS] DDS Failures to high
INC0903.124197	23/03/2009	[CUST-DDS/SURV2-TAXUD] Surv2 website not up-to-date

Table A-27: Manual Monitoring - Daily Checks - Incidents (March 2009)

January 2009	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F
_	1	2			6	7	8	9		12	13	14	15	16		19	20	21	22	23		26	27	28	29	30
AEO transmission file	New Year	118920		118920			119227	119227			119381			119381		119894										
Daily DDS report	New Year																									
DDS Restarts	New Year																									
DDS Top Priority	New Year																									
DDS Website	New Year																									
EBTI	New Year																									
Quota files transmission report	New Year	118919		119112	119186	119278				119528		119877		119877		119977				120358		120475	120475		120691	120821
Quota2 transmission file	New Year				119186																					
TARIC transmission	New Year	N/A														119994										120949
Taric transmission to 3rd parties	New Year	N/A		N/A																						
TQS	New Year																									
Web Appl. Conf	New Year																									
Web Appl. Prod	New Year																									

Figure B-36: Manual Monitoring - Daily Checks - Results (January 2009)

INCident	Date	Description
INC0901.118920	02/01/2009	AEO the transmission files are missing.
INC0812.118919	02/01/2009	Quota files Transmission Report is blank, no MS in the report.
INC0901.118920	05/01/2009	AEO the transmission files are missing.
INC0901.119112	06/01/2009	Quota files Transmission Report 2 MS in the report.
INC0901.119186	07/01/2009	Failover at DataCenter XXX

INC0901.119227	08/01/2009	AEO the transmission files are missing.
INC0901.119278	08/01/2009	[CUST-QUOTA2] Request postponement allocation 08/01/2009
INC0901.119528	12/01/2009	Quota files Transmission Report several MS are missing in the report.
INC0901.119381	13/01/2009	AEO the transmission files are missing.
INC0901.119877	14/01/2009	Quota files Transmission Report several MS are missing in the report.
INC0901.119381	16/01/2009	AEO the transmission files are missing.
INC0901.119877	16/01/2009	Quota files Transmission Report several MS are missing in the report.
INC0901.119894	19/01/2009	AEO the transmission files are missing.
INC0901.119977	19/01/2009	Quota files Transmission Report 2 MS in the report.
INC0901.119994	19/01/2009	For the Taric Transmission: LU is missing.
INC0901.120358	23/01/2009	Quota files Transmission report IE missing
INC0901.120475	26/01/2009	Quota files Transmission report EE missing
INC0901.120475	27/01/2009	Quota files Transmission report EE missing
INC0901.120691	28/01/2009	Quota files transmission report MT missing
INC0901.120821	29/01/2009	Quota files transmission report only 4 are in Be, CY,DK and RO
INC0901.120949	30/01/2009	Taric Transmission is NOK: DDS-Quota2
INC0901.118936	02/01/2009	INC0901.118936 [CUST-TARIC-DDS] DDS Website last update
INC0901.118937	02/01/2009	INC0901.118937 [CUST-SUSP-DDS] DDS Website last update
INC0901.118942	02/01/2009	INC0901.118942 [CUST-AEO] ccntrigger_20090101.log/ AEO is missing on alpha5 (158.167.146.68)
INC0901.120292	23/01/2009	(INC0901.120292)[CUST-DDS-COL] Last update Col 21/01/09
INC0901.120360	26/01/2009	Export - Transit MRN date not updated INC0901.120360
INC0901.120292	26/01/2009	Col date not updated INC0901.120292
INC0901.120390	26/01/2009	Quota date not updated INC0901.120390
INC0901.120392	26/01/2009	Surv2 date not updated INC0901.120392
INC0901.120388	26/01/2009	INC0901.120388 [CUST-EBTI] EBTI Invalidations/Send Invalidations are not displayed

Table A-28: Manual Monitoring - Daily Checks - Incidents (January 2009)

Figure B-37: Manual Monitoring - Daily Checks - Results (February 2009)

INCident	Date	Description
INC0902.120965	02/02/2009	Taric transmission to 3rd parties not ok
INC0902.120984	02/02/2009	INC0902.120984 [CUST-DDS-SURV2] Surv2 on the DDS website is not up-to-date (24/01/2009)
INC0902.121579	02/02/2009	INC0902.121579)[CUST-DDS/EBTI-PROD]
INC0902.121412	09/02/2009	AEO transmission files are missing
INC0901.120949	09/02/2009	(INC0901.120949)[CUST-DDS/QUOTA2] Quota2
INC0902.121701	09/02/2009	Ebti on the DDS website is not up-to-date: (10/02/09) INC0902.121701 [CUST-EBTI]
INC0902.121692	11/02/2009	MRN ecs on the DDS website is not up-to-date: (11/02/09) INC0902.121692
INC0902.121691	11/02/2009	MRN mis on the DDS website is not up-to-date: (11/02/09) INC0902.121691
INC0902.121695	12/02/2009	EBTI Invalidations/Send Invalidations are not displayed INC0902.121695
INC0902.121697	12/02/2009	DDS failures INC0902.121697

INC0902.121700	12/02/2009	DDS Daily restarts INC0902.121700
INC0902.121831	13/02/2009	DDS failures INC0902.121831
INC0902.121978	15/02/2009	EBTI shows no send validations for 13, 14 and 15/02/2009 (INC0902.121978)
INC0902.121973	15/02/2009	AEO is missing in ccntrigger on 14 and 15/02/2009 (INC0902.121973)
INC0902.121977	16/02/2009	TRANSMISSION OF THE UPDATE FILE TO DG AGRI
INC0902.122059	17/02/2009	INC0902.122059 DDS failures
INC0902.122053	17/02/2009	INC0902.122053Transit MRN Follow-up page is not updated correctly
INC0902.122056	17/02/2009	INC0902.122056 DDS website is down for EBTI
INC0902.122296	19/02/2009	Quota2 File Transmission report was incomplete - 1MS Missing
INC0902.122339	20/02/2009	At the request of a Member State affected by temporary technical problems, there will be no allocation today 20/02/2009
INC0902.122512	23/02/2009	CUST-QUOTA2-TAXUD] Postponement Quota Allocation 23/02/2009
INC0902.122515	23/02/2009	Taric transmission to 3rd parties not ok --> back to normal @ 19u40
INC0902.122423	23/02/2009	INC0902.122423 Quota on the DDS website is not up-to-date
INC0902.122532	23/02/2009	(INC0902.122532) [CUST-DDS] DDS failures on 23/02/09
INC0902.122626	24/02/2009	Quota2 File Transmission report was empty
INC0902.122530	24/02/2009	(INC0902.122530) [CUST-DDS-TARIC] High amount of TARIC daily DDS restarts
INC0902.122864	27/02/2009	Manual check of Quota2 File Transmission report - only 22 MS have incoming and outgoing messages
INC0902.122819	27/02/2009	(INC0902.122819)[CUST-QUOTA2] QUOTA not up to date on 27/02/2009

Table A-29: Manual Monitoring - Daily Checks - Incidents (February 2009)

March 2009		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T
		2	3	4	5	6		9	10	11	12	13		16	17	18	19	20		23	24	25	26	27		30	31
Daily DDS report																											
DDS Restarts																											
DDS Top Priority																											
DDS Website																											
EBTI																											
AEO transmission file																											
Quota files transmission report			122991												123832												
Quota2 transmission file																											
TARIC transmission																											
Taric transmission to 3rd parties																							124518				
TQS																											
Web Appl. Conf																											
Web Appl. Prod																											

Figure B-38: Manual Monitoring - Daily Checks - Results (March 2009)

INCident	Date	Description
INC0903.122991	03/03/2009	temporary technical problems, there will be no allocation today 03/03/2009
INC0903.123119	04/03/2009	(INC0903.123119)[CUST-DDS] DDS requests for 04/03/2009
INC0903.123120	05/03/2009	(INC0903.123120)[CUST-DDS] DDS failures
INC0903.123575	12/03/2009	(INC0903.123575) [CUST-DDS] DDS Failures to high
INC0903.123832	16/03/2009	CUST-QUOTA2-TAXUD] Postponement Quota Allocation 16/03/2009
INC0903.124197	23/03/2009	(INC0903.124197)[CUST-DDS/SURV2-TAXUD] Surv2 website not up-to-date
INC0903.124518	25/03/2009	[CUST-TARIC] TRANSMISSION OF THE UPDATE FILE TO Third Party

Table A-30: Manual Monitoring - Daily Checks - Incidents (March 2009)

April 2009	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T
	1	2	3		6	7	8	9	10		13	14	15	16	17		20	21	22	23	24		27	28	29	30
Daily DDS report		125070	125165		125274	125391	125391	125391	NOK#09		125722	125722	125722	125722	126108				126401	126547						
DDS Restarts																										
DDS Top Priority	124592		125165				125494	125494	125494								126231	126231	126400							
DDS Website		125060	125060		125274	125391	125391	125391	125722		125722	125722	125722	125722	126108				126401	126547						
EBTI		125070	125070														126241									
EOS transmission file						N/A	N/A	N/A	N/A								126221	126221							126912	
Quota files transmission report								125711	125711																	
Quota2 transmission file																										
TARIC transmission								125717	125717																127005	
Taric transmission to 3rd parties									125711		125711	125711														
TQS																										
Web Appl. Conf																										
Web Appl. Prod					126912																					

Figure B-39: Manual Monitoring - Daily Checks - Results (April 2009)

INCident	Date	Description
INC0903.124592	01/04/2009	(INC0903.124592)[CUST-DDS-PROD]DDS Failures to high
INC0904.125070	02/04/2009	(INC0904.125070) [CUST-DDS-EBTI] DDS Website - EBTI not up to date
INC0904.125060	02/04/2009	(INC0904.125060) [CUST-DDS-EBTI] DDS Check: EBTI Invalidations 02/04/2009
INC0904.125165	03/04/2009	(INC0904.125165)[CUST-DDS-XXX] DDS daily failures
INC0904.125269	06/04/2009	(INC0904.125269) [CUST-SURV2-PROD] Surv2 prod down was down
INC0904.125274	06/04/2009	(INC0904.125274) [CUST-DDS] DDS Check - TARIC, SURV2 & SUSP - NOT UP-TO-DATE
INC0904.125391	07/04/2009	(INC0904.125391)[CUST-DDS/SURV2] SURV2 on DDS website not up-to-date
INC0904.125494	08/04/2009	(INC0904.125494) [CUST-DDS] DDS failures too high
INC0904.125711	09/04/2009	INC0904.125711) [CUST-QUOTA2-PROD] Quota2 files Transmission Report

INC0904.125717	09/04/2009	(INC0904.125717) [CUST-TARIC] TARIC Transmission files
INC0904.125711	10/04/2009	Taric transmission to 3rd parties
INC0904.125722	10/04/2009	(INC0904.125722) [CUST-DDS] DDS Website not up to date - TARIC - QUOTA - SURV2 – SUSP
INC0904.126108	16/04/2009	INC0904.126108) [CUST-DDS-Transit] Transit MRN Follow-up & Transit Movements page is not updated correctly
INC0904.126221	20/04/2009	INC0904.126221 [NCTS-EORI-XXX] EOS transmission files are missing
INC0904.126231	20/04/2009	(INC0904.126231) [CUST-DDS] DDS request high
INC0904.126241	20/04/2009	(INC0904.126241) [CUST-EBTI] No EBTI send invalidations
INC0904.126400	22/04/2009	(INC0904.126400)[CUST-DDS] DDS Failures too high
INC0904.126401	22/04/2009	(INC0904.126401)[CUST-DDS/COL] DDS Website not up to date
INC0904.126547	23/04/2009	(INC0904.126547) [CUST-DDS-COL] DDS Check - downloadable messages
INC0904.126912	29/04/2009	(INC0904.126912)[NCTS-EORI-XXX]EOS Transmission files missing
INC0904.127005	29/04/2009	[CUST-TARIC] TARIC Transmission files are missing

Table A-31: Manual Monitoring - Daily Checks - Incidents (April 2009)

May 2009	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F	
	1		4	5	6	7	8		11	12	13	14	15		18	19	20	21	22		25	26	27	28	29	
Daily DDS report				127318	127318																128888					
DDS Restarts																128635										
DDS Top Priority			127129	127311	127416					127791		128185	128302			128634										
DDS Website				127318	127318					127797			128301						106946		128888					
EBTI			127128										128300													
EOS transmission file				127287		127511									128418						128876					
Quota files transmission report																										
Quota2 transmission file																										
TARIC transmission																										
Taric transmission to 3rd parties																						128889					
TQS	red		red	red	red	red	red		red	red	red	red	red		red	red	red	red	red		red	red	red	red	red	
Web Appl. Conf																										
Web Appl. Prod																										

Figure B-40: Manual Monitoring - Daily Checks - Results (May 2009)

INCident	Date	Description
(INC0905.127129) (INC0905.127133)	04/05/2009	(INC0905.127129) DDS daily failures; (INC0905.127133) DDS requests
(INC0905.127128)	04/05/2009	(INC0905.127128)[CUSTCS-EBTI] Send Invalidations EBTI
INC0905.127287	05/05/2009	(INC0905.127287) [CUSTCS-EOS-PROD] EOS transmission file 05/05/2009
(INC0905.127311) (INC0905.127313)	05/05/2009	(INC0905.127311) DDS daily failures; (INC0905.127313) DDS requests
(INC0905.127318) (INC0905.127321) (INC0905.127280)	05/05/2009	COL, QUOTA2, Transit & Export MRN not up to date
(INC0905.127416)	06/05/2009	(INC0905.127416) DDS Daily Failures
(INC0905.127511)	07/05/2009	(INC0905.127511)
INC0905.127791	12/05/2009	INC0905.127791)[CUSTCS-DDD] DDS Failures too high

INC0905.127797	12/05/2009	INC0905.127797)[CUSTCS-DDS] Last update TARIC, Susp
INC0905.128185	14/05/2009	INC0905.128185) [CUSTCS-DDS] DDS Failures to high
INC0905.128302	15/05/2009	(INC0905.128302)[CUSTCS-DDS] DDS Failures too high
INC0905.128300	15/05/2009	(INC0905.128300)[CUSTCS-EBTI] No Send invalidations for EBTI
INC0905.128301	15/05/2009	(INC0905.128301)[CUSTCS-DDS/EBTI] DDS Website - EBTI not up to date
INC0905.128298	15/05/2009	(INC0905.128298)[CUSTCS-DDS] Export MRN Follow-up page is not updated correctly
INC0905.128418	18/05/2009	INC0905.128418)[CUSTCS-EOS] EOS transmission file
INC0905.128634	20/05/2009	INC0905.128634)[CUSTCS-DDS] DDS Daily restarts
INC0905.128635	20/05/2009	INC0905.128635)[CUSTCS-DDS] DDS daily failures
INC0905.128876	25/05/2009	(INC0905.128876)[CUSTCS-EOS] EOS transmission file
INC0905.128889	25/05/2009	(INC0905.128889)[CUSTCS-TARIC2] Taric transmission log
INC0905.128888	25/05/2009	(INC0905.128888) [CUSTCS-TARIC-TAXUD] Taric & Quota2
INC0805.106946	05/22/2009	DDS Website is NOK : (INC0805.106946) [NCTS-Hour on Export MRN Follow-up incorrect

Table A-32: Manual Monitoring - Daily Checks - Incidents (May 2009)

June 2009	M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T
	1	2	3	4	5		8	9	10	11	12		15	16	17	18	19		22	23	24	25	26		29	30
Daily DDS report		129448					129905	129905	129905	129905					130638					131011						
DDS Restarts								130039																		
DDS Top Priority			129563					130040	130123						130638						131084		131278		131388	
DDS Website		129448					129905	129905	129905	129905										131011						
EBTI																										
EOS transmission file				129636				130030			130310			130513	130628		130810		130903	130903	131080		131275		131374	131481
Quota files transmission report	129431														130691				131072			131357			131556
Quota2 transmission file																										131556
TARIC transmission	128920														130691											131556
Taric transmission to 3rd parties		128920							130132	130132	130132						130828		130828							
TQS																										
Web Appl. Conf																										
Web Appl. Prod																										

Figure B-41: Manual Monitoring - Daily Checks - Results (June 2009)

INCident	Date	Description
INC0906.129431	01/06/2009	PRODUCTION] Quota2 files Transmission Report
INC0905.128920	01/06/2009	no allocation today
INC0906.129448	02/06/2009	INC0906.129448)[CUSTCS-INFRA] Taric & Quota2 & Susp
INC0906.129563	03/06/2009	INC0906.129563)[CUSTCS-DDS]]DDS Daily failures
INC0906.129636	04/06/2009	(INC0906.129640) [CUSTCS-EOS] EOS transmission file - 2009/06/04 - 06:40
INC0906.129905	08/06/2009	(INC0906.129905)[CUSTCS-SURV2]Surv2 not up-to-date
INC0906.130040	09/06/2009	INC0906.130040) [CUSTCS-DDS] DDS Failures to high
INC0906.130039	09/06/2009	INC0906.130039) [CUSTCS-DDS] FW: DDS Daily restarts
INC0906.130030	09/06/2009	No member states in EOS Transmission File check
INC0906.130123	10/06/2009	INC0906.130123)[CUSTCS-DDS] DDS Failures too high
INC0906.130132	10/06/2009	INC0906.130132)[CUSTCS-TARIC2] TRANSMISSION OF THE UPDATE FILE TO DG TRADE

INC0906.130310	12/06/2009	No member states in EOS Transmission File check
INC0906.130513	16/06/2009	One member state in EOS Transmission File check missing
INC0906.130638	17/06/2009	(INC0906.130638)[CUSTCS-DDS] DDS Check - DDS Failures
INC0906.130628	17/06/2009	One member state in EOS Transmission File check missing
INC0906.130691	17/06/2009	INC0906.130691) [CUSTCS-QUOTA2-SE] Postponement quota allocation 17/06/2009
INC0906.130810	19/06/2009	No member states in EOS Transmission File check
INC0906.130828	19/06/2009	[CUSTCS-TARIC2] TARIC TRANSMISSION OF THE UPDATE FILE TO DG AGRI
INC0906.130903	22/06/2009	Two member state in EOS Transmission File check missing
INC0906.130828	22/06/2009	[CUSTCS-TARIC2] TARIC TRANSMISSION OF THE UPDATE FILE TO DG AGRI
INC0906.131072	23/06/2009	(INC0906.131072)[CUSTCS-QUOTA2-PROD]problem with the "Quota2 files Transmission Report"
INC0906.131084	24/06/2009	INC0906.131084)[CUSTCS-DDS] DDS Daily failures
INC0906.131080	24/06/2009	(INC0906.131080)[CUSTCS-EOS] 4 member states are missing
INC0906.130810	26/06/2009	()[CUSTCS-DDS] DDS Daily failures
INC0906.131275	26/06/2009	[CUSTCS-EOS] 4 member states are missing
INC0906.131357	26/06/2009	(INC0906.131357) [CUSTCS-QUOTA2] [PRODUCTION] Quota2 files Transmission Report
INC0906.131388	29/06/2009	INC0906.131388)[CUSTCS-DDS] DDS Daily failures
INC0906.131481	30/06/2009	(INC0906.131481)[CUSTCS-EOS] 6 member states are missing
INC0906.131556	30/06/2009	INC0906.131556) [CUSTCS-QUOTA2-TAXUD] Postponement Quota Allocation 30/06/2009
INC0906.131011	23/96/2009	(INC0906.131011)[CUSTCS-DDS/EBTI] DDS Website - EBTI not up-to-date
INC0906.131374	29//06/2009	INC0906.131374)[CUSTCS-EOS] 3 member states are missing

Table A-33: Manual Monitoring - Daily Checks - Incidents (June 2009)

DG TAXUDAvailability Plan	REF.: ITS-IPLN-SC06-AVL-002
Evolutive Version of the Availability Plan for Commission IT services	VERSION: 2.00
Annex A : Availability data	ISSUE DATE: 18/05/2010

July 2009	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F
	1	2	3		6	7	8	9	10		13	14	15	16	17		20	21	22	23	24		27	28	29	30	31
Daily DDS report		131723	131859		131991	131991					132497			132796				133047	133108					133339	133339	133339	
DDS Restarts															132885												
DDS Top Priority			131859						132391						0:00									133441	133507		
DDS Website		131723			131991	131991					132497			132796				133047	133108					133339	133339	133339	133339
EBTI																											
EOS transmission file	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A
Quota files transmission report													132785	132860	132966								133427				
Quota2 transmission file																											
TARIC transmission															132980			133099			133332		133432				
Taric transmission to 3rd parties											132500																
TQS	red	red	red		red	red	red	red	red		red	red	red	red	red		red	red	red	red	red		red	red	red	red	red
Web Appl. Conf																			133105								
Web Appl. Prod																											

Figure B-42: Manual Monitoring - Daily Checks - Results (July 2009)

INCident	Date	Description
INC0907.131723	02/07/2009	INC0907.131723)[CUSTCS-DDS-EBTI] DDS Website - EBTI not up-to-date
INC0907.131859	03/07/2009	(INC0907.131859)[CUSTCS-DDS] DDS Daily failures
INC0907.131991	06/07/2009	INC0907.131991)[CUSTCS-SURV2] Surv2 not up-to-date
INC0907.132391	10/07/2009	INC0907.132391)[CUSTCS-DDS] DDS Daily failures
INC0907.132500	13/07/2009	INC0907.132500)[CUSTCS-TARIC2] TRANSMISSION OF THE UPDATE FILE TO Third Party
INC0907.132497	13/07/2009	(INC0907.132497)[CUSTCS-DDS/DURV2] Surv 2 not up-to-date
INC0907.132785	15/07/2009	(INC0907.132785) [CUSTCS-QUOTA2] [PRODUCTION] Quota2 files Transmission Report
INC0907.132860	16/07/2009	(INC0907.132860) [CUSTCS-QUOTA2-TAXUD] Postponement Quota Allocation 16/07/2009
INC0907.132796	16/07/2009	(INC0907.132796)[CUSTCS-DDS/SURV2] Surv2 not up-to-date
INC0907.132966	17/07/2009	(INC0907.132966)[CUSTCS-QUOTA2] Quota2 files Transmission Report
INC0907.132980	17/07/2009	Taric Transmission

INC0907.132883	17/07/2009	(INC0907.132883)[CUSTCS-DDS] DDS Daily failures
INC0907.132885	17/07/2009	(INC0907.132885)[CUSTCS-DDS/TARIC] Taric DDS restarts
INC0907.133099	21/07/2009	(INC0907.133099)[CUSTCS-CMR-PROD] CMR is down - 2009/07/21 - 19:08
INC0907.133047	21/07/2009	(INC0907.133047)[CUSTCS-DDS/SURV2] SURV2 not up-to-date
INC0907.133054	21/07/2009	INC0907.133054)[CUSTCS-INFRA-DIGIT] Planned Maintenance - Server moves from JMO to HTC
INC0907.133105	22/07/2009	(INC0907.133105)[CUSTCS-EOS-CONF] EOS inf CONFORMANCE2
INC0907.133108	22/07/2009	(INC0907.133108)[CUSTCS-DDS]TARIC and QUOTA parts of DDS Website not up-to-date
INC0907.133332	24/07/2009	(INC0907.133332)[CUSTCS-TARIC2] TARIC Transmission Check - no MS
INC0907.133427	27/07/2009	(INC0907.133427)[CUSTCS-QUOTA2] Quota2 files Transmission Report - 27/07/2009
INC0907.133432	27/07/2009	(INC0907.133432)[CUSTCS-TARIC2-PROD] TARIC Transmission Check 27/07/2009
INC0907.133339	27/07/2009	(INC0907.133339)[CUSTCS-DDS/SURV2] Surv2 not up-to-date - 2009/07/27 - 07:22
INC0907.133441	28/07/2009	(INC0907.133441)[CUSTCS-DDS] DDS Daily failures
INC0907.133507	29/07/2009	(INC0907.133507)[CUSTCS-DDS] DDS Daily failures

Table A-34: Manual Monitoring - Daily Checks - Incidents (July 2009)

August 2009	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M
	3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	31
Daily DDS report	133746	133746	133746	133746	133746	133746	133746	133746	133746	133746		133746				red	red				134951
DDS Restarts																	134667	134628			
DDS Top Priority											134323			134490		134490	134490	134628		134851	
DDS Website	133746	133746	133746	133746	133746	133746	133746	133746	133746	133746		133746	134486								134951
EBTI											134320										
EOS transmission file	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Quota files transmission report																					
Quota2 transmission file																					
TARIC transmission										133054											135000
Taric transmission to 3rd parties													134423								
TQS		red	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red
Web Appl. Conf																					
Web Appl. Prod													134413								

Figure B-43: Manual Monitoring - Daily Checks - Results (August 2009)

INCident	Date	Description
INC0908.133746	03/08/2009	(INC0908.133746)[CUSTCS-DDS/SURV2] Surv2 not up-to-date - 2009/07/27 - 07:22
INC0908.134323	17/08/2009	INC0908.134323) [CUSTCS-DDS] DDS Daily failures
INC0908.134320	17/08/2009	INC0908.134320) [CUSTCS-DDS-EBTI] No Send invalidations for EBTI
INC0908.134423	19/08/2009	INC0908.134423)[CUSTCS-TARIC-TRADE] TRANSMISSION OF THE UPDATE FILE TO DG TRADE
INC0908.134413	19/08/2009	INC0908.134413)[CUSTCS-EOS-PROD] Urgent Maintenance for EOS in PRODUCTION from 07h00 on 19/08/2009
INC0908.134486	20/08/2009	INC0908.134486)[CUSTCS-DDS/SURV2] Surv2 not up-to-date
INC0908.134490	20/08/2009	INC0908.134490)[CUSTCS-DDS-PROD] DDS Daily failures
INC0908.134667	25/08/2009	INC0908.134667)[CUSTCS-DDS/TARIC-PROD] Taric DDS restarts
INC0908.134628	26/08/2009	(INC0908.134628) [CUSTCS-Alpha5] Incident - XXX - XXX - XXX crash - 24/08/2009 - 12:19
INC0908.134851	28/08/2009	INC0908.134851) [CUSTCS-DDS] DDS Daily failures
INC0908.135000	31/08/2009	(INC0908.135000)[CUSTCS-TARIC3] TARIC Transmission Check - no MS - 2009/08/31 - 19:18
INC0908.134951	31/08/2009	INC0908.134951)[CUSTCS-DDS/DSURV2] Surv2 not up-to-date

Table A-35: Manual Monitoring - Daily Checks - Incidents (August 2009)

September 2009	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W
	1	2	3	4		7	8	9	10	11		14	15	16	17	18		21	22	23	24	25		28	29	30
Daily DDS report																				136294				136557	136557	136557
DDS Restarts																										
DDS Top Priority		135086	135168	135230			135382	135382	135382						135772		135931	135931	135931	135931						136660
DDS Website	134951	134951	134951	134951						134951		134951	134951	134951	134951	134951		134951						136557	136557	136557
EBTI																										
EOS transmission file	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A		N/A	N/A							
Quota files transmission report										136012										136425				Unknown		
Quota2 transmission file																										
Taric batch job evening																										
Taric batch job morning																										
TARIC transmission																					136438					
Taric transmission to 3rd parties	135020																			136300				136561		
TQS																										
Web Appl. Conf								135442																		
Web Appl. Prod															135923											

Figure B-44: Manual Monitoring - Daily Checks - Results (September 2009)

INCident	Date	Description
INC0909.135020	01/09/2009	INC0909.135020)[CUSTCS-TARIC2] Taric transmission files to 3rd parties
INC0909.135086	02/09/2009	INC0909.135086)[CUSTCS-DDS-PROD] DDS Daily failures
INC0909.135168	03/09/2009	INC0909.135168)[CUSTCS-DDS-PROD] DDS Daily failures
INC0908.134951	03/09/2009	INC0908.134951)[CUSTCS-DDS/DSURV2] Surv2 not up-to-date
INC0909.135230	04/09/2009	(INC0909.135230)[CUSTCS-DDS] DDS Daily failures
INC0909.135382	08/09/2009	(INC0909.135382)[CUSTCS-DDS] DDS Daily failures
INC0909.135442	08/09/2009	(INC0909.135442)[CUSTCS-CONF] EOS and SURV2 in Conformance are down
INC0909.135674	11/09/2009	(INC0909.135674) [CUSTCS-QUOTA2] [PRODUCTION] Quota2 files Transmission Report
INC0909.135772	15/09/2009	(INC0909.135772)[CUSTCS-DDS-PROD] DDS Daily failures

INC0909.135923	17/09/2009	(INC0909.135923)[CUSTCS-SURV2-PROD] Urgent Maintenance for Surveillance2 in PRODUCTION from 20h00 (CET) on 16/09/2009 to …
INC0909.135931	17/09/2009	(INC0909.135931)[CUSTCS-DDS-PROD] DDS Daily failures
INC0909.136012	21/09/2009	(INC0909.136012)[CUSTCS-DDS/QUOTA2-PROD] Quota2 not up-to-date - 18/09/2009
INC0909.136300	23/09/2009	(INC0909.136300) [CUSTCS-TARIC2 Taric transfer logs not received
INC0909.136294	23/09/2009	INC0909.136294)[CUSTCS-DDS-EBTI] DDS Website - EBTI not up-to-date
INC0909.136557	23/09/2009	INC0909.136557) [CUSTCS-DDSßSURV2] Surv2 not up-to-date - 28/09/2009
INC0909.136425	24/09/2009	(INC0909.136425) [CUSTCS-QUOTA2] Postponement Quota Allocation 24/09/2009
INC0909.136438	24/09/2009	(INC0909.136438) [CUSTCS-QUOTA2] Effect of Postponement Quota Allocation 24/09/2009 on TARIC Transmission
INC0909.136561	28/09/2009	INC0909.136561) [CUSTCS-TARIC] [TARIC] TRANSMISSION OF THE UPDATE FILE TO DG AGR
INC0909.136660	29/09/2009	INC0909.136660) [CUSTCS-DDS-Failures] DDS Daily failures

Table A-36: Manual Monitoring - Daily Checks - Incidents (September 2009)

October 2009	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
	1	2	5	6	7	8	9	12	13	14	15	16	19	20	21	22	23	26	27	28	29	30
Daily DDS report			134951	134951	134951	134951		134951	134951	134951	134951	134951	137786	137882	137955	137955	134951	134951				138569
DDS Restarts						137187		137187	137187	137187			137785	137875	137960							
DDS Top Priority	136824	136824	136824		137036	137182	137182	137182	137182	137182			137785	137182	137182	138063	138063		138333	138405	138485	138485
DDS Website			134951	134951	134951	134951		134951	134951	134951	134951	134951	134951	137882	137955	137955	134951	134951				138569
EBTI													137783									
EOS transmission file								Unknown								Unknown	137833					
Quota files transmission report						137229							137833				Unknown					
Quota2 transmission file																						
Taric batch job evening																						
Taric batch job morning			136950					Unknown														
TARIC transmission													137833									
Taric transmission to 3rd parties																						
TQS	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red	red
Web Appl. Conf														137617								
Web Appl. Prod														137870								

Figure B-45: Manual Monitoring - Daily Checks - Results (October 2009)

INCident	Date	Description
INC0910.136824	01/10/2009	(INC0910.136824)[CUSTCS-DDS-PROD] DDS Daily failures
INC0910.136950	05/10/2009	(INC0910.136950)[CUSTCS-TARIC2] Taric Batch processes not running on Alpha 5
INC0908.134951	05/10/2009	(INC0908.134951)[CUSTCS-DDS/SURV2] Surv2 not up-to-date
INC0910.137036	06/10/2009	(INC0910.137036)[CUSTCS-DDS-PROD] DDS Daily failures
INC0910.137229	08/10/2009	(INC0910.137229)[CUSTCS-QUOTA2-TAXUD] Postponement of the Quota2 allocation on 08/10/2009
INC0910.137182	08/10/2009	(INC0910.137182) [CUSTCS-DDS] DDS Daily failures
INC0910.137187	08/10/2009	(INC0910.137187) [CUSTCS-DDS] DDS Daily restarts
INC0910.137347	12/10/2009	(INC0910.137347)[CUSTCS-TARIC] Taric Batch process in Conformance not running on Alpha 5
INC0910.137533	14/10/2009	INC0910.137533)[CUSTCS-DDS/EBTI] DDS Website - EBTI not up-to-date

INC0910.137785	17/10/2009	(INC0910.137785) [CUSTCS-DDS-Failures] DDS restarts and DDS failures are missing for 17/10/2009 and 18/10/2009
INC0910.137786	17/10/2009	(INC0910.137786) [CUSTCS-DDS-Report] DDS restarts and DDS failures are missing for 17/10/2009 and 18/10/2009
INC0910.137783	18/10/2009	(INC0910.137783)[CUSTCS-EBTI3-TAXUD] EBTI invalidations are not present for 18/10/2009
INC0910.137833	19/10/2009	INC0910.137833)[CUSTCS-QUOTA2-PROD] Request postponement allocation 19/10/2009
INC0910.137617	19/10/2009	(INC0910.137617)[CUSTCS-SURV2-CONF] Urgent Maintenance for Surveillance2 in Conformance on 19/10/2009
INC0910.137882	20/10/2009	(INC0910.137882)[CUSTCS-DDS] DDS Website is not up to date for TARIC, QUOTA2, SURV2, EBTI and SUSP
INC0910.137870	20/10/2009	(INC0910.137870)[CUSTCS-CSIBIDGE-PROD] Urgent issue on Production TARIFF_PROD Customs Domain impacting …
INC0910.137875	20/10/2009	(INC0910.137875)[CUSTCS-DDS-PROD] DDS Daily restarts
INC0910.137955	21/10/2009	INC0910.137955)[CUSTCS-DDS-PROD] DDS Website - EBTI not up-to-date
INC0910.137960	21/10/2009	INC0910.137960)[CUSTCS-DDS-PROD] DDS Daily restarts
INC0910.138178	22/10/2009	INC0910.138178) [CUSTCS-EOS] FW: EOS Morning check 22/10/2009
INC0910.138063	22/10/2009	INC0910.138063)[CUSTCS-DDS] DDS Daily failures
INC0910.138333	26/10/2009	INC0910.138333)[CUSTCS-DDS] DDS Daily failures 26/10/2009
INC0910.138405	27/10/2009	(INC0910.138405)[CUSTACS-DDS-PROD] DDS Daily failures 27/10/2009
INC0910.138485	28/10/2009	(INC0910.138485)[CUSTCS-DDS-PROD] DDS Daily failures 28/10/2009
INC0910.138569	30/10/2009	(INC0910.138569)[CUSTCS-DDS/EBTI] DDS Website - EBTI not up-to-date - 30/10/2009

Table A-37: Manual Monitoring - Daily Checks - Incidents (October 2009)

November 2009		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M
		2	3	4	5	6		9	10	11	12	13		16	17	18	19	20		23	24	25	26	27		30
Daily DDS report		138654	138675	138675		138969																		(red)		140307
DDS Restarts																						140054		(red)		
DDS Top Priority		138675	138675	138675	138675					139209	139209	139347				139577	139577	139577		139819	139819	Unknown	139819			140307
DDS Website		138654	138675	138675		138969																		(red)		140307
EBTI												139346								139816	139920					
EOS transmission file																										
Quota files transmission report											139301						139713						140218			
Quota2 transmission file																										
Taric batch job evening																										
Taric batch job morning																										
TARIC transmission																										
Taric transmission to 3rd parties			138731																							
TQS		(red)	(red)	(red)	(red)	(red)		(red)	(red)	(red)	(red)	(red)		(red)	(red)	(red)	(red)	(red)		(red)	(red)	(red)	(red)	(red)		(red)
Web Appl. Conf																						140131				
Web Appl. Prod																						140134				

Figure B-46: Manual Monitoring - Daily Checks - Results (November 2009)

INCident	Date	Description
INC0911.138731	02/11/2009	(INC0911.138731)[CUSTCS-TARIC2-PROD] no TARIC files' transmission due to EU Public Holidays
INC0911.138654	02/11/2009	(INC0911.138654)[CUSTCS-DDS] DDS Website not up-to-date - EBTI, Taric, Quota and SURV2 - 02/11/2009
INC0911.138675	02/11/2009	(INC0911.138675) [CUSTCS-DDS] DDS Requests too high
INC0911.138751	02/11/2009	(INC0911.138751)[CUSTCS-DDS] DDS Daily failures to high on 02/11/2009
INC0911.138834	04/11/2009	(INC0911.138834)[CUSTCS-DDS/EBTI] DDS Website - EBTI not up-to-date - 04/11/2009
INC0911.138915	05/11/2009	INC0911.138915)[CUSTCS-DDS] DDS Daily failures
INC0911.138969	06/11/2009	INC0911.138969)[CUSTCS-DDS-PROD] DDS Website - EBTI not up-to-date - 06/11/2009
INC0911.139209	11/11/2009	INC0911.139209)[CUSTCS-DDS] DDS Daily failures to high
INC0911.139301	12/11/2009	INC0911.139301)[CUSTCS-QUOTA2] Postponement quota allocation 12/11/2009

INC0911.139346	12/11/2009	(INC0911.139346) [CUSTCS-EBTI] EBTI Invalidations for 11-12-2009
INC0911.139347	13/11/2009	(INC0911.139347) [CUSTCS-Daily failures] FW: DDS Daily failures
INC0911.139577	18/11/2009	INC0911.139577) [CUSTCS-DDS] FW: DDS Daily failures
INC0911.139713	19/11/2009	(INC0911.139713)[CUSTCS-QUOTA2-PROD] Postponement Quota Allocation 19/11/2009
INC0911.139819	23/11/2009	INC0911.139819)[CUSTCS-DDS-PROD] DDS Daily failures to high
INC0911.139816	23/11/2009	INC0911.139816)[CUSTCS-EBTI] EBTI invalidations are not present for 22/11/2009
INC0911.139920	24/11/2009	INC0911.139920)[CUSTCS-EBTI-PROD] EBTI Invalidations for 11-23-2009 (Monday 23 November 2009)
N/A	24/11/2009	DDS-TARIC unavailable on 24/11/2009
INC0911.140131	25/11/2009	(INC0911.140131)[CUSTCS-Conformance] All applications in Conformance are down
INC0911.140054	25/11/2009	(INC0911.140054)[CUSTCS-DDS] DDS Daily restarts
INC0911.140218	26/11/2009	Postponement Quota Allocation 26/11/2009
INC0911.140134	26/11/2009	(INC0911.140134)[CUSTCS-CN-PROD] CN is down in Production on 26/11/2009
INC0911.140307	27/11/2009	(INC0911.140307)[CUSTCS-DDS-XXX]Transit MRN Follow-up & TMEM pages are not updated correctly …

Table A-38: Manual Monitoring - Daily Checks - Incidents (November 2009)

December 2009	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T
	1	2	3	4		7	8	9	10	11		14	15	16	17	18		21	22	23	24	25		28	29	30	31
Daily DDS report	140404					140772		140913	140913	140913									141671			Christmas		141786		141860	
DDS Restarts																						Christmas					
DDS Top Priority	140402	140402	140596	140596				140915	141020	141109			141109			141543			141669	141669	141669	Christmas		141784	141817	141858	
DDS Website	140404					140772		140913	140913	140913									141671			Christmas		141786		141860	
EBTI		140491						140914	140914													Christmas					
EOS transmission file				Unknown																		Christmas					
Quota files transmission report			140638																			Christmas					
Quota2 transmission file																						Christmas					
Taric batch job evening								141013														Christmas					
Taric batch job morning													141278									Christmas					
TARIC transmission																						Christmas					
Taric transmission to 3rd parties																						Christmas					
TQS																						Christmas					
Web Appl. Conf																						Christmas					
Web Appl. Prod																						Christmas					

Figure B-47: Manual Monitoring - Daily Checks - Results (December 2009)

INCident	Date	Description
INC0912.140638	03/12/2009	(INC0912.140638)[CUSTCS-QUOTA2-PROD] Postponement Quota Allocation 03/12/2009
INC0912.141013	09/12/2009	(INC0912.141013)[CUSTCS-INFRA] BAS Process in Conformance NOT Running
INC0912.141278	15/12/2009	(INC0912.141278)[CUSTCS-TARIC2-CONF] Taric Batch processes not running on XXX
INC0912.140402	01/12/2009	(INC0912.140402)[CUSTCS-DDS] DDS Daily failures on 01/12/2009
INC0912.140404	01/12/2009	(INC0912.140404)[CUSTCS-DDS-QUOTA2] DDS Website - QUOTA2 not up-to-date - 01/12/2009
INC0912.140491	05/12/2009	(INC0912.140491) [CUSTCS-EBTI] EBTI-3 invalidations not sent on 1/12
INC0912.140596	06/12/2009	INC0912.140596) [CUSTCS-DDS] FW: DDS Daily failures
INC0912.140772	08/12/2009	INC0912.140772)[CUSTCS-DDS/QUOTA2] DDS Website - QUOTA2 not up-to-date - 07/12/2009
INC0912.140914	08/12/2009	(INC0912.140914)[CUSTCS-EBTI-PROD] No EBTI Generate Invalidations for 08-12-2009

INC0912.140913	09/12/2009	(INC0912.140913)[CUSTCS-DDS-PROD] Export MRN Follow-up, Transit MRN Follow-up & TMEM pages are not updated ….
INC0912.140915	09/12/2009	(INC0912.140915)[CUSTCS-DDS-PROD] DDS Daily failures
INC0912.141020	09/12/2009	(INC0912.141020)[CUSTCS-DDS] DDS Daily failures too high for 09/12/2009
INC0912.141109	10/12/2009	(INC0912.141109)[CUSTCS-DDS-PROD] DDS Daily failures too high for 10/12/2009
INC0912.141109	16/12/2009	INC0912.141109)[CUSTCS-DDS-PROD] DDS Daily failures
INC0912.141543	18/12/2009	(INC0912.141543)[CUSTCS-DDS-PROD] DDS Daily failures
INC0912.141669	22/12/2009	INC0912.141669)[CUSTCS-DDS-PROD] DDS Daily failures
INC0912.141671	22/12/2009	INC0912.141671)[CUSTCS-DDS-PROD] DDS Website not up-to-date - Taric, Quota
INC0912.141784	28/12/2009	(INC0912.141784)[CUSTCS-DDS-PROD] DDS Daily failures to high for 24, 25, 26 and 27/12/2009
INC0912.141786	28/12/2009	(INC0912.141786)[CUSTCS-DDS-PROD] DDS Website not up-to-date - Taric, Quota and EBTI
INC0912.141817	29/12/2009	(INC0912.141817)[CUSTCS-DDS] DDS Daily failures too high on 28/12/2009
INC0912.141858	30/12/2009	(INC0912.141858)[CUSTCS-DDS] DDS Daily failures
INC0912.141860	30/12/2009	(INC0912.141860)[CUSTCS-DDS-EBTI3] DDS Website - EBTI not up-to-date on 30/12

Table A-39: Manual Monitoring - Daily Checks - Incidents (December 2009)

January 2010	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F	
	1		4	5	6	7	8		11	12	13	14	15		18	19	20	21	22		25	26	27	28	29
Daily DDS report	New Year																			
DDS Restarts	New Year									142300										
DDS Top Priority	New Year		141928	141928	142070					142300	142391	142481			142640	142735	142812	142887	142887		143068	143159	143234	143356	143443
DDS Website	New Year											142482								
EBTI	New Year																			
EOS transmission file	New Year																			
Quota files transmission report	New Year																			
Quota2 transmission file	New Year																			
Taric batch job - Evening	New Year																			
Taric batch job - Morning	New Year																			
TARIC transmission	New Year																			
Taric transmission to 3rd parties	New Year																			
TQS	New Year																			
Web Appl. Conf	New Year																		142523		
Web Appl. Prod	New Year																			

Figure B-48: Manual Monitoring - Daily Checks - Results (January 2010)

INCident	Date	Description
INC1001.141928	04/01/2010	[CUSTCS-DDS] DDS Daily failures too high for 31/12/2009 - 02/01/2010 - 03/01/2010
INC1001.141928	05/01/2010	[CUSTCS-DDS] DDS Daily failures too high for 31/12/2009 - 02/01/2010 - 03/01/2010
INC1001.142070	06/01/2010	[CUSTCS-DDS-PROD] DDS Daily failures
INC1001.142300	12/01/2010	[CUSTCS-DDS-PROD] DDS Daily failures too high on 11/01/2010
INC1001.142391	13/01/2010	[CUSTCS-DDS] DDS Daily failures
INC1001.142481	14/01/2010	[CUSTCS-DDS-PROD] DDS Daily failures
INC1001.142482	14/01/2010	[CUSTCS-DDS/EBTI-PROD] EBTI is not up-to-date.
INC1001.142640	18/01/2010	[CUSTCS-DDS] DDS Daily failures

INC1001.142735	19/01/2010	[CUSTCS-DDS-PROD] DDS Daily failures
INC1001.142812	20/01/2010	[CUSTCS-DDS] DDS Daily failures too high on 19/01/2010
INC1001.142523	21/01/2010	[CUSTCS-QUOTA2-TAXUD] Planned Maintenance for QUOTA application in CONFORMANCE
INC1001.142887	21/01/2010	[CUSTCS-DDS-PROD] DDS Daily failures
INC1001.142887	22/01/2010	[CUSTCS-DDS-PROD] DDS Daily failures
INC1001.143068	25/01/2010	[CUSTCS-DDS] DDS Daily failures too high on 24/01/2010
INC1001.143159	26/01/2010	[CUSTCS-DDS-PROD] DDS Daily failures
INC1001.143234	27/01/2010	[CUSTCS-DDS] DDS Daily failures too high on 26/01/2010
INC1001.143356	28/01/2010	[CUSTCS-DDS-PROD] DDS Daily failures
INC1001.143443	29/01/2010	[CUSTCS-DDS] DDS Daily failures

Table A-40: Manual Monitoring - Daily Checks - Incidents (January 2010)

February 2010	M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F	
	1	2	3	4	5		8	9	10	11	12		15	16	17	18	19		22	23	24	25	26	
Daily DDS report																								
DDS Restarts									144142															
DDS Top Priority	143515	143602	143698	143776	143882		144000	144062	144141	144216				144464	144529	144609	144683		144755	144833	144900	144983		
DDS Website																								
EBTI																								
EOS transmission file																								
Quota files transmission report	143571																							
Quota2 transmission file																								
Taric batch job - Evening																								
Taric batch job - Morning																								
TARIC transmission																								
Taric transmission to 3rd parties																								
TQS																								
Web Appl. Conf																								
Web Appl. Prod																								

Figure B-49: Manual Monitoring - Daily Checks - Results (February 2010)

INCident	Date	Description
INC1002.143571	01/02/2010	[CUSTCS-QUOTA2] Postponement Quota Allocation 2010/02/01
INC1002.143515	01/02/2010	[CUSTCS-DDS] DDS Daily failures too high on 01/02/2010
INC1002.143602	02/02/2010	[CUSTCS-DDS-Failures] DDS Daily failures too high
INC1002.143698	03/02/2010	[CUSTCS-DDS-PROD] DDS Daily failures too high on 02/02/2010
INC1002.143776	04/02/2010	[CUSTCS-DDS] DDS Daily failures
INC1002.143882	05/02/2010	[CUSTCS-DDS] DDS Daily failures
INC1002.144000	08/02/2010	[CUSTCS-DDS] DDS Daily failures too high on 07/02/2010
INC1002.144062	09/02/2010	[CUSTCS-DDS] DDS Daily failures too high on 08/02/2010
INC1002.144141	10/02/2010	[CUSTCS-DDS] DDS Daily failures too high on 09/02/2010

INC1002.144142	10/02/2010	[CUSTCS-DDS/EBTI] DDS Daily restarts too high for EBTI on 09/02/2010
INC1002.144216	11/02/2010	[CUSTCS-DDS-PROD] DDS Daily failures
INC1002.144464	16/02/2010	[CUSTCS-DDS] DDS Daily failures to high
INC1002.144529	17/02/2010	[CUSTCS-DDS] DDS Daily failures too high
INC1002.144609	18/02/2010	[CUSTCS-DDS-PROD] DDS Daily failures
INC1002.144683	19/02/2010	[CUSTCS-DDS-PROD] DDS Daily failures
INC1002.144755	22/02/2010	[CUSTCS-DDS] DDS Daily failures too high for 21/02/2010
INC1002.144833	23/02/2010	[CUSTCS-DDS] DDS Daily failures
INC1002.144900	24/02/2010	[CUSTCS-DDS]DDS Daily failures too high on 23/02/2010
INC1002.144983	25/02/2010	[CUSTCS-DDS-PROD] DDS Daily failures to high

Table A-41: Manual Monitoring - Daily Checks - Incidents (February 2010)

March 2010	M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W	T	F		M	T	W
	1	2	3	4	5		8	9	10	11	12		15	16	17	18	19		22	23	24	25	26		29	30	31
Daily DDS report									145788	145883																147076	
DDS Restarts				145431							145960		146182		146374				146625								
DDS Top Priority				145430	145517																						
DDS Website									145788																	147076	
EBTI										145883																147078	
EOS transmission file																											
Quota files transmission report																											
Quota2 transmission file																											
Taric batch job - Evening																											
Taric batch job - Morning																											
TARIC transmission											146048																
Taric transmission to 3rd parties																											
TQS																											
Web Appl. Conf					145509																						
Web Appl. Prod																											

Figure B-50: Manual Monitoring - Daily Checks - Results (March 2010)

INCident	Date	Description
INC1003.145430	04/03/2010	[CUSTCS-DDS-PROD] DDS Daily failures
INC1003.145431	04/03/2010	[CUSTCS-DDS-PROD]DDS Daily restarts
INC1003.145517	05/03/2010	[CUSTCS-DDS-PROD] DDS Daily failures
INC1003.145509	05/03/2010	[CUSTCS-ART] Urgent Maintenance of the ART application in the Conformance 2010/03/04 from 18h00 (CET) on 04/03/2010
INC1003.145788	10/03/2010	[CUSTCS-DDS] DDS not up to date for EBTI on 10/03/2010
INC1003.145883	11/03/2010	[CUSTCS-EBTI] EBTI Invalidation reports aren't available
INC1003.146048	12/03/2010	[CUSTCS-TARIC] TARIC Transmission for 03-12-2010 (Friday 12 march 2010) is NOT OK
INC1003.145960	12/03/2010	[CUSTCS-DDS-EBTI] DDS Daily restarts

INC1003.146182	16/03/2010	[CUSTCS-DDS] DDS Daily restarts
INC1003.146374	18/03/2010	[CUSTCS-DDS] DDS Daily restarts
INC1003.146625	23/03/2010	[CUSTCS-DDS-Restarts] DDS Daily restarts too high for 22/03/2010
INC1003.147076	30/03/2010	[CUSTCS-DDS] Export MRN Follow-up, Transit MRN Follow-up & Transit Movements Electronic Map pages are not updated
INC1003.147078	30/03/2010	[CUSTCS-DDS/EBTI] DDS EBTI not up-to-date on 30/03/2010

Table A-42: Manual Monitoring - Daily Checks - Incidents (March 2010)

3. Unscheduled Unavailability's (Incidents)

Overview of availability related incidents occurred between 11/2007 and 03/2010 (sorted by Business Thread and then by Date). For the Taxation business thread, the studied period is from 07/2008 until 03/2010.

Thread/ App	Date	Incident ID	Incident Description
CCN	31/01/2008	INC0801.103090	NCTS //CCNTC SC#32192 - ESCTM1 - The CCN Mail 2 server is unavailable// ACK
CCN	21/02/2008	INC0802.103898	CUST // Please investigate the CSI Bridge unavailability of 20/02/2008 to 21/02/2008
CCN	9/04/2008	INC0804.105326	INFRA // CCNTC SC#33500 - ELCT - Site unavailable
CCN	16/04/2008	INC0804.105616	CUSTOMS // ITCUB1 - Site CCNITCUB1 unavailable
CCN	18/04/2008	INC0804.105725	INFRA // CCNTC SC#33704 - ROCT - Production gateway and LCMS server unavailable.
CCN	13/05/2008	INC0805.106602	INFRA//CCNTC SC#34147 - NLCT - Site NLCT unavailable
CCN	22/05/2008	INC0805.106957	INFRA // CCNTC SC#34378 - DETA - Network unavailability due to urgent netscreen maintenance
CCN	29/05/2008	INC0805.107233	INFRA//CCNTC SC#34560 - IECTB1 - System unavailable
CCN	2/06/2008	INC0806.107349	INFRA // CCNTC SC#34629 - ESCT - Site unavailable
CCN	2/06/2008	INC0806.107369	CUST // CCNTC SC#34664 - DKCT - Site unavailable
Customs (AEO)	13/05/2008	INC0805.106598	CUST // AEO 1.1.1 Qualification - server unavailable
Customs (AEO)	04/11/2008	INC0811.115306	INC0811.115306 Aeo Prod
Customs (ART)	8/01/2008	INC0801.102197	Customs // Unavailability of ART on 7/01/2008 // ACK
Customs (ART & CN)	31/07/2008	INC0807.109720	CUST//CN & ART in PROD are down
Customs (ART & CN)	15/07/2008	INC0807.109206	ART & CN in PROD (INC0807.109206)
Customs (CN & ART)	25/07/2008	INC0807.109720	CUST//CN & ART in PROD are down INC0807.109720 – 25/07/08
Customs (CN)	8/01/2008	INC0801.102225	CN unavailability on 08/01/2008
Customs (CN)	20/02/2008	INC0802.103840	CUSTOMS // CN SYSTEM UNAVAILBLE
Customs (CN)	07/07/2008	INC0807.108856	INC0807.108856) CN management system blocked.

Thread/ App	Date	Incident ID	Incident Description
Customs (CN)	07/07/2008	INC0807.108863	INC0807.108863) [CUST-CN] CN management system blocked
Customs (CN)	07/07/2008	INC0807.108846	(INC0807.108846) CN in Prod is down
Customs (CN)	24/07/2008	INC0807.109686	INC0807.109686) [CUST-CN-TAXUD] CN MANAGEMENT SYSTEM - SYSTEM BLOCKED - cause of the slow response
Customs (CN)	24/07/2008	INC0807.109999	CUST // CN in PROD down INC0807.109999 – 24/07/08
Customs (CN)	14/10/2008	INC0810.114080	INC0810.114080 Cn in conf
Customs (CN)	07/11/2008	INC0811.115588	INC0811.115588 for CN CONF
Customs (CSI BRIDGE)	20/11/2008	INC0811.116367	INC0811.116367) [CUST-CSIBRIGDE-CONFORMANCE] Urgent Maintenance of Customs Applications
Customs (CSI BRIDGE)	04/12/2008	INC0812.117424	INC0812.117424 - CUST//Maintenance on CSI_BRIDGE applications in PRODUCTION Environment - 04.12.2008 04:00 PM
Customs (CSI BRIDGE & TQS)	25/07/2008	INC0807.109667	CUST// CSI-BRIGDE and TQS not responding /INC0807.109667
Customs (CSI BRIDGE)	21/08/2008	INC0808.110992	CUST // CSI-BRIGDE down
Customs (DDS)	4/02/2008	INC0802.103179	CUSTOMS // Investigation of Friday's DDS unavailability // ACK
Customs (DDS)	3/04/2008	INC0804.105129	CUSTOMS // Prod environment unavailable INCIDENT REPORT request //
Customs (DDS)	8/04/2008	INC0804.105279	NCTS // Daily statistics of 07/04/2008 unavailable on CCN/TC portal
Customs (DDS)	04/12/2008	INC0812.117429	INC0812.117429 DDS down
Customs (DDS)	19/12/2008	INC0812.118500	INC0812.118500 [CUST-DDS] http://ec.europa.eu/taxation_customs/dds/home_en.htm
Customs (EBTI)	04/07/2008	INC0807.108776	CUST// Applications in PRODUCTION environment are currently unavailable INC0807.108776 (EBTI3) – 04/07/08
Customs (EBTI)	09/10/2008	INC0810.113685	(INC0810.113685) Ebti
Customs (EBTI)	31/10/2008	INC0810.115146	Ebti down INC0810.115146
Customs (ECICS)	26/02/2008	INC0802.104006	CUSTOMS // ECICS is unavailable

Thread/ App	Date	Incident ID	Incident Description
Customs (ISPP)	8/11/2007	INC0711.100361	(INC0711.100361) Installation/Unavailability: Install of ISPP on prod
Customs (QUOTA2)	31/10/2008	INC0810.115189	(INC0810.115189) [CUST-QUOTA2-CONF] Urgent Maintenance for applications in CONFORMANCE Environment
Customs (QUOTA2)	12/12/2008	INC0812.118074	INC0812.118074 - CUST//Urgent Maintenance of QUOTA2 Application in PRODUCTION Environment
Customs (QUOTA2)	23/12/2008	INC0812.118715	INC0812.118715 :Quota 2 Prod is down
Customs (RIF)	12/12/2007	INC0712.101555	RIF - unavailability of the CONF environment
Customs (RIF)	08/07/2008	INC0807.108865	CUST//Application rif in Conf is down INC0807.108865 – 08/07/08 – due to a database import.
Customs (RIF)	27/08/2008	INC0808.111292	CUST//RIF in CONF is down
Customs (RIF)	07/11/2008	INC0811.115611	INC0811.115611 for RIF CONF
Customs (RIF & SMS)	22/10/2008	INC0810.114553	INC0810.114553 rif and sms down
Customs	02/07/2008	INC0807.108691	INC0807.108691)[CUST-CMR-TAXUD] CMR not responding
Customs	03/07/2008	INC0807.108711	INC0807.108711)[CUST-XXX]CMR not accessible
Customs	11/07/2008	INC0807.109080	CUST// All the links in the PRODUCTION environment are down INC0807.109080 – 11/07/08
Customs	16/07/2008	INC0807.109261	CUST//All application in PROD are down INC0807.109261 - 16/07/08
Customs	21/07/2008	INC0807.109468	CUST//All application in PROD are down INC0807.109468 – 21/07/08
Customs	23/07/2008	INC0807.109574	(INC0807.109574)[CUST-APPLMGT-TAXUD] production domain is currently unavailable
Customs	28/07/2008	INC0807.109771	(INC0807.109771)[CUST-APPMGT-TAXUD] All the links in the Production environment are down
Customs	30/07/2008	INC0807.109873	CUST//Production down INC0807.109873 – at 07:00 to 08:00 - 30/07/08
Customs	31/07/2008	INC0807.109948	CUST//Applications in PROD & CONF down INC0807.109948 – 31/07/08
Customs	12/08/2008	INC0808.110488	CUST// Unavailability of PROD - Customs applications
Customs	21/08/2008	INC0808.110940	CUST// All the links in PRODUCTION are down
Customs	22/08/2008	INC0808.111025	CUST// PRODUCTION is down
Customs	21/10/2008	INC0810.114452	(INC0810.114452)[CUST-APPLMGT] Urgent Maintenance for applications in PRODUCTION Environment

Thread/ App	Date	Incident ID	Incident Description
Customs	21/10/2008	INC0810.114519	INC0810.114519 [CUST-PROD] Urgent Maintenance for applications in PRODUCTION Environment
Customs	22/10/2008	INC0810.114611	(INC0810.114611)[CUST-APPMGT] Urgent Maintenance for applications in CONFORMANCE Environment
Customs	23/10/2008	INC0810.114713	(INC0810.114713) [CUST-PROD] Urgent Maintenance for applications in PRODUCTION Environment
Customs	28/10/2008	INC0810.115000	(INC0810.115000) [CUST-APPSRV-PROD] Urgent Maintenance for applications in PRODUCTION Environment
Customs	30/10/2008	INC0810.115131	INC0810.115131 [CUST-PRODUCTION] PROD is down
Customs	11/11/2008	INC0811.115752	(INC0811.115752) [CUST-APPSRV-PROD] Urgent Maintenance for applications in PRODUCTION Environment
Customs	12/11/2008	INC0811.115831	(INC0811.115831) [CUST-PROD] Urgent Maintenance for applications in PRODUCTION Environment
Customs	17/11/2008	INC0811.116078	INC0811.116078 CUST// Prod is down
Customs	17/11/2008	INC0811.116127	INC0811.116127 CUST// Prod is down
Customs	21/11/2008	INC0811.116479	INC0811.116479 CUST//Urgent Maintenance of Customs Applications in PRODUCTION Environment
Customs	13/12/2008	INC0812.118112	INC0812.118112 - CUST//PRODUCTION Environment DOWN - 13.12.2008 at 09:00 AM (CET)
Customs	17/12/2008	INC0812.118409	INC0812.118409 - CUST// CMR - Production
Customs	03/07/2008	INC0807.108709	CUST//All links in production environment are down INC0807.108709 – 03/07/08
Customs (SMS)	17/11/2008	INC0811.116064	INC0811.116064 CUST//Urgent Maintenance for "SMS" application in PRODUCTION Environment - 17/11/2008 07:45 AM
Customs (SURV2 & TQS)	06/08/2008	INC0808.110175	CUST//Application in PRO Dis down Surv2 and TQS prod
Customs (SURV2)	09/07/2008	INC0807.108917	Surv2 in Conf and all Prod app down INC0807.108917
Customs (SURV2)	25/08/2008	INC0808.111095	CUST//Surveillance2 in CONFORMANCE is down
Customs (SURV2)	24/10/2008	INC0810.114794	(INC0810.114794) [CUST-SURV2-MON] CUSTOMS - Production environment - surv2 application is not responding (all other applications from the Production environment are very slow)
Customs (SURV2)	27/10/2008	INC0810.114973	INC0810.114973 [CUST-APPLMGT] CUSTOMS - surv2 in Production environment
Customs (SURV2)	16/12/2008	INC0812.118242	INC0812.118242 - CUST//SURV2 - Maintenance

Thread/ App	Date	Incident ID	Incident Description
Customs (SURV2)	16/12/2008	INC0812.118299	INC0812.118299 - CUST//SURV2 - Maintenance - 16.12.2008 at 03:15 PM
Customs (SURV2)	16/12/2008	INC0812.118317	INC0812.118317 SURV2 - Maintenance - 16.12.2008 at 05:25 PM
Customs (SURV2)	17/12/2008	INC0812.118363	(INC0812.118363)[CUST-SURV2-PROD] SURV2 - Maintenance - 17.12.2008 12h55
Customs (TARIFF)	07/08/2008	INC0808.110231	INC0808.110231)[CUST-TARIFF-AM] Unavailability of PROD applications
Customs (TARIFF)	24/10/2008	INC0810.114784	(INC0810.114784) [CUST-PROD] CRITICAL alert on TARIFF_PROD WLS on XXX host for HeapUsed
Customs (TQS)	04/12/2008	INC0812.117382	INC0812.117382 - CUST// Maintenance for TQS applications in PRODUCTION Environment - 04.12.2008 10:05 AM
Customs CSI BRIDGE)	26/07/2008	INC0807.109082	(CSI Bridge)
Excise (PSP)	29/08/2008	INC0808.111454	EXC//Project zone on sevepsp.com is down
Excise (PSP)	25/11/2008	INC0811.116679	INC0811.116679 Psp
Excise (PSP)	13/12/2007	INC0712.101609	ACK: [EXC-PSP-INFRA] Project Zone from sevepsp unavailability
Excise (PSP)	24/12/2007	INC0712.101949	[EXC-PSP] Unavailability-Host UP alert for Sevepsp| ACK sent
Excise (SEEDv0)	10/12/2007	INC0712.101444	CCNTC SC#31263 - ELCT - Unavailability of the VIES central database
Excise (SEEDv0)	03/06/2008	INC0806.107385	EXC // Error on Seed monitoring tool 3-06-07:35
Excise (SEEDv0)	03/06/2008	INC0806.107421	EXC // Error on Seed monitoring tool 03/06/2008 15:04
Excise (SEEDv0)	06/06/2008	INC0806.107511	EXC // Error on Seed monitoring tool
Excise (SEEDv0)	06/06/2008	INC0806.107544	EXC // Error on Seed monitoring tool => (XXX)
Excise (SEEDv0)	16/06/2008	INC0806.107862	EXC//Error on Seed monitoring tool
Excise (SEEDv0)	17/06/2008	INC0806.107957	EXC//Error on Seed monitoring tool
Excise (SEEDv0)	20/06/2008	INC0806.108081	EXC // Error on Seed monitoring tool
Excise (SEEDv0)	23/06/2008	INC0806.108124	EXC // Error on Seed monitoring tool
Excise (SEEDv0)	23/06/2008	INC0806.108167	EXC // Error on Seed monitoring tool
Excise (SEEDv0)	26/06/2008	INC0806.108346	EXC // Error on Seed monitoring tool

Thread/ App	Date	Incident ID	Incident Description
Excise (SEEDv0)	30/06/2008	INC0806.108493	EXC // Error on Seed monitoring tool
Excise (SEEDv0)	08/10/2008	INC0810.113708	(INC0810.113708)[EXC-SEEDV0-XXX] Maintenance restart of SEEDv0 in prod Env on 08 October 2008 from 13h30am to 14h30 am.
ITSM (Portal)	29/10/2007	INC0710.100007	ITSM portal unavailable during working hours - e.g. 23/10/2007 11:00 - 11:05
ITSM (Portal)	19/11/2007	INC0711.100712	ACK: (INC0711.100712) [ITSM-PORTAL] The ITSM-Portal is unavailable at the moment
ITSM (Portal)	16/01/2008	INC0801.102565	Unscheduled Unavailability of OWITSM
ITSM (Portal)	30/04/2008	INC0804.106151	INFRA//Unavailability of ITSM PORTAL and WEB2000.
ITSM (Exchange Server)	2/05/2008	INC0805.106195	INFRA//Unavailability of Exchange Server
ITSM (All)	08/05/2008	INC0805.106441	INFRA//Web2000 down, ITSM portal unavailable, virtual workstations down, OWITSM down (caused by power failure in XXX datacenter).
ITSM (owITSM)	28/10/2008	INC0810.114924	(INC0810.114924)[ITSM-PORTAL] ITSM Portal and owITSM unavailability
NCTS (CS/MIS)	29/10/2007	INC0710.100051	Unscheduled unavailability of CSMIS on 29/10/2007
NCTS (CS/RD)	5/11/2007	INC0711.100221	CS/RD unavailability of Manipulate" service"
NCTS&eCustoms (CS/RD)	20/08/2008	INC0808.110851	INC0808.110851 NCTS// LDAP CSRD-TESTPROD
NCTS&eCustoms (CS/RD)	02/12/2008	INC0812.117250	INC0812.117250) [NCTS-CS/RD-XXX] Alert: Request 1 - XXX
NCTS	6/11/2007	INC0711.100289	Unscheduled unavailability
NCTS (SMART)	13/11/2007	INC0711.100481	SMART for A3 users is still unavailable
NCTS (CS/MIS)	16/11/2007	INC0711.100652	CS/MIS is unavailable
NCTS (CS/MIS)	2/01/2008	INC0801.102032	NCTS // CS/MIS Automatic update of unavailability via CCN/CSI // ACK
NCTS (SMART)	23/01/2008	INC0801.102796	//INFRA Portal unavailable
NCTS (SMART)	24/01/2008	INC0801.102870	NCTS//[NCTS-SMART]SMART unavailable//ACK
NCTS (CS/MIS)	28/05/2008	INC0805.107160	NCTS//CS/MIS error querying unavailability before 21/05/2008

Thread/ App	Date	Incident ID	Incident Description
NCTS (Web2000)	10/10/2007	INC0710.38867	[NCTS] Unavailability of Web2000
NCTS&eCu stoms (Web2000)	23/08/2008	INC0808.111068	INC0808.111068 (Web2000, ITSM Portal)
NCTS&eCu stoms (Web2000)	05/12/2008	INC0812.117479	INC0812.117479) Web 2000
Taxation (Vies Monitoring)	01/09/2008	INC0809.111551	(INC0809.111551) Vies monitoring down
Taxation	06/01/2009	INC0901.119079	[TAX-TEDB]Service Alert: localhost/Check URL Tax Inventory is CRITICAL **
Taxation	07/01/2009	INC0901.119172	TAX//Vies web monitoring - XXX
	07/01/2009	N/A	DIGIT Failover 07/01
Customs	07/01/2009	INC0902.121231	SMART application under installation by Customs Team until 23 rd of March. (Agreement with TAXUD XXX Documented in MSR)
Customs	08/01/2009	INC0901.119227	Maintenance on AEO application in PRODUCTION Environment - 08.01.2009 at 07:45 AM
Customs	09/01/2009	N/A	CUST// Quota2: upcoming emergency patch
Customs	12/01/2009	INC0901.119440	Quota and surv unstable
Customs	19/01/2009	N/A	Maintenance on CSI_BRIDGE applications in PRODUCTION Environment - 19.01.2009 at 11:45
Customs	22/01/2009	INC0901.120266	CUST-DS//CSRD Restarts.
Customs	27/01/2009		PRODUCTION and PRODUCTION2 -no log entries for the Whole Domain - 27.01.2009 at 06:30 AM
Customs	27/01/2009		Maintenance on CSI_BRIDGE logs provided
Customs	29/01/2009	INC0901.120699	[CUST-APPLMGT] Production and conformance down
Customs	29/01/2009	INC0901.120726	[CUST-CSIBRIDGE-PROD] CMR is down
Excise	29/01/2009	INC0901.120738	[EXC-SEEDv1-XXX] SEED v0 and SEED v1 will be unavailable on 29/01/2009 from 12:00 to 13:00 [ITSM-APPLMGT]Urgent Proactive Maintenance - charlie2 & delta8 - 29/01/2009 12:00-13:00
Customs	03/02/2009	INC0902.121089	CUST-CS// [RIF-SMS-CONFORMANCE] Applications in CONF are down
Customs	03/02/2009	INC0902.121079	No batch jobs started since TH 29/01
Customs	10/02/2009	INC0902.121574	[CUST-ECICS2]Maintenance of ECICS2 in production INC0902.121553 [CUST-DDS-PROD] DDS webside is down for Ebti, Col and Taric
Customs	11/02/2009	INC0902.121592	[CUST-CSI_BRIDGE - PRODUCTION1] restart csibridge

Thread/ App	Date	Incident ID	Incident Description
Customs	11/02/2009	INC0902.121625	[CUST-APPLMGT-PROD] AlarmPoint message 12:54 CRITICAL on TARIFF_PROD^csi_bridge WLS on XXX host for HeapUsed
Customs	11/02/2009	INC0902.121592	CSI-BRIDGE Pb due to Oracle Unavailable
Customs	11/02/2009	INC0902.121585	[NCTS-CS/RD-XXX] CSRD server is down
Excise	11/02/2009	INC0902.121620	[EXC-SEEDv1-XXX] SEED v1 Production environment have been restarted in emergency from 08h30 to 09h00 this morning.
Taxation	12/02/2009	INC0902.121795	[TAX-VOES] VIES Monitoring Tool Problems
Customs	16/02/2009	INC0902.121982	Analysis From Richmond in Progression SURV2
Customs	16/02/2009	N/A	[NCTS-CS/MIS-XXX]CSMIS unavailability in PROD
Customs	17/02/2009	INC0902.122087	[CUST-PROD] Customs: Applications in PROD are down
Customs	17/02/2009	INC0902.122090	[CUST-Tariff]WARNING on TARIFF_PROD
ITSM	17/02/2009	INC0902.122081	[INFRA-OWITSM] owITSM performance issues
Customs	17/02/2009	INC0902.122056	CUST-CS// [DDS-EBTI] DDS website is down for EBTI
Customs	17/02/2009	INC0902.122087	CUST-CS// [PROD] Customs : Applications in PROD are down - 17/09/2009 - 10:18 CET
Customs	17/02/2009	INC0902.122082	[CUST-CRMS] Applications in CONF are down - 17/09/2009
Customs	18/02/2009	INC0902.122204	[NCTS-CSRD-XXX] CSRD.NCTS-co.be/csrd is down
Customs	19/02/2009	INC0902.122261	[CUST-RIF-CONF]Applications in CONF are down
Customs	23/02/2009	INC0902.122483	[CUST-DDS] DDS not available
Customs	23/02/2009	INC0902.122500	[CUST-DDS] DDS in production is down
Customs	23/02/2009	INC0902.122499	[CUST-INFRA]Incident - Server crashes
Customs	24/02/2009	INC0902.122614	[NCTS-CS/MIS-XXX] CSMIS: unavailability
Customs	24/02/2009	INC0902.122569	[CUST-CMR] CMR Website in PROD is down
Customs	02/03/2009	N/A	Install network card server20
Customs	02/03/2009	INC0903.123896	on 2009/03/02, UNscheduled unavailability of CS/RD Test Environment
Customs	05/03/2009	INC0903.122989	[NCTS-CS/RD-XXX] stop CS/RD Test Prod
Customs	05/03/2009	INC0903.123140	[CUST-PROD] CMR & Weblogic Down
Customs	09/03/2009	INC0903.123312	CUST-CS// RIF system unavailable - Pilot TRIGLAV - problem with system RIF
Customs	12/03/2009	N/A	DDS ECICS2 - The current implementation of the calculation does not take the first (not complete) day into account as this day is considered for stabilisation of the monitoring.
Customs	13/03/2009	INC0903.123737	CSI_BRIDGE - PRODUCTION1
Customs	13/03/2009	INC0903.123731	CUST-CS// CMR & Weblogic down

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Customs	17/03/2009	INC0903.123885	CUST-CS//CSI_BRIDGE - PRODUCTION1 - 17.03.2009 from 11:15 AM to 11:25 AM
Customs	19/03/2009	INC0903.124055	[CUST-DDS] DDS website is down for surv, mrn , ebti , susp , quota , taric , surv2
Customs	24/03/2009	INC0903.124378	[NCTS-CS/RD-XXX]UNscheduled unavailability of CS/RD in production for tonight
Customs	25/03/2009	N/A	CS/RD Training stopped for installation
Customs	02/04/2009	INC0904.125130	[NCTS-CS/RD-XXX]Unscheduled Unavailability of CS/RD in production tonight
Customs	06/04/2009	INC0904.125349	[CUST-SUSP-CONF] SUSP in CONF in down
Customs	06/04/2009	INC0904.125369	[CUST-SUSP-CONF] SUSP in CONF are down
Customs	06/04/2009	INC0904.125377	[NCTS-EORI-XXX]Production: Eos is down
Customs	06/04/2009	INC0904.125269	[CUST-SURV2-PROD] Surv2 prod down was down
ITSM	07/04/2009	INC0904.125480	ITSM//TAXUD MON Problem
Customs	08/04/2009	INC0904.125625	CUST-CS// EOS 1.0.3 hotfix
ITSM	08/04/2009	INC0904.125616	[CUST-INFRA] TAXUDMON - 500 - Internal server Error
ITSM	09/04/2009	INC0904.125714	[TAX-Monitoring]TAXUDMON - 500 - Internal server Error
Customs	09/04/2009	INC0904.125696	[CUST-CONF] CONFORMANCE & CONFORMANCE2 are DOWN on 09/04/2009 from 03:05 PM to 04:05 PM
Customs	09/04/2009	INC0904.125704	[NCTS-EOS-XXX] EOS -APP_Srv_9 - PRODUCTION1 - 09/04/2009 from 03:30 PM until 04:00 PM
Customs	14/04/2009	INC0904.125889	CONFORMANCE & CONFORMANCE2 are DOWN on 14/04/2009 from 01h15 to 01h45
Customs	14/04/2009	INC0904.125910	On 2009/04/14, UNscheduled unavailability of TTA
Customs	15/04/2009	INC0904.125973	CUST-CS//SC#42532 - DGXXIP1 - Configuration issue - Lost Web-Logic Files
Customs	16/04/2009	INC0904.126065	On 2009/04/16, UNscheduled unavailability of CS/MIS
ITSM	17/04/2009	INC0904.126199	ITSM//Taxudmon - errors on some detail pages
Excise	21/04/2009	INC0904.126392	[EXC-SEED-CCN] SEEDv1 conformance applications had to be restarted on 21 April 2009 from 20:00h to 21:00h.
ITSM	22/04/2009	INC0904.126395	ITSM//TaxudMon
Customs	22/04/2009	INC0904.126462	CUST//Smart is down
Customs	24/04/2009	INC0904.126673	[CUST-CSI_BRIDGE] Customs: all applications in prod are down, Weblogic, cmr
Customs	01/05/2009	INC0905.127108	[CUSTCS-CMR] CMR is Down
Customs	01/05/2009	INC0904.127004	[CUST-INFRA] AlarmPoint message 19:11 CRITICAL on TARIFF_PROD2 WLS on XXX host for

Thread/ App	Date	Incident ID	Incident Description
			PatrolCollectorStatus at 04/29/09 (INC0904.127004)[CUST-INFRA] Urgent Maintenance for SURV2 in PRODUCTION on 01/05/2009 from 20h00 to 20h30 (CET)
Customs	05/05/2009	INC0905.127281	Customs: cmr in prod is down
Customs	07/05/2009	INC0905.127511	CMR Website in PROD is down
Customs	08/05/2009	INC0905.127654	[CUSTCS-CSIBRIDGE] CMR is Down
Customs	11/05/2009	INC0905.127722	On 2009/05/11, UNscheduled unavailability of TTA
Excise	15/05/2009	INC0905.128352	[EXC-SEEDv1/TA-XXX] SEEDv1 and TA conformance applications will be unavailable from 12:40h to 13:30h
Customs	15/05/2009	INC0905.128389	[CUSTCS-EBTI3] Urgent Maintenance for applications in PRODUCTION - 15.05.2009 from 20h00 to 22h00 (CET)
Customs	15/05/2009	INC0905.128409	[CUSTCS-EOS-PROD] Urgent Maintenance for EOS in PRODUCTION -15/05/2009 from 08:00 PM (CET) until 09:00 PM (CET)
Customs	18/05/2009	INC0905.128505	[CUSTCS-EBTI-PROD] Urgent Maintenance for EBTI in PRODUCTION - 16.30 to 17.00 CET
Customs	25/05/2009	INC0905.128930	[CUSTCS-EOS-CONF]EOS Application will be unavailable on 25/05/2009 from 01:50 PM (CET) until 02:10 PM (CET)
Customs	26/05/2009	INC0905.129047	[CUSTCS-QUTA2] Quota2 Conformance
Customs	29/05/2009	INC0905.129340	On 2009/05/29, UNscheduled unavailability of SMART
ITSM	12/05/2009	INC0905.127792	ITSM//Taxudmon tool down
ITSM	13/05/2009	INC0905.127928	ITSM//Taxudmon tool
ITSM	14/05/2009	INC0905.128188	ITSM//Taxudmon internal server error
ITSM	15/05/2009	INC0905.128314	ITSM//Taxudmon internal server error
ITSM	18/05/2009	INC0905.128413	ITSM//Taxudmon internal server error
ITSM	19/05/2009	INC0905.128528	ITSM//Taxudmon internal server error
ITSM	20/05/2009	INC0905.128636	ITSM//Taxudmon
ITSM	21/05/2009	INC0905.128745	ITSM//Taxudmon
ITSM	26/05/2009	INC0905.128982	EXC//Taxudmon internal server error
ITSM	27/05/2009	INC0905.129082	ITSM//Taxudmon internal server error
Excise	03/06/2009	INC0906.129600	[EXC-PSP] PSP down
Customs	08/06/2009	INC0906.129948	[CUSTCS-CONF]CONF-CONF2-CMR Website in CONF is down - 08/06/2009 from 01:00 PM (CET) to 02:00 PM (CET)
Customs	11/06/2009	INC0906.130137	TTA: on 2009/06/11, UNscheduled unavailability of TTA
Customs	16/06/2009	INC0906.130551	[CUSTCS-SMS-PROD]SMS Down16/06/2009 from 10:50 to 11:00 CET

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Customs	17/06/2009	INC0906.130663	[CUSTDS-CS/RD-XXX] CSRD page down
Customs	17/06/2009	INC0906.130678	[CUSTDS-CS/RD-XXX] CRITICAL - Host Monitor 2 - Application Unavailability
Customs	19/06/2009	INC0906.130822	[CUSTCS-EOS-PROD] Urgent Maintenance for EOS in PRODUCTION on 19/06/2009 from 09h15 to 10h00 (CET)
Customs	24/06/2009	INC0906.130137	On 2009/06/24, UNscheduled unavailability of TTA
Customs	24/06/2009	INC0906.131177	[CUSTCS-csibridge] CSI_Bridge Restart - unavailable on 24/06/2009 from 07:15 PM (CET) until 07:30 PM (CET)
Customs	24/06/2009	INC0906.131176	[CUSTCS-EORI] EOS Application unavailable in Production on 24/06/2009 from 08:00 PM (CET) until 11:00 PM (CET)
Customs	26/06/2009	INC0906.131350	PRODUCTION2 - Restart of the Domain - on 26/06/2009 from 03:20 PM (CET) to 03:45 PM (CET)
Customs	02/07/2009	INC0906.131742	CUST-CS//CSI Bridge WLS Server Console
Customs	02/07/2009	INC0907.131832	[CUSTCS-EOS] Urgent Maintenance for EOS in PRODUCTION on 02/07/2009 from 20h00 to 23h00 (CET)
Customs	03/07/2009	INC0907.131928	2009/07/03, UNscheduled unavailability of CS/RD
Customs	06/07/2009	INC0907.131928	2009/07/03, UNscheduled unavailability of CS/RD
Customs	08/07/2009	INC0907.132274	[CUSTCS-EBTI3-PROD] Urgent Maintenance for EBTI in PRODUCTION on 08/07/2009 from 20:00 to 20:30 - Related to (INC0907.132258)
Customs	10/07/2009	INC0907.132459	PRODUCTION - Restart of CSI Bridge PRODUCTION -10/07/2009 from 15:50 AM (CET) to 16:10 AM (CET)
Customs	13/07/2009	INC0907.132473	PRODUCTION - Restart of CSI Bridge PRODUCTION -13/07/2009 from 13:15 (CET) to 13:30 (CET).
Customs	13/07/2009	INC0907.132578	PRODUCTION - Restart of CSI Bridge PRODUCTION -13/07/2009 from 16:40 (CET) to 16:50 (CET).
Customs	13/07/2009	INC0907.132599	CONFORMANCE - Urgent Restart of the Whole Domain - 13/07/2009 from 18:45 (CET) to 20:30 (CET)
Customs	14/07/2009	INC0907.132628	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 14/07/2009 from 10h45 to 12h15 (CET)
Customs	15/07/2009	INC0907.132724	[CUSTCS-CSIBridge-CONF]Urgent Maintenance for applications in CONFORMANCE :15/07/09 10:30 -> 15/07/2009 11:00
Customs	15/07/2009	INC0907.132781	[CUSTCS-CN-PROD] CN unavailable in production from 20h00 (CET) on 15/07/2009 to 05h00 (CET) on 16/07/2009
Customs	20/07/2009	INC0907.133031	[CUSTCS-SURV2] Urgent Maintenance for SURV2 application in PRODUCTION From: 20/07/2009 at

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			17:30 (CET). To : 20/07/2009 at 18:15 (CET)
Customs	21/07/2009	INC0907.133060	[CUSTCS-EOS-CONF] Urgent Maintenance for EOS in CONFORMANCE on 21/07/2009 from 15h00 to 16h00 (CET)
Customs	21/07/2009	INC0907.133050	[CUSTCS-EOS] EOS training environment unavailable from 16h00 (CET) on 21/07/2009 to 07h00 (CET) on 22/07/2009
Customs	21/07/2009	INC0907.133062	[CUST-EOS-PROD] Urgent Maintenance for EOS in PRODUCTION from 20:00 on 21/07/09 to 07:00 22/07/09 CET
Customs	21/07/2009	INC0907.133065	[CUSTCS-SURV2-NL] Urgent Maintenance for EOS in PRODUCTION; 21.07.2009 from 12h00 to 12h30 (CET)
Customs	23/07/2009	INC0907.133237	[CUSTCS-SURV2] Urgent Maintenance for SURV2 in PRODUCTION; From: 23/07/2009 at 15:00 (CET). To : 23/07/2009 at 15:30 (CET)
Customs	23/07/2009	INC0907.133261	[CUSTCS-SURV2-PROD] Urgent Maintenance for SURV2 in PRODUCTION on 23/07/2009 from 18h00 to 18h30 (CET)
Customs	24/07/2009	INC0907.133306	[CUSTCS-CRMS-RIF] Urgent Maintenance for EOS in PRODUCTION; From: 24/07/2009 at 20:00 (CET). To : 24/07/2009 at 20:30 (CET)
Customs	27/07/2009	INC0907.133402	[CUSTCS-Production] Urgent Maintenance for applications in PRODUCTION on 27/07/09 from 14h30 to 16h00 (CET)
Excise	27/07/2009	INC0907.133405	[EXC-XXX] Restart EXCISE Applications in Conformance and Production
Customs	29/07/2009	INC0907.132681	[CUSTCS-EOS-CT] Urgent Maintenance for EOS in CONFORMANCE on 29/07/09 from 11:00 to 11.15 CET
Customs	03/08/2009	INC0907.133241	[CUSTCS-INFRA] Planned maintenance on XXX - 02/08/2009 19:00-21:00
Taxation	14/08/2009	INC0908.134267	[TAX-VOW]Queries on VIESWEB
Customs	18/08/2009	INC0908.134373	[CUSTCS-RIF/SMS-PROD] RIF & SMS in PRODUCTION are down
Customs	18/08/2009	INC0908.134374	[CUSTCS-RPOD] Production + WebLogic Server Console are down!
Customs	18/08/2009	N/A	Urgent Maintenance Restart of the Whole Production Domain (TARIFF_PROD) - 18/08/2009 from 9:00 AM (CET) to 10:00 (CET)
Customs	18/08/2009	INC0908.134418	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 18/08/2009 from 20h00 to 21h30 (CET
Customs	20/08/2009	INC0908.134538	(INC0908.134538) [CUSTCS-SURV2] SURV2 in production is down - 2009/08/20 - 18:52
Customs	21/08/2009	INC0908.134559	[CUSTCS-CSIBRIDGE-PROD] CSIbridge : high

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			memory level : restart needed
Customs	21/08/2009	INC0908.134586	On 2009/08/21, UNscheduled unavailability of CS/RD PROD (INC0908.134586)
Customs	21/08/2009	INC0908.134559	[CUSTCS-CSIBRIDGE-PROD] Urgent Maintenance for applications in PRODUCTION on 21/08/2009 from 20h00 to 21h30 (CET
Customs	21/08/2009	INC0908.134578	On 2009/08/21, UNscheduled unavailability of CS/RD PROD (INC0908.134578)
Customs	21/08/2009	INC0908.134592	[CUSTCS-EOS-TAXUD] Urgent Maintenance for EOS in PRODUCTION from 20h00 on 21/08/2009 to 07h00 on 24/08/2009
Customs	24/08/2009	INC0908.134669	[CUSTCS-DDS] Application Unavailability - DDS Website is down
Customs	24/08/2009	INC0908.134628	[CUSTCS-Alpha5] Unable to connect to Alpha5 [CUSTCS-Alpha5] Incident - Golf5 - Hotel5 - Alpha5 crash - 24/08/2009 - 12:19
Customs	25/08/2009	INC0908.134669	[CUSTCS-DDS] Application Unavailability - DDS Website is down
Customs	26/08/2009	INC0908.134718	CUST-CS//CMR is down - 2009/08/26 - 07:03
Customs	26/08/2009	INC0908.134748	[CUSTCS-DDS] Bravo5 (the failover machine of alpha5) is not reachable
Customs	26/08/2009	INC0908.134779	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION today from 20h00 to 20h45 CET
Excise	27/08/2009	INC0908.134789	[EXC-SRVREQ-SEED] SEED v1.3.1 Installation
Customs	27/08/2009	INC0908.134804	[CUSTCS-SURV2] Urgent Maintenance for Surveillance in PRODUCTION - From 27/08/2009 at 20:00 (CET) To : 28/08/2009 at 7:00 (CET)
Customs	28/08/2009	INC0908.134472	[CUSTCS-EOS-TAXUD] Urgent Maintenance for EOS in Conformance & Training Environment - 28/08/2009 from 18h00 to 20h00 (CET)
Customs	28/08/2009	INC0907.133589	[CUSTCS-DIGIT-XXX] Planned Maintenance - Server move inside JMO CC/200 - 28/08/2009 19:00 - 29/08/2009 22:00
Taxation	31/08/2009	INC0908.134979	[TAX-VOW]Vies on Web is down
Customs	31/08/2009	INC0907.132464	[CUSTCS-CN-TAXUD] Annex 9 of the CN - Certificates
Customs	31/08/2009	INC0908.134371	[ITSM-INFRA-DIGIT] Sun servers upgrade - 06,33,49,53 - 31/08/2009 19:00-23:00 -01/09/2009 07:00-08:00 CET
Customs	31/08/2009	INC0908.135001	[CUSTDS-SMART-XXX] Smart is down
Customs	31/08/2009	INC0908.134804	[CUSTCS-SURV2] Urgent Maintenance for Surveillance in PRODUCTION - From 31/08/2009 at 20:00 (CET) To : 01/09/2009 at 07:00 (CET)
Customs	01/09/2009	INC0909.135004	[CUSTCS-SURV2-PROD] SURV2 in Production is down

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Customs	02/09/2009	INC0909.135166	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 02.09.2009 from 20h00 to 21h30 (CET)
Customs	03/09/2009	INC0909.135196	[CUSTCS-QUOTA2] Urgent Maintenance for Quota2 in Conformance - 03/09/2009 from 17:00 to 18:00 (CET)
Excise	04/09/2009	INC0909.135179	[EXC-DIGIT]Urgent Proactive Maintenance on HDS5JMO from 04/09/2009 19:00 to 06/09/2009 19:00
Taxation	07/09/2009	INC0909.135179	[TAX-DIGIT]Urgent Proactive Maintenance on HDS5JMO from 04/09/2009 19:00 to 06/09/2009 19:00
Customs	08/09/2009	INC0908.134695	[ITSM-INFRA] Urgent Maintenance for applications in PRODUCTION & CONFORMANCE from 20h00 (CET) on 08/09/2009 to 01h00 (CET) on 09/09/2009
Customs	08/09/2009	INC0909.135404	[CUSTCS-SURV2-PROD] Urgent Maintenance for SURV2 in PRODUCTION from 20h00 (CET) on 08/09/2009 to 07h00 (CET) on 09/09/2009
Customs	08/09/2009	INC0909.135439	[CUSTCS-CMR-EOS] CMR and EOS in Production (bad user account)
Customs	09/09/2009	INC0909.135442	[CUSTCS-CONF] EOS and SURV2 in Conformance are down
Customs	09/09/2009	INC0909.135443	[CUSTCS-CN-PROD] CN in Production is down
Taxation	09/09/2009	INC0909.135445	[TAX-VOW]VOW not started in Production
Taxation	09/09/2009	INC0909.135445	[TAX-VOW]CMR in Conformance and Vies Web Monitoring in Production are down
Customs	09/09/2009	INC0901.120926	[CUSTCS-QUOTA-TAXUD] Urgent Maintenance for QUOTA2 in PRODUCTION; on 09.09.2009 from 20h00 to 22h30 (CET)
Customs	15/09/2009	INC0909.135810	[CUSTCS-QUOTA2-CONF] QUOTA2 emergency patch for release 1.2.0
Customs	16/09/2009	INC0909.135923	[CUSTCS-SURV2-PROD] Urgent Maintenance for Surveillance2 in PRODUCTION from 20h00 (CET) on 16/09/2009 to 07h00 (CET) on 17/09/2009
Customs	21/09/2009	INC0909.136106	[CUSTDS-CS/RD-XXX] CS/RD (Production) [SUB] NCTS Applicable Entities - Application Unavailability
Customs	22/09/2009	INC0909.136210	On 2009/09/22, UNscheduled unavailability of CS/MIS
Customs	24/09/2009	INC0909.136434	[CUSTCS-CRMS-RIF] Urgent Maintenance for CRMS in PRODUCTION & CONFORMANCE on 24.09.2009 from 20h00 (CET) to 20h15 (CET)
Customs	28/09/2009	INC0909.136115	Preventive Maintenance Restart of Production Domain (TARIFF_PROD and TARIFF_PROD2) - 28/09/2009 from 05:30 AM (CET) to 07:00 (CET).
Excise	09/09/2009	INC0909.135419	[EXC-PSP-MON] Seve Project Console and Seve Project Zone are unavailable
Customs	23/09/2009	INC0909.136361	[CUSTCS-RIF] CRMS - RIF consultation roles do not work properly

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Thread/ App	Date	Incident ID	Incident Description
Excise	29/09/2009	INC0909.136731	EXC//PSP project zonedown is down - 29/09/2009 - 16:45
Excise	01/10/2009	INC0910.136876	[EXC-TA]TA v1.1.4/CTP v1.26 in Conformance Environment will be unavailable from Thursday 01 October 20:00 PM to Friday 02 October 12:00 PM
Customs	01/10/2009	INC0910.136848	[CUSTCS-SURV2-PROD] Urgent Maintenance for Surveillance2 in PRODUCTION - From 01/10/2009 at 20:00 To 02/10/2009 at 07:00 (CET)
Customs	02/10/2009	INC0910.136893	[CUSTCS-SURV2-PROD] SURV2 in PROD is down
Excise	07/10/2009	INC0910.137130	[EXC-SEED V1/TA] DIGIT Databases down
Customs	08/10/2009	INC0910.137084	[CUSTCS-CRMS-TAXUD] Urgent Maintenance for CRMSS in Conformance on 08/10/2009 from 20h00 to 20h30 (CET)
Customs	09/10/2009	INC0910.137193	[CUSTCS-EOS] Urgent Maintenance for EOS in PRODUCTION on 09-10-2009 From 20h00 to 20h30 (CET)
Customs	14/10/2009	INC0910.137578	[CUSTCS-EOS] Monitoring User problem on EOS Conformance
Customs	15/10/2009	INC0910.137631	[CUSTCS-EOS-CONF] Urgent Maintenance for EOS in Conformance on 15/10/2009
Customs	15/10/2009	INC0910.133881	[CUSTCS-CRMS] Urgent Maintenance for CRMS in Conformance & Production On 15/10/2009 from 20:00 to 22:00 (CET)
Customs	19/10/2009	INC0910.137653	[CUSTCS-Production] Urgent Maintenance for applications in PRODUCTION - 19/10/2009 from 05:30 AM (CET) to 07:00 (CET)
Customs	15/10/2009	INC0909.135866	[CUSTCS-ART-PROD] Urgent Maintenance for ART in PRODUCTION (Dump file) - ART will be unavailable on 15.10.2009 from 20h00 to 21h00 (CET)
Customs	19/10/2009	INC0910.136881	[CUSTCS-CRMS-PROD] Urgent Maintenance for CRMS in PRODUCTION on 19.10.2009 from 20h00 to 23h00 (CET)
Customs	19/10/2009	INC0910.137802	[CUSTCS-CMR] CMR is down in Conformance and in Production
Customs	19/10/2009	INC0910.137795	[CUSTCS-EOS] EOS CT need to restart EOS in Conformance today on 19.10.2009 from 10h30 to 10h45 (CET)
Customs	19/10/2009	INC0910.137848	[CUSTCS-SURV2-PROD] Urgent restart of SURV2 in Prod2
Customs	19/10/2009	INC0910.137617	[CUSTCS-SURV2-CONF] Urgent Maintenance for Surveillance2 in Conformance on 19/10/2009
Customs	20/10/2009	INC0910.137617	[CUSTCS-SURV2-CONF] Urgent Maintenance for Surveillance2 in Conformance on 19/10/2009
Customs	22/10/2009	INC0910.138116	[CUSTCS-SURV2-CONF] Urgent Maintenance for Surveillance2 in Conformance on 19/10/2009

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Customs	19/10/2009	INC0910.137858	[CUSTCS-SURV2-PROD] SURV2 in PROD is down
Customs	07/10/2009	INC0910.137117	[CUSTCS-DDS] DDS unavailable
Customs	20/10/2009	INC0910.137870	[CUSTCS-CSIBIDGE-PROD] Urgent issue on Production TARIFF_PROD Customs Domain impacting asynchronous messages.
Customs	20/10/2009	INC0910.137929	[CUSTDS-CS/MIS-XXX] CS/MIS Application is down
Taxation	21/10/2009	INC0910.138037	[TAX-VOW]Vies on Web is down
Customs	07/10/2009	INC0910.137119	[CUSTCS-INFRA] Problem in CONF and PROD environment
Excise	26/10/2009	INC0910.138327	[EXC-PSP]Seve Project Zone and Seve Project Console are down - 26/10/2009 - 17:11
Customs	28/10/2009	INC0910.137192	[CUSTCS-EOS] Urgent Maintenance for EOS in PRODUCTION on 28/10/2009 from 20h00 to 22h00 (CET)
Customs	29/10/2009	INC0909.135866	[CUSTCS-ART-PROD] Urgent Maintenance for ART in PRODUCTION on 29/10/2009 from 20h00 to 21h30 (CET
Customs	03/11/2009	INC0911.138802	[CUSTCS-SURV2-PROD] Urgent Maintenance for SURV2 in PRODUCTION on 2009/11/03 from 15h45 to 16h00 (CET)
Taxation	05/11/2009	INC0911.138949	[TAX-VOW]Vies on Web in Production is down
Customs	09/11/2009	INC0911.138989	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 2009/11/09 from 05h30 to 07h00 (CET)
Customs	09/11/2009	INC0911.139043	[CUSTCS-INFRA-PROD] Urgent Maintenance for applications in PRODUCTION on 2009/11/09 from 09h20 to 10h30 (CET)
Customs	09/11/2010	INC0911.139043	[CUSTCS-INFRA-PROD] All applications in PRODUCTION are down/very slow
Customs	12/11/2009	INC0911.139310	[CUSTCS-INFRA] Urgent Maintenance for applications in CONFORMANCE & PRODUCTION on 2009/11/12 from 15h30 (CET)
Customs	12/11/2009	INC0911.139313	[CUSTCS-DDS] Urgent Maintenance for DDS Website on 2009/11/12
Customs	12/11/2009	INC0911.139335	[CUSTCS-CRMS-PROD] ITSM Monitor side we are still unable to log in to CRMS in production
Customs	16/11/2009	N/A	Preventive Maintenance Restart of Production Domain (TARIFF_PROD and TARIFF_PROD2) - 16/11/2009 from 05:30 AM (CET) to 07:00 (CET).
Customs	12/11/2009	INC0911.139344	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 2009/11/12 from 20h00 to 21h30 (CET)
Excise	12/11/2009	INC0911.139316	[EXC-XXX] Unavailability of TA v1.1.4hf2 CTP 1.34 Seed v1.3.1 hf1 (Conformance and Production environment)

Thread/ App	Date	Incident ID	Incident Description
Customs	13/11/2009	INC0911.139353	[CUSTCS-SURV2-PROD] Urgent Maintenance for applications in PROD2 on 2009/11/13 from 10h30 to 11h00 (CET)
Excise	20/11/2009	INC0911.139742	[EXC-TA]EMCS TA v1.1.4 hf2 CTP 1.34 application - 20/11/2009 unavailability in Conformance
Excise	09/11/2009	INC0911.139067	[EXC-PSP-MON] PSP in Production is down
Excise	18/11/2009	INC0911.139578	[EXC-PSP-MON] PSP in Production is down
Customs	25/11/2009	INC0911.140131	[CUSTCS-Conformance] All applications in Conformance are down
Customs	26/11/2009	INC0911.140134	[CUSTCS-CN-PROD] CN is down in Production on 26/11/2009
Taxation	26/11/2009	INC0911.140163	[TAX-VIES]Vies Web Monitoring, Vies on Web
Customs	27/11/2009	INC0911.140225	[CUSTCS-CMRS-Conf] CRMS in Conformance is down
Customs	24/11/2009	INC0911.139999	[CUSTCS-PROD1] CSI_Bridge in Production - TARIFF_PROD1
ITSM	18/11/2009	INC0911.139575	[ITSM-ITSM Portal] ITSM Portal Call List page broken
ITSM	26/11/2009	INC0911.140210	On 2009/11/26, UNscheduled unavailability of ITSM Portal
Customs	02/12/2009	INC0912.140484	[CUSTCS-CRMS] CRMS in Conformance is down
Customs	03/12/2009	INC0912.140590	[CUSTCS-CN-PROD] CN in Production is down
Customs	03/12/2009	INC0909.135866	[CUSTCS-ART-PROD] Urgent Maintenance for ART in PRODUCTION on 03/12/2009 from 20h00 to 21h30 (CET)
Customs	04/12/2009	INC0912.140687	[CUSTCS-SMS-CONF] New SMS (sub)domain "Agriculture Origin Certificates" in CONF
Customs	10/12/2009	INC0912.140914	[CUSTCS-EBTI-PROD] Urgent Maintenance for EBTI in PRODUCTION on 2009/12/10 from 18h00 to 18h30 (CET)
Customs	10/12/2009	INC0912.141016	[CUSTCS-QUOTA2-PROD] Quota2 in Production is down
Customs	15/12/2009	INC0912.141119	[CUSTCS-SMS-PROD] Urgent Maintenance for SMS in PRODUCTION on 2009/12/15 from 20h00 to 21h00 (CET)
Excise	15/12/2009	INC0912.141322	[EXC-XXX] EXC// Unavailability of SEED v1 PRODUCTION due to the installation of SEED v1.3.3 in the evening of 15/12/2009 from 20:00 CET to 23:00 CET
Customs	16/12/2009	INC0912.141377	[CUSTCS-CONF] All applications in Conformance are down
Customs	16/12/2009	INC0912.141440	[CUSTCS-PROD2] CSI_Bridge in Production - TARIFF_PROD2
Customs	17/12/2009	INC0912.141454	[CUSTCS-SURV2] SURV2- quota2 in PRODUCTION is Very slow/down - CMR

Thread/ App	Date	Incident ID	Incident Description
Excise	18/12/2009	INC0912.141589	[EXC-TA-AM] Unavailability of TA Conformance due to the installation of TA v1.1.5 / CTP v1.40 in the evening of 18/12/2009 20:00 CET to 23:00 CET
Excise	18/12/2009	INC0912.141593	[EXC-AM] SEED v1 in production environment will be unavailable on 18/12/2009 from 20:00 CET to 20:30 CET
Excise	21/12/2009	INC0912.141606	[EXC-SEEDv1-XXX] Seedv1 in Production is down
Customs	22/12/2009	INC0912.141532	[CUSTCS-TARIC2-TAXUD] Urgent Maintenance for QUOTA application in PRODUCTION from 20h00 (CET) on 2009/12/22 to 07h00 (CET) on 2009/12/23
Customs	28/12/2009	INC0912.141814	[CUSTCS-Production] All Application in Production are down
Customs	30/12/2009	INC0912.141874	[CUSTCS-SURV2-PROD] SURV2 in PRODUCTION is down
Customs	30/12/2009	INC0912.141888	[CUSTCS-EBTI-PROD] EBTI in PROD is down
Customs	05/01/2010	INC1001.142041	INC1001.142041)[CUSTCS-SURV2-PROD] SURV2 in PRODUCTION is Very slow
Customs	06/01/2010	INC1001.142079	(INC1001.142079)[CUSTCS-CSIBRIDGE] CSI_Bridge in Production - TARIFF_PROD2
Customs	08/01/2010	INC1001.142190	(INC1001.142190)[CUSTCS-CRMS-CONF] CRMS in Conformance is slow/down
Excise	12/01/2010	INC1001.142304	(INC1001.142304) [EXC-SEEDv1-MON] AlarmPoint message BMC Patrol Alert CRITICAL - Oracle ERROR in SEEDv1 log on XXX at 01/12/10 - 09:10
Customs	13/01/2010	INC1001.142397	(INC1001.142397)[CUSTCS-CSIBRIDGE] CSI_Bridge in Production
Customs	18/01/2010	INC1001.142607	(INC1001.142607)[CUSTCS-Production] Urgent Maintenance for applications in PRODUCTION on 2010/01/18 from 05h30 to 07h00 (CET)
Customs	21/01/2010	INC1001.142888	(INC1001.142888)[CUSTCS-QUOTA2-CONF] Quota2 in CONFORMANCE is still down.
Customs	21/01/2010	INC1001.142975	(INC1001.142975)[CUSTCS-SURV2-PROD] SURV2 in PRODUCTION is down
Customs	25/01/2010	INC1001.143145	(INC1001.143145)[CUSTCS-CN-TAXUD] Urgent Maintenance for CN in PRODUCTION on 2010/01/25 from 20h00 to 21h30 (CET)
Customs	25/01/2010	INC1001.142548	INC1001.142548)[CUSTCS-ART] Urgent Maintenance for ART in PRODUCTION on 2010/01/25 from 20h00 to 21h30 (CET)
Customs	25/01/2010	INC1001.143156	(INC1001.143156) [CUSTCS-TARIC2-CONF] Urgent Maintenance for TARIC Application in CONFORMANCE on 2010/01/25 from 20h00 to 00h00 (CET)
Customs	26/01/2010	INC1001.143145	(INC1001.143145)[CUSTCS-CN-TAXUD] Urgent Maintenance for CN in CONFORMANCE on

Thread/ App	Date	Incident ID	Incident Description
			2010/01/26 from 12h15 to 13h45 (CET)
Customs	28/01/2010	INC1001.143354	(INC1001.143354)[CUSTCS-CSIBRIDGE] CMR is down in Production
Customs	28/01/2010	INC1001.143304	(INC1001.143304)[CUSTCS-SURV2] Urgent Maintenance for Surveillance2 in Conformance on 2010/01/28 from 18h00 to 19h30 (CET)
ITSM	29/01/2010	INC1001.143480	On 2010/01/29, UNscheduled unavailability of ITSM Portal/All Calls Pages, Web2000, CS/MIS, CS/RD (INC1001.143480)
ITSM	01/02/2010	INC1001.143514	(INC1002.143514) [ITSM-Portal-XXX] Certificate expiration for ITSM Portal, Availability Portal and WEB2000
ITSM	01/02/2010	INC1001.143525	(INC1002.143525)[ITSM-XXX]itsmtaxud.europa.eu certificate renewal seems to be UNSUCCESSFULL / Follow-up INC1002.143514
Customs	02/02/2010	INC1001.143425	(INC1001.143425) [CUSTCS-ART] Urgent Maintenance for ART in PRODUCTION on 2010/02/02 from 20h00 to 22h00 (CET)
Taxation	03/02/2010	INC1002.143711	INC1002.143711)[TAX-VOW]Vies on The on production Redeployment
Customs	03/02/2010	INC1002.143760	(INC1002.143760)[CUSTCS-PROD] TARIFF_PROD1 & TARIFF_PROD2 are down
Customs	03/02/2010	INC1002.143760	(INC1002.143760)[CUSTCS-SURV2-PROD] Urgent Maintenance for Surveillance2 in PRODUCTION on 2010/02/03 from 17h20 to 17h40 (CET)
Taxation	03/02/2010	INC1002.143771	(INC1002.143771)[TAX-VIES] Vies on Web in Production is down
Customs	04/02/2010	INC1002.143847	INC1002.143847)[CUSTCS-CSIBRIDGE] CMR is down in Production in Tariff Prod2
Customs	04/02/2010	INC1002.143881	(INC1002.143881)[CUSTCS-CSIBRIDGE] CSIBRIDGE restart
Customs	04/02/2010	INC1002.143761	(INC1002.143761)[CUSTCS-QUOTA2] Urgent Maintenance for QUOTA2 in PRODUCTION from 2010/02/04 at 20h00 (CET) to 2010/02/05 at 07h00 (CET)
Taxation	05/02/2010	INC1002.143919	(INC1002.143919)[TAX-VOW]WLS server on production for Vies on the Web
Taxation	05/02/2010	INC1002.143944	(INC1002.143944)[TAX-VOW]Vies on Web in Production is down
Excise	05/02/2010	INC1002.143853	(INC1002.143853)[EXC-SEED]Unavailability of SEED v1.3.3 in the Production environment in the period 05/02/2010 20:00 to 05/02/2010 21:00 CET
Customs	05/02/2010	INC1002.143867	(INC1002.143867)[CUSTCS-DIGIT] Urgent Maintenance for applications in CONFORMANCE on 2010/02/05 from 20h30 to 22h30 (CET)
Customs	09/02/2010	INC1002.144119	(INC1002.144119)[CUSTCS-CRMS-PROD] CRMS in

Thread/ App	Date	Incident ID	Incident Description
			Production urgent restart needed
Taxation	11/02/2010	INC1002.144246	(INC1002.144246)[TAX-VOW] Maintenance Vies on the Web on Production at 13h15
Customs	15/02/2010	INC1002.144352	(INC1002.144352)[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 2010/02/15 from 05h30 to 07h00 (CET)
Customs	15/02/2010	INC1002.142746	(INC1001.142746)[CUSTCS-CONF] Urgent Maintenance for applications in CONFORMANCE on 2010/02/15 from 20h00 to 22h00 (CET)
Customs	16/02/2010	INC1002.144527	(INC1002.144527) [CUSTDS-SMART-XXX] SMART is down in Production
Customs	19/02/2010	INC1002.144685	(INC1002.144685) [CUSTCS-CMR] CMR in Production is down
Taxation	19/02/2010	INC1002.144714	(INC1002.144714)[TAX-VOW]Vow 3.1.10 in production
Excise	22/02/2010	<missing>	SevePSP is unavailable
Customs	22/02/2010	INC1001.142766	(INC1002.144766) [CUSTCS-SURV2] SURV2 and CSI_Bridge in Production - TARIFF_PROD1 are down
Excise	24/02/2010	INC1001.144899	(INC1002.144899)[EXC-PSP]PSP in Production is down
Customs	25/02/2010	INC1001.144988	(INC1002.144988)[CUSTCS-CRMS-TAXUD] Unscheduled Unavailability of CRMS in Conf
Customs	25/02/2010	INC1001.145014	(INC1002.145014)[CUSTCS-SURV2-PROD] Urgent Maintenance for SURV2 in PRODUCTION on 2010/02/25
Customs	25/02/2010	INC1001.145016	(INC1002.145016)[CUSTCS-CRMS-TAXUD] configuration issues in CRMS production on 2010/02/25 from 14h15 to 15h15 (CET)
Customs	25/02/2010	INC1002.145008	(INC1002.145008)[CUSTCS-SUSP-PROD] Urgent Maintenance for Suspensions in PRODUCTION on 2010/02/25 from 20h00 to 22h00 (CET)
Excise	25/02/2010	INC1002.145074	(INC1002.145074)[EXC-SEED]EXC// Unavailability of SEED v1.4.0 in the Conformance in the period 25/02/2010 20:00 CET to 25/02/2010 21:00 CET
Customs	26/02/2010	INC1002.145112	(INC1002.145112)[CUSTCS-Infrastructure] Unscheduled Unavailability of CMR-Surv2- CSI Bridge is down in Production in Tariff Prod2
Excise	26/02/2010	INC1002.145132	(INC1002.145132)[EXC-SEED]Unavailability of SEED v1.4.0 in the Conformance in the period 26/02/2010 20:00 CET to 26/02/2010 21:00 CET
Customs	01/03/2010	INC1002.145135	(INC1002.145135)[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 2010/03/01 from 05h30 to 07h00 (CET)
Customs	01/03/2010	INC1002.145016	(INC1002.145016)[CUSTCS-CRMS-PROD] CRMS Critical issue in CONF and PROD

Thread/ App	Date	Incident ID	Incident Description
Customs	01/03/2010	INC1003.145246	(INC1003.145246) [CUSTCS-SUSP-CONF] Urgent Maintenance for Suspensions in CONFORMANCE on 2010/03/01 from 18h20 to 21h00 (CET)
Customs	02/03/2010	INC1003.145277	INC1003.145277)[CUSTCS-DDS-EBTI-PROD] Unscheduled Unavailability of DDS Ebti in Production
Customs	03/03/2010	INC1002.145303	on 2010/03/03, UNscheduled unavailability of CS/RD (INC1003.145303)
Customs	04/03/2010	INC1003.145509	(INC1003.145509) [CUSTCS-ART] New ART(2010) in CONF
Customs	04/03/2010	INC1003.145511	(INC1003.145511) [CUSTCS-SUSP] Unscheduled Unavailability of SUSP in Conformance
Customs	04/03/2010	INC1002.145195	(INC1003.145195) [CUSTCS-DIGIT-ISHS-ORACLE] REQUEST FOR SERVICE - P 3 -PROBLEM: corrupted index of EOS
Customs	11/03/2010	INC1003.145861	(INC1003.145861) [CUSTCS-EBTI-CONF] Urgent Maintenance for EBTI3 application in CONFORMANCE on 2010/03/11 from 14:00 (CET) to 20:00 (CET)
Customs	11/03/2010	INC1003.145922	(INC1003.145922) [CUSTCS-CONF] Unscheduled Unavailability of All applications in Conformance
Customs	11/03/2010	INC1003.145927	(INC1003.145927)[CUSTCS-DDS2] Unscheduled Unavailability of DDS2 Taric
Customs	12/03/2010	INC1002.145008	(INC1002.145008)[CUSTCS-DDS-TAXUD] SUSP - DDS interface // export of a PROD database dump into CONF environment
Customs	12/03/2010	INC1002.146020	(INC1003.146020)[CUSTCS-EBTI-PROD] Urgent Maintenance for EBTI in PRODUCTION on 2010/03/12 from 20h00 to 20h30 (CET)
Customs	15/03/2010	INC1002.146025	(INC1003.146025)[CUSTCS-INFRA] Preventive Maintenance Urgent Maintenance for applications in PRODUCTION on 2010/03/15 from 05:30 AM (CET) to 07:00 (CET).
Customs	15/03/2010	INC1003.146060	(INC1003.146060) [CUSTCS-DDS-EBTI] Unscheduled Unavailability of Ebti in Conf
Customs	16/03/2010	INC1003.146191	(INC1003.146191)[CUSTCS-CSIBRIDGE] Unscheduled Unavailability of CSI_Bridge in Production - Out of Memory + other applications
Customs	18/03/2010	INC1003.146377	(INC1003.146377)[CUSTCS-EBTI] Unscheduled Unavailability of EBTI in CONF
Customs	18/03/2010	INC1002.145199	(INC1003.145199) [CUSTCS-DIGIT-ISHS-ORACLE] REQUEST FOR SERVICE - P 3 -PROBLEM: corrupted index of EOS
Customs	19/03/2010	INC1003.146530	(INC1003.146530)[CUSTCS-CMR] Unscheduled Unavailability of CMR in TARIFF_PROD2
Customs	22/03/2010	INC1003.146538	(INC1003.146538)[CUSTCS-TAXUD] Urgent Maintenance for applications in PRODUCTION on

Thread/ App	Date	Incident ID	Incident Description
			2010/03/22 from 05h30 to 07h00 (CET)
Customs	23/03/2010	INC1003.146622	(INC1003.146622)[CUSTCS-PROD] Unscheduled Unavailability of all applications in Production
Customs	26/03/2010	INC1003.146873	(INC1003.146873)[CUSTCS-CSIBRIDGE-PROD] Unscheduled Unavailability of CSI_Bridge in Production - Out of Memory + other applications
Customs	30/03/2010	INC1003.147079	(INC1003.147079)[CUSTCS-CSIBRIDGE] Unscheduled Unavailability of CSI_Bridge in TARIFF_PROD1 (Production) - Out of Memory
Customs	30/03/2010	INC1003.147122	(INC1003.147122)[CUSTCS-SURV2] Urgent Maintenance for SURV2 in PRODUCTION on 2010/03/30 from 17h30 to 18h00 (CET)

Table A-43: Unscheduled unavailability

4. Scheduled Unavailability's (Incidents)

Overview of scheduled unavailability occurred in the period 11/2007 and 03/2010 (sorted by Business Thread and then by Date). For the Taxation business thread, the studied period is from 07/2008 until 03/2010.

Thread/App	Date	Incident ID	Incident Description
CCN	3/10/2007	INC0710.22027	FITS/TC CCNTC SC#30281 - GBCT - Unavailability 10 th October 2007 from 06:30till 08:30 (GMT)
CCN	5/10/2007	INC0710.27421	CCNTC SC#30347 - SKCT - Unavailability 12th October 2007 from 06:00till 08:00 (GMT) (INC0710.27421)
CCN	5/10/2007	INC0710.28216	CCNTC SC#30259 - BETA/BECU - Unavailability 8th October 2007 from 07:00 till 09:00 (GMT
CCN	5/10/2007	INC0710.28597	CCNTC SC#30312 - LUCT - Unavailability 17th October 2007 from 07:00till 09:00 (GMT) (INC0710.28597)
CCN	5/10/2007	INC0710.29479	CCNTC SC#30307 - ITTA/ITCU - Unavailability 9th October 2007 from11:00 till 13:00 (GMT)
CCN	6/10/2007	INC0710.32482	[FITS- Unvail] FITS/TC SC 24616 : CCNTC - DE Taxations LCMS server unavailable 10 Oct2007 from 7:00
CCN	6/10/2007	INC0710.32513	FITS/TC SC 24613 : CCNTC - PT Taxations LCMS server unavailable on9/10/2007 from 8:00 to 10:00 GMT
CCN	8/10/2007	INC0710.32777	30379 - HUCT - Unavailability Mail Server 12th October 2007from 07:00 till 09:00
CCN	8/10/2007	INC0710.34172	CCNTC SC#30403 - SECU - Unavailability Mail Server 16th October 2007from 07:00 till 09:00 GMT
CCN	9/10/2007	INC0710.34430	CCNTC SC#30292 - FRCT - Unavailability 10 th October 2007from 07:00 till 09:00 (GMT) (INC0710.34430)
CCN	10/10/2007	INC0710.39117	CCNTC SC#30439 - TAXUD-LUX - Unavailability Mail Server 18th October2007 from 08:00 till 10:00 GMT
CCN	10/10/2007	INC0710.40136	CCNTC SC#30450 - PLCT - Unavailability 18th October 2007 from 08:00till 10:00 (GMT)
CCN	12/10/2007	INC0710.45245	fits CCNTC SC#30468 - NLCT - Unavailability 19th October 2007 from 07:00till 09:00 (GMT)
CCN	12/10/2007	INC0710.45414	fits CCNTC SC#30344 - NOCU - Unavailability 12 th October 2007 from 06:00till 08:00 (GMT)
CCN	15/10/2007	INC0710.46620	ACK: CCNTC SC#30400 - CZCU - Unavailability Mail Server 16thOctober 2007 from 06:00 till 08:00 GMT

Thread/App	Date	Incident ID	Incident Description
CCN	15/10/2007	INC0710.47756	CCNTC SC#30502 - LTCTM1 - Unavailability 30th October 2007 from 06:00till 08:00 (GMT)- ACK mail sent
CCN	26/10/2007	INC0710.82965	CCNTC SC#30653 - ROCTM1 - Unavailability for BACKUP 2nd November 2007from 08:00 till 10:00 (GMT)
CCN	27/11/2007	INC0711.101035	Scheduled Unavailability of Customs Gateway
CCN	29/11/2007	INC0711.101135	CCNTC SC#31051 - CZCUB1 - Planned short unavailability - Notification sent to NAs
CCN	30/10/2007	INC0710.100101	CCNTC SC#30502 - LTCTM1 - Unavailability for BACKUP purpose 30thOctober 2007 from 06:00 till 08:00 (
CCN	13/12/2007	INC0712.101587	NCTS-CCNTC SC#31385 - CCNTC - Portal unavailability on 19/12/2007 from18h30 to 19h00 GMT
CCN	13/12/2007	INC0712.101604	NCTS-CCNTC SC#21626 - TAXUD - Planned Brussels site unavailability
CCN	4/02/2008	INC0802.103193	EXC//CCNTC SC#32255 - ROCT - Site will be unavailable on Thursday,7th February 2008 from 5:00 till 7
CCN	21/04/2008	INC0804.105794	INFRA//[REG] CCNTC-33736 SKCT - site unavailable on 22/04/2008from13:30 to15:30 GMT
CCN	28/04/2008	INC0804.106072	EXC // CCNTC SC#33856 - DECUM1 - Unavailability on 05/05 from 8:00 till 9:00(GMT)
Customs (CN)	15/10/2008	INC0810.114077	INC0810.114077 [CUST-CN] CN/Prod is down
Customs (CSI BRIDGE)	24/11/2008	INC0811.116616	INC0811.116616 CUST//CSI BRRIDGE failure in CONF
Customs (CSI BRIDGE)	27/11/2008	INC0811.116975	INC0811.116975 CUST//CSI_BRIDGE in CONFORMANCE
Customs (CSI BRIDGE)	22/12/2008	INC0812.118652	INC0812.118652 - CUST//TARIC transmission failed due to csibridge unavailability
Customs (ECICS2)	01/11/2008	INC0810.115200	(INC0810.115200) [CUST-ECICS2-PROD] Installation of ECICS2 Application in PRODUCTION Environment - 01/11/2008
Customs (ECICS2)	16/12/2008	INC0812.118300	INC0812.118300 - CUST// Maintenance of ECICS2 in production
Customs (QUOTA2)	31/10/2008	INC0810.115195	SVC1330: QUOTA2: (INC0810.115195) [CUST-QUOTA2-CONF] Quota2 Conformance : problem with csibridge
Customs (QUOTA2)	08/12/2008	INC0812.117630	INC0812.117630 - CUST//Maintenance for QUOTA2 application in CONFORMANCE Environment - 08.12.2008 01:00 PM
Customs (QUOTA2)	10/12/2008	INC0812.117863	(INC0812.117863)[CUST-QUOTA2-CONF]Maintenance of QUOTA2 Application in CONFORMANCE Environment
Customs	10/12/2008	INC0812.117921	INC0812.117921 CUST//Maintenance of

Thread/App	Date	Incident ID	Incident Description
(QUOTA2)			QUOTA2 Application in CONFORMANCE Environment
Customs (QUOTA2)	11/12/2008	INC0812.118008	INC0812.118008 - CUST// Maintenance of QUOTA2 Application in PRODUCTION Environment - 11/12/2008 07:30 PM until 12/
Customs (QUOTA2)	11/12/2008	INC0812.117954	(INC0812.117954) [CUST-QUOTA2-CONF] Maintenance of QUOTA2 Application in CONFORMANCE Environment
Customs (QUOTA2)	12/12/2008	INC0812.118077	INC0812.118077 - CUST//Urgent Maintenance of QUOTA2 Application in CONFORMANCE Environment
Customs (QUOTA2)	11/12/2008	INC0812.118008	INC0812.118008 [CUST-QUOTA2] Maintenance of QUOTA2 Application in PRODUCTION Environment - 11/12/2008 07:30 PM until 12/12/2008 08:00 AM
Customs (QUOTA2)	15/12/2008	INC0812.118215	INC0812.118215 - CUST// SE - Quota2
Customs (QUOTA2)	22/12/2008	INC0812.118619	INC0812.118619 - CUST//Quota2 - Emergency Patch in CONFORMANCE - 22.12.2008 at 06:00 PM
Customs (QUOTA2)	23/12/2008	INC0812.118669	INC0812.118669 - CUST//Quota2 - Emergency Patch #6 in PRODUCTION - 23.12.2008 at 07:00 PM
CUSTOMS (RIF in CONF)	19/03/2008	INC0803.104646	CUSTOMS // RIF in CONF is unavailable
Customs (RIF)	04/12/2008	INC0812.117256	(INC0812.117256) [CUST-INST-RIF-PROD] install RIF 3.0.1 in production
CUSTOMS (SMS)	24/01/2008	INC0801.102877	CUSTOMS // SMS 1.4.2 installation procedure on production for acceptance with unavailability Thursday
Customs (SURV2)	10/12/2008	INC0812.117916	INC0812.117916 - CUST//SVC01452: Action Plan for the migration of SURV2 on the new domain in CONF
Customs (SURV2)	12/12/2008	INC0812.117916	(INC0812.117916) SVC01452: Action Plan for the migration of SURV2 on the new domain in CONF
Customs (SURV2)	13/12/2008	INC0812.118057	(INC0812.118057) [CUST-SURV2-PROD] Maintenance of SURVEILLANCE2 in PRODUCTION
Customs (SURV2)	16/12/2008	INC0812.118269	INC0812.118269 - CUST// SURV2 - Maintenance - 16.12.2008 at 11:h55
Customs (SURV2)	16/12/2008	INC0812.118269	INC0812.118269 [CUST-SURV2] SURV2 - Maintenance - 16.12.2008 at 11:h55
Customs (SURV2)	16/12/2008	INC0812.118299	(INC0812.118299) [CUST- SURV2-PROD] SURV2 - Maintenance - 16.12.2008 at 03:15 PM
Customs (SURV2)	18/12/2008	INC0812.118464	INC0812.118464 - CUST//Maintenance of SURV2 in production2 - 18.12.2008 01:45 PM
Customs (SURV2)	22/12/2008	INC0812.118598	INC0812.118598 - CUST// ELCT - Problem to

Thread/App	Date	Incident ID	Incident Description
			surv2
Customs (SURV2)	26/12/2008	INC0812.118771	(INC0812.118771) [CUST-SURV2-XXX] SURV2 - Maintenance - 26.12.2008 08:00 PM
Customs (TARIC)	28/11/2008	INC0811.117020	INC0811.117020 - CUST//Patch for defect 1240: Subquotas not exported in correct order in full TARIC export file
Customs (TARIFF)	30/07/2008	INC0807.109944	INC0807.109944) [CUST-TARIFF] TARIFF DOMAIN WEBLOGIC SETTINGS -Production Domain
Customs (TARIFF)	09/12/2008	INC0812.117784	INC0812.117784 - CUST//CUSTOMS-TARIFF_CONF - Actions list suggested on Conference call on "OUT OF MEMORY" problem
Customs (TQS)	28/11/2008	INC0811.116966	(INC0811.116966)[CUST-TQS-PROD] Maintenance for TQS applications in PRODUCTION Environment
Customs	20/09/2008	INC0809.112377	CUST//Notification: Unavailability of Customs applications
Customs	29/09/2008	INC0809.112996	CUST//Urgent Maintenance for applications in PRODUCTION Environment
Customs	06/10/2008	INC0810.113439	(INC0810.113439)[CUST-APPLMGT] Unavailability of Customs applications In Production
Customs	07/10/2008	INC0810.113596	(INC0810.113596) [CUST-CSI-CONF] Urgent Maintenance of Customs Applications in CONFORMANCE Environment
Customs	07/10/2008	INC0810.113653	INC0810.113653 [CUST-CSIBRIGDE-CONFORMANCE] Urgent Maintenance of Customs Applications in CONFORMANCE Environment
Customs	13/10/2008	INC0810.113858	(INC0810.113858)[CUST-APPMGT] Urgent Maintenance for applications in PRODUCTION Environment
Customs	14/10/2008	INC0810.114084	INC0810.114084 [CUST-CONF] Urgent Maintenance for applications in CONFORMANCE Environment
Customs	20/10/2008	INC0810.114332	INC0810.114332 [CUST-PROD] Urgent Maintenance for applications in PRODUCTION Environment
Customs	24/10/2008	INC0810.114776	(INC0810.114776) [CUST-APPSRV-PROD] Urgent Maintenance for applications in PRODUCTION
Customs	27/10/2008	INC0810.114816	(INC0810.114816) [CUST-APPSRV-PROD] Urgent Maintenance for applications in PRODUCTION Environment
Customs	28/10/2008	INC0810.114871	INC0810.114871 [CUST-PRODUCTION] Urgent Maintenance for applications in PRODUCTION Environment
Customs	29/10/2008	INC0810.115002	(INC0810.115002) [CUST-APPSRV-PROD]

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			Urgent Maintenance for applications in PRODUCTION Environment
Customs	31/10/2008	INC0810.115105	INC0810.115105 [CUST-PRODUCTION-Maintenance] Urgent Maintenance for applications in PRODUCTION Environment - 31/10/2008
Customs	31/10/2008	INC0810.115192	(INC0810.115192) [CUST-PROD] Urgent Maintenance for applications in PRODUCTION Environment - 31/10/2008 08:00 PM
Customs	03/11/2008	INC0810.115198	(INC0810.115198) [CUST-PROD] Urgent Maintenance for applications in PRODUCTION Environment - 03/11/2008
Customs	04/11/2008	INC0811.115295	(INC0811.115295) [CUST-PROD] Urgent Maintenance for applications in PRODUCTION Environment
Customs	05/11/2008	INC0811.115368	INC0811.115368 [CUST-Production] Urgent Maintenance for applications in PRODUCTION Environment
Customs	06/11/2008	INC0811.115451	(INC0811.115451)[CUST-APPLMGT] Urgent Maintenance for applications in PRODUCTION Environment
Customs	07/11/2008	INC0811.115532	INC0811.115532 [CUST-PRODUCTION] Urgent Maintenance for applications in PRODUCTION Environment
Customs	10/11/2008	INC0811.115628	(INC0811.115628) [CUST-APPSRV-PROD] Urgent Maintenance for applications in PRODUCTION Environment
Customs	10/11/2008	INC0811.115743	INC0811.115743 - CUST//Urgent Maintenance for applications in CONFORMANCE Environment 10/11/2008 08:00 PM
Customs	11/11/2008	INC0811.115752	(INC0811.115752) [CUST-APPSRV-PROD] Urgent Maintenance for applications in PRODUCTION Environment
Customs	13/11/2008	INC0811.115891	(INC0811.115891)[CUST-APPLMGT]Urgent Maintenance for applications in PRODUCTION Environment - 13/11/2008 06:30 AM
Customs	14/11/2008	INC0811.116038	INC0811.116038 [CUST-Conformance] Urgent maintenance for CONFORMANCE domain
Customs	19/11/2008	INC0811.116231	INC0811.116231 - CUST//Urgent Maintenance for applications in PRODUCTION Environment - 19/11/2008 06:30 AM
Customs	20/11/2008	INC0811.116344	INC0811.116344 - CUST//Urgent Maintenance for applications in PRODUCTION Environment - 20/11/2008 06:30 AM
Customs	21/11/2008	INC0811.116425	INC0811.116425 CUST// Urgent Maintenance for applications in PRODUCTION Environment - 21/11/2008 06:30 AM
Customs	21/11/2008	INC0811.116524	INC0811.116524 CUST// Urgent Maintenance for applications in PRODUCTION Environment -

Thread/App	Date	Incident ID	Incident Description
			21/11/2008 08:00 PM
Customs	24/11/2008	INC0811.116617	(INC0811.116617) [CUST-PRODUCTION] Maintenance for applications in PRODUCTION Environment
Customs	27/11/2008	INC0811.116864	(INC0811.116864)[CUST-APPLMGT] Maintenance for applications in PRODUCTION Environment - 27/11/2008 06:30 AM
Customs	28/11/2008	INC0811.116942	INC0811.116942 CUST//Maintenance for applications in PRODUCTION Environment - 28/11/2008 06:30 AM
Customs	01/12/2008	INC0811.116942	(INC0811.116942)[CUST-APPLMGT]Maintenance for applications in PRODUCTION Environment
Customs	01/12/2008	INC0811.117024	(INC0811.117024) [CUST-PROD] Maintenance for applications in PRODUCTION Environment
Customs	02/12/2008	INC0812.117133	(INC0812.117133)[CUST-APPLMGT] Maintenance in PRODUCTION Environment
Customs	02/12/2008	INC0812.117135	INC0812.117135)[CUST-APPLMGT-CONF] Maintenance in CONFORMANCE Environment
Customs	02/12/2008	INC0812.117239	INC0812.117239 (Production Domain)
Customs	03/12/2008	INC0812.117241	INC0812.117241 - CUST//Maintenance in PRODUCTION Environment - 03/12/2008 06:30 AM
Customs	04/12/2008	INC0812.117449	(INC0812.117449)[CUST-APPLMGT] Maintenance in PRODUCTION Environment
Customs	05/12/2008	INC0812.117521	INC0812.117521 [CUST-APPLMGT]- Maintenance in PRODUCTION Environment
Customs	08/12/2008	INC0812.117569	INC0812.117569 - CUST//Maintenance in PRODUCTION Environment - 08.12.2008 at 06:30 AM (CET)
Customs	09/12/2008	INC0812.117666	INC0812.117666 [CUST-APPLMGT] - Maintenance in PRODUCTION Environment
Customs	10/12/2008	INC0812.117788	INC0812.117788 [CUST-PROD] Urgent Maintenance in PRODUCTION Environment
Customs	11/12/2008	INC0812.117920	(INC0812.117920) [CUST-PROD] Urgent Maintenance in PRODUCTION Environment - 11.12.2008 at 06:30 AM (CET)
Customs	12/12/2008	INC0812.118000	INC0812.118000 [CUST-] Maintenance in PRODUCTION Environment - 12.12.2008 at 06:30 AM (CET)
Customs	17/12/2008	INC0812.118381	INC0812.118381 [CUST-Conformance] Maintenance in CONFORMANCE Environment - 17/12/2008 03:00 PM
Customs	22/12/2008	INC0812.118566	INC0812.118566 - CUST//PRODUCTION and PRODUCTION2 Preventive Restart - 21.12.2008 at 06:30 AM
Customs	29/12/2008	INC0812.118773	(INC0812.118773) [CUST-PROD-XXX]

Thread/App	Date	Incident ID	Incident Description
			PRODUCTION and PRODUCTION2 Preventive Restart - 29.12.2008 at 06:30 AM
Customs	31/12/2008	INC0812.118888	CUST//CMR – Production
Customs	20/08/2008	INC0808.110885	INC0808.110885 CUST// Urgent Customs in PRODUCTION Environment -
Excise (SEEDv0)	22/02/2008	INC0802.103921	EXC // VIES & SEEDv0 unavailable Fri 22/02/2008 to Mon 25/02/2008 // ACK
Excise (PSP)	10/11/2008	INC0810.113741	(INC0810.113741)[EXC-PSP-XXX]Downtime of www.svepsp.com on Saturday the 11th of October between 8 and 9 am
Excise (SEEDv1)	23/09/2008	INC0809.112706	EXC//SEEDv1 in CONF unavailable on 23 September 2008 from 19h00 to 20h30 pm
Excise (SEEDv1)	30/09/2008	INC0809.113185	EXC//SEEDv1 in CONF unavailable on 30 September 2008 from 19h00 to 20h30
Excise (SEEDv1)	07/10/2008	INC0810.113631	(INC0810.113631)[EXC-Seedv1-NL] Scheduled date availability of the next maintenance release of SEEDv1
NCTS	4/10/2007	INC0710.25609	NCTS/36875 - TIR14 and TIR17: Scheduled unavailability for all functionalities.// Please deliver MCC
NCTS	30/11/2007	INC0711.101158	NCTS// Unavailability of Type 'S' and 'U' - ACK
NCTS (CSMIS)	14/12/2007	INC0712.101662	NCTS// Sending an IE70 S" via CS/MIS Unavailability not possible for ECS- ack mail sent"
NCTS (CSMIS)	10/03/2008	INC0803.104398	NCTS // Cs/MIS scheduled unavailability - rfc-2008-02-22-infra-038-Add new disks
NCTS (Web2000 calls)	27/03/2008	INC0803.104906	NCTS // Web2000 calls unavailable
NCTS (CSMIS)	28/04/2008	INC0804.106095	NCTS//ECS-NCTS Schedule Unavailability of CS/MIS
NCTS (CSMIS)	7/05/2008	INC0805.106400	NCTS//ECS-NCTS Schedule Unavailability of CS/MIS
NCTS (CSMIS)	12/05/2008	INC0805.106560	NCST // NCTS/ECS-Unavailability of CS/MIS on 12/05/2008
NCTS (CSMIS)	13/05/2008	INC0805.106596	NCTS//CS/MIS Handling of a unavailability
NCTS&eCustoms (CS/RD)	12/09/2008	INC0809.111986	NCTS//NCTS-CSRD-XXX CSRD-removal of erroneous data
NCTS&eCustoms (CS/RD)	25/09/2008	INC0809.112957	NCTS// 25/09/2008 CS/RD INC0809.112957
Customs	05/01/2009	INC0812.118910	CUST// PRODUCTION and PRODUCTION2 Preventive Restart - 05.01.2009 at 06:30 AM
Customs	05/01/2009	INC0901.119017	CUST// Maintenance on CSI_BRIDGE applications in PRODUCTION Environment - 05.01.2009 at 04:30 PM
Customs	05/01/2009	INC0901.119032	CUST//CMR is down - 2009/01/05 - 18:11 CET
Customs	05/01/2009	INC0901.119007	CUST//Acknowledgement message with error

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Customs	05/01/2009	INC0901.119052	CUST// Quota2: upcoming emergency patch
Customs	07/01/2009	INC0901.119216	CUST// Maintenance on CSI_BRIDGE applications in PRODUCTION Environment - 07.01.2009 at 06:00 PM
Customs	08/01/2009	INC0901.119267	CUST//CMR is down - 2009/01/08 - 14:10
Customs	08/01/2009	INC0901.119295	CUST// Maintenance in PRODUCTION Environment - 08.01.2009 at 05:45 PM (CET).
Customs	08/01/2009	INC0901.119052	CUST-CS// Quota2: upcoming emergency patch
Customs	09/01/2009	INC0901.119389	Maintenance on CSI_BRIDGE applications in PRODUCTION Environment
Customs	09/01/2009	INC0901.119378	CUST//Quota2: Data Patch #8
Customs	09/01/2009	INC0901.119389	CUST//Maintenance on CSI_BRIDGE applications in PRODUCTION Environment - 09.01.2009 at 03:00 PM (CET
Customs	12/01/2009	INC0901.119401	[CUST-PRODUCTION] PRODUCTION and PRODUCTION2 Preventive Restart
Customs	12/01/2009	INC0901.119462	[CUST-SURV2-PROD] SURV2 - Maintenance
Customs	12/01/2009	INC0901.119650	CUST//Maintenance on CSI_BRIDGE logs provided
Customs	12/01/2009	INC0901.119441	CUST// DDS-QUOTA2 slow in production
Customs	12/01/2009	INC0812.118024	CUST// Problem on XAConnection of the csibridge-send logs to CUST/DEV
Customs	13/01/2009	INC0901.119563	CUST// Maintenance on CSI_BRIDGE applications in PRODUCTION Environment - 12.01.2009 at 13h10
Customs	15/01/2009	INC0901.119682	CUST//Request to change one ECICS2 parameter in conformance
Customs	15/01/2009	INC0901.119052	CUST// Quota2: upcoming emergency patch
Customs	15/01/2009	INC0901.119708	CUST//Taric2 PROD Installation
Customs	15/01/2009	INC0901.119663	[CUST-QUOTA2-PROD] Request postponement allocation 14/01/2009
Customs	16/01/2009	INC0901.119822	CUST//CMR is down - 2009/01/16 - 01:05
Customs	16/01/2009	INC0901.119873	CUST// RFC for PERMSIZE settings change - CSIBridge issue.
Customs	16/01/2009	INC0901.119845	[CUST-QUOTA2] QUOTA2 1.0.3 : Urgent Maintenance for applications in CONFORMANCE Environment - 16:01:2009 - 17H30 CET
Customs	18/01/2009	INC0901.119885	CUST// QUOTA2 1.0.3 : emergency patch 9 : schedule of installations
Customs	19/01/2009	INC0901.119833	PRODUCTION and PRODUCTION2 Preventive Restart - 19.01.2009 at 06:30 AM
Customs	19/01/2009	INC0901.119513	[CUST-SUSP-PROD] Urgent Maintenance for SUSPENSION Application in PRODUCTION Environment

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Customs	19/01/2009	INC0901.119930	[CUST-QUOTA2] Urgent Maintenance for Quota2&Taric applications in PRODUCTION Environment - 19:01:2009 - 12H00 CET
Customs	19/01/2009	INC0901.119973	CUST// CONF: CSIBridge not sending messages out...
Customs	19/01/2009	INC0901.119833	CUST//PRODUCTION and PRODUCTION2 Preventive Restart - 19.01.2009 at 06:30 AM
Customs	19/01/2009	INC0901.119985	CUST// RFC for PERMSIZE settings change - CSIBridge issue.
Customs	19/01/2009	INC0901.119993	CUST//QUOTA2 1.0.3 : emergency patch 9 : schedule of installations In Production
Excise	20/01/2009	INC0901.120077	[EXC-SEEDv1-XXX] SEEDv1 Production application will be unavailable between 16h00 and 16h30 on 20/01/2009. [EXC-SEEDV1-AM] SEEDv1 application unavailable in Conformance and production
ITSM	21/01/2009	INC0901.120132	[INFRA-PORTAL] Portal unavailability 21/01/2009
Customs	22/01/2009	INC0901.120203	[NCTS-SPEED-XXX] Stopping SPEED-ECN in PROD
Customs	26/01/2009	INC0901.120351	PRODUCTION and PRODUCTION2 Preventive Restart - 26.01.2009 at 06:30 AM
Customs	26/01/2009	INC0901.120351	[CUST-PRODUCTION] Urgent Maintenance for applications in PRODUCTION Environment - 26.01.2009 at 06:30 [CUST-PRODUCTION] PRODUCTION and PRODUCTION2 Preventive Restart - 26.01.2009 at 06:30 AM TAX//CCNTC SC#39029 - GBCT - EU Taxud move of router PLON1720.
Customs	26/01/2009	INC0901.120397	[CUST-DDS] DDS On Production Environment - 26/01/2009 10:20 AM.
Customs	26/01/2009	INC0901.120451	CUST// [CUST-PRODUCTION] TQS Status of the Daily TQM Transmission 26/01/2009
Customs	26/01/2009	INC0901.120481	CUST// [CUST-QUOTA2] Maintenance for QUOTA2 application in PRODUCTION Environment :26.01.2009 at 07
Customs	27/01/2009	INC0901.120483	CUST// [PRODUCTION] PRODUCTION and PRODUCTION2 -no log entries for the Whole Domain - 27.01.2
Customs	27/01/2009	INC0901.120451	CUST// [CUST-PRODUCTION] TQS Status of the Daily TQM Transmission 26/01/2009
Customs	27/01/2009	INC0901.120481	[CUST-QUOTA2] Maintenance for QUOTA2 application in PRODUCTION Environment :26.01.2009 at 07:30 PM
Customs	28/01/2009	INC0901.120631	Maintenance on CSI_BRIDGE applications in CONFORMANCE Environment - 28.01.2009 at 11:45 AM

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Customs	28/01/2209	INC0901.120695	CUST// QUOTA2] Quota2: issue with replies to messages with duplicate id - In Production - 28/01/200
Customs	28/01/2209	INC0901.120692	CUST// [ECICS] Maintenance of ECICS2 in Conformance - -28.01.2009 at 08:00 PM
Customs	28/01/2209	INC0901.120690	CUST// Maintenance of ECICS2 in production - 28.01.2009 at 08:00 PM
Excise	29/01/2009	INC0901.120717	[EXC-SEEDv1-XXX] SEED v0 and SEED v1
Customs	06/02/2009	INC0901.120861	Installation Patch Corrective
Customs	09/02/2009	INC0902.121409	CUST// PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain - 09.02.2009 at 06:30
Customs	09/02/2009	INC0902.121432	AlarmPoint message 09:26 WARNING on TARIFF_PROD:appsrv_7 WLS
Customs	09/02/2009	INC0902.121433	batch jobs started since Friday-evening
Excise	09/02/2009	INC0902.121458	[EXC-SEEDv1-XXX] SEED v1 unavailable in Production environment on 09 February from 19h00 to 20h00
Customs	09/02/2009	INC0902.121462	[CUST-SRUV2-TAXUD] Urgent Maintenance for SURVEILLANCE2 application in PRODUCTION Environment - 09.02.2009, 20:00
Customs	10/02/2009	INC0902.121523	[NCTS-CS/MIS-XXX] CSMIS 8.0.0 in production environment and unavailability request
Customs	11/02/2009	INC0901.119216	CUST//PROB N°34 :DIGIT FAILOVER ISSUE//
Customs	11/02/2009	INC0902.121462	[CUST-SRUV2-TAXUD] Urgent Maintenance for SURVEILLANCE2 application in PRODUCTION Environment - 11.02.2009, 20h00 (CET)
Customs	11/02/2009	INC0902.121523	[NCTS-CS/MIS-XXX] CSMIS 8.0.0 in production environment and unavailability request
Customs	12/02/2009	INC0902.121756	CSI_BRIDGE – Purge XML Message
Customs	12/02/2009	INC0901.119844	CUST-CS//QUOTA2 correlid missing
Customs	12/02/2009	INC0902.121583	[CUST-Quota2] Urgent maintenance of QUOTA2 application in Conformance environment - 12.02.2009
Customs	12/02/2009	INC0902.121756	[CUST-CSI_BRIDGE-XXX] Maintenance of CSI_BRIDGE in CONFORMANCE
Customs	12/02/2009	INC0902.121778	[CUST-EBTI-PROD] Maintenance of EBTI3 in PRODUCTION On the 12/02/2009 at 07:00 PM
Customs	13/02/2009	INC0902.121881	PRODUCTION2 IS DOWN
Customs	16/02/2009	INC0902.122010	[CUST-INST-ART] installation of ART 1.5.4 in Production
Customs	16/02/2009	INC0902.122023	[CUST-ART-CONF] ART v1.5.4 to be installed
Customs	16/02/2009	INC0902.121953	PRODUCTION and PRODUCTION2 -Preventive Restart of the Domain - 16.02.2009 at 06:30 AM
Customs	16/02/2009	INC0902.121953	[CUST-APPLMGT-PROD]PRODUCTION and

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			PRODUCTION2 -Preventive Restart of the Domain - 16.02.2009 at 06:30 AM
Customs	16/02/2009	INC0902.122004	On 2009/02/16, UNscheduled unavailability of CS/RD
Customs	16/02/2009	INC0902.122005	On 2009/02/16, UNscheduled unavailability of CS/MIS
Customs	17/02/2009	INC0901.120780	[CUST-HTTPBRIGDE-CONF] conformance unavailable 17.02.2009
Customs	17/02/2009	INC0902.121926	[CUST-SUSP-PROD] Request to copy the SUSP production database into the SUSP conformance database
Customs	17/02/2009	INC0902.122023	[JIRA] Created: (ITSM-11538) FW: ART v1.5.4 to be installed asap in the Conformance environment
Excise	18/02/2009	INC0902.122147	[EXC-SEEDv0-XXX] SEED v0 Production environment will not be available on 18 February 2009, from 19h00 to 20h00 (CET)
Customs	18/02/2009	INC0902.122167	On 2009/02/18, UNscheduled unavailability of CS/MIS
Excise	18/02/2009	INC0902.121471	CCNTC SC#40509 - GBCTP1 - SEEDv1 PRODUCTION unavailable on 18/02/2009 between 07:30 and 08:00
Customs	18/02/2009	INC0902.122167	[NCTS-CSMIS-TAXUD] CS/MIS Prod Reboot request
Customs	19/02/2009	INC0902.122483	[CUST-DDS-TAXUD] DDS 4.4.5 deployment in production
Customs	19/02/2009	INC0902.122293	[CUST-APPTAXP] Urgent Maintenance for applications in PRODUCTION Environment - 19/02/2009 - 20h30
Customs	19/02/2009	INC0902.122297	[CUST-DDS-TAXUD] DDS 4.4.5 deployment in production
Customs	20/02/2009	INC0901.120780	[CUST-HTTPBRIDGE-CONF] conformance unavailable 20.02.2009
Customs	23/02/2009	INC0902.122414	[CUST-APPL-MGT-PROD] PRODUCTION and PRODUCTION2 -Preventive
Customs	23/02/2009	INC0902.122487	[CUST-XXX] Urgent Maintenance for applications in PROD & CONF Environment
Customs	23/02/2009	INC0902.122297	[CUST-DDS-TAXUD] DDS 4.4.5 system maintenance procedure on the 23rd of February, 18h00 - 21h00
Customs	26/02/2009	INC0902.122725	[CUST-HTTPBRIGDE] HTTPBRIDGE 1.1.2 deployment in PRODUCTION
Customs	02/03/2009	INC0902.122860	PRODUCTION and PRODUCTION2 -Preventive Restart of the Domain - 02.03.2009 at 06:00 AM
Customs	02/03/2009	INC0903.122908	[CUST-PROD] Urgent proactive maintenance in PRODUCTION & Conformance Environment - 02/03/2009 18:00-18:45 - 03/03/2009 06:15-07:00

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Customs	02/03/2009	INC0902.122467	[CUST-DDS] DDS 4.4.5 system maintenance procedure on Wednesday 25/02/09, 20h00 - 23h00
Customs	03/03/2009	INC0903.122908	[CUST-PROD] Urgent proactive maintenance in PRODUCTION & Conformance Environment - 02/03/2009 18:00-18:45 - 03/03/2009 06:15-07:00
Excise	05/03/2009	INC0903.123181	[EXC-SEEDv1-XXX] SEED v1 Conformance environment will not be available on 05 March 2009, from 19:00 to 20:00 (CET)
Customs	05/03/2009	INC0903.123112	Change the permsize of admin server to 1024, csibridge to 1024, and httpproxy to 512. The change will be done in the domainsettings.sh script
Customs	06/03/2009	INC0903.123122	[NCTS-CSRD-XXX] CSRD unscheduled unavailability for Friday 6 of march in PROD
Customs	09/03/2009	INC0903.123289	[CUST-PROD] PRODUCTION and PRODUCTION2 - Preventive Restart of the Domain - 09.03.2009 at 06:00 AM
Customs	10/03/2009	INC0903.123473	[CUST-SURV2-PROD] Urgent Maintenance for SURVEILLANCE2 application in PRODUCTION Environment - 10.03.2009, 17h30 (CET)
Customs	11/03/2009	INC0902.122386	[CUST-DDS-PROD] DDS installation in Production on Wednesday, 11/03/2009
Customs	11/03/2009	INC0903.123501	Preventive Restart of the Whole Domain due to an issue with Java
Excise	11/03/2009	INC0903.123494	[EXC-SEEDv1-XXX] SEED v1 Production environment unavailable on 11/03/2009, from 19h00 to 20h00 (CET)
Customs	11/03/2009	INC0903.123498	[CUST-PROD] Urgent Maintenance for applications in PRODUCTION Environment - 11.03.2009 at 06:00 AM
Customs	11/03/2009	INC0903.123501	[CUST-CONF] Urgent Maintenance for applications in CONFORMANCE Environment; 11.03.2009 at 07:00 AM (CET)
Customs	15/03/2009	INC0903.123734	PRODUCTION and PRODUCTION2 - Restart of the Whole Domain due to the maintenance on the Orange backbone - 15.03.2009 at 09:30 AM
Customs	15/03/2009	INC0903.123734	[CUST-PROD] Urgent Maintenance for applications in PRODUCTION Environment - 15.03.2009 at 09:30 AM
Customs	16/03/2009	INC0903.123728	[CUST-PROD] Urgent Maintenance for applications in PRODUCTION Environment - 16.03.2009 at 06:00 AM
Customs	16/03/2009	INC0903.123852	The CSI_BRIDGE need to be restarted due to - inetd.conf and /etc/services change
Customs	19/03/2009	INC0903.123905	on 2009/03/19, Scheduled unavailability of CS/MIS
Customs	19/03/2009	INC0903.124012	CUST-CS//QUOTA2 emergency patch in PRODUCTION 19.03.2009

Thread/App	Date	Incident ID	Incident Description
Excise	20/03/2009	INC0902.122368	[EXC-] Planned Maintenance - DELTA Server move from HTC to WIND - 20/03/2009 19:00 - 22/03/2009 - 20:00
Customs	20/03/2009	INC0903.123728	CCNTC SC#41671 - DGXXIP1 - Urgent system reboot on 20/03/09 at 6:15 GMT
Customs	20/03/2009	INC0903.124079	CCNTC SC#41671 - DGXXIP1 - (INC0903.124079)[CUST-CCN/TC] Urgent Maintenance for applications in PRODUCTION on 20/03/2009, from 08:00 (CET) to 09:00 am (CET)
Taxation	20/03/2009	INC0903.123717	[TAX-VOW]Unavailability of Vies on the Web 20/03/2009 19:00 - 22/03/2009 - 20:00
Customs	23/03/2009	INC0903.124163	[CUST-PROD] PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain - 23.03.2009 at 06:00 AM
Excise	25/03/2009	INC0903.124407	[EXC-SEEDv1-XXX] Urgent unavailability of SEED v1 application in Production on 25/03/2009 from 10h30 to 11h00 (CET)
Customs	30/03/2009	INC0903.124732	PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain - 30.03.2009 at 06:00 AM
Customs	30/03/2009	INC0903.124590	NCTS-CS/RD-XXX] Unavailability of CS/RD in production
Excise	31/03/2009	INC0903.124900	[EXC-SEED-XXX] SEED v1.2.1 Conformance installation on 31 March 2009 from 19h00 to 22h00.
Customs	31/03/2009	INC0903.124934	[CUST-SMS-PROD] Due to a system maintenance procedure, the SMS application in the Production environment will be unavailable from 31.03.2009, 20h00 (CET) to 01.04.2009, 06h30 (CET).
Customs	01/04/2009	INC0903.124671	[CUST-CCN-XXX] Urgent maintenance for applications in Production & Conformance on 01/04/2009 from 08h00 to 09h00 (CET)
Excise	01/04/2009	INC0903.124905	[EXC-XXX] Urgent maintenance for applications in Production & Conformance on 01/04/2009 from 08h00 to 09h00 (CET)
Customs	01/04/2009	INC0903.124671	CCNTC SC#41945 - TAXUD - (INC0903.124671)[CUST-CCN-XXX] Urgent maintenance for applications in Production & Conformance on 01/04/2009 from 17h30 to 18h00 (GMT) CCNTC SC#41945 - TAXUD - Configuration implementation for EORI-AEO on XXIP1 and XXIB4
Customs	02/04/2009		Maintenance on AEO application in PRODUCTION Environment -02/04/2009 from 06:50 AM to 06:55 AM
Excise	02/04/2009	INC0904.125057	[EXC-SEED-XXX] SEED v1.2.1 Production installation on 02 April 2009 from 19h00 to 22h00.

Thread/App	Date	Incident ID	Incident Description
Customs	02/04/2009	INC0904.125005	[ITSM-XXX] Urgent Maintenance for applications in PRODUCTION Environment - 02.04.2009; 08h00 to 09h00 CET CCNTC SC#42095 - DGXXIP1 - Reconfiguration after the implementation of application CSRD for EORI-AEO
Taxation	03/04/2009	INC0903.124954	[ITSM-XXX] CCNTC SC#42067 - TAXUD - Reconfiguration of the CCN intranet after web service implementation [ITSM-XXX]MS's-Planned unavailability on 2009/04/03 - CCNTC SC#42067 [ITSM-XXX] Urgent Maintenance for applications in PRODUCTION Environment
Customs	04/04/2009	INC0904.125169	[CUST-AEO-PROD] Urgent Maintenance for AEO in Production from Saturday, 04/04/2009 to Monday, 06/04/2009 in PRODUCTION
Customs	06/04/2009	INC0904.125256	CUST-CS//PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain
Customs	07/04/2009	INC0904.125380	Preventive Restarted - After Move EOS from Prod2 to Prod1
Customs	07/04/2009	INC0904.125045	CSI_BRIDGE and ADMIN - PRODUCTION1 - 07/04/2009 from 08:00 PM until 09:00 PM - Chgt Configuration for EOS_EORI/AEO
Customs	07/04/2009	INC0904.125445	CUST// SUSP Application down
Customs	07/04/2009	INC0904.125409	CUST// install SUSP 1.5.3 (+fix) in conformance
Customs	09/04/2009	INC0903.124860	[CUST-TARIC-TAXUD] Suspension of TARIC Transmissions on 9, 10 , 13 April 2009
Customs	09/04/2009	INC0904.125692	[CUST-PROD] CSI_BRIDGE - PRODUCTION1 - 09/04/2009 from 02:30 PM to 02:45 PM- CMR & WEB-LOGIC
Customs	10/04/2009	INC0903.124860	[CUST-TARIC-TAXUD] Suspension of TARIC Transmissions on 9, 10 , 13 April 2009
Customs	13/04/2009	INC0904.125759	PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain - 13/04/2009 at 06:00 AM
Customs	18/04/2009	INC0904.125622	[CUST-CCN/TC] DG21 - Planned maintenance on CCN backbone affecting Customs applications in PRODUCTION & CONFORMANCE Environment - 18.04.2009; 06h00-07h00 (CET)
Customs	20/04/2009	INC0904.126184	PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain - 20/04/2009 at 06:00 AM
Customs	20/04/2009	INC0902.122297	[CUST-DDS-TAXUD] DDS 4.4.5 system maintenance procedure on the 20th of April, 20h00 - 23h00
Customs	20/04/2009	INC0904.126222	on 2009/04/20, UNscheduled unavailability of CS/RD in Production
ITSM	21/04/2009	INC0904.126147	On 2009/04/21-23, Scheduled unavailability of

Thread/App	Date	Incident ID	Incident Description
			ITSM Portal
Customs	21/04/2009	INC0904.126393	CONFORMANCE & CONFORMANCE2 - Environment DOWN on 21/04/2009 from 08:00 PM until 09:30 PM
Customs	22/04/2009	INC0904.126524	[NCTS-TTA-XXX]mass mail for CT environment of TTA 9.0 and TTA 9.1A : ASAP
Customs	22/04/2009	INC0904.126494	[NCTS-CSRD-XXX] CSRD PROD Unavailable 22/04/09 at 20:00
Customs	23/04/2009	INC0904.126597	[CUST-Weblogic] Weblogic CSI_Bridge
Customs	23/04/2009	INC0904.126644	EOS configuration issue in CMR
Customs	23/04/2009	INC0904.126597	CMR Website in PROD is down
Customs	24/04/2009	INC0904.126327	Scheduled unavailability of CS/RD in Production (INC0904.126327
Customs	24/04/2009	INC0904.126327	On 2009/04/24, Scheduled unavailability of CS/RD in Production (INC0904.126327)
Customs	27/04/2009	INC0904.126725	PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain - 27/04/2009 at 06:00 AM
ITSM	28/04/2009	INC0904.126853	[ITSM-PORTAL] ITSM Portal unavailabilities on Tuesday 28th between 20:00h and 23:55h
Customs	30/04/2009	INC0904.127085	HotFix Installation in EOS V1.0.3
Customs	04/05/2009	INC0905.127113	PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain - 04/05/2009 at 06:00 AM
Customs	09/05/2009	INC0905.127251	[CUSTCS-DDS-TAXUD] DDS Website will be unavailable on Saturday, April 09, 2009 from 09h00 to 11h00 (CET)
Customs	11/05/2009	INC0905.127437	[CUSTCS-DDS] DDS 4.6.1 Installation in Production on 11/05/2009, from 20h00 to 23h00 (CET)
Customs	11/05/2009	INC0905.127653	PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain - 11/05/2009 at 06:00 AM
Customs	11/05/2009	INC0905.127754	[CUSTCS-CN] Installation of CN 1.12.2 in PRODUCTION from 18h00 on 11.05.2009 to 07h00 on 12.05.2009 (CET)
Customs	11/05/2009	INC0905.127400	[CUSTDS-CS/RD-XXX]: Hotfix for public holidays
Customs	12/05/2009	INC0905.127783	Urgent Maintenance for EOS in CONFORMANCE -12/05/2009 from 06:00 AM until 12:00 AM
Customs	13/05/2009	INC0905.127836	[CUSTCS-CN-CONF] Urgent Maintenance for CN in CONFORMANCE from 18h00 (CET) on 13/05/2009 to 07h00 (CET) on 14/05/2009
Customs	15/05/2009	INC0905.127480	EOS CT Cannot update the destination filters in Conformance 15/05/2009 from 08:00 PM (CET)

Thread/App	Date	Incident ID	Incident Description
			until 09:00 PM (CET)
Customs	17/05/2009	INC0905.127251	[CUSTCS-DDS-TAXUD] DDS Website will be unavailable on Sunday, 17/05/2009, from 06h00 to 11h00 (CET)
Customs	18/05/2009	INC0905.128408	PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain - 18/05/2009 from 06:00 AM (CET) to 07:00 AM (CET)
Customs	18/05/2009	INC0905.128236	on 2009/05/18, Scheduled unavailability of CS/RD
Customs	19/05/2009	INC0905.128515	[CUSTCS-CSIBRIDGE]Urgent Maintenance for applications in PRODUCTION - 19/05/2009 from 06:00 AM (CET) to 07:00 AM (CET)
Customs	20/05/2009	INC0905.128720	[CUSTCS-EOS-PROD] ES-EOS Production start-up XML message in Production on the 20/05/2009 from 08:00 PM (CET) until 10:30 PM (CET)
Customs	22/05/2009	INC0905.128872	[CUSTCS-EOS-PROD] Urgent Maintenance for EOS in PRODUCTION on 22/05/2009, from 20:00 to 21:30 (CET)
Customs	25/05/2009	INC0905.128873	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 25/05/2009, from 06:00 to 07:00 (CET)
Customs	25/05/2009	INC0905.128872	CONFORMANCE & CONFORMANCE2 - Preventive Restart of the Whole Domain - 25/05/2009 from 06:00 AM (CET) to 07:00 AM (CET)
Customs	26/05/2009	INC0905.129051	[CUSTCS-CSIBRIDGE] Conf down
Customs	30/05/2009	INC0905.128999	[ITSM-INFRA] Planned Maintenance - Firewall Upgrade - 30/05/09 08:00-12:00
Customs	28/05/2009	INC0905.129066	On 2009/05/28, Scheduled unavailability of CS/RD
Customs	26/05/2009	INC0905.129074	[CUSTCS-CSIBRIDGE] CONFORMANCE & CONFORMANCE2 - reverse back the changes parameter Listen address in web-logic- 26/05/2009 from 08:00 PM (CET) to 10:00 PM (CET)
Customs	01/06/2009	INC0905.129352	[CUSTCS-PROD] PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain - 01/06/2009 from 06:00 AM (CET) to 07:00 AM (CET)
Customs	03/06/2009	INC0906.129618	[CUSTCS-CONF] Urgent Maintenance for applications in CONFORMANCE on 03/06/2009 from 20h00 to 22h00 (CET)
Customs	08/06/2009	INC0906.129884	PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain -08/06/2009 from 06:00 AM (CET) to 07:00 AM (CET)
Customs	05/06/2009	INC0906.129888	[CUSTCS-EORI] EOS Application will be unavailable in Production on 05/06/2009 from 08:00 PM (CET) until 08:30 PM (CET)

Thread/App	Date	Incident ID	Incident Description
Customs	08/06/2009	INC0906.130026	QUOTA2/TARIC2 : Export Dump From Production
Customs	08/06/2009	INC0906.129986	CUST-CS//CSI Tool not working in Conformance
Customs	09/06/2009	INC0906.130029	EOS : Problem with generation of "outgoing of csi_bridge"
Customs	10/06/2009	INC0906.130109	[CUSTCS-INFRA] APPTAXP@orataxud needs to be restarted by DIGIT ORACLE team in order to allow extension of dbf files. The unavailability will last for 10 minutes
Customs	15/06/2009	INC0906.130418	PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain -15/06/2009 from 06:00 AM (CET) to 07:00 AM (CET)
Customs	12/06/2009	INC0906.130335	[CUSTCS-EBTI-CONF] Urgent Maintenance for EBTI in CONFORMANCE on 12.06.2009 from 10:15 to 12:00 (CET)
Customs	18/06/2009	INC0906.130580	On 2009/06/18, Scheduled unavailability of CCN gateways of ITSM.TC Production and Backup (CTTP1 and CTTB1)
Customs	18/05/2009	INC0906.130775	[CUSTCS-CSIBridge] CSI_Bridge memory issue- unavailable on 18/06/2009 from 04.20 PM until 05:30 PM
Customs	22/06/2009	INC0906.130809	[CUSTCS-DDS] installation of DDS463 in Production on Monday 22nd
Customs	22/06/2009	INC0906.130876	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 22/06/2009 from 06h00 to 07h00 (CET)
Customs	23/06/2009	INC0906.130997	EOS Application unavailable in Production on 22/06/2009 from 08:00 PM (CET) until 11:00 PM (CET)
Customs	23/06/2009	INC0906.131066	[CUSTCS-QUOTA2] Postponement Quota Allocation 23/06/2009
Customs	25/06/2009	INC0906.131085	On 2009/06/25, UNscheduled unavailability of CS/MIS PROD
ITSM	24/06/2009	INC0906.131108	[ITSM-PORTAL] ITSM Portal & Web2000 unavailable on 24/06/2009
Customs	29/06/2009	INC0906.131363	PRODUCTION and PRODUCTION2 - Preventive Restart of the Whole Domain - on 29/06/2009 from 06:00 AM (CET) to 07:00 AM (CET)
Customs	01/07/2009	INC0906.131466	CS/RD: on 2009/07/01, Scheduled unavailability of CS/RD
Customs	02/07/2009	INC0906.130138	Restart of CSI bridge : on 02/07/2009 from 12:30 until 13:00
Customs	02/07/2009	INC0906.131770	CUST-CS//Restart of CSI bridge : on 02/07/2009 from 12:30 until 13:00
Customs	08/07/2009	INC0907.131751	[CUSTCS-ART-TAXUD] Dump ART production data for CustDev
Customs	09/07/2009	INC0907.131641	[CUSTCS-CCN/TC] CCNTC SC#45208 -

Thread/App	Date	Incident ID	Incident Description
			DGXXIB4 -Urgent Maintenance for applications in CONFORMANCE, 09.07.2009 from 19h30 (CET) to 21h00 (CET) [ITSM-CCN/TC] CCNTC SC#45208 - DGXXIB4 - Reconfiguration after implementation of DDS2 configuration
Customs	11/07/2009	INC0907.132297	On 2009/07/11, Scheduled unavailability of CS/RD
Customs	12/07/2009	INC0907.132297	On 2009/07/11, Scheduled unavailability of CS/RD
Customs	13/07/2009	INC0907.132297	On 2009/07/11, Scheduled unavailability of CS/RD
Customs	14/07/2009	INC0907.132297	On 2009/07/11, Scheduled unavailability of CS/RD
Customs	15/07/2009	INC0907.132297	On 2009/07/11, Scheduled unavailability of CS/RD
Customs	16/07/2009	INC0907.132860	[CUSTCS-QUOTA2-TAXUD] Postponement Quota Allocation 16/07/2009
Customs	16/07/2009	INC0907.132875	[CUSTCS-SURV2-PROD] Web Surveillance does not work
Customs	16/07/2009	INC0907.132297	On 2009/07/11, Scheduled unavailability of CS/RD
Customs	17/07/2009	INC0907.132297	On 2009/07/11, Scheduled unavailability of CS/RD
Customs	18/07/2009	INC0907.132297	On 2009/07/11, Scheduled unavailability of CS/RD
Customs	19/07/2009	INC0907.132297	On 2009/07/11, Scheduled unavailability of CS/RD
Customs	20/07/2009	INC0907.132907	Preventive Maintenance Restart of the Whole Production Domain (TARIFF_PROD and TARIFF_PROD2) - 20/07/2009 from 07:00 AM (CET) to 08:3 (CET)
Customs	21/07/2009	INC0907.131893	[CUSTCS-EOS-CONF] Urgent Maintenance for EOS in CONFORMANCE on 21/07/2009 from 06h30 to 07h00 (CET)
Customs	23/07/2009	INC0907.132717	[CUSTCS-Infrastructure]CCNTC SC#45690 - DGXXIP1 - Reconfiguration after implementation of DDS2 configuration
Customs	27/07/2009	INC0907.133260	on 2009/07/27, Scheduled unavailability of CS/RD
Customs	27/07/2009	INC0907.133327	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 27/07/2009 from 05h30 to 07h00 (CET)
Customs	29/07/2009	INC0907.133407	On 2009/07/29, Scheduled unavailability of CS/RD
Taxation	29/07/2009	INC0907.133555	[TAX-VOW]VOW & VCT updated (v 3.1.4 for VOW & v2.1.3)
Taxation	30/07/2009	INC0907.133555	[TAX-VOW]VOW & VCT updated (v 3.1.4 for

Thread/App	Date	Incident ID	Incident Description
			VOW & v2.1.3)
Excise	31/07/2009	INC0907.133278	[EXC-SEED v0] SEED v0 application will be stopped in Production environment on Friday 31 July 2009 Related to (INC0907.132267)
Customs	03/08/2009	INC0907.133682	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION - 03/08/2009 from 05:30 AM (CET) to 07:00 (CET).
Customs	04/08/2009	INC0908.133835	[CUSTCS-SURV2-PROD]Urgent Maintenance for Surveillance2 in PRODUCTION From: 04/08/2009 at 20:00 (CET). To: 05/08/2009 at 07:00 (CET)
ITSM	06/08/2009	INC0908.133955	Unavailability of the ITSM Portal tonight, 06 August 2009 at 2000
Customs	10/08/2009	INC0908.133887	[CUSTCS-DDS] DDS 4.7.1 Production installation
Customs	12/08/2009	INC0908.134060	[CUSTCS-CN] Annex 7, HU version (service call 2629) CN is down
Customs	13/08/2009	INC0908.133888	[CUSTCS-QUOTA2] Urgent Maintenance for QUOTA2 in PRODUCTION on 13/08/2009/ from 20:00 to 20:30 (CET)
Customs	13/08/2009	INC0908.134218	[CUSTCS-EOS] Urgent Maintenance for EOS in PRODUCTION; From: 13/08/2009 at 20:00 (CET). To : 13/08/2009 at 20:30 (CET)
Customs	14/08/2009	INC0907.133943	[CUSTCS-INFRA-DIGIT] Planned Maintenance - Server moves from JMO to HTC - 14/08/2009 19:00 - 16/08/2009 20:00
Customs	14/08/2009	INC0907.133054	[CUSTCS-INFRA-DIGIT] Planned Maintenance - Server moves from JMO to HTC - 14/08/2009 19:00 - 16/08/2009 20:00.
Customs	17/08/2009	INC0908.134340	[CUSTCS-ART-PROD] ART 1.5.8 installation in PRODUCTION (SR ICDB-188) [CUSTCS-ART-PROD] Urgent Maintenance for ART in PRODUCTION on 17.08.2009 from 18h00 to 20h00 (CET)
Customs	17/08/2009	INC0908.134369	[CUSTCS-SURV2-PROD] Urgent maintenance for SURV2 in Production from 20h00 (CET) on 17/08/2009 to 07h00 (CET) on 18/08/2009
Customs	17/08/2009	INC0908.134249	On 2009/08/17, Scheduled unavailability of CS/MIS
Customs	18/08/2009	INC0908.134413	[CUSTCS-EOS-PROD] Urgent Maintenance for EOS in PRODUCTION from 20h00 on 18/08/2009 to 07h00 on 19/08/2009
Customs	19/08/2009	INC0908.134469	[CUSTCS-ECICS2-PROD] Urgent Maintenance for ECICS2 in PRODUCTION from 20h00 (CET) on 19/08/2009 to 07h00 (CET) on 20/08/2009
Customs	19/08/2009	INC0908.134476	[CUSTCS-QUOTA2-PROD] Urgent Maintenance for QUOTA2 in PRODUCTION from 20h00 (CET) on 19/08/2009 to 07h00 (CET) on

Thread/App	Date	Incident ID	Incident Description
			20/08/2009 (Related to INC0908.134471)
Customs	20/08/2009	INC0908.134409	CSRD | On 2009/08/20, Scheduled unavailability of CS/RD PROD
Customs	20/08/2009	INC0908.134539	[CUSTCS-SMS/RIF] SMS, RIF and UM unavailable tonight starting at 20:05
Customs	24/08/2009	INC0908.134560	[CUSTCS-PROD] Preventive Maintenance Restart of Production Domain - 24/08/2009 from 05:30 AM (CET) to 07:00 (CET).
Excise	25/08/2009	INC0908.134704	[EXC-Seedv1]Unavailability of Seed v1in the Conformance Testing environment
Excise	26/08/2009	INC0908.134704	[EXC-Seedv1]Unavailability of Seed v1in the Conformance Testing environment
Customs	26/08/2009	INC0908.134801	CS/RD | On 2009/08/26, Scheduled unavailability of CS/RD PROD
Customs	27/08/2009	INC0908.134801	CS/RD | On 2009/08/27, Scheduled unavailability of CS/RD PROD
Customs	31/08/2009	INC0908.134921	[CUSTCS-PRODUCTION] Urgent Maintenance for applications in PRODUCTION - 31/08/2009 from 05:30 AM (CET) to 07:00 (CET).
Customs	31/08/2009	INC0908.134963	[CUSTCS-EOS-PROD] Urgent Maintenance for EOS in PRODUCTION on 31/08/2009 from 20h00 to 22h00 (CET)
Customs	01/09/2009	INC0909.135075	On 2009/09/03, Scheduled unavailability of CS/RD PROD
Customs	02/09/2009	INC0908.134981	[CUSTCS-CN-PROD] CN - Hot Fix for PDF funny printout on Annexes 3, 5 and 6
Customs	03/09/2009	INC0909.135202	[CUSTCS-SMS-CONF]Urgent Maintenance for SMS in Conformance - 03/09/2009 from 17:00 to 19:30 CET
Customs	04/09/2009	INC0909.135246	[CUSTCS-CONF] Urgent Maintenance for CRMS & SMS in CONFORMANCE on 04/09/2009 from 12h30 to 13h00 (CET
Customs	04/09/2009	INC0909.135262	[CUSTCS-CONFORMANCE] TARIFF_CONF maintenance due to Oracle patch installation on 04/09/09 from 16H00 to 18h00.
Customs	04/09/2009	INC0909.135059	[CUSTCS-EOS] Urgent Maintenance for EOS in PRODUCTION on 04/09/2009 from 20h00 to 21h00 (CET)
Customs	07/09/2009	INC0909.135278	[CUSTCS-CSIBridge] Urgent Maintenance for applications in PRODUCTION - 07/09/2009 from 05:30 AM (CET) to 07:00 (CET).
Customs	07/09/2009	INC0909.135361	[CUSTCS-CONF] Urgent Maintenance for RIF & SMS in CONFORMANCE on 07/09/2009 from 18h00 (CET)
Customs	07/09/2009	INC0907.132641	[CUSTCS-PROD] Urgent Maintenance for RIF & SMS in PRODUCTION on 07/07/2009 from 20h00 (CET)

Thread/App	Date	Incident ID	Incident Description
Customs	14/09/2009	INC0909.135652	[CUSTCS-PROD] Preventive Maintenance Restart of Production Domain (TARIFF_PROD and TARIFF_PROD2) - 14/09/2009 from 05:30 AM (CET) to 07:00 (CET).
Customs	24/09/2009	INC0909.135599	[CUSTCS-DIGIT] Sun clusters upgrade - clusters 07, 26, 36, 37, 109 - 24/09/2009 19:00 - 23:00
Customs	24/09/2009	INC0909.135599	[CUSTCS-DIGIT] Notification email - SEED v1 will be unavailable in production on 24/09/2009 between 19:00 - 23:00 CET
Customs	21/09/2009	INC0909.136126	[CUSTCS-CRMS-CONF] RIF in Conformance is down
Customs	02/10/2009	INC0909.136278	[CUSTCS-CRMS] Urgent Maintenance for CRMS in PRODUCTION & CONFORMANCE on 02/10/2009 from 20h00 to 22h00 (CET)
Customs	02/10/2009	INC0910.136944	[CUSTCS-ART] ISPP and ART are down in Conformance related to INC0910.136856 (ART)
Customs	02/10/2009	INC0910.136944	[CUSTCS-ART] ISPP and ART are down in Conformance related to INC0910.136856 (ISPP)
Customs	12/10/2009	INC0910.137259	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 12/10/2009 from 05h30 to 07h00 (CET)
Customs	12/10/2009	INC0910.137259	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 12/10/2009 from 05h30 to 07h00 (CET) (Extended)
Customs	09/10/2009	INC0910.137255	[CUSTCS-INFRA] Conformance Failover test exercise from 09 October 2009 at 16h00pm to 12 October 2009 at 07h00am.
Customs	12/10/2009	INC0910.137442	[CUSTCS-SURV2-PROD] Urgent Maintenance for Surveillance in PRODUCTION From: 12/10/2009 at 20:00 (CET) To : 13/08/2009 at 7:00 (CET)
Customs	16/10/2009	INC0910.137731	[ITSM-XXX] Conformance Failover test exercise from 16 October 2009 at 16h00pm to 19 October 2009 at 07h00am.
Excise	16/10/2009	INC0910.137758	[EXC-TA]Unavailability of TA from 16/10/2009 8:00 CET to 19/10/2009 12:00 CET due to installation of TAv1.1.4 hf1 in CT environment
Customs	21/10/2009	INC0910.137808	On 2009/10/21, Scheduled unavailability of SPEED-ECN
Customs	22/10/2009	INC0910.137896	On 2009/10/22 Scheduled unavailability of CS/RD PROD
Customs	22/10/2009	INC0910.138001	[CUSTCS-EBTI] Urgent Maintenance for EBTI in PRODUCTION From: 22/10/2009 at 20:00 To 22:00 (CET)
Customs	26/10/2009	INC0910.138182	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 26/10/2009 from 05h30 to 07h00 (CET)
Customs	29/10/2009	INC0910.138365	On 2009/10/29 Scheduled unavailability of CS/RD

Thread/App	Date	Incident ID	Incident Description
			PROD
Customs	03/11/2009	INC0910.138542	On 2009/11/03, Scheduled unavailability of CS/MIS PROD
Excise	29/10/2009	INC0910.138543	[EXC-TA-AM] Unavailability in Conformance due to installation of TA v.1.1.4 hf2/CTP v1.32 - Notification to the MSA
Customs	29/10/2009	INC0909.136648	[CUSTCS-INFRA-PROD] Urgent Maintenance for applications in PRODUCTION On 29/10/2009 From 20h00 To 20h30 CET
Customs	02/11/2009	INC0910.138579	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 2009/11/02 from 05h30 to 07h00 (CET
Customs	12/11/2009	INC0911.139154	On 2009/11/12, Scheduled unavailability of CS/RD PROD
Customs	16/11/2009	INC0911.139343	[CUSTCS-PROD] Urgent Maintenance for applications in CONFORMANCE on 2009/11/16 from 05h30 to 07h00 (CET)
Customs	23/11/2009	INC0911.139740	Preventive Maintenance Restart of Production Domain (TARIFF_PROD and TARIFF_PROD2) - 23/11/2009 from 05:30 AM (CET) to 07:00 (CET).
Customs	23/11/2009	INC0911.139492	[ITSM-INFRA] Planned Maintenance - failback from delta8 to charlie8 - 23/11/2009 20:00 - 00:00
Customs	23/11/2009	INC0911.139492	[ITSM-INFRA] Urgent Maintenance for applications in Production & Conformance from 20h00 on 2009/11/23 (CET) to 01h00 on 2009/11/24 (CET)
Customs	01/12/2009	INC0911.139969	[ITSM-INFRA] Planned Maintenance for applications in Production and Conformance on 2009/12/01 from 20h00 (CET) to 01h30 (CET) on 2009/12/02
Customs	01/12/2009	INC0911.139969	[ITSM-INFRA] Planned maintenance on Oracle databases - 01/12/2009 - 20:00-23:00
Excise	03/12/2009	INC0911.140306	[EXC-TA-AM] Unavailability of TA Conformance due to the installation of TA v1.1.5 / CTP v1.36 in the period 03/12/2009 07:00 CET to 04/12/2009 12:00 CET
Customs	04/12/2009	INC0912.140474	[CUSTCS-Failover Exercise] Production Failover exercise on 2009/12/04 from 20h00 (CET) to 07h00 (CET)
Customs	02/12/2009	INC0912.140531	[CUSTCS-Maintenance] Maintenance of Conformance Domain (TARIFF_CONF) - 02/12/2009 from 20:00 AM (CET) to 24:00 (CET).
Customs	07/12/2009	INC0912.140697	[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 2009/12/07 from 05h30 to 07h00 (CET)
Customs	07/12/2009	INC0912.140704	[CUSTCS-TARIC/SUSP-TAXUD] Suspension - Taric interface January 2010
Customs	08/12/2009	INC0912.140795	[CUSTCS-CCN] Urgent Maintenance for

Thread/App	Date	Incident ID	Incident Description
			applications in PRODUCTION & CONFORMANCE on 2009/12/08 from 20h00 to 00h00 (CET)
Customs	09/12/2009	INC0910.138092	[CUSTCS-CRMS-PROD] Urgent Maintenance for CRMS in PRODUCTION on 2009/12/09 from 20h00 to 21h30 (CET)
Customs	10/12/2009	INC0910.138092	[CUSTCS-CRMS-PROD] Urgent Maintenance for CRMS in PRODUCTION on 2009/12/09 from 20h00 to 21h30 (CET)
Excise	10/12/2009	INC0912.141031	[EXC-TA-CT] EXC// Unavailability of TA v1.1.5 / CTP 1.36 in the Conformance environment
Customs	10/12/2009	INC0912.140853	on 2009/12/10, Scheduled unavailability of CS/RD PROD
Customs	10/12/2009	INC0912.140795	[CUSTCS-CCN-PROD] Urgent Maintenance for SURV2 in PRODUCTION on 2009/12/10 from 20h00 to 22h00 (CET)
Excise	17/12/2009	INC0912.141367	[EXC-SEED v1]SEED v1 Production environment will be unavailable on 17/12/2009 from 20:00 CET to 23:00 CET
Customs	17/12/2009	INC0912.141442	[CUSTCS-QUOTA2-TARIC] Urgent Maintenance for QUOTA application in PRODUCTION from 20h00 (CET) on 2009/12/18 to 07h00 (CET) on 2009/12/21
Customs	18/12/2009	INC0912.141442	[CUSTCS-QUOTA2] Quota2 in PRODUCTION is down
Customs	21/12/2009	INC0912.141565	[CUSTCS-PRODUCTION] Urgent Maintenance for applications in PRODUCTION on 2009/12/21 from 05h30 to 07h00 (CET)
Excise	08/01/2010	INC1001.142191	(INC1001.142191)[EXC-SEED v1] SEED v1.3.3 application will be unavailable in Conformance from 08/01/2009 to 20:00 CET to 21:00 CET
Customs	14/01/2010	INC1001.142032	(INC1001.142032)[CUSTCS-CCN] Planned Maintenance for all the applications in PRODUCTION and CONFORMANCE on 2010/01/14 from 20h00 to 22h00 (CET)
Customs	16/01/2010	INC1001.142533	On 2010/01/16, Scheduled unavailability of CS/MIS PROD (INC1001.142533)
Customs	20/01/2010	INC1001.142523	(INC1001.142523)[CUSTCS-QUOTA2-TAXUD] Planned Maintenance for QUOTA application in CONFORMANCE from 20h00 (CET) on 2010/01/20 to 07h00 (CET) on 2010/01/21
Excise	23/01/2010	INC1001.142704	(INC1001.142704)[EXC-SEED v1] Unavailability of BO Reports in SEED v1.3.3 Production environment in the period 23/01/2010 13:00 CET to 23/01/2010 15:00 CET
Customs	24/01/2010	INC1001.143024	[SVC03391](INC1001.143024)[CUSTCS-QUOTA2] Urgent Maintenance for QUOTA2 in PRODUCTION from 09h00 (CET) on 2010/01/24 to 07h00 (CET) on 2010/01/25.

Thread/App	Date	Incident ID	Incident Description
Excise	24/01/2010	INC1001.143003	INC1001.143003) [EXC-XXX] Unavailability of SEED v1.3.3 and TA v1.1.6 / CTP v1.40 in the Conformance and Production environments in the period 24/01/2010 10:00 CET to 24/01/2010 15:30 CET
Customs	28/01/2010	INC1001.143190	on 2010/01/28, Scheduled unavailability of CS/RD (INC1001.143190)
Customs	01/02/2010	INC1001.143504	(INC1001.143504)[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION on 2010/02/01 from 05h30 to 07h00 (CET)
Customs	01/02/2010	INC1001.143469	On 2010/02/01, Scheduled unavailability of TTA (INC1001.143469)
Customs	01/02/2010	INC1002.143558	On 2010/02/01, UNscheduled unavailability of ITSM Portal/All Calls Pages, Web2000, CS/MIS, CS/RD (INC1002.143558)
Customs	02/02/2010	INC1002.143669	(INC1002.143669)[CUSTCS-CSIBRIDGE] Urgent Maintenance for SURV2 in PRODUCTION on 2010/02/02 from 20h00 to 22h00 (CET)
Customs	03/02/2010	INC1002.143560	on 2010/02/03, Scheduled unavailability of CS/MIS (INC1002.143560)
Customs	04/02/2010	INC1002.143618	On 2010/02/04, Scheduled unavailability of CS/RD PROD (INC1002.143618)
Customs	08/02/2010	INC1002.143921	(INC1002.143921)[CUSTCS-Production] Urgent Maintenance for applications in PRODUCTION on 2010/02/08 from 05h00 to 07h00 (CET)
Customs	11/02/2010	INC1002.144085	On 2010/02/11, Scheduled unavailability of CS/RD (INC1002.144085)
Customs	16/02/2010	INC1002.144460	(INC1002.144460) [CUSTCS-VOW] VOW 3110
Excise	16/02/2010	INC1002.144347	(INC1002.144347)[EXC-TA] Unavailability of TA Conformance due to the installation of TA v1.1.8 / CTP v1.44 in the period 16/02/2010 20:00 CET to 16/02/2010 23:00 CET
Customs	17/02/2010	INC1002.144532	INC1002.144532)[CUSTCS-CSIBRIDGE-PROD] CSI_Bridge in Production - TARIFF_PROD1
Customs	17/02/2010	INC1002.144534	(INC1002.144534)[CUSTCS-CSIBRIDGE-PROD]CMR is down in Production in Tariff Prod
Customs	18/02/2010	INC1002.144469	On 2010/02/18, Scheduled unavailability of CS/RD PROD (INC1002.144469)
Customs	24/02/2010	INC1001.142783	(INC1001.142783)[CUSTCS-CRMS] Urgent Maintenance for CRMS in COFORMANCE & PRODUCTION on 2010/02/24 from 20h00 to 23h00 (CET)
Customs	05/03/2010	INC1003.145508	(INC1003.145508) [CUSTCS-SURV2-PROD] Urgent Maintenance for SURV2 in PRODUCTION on 2010/03/05 from 20h00 (CET)
Customs	08/03/2010	INC1003.145559	(INC1003.145559)[CUSTCS-PROD] Urgent Maintenance for applications in PRODUCTION

Thread/App	Date	Incident ID	Incident Description
			on 2010/03/08 from 05h30 to 07h00 (CET)
Excise	12/03/2010	INC1002.145130	(INC1002.145130) [EXC-SEEDv1-AM] Unavailability of SEED Production due to the installation of SEED v1.4.0 for EMCS Phase 2 Milestone Ma in the period 12/03/2010 07:00 CET to 15/03/2010 07:00 CET
Excise	15/03/2010	INC1003.145695	(INC1003.145695)[EXC-TA]Unavailability of TA Conformance due to the installation of TA v1.2.0 / CTP v1.44 in the period 15/03/2010 20:00 CET to 16/03/2010 12:00 CET
Customs	25/03/2010	INC1003.146808	(INC1003.146808)[CUSTCS-CN] Urgent Maintenance for CN in PRODUCTION on 2010/03/25 from 13h00 to 14h30 (CET)
Customs	27/03/2010	INC1003.146796	(INC1003.146796) [ITSM-PORTAL] On 2010/03/27, Scheduled unavailability of ITSM Portal
Customs	31/03/2010	INC1003.147229	(INC1003.147229)[CUSTCS-SURV2-PROD] Urgent Maintenance for SURV2 in PRODUCTION on 2010/03/31 from 15h15 to 15h45 (CET)

Table A-44: Scheduled unavailability

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