Work Package	Service/Deliverable	Description	Planning	Review cycle	Reviewers CPT ISD
WP.0.1	DLV.0.1.2	Evolutive version of FQP	SC, RfA	Short	XXX
WP.0.3	DLV.0.3.1	Contract Quality Plan (CQP), including the contractual OLA and the "hosted infrastructure" OLA	From SC04 onwards : T0 + 2 months for acceptance. Agreed on T0+4 months for SC01, SC02	Normal	XXX
WP.0.3	DLV.0.3.2	Evolutive version of CQP	SC, RfA	Short	XXX
WP.0.4	DLV.0.4.1	SC Offer	As per RfE (in average 10 wdays), for review	ASAP	XXX
WP.0.4	DLV.0.4.2	RfA Proposal	As per RfE (in average 5wdays), for review	ASAP	XXX
WP.0.5	DLV.0.5.1.1	Quality records, filed in contractor's premises, on request from the Commission	max 2 w-days upon request from the Commission	NA	XXX
WP.0.5.3	DLV.0.5.3.1	Internal risk analysis records, in contractor's premises, on request from the Commission.		NA	XXX
WP.0.5.4	DLV.0.5.4.1	Self Assessments reports	at least twice per year.	NA	XXX
WP.0.5.4	DLV.0.5.4.2	Internal Audit reports		NA	XXX
WP.0.6	DLV.0.6.3	Agenda of Bilateral Monthly Meeting and Steering Committee	1 w-day before the meeting	NA – comments to be sent same day as delivery	XXX
WP.0.6	DLV.0.6.4	Minutes of the Bilateral Monthly Meetings bundled with DLV.0.7	Date of BMM +10 w-days for acceptance	Very Short	XXX
WP.0.6	DLV.0.6.5	Minutes of steering Committee and ad hoc meetings	Date of the meeting+5 w-days for acceptance	2,2,5	XXX
WP.0.7	DLV.0.7	Monthly Progress Reports, bundled with all Monthly Service Reports.	SfR: Max (end of the reporting period + 5 w-days, Date of BMM – 5 w-days). BMM to be planned 14 wdays after end of reporting period.	(5,15,5)	XXX
			SfA: Date of BMM + 10 w-days		XXX
WP.0.8	DLV.0.8.1	Monthly Planning with updated activities, services and deliverables	DLV.0.7, OR	Idem DLV.0.7	XXX
WP.0.9	DLV.0.9.2	Positions of the contractor on the audit report	20 w-days after reception of the audit report, for acceptance	Short	XXX
WP.0.10	DLV.0.10.1	Quarterly DVD-ROM with all deliverables from the past quarter in the context of each SC.	As per SC, RfA	Idem DLV.0.7	XXX
WP.2.1.2	DLV.2.1.2.1	Takeover Plan for the "Customs Information systems" thread	NA as SC01 only	NA	XXX
WP.2.1.2	DLV.2.1.2.2	Takeover FAT report for the "Customs Information systems" thread. The report must confirm that the contractor is fit to start providing the service with no regression of quality and no interruption.	NA as SC01 only	NA	XXX
WP.2.1.3	DLV.2.1.3.1	Takeover Plan for the "NCTS & eCustoms" thread	NA as SC01 only	NA	XXX
WP.2.1.3	DLV.2.1.3.2	Takeover FAT report for the "NCTS & eCustoms" thread. The report must confirm that the contractor is fit to start providing the service with no regression of quality and no interruption.	NA as SC01 only	NA	XXX
WP.2.1.4	DLV.2.1.4.1	Takeover Plan for the "Excise" thread	NA as SC01 only	NA	XXX
WP.2.1.4	DLV.2.1.4.2	Takeover FAT report for the "Excise" thread. The report must confirm that the contractor is fit to start providing the service with no regression of quality and no interruption.	NA as SC01 only	NA	XXX

Work Package	Service/Deliverable	Description	Planning	Review cycle	Reviewers CPT ISD
WP.2.1.5	DLV.2.1.5.1	Takeover Plan for the "Taxation Systems" thread	NA as SC01 only	NA	XXX
WP.2.1.5	DLV.2.1.5.2	Takeover FAT report for the "Taxation systems" thread. The report must confirm that the contractor is fit to start providing the service with no regression of quality and no interruption.	NA as SC01 only	NA	XXX
WP.2.2.1	DLV.2.2.1	Handover plan.	NA for SC02	NA	XXX
WP.2.2.2	DLV.2.2.2.1	Handover FAT	NA for SC02.	NA	XXX
WP.2.2.2	DLV.2.2.2.2	Handover SAT			XXX
WP.2.2.5	DLV.2.2.5	Handover report	NA for SC02	NA	XXX
WP.7	DLV.7.0	Monthly service report regarding the Application Development activities	DLV.0.7	Idem DLV.0.7	XXX
WP.7.1.	DLV.7.1	Specification deliverables:	SC, RfA,OR	Normal	XXX
		• Feasibility Studies;			XXX
		• Business processes model;			XXX
		• System Requirement Definition (functional, non functional / usability) (SRD);			XXX
		• Functional Specifications (FS);			XXX
		• Technical Specifications (TS);			XXX
		• Acceptance Test Specification (ATS).			XXX
		Costs include the period of guarantee as specified in the contract			XXX
WP.7.2	DLV.7.2	Deliverables related to Design, Build & Deployment support:	SC, RfA,OR	Normal	XXX
		• Design documentation, including the System Requirement Overview;			XXX
		• Detailed design, including the interface specification with other applications,			XXX
		• Test plan, test cases, test data, test configuration specification,			XXX
		• Infrastructure requirement;			XXX
		• Documented source code and associated documentation and quality metrics;			XXX
		• Support documentation and training material addressing infrastructure requirements, installation procedures, user and service provision manual;			XXX
		• The FAT report and FAT'ed version, submitted for preSAT;			XXX
		• Training deployment, operation and technical support on the application to be deployed;			XXX
		• Problem fixes during preSAT,			XXX
		• Application & documentation submitted for SAT			XXX
		Costs include the period of guarantee as specified in the contract			XXX
WP.8.1	DLV.8.1	Monthly service report regarding Service Support activities	DLV.0.7	Idem DLV.0.7	XXX
WP.8.1.1.1	DLV.8.1.1.1	Translation from one source language to two other languages, amongst DE, EN and FR.	as per FQP & CQP	Very Short	XXX

Work Package	Service/Deliverable	Description	Planning	Review cycle	Reviewers CPT ISD
WP.8.1.5	DLV.8.1.5.2.x	Manage the CAB meeting:	Continuous, AN, Meeting date:		XXX
		• Briefing (x=1)	• - 5 wdays SfR	X=1 = 2/2/1	XXX
		• Agenda (x=2)	• - 5 wdays SfR	X=2 = 2/2/1	XXX
		• Minutes (x=3)	• + 10 wdays SfA	X=3 = 2/2/5	XXX
WP.8.2	DLV.8.2	Monthly service report regarding Service Delivery activities	DLV.0.7	Idem DLV.0.7	XXX
WP.8.2.1	DLV.8.2.1.2	Service Report, including exceptions:	DLV.0.7	Idem DLV.0.7	XXX
		• Service from the Commission per customer/user community within each business thread and ITSM thread against SLAs (WP.8.2.1.2);			XXX
		• Service provided by 3rd parties, per business thread and ITSM thread as appropriate, against OLAs (WP.8.2.1.3);			XXX
		• Service provided by the contractor, per business thread and ITSM thread as applicable against contractual OLA (WP.8.2.1.1);			XXX
		• Service exchanged amongst NAs and Commission across the Common Domain, per business thread and ITSM thread, against Terms of Collaboration (WP.8.2.1.4);			XXX
WP.8.2.1.1	DLV.8.2.1.1.1	Contractual OLA, including also the "hosted infrastructure" OLA, addressing all taken over business threads and the ITSM thread, as a part of CQP	DLV.0.3.1	Normal	XXX
WP.8.2.1.1	DLV.8.2.1.1.2	Evolutive maintenance of the Contractual OLA, including also the "hosted infrastructure" OLA, with evolution of content under the management of the CSIP	SfA:	Short	XXX
WP.8.2.1.2	DLV.8.2.1.2.1	Harmonised & converged Service Catalogues & SLAs, per customer/user community across all taken over business threads and ITSM thread.	SfA at takeover date of the thread + 6 months	Normal	XXX
		Split delivery according to the taken over threads			XXX
WP.8.2.1.2	DLV.8.2.1.2.2	Evolutive maintenance of the Service Catalogues & SLAs, per customer/user community across all business threads and ITSM thread, with evolution of content under the management of the CSIP	SfA:	Short	XXX
WP.8.2.2	DLV.8.2.2.2	Monthly Service Report – Capacity statistics	DLV.0.7	Idem DLV.0.7	XXX
WP.8.2.2.1	DLV.8.2.2.1.1	Capacity Plan for Commission IT services, addressing all taken over business threads and the ITSM thread	DLV.8.2.1.2.1	Normal	XXX
WP.8.2.2.1	DLV.8.2.2.1.2	Evolutive version of the Capacity Plan for Commission IT services under the management of the CSIP	DLV.8.2.1.2.2	Short	XXX
WP.8.2.2.2	DLV.8.2.2.2.1	Capacity plan for the trans-European IT services, addressing all the taken over business threads and ITSM thread, including review cycle with the NAs	DLV.8.3.5.1.1	Normal for SFA TAXUD – To Be defined for review with NA	XXX
WP.8.2.2.2	DLV.8.2.2.2.2	Evolutive maintenance of the Capacity plan for the trans-European IT services, under management of the CSIP, including review cycle with the NAs	DLV.8.3.5.1.2	Short for SFA TAXUD – To Be defined for review with NA	XXX
WP.8.2.3	DLV.8.2.3.2	Reporting on IT service Continuity Management	DLV.0.7	Idem DLV.0.7	XXX

Work Package	Service/Deliverable	Description	Planning	Review cycle	Reviewers CPT ISD
WP.8.2.3.1	DLV.8.2.3.1.1	IT Service Continuity plan for the Commission IT services, including a risk analysis and Disaster Recovery Plan (DRP), addressing all the taken over business threads and the ITSM thread, including a deployment planning in line with the CSIP.	DLV.8.2.1.2.1	Normal	XXX
WP.8.2.3.1	DLV.8.2.3.1.2	Evolutive maintenance of the IT Service Continuity plan for the Commission IT services, under management of the CSIP	DLV.8.2.1.2.2	Short	XXX
WP.8.2.3.1	SE.8.2.3.1.4	Testing of the IT service continuity plan for the Commission IT services:	Once per SC, subject to availability of a deployed IT service continuity plan		XXX
	DLV.8.2.3.1.4.x	• Plan, test plan (x=1);		X=1 =Short	XXX
		• Test report (x=2)		X=2 = Short	XXX
WP.8.2.3.2	DLV.8.2.3.2.1	IT Service Continuity plan for the trans-European IT services, including a risk analysis and Disaster Recovery Plan (DRP), addressing all the taken over business threads and ITSM thread, including a deployment planning in line with the CSIP, including review cycle with the NAs	DLV.8.3.5.1.1	Normal for SFA TAXUD – To Be defined for review with NA	XXX
WP.8.2.3.2	DLV.8.2.3.2.2	Evolutive maintenance of the IT Service Continuity plan for the trans-European IT services, under management of the CSIP, including review cycle with the NAs	DLV.8.3.5.1.2	Short for SFA TAXUD – To Be defined for review with NA	XXX
WP.8.2.3.2	SE.8.2.3.2.4	Testing of the IT service continuity plan for the trans-European IT services:	Once per SC, subject to availability of a deployed IT service continuity plan		XXX
	DLV.8.2.3.2.4.x	• Plan, test plan (x=1);		X=1 =Short	XXX
		• Test report (x=2)		X=2 = Short	XXX
WP.8.2.4	DLV.8.2.4.2	Monthly Service Report - Availability/ Reliability/ Maintainability/ Serviceability statistics	DLV.0.7	Idem DLV.0.7	XXX
WP.8.2.4.1	DLV.8.2.4.1.1	Availability Plan for Commission IT services, addressing all taken over threads and the ITSM thread.	DLV.8.2.1.2.1	Normal	XXX
WP.8.2.4.1	DLV.8.2.4.1.2	Evolutive version of the Availability Plan for Commission IT services	DLV.8.2.1.2.2	Short	XXX
WP.8.2.4.2	DLV.8.2.4.2.1	Availability Plan for the trans-European IT services, per thread (taken over business threads and ITSM thread), including review cycle with the NAs	DLV.8.3.5.1.1	Normal for SFA TAXUD – To Be defined for review with NA	XXX
WP.8.2.4.2	DLV.8.2.4.2.2	Evolutive version of the Availability Plan for the trans-European IT services, including review cycle with the NAs	DLV.8.3.5.1.2	Short for SFA TAXUD – To Be defined for review with NA	XXX
WP.8.3	DLV.8.3.1	Monthly service report regarding Business Perspective activities	DLV.0.7	Idem DLV.0.7	XXX
WP.8.3.1.1	SE.8.3.1.1.2	Daily and weekly report on monitoring business operations and statistics	Daily, Weekly	NA	XXX

Work Package	Service/Deliverable	Description	Planning	Review cycle	Reviewers CPT ISD
WP.8.3.1.1	DLV.8.3.1.1.3	Monthly Service Report - Reporting on business monitoring and statistics	DLV.0.7 - see MPR, same review cycle	Very short	XXX
WP.8.3.1.1	DLV.8.3.1.1.4	Ad hoc business analysis and reporting	SC, RfA	Short	XXX
WP.8.3.1.2	DLV.8.3.1.2.2	Yearly user satisfaction survey	SC, RfA, AN	Normal	XXX
		• Preparation of the survey material and planning, SfA to the Commission;			XXX
		• Organisation, co-ordination and performance of the survey			XXX
		• Report the Commission and the NAs, SfA to the Commission			XXX
WP.8.3.2.1	DLV.8.3.2.1.1	Working group meeting - Draft agenda	Meeting date – 20 w-days SfR, or MA	Very short	XXX
WP.8.3.2.1	DLV.8.3.2.1.2	Working group meeting - Briefing	Meeting date – 10 w-days SfR, - 5 w-days SfA	Very short	XXX
WP.8.3.2.1	DLV.8.3.2.1.3	Working group meeting - Summary Record including list of actions & agreements	Meeting date + 2 w-days SfR	Very short	XXX
WP.8.3.2.1	DLV.8.3.2.1.4	Working group meeting - Minutes	Meeting date + 5 w-days for review	Short	XXX
			Meeting date + 10 w-days for acceptance	2,2,5	XXX
WP.8.3.2.1	DLV.8.3.2.1.5	Working group meeting – Preparation of material	Meeting date – 15 w-days SfR, - 10 w-days SfA	very short	XXX
WP.8.3.2.2	DLV.8.3.2.2.1	Technical Meetings with the Commission or other third parties - Minutes	Date of meeting + 5 w-days SfR Date of meeting + 10 w-days SfA	2,2,5	XXX
WP.8.3.2.3	DLV.8.3.2.3.1	SMM – Minutes	SMM date + 5 w-days SfR SMM date + 10 w-days SfA	Very Short	XXX
WP.8.3.2.3	DLV.8.3.2.3.2	SMM Briefing	SMM date – 5 w-days SfR	Very Short	XXX
WP.8.3.2.3	DLV.8.3.2.3.3	SMM agenda	SMM date – 5 w-days SfR	Very Short	XXX
WP.8.3.2.4	DLV.8.3.2.4.1	Co-ordination Mission – Preparation of material	Date of the mission – 5 w-days, SfR [must be delivered 7 wdays before mission]	Very Short	XXX
			Date of the mission – 2 w-days, SfA		XXX
WP.8.3.2.4	DLV.8.3.2.4.2	Co-ordination Mission - Agenda	Date of the mission – 20 w-days SfR, or MA [ITSM: according meeting decision, SfR date of mission -15 wdays]	Very Short	XXX
WP.8.3.2.4	DLV.8.3.2.4.3	Mission- Briefing	Date of the mission -5 w-days, SfR [According to meeting decision, SfR date of mission -7 wdays]	Very Short	XXX
WP.8.3.2.4	DLV.8.3.2.4.4	Mission – Report and evaluation	Date of the mission + 10 w-days SfA. 4 days to provide document then review cycle 3/3/5	3,3,5	XXX
WP.8.3.2.5	DLV.8.3.2.5.1	Training/workshop - Preparation material	Date of the training/workshop – 5 w-days, SfR [must be delivered 7 days before training.] Date of the training/workshop – 2 w-days, SfA	Short	XXX
WP.8.3.2.5	DLV.8.3.2.5.2	Training/workshop - Agenda	Date of the training-workshop – 20 w-days SfR, or MA	Very short	XXX
WP.8.3.2.5	DLV.8.3.2.5.3	Training/workshop - Briefing	Date of the training/workshop – 10 w-days SfR, or MA	Very short	XXX
WP.8.3.2.5	DLV.8.3.2.5.4	Training/workshop - Evaluation and report	Date of the training/workshop + 10 w-days, SfA	very short	XXX
WP.8.3.3	DLV.8.3.3.1	Demonstration - Agenda	Date of the demo – 20 w-days SfR, or MA	Very short	XXX
WP.8.3.3	DLV.8.3.3.2	Demonstration - Briefing	Date of the demo – 10 w-days SfR, or MA	Very short	XXX
WP.8.3.3	DLV.8.3.3.3	Demonstration - Evaluation and Report	Date of the demo + 10 w-days, SfA	very short	XXX
WP.8.3.4.1	DLV.8.3.4.1.2	Monthly Consolidated Master Plan	Monthly as defined in the CQP	Short	XXX

Work Package	Service/Deliverable	Description	Planning	Review cycle	Reviewers CPT ISD
WP.8.3.4.1	DLV.8.3.4.1.3	"roll out" operational planning (alias Start Up Guide(SUG)), including review cycle with the NAs	SC, RfA	Normal	XXX
WP.8.3.4.2	DLV.8.3.4.2.1	Progress and Status Reporting	AN,	Very short	XXX
			meeting date or event		XXX
			- 10 w-days SfA		XXX
WP.8.3.5.1	DLV.8.3.5.1.1	Terms of Collaboration, per trans-European system, addressing all taken over business threads and ITSM thread, including review cycle with the NAs.	SfA at takeover date + 6 months	Normal for SFA TAXUD – To Be defined for review with NA	XXX
		Split delivery according to the taken over threads	Or SC		XXX
WP.8.3.5.1	DLV.8.3.5.1.2	Evolutive version of the Terms of Collaboration, including review cycle with the NAs	SC, RfA,	Short for SFA TAXUD – To Be defined for review with NA	XXX
WP.8.3.5.2	DLV.8.3.5.2.1	Recommendations to the NAs, addressing all taken over business threads and ITSM thread, including review cycle with the NAs	SC, RfA	Normal	XXX
WP.8.3.5.2	DLV.8.3.5.2.2	Evolutive version of the recommendations, including review cycle with the NAs	SC, RfA, the objective being a revision per year	Short	XXX
WP.8.4	DLV.8.4.1	Monthly service report regarding Application Management	DLV.0.7	Idem DLV.0.7	XXX
WP.8.4.1.1	DLV.8.4.1.1.1	Applications/trans-European Systems architecture/ framework/ standard, addressing all taken over business threads and ITSM thread, including review by NAs for the trans-European systems parts	SfA at takeover date + 6 months	Normal for SFA TAXUD – To Be defined for review with NA	XXX
		Split delivery according to the taken over threads	Or SC		XXX
WP.8.4.1.1	DLV.8.4.1.1.2	Application/trans-European system architecture/ framework/ standard Evolution including review by NAs for the trans-European systems parts	SC, RfA,	Short for SFA TAXUD – To Be defined for review with NA	XXX
WP.8.4.2.2	DLV.8.4.2.2.1	Technical review reports of artefacts submitted for review, containing the list of review comments	x w-days after the reception of the deliverables for review, x being set according to the review cycle applicable, typically x = 5 to 8 w-days	NA	XXX
WP.8.4.3.1.1	DLV.8.4.3.1.1.6	Addendum to the test plan and test specifications	SfR 5 wdays before pSAT Kick-off meeting	Normal	XXX
WP.8.4.3.1.1	DLV.8.4.3.1.1.3.x	Pre-SAT			XXX
		• Environment acceptance report (x=1)	SfA Before start of preSAT	X=1 = Audit Check	XXX
		• Daily preSAT report to the Commission (x=2)	Daily during preSAT	X=2 = NA	XXX
		• preSAT report (x=3)	Date of the preSAT conclusion meeting + 1 w-day SfR	X=3 = Short	XXX
		• Minutes of pSAT Kick-off meeting (x=4)	Bundled with DLV.8.4.3.1.1.3.3		XXX
		• Minutes of end of pSAT meeting (x=5)	Bundled with DLV.8.4.3.1.1.3.3		XXX
WP.8.4.3.1.1	DLV.8.4.3.1.1.4.x	SAT			XXX
					XXX
					XXX

Work Package	Service/Deliverable	Description	Planning	Review cycle	Reviewers CPT ISD
		• Environment acceptance report (x=1)	SfA before start of SAT	X=1 = Short	XXX
		▪ Daily SAT report to the Commission (x=2)	daily during SAT	X=2 = NA	XXX
		• SAT report /Minutes of the end of SAT meeting (x=3)	conclusion meeting + 1 w-day SfR	X=3 = Short	XXX
WP.8.4.3.1.1	DLV.8.4.3.1.1.5	Qualification Report	According to procedure defined in the CQP	Short	XXX
		• Environment set up			XXX
		• Perform qualification			XXX
		• Log test results and defects			XXX
		• Qualification report			XXX
WP.8.4.3.1.2	DLV.8.4.3.1.2.2.x	Conformance Test			XXX
		• Pre-Conformance test report per NA preCT (x=1)	SfR 1 wday after test completion	X=1 = Short	XXX
		• Conformance test report per NA CT (x=2)	SfR 1 wday after test completion	X=2 = Short	XXX
		• Conformance test campaign report (x=3)	SfA 10 wdays after campaign completion	X=3 = very short	XXX
WP.8.4.3.4	DLV.8.4.3.4.2	Proposal for Applications & systems improvements via the MPR/MSR	AN	Short	XXX
WP.8.5	DLV.8.5.1	Monthly service report regarding security management	DLV.0.7	Idem DLV.0.7	XXX
WP.8.5	DLV.8.5.3	Security plan for Commission IT services, addressing all taken over threads and the ITSM thread, addressing also Risk Assessment & Analysis, Security Policy, Security Controls, Security process	DLV.8.2.1.2.1	Normal	XXX
WP.8.5	DLV.8.5.4	Evolutive version of the Security plan for Commission IT services	DLV.8.2.1.2.2	Short	XXX
WP.8.5	DLV.8.5.5	Security Plan for the trans-European IT services, per thread (taken-over business threads and ITSM thread), including also Risk Assessment & Analysis, Security Policy, Security Controls, Security process, including review cycle with the NAs	DLV.8.3.5.1.1	Normal for SFA TAXUD – To Be defined for review with NA	XXX
WP.8.5	DLV.8.5.6	Evolutive version of the Security Plan for the trans-European IT services, including review cycle with the NAs	DLV.8.3.5.1.2	Short for SFA TAXUD – To Be defined for review with NA	XXX
WP.8.6	DLV.8.6.1	Monthly service report regarding ICT IM service	DLV.0.7	Idem DLV.0.7	XXX
WP.8.6.1	DLV.8.6.1.2.1	ITSM external processes & procedures definition and description, addressing all taken-over business threads and ITSM thread.	SfA at takeover date + 6 months	Normal	XXX
		Split delivery according to the taken-over threads	Or SC		XXX
WP.8.6.1	DLV.8.6.1.2.2	Evolutive maintenance of the ITSM external processes & procedures definition and description	updated AN	Short	XXX
WP.8.6.1	DLV.8.6.1.3.1	ICT architecture for the Commission IT services and for the trans-European systems, including ICT management infrastructure, addressing all taken over business threads and ITSM thread, including review cycle with the NAs	SfA at takeover + 6 months	Normal	XXX
		Split delivery according to the taken-over threads	Or SC		XXX
WP.8.6.1	DLV.8.6.1.3.2	Evolutive maintenance of ICT architecture, including ICT management infrastructure, as needed	updated AN	Short	XXX
WP.8.6.2	DLV.8.6.2.3	Deployment SAT reports, including SAT Test cases, reference to applicable documents	MA	Short	XXX

Work Package	Service/Deliverable	Description	Planning	Review cycle	Reviewers CPT ISD
WP.8.6.2.1	DLV.8.6.2.1.2	COTS deployment SAT reports, including SAT Test cases, reference to applicable documents, including delivery notice	MA	Short	XXX
WP.8.6.2.1	DLV.8.6.2.1.7	Hosted COTS ICT products provided by the contractor, delivered and installed	As per schedule of change	Short	XXX
WP.8.7	DLV.8.7.1	Monthly service report regarding Planning to Implement Service Management	DLV.0.7	Idem DLV.0.7	XXX
WP.8.7.1	DLV.8.7.1.2	CSIP production and maintenance	SC01 T0 + 6 months, then quarterly	Normal	XXX
WP.8.7.1	DLV.8.7.1.3	Certificates provided by independent 3rd parties providing evidence of:	SC01 T0 + 4 years	NA	XXX
		• Minimum maturity 3 for each process and 3 to 4 for all processes;			XXX
		• compliance of the processes with ISO 20.000:2005 part 1 and part 2, ISO 17.799:2005, ISO 27.001:2005;			XXX
		• compatibility of the ITSM tools with ITIL.			XXX
WP.8.7.1	DLV.8.7.1.4	CSIP Report	Yearly, to be defined in the SC	Normal	XXX
WP.10	DLV10.4	Fact sheet per reviewed document	SfA 2 wdays after the review	NA	XXX
WP.10	DLV.10.5.1	Installation Plan	SfR 15 wdays before installation	Audit Check	XXX
WP.10	DLV.10.5.2	Installation Report	SfR 2 wdays after installation	Audit Check	XXX

Work Package	Service/Deliverable	Description	Planning	Review cycle	Reviewers CPT ISD