	Service	Deliverable	Description	Quality of Service Or Deliverable		Detailed SQI	Known Milestones or Rules				Review Cycle				Ordering Method			Notice Period	Publishing Media	Quantity
				Delivery Mechanism	Acceptance Mechanism		SfR	SfA	Fixed Date	Other	Reference Date	T1	T2	T3	RfS	RfA	CS			
REPORTING																				
	SE.0.7	DLV.0.7	Monthly Progress Reports, bundled with all Monthly Service Reports.	ID	IA bundled with DLV.0.6.4	SQI02, SQI02a		BMM+10wd		Monthly		5	15	5			X		CIRCA	
		DLV.0.8.1	Monthly Planning with updated activities, services and deliverables	DLV.0.7	DLV.0.7	SQI02 SQI02a														
		DLV.7.0	Monthly service report regarding the Application Development activities	DLV.0.7	DLV.0.7															
		DLV.8.1	Monthly service report regarding Service Support activities	DLV.0.7	DLV.0.7	+SQI40														
		DLV.8.2	Monthly service report regarding Service Delivery activities	DLV.0.7	DLV.0.7	+SQI40														
		DLV.8.2.1.2	Service Report, including exceptions:	DLV.0.7	DLV.0.7	+SQI40														
		DLV.8.2.2.2	Monthly Service Report – Capacity statistics	DLV.0.7	DLV.0.7	+SQI40														
		DLV.8.2.3.2	Reporting on IT service Continuity Management	DLV.0.7	DLV.0.7	+SQI40														
		DLV.8.2.4.2	Monthly Service Report - Availability/ Reliability/ Maintainability/ Serviceability statistics	DLV.0.7	DLV.0.7	+SQI40	7th w-day mo													
		DLV.8.3.1	Monthly service report regarding Business Perspective activities	DLV.0.7	DLV.0.7	+SQI40														
		DLV.8.3.1.1.3	Monthly Service Report - Reporting on business monitoring and statistics	DLV.0.7	DLV.0.7	+SQI40														
		DLV.8.3.4.1.2	Monthly Consolidated Master Plan	DLV.0.7	DLV.0.7	SQI31 SQI42														
		DLV.8.4.1	Monthly service report regarding Application Management	DLV.0.7	DLV.0.7	+SQI40														
		DLV.8.4.3.4.2	Proposal for Applications & systems improvements via the MPR/MSR	DLV.8.4.1	DLV.0.7	+SQI40														
		DLV.8.5.1	Monthly service report regarding security management	DLV.0.7	DLV.0.7	+SQI40														
		DLV.8.6.1	Monthly service report regarding ICT IM service	DLV.0.7	DLV.0.7	+SQI40														
		DLV.8.7.1	Monthly service report regarding Planning to Implement Service Management	DLV.0.7	DLV.0.7	+SQI40														
		DLV.0.10.1	Quarterly DVD-ROM with all deliverables from the past quarter in the context of each SC.	ID	DLV.0.7	SQI31				Quarterly, together with BMM	BMM						X		cd-rom	
SERVICE MANAGEMENT																				
	SE.8.1.1		Service Desk available during the basic time coverage Monday to Friday, from 7:00 to 20:00 (Brussels time), 5 days/week (Monday to Friday, except 25.12 & 01.01) in EN, FR & DE			SQI06 SQI08 SQI09 SQI52											X			Q100 Q101 Q102 Q103 Q104 Q125
	SE.8.1.2 SE.8.1.2.1		Incident management, including ensuring integrity of the SMT/CMDB from an incident perspective.			SQI05 SQI06 SQI07 SQI09 SQI10 SQI12 SQI13 SQI15 SC											X			
	SE.8.1.3		Problem management, including ensuring integrity of the SMT/CMDB from a problem perspective			SQI05 SQI09											X			Q105
	SE.8.1.1.3.2		Availability of the adequate secure (access control) environment for the Service Desk to operate.			SC											X			
	SE.8.1.5.1		Change Management, including creation/ update/ follow-up of the RfCs in the SMT/CMDB and availability of the schedule of changes			SQI19 SQI05											X			Q145
	SE.8.1.6.1		Release Management, including creation/update of release records in the SMT/CMDB, availability of the release schedule, up to date DSL			SQI05 SQI20 SQI21 SQI22											X			Q146
SUPPORT																				
	SE.8.4.3.3		Technical support for Applications and trans-European Systems			SQI09 SC											X			
	SE.8.4.3.4.1		Optimise Applications & Trans European Systems			SC											X			
	SE.8.6.4		Technical Support related t ICT Infrastructure			SQI09 SC											X			
CONFIGURATION																				
	SE.8.1.4		Populate CMDB, maintain it up to date, improve it, for all Commission's			SQI18											X			Q144
	SE.8.4.1.2		Application/System portfolio management, up to date portfolio available on-line			SQI43											X		Web Portal	
	SE.8.4.2.1		Co-ordination of Application/ System development with service management.			SC											X			
	SE.8.6.2.1.5		Up to date Inventory of the Commission hosted assets, along with maintenance coverage, in line with CMDB			SQI18 SQI41a											X			
SERVICE DELIVERY																				
	SE.8.2.1.1		Service Level Management as specified in WP.8.2.1			SQI05 SQI26											X			Q106 Q121 Q126 Q127 Q128
	SE.8.2.2.1		Capacity Management			SQI05 SQI14											X			
	SE.8.2.3.1		IT Service Continuity Management			SC RfA SQI34											X			

Continuous Services

	Ref	DLV	Description			SQI/SC											X		Freq		Q
	SE.8.2.4.1		Availability Management			SQI05 SQI24a,b,c,d,e,f SQI25a,b,c SQI37 SQI52 SQI53											X				Q117 Q118 Q119 Q120
BUSINESS MONITORING																					
	SE.8.3.1.1.1		Business monitoring and Statistics			SC, RfA SQI52											X				
	SE.8.3.1.1.2		Daily and weekly report on monitoring business operations and statistics			SC, RfA											X				
	SE.8.3.1.2.1		Periodic "voice" survey of each of the NAs, including summary report of each contact to the Commission			SQI30 SQI31											X				Q163
PLANNING																					
	SE.0.8	DLV.0.8.1	Keep the planning of the ITSM Contractor"s activities up to date			SQI02 SQI02a											X				
	SE.0.8.2		Keep the planning of the contractor activities up to date and available to the Commission for information.			SC											X				
	SE.8.3.4.1.1		Planning Maintenance			none											X				Q164
	SE.8.6.2.1.6		Up to date schedule of planned changes of Commission hosted assets and renewal of maintenance coverage, in line with CMDB, with a line of sight of at least 12 months			SQI18 SQI41b											X				
OPERATIONS																					
	SE.8.4.3.2.1.1		Operation of applications on the hosted infrastructure			SQI24a SQI24b SQI25a SQI44 SQI52 SC											X				Q124 Q123
	SE.8.4.3.2.1.2		Operation of applications hosted by the Data Centre of the Commission			SQI24a SQI24b SQI25a SQI44 SQI52 SC											X				Q123
	SE.8.4.3.2.2		Operation of the Trans European systems			SQI24c SQI24d SQI24e SQI24f SQI25b SQI25c SQI52 SC											X				Q122 Q121
SECURITY																					
	SE.8.5.2		Security management			SQI05 SQI52 SC											X				Q125
ICT INFRASTRUCTURE																					
	SE.8.6.1.1		ICT IM Design & Planning			SQI45											X				
	SE.8.6.2.1.3		Hosting environment for the primary hosting site			SC											X				Q147
	SE.8.6.2.1.4		Hosting environment for the fail over hosting site, including the telecom connectivity required between the primary and fail over sites			SQI37									X				1 month		Q148 Q149 Q150 Q151
	SE.8.6.3		ICT IM operation, including maintenance of the ODL			SQI52 SC											X				Q115 Q116
	SE.8.6.3.1		ICT IM Operation - hosted infrastructure			SQI52 SC											X				Q107 Q108 Q109 Q110 Q111
	SE.8.6.3.2		ICT IM Operation - DIGIT/DC infrastructure			SQI52 SC											X				Q112 Q113 Q114
CSIP																					
	SE.8.7.1.1		Management of the Continuous Service Improvement, including the CSIP			SQI35a SCI35b											X				
		DLV.8.7.1.3	Certificates provided by independent 3rd parties providing evidence	ID	IA	SQI01a SQI46 SQI47 SQI48a					SC.01 + 4 years						X				CIRCA
		DLV.8.7.1.4	CSIP Report	ID	IA	SQI01a SC		End SC-2mo	30/04/2010			10	10	10		X				CIRCA
	SE.8.7.1.4	DLV.8.7.1.2	CSIP production and maintenance	ID	DLV.0.7	SQI01a SCI31	10 w-days			Quarterly	1st calendar day of the month that follows the	10	10	10		X				CIRCA

Service	Deliverable	Description	Delivery Mechanism	Acceptance Mechanism	Detailed SQI	SfR	SfA	Fixed Date	Other	Reference Date	T1	T2	T3	RfS	RfA	CS	Notice Period	Publishing Media	Quantity
OFFERS and PROPOSALS																			
SE.0.4	DLV.0.4.1	SC Offer	ID	Offer attached to the signed SC	SQI04a				10 w-days							X		letter	
					SQI04b													letter	
	DLV.0.4.2	RfA Proposal	ID	Signature of the RfA	SQI04a				5 w-days							X		letter	
					SQI04b													letter	
QUALITY and AUDIT																			
SE.0.3.1	DLV.0.3.1	Contract Quality Plan (CQP), including the contractual OLA and the "hosted infrastructure" OLA	ID	IA	SQI01						10	10	10			X		CIRCA	
					SQI01a		T0 + 2mo	04/01/2010		T0 + 2mo								CIRCA	Q030a
SE.0.5.1		Internal QA and QC, Risk Management, Internal Auditing and Self Assessment, including follow up of the implementation of the findings																	
	DLV.0.5.4.1	Self Assessments reports	ID	No	SQI48b				Twice a year		0	0	0			X		e-mail	
	DLV.0.5.4.2	Internal Audit reports			SQI49						0	0	0			X		e-mail	
SE.0.5.2	DLV.0.5.1.1	Quality records, filed in contractor's premises, on request from the Commission	ID	No	SQI31	2 w-days					0	0	0	X			2 w-days	CIRCA	
SE.0.9.1		Co-operate with the Commission (and any third party nominated by it) during quality, process and security audit			SQI48b				announced 10w-days in advance, or MA	announced 10w-days in advance, or MA				X			10 w-days		
	DLV.0.9.2	Positions of the contractor on the audit report	ID	IA	SQI31		20 w-days after reception audit report			Audit Report	5	5	5					CIRCA	
SE.0.9.3		Management of the implementation of actions agreed by the contractor at the outcome of the audit.			SQI03 SQI49											X			
RISKS																			
SE.0.5.3	DLV.0.5.3.1	Internal risk analysis records, in contractor's premises, on request from the Commission.	ID	No	SQI31	2 w-days					0	0	0	X			5 w-days	CIRCA	
MEETINGS																			
SE.0.6.1		Attendance at monthly meetings															5 w-days		
	DLV.0.6.3	Agenda of Bilateral Monthly Meeting and Steering Committee	ID	DLV.0.7	SQI31	-1 w-day				Meeting	0	0	0					e-mail + CIRCA	
	DLV.0.6.4	Minutes of the Bilateral Monthly Meetings bundled with DLV.0.7	ID	IA bundled with DLV.0.7	SQI02a		10 w-days			Meeting	3	2	5					CIRCA	
SE.0.6.2		Attendance at ad-hoc meetings												X			5 w-days		
	DLV.0.6.5.2	Minutes of ad-hoc meetings	ID	DLV.0.7	SQI31		5 w-days			Meeting	2	2	5	X				CIRCA	
SE.0.6.6		Attendance at the Steering Committee meetings												X			5 w-days		
	DLV.0.6.5.1	Minutes of steering Committee and ad hoc meetings	ID	DLV.0.7	SQI31		5 w-days			Meeting	2	2	5					e-mail + CIRCA	
SE.0.6.7		Implementation of actions agreed with the Commission during the co-ordination meeting with the Commission.			SQI03				MA	Action List	0	0	0			X		Portal	

Service	Deliverable	Description	Quality of Service Or Deliverable		Detailed SQI	Known Milestones or Rules				Review Cycle				Ordering Method			Notice Period	Publishing Media	Quantity
			Delivery Mechanism	Acceptance Mechanism		SfR	SfA	Fixed Date	Other	Reference Date	T1	T2	T3	RfS	RfA	CS			
SE.0.1.2	DLV.0.1.2	Evolutive version of FQP	ID	IA	SQI01					RfS	5	5	5		X	X		CIRCA	Q040
					SQI01a													CIRCA	
SE.0.3.2	DLV.0.3.2	Evolutive version of CQP	ID	IA	SQI01					RfS	5	5	5		X	X		CIRCA	Q040
					SQI01a													CIRCA	
SE.8.2.1.1.2	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	DLV.8.2.1.2.2	DLV.8.2.1.2.2	SQI01a	Bundled with DLV.8.2.1.2.2									X	X		CIRCA	
SE.8.2.1.2.2	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	ID	IA	SQI01a		End SC-3mo	31/03/2010			10	10	10		X	X		CIRCA	
SE.8.2.2.1.2	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	DLV.8.2.1.2.2	SQI01a	Bundled with DLV.8.2.1.2.2									X	X		CIRCA	
SE.8.2.2.2.2	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	DLV.8.3.5.1.2	SQI01a	Bundled with DLV.8.3.5.1.2									X	X		CIRCA	Q044a
SE.8.2.3.1.2	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	DLV.8.2.1.2.2	SQI01a	Bundled with DLV.8.2.1.2.2									X	X		CIRCA	
SE.8.2.3.2.2	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	DLV.8.3.5.1.2	SQI01a	Bundled with DLV.8.3.5.1.2									X	X		CIRCA	Q044b
SE.8.2.4.1.2	DLV.8.2.4.1.2	Evolutive version of the Availability Plan for Commission IT services	DLV.8.2.1.2.2	DLV.8.2.1.2.2	SQI01a	Bundled with DLV.8.2.1.2.2									X	X		CIRCA	
SE.8.2.4.2.2	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	DLV.8.3.5.1.2	SQI01a	Bundled with DLV.8.3.5.1.2									X	X		CIRCA	Q044c
SE.8.3.5.1.2	DLV.8.3.5.1.2	Evolutive version of the Terms of Collaboration, including review cycle with the NAs	ID	IA	SQI01a		End SC-3mo	31/03/2010			10	10	10		X	X		CIRCA	Q044d
SE.8.3.5.2.2	DLV.8.3.5.2.2	Evolutive version of the recommendations, including review cycle with the NAs	ID	IA	SQI01a				RfS	RfS	5	5	5	X				CIRCA	Q044f
SE.8.4.1.3	DLV.8.4.1.1.2	Application/trans-European system architecture/ framework/ standard Evolution including review by NAs for the trans-European systems parts	ID	IA	SQI01a SC, RfA		End SC-3mo	31/03/2010			10	10	10		X	X		CIRCA	
SE.8.5.4	DLV.8.5.4	Evolutive version of the Security plan for Commission IT services	DLV.8.2.1.2.2	DLV.8.2.1.2.2	SQI01a	Bundled with DLV.8.2.1.2.2									X	X		CIRCA	
SE.8.5.6	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	DLV.8.3.5.1.2	SQI01a	Bundled with DLV.8.3.5.1.2									X	X		CIRCA	Q045
SE.8.6.1.2.2	DLV.8.6.1.2.2	Evolutive maintenance of the ITSM external processes & procedures definition and description	DLV.8.2.1.2.2	DLV.8.2.1.2.2	SQI01a		End SC-3mo	31/03/2010			10	10	10		X	X		CIRCA	
SE.8.6.1.3.2	DLV.8.6.1.3.2	Evolutive maintenance of ICT architecture, including ICT management infrastructure, as needed	DLV.8.3.5.1.2	DLV.8.3.5.1.2	SQI01a		End SC-3mo	31/03/2010			10	10	10		X	X		CIRCA	

Service	Deliverable	Description	Delivery Mechanism	Acceptance Mechanism	Detailed SQI	SfR	SfA	Fixed Date	Other	Reference Date	T1	T2	T3	RfS	RfA	CS	Notice Period	Publishing Media	Quantity
APPLICATIONS																			
SE.8.4.3.1.1.1 SE.8.4.3.1.1.2		Deployment of applications on the hosted infrastructure / on DIGIT			SC					Planned date				X			2 weeks / 3 months		Q157
	DLV.10.5.1.1	Installation Plan (1 per release)	ID part of DER	DLV0.7	SQI31	-15 w-days				Installation	Audit Check			X				CIRCA	Q054
SE.8.4.3.1.1.1.1		Installation in pre-SAT environment																	
	DLV.10.5.2.1	Installation report	ID part of DER	DLV0.7	SQI31	2 w-days				Installation done	Audit Check			X				CIRCA	Q055
SE.8.4.3.1.1.1.2		Installation in SAT environment																	
	DLV.10.5.2.2	Installation report	ID part of DER	DLV0.7	SQI31	2 w-days				Installation done	Audit Check			X				CIRCA	Q055
SE.8.4.3.1.1.1.3		Installation in CONF environment																	Q146
	DLV.10.5.2.3	Installation report	ID part of DER	DLV0.7	SQI31	2 w-days				Installation done	Audit Check			X				CIRCA	Q055
SE.8.4.3.1.1.1.4		Installation in PROD environment																	Q146
	DLV.10.5.2.4	Installation report	ID part of DER	DLV0.7	SQI31	2 w-days				Installation done	Audit Check			X				CIRCA	Q055
SE.8.4.3.1.1.1.5		Installation in Training environment																	
	DLV.10.5.2.5	Installation report	ID part of DER	DLV0.7	SQI31	2 w-days				Installation done	Audit Check			X				CIRCA	Q055
preSAT - SAT - QUALIFICATIONS																			
SE.8.4.3.1.1.3		Pre-SAT								Planned date				X					
	DLV.8.4.3.1.1.3.1	● Environment acceptance report (x=1)	ID part of DER	DLV.0.7	SQI29		Before SE.8.4.3.1.1.1.1				Audit Check			X				CIRCA	
	DLV.8.4.3.1.1.3.2	● Daily preSAT report to the Commission (x=2)	ID	-	none	Daily								X				email	
	DLV.8.4.3.1.1.3.3	● preSAT report (x=3)	ID	DLV.0.7	SQI01a	1 w-day				pSAT conclusion meeting	5	5	5	X			2 months	CIRCA	
	DLV.8.4.3.1.1.6	Addendum to the test plan and test specifications	ID	DLV.0.7	SQI31	-5 w-days				pSAT Kick-off meeting	3	2	5	X				CIRCA	
SE.8.4.3.1.1.3.4		preSAT kick-off meeting																	
	DLV.8.4.3.1.1.3.4	● minutes of preSAT Kick-off meeting	SfA bundled with DLV.8.4.3.1.1.3.3	-	none	1 w-day				Kick-off Meeting				X				email	
SE.8.4.3.1.1.3.5		preSAT closure meeting																	
	DLV.8.4.3.1.1.3.5	● minutes of end of preSAT meeting	SfA bundled with DLV.8.4.3.1.1.3.3	-	none	1 w-day				pSAT closure meeting				X				email	Q158
SE.8.4.3.1.1.4		SAT								Planned date				X			2 months		
	DLV.8.4.3.1.1.4.1	● Environment acceptance report (x=1)	ID part of DER	DLV.0.7	(SQI29) SQI31		Before SE.8.4.3.1.1.2					5	5	5	X				CIRCA	
	DLV.8.4.3.1.1.4.2	● Daily SAT report to the Commission (x=2)	ID	-	none	Daily								X				email	
	DLV.8.4.3.1.1.4.3	● SAT report (x=3)	ID	DLV.0.7	SQI01a	1 w-day				SAT conclusion meeting	5	5	5	X			2 months	CIRCA	
SE.8.4.3.1.1.4.4		SAT Kick-off meeting																	
	DLV.8.4.3.1.1.4.4	● minutes of SAT Kick-off meeting	SfA bundled with DLV.8.4.3.1.1.4.3	-	none	1 w-day				Kick-off Meeting				X				email	
SE.8.4.3.1.1.4.5		SAT Closure meeting																	
	DLV.8.4.3.1.1.4.5	● minutes of end of SAT meeting	SfA bundled with DLV.8.4.3.1.1.4.3	-	none	1 w-day				SAT conclusion meeting				X				email	
SE.8.4.3.1.1.5		Qualification	ID	DLV.0.7	SC														Q159
	DLV.8.4.3.1.1.5.1	● Qualification report							CQP		5	5	5	X			2 weeks		
TRANS-EUROPEAN SYSTEMS																			
SE.8.4.3.1.2.1		Deployment of trans-European systems			SC					Planned date				X			DRD: 3 months		Q152
	DLV.8.3.4.1.3	"roll out" operational planning (alias Start Up Guide(SUG)), including review cycle with the NAs	ID	DLV0.7	SQI01a	TBD	TBD			TBD	10	10	10			X		CIRCA	
SE.8.4.3.1.2.1.1		Installation in trans-European System (PROD)																	
CONFORMANCE TESTING																			
SE.8.4.3.1.2.2		**Pre-Conformance Test**								Planned date				X					
	DLV.8.4.3.1.2.2.1	● Pre-Conformance test report per NA preCT (x=1)	ID	DLV.0.7	SQI31	1 w-day					5	5	5					CIRCA	
SE.8.4.3.1.2.2.6		Co-ordination meeting with NA																	
	DLV.8.4.3.1.2.2.6	Minutes of co-ordination meeting with NA	ID	DLV.0.7	SQI31	1 w-day	3 w-days		Some weeks before the CT Campaign starts	Meeting	3	2	5	X				CIRCA	
SE.8.4.3.1.2.2.7		preCT kick-off meeting																	
	DLV.8.4.3.1.2.2.7	Minutes of preCT Kick-off meeting with NA	SfA bundled with DLV.8.4.3.1.2.2.1	-	none	1 w-day	3 w-days			preCT Starting Date	1	1	-	X				email	Q153 Q154

SE/DLV	Ref	Description	Type1	Type2	SQI	T1	T2	T3	Pre	Milestone	N1	N2	N3	X	X2	Period	Method	Q
SE.8.4.3.1.2.2.8		preCT closure meeting																Q155
	DLV.8.4.3.1.2.2.8	Minutes of preCT Closure meeting with NA	SfA bundled with DLV.8.4.3.1.2.2.1	-	none	1 w-day	3 w-days			preCT end Date	1	1	-	X		1 month DRD:3 months	email	Q156
SE.8.4.3.1.2.3		**Conformance Test**								Planned date				X				
	DLV.8.4.3.1.2.2.2	• Conformance test report per NA CT (x=2)	ID	DLV.0.7	SQI01a	1 w-day				CT Closure Meeting	5	5	5				CIRCA	
SE.8.4.3.1.2.3.1		CT kick-off meeting																
	DLV.8.4.3.1.2.3.1	Minutes of CT Kick-off meeting with NA	SfA bundled with DLV.8.4.3.1.2.2.2	-	none	1 w-day	3 w-days			CT Starting Date	1	1	-				email	
SE.8.4.3.1.2.3.2		CT closure meeting																
	DLV.8.4.3.1.2.3.2	Minutes of CT Closure meeting with NA	SfA bundled with DLV.8.4.3.1.2.2.2	-	none	1 w-day	3 w-days			CT end Date	1	1	-				email	
SE.8.4.3.1.2.4		**Conformance Test Campaign**								Planned date				X				
	DLV.8.4.3.1.2.2.9	• CT Campaign Readiness Statement	ID	DLV.0.7	SQI29a				Before the CT Campaign starts	CT Campain start							email	
	DLV.8.4.3.1.2.2.3	• Conformance test campaign report (x=3)			SQI01a		10 w-day			CT Campaign completion	3	2	5				CIRCA	
	DLV.8.4.3.1.2.2.4	• Conformance test organisation			SQI01a	-20 w-days				CT Campain start	5	5	5	X		1 month	CIRCA	
	DLV.8.4.3.1.2.2.5	• Conformance test time table	ID	DLV.0.7	SQI01a		5 w-days			CT Campaign completion	3	2	5	X			CIRCA	Q165
INFRASTRUCTURE																		
SE.8.6.2.1		Infrastructure deployment on hosted infrastructure			SQI18 SC									X		DRD: 3 months / HW:6 months		
	DLV.8.6.2.3	Deployment SAT reports, reference to applicable documents	ID	IA	SQI31,RfA				MA	MA	5	5	5	X			CIRCA	
COTS																		
SE.8.6.2.1.1		Deployment of COTS ICT CI's (HW & SW products, telecom services) in the ICT infrastructure hosted in the contractor's premises			SQI18 SC, RfA									X				
	DLV.8.6.2.1.2	COTS deployment SAT reports, including SAT Test cases, reference to applicable documents, including delivery notice	ID	DLV.0.7	SQI01a SQI31				MA	MA	5	5	5	X			CIRCA	
	DLV.8.6.2.1.7	Hosted COTS ICT products provided by the contractor, delivered and installed	ID	IA	SQI01a SQI31					Per schedule change	5	5	5	X			CIRCA	
SE.8.6.2.1.9		Deployment of COTS ICT CI's (HW & SW products, telecom services) in the ICT infrastructure hosted by DIGIT													X	2 weeks		
IMPLEMENTATIONS																		
SE.8.2.3.1.3		Implementation and deployment of the IT service continuity plan for the Commission IT services			SC, RfA										X	1 month		
SE.8.2.3.2.3		Deployment of the IT service continuity plan for the trans-European IT services			SC RfA				RfA		-				X	1 month		Q046b

	Service	Deliverable	Description	Quality of Service Or Deliverable		Detailed SQI	Known Milestones or Rules				Review Cycle				Ordering Method				Publishing Media	Quantity
				Delivery Mechanism	Acceptance Mechanism		SfR	SfA	Fixed Date	Other	Reference Date	T1	T2	T3	RfS	RfA	CS	Notice Period		
CONTINUITY PLAN																				
	SE.8.2.3.1.4		Testing of the IT service continuity plan for the Commission IT services:	No major hole in the test plan, no major problem detected by the testing, according to agreed timing and no major delay during the testing, with no impact on the Quality of Services in operation						Once per SC										Q046a
		DLV.8.2.3.1.4.1	• Plan, test plan (x=1);			SQI01a				Once per SC		5	5	5	X				CIRCA	
		DLV.8.2.3.1.4.2	• Test report (x=2)			SQI01a				Once per SC		5	5	5	X				CIRCA	
	SE.8.2.3.2.4		Testing of the IT service continuity plan for the Commission trans-European IT Services	No major hole in the test plan, no major problem detected by the testing, according to agreed timing and no major delay during the testing, with no impact on the Quality of Services in operation						Once per SC										Q046c
		DLV.8.2.3.2.4.1	• Plan, test plan (x=1);			SQI01a				Once per SC		5	5	5	X				CIRCA	
		DLV.8.2.3.2.4.2	• Test report (x=2)			SQI01a				Once per SC		5	5	5	X				CIRCA	

	Service	Deliverable	Description	Quality of Service Or Deliverable		Detailed SQI	Known Milestones or Rules				Review Cycle				Ordering Method			Notice Period	Publishing Media	Quantity
				Delivery Mechanism	Acceptance Mechanism		SfR	SfA	Fixed Date	Other	Reference Date	T1	T2	T3	RfS	RfA	CS			
TRAINING - WORKSHOP																				
	SE.8.3.2.5.5		Training /workshop – Performance			SQI27					Training				X					Q026
	SE.8.3.2.5.6		Training/workshop – Attendance			SC, RfS									X					Q027b
	SE.8.3.2.5.1	DLV.8.3.2.5.1	Training/workshop - Preparation material	ID	DLV.0.7	SQI31		-2 w-days				5	5	5	X			3 months		Q025
	SE.8.3.2.5.2	DLV.8.3.2.5.2	Training/workshop - Agenda	ID	No	none	-20 w-days				Training	3	2	5					CIRCA	Q024
		DLV.8.3.2.5.3	Training/workshop - Briefing	ID	No	none	-10 w-days					3	2	5	X				CIRCA	
		DLV.8.3.2.5.4	Training/workshop - Evaluation and report	ID	DLV.0.7	SQI31		10 w-days				3	2	5					CIRCA	
	SE.8.3.2.5.7		Training/workshop – Hosting Facilities and infrastructure: Meeting room at contractor's premises (40 persons)			SQI27 SQI36									X			3 months		Q029a
DEMONSTRATION																				
	SE.8.3.3.4		Demonstration – Performance, including preparation, and removal			SQI27 SC					Demo				X			3 weeks		Q046d
	SE.8.3.3.5		Demonstration – Attendance			SC, RfS									X			3 weeks		Q027c
	SE.8.3.3.1	DLV.8.3.3.1	Demonstration - Agenda	ID	DLV.0.7	SC	-20 w-days				Demo	3	2	5					CIRCA	Q024
		DLV.8.3.3.2	Demonstration - Briefing	ID	No	SC	-10 w-days					3	2	5	X			25 w-days	CIRCA	
		DLV.8.3.3.3	Demonstration - Evaluation and Report	ID	DLV.0.7	SQI31		10 w-days				3	2	5					CIRCA	
	SE.8.3.3.6		Demonstration – Hosting Facilities and infrastructure: Meeting room at contractor's premises (40 persons)			SQI27 SQI36									X			3 months		Q029b

	Service	Deliverable	Description	Quality of Service Or Deliverable		Detailed SQI	Known Milestones or Rules				Review Cycle				Ordering Method			Notice Period	Publishing Media	Quantity
				Delivery Mechanism	Acceptance Mechanism		SfR	SfA	Fixed Date	Other	Reference Date	T1	T2	T3	RfS	RfA	CS			
TRANSLATIONS																				
	SE.8.1.1.1		Request for translation from one source language to two other languages, amongst DE, EN, FR													X				
		DLV.8.1.1.1	Translation from one source language to two other languages, amongst DE, EN and FR.	ID	DLV.0.7	SQI31				???		3	2	5		X			CIRCA	Q031
REMOTE - Ad-HOC																				
	SE.8.1.2.3		Remote support			SC				As needed					X			5 w-days		
	SE.8.1.2.4		On-site technical support including:													X		2 weeks		
		DLV.8.1.2.4.1	• Deliver the agenda	ID	DLV.0.7	none										X			email / RfA	Q140
		DLV.8.1.2.4.2	• Preparation of the on-site support material	ID	DLV.0.7	SQI31	RfA	RfA	RfA		Mission	RfA	RfA	RfA		X			email / RfA	
		DLV.8.1.2.4.3	• Mission report	ID	DLV.0.7	SQI31										X			email / RfA	
	SE.8.1.2.5		Ad hoc support			SC				As needed					X			10 w-days		Q042
	SE.8.7.2.1		ITIL support to the Commission and the NAs			SC, RfS				RfS	RfS				X			5 w-days		Q048
ADVICE - RECOMMENDATIONS																				
	SE.8.2.1.3	DLV.8.2.1.3.1	Advice regarding OLAs content	ID	IA	SC, RfS				As needed					X					
	SE.8.2.3.3	DLV.8.2.3.3.1	Advice regarding the ITSCM arrangements in the OLAs with 3rd parties.	ID	IA	SC, RfS				As needed					X					
	SE.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	ID	IA	SQI01a				RfA	RfA	10	10	10		X			CIRCA	Q044e
TECHNICAL REVIEW																				
	SE.8.4.2.2.1	DLV.8.4.2.2.1	Technical review reports of artefacts submitted for review, containing the list of review comments	ID	DLV.0.7	SQI17 SQI31				(5-8 wdays) after reception	Reception				X				CIRCA	Q160 Q161
	SE.8.4.2.2.2		Attendance at review meetings to clarify review comments issued			SC				(2-8 wdays) after submission of report	Submission				X			2 w-days		Q162
SERVICE MANAGEMENT																				
	SE.8.1.1.2		Web mastering the web environment for the supported business threads.			SQI39									X			1 w-day		Q142 Q143
	SE.8.6.2.1.8		Move of phased-out hosted ICT infrastructure back to the Commission			SC					AN					X		10 w-days		
	SE.8.8.1		"7 days" time coverage (7.00-20.00, 7 days/week, 365days/year) (Extension from basic time coverage to "7 days" time coverage) for availability and security incidents			SQI07 SQI08 SQI09 SQI12										X		1 week		
	SE.8.8.2		"24 hr" time coverage (24 hrs/day, 7 days/week, 365 days/year) (Extension from "7 days" time coverage to "24 hr" time coverage) for availability and security incidents			SQI24a-f SQI25a-c SC										X		3 months		
CO-ORDINATION MISSION																				
	SE.8.3.2.4.5		Co-ordination Mission – Performance			SC, RfS									X					
		DLV.8.3.2.4.1	Co-ordination Mission – Preparation of material	ID	DLV.0.7	SQI31	-7 w-days	-2 w-days			Mission	3	2	5		X		20 w-days	CIRCA	Q023
		DLV.8.3.2.4.2	Co-ordination Mission - Agenda	ID	DLV.0.7	none	-20 w-days					3	2	5					CIRCA	
		DLV.8.3.2.4.3	Co-ordination Mission- Briefing	ID	DLV.0.7	none	-7 w-days					3	2	5					CIRCA	
		DLV.8.3.2.4.4	Co-ordination Mission – Report and evaluation	ID	DLV.0.7	SQI31	4 w-days	10 w-days				3	3	5					CIRCA	

Service	Deliverable	Description	Quality of Service Or Deliverable		Detailed SQI	Known Milestones or Rules				Review Cycle				Ordering Method			Notice Period	Publishing Media	Quantity
			Delivery Mechanism	Acceptance Mechanism		SfR	SfA	Fixed Date	Other	Reference Date	T1	T2	T3	RfS	RfA	CS			
ITSM TOOLS																			
SE.7.1		Specification deliverables:	SC, RfA,OR	SC, RfA,OR															
	DLV.7.1.1	• Feasibility Studies;			SQI01a RfA														Q041
	DLV.7.1.2	• Business processes model;			SQI01a RfA														Q041
	DLV.7.1.3	• System Requirement Definition (functional, non functional/usability) (SRD);			SQI01a RfA				RfA	RfA	10	10	10		X			CIRCA	Q041
	DLV.7.1.4	• Functional Specifications (FS);			SQI01a RfA														Q041
	DLV.7.1.5	• Technical Specifications (TS);			SQI01a RfA														Q041
	DLV.7.1.6	• Acceptance Test Specification (ATS).			SQI01a RfA														Q041
SE.7.2		Deliverables related to Design, Build & Deployment support:	SC, RfA,OR	SC, RfA,OR															
	DLV.7.2.1	• Design documentation, including the System Requirement Overview;			SQI31, RfA														Q020
	DLV.7.2.2	• Detailed design, including the interface specification with other applications,			SQI01a,RfA														Q020
	DLV.7.2.3	• Test plan, test cases, test data, test configuration specification,			SQI01a,RfA														Q020
	DLV.7.2.4	• Infrastructure requirement;			SQI31,RfA														Q020
	DLV.7.2.5	• Documented source code and associated documentation and quality metrics;			SQI31,RfA				RfA	RfA	10	10	10		X			CIRCA	Q020
	DLV.7.2.6	• Support documentation and training material addressing infrastructure requirements, installation procedures, user and service provision manual;			SQI01a,RfA														Q020
	DLV.7.2.7	• The FAT report and FAT'ed version, submitted for preSAT;			SQI32														Q020
	DLV.7.2.8	• Training deployment, operation and technical support on the application to be deployed;			SQI31,RfA														Q020
	DLV.7.2.9	• Problem fixes during preSAT,			SQI31,RfA														Q020
	DLV.7.2.10	• Application & documentation submitted for SAT			SQI01a,RfA														Q020
SE.7.3		Corrective maintenance of all artefacts delivered under WP.7.1 and WP.7.2, and taken over under WP.2.1, under the input of the problem and change management processes			SQI38										X	X			
ICT INFRASTRUCTURE																			
SE.8.6.1.4	DLV.8.6.1.4	Feasibility studies & Statements of requirements	SC, RfA	SC, RfA	SC, RfA				RfA	RfA	RfA	RfA	RfA		X				Q047
SE.8.6.1.5	DLV.8.6.1.5	Others as needed	SC, RfA	SC, RfA	SC, RfA				RfA	RfA	RfA	RfA	RfA		X				
BUSINESS ANALYSIS																			
SE.8.3.1.1.4	DLV.8.3.1.1.4	Ad hoc business analysis and reporting	ID	SC, RfA	SQI31				RfA	RfA	5	5	5		X		1 month		Q043
SE.8.3.4.2	DLV.8.3.4.2.1	Progress and Status Reporting	ID	DLV0.7	SQI31 SC, RfS		-10 w-days		AN, Meeting	AN, Meeting	3	2	5	X			5 w-days	CIRCA	

	Service	Deliverable	Description	Quality of Service Or Deliverable		Detailed SQI	Known Milestones or Rules				Review Cycle				Ordering Method				Publishing Media	Quantity
				Delivery Mechanism	Acceptance Mechanism		SfR	SfA	Fixed Date	Other	Reference Date	T1	T2	T3	RfS	RfA	CS	Notice Period		
CONFERENCE CALLS																				
	SE.8.1.2.2		Organise, facilitate and minute conference calls/virtual meetings			SC				1 day notice					X			1 w-day		Q141
		DLV.8.1.2.2.1	Agenda of conference calls/virtual meetings	ID	DLV.0.7	none				1 day notice					X				CIRCA	
		DLV.8.1.2.2.2	Minutes of conference calls/virtual meetings	ID	DLV.0.7	none	1 w-day				Meeting				X				CIRCA	
CAB																				
	SE.8.1.5.2		Manage the CAB meeting:							As needed								10 w-days		
		DLV.8.1.5.2.1	● Briefing (x=1)	ID	DLV.0.7	SQI31	-5 w-days				meeting	3	2	5	X				CIRCA	
		DLV.8.1.5.2.2	● Agenda (x=2)	ID	DLV.0.7		-5 w-days				meeting	2	2	1					CIRCA	
		DLV.8.1.5.2.3	● Minutes (x=3)	ID	DLV.0.7		5 w-days	9 w-days			meeting	2	2	5					CIRCA	
WORKING GROUP																				
	SE.8.3.2.1.7		Working group meeting – Attendance			SC					Meeting				X					Q027a
	SE.8.3.2.1.6		Working group meeting – Performance			SC									X					Q026
	SE.8.3.2.1	DLV.8.3.2.1.1	Working group meeting - Draft agenda	ID	no	none	-20 w-days					3	2	5				25 w-days	CIRCA	Q021
		DLV.8.3.2.1.2	Working group meeting - Briefing	ID	DLV.0.7	SQI31	-10 w-days	-5 w-days				3	2	5	X				CIRCA	
		DLV.8.3.2.1.3	Working group meeting - Summary Record including list of actions & agreements	ID	DLV.0.7	SQI31	2 w-days				Meeting	3	2	5					CIRCA	
		DLV.8.3.2.1.4	Working group meeting - Minutes	ID	DLV.0.7	SQI31	5 w-days	10 w-days				2	2	5					CIRCA	
		DLV.8.3.2.1.5	Working group meeting – Preparation of material	ID	DLV. 0.7	SQI31	-15 w-days	-10 w-days				3	2	5	X				CIRCA	Q025
SMM																				
	SE.8.3.2.3.4		SMM - Attendance			SC, RfS									X			10 w-days		Q022
		DLV.8.3.2.3.1	SMM – Minutes	ID	DLV.0.7	SQI31	5 w-days	10 w-days			Meeting	3	2	5					CIRCA	
		DLV.8.3.2.3.2	SMM Briefing	ID	DLV.0.7	SQI31	-5 w-days					3	2	5					CIRCA	
		DLV.8.3.2.3.3	SMM agenda	ID	DLV.0.7	SQI31	-5 w-days					3	2	5					CIRCA	
TECHNICAL MEETINGS																				
	SE.8.3.2.2.2		Technical Meetings with the Commission or other third parties – Attendance			SC					Meeting				X			5 w-days		Q027d
		DLV.8.3.2.2.1	Technical Meetings with the Commission or other third parties - Minutes	ID	DLV.0.7	SQI31	5 w-days	10 w-days				2	2	5	X				CIRCA	Q028

	Service	Deliverable	Description	Quality of Service Or Deliverable		Detailed SQI	Known Milestones or Rules				Review Cycle				Ordering Method				Publishing Media	Quantity
				Delivery Mechanism	Acceptance Mechanism		SfR	SfA	Fixed Date	Other	Reference Date	T1	T2	T3	RfS	RfA	CS	Notice Period		
FACILITIES																				
	SE.8.1.1.3.1		Meeting room up to 15 persons at contractor's premises with 2 PCs with access to all Commissions IT services in the scope of this contract and to the Internet			SQI36				1 week in advance or MA	1 week in advance or MA					X		5 w-days, MA		
SURVEY																				
	SE.8.3.1.2.2		Yearly user satisfaction survey	ID	DLV.0.7	SQI31														
		DLV.8.3.1.2.2.1	• Preparation of the survey material and planning, SfA to the Commission;																CIRCA	
			• Organisation, co-ordination and performance of the survey							RfA		10	10	10	X					
		DLV.8.3.1.2.2.2	• Report the Commission and the NAs, SfA to the Commission																CIRCA	

Qty id	Type	WP, DLV, Description
Q020	per unit price	WP.7.2 DLV.7.2 - Deliverables related to Design, Build and Deployment support
Q021		WP.8.3.2.1 DLV.8.3.2.1.1, DLV.8.3.2.1.2, DLV.8.3.2.1.3, DLV.8.3.2.1.4 - Working group meeting - Draft agenda, Briefing, Summary Records, Minutes
Q022	per unit price	WP.8.3.2.3 DLV.8.3.2.3.1, DLV.8.3.2.3.2, DLV.8.3.2.3.3, SE.8.3.2.3.4 - SMM – Agenda, Briefing, Attendance, Minutes
Q023	per unit price	WP.8.3.2.4 DLV.8.3.2.4.1, DLV.8.3.2.4.2, DLV.8.3.2.4.3, DLV.8.3.2.4.4, SE.8.3.2.4.5 - Co-ordination Mission – Agenda, Briefing, Preparation of material, Performance, Report
Q024	per unit price	WP.8.3.2.5 DLV. 8.3.2.5.2, DLV. 8.3.2.5.3, DLV. 8.3.2.5.4 - Training/workshop - Agenda, Briefing, Evaluation and Reports WP.8.3.3 DLV. 8.3.3.1, DLV. 8.3.3.2, DLV. 8.3.3.3 - Demonstration - Agenda, Briefing, Evaluation & Report
Q025	per unit price	WP.8.3.2.1 DLV.8.3.2.1.5, DLV.8.3.2.1.4, DLV.8.3.2.1.3, DLV.8.3.2.1.2, DLV.8.3.2.1.1 - Working group meeting – Preparation of material
Q026	per unit price	WP.8.3.2.1 SE.8.3.2.1.6 - Working group meeting – Performance WP.8.3.2.5 SE. 8.3.2.5.5 - Training /workshop – Performance
Q027a, Q027b, Q027c	per unit price	WP.8.3.2.1 SE.8.3.2.1.7 - Working group meeting – Attendance WP.8.3.2.5 SE.8.3.2.5.6 - Training/workshop – Attendance WP.8.3.3. SE. 8.3.3.5 - Demonstration – Attendance
Q027d	per unit price	WP.8.3.2.2 SE.8.3.2.2.2 - Technical Meetings with the Commission or other third parties - Attendance
Q028	per unit price	WP.8.3.2.2 DLV.8.3.2.2.1 - Technical Meetings with the Commission or other third parties - Minutes
Q029a	per unit price	WP.8.3.2.5 SE.8.3.2.5.7 - Training/workshop – Hosting Facilities and infrastructure: Meeting room at contractor's premises (40
Q029b	per unit price	WP.8.3.3. SE.8.3.3.6 - Demonstration – Hosting Facilities and infrastructure: Meeting room at contractor's premises (40 persons)
Q030a	per unit price	WP.0.3 DLV.0.3.1 - Contract Quality Plan (CQP), including the contractual OLA and "hosted infrastructure" OLA
Q030b	per unit price	WP.8.2.1.1 DLV.8.2.1.1.1 - Evolutive maintenance of the Contract Quality Plan (CQP), including the contractual OLA and "hosted infrastructure" OLA
Q031	per unit price	WP.8.1.1.1 DLV.8.1.1.1 - Translation from one source language to two other languages, amongst DE, EN and FR.
Q040	per avg profile	WP.0.1 DLV.0.1.2 - Evolutive version of FQP
Q040	per avg profile	WP.0.3 DLV.0.3.2 - Evolutive version of CQP
Q041	per avg profile	WP.7.1. DLV.7.1.6, DLV.7.1.5, DLV.7.1.4, DLV.7.1.3, DLV.7.1.2, DLV.7.1.1, DLV.7.1 - Specification deliverables: One or more of the following documents: Acceptance Test Specification (ATS); Technical Specifications (TS); Functional Specifications (FS); System Requirement Definition (functional, non functional/usability) (SRD); Business pr
Q042	per avg profile	WP.8.1.2.5 SE.8.1.2.5 - Ad hoc support
Q043	per avg profile	WP.8.3.1.1 DLV.8.3.1.1.4 - Ad hoc business analysis and reporting
Q044a	per avg profile	WP.8.2.2.2 DLV.8.2.2.2.2 - Evolutive maintenance of the Capacity plan for the trans-European IT services
Q044b	per avg profile	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
Q044c	per avg profile	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 by the
Q044d	per avg profile	WP.8.3.5.1 DLV.8.3.5.1.2 - Evolutive version of the Terms of Collaboration, including review cycle with the NAs
Q044e	per avg profile	WP.8.3.5.2 DLV.8.3.5.2.1 - Recommendations to the NAs (mandays)
Q044f	per avg profile	WP.8.3.5.2 DLV.8.3.5.2.2 - Evolutive version of the recommendations, including review cycle with the Nas (mandays)

Q045	per avg profile	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
Q046a	per avg profile	WP.8.2.3.1 SE.8.2.3.1.4 - Testing of the IT service continuity plan for the Commission's IT services
Q046b	per avg profile	WP.8.2.3.2 SE.8.2.3.2.3 - Deployment of the IT service continuity plan for the trans-European IT services
Q046c	per avg profile	WP.8.2.3.2 SE.8.2.3.2.4 - Testing of the IT service continuity plan for the trans-European IT services
Q046d	per avg profile	WP.8.3.3. SE. 8.3.3.4 - Demonstration – Performance, including preparation, and removal (in mandays)
Q047	per avg profile	WP.8.6.1 DLV.8.6.1.4 - Feasibility studies & Statements of requirements (mandays)
Q048	per avg profile	WP.8.7.2 SE.8.7.2.1 - ITIL support to the Commission and the NAs (mandays)
Q050	per avg profile WP10	WP.10 SE.10.1 - Business Thread Managers (mandays)
Q051	per avg profile WP10	WP.10 SE.10.2 - Planning Coordinators (mandays)
Q052	per avg profile WP10	WP.10 SE.10.3 - Deployment Managers (mandays)
Q054	per avg profile WP10	WP.10 DLV.10.5.1 - Installation plan (one per release)
Q055	per avg profile WP10	DLV.10.5.2 - Installation report (one per release and per environment)
Q100	CS part 1	WP.8.1.1 SE.8.1.1 - Service Desk registered user
Q101	CS part 1	WP.8.1.1 SE.8.1.1 - Calls received by Service Desk
Q102	CS part 1	WP.8.1.1 SE.8.1.1 - Incident
Q103	CS part 1	WP.8.1.1 SE.8.1.1 - Error reports
Q104	CS part 1	WP.8.1.2 SE.8.1.2.1 - Service Requests
Q105	CS part 1	WP.8.1.3 SE.8.1.3 - Problems
Q106	CS part 1	WP.8.2.1 SE.8.2.1.1 (DLV.8.2.1.2) - SLA, ToC, OLA SQI to be monitored (excluding contractual SQI)
Q107	CS part 1	WP.8.6.3.1 SE.8.6.3.1 - Hosted servers
Q108	CS part 1	WP.8.6.3.1 SE.8.6.3.1 - Hosted Tera Byte storage
Q109	CS part 1	WP.8.6.3.1 SE.8.6.3.1 - Hosted IT environment
Q110	CS part 1	WP.8.6.3.1 SE.8.6.3.1 - hosted servers in Fail Over site
Q111	CS part 1	WP.8.6.3.1 SE.8.6.3.1 - Hosted Tera Bytes storage in Fail Over site
Q112	CS part 1	WP.8.6.3.2 SE.8.6.3.2 - DIGIT servers
Q113	CS part 1	WP.8.6.3.2 SE.8.6.3.2 - Tera Byte DIGIT storage volume
Q114	CS part 1	WP.8.6.3.2 SE.8.6.3.2 - DIGIT IT environment
Q115	CS part 1	WP.8.6.3 SE.8.6.3 - Managed OS
Q116	CS part 1	WP.8.6.3 SE.8.6.3 - Managed COTS sofware
Q117	CS part 1	WP.8.2.4.1 SE.8.2.4.1 (DLV.8.2.4.2) - CCN GW
Q118	CS part 1	WP.8.2.4.1 SE.8.2.4.1 (DLV.8.2.4.2) - Production CCN queues & mail boxes
Q119	CS part 1	WP.8.2.4.2 SE.8.2.4.1 (DLV.8.2.4.2) - Production Web Apps on CCN
Q120	CS part 1	WP.8.2.4.3 SE.8.2.4.1 (DLV.8.2.4.2) - Production Synch Apps on CCN
Q121	CS part 1	WP.8.2.1.1 SE.8.2.1.1 (DLV.8.2.1.2) - Trans European Systems Managed Objects, via CCN
Q122	CS part 1	WP.8.4.3.2.2 SE.8.4.3.2.2 - Supported trans European Systems
Q123	CS part 1	WP.8.4.3.2.1 SE.8.4.3.2.1 - Operated applications
Q124	CS part 1	WP.8.4.3.3 SE.8.4.3.3 - Supported applications

Q125	CS part 1	WP.8.1.1? SE.8.1.1? - Registered users
Q126	CS part 1	WP.8.2.1.1 SE.8.2.1.1 (DLV.8.2.1.2) - Million of CCN Messages processed
Q127	CS part 1	WP.8.2.1.1 SE.8.2.1.1 (DLV.8.2.1.2) - Million of CCN Messages
Q128	CS part 1	WP.8.2.1.1 SE.8.2.1.1 (DLV.8.2.1.2) - Million Hits processed
Q140	CS part 2	WP.8.1.2.4 SE.8.1.2.4 - On site Tech support
Q141	CS part 2	WP.8.1.2.2 SE.8.1.2.2 - Virtual meetings & call conferences
Q142	CS part 2	WP.8.1.1.2 SE.8.1.2.2 - Posted documents
Q143	CS part 2	WP.8.1.1.2 SE.8.1.2.2 - Published documents
Q144	CS part 2	WP.8.1.4 SE.8.1.4 - Configuration Items in CMDB
Q145	CS part 2	WP.8.1.5 SE.8.1.5.1 - Changes
Q146	CS part 2	WP.8.1.6 SE.8.1.6.1 - Releases
Q147	CS part 2	WP.8.6.2.1.1 SE.8.6.2.1.1 - Hosted COTS HW & SW assets
Q148	CS part 2	WP.8.6.2.1.2 DLV.8.6.2.1.2 - Delivered hosted HW assets (excluding taken over assets)
Q149	CS part 2	WP.8.6.2.1.1 SE.8.6.2.1.1 - Phased out hosted HW assets
Q150	CS part 2	WP.8.6.2.1.3 SE.8.6.2.1.3 - Hosting environment
Q151	CS part 2	WP.8.6.2.1.4 SE.8.6.2.1.4 - Fail over hosting environment
Q152	CS part 2	WP.8.4.3.1.2.1 SE.8.4.3.1.2.1 - Trans European Systems deployment cycles
Q153	CS part 2	WP.8.4.3.1.2.2 DLV.8.4.3.1.2.2.x - Cat 1 Conformance Tests
Q154	CS part 2	WP.8.4.3.1.2.3 DLV.8.4.3.1.2.2.x - Cat 2 Conformance Tests
Q155	CS part 2	WP.8.4.3.1.2.4 DLV.8.4.3.1.2.2.x - Cat 3 Conformance Tests
Q156	CS part 2	WP.8.4.3.1.2.5 DLV.8.4.3.1.2.2.x - Cat 4 Conformance Tests
Q157	CS part 2	WP.8.4.3.1.1 SE.8.4.3.1.1.1, SE.8.4.3.1.1.2 - Application deployment cycles
Q158	CS part 2	WP.8.4.3.1.1 DLV.8.4.3.1.1.3.x, DLV.8.4.3.1.1.4.x, DLV.8.4.3.1.1.6 - Site Acceptance Tests (pre-SAT and SAT)
Q159	CS part 2	WP.8.4.3.1.1 DLV.8.4.3.1.1.5 - Qualifications
Q160	CS part 2	WP.8.4.2.2 DLV.8.4.2.2.1 - Pages from 3rd party reviewed
Q161	CS part 2	WP.8.4.2.2 DLV.8.4.2.2.1 - Comments issued
Q162	CS part 2	WP.8.4.2.2 SE.8.4.2.2.2 - Review meetings
Q163	CS part 2	WP.8.3.1.2.1 SE.8.3.1.2.1 (DLV.8.3.1.2.2) - NAs contacts to survey
Q164	CS part 2	WP.8.3.4.1.1 SE.8.3.4.1.1 (DLV.8.3.4.1.2) - Active and future activities under planning
Q165		WP.8.4.3.1.2 - CTO and CTT document (mandays)

Service	Uniquely identifies all services that are rendered by ITSM Contractor
Deliverable	1. Uniquely identifies all deliverables that could be produced by ITSM Contractor before, during and after the execution of the ordered service; 2. Deliverables are regrouped per service. For example, the ordering of service SE.8.2.3.2.4 (Testing of the IT service continuity plan for the trans-European IT services) automatically leads to the production of the following deliverables: DLV.8.2.3.2.4.1 and DLV.8.2.3.2.4.2 (via RfS); 2. If no deliverable identifier appears in the table, this means that the corresponding activity is not subject to any formal
Description	Short description of either the service, the deliverable, or the activity
Quality of Service or Deliverable	
Delivery Mechanism	Explains the delivery mechanism: * ID: Individually * SC, RFA: as defined in the Specific Contract or RfA * if a DLV is mentioned in the cell, this means that the ordered deliverable has to be bundled with the referenced DLV
Acceptance Mechanism	Details the acceptance mechanism of a deliverable: * IA: individual acceptance * DLV.0.7: accepted with the MPR * other: see details in the cell
Detailed SQI	Details which SQI applies/apply to the Service/Deliverable
Known Milestones or rules	
SfR	Gives the potential constraint linked to the production of a deliverable and its submission for review. This column is linked to the column "Reference Date". The content of this column might either be positive or negative and is usually expressed in w-days (working days). Negative values mean that the deliverable has to be sent for review before the reference date, while positive values mean that it has to be submitted after the reference date. Examples: • DLV.8.3.3.2 has to be sent for review 10 working days, before the date of the demonstration;
SfA	Gives the potential constraint linked to the production of the final version of a deliverable and its date of submission for acceptance. . This column is linked to the column "Reference Date". The content of this column might either be positive or negative and is usually expressed in w-days (working days). Negative values mean that the deliverable has to be sent for acceptance before the reference date, while positive values mean that it has to be submitted after the reference date. Examples: • DLV.8.3.2.1.2 has to be sent for acceptance 5 working days, before the date of the meeting; • DLV.8.3.2.1.4 has to be sent for acceptance 10 working days after the date when the meeting took place.
Fixed Date	The date of the submission for acceptance of some deliverables might be a fixed date. These deliverables are then expected to be sent for acceptance on that date, at the latest.

Other	This gives some additional rules. This has to be considered case by case. As a unique example, DLV.0.4.2 (RfA proposal) should be produced withing 10 working days that follow the request;
Review Cycle	
Reference Date	Defines (if necessary) the date to be taken as the reference in the calculation of the due dates of some deliverables. These reference dates will be used in conjunction with formulaes (see SfR, SfA…) to calculate the "milestones". Examples: • SE.7.1– Reference Date is "RfA". This means that all constraints (in terms of delivery process) will be mentioned in the corresponding RfA; • DLV.8.1.5.2.1 – Reference Date is "meeting". This means in this example, that this deliverable should be delivered for
T1, T2, T3	Gives the rule that governs the review cycle of the corresponding deliverable.
Ordering Method	
RfS	The service can be ordered via Request for Service
RfA	The service can be ordered via Request for Action/Estimate
CS	The service is part of the ITSM Contractor Continuous Services
Notice Period	Gives the advised amount of time in advance, the Service has to be ordered, before it starts. Please note that this notice period is not mandatory and could be subject to "Mutual Agreedment", however ITSM Contractor recommends to respect the given "notice period".
Publishing Media	This column defines the delivering media of the deliverables such as but not limited to; • CIRCA: the deliverable will be uploaded on CIRCA. Delivery notification will be automatically sent by CIRCA; • Email: the deliverable will be sent by email; • Letter: the deliverable will be provided by normal post; • W2000: the deliverable will be published on Web 2000
Quantity	Refers to the quantity(-ies) potentially applicable to the item (service or deliverable)