

OWNER: TAXUD	ISSUE DATE: 16/06/2010	VERSION: 1.00
<p>TAXATION AND CUSTOMS UNION DG</p> <p>SUBJECT:</p> <p>Monthly Service Report</p> <p>APRIL 2010</p> <p>ITS-SC06-MSR-2010-04</p>		
<p>FRAMEWORK CONTRACT # TAXUD/2007/CC/088</p> <p>SPECIFIC CONTRACT SC06/SC07</p>		

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Document History

Edi.	Rev.	Date	Description	Action (*)	Pages
0	01	11/05/2010	First Draft	R	All
0	02	11/05/2010	Submitted for internal review	R	As req.
0	10	17/05/2010	Submitted for Review	R	As req.
1	00	16/06/2010	Submitted for Acceptance	I./R.	As req.

(*) Action: I = Insert R = Replace

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1. Introduction

1.1 Reference and applicable documents

1.1.1 Applicable documents

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

1.1.2 Annexed and Reference documents

Id	Reference	Title
Anx01	ITS-IMSR-SC06-2010-04-Annex 01	Glossary
Anx02	ITS-IMSR-SC06-2010-04-Annex 02	DTM
R03	ITS-IEST-SC06-2010-04	EMCS Monthly Statistics ¹
Anx04	ITS-IMSR-SC06-2010-04-Annex 04	List of Deployments
Anx05	ITS-IMSR-SC06-2010-04-Annex 05	Monthly Consolidated Planning
Anx06	ITS-IMSR-SC06-2010-04-Annex 06	SQI08 Raw Data
Anx07	ITS-IMSR-SC06-2010-04-Annex 07	Transferred Calls
Anx08	ITS-IMSR-SC06-2010-04-Annex 08	List of Changes
Anx09	ITS-IMSR-SC06-2010-04-Annex 09	Publications
Anx10	ITS-IMSR-SC06-2010-04-Annex 10	User List
Anx13a	ITS-IMSR-SC06-2010-04-Annex 13a	SQI12a Raw data
Anx13b	ITS-IMSR-SC06-2010-04-Annex 13b	SQI12c Raw data
Anx14	ITS-IMSR-SC06-2010-04-Annex 14	Availability
Anx15	ITS-IMSR-SC06-2010-04-Annex 15	Document Reviews
Anx19	ITS-IMSR-SC06-2010-04-Annex 19	Testing activities
Anx23	TAX-IRPT-MAR-2010-04	Taxation Monthly Activity Report
Anx24	TAX-ISTS-SLA-2010-04	Taxation SLA Report
Anx25	VIS-ISTS-2010-04	VIES statistics report
Anx26 ²	VSS-ISTS-VOW-2010-04	VIES-on-Web statistics report
Anx27	ITS-IMSR-SC06-2010-04-Annex 27	CT Activities

¹Separate delivery

² Anx23 – Anx26 are not attached but they can be found on the following location on CIRCA:
https://circa.europa.eu/Members/irc/taxud/scit_meetings/library?l=/statistics/2009&vm=detailed&sb=Title

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1.2 Terminology

1.2.1 Abbreviations and acronyms

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

1.3 Purpose of the document

Report on Services and Activities that fall under framework contract TAXUD/2007/CC/088, specific contracts 06 and 07, month of reporting April 2010.

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2. Section 1: Common to all Business Threads

2.1 Service Support Activities

2.1.1 Overview

2.1.1.1 General

The following table shows some general information for this month.

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10
Supported users	2708	2744	2759	2796	2822	3098	3019	3045	3037	3048	3077	3201	3212
Opened calls	1854	1953	1994	1874	1117	1640	1590	1530	1338	1425	1425	1841	1623
Closed calls	1742	1933	2235	1771	1245	1748	1531	1364	1367	1291	1312	1726	1527
Email received by ITSM Support Mailbox	14812	13293	15341	18369	13471	11525	9453	9062	15793	9408	19101	33,433	30,613
Email sent by ITSM Support Mailbox	28390	13847	41108	33483	25833	29401	30367	28180	27098	27464	36283	43,431	36,112

Table 1: Key figures

The figures for calls opened during the reported month are accurate at the time of delivery of the MSR. However, these figures are subject to change prior to delivery and results may differ from what can be seen on the ITSM Portal.

The reason for this is due to corrections made on external or internal calls (Internal calls made external and vice versa) after the MSR creation period.

At the time of producing this report (03 May 2010), the number of opened calls displayed in both the ITSM Portal and owITSM were aligned.

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2.1.1.2 Summary of calls with regards to SLA targets

The following table gives an overview of the calls (opened and closed calls), split per Business Thread, from an SLA point of view.

		Customs	Excise	ITSM	Taxation	Grand Total
Opened calls	# calls	770	319	72	415	1576
	# in SLA	768	319	72	413	1572
	# not in SLA	2	0	0	2	4
	Percentage	99.74%	100.00%	100.00%	99.52%	99.75%
Closed incidents and RFI	# calls	553	232	48	364	1197
	# in SLA	524	230	25	346	1125
	# not in SLA	29	2	23	18	72
	Percentage	94.76%	99.14%	52.08%	95.05%	93.98%

Table 2: Calls & SLA targets

Please note that differences might exist between the number of closed calls, reported in “Table 2: Calls & SLA targets” and “Table 1: Key figures. This comes from the fact that “Table 2: Calls & SLA Targets” does not refer to incidents that were opened before 01/05/2008, and does not consider Changes in the calculation of closed calls

2.1.1.3 Opened calls classified by category

The following table shows the number of incidents opened per month. This query is based on the incidents registration time and the category. A brief explanation on the categories is given below:

- **User Management :** All calls relating to User Right Management;
- **Request for Information:** All calls relating to information and documentation requests;
- **Request for Service:** These calls are inclusive but not exclusive to requests for Conference calls/Virtual meetings, Ad hoc support, Remote technical support, On site support, Qualification, SAT, Training, Web update;
- **Incident::** All incidents relating to the applications managed;
- **Complaint:** All complaints received by the SD for the level of services provided;
- **Problem:** All calls relating to problem management that address an unknown underlying cause of one or more Incidents;
- **Change Request:** The addition, modification or removal of approved, supported or base lined hardware, network, software, application, environment, system, desktop build or associated documentation.

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Month	User Management	Request for Information	Request for Service	Incidents	Complaint	Problems	Change Requests	Total
Apr-09	97	500	266	937	1	5	48	1854
May-09	62	572	250	899	1	13	156	1953
Jun-09	45	611	331	979	1	8	19	1994
Jul-09	41	401	233	1139	0	15	45	1874
Aug-09	29	290	180	592	0	14	12	1117
Sep-09	40	442	192	908	0	0	58	1640
Oct-09	47	417	230	831	2	0	63	1590
Nov-09	40	532	244	614	1	1	98	1530
Dec-09	40	456	207	537	0	0	98	1338
Jan-10	41	387	185	751	0	2	59	1425
Feb-10	55	517	187	627	2	1	36	1425
Mar-10	132	520	189	887	0	1	112	1841
Apr-10	69	520	145	843	0	0	46	1623

Table 3: Opened calls during the reported months by category

Call and category volumes have returned to normal levels for this month after a successful implementation of the CS/MISe (Milestone A). It is this milestone, as well as the new Portal which triggered such a large number of User Management calls last month. Also to note, there has been a drop in Change Requests logged for the month of April 2010.

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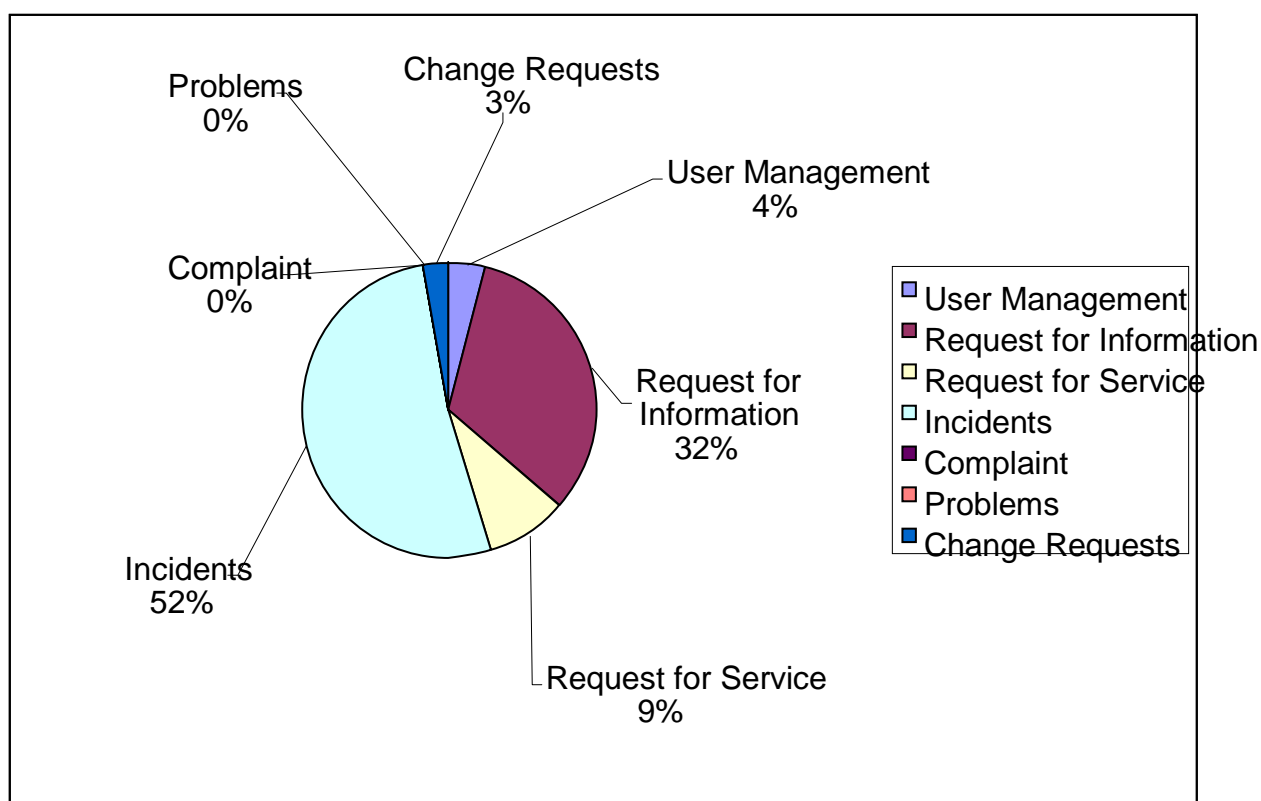


Figure 1: Opened calls by category during the reporting period

The following table gives an overview per Business Thread of opened calls in April 2010.

April 2010	Customs	Excise	Taxation	ITSM	Total
User Management	33	15	6	15	69
Request for Info	300	87	98	35	520
Request for Service	83	23	20	19	145
Incidents	354	195	291	3	843
Complaints	0	0	0	0	0
Problems	0	0	0	0	0
Change Requests	5	23	1	17	46
Total	775	343	416	89	1623

Table 4: Opened calls per Business Thread

Not including the drop of Change Requests overall, the decrease in figures for this month relates mainly to calls in Taxation which dropped by 177 from last month. Although incidents logged for VAT Refund remained at the same levels, both Incident and Request for Information calls for VIES have dropped considerably this month (a drop of approximately 150 incidents and 30 Request for Information calls). There has been an increase in incidents logged for Excise this month (81 from last month). However, this can be explained by the introduction of CS/MISe and the incident relating to error messages in the NEA Configuration Item as well as incidents raised for the Application itself.

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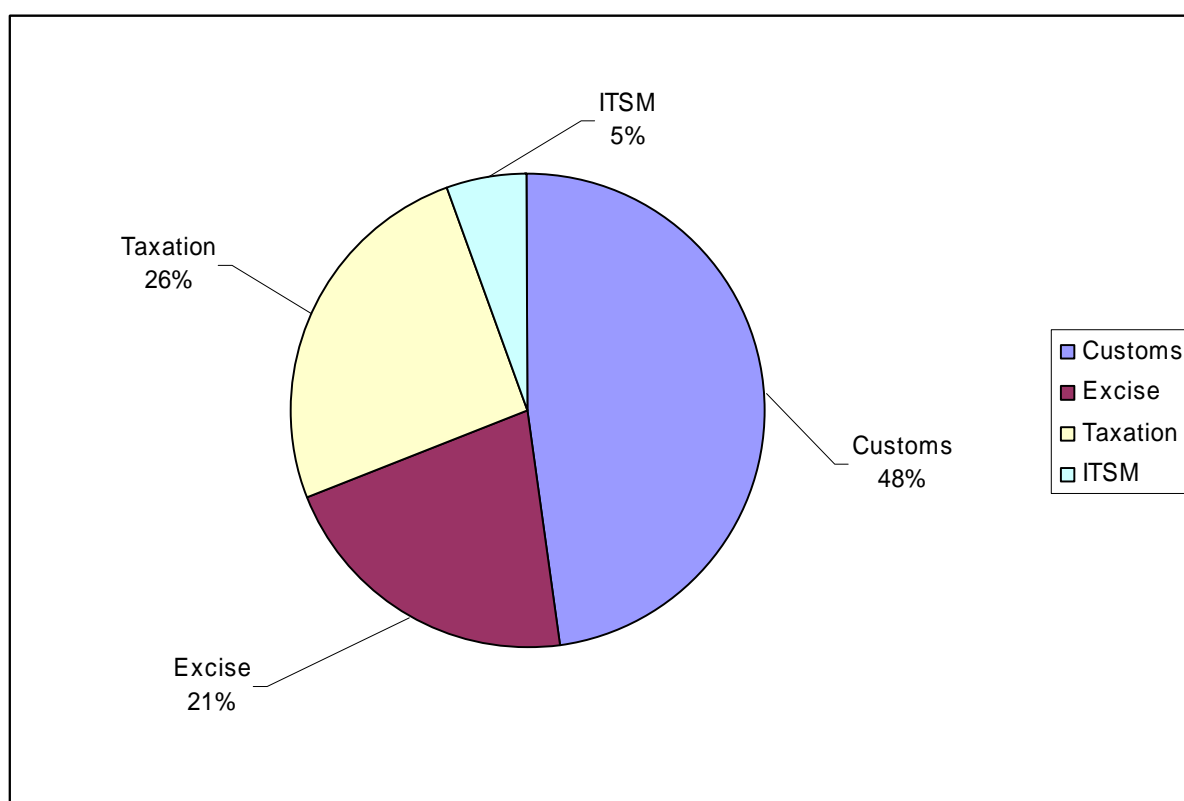


Figure 2: Opened Calls per Business Thread

2.1.1.4 Opened calls classified by issuing organisation

The table below shows the opened calls per issuer organisation.

Month	CCN /TC	DEV/ CUST	DG TAXUD	DIGIT	DEV/ EMCS	DEV/ TAX	QA Contractor	NAs	ITSM	Other ³	Total
Apr-09	29	27	180	1	12	3	8	508	1084	2	1854
May-09	39	19	152	0	20	5	1	467	1250	0	1953
Jun-09	53	13	178	1	3	2	1	471	1270	2	1994
Jul-09	40	6	168	5	0	12	0	669	972	7	1879
Aug-09	50	9	91	3	0	1	0	334	627	2	1117
Sep-09	69	8	150	9	13	2	0	516	865	8	1640
Oct-09	48	10	172	5	16	2	2	424	905	6	1590
Nov-09	36	17	113	3	15	0	2	383	959	2	1530
Dec-09	29	9	99	5	2	0	19	322	852	1	1338
Jan-10	27	48	125	10	1	1	0	413	799	1	1425
Feb-10	24	4	183	5	8	1	0	482	717	1	1425
Mar-10	43	6	135	6	7	2	8	715	914	5	1841
Apr-10	52	34	164	4	9	2	9	611	735	3	1623

Table 5: Opened calls split by issuer

³ "Other" includes issuers such as AGRI, ECA.

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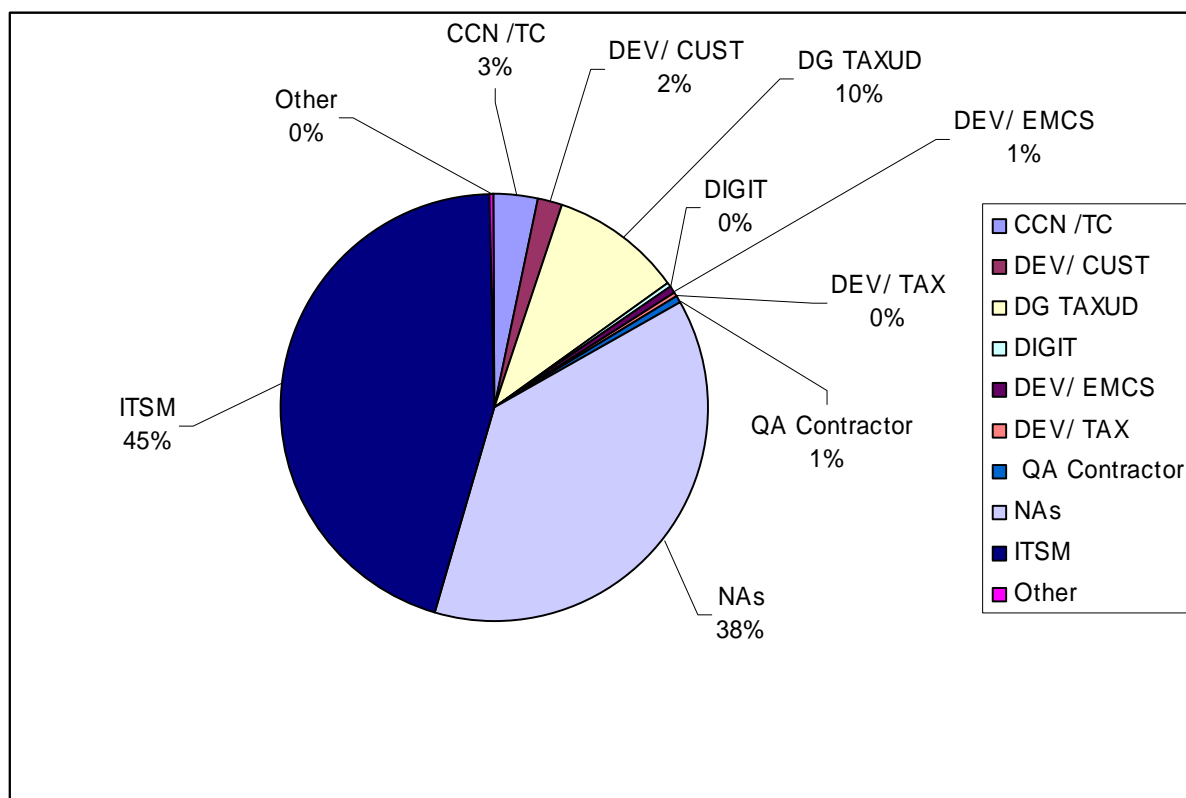


Figure 3: Opened calls split by issuer

The table below gives the opened calls split per NA (as issuer).

NA	# of calls	NA	# of calls
NA-AT	36	NA-LT	12
NA-BE	9	NA-LU	13
NA-BG	21	NA-LV	14
NA-CH	1	NA-MT	10
NA-CY	8	NA-NL	21
NA-CZ	23	NA-NO	1
NA-DE	94	NA-PL	13
NA-DK	20	NA-PT	32
NA-EE	23	NA-RO	12
NA-ES	22	NA-RU	2
NA-FI	27	NA-SE	32
NA-FR	30	NA-SI	20
NA-GB	33	NA-SK	3
NA-GR	11		
NA-HU	21		
NA-IE	30		
NA-IT	11		
		Total	611

Table 6: Opened calls by NAs

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ITSM	# of calls
Application Management	136
Business Monitoring	102
Business Perspective	32
Change Management	19
ITSM.Demand Management	3
Configuration Management	3
Conformance Testing	62
Infrastructure	12
Monitoring	192
Problem Management	0
Programme Management	9
Quality Control	1
Release Management	8
Security Management	1
Service Desk	114
SLM	0
Testing	41
Total	735

Table 7: Opened calls by ITSM

The ITSM group (i.e. ITSM AM, ITSM SD, ITSM Testing Team) is the issuer of these calls.

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2.1.1.5 Opened Incident calls classified by issuing organisation

The table below shows all incidents opened during the reported month and categorised according to the organisations that opened them.

Month	CCN/TC	DEV/CUST	DG TAXUD	DIGIT	DEV/ EMCS	DEV/TAX	QA Contractor	NAs	ITSM	Other	Total
Apr-09	13	22	47	1	0	0	8	234	611	1	937
May-09	5	10	40	0	3	2	1	246	592	0	899
Jun-09	11	9	52	1	0	1	1	228	675	1	979
Jul-09	19	4	79	2	0	3	0	453	575	4	1139
Aug-09	6	7	37	0	0	6	0	190	352	0	598
Sep-09	15	2	63	2	3	0	0	294	524	5	908
Oct-09	10	6	59	1	1	1	1	210	540	0	829
Nov-09	7	6	25	0	2	0	1	183	388	2	614
Dec-09	8	1	15	0	1	0	1	153	358	0	537
Jan-10	9	25	37	2	0	1	0	237	440	0	751
Feb-10	8	0	33	1	2	0	0	255	327	1	627
Mar-10	11	1	34	2	4	2	1	424	408	0	887
Apr-10	7	2	64	2	3	1	3	419	340	2	843

Table 8: Incidents opened calls split by issuing organisation

The following pie chart shows the same data expressed in percentage.

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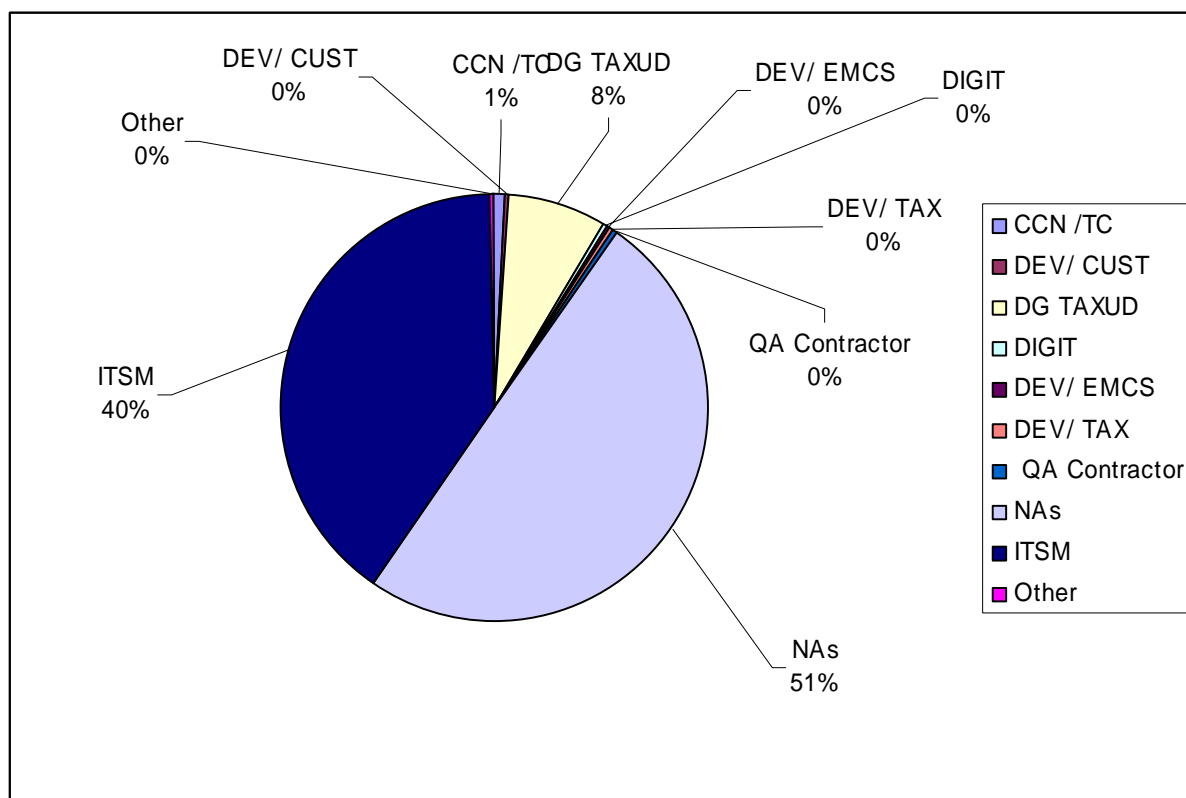


Figure 4: Opened Incident calls classified by organisation

2.1.1.6 Incident calls split by CI

The table below shows the number of opened incident calls for this month.

Configuration Item	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan-10	Feb-10	Mar-10	Apr 2010
Incident (i.e. unspecified)	0	0	0	3	0	2	1	0	0	0	0	2	0
AEO Phase 1	33	11	0	0	0	0	0	0	0	1	0	0	0
AMDB	0	0	0	0	0	0	0	0	0	0	0	0	0
ART	2	4	9	1	3	1	3	1	2	2	5	1	43
BKDB	0	0	0	0	0	0	0	0	0	0	0	0	0
CCN	147	70	111	169	79	185	182	131	161	170	135	209	148
CCN/TC Data Centre	0	0	0	0	0	0	0	0	0	0	6	0	0
CDB	0	0	0	0	0	0	0	0	0	0	0	0	0
CIRCA	0	0	0	0	1	0	0	0	0	0	0	0	2
CMDB	0	0	0	0	0	0	0	0	0	22	0	0	0
CN	8	3	3	8	6	1	2	1	1	2	1	0	1
CRMS	14	7	9	19	5	18	10	10	11	2	5	21	22
CSE/CTP	0	0	0	0	0	0	9	1	1	1	0	0	0
CSI Bridge/CMR	27	11	14	22	4	3	9	5	2	7	11	4	6

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Configuration Item	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan-10	Feb-10	Mar-10	Apr 2010
CSIP	0	0	0	0	0	0	0	0	0	0	0	0	0
CS/MIS	6	17	11	28	27	20	6	6	4	21	9	4	4
CS/MISe	0	0	0	0	0	0	0	0	0	0	0	6	40
CS/RD	16	18	19	18	11	17	5	10	3	19	5	20	5
CT Reporting	0	0	0	0	1	1	2	1	3	1	0	0	0
DDS	32	29	32	29	15	16	30	24	24	25	25	34	13
DIGIT Data Centre	0	0	0	0	0	0	0	0	0	16	36	37	31
DSL	0	0	0	0	0	0	0	0	0	0	0	0	0
EBTI3	9	15	12	10	2	6	9	8	10	6	2	8	4
ECICS - ECICS2	0	1	3	12	2	0	2	1	1	16	1	4	3
ECN	4	1	1	0	0	0	0	0	0	0	0	0	0
ECN+	3	0	0	0	0	0	0	0	0	0	0	0	0
ECS	58	67	55	104	32	64	32	32	18	24	26	33	47
EOF	1	0	0	0	1	0	0	0	0	0	1	0	1
EOS	47	129	163	103	29	29	44	17	15	21	3	9	13
EOS-AEO	2	5	0	0	5	7	5	2	2	4	2	0	1
EOS-EORI	0	0	0	0	3	2	4	3	2	0	3	4	6
EOS-SA	0	0	0	0	0	0	0	0	0	0	0	0	0
EWSE	1	23	1	5	11	4	3	3	1	1	4	0	0
FTSS	0	0	0	0	0	0	0	0	0	0	0	0	0
GTT	0	0	0	0	0	2	3	2	3	0	0	0	1
GTT VREF Plug-In	0	0	0	0	1	13	1	0	1	0	0	0	0
HTTPBRIDGE	2	0	1	0	3	1	0	0	1	0	0	0	2
ICS	51	26	27	5	5	5	4	2	3	4	10	11	8
ITSM Data Centre	34	33	56	62	51	50	56	33	23	9	5	15	8
ISPP	2	1	0	1	0	1	0	0	0	0	0	3	2
KDB	0	0	0	0	0	0	0	0	0	0	0	0	0
MCC	8	2	1	1	0	1	0	0	0	0	0	0	0
Monitoring	9	3	1	0	0	0	0	0	0	1	0	0	0
MVS	0	0	0	0	0	0	0	1	0	1	0	0	1
NCTS	129	117	102	181	33	72	39	29	20	33	28	32	17
NEA	1	1	1	0	2	2	1	0	1	1	0	1	99
ODL	0	0	0	0	0	0	0	0	0	0	0	0	0
owITSM – SMT	0	1	0	0	0	0	1	2	0	0	0	2	0
Portal	0	0	3	0	0	14	1	2	0	0	3	5	6
PSP Service	1	2	2	0	0	3	1	3	0	0	0	0	0

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Quota2	40	42	49	56	24	22	17	4	7	8	12	6	5
SEED v0	0	0	0	1	0	1	0	1	0	0	0	0	0
SEED v1	27	22	35	20	13	12	15	19	25	33	21	38	22
SMART	3	3	0	1	4	0	0	0	0	1	2	0	0
SMS	3	2	2	4	6	3	2	3	0	0	2	2	6
SPEED	6	13	13	13	3	9	6	7	2	1	2	2	2
STTA	8	3	2	1	0	0	1	0	0	0	0	1	0
SUP	0	0	0	0	0	0	0	0	0	0	0	0	0
Surveillance 2	5	5	21	31	9	6	21	16	8	12	4	5	3
Suspensions	3	3	2	0	0	0	3	1	0	3	6	2	0
TA	32	31	19	30	30	64	43	51	35	27	20	18	5
TARIC2	18	16	28	14	18	25	14	10	12	12	9	8	9
TARIC3	1	0	7	54	19	26	33	12	18	35	25	49	54
TEDB	0	2	1	0	0	1	0	0	1	1	0	0	2
Tes Specs	1	4	3	8	1	10	3	1	0	3	1	0	0
Tes Specs - FESS	0	0	0	0	0	0	1	0	0	0	0	0	3
Tes Specs – DDNEA-P2	0	0	0	0	0	0	0	0	0	1	0	0	2
Tes Specs – CTP-P2	0	0	0	0	0	0	1	0	0	0	0	1	0
Tes Specs – MP-P2	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – SD-P2	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – SEED	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – SEED-CTP	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – E-Forms	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – TA	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – FRS	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – PSS	0	0	0	0	0	0	0	0	1	1	0	0	0
Tes Specs – MAP	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – DDNEA-P3	0	0	0	0	0	0	0	0	0	0	1	0	0
Tes Specs – CTP-P3	0	0	0	0	0	0	0	0	0	0	1	0	0
Tes Specs – MP-P3	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – SD-P3	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – SLA	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – TOC	0	0	0	0	0	0	0	0	0	0	0	0	0

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Tes Specs – SESS	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs - TESS	0	0	0	0	0	0	0	0	0	0	1	0	0
TIP	0	0	0	0	0	0	0	0	0	0	0	0	0
TOS	0	0	0	0	0	0	0	0	0	0	0	0	0
TQS	0	0	0	0	0	0	0	0	0	0	0	0	0
TTA	22	29	5	0	0	0	1	3	1	0	0	0	2
UM	0	0	0	0	0	0	0	0	0	0	0	0	0
VAT Refund	1	2	2	23	31	34	41	49	14	41	71	133	124
VIA	0	0	0	0	1	0	1	1	0	0	0	0	0
VIES	119	123	143	94	89	148	155	100	97	154	108	148	56
VIES/Web	1	0	10	9	12	4	5	5	2	8	14	7	10
VoeS	0	0	0	0	0	0	1	1	0	0	0	0	0
VREF-TA AUTOCONF	0	0	0	0	0	0	0	0	0	0	0	0	0
VTA	0	0	0	0	0	3	1	0	1	0	0	1	4
VTA AUTOCONF	0	0	0	0	0	0	0	0	0	0	0	0	0
Web 2000	0	2	0	0	0	0	1	0	0	0	1	1	0
Total	937	899	979	1140	592	908	831	614	537	751	627	887	843

Table 9: Opened incident calls split by CI

2.1.2 Closed Calls

The following table shows the number of closed calls per category trend from April 2009 to April 2010.

Month	User Management	Request for Info	Request for Service	Incidents	Complaints	Problems	Change Request	Total
Apr-09	62	416	293	966	0	4	1	1742
May-09	66	537	254	1013	2	4	57	1933
Jun-09	75	720	349	1068	1	4	18	2235
Jul-09	47	451	211	1038	1	12	11	1771
Aug-09	33	288	166	666	2	8	82	1245
Sep-09	45	457	216	988	2	6	34	1748
Oct-09	48	419	192	843	2	0	27	1531
Nov-09	48	468	213	589	0	4	42	1364
Dec-09	34	498	194	584	0	0	57	1367
Jan-10	40	412	169	629	1	1	39	1291
Feb-10	52	419	181	616	0	0	44	1312

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Month	User Management	Request for Info	Request for Service	Incidents	Complaints	Problems	Change Request	Total
Mar-10	100	539	188	848	2	9	40	1726
Apr-10	89	500	193	697	1	0	47	1527

Table 10: Closed calls per category during the reported months

The following pie chart below shows the same data expressed in percentage.

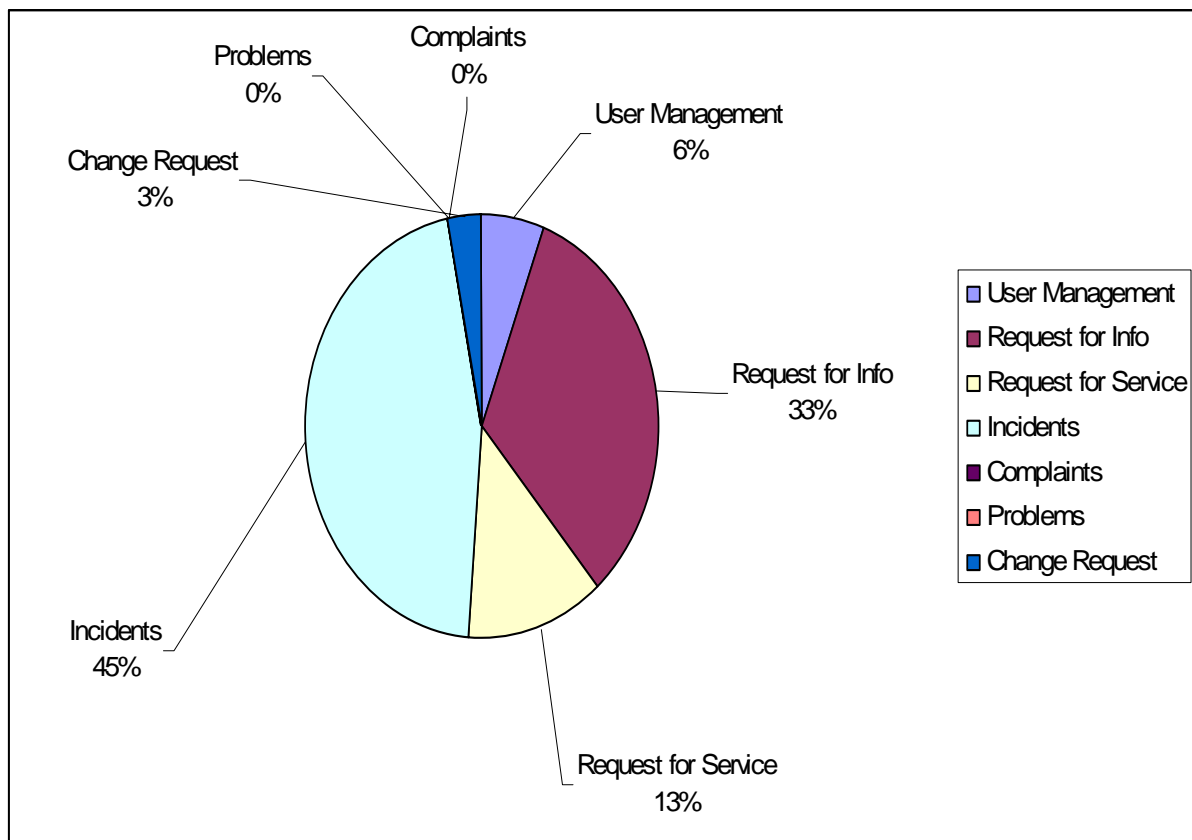


Figure 5: Closed calls per category

The following table shows the number of closed calls per Business Thread.

Category	Customs	Excise	Taxation	ITSM	Total
User Management	45	24	5	15	89
Request for Info	279	94	104	23	500
Request for Service	80	36	60	17	193
Incidents	274	138	260	25	697
Complaints	0	0	1	0	1

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Category	Customs	Excise	Taxation	ITSM	Total
Problems	0	0	0	0	0
Change Requests	0	0	13	34	47
Total	678	292	443	114	1527

Table 11: Closed calls per Business Thread

The following pie chart below shows the same data expressed in percentage.

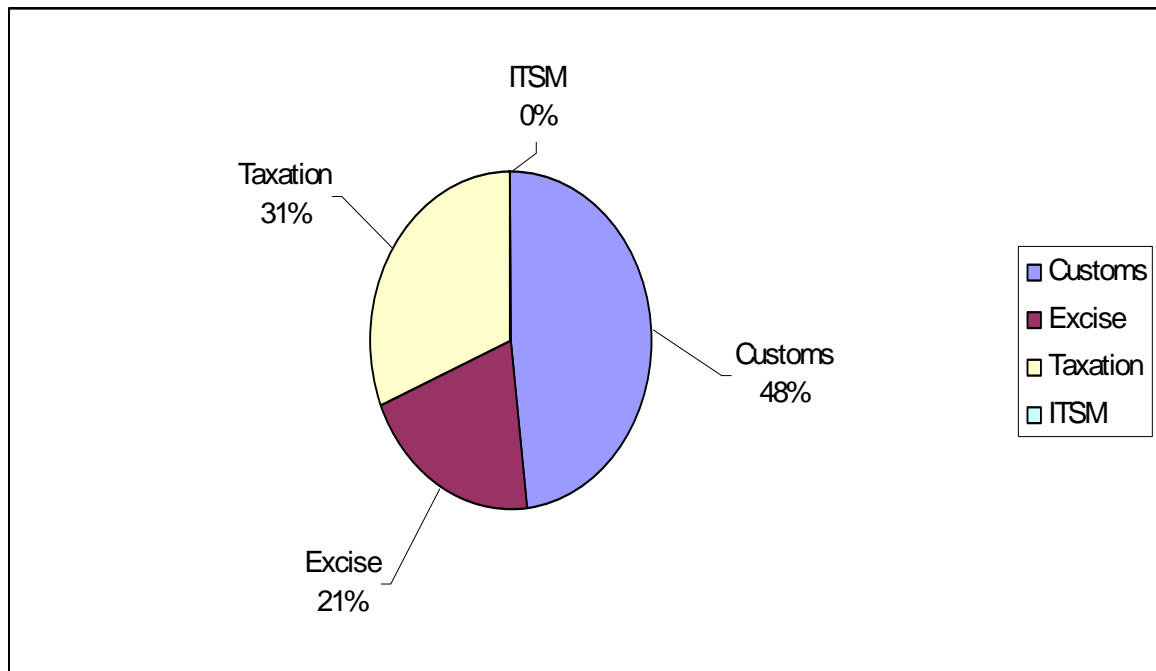


Figure 6: Percentage of closed calls per Business Thread

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Incident closed calls

From a total of 1527 closed calls in January 697 (45%) were recorded as incidents.

The table below shows the number of closed incidents over the reported month, recorded per Configuration Item as well as the evolution throughout the whole operational period.

Configuration Item	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan-10	Feb-10	Mar-10	Apr 2010
Incident (i.e. unspecified)	0	0	0	3	0	2	1	0	0	0	0	2	0
AEO Phase 1	23	18	5	4	1	0	1	0	0	0	1	0	0
AMDB	0	0	0	0	0	0	0	0	0	0	0	0	0
ART	2	1	12	2	3	0	4	0	3	0	4	3	32
BKDB	0	0	0	0	0	0	0	0	0	0	0	0	0
CCN	129	98	107	171	85	177	185	145	145	171	135	201	155
CCN/TC Data Centre	0	0	0	0	0	0	0	0	0	0	6	0	0
CDB	0	0	0	0	0	0	0	0	0	0	0	0	0
CIRCA	0	0	0	0	1	0	0	0	0	0	0	0	2
CMDB	0	0	0	0	0	0	0	0	0	0	0	0	22
CN	9	5	5	5	11	3	1	2	1	2	0	0	1
CRMS	9	6	12	10	8	26	10	12	09	3	2	17	13
CSE/CTP	0	0	0	0	0	0	2	1	1	3	3	0	0
CSI-Bridge/CMR	26	11	14	22	9	3	9	4	3	6	12	4	6
CSIP	0	0	0	0	0	0	0	0	0	0	0	0	0
CS/MIS	6	18	15	16	30	11	8	3	13	7	11	20	2
CS/MISe	0	0	0	0	0	0	0	0	0	0	0	3	7
CS/RD	16	22	33	19	12	17	6	5	2	6	5	39	6
CT Reporting	0	0	0	0	1	1	1	0	3	0	1	0	0
DDS	29	33	26	31	16	29	29	24	27	22	22	34	17
DIGIT Data Centre	0	0	0	0	0	0	0	0	0	12	38	41	29
DSL	0	0	0	0	0	0	0	0	0	0	0	0	0
EBTI3	10	15	20	8	1	7	11	5	13	7	2	8	5
ECICS - ECICS2	0	1	3	8	3	4	0	1	3	15	1	4	1
ECN	11	3	3	1	0	1	0	0	0	0	0	0	0
ECN+	7	0	7	2	0	0	0	0	0	0	0	0	0
ECS	73	98	74	54	53	55	48	36	16	17	14	24	19
EOF	0	1	1	0	1	0	0	0	0	0	1	0	1
EOS	49	92	157	119	55	40	44	19	16	17	10	8	15

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Configuration Item	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan-10	Feb-10	Mar-10	Apr 2010
EOS-AEO	0	6	1	1	3	6	6	3	3	0	4	1	1
EOS-EORI	0	0	0	0	3	0	5	3	2	1	2	5	3
EOS-SA	0	0	0	0	0	0	0	0	0	0	0	0	0
EWSE	2	26	1	1	12	6	1	1	1	3	29	3	0
GTT	0	0	0	0	0	2	1	3	3	1	0	0	1
GTT VREF Plug-In	0	0	0	0	1	9	3	0	0	1	0	2	0
HTTPBRIDGE	2	0	0	1	4	1	0	0	1	0	0	0	2
ICS	100	41	33	8	2	10	4	3	3	3	11	5	5
ITSM Data Centre	34	33	51	65	49	48	62	32	21	11	6	15	9
ISPP	1	2	0	0	0	2	0	0	0	0	0	3	1
KDB	0	0	0	0	0	0	0	0	0	0	0	0	0
MCC	18	4	9	2	1	1	0	1	0	0	0	0	0
Monitoring	8	3	2	0	0	0	0	0	0	1	0	0	0
MVS	0	0	0	0	0	0	1	0	1	1	0	0	0
NCTS	109	170	126	161	79	98	35	36	35	25	21	28	19
NEA	0	2	1	0	0	2	2	1	0	1	0	2	54
ODL	0	0	0	0	0	0	0	0	0	0	0	0	0
owITSM-SMT	1	2	0	0	0	0	1	0	2	0	0	2	0
Portal	0	0	2	0	1	1	12	2	0	0	3	5	3
PSP Service	1	1	3	0	0	3	1	3	0	0	0	0	0
Quota2	41	33	56	53	29	26	17	2	6	11	10	9	5
SEED V1	31	25	33	25	12	19	12	19	26	26	20	33	25
SEED v0	1	0	0	0	1	0	1	1	0	0	0	1	0
SMART	5	5	4	1	3	1	0	0	0	0	3	0	0
SMS	2	5	2	3	4	5	3	4	0	0	1	1	5
SPEED	5	13	11	10	5	9	6	8	8	2	3	2	2
STTA	16	6	8	4	0	0	0	0	0	0	0	3	0
SUP	0	1	0	0	1	0	0	0	0	0	0	0	0
Surveillance2	8	2	13	30	6	18	24	15	10	11	4	5	5
Suspensions	5	3	2	1	0	0	3	0	1	2	5	3	0
TA	22	31	28	25	23	46	47	31	39	45	29	21	10
TARIC2	13	17	24	17	19	26	17	10	14	11	9	9	7
TARIC3	0	1	3	30	11	42	34	19	11	21	28	24	26
TEDB	0	3	1	0	0	1	0	0	0	2	0	0	1
Tes Specs	2	1	2	6	1	8	4	0	1	2	2	0	0

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Configuration Item	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan-10	Feb-10	Mar-10	Apr 2010
Tes Specs - FESS	0	0	0	0	0	0	0	1	0	0	0	0	1
Tes Specs – DDNEA-P2	0	0	0	0	0	0	0	0	0	0	0	0	2
Tes Specs – CTP-P20	0	0	0	0	0	0	1	0	0	0	0	0	0
Tes Specs – MP-P2	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – SD-P2	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – SEED	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – SEED-CTP	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – E-Forms	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – TA	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – FRS	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – PSS	0	0	0	0	0	0	0	0	1	0	0	0	0
Tes Specs – MAP	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – DDNEA-P3	0	0	0	0	0	0	0	0	0	0	0	0	1
Tes Specs – CTP-P3	0	0	0	0	0	0	0	0	0	0	1	0	0
Tes Specs – MP-P3	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – SD-P3	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – SLA	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – TOC	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs – SESS	0	0	0	0	0	0	0	0	0	0	0	0	0
Tes Specs - TESS	0	0	0	0	0	0	0	0	0	0	0	0	1
TIP	0	0	0	0	0	0	0	0	0	0	0	0	0
TOS	0	0	0	0	0	0	0	0	0	0	0	0	0
TQS	0	0	0	0	0	0	0	0	0	0	0	0	0
TTA	18	29	13	1	1	0	1	3	1	0	0	0	1
UM	0	0	0	0	0	0	0	0	0	0	0	0	0
VAT Refund	3	3	1	11	20	47	30	30	44	18	41	102	94
VIA	0	0	0	0	1	0	1	1	0	0	0	0	0
VIES	115	121	138	97	73	163	142	95	90	139	100	147	71
VIES/WEB	3	0	6	10	11	8	5	4	3	2	15	7	6
VoeS	0	0	0	0	0	0	1	0	1	0	0	0	0

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Configuration Item	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan-10	Feb-10	Mar-10	Apr 2010
VREF-TA AUTOCONF	0	0	0	0	0	0	0	0	0	0	0	0	0
VTA	0	0	0	0	0	3	0	1	1	0	0	1	3
VTA AUTOCONF	0	0	0	0	0	0	0	0	0	0	0	0	0
Web 2000	1	2	0	0	0	1	0	0	0	1	1	1	0
TOTAL	966	1013	1068	1038	666	988	843	589	584	629	616	848	697

Table 12: Closed incident calls split by CI

Level 1, Level 2 and Level 3 closed calls

The following table shows the number of calls solved by the first line support, and handled by the second line (i.e. Application Management and Infrastructure Management), and the third line support (i.e. Development contractors). The figures for the first line support are based on the number of incidents where no action was assigned to another ITSM party (i.e. other than the SD or to the third party).

The figures for the third line support are based on the number of incidents, where at least one task was assigned/escalated to a development contractor (i.e. EMCS/DEV, CUST/DEV, AM-CUST/DEV, FITS/DEV, DIGIT, CCN/TC).

The figures for the second line support are based on the number of incidents that do not fall in the two above categories.

Calls	Apr-2009	May-2009	June-2009	July-2009	Aug-2009	Sep-2009	Oct-2009	Nov-2009	Dec-2009	Jan-2010	Feb-2010	Mar-2010	Apr-2010
Level 1	190	196	243	157	122	165	149	139	131	120	118	129	109
Level 2	1140	1256	1511	1333	896	1217	1090	889	905	955	979	1339	1244
Level 3	412	481	409	281	227	366	292	336	331	216	215	258	174
Total of Closed Calls	1742	1933	2235	1771	1245	1748	1531	1364	1367	1291	1312	1726	1527

Table 13: Closed calls handled by Level 1, Level 2 and Level 3

Please note: Due to issues with incorrect scripts, the figures for May to October 2009 have been incorrect in the last few months of reporting. The scripts have now been re-run and all months have been updated accordingly.

2.1.3 Calls related to Document Reviews

This month, 78 internal calls for document reviews were registered by the SD. For further analysis please check [Anx15].

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Month	Document Reviews
April 2009	101
May 2009	92
June 2009	69
July 2009	73
August 2009	67
September 2009	83
October 2009	80
November 2009	83
December 2009	61
January 2010	52
February 2010	71
March 2010	93
April 2010	78

Table 14: Number of document review requests per month

2.1.4 Calls classified per Incident Statuses

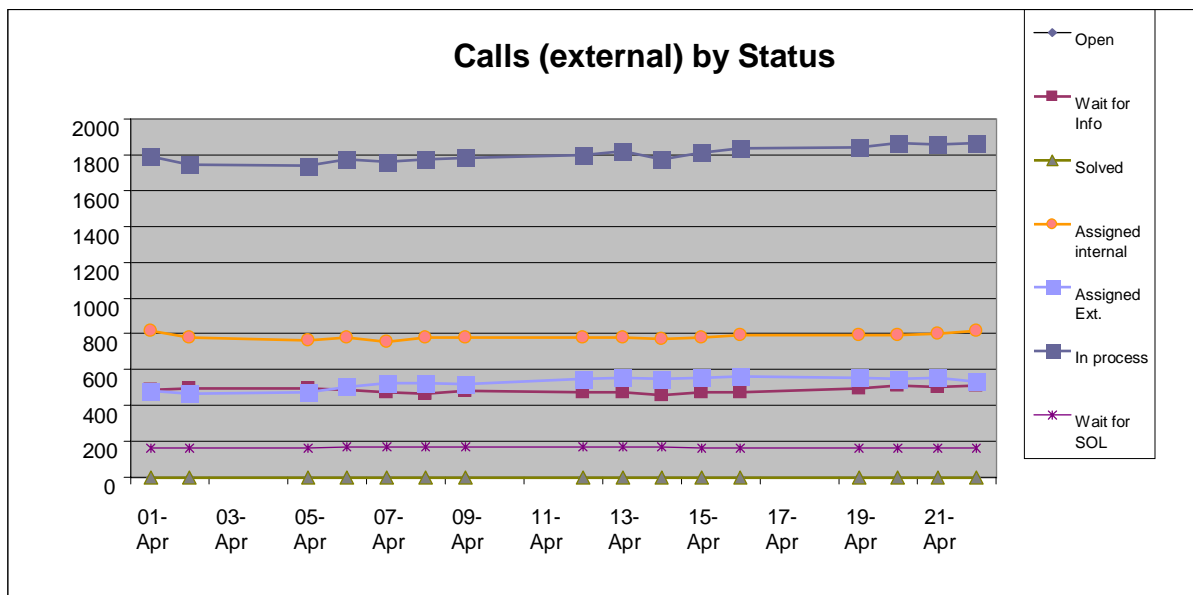


Figure 7: All external incidents this month by status

The figure here above shows that an average of 1821 incidents were in process at the SD in January 2010 (the sum of "in process" calls for the month / the working days of the month).

Below is a breakdown of the figures as captured at the end of the month and a brief explanation of what changes occurred:

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- 816 incidents were assigned internally to XXX (XXX) at the end of this month; this also includes approximately 610 calls utilising the WAIT.xx resolver group;
- 483 incidents waiting for information (red square). The number has slightly decreased in comparison to last month (486);
- 583 incidents assigned externally to ITSM parties for action (blue). The number has increased in comparison to last month (469);
- At the end of April, the Service Desk had in its system 163 incidents in “Wait for Sol” status, a slight decrease of 166 from the previous month.

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2.2 ICT Infrastructure

2.2.1 Service Delivery

2.2.1.1 OwITSM tablespaces status

The data used for tablespace is stored on the owITSM server. In April 2010, the disk occupation of the PostgreSQL database is **13 GB**.

Disk space left for owITSM on EMC volume /dev/mapper/data-lvol00 is **25 GB**.

2.2.1.2 Availability Management – XXX infrastructure

Availability information for owITSM, Exchange server, ITSM Portal and ITSM monitoring tools is provided in:

- Section 3 – ITSM Business Thread, Chapter 3. Section 2: Thread Dependent> Availability Management;
- Annex 14a “ITS-IMSR-SC06-2010-04-Annex 14a - Availability.zip”.

2.2.2 ITSM Monitor mails statistics

2.2.2.1 Received mails

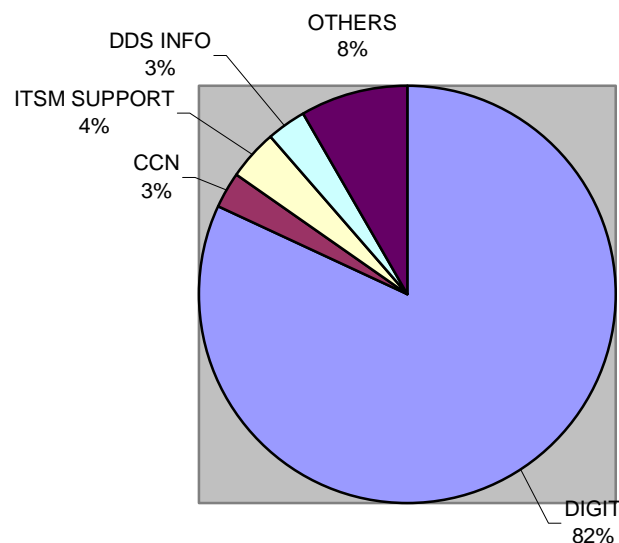
The following table includes the number of mails received on the ITSM Monitoring System in April 2010. The columns grouped under the “Origin” label indicate the split of mails received from DIGIT, CCN, ITSM Support, DDS Info and other origins.

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MONTHLY STATISTICS OF THE RECEIVED MAILS AT ITSM MONITOR				
Statistics				
Total : 15,198		Average/calendar day: 507		Peak (Max) /calendar day : 2,432
Origin				
DIGIT	CCN	ITSM SUPPORT	DDS INFO	OTHERS
12,470	400	603	459	1,266
Legend				
Incoming mails consist of:				
Status of file systems Daily reporting concerning tablespaces Alarmpoint messages Filesystem alert, TARIFF Prod Weblogic Alert BMC Patrol web Logic alerts	Alerts if dead letter queues Availability reports Inform us if a gateway is down, or will be down Coming from: CCN TC	Acknowledgements of alerts issued by monitoring tools and DIGIT systems with a ticket number registered in the SMT; Informal discussion messages between people.	All information about request, failures and restarts on DDS website Coming from: Data Dissemination System : (Daily statistics on DDS web site usage, DDS failures and processes running on Alpha5 Production machine.)	Status messages for daily Oracle backups tasks; Alerts generated by monitoring tools not forwarded to ITSM Support; Accounting information (mainly uptime reports) generated by monitoring tools

Table 15: Received mails at ITSM Monitor

The pie chart below reflects the same data as in the above table. It shows the distribution of the incoming mails traffic origin:



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Figure 8: Received mails at ITSM Monitor

2.2.2.2 Forwarded mails

MONTHLY STATISTICS OF THE FORWARDED MAILS AT ITSM SUPPORT		
STATISTICS		
Total : 759	% of Received calls : 5.23%	Average/working day : 27
Incidents : 223	% of Incidents of the total : 28.05%	Average/working day : 7

Table 16: Forwarded mails at ITSM Support

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2.3 Business Monitoring

2.3.1 DDS

The following figures show the total daily requests on the DDS application during this month and the distribution of these requests between the different modules.

Based on these figures, we observed that the average on working day decreased at 340,000 (-5.2% compared to March 2010).

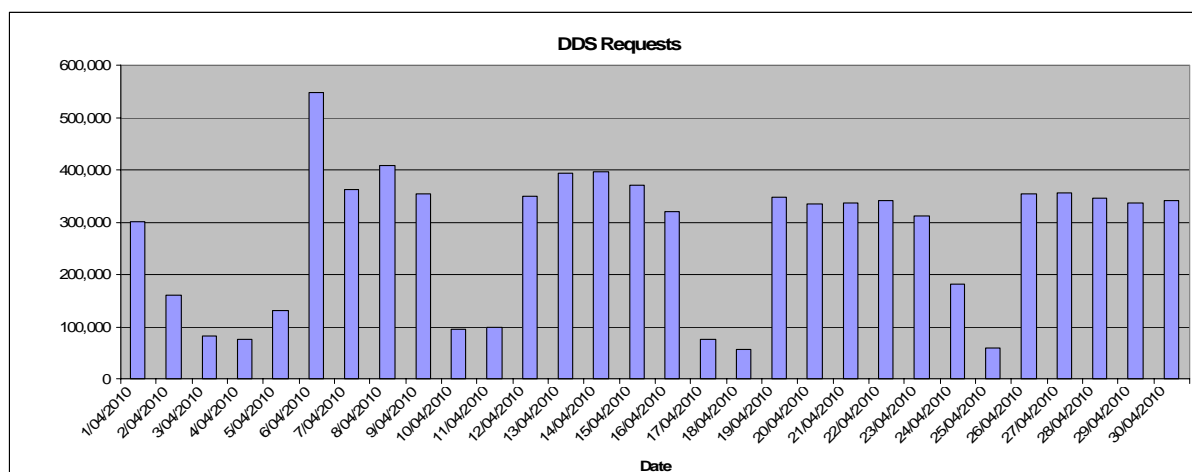


Figure 9: Number of daily requests on DDS Website this month

The pie chart below shows the requests broken down by origin. It indicates that TARIC still represents the major part (61.1%) of the daily requests on DDS modules.

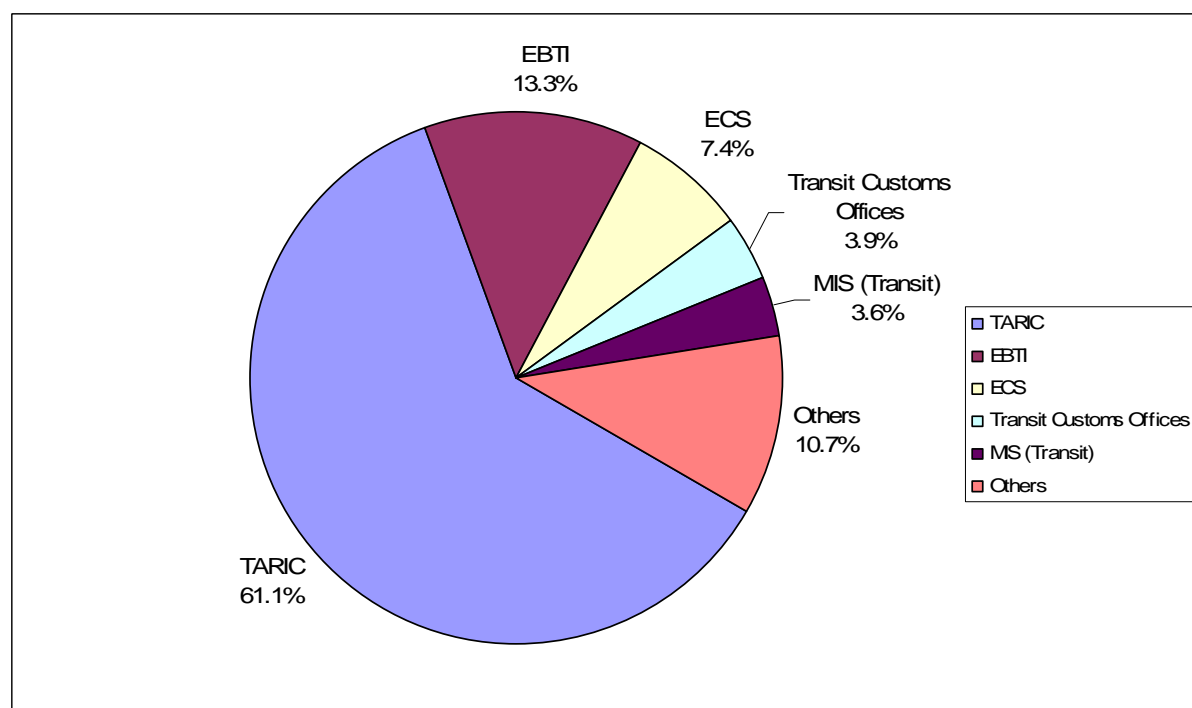


Figure 10: Distribution of requests on DDS modules

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The table below shows the difference between April and March 2010. The EBTI and TARIC shares showed an increase compared to March, versus a decreased share of ECS and EORI.

Application	Period	Count	Percentage	Period	Count	Percentage
EBTI	Apr-10	1095590	13.3	Mar-10	1096675	12.3
ECICS2	Apr-10	135274	1.6	Mar-10	144674	1.6
MIS (Transit)	Apr-10	298710	3.6	Mar-10	330250	3.7
EMAP	Apr-10	30837	0.4	Mar-10	30931	0.3
QUOTA	Apr-10	103273	1.3	Mar-10	114966	1.3
Statistical Reports	Apr-10	111	0.0	Mar-10	111	0.0
Suspensions in Preparation	Apr-10	18426	0.2	Mar-10	19176	0.2
TARIC	Apr-10	5019296	61.1	Mar-10	5202573	58.2
AEO	Apr-10	112214	1.4	Mar-10	106249	1.2
EORI	Apr-10	244613	3.0	Mar-10	286123	3.2
Transit Customs Offices	Apr-10	318968	3.9	Mar-10	342146	3.8
Translation Management	Apr-10	26	0.0	Mar-10	21	0.0
SEED	Apr-10	180339	2.2	Mar-10	194323	2.2
Surveillance 2	Apr-10	54801	0.7	Mar-10	56184	0.6
ECS	Apr-10	607481	7.4	Mar-10	1019470	11.4

Table 17: Difference between this month and previous month

2.4 Application Management

2.4.1 Deployment

The following table gives an overview of installations performed in April 2010.

preSAT	SAT	CONF	PROD	Total
3	7	15	6	31

Table 18: Number of installations per environment

The applications that were deployed on production environment with the green light date of each production are described in the table below:

Application	Version	Green light Date	Production date	Incident Number
ECICS2	1.2.1	7/04/10	7/04/10	INC1002.144681
EOS	1.0.10	13/04/10	14/04/10	INC1002.144343
HTTP	2.0.1	31/03/10	1/04/10	INC1003.146545
CRMS	1.2.3	25/04/10	26/04/10	INC1003.146684
Redirecapp for ART2	1.1.1	15/04/10	16/04/10	INC1003.146571
ART2	1.1.1	15/04/10	16/04/10	INC1003.147163

Table 19: Installations on production environment

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The break down of installations per Business Thread is depicted in the following table and presented on the chart.

Business Thread	Number of installations
Customs	29
Excise	0
Taxation	2
Total:	31

Table 20: Installations per Business Thread

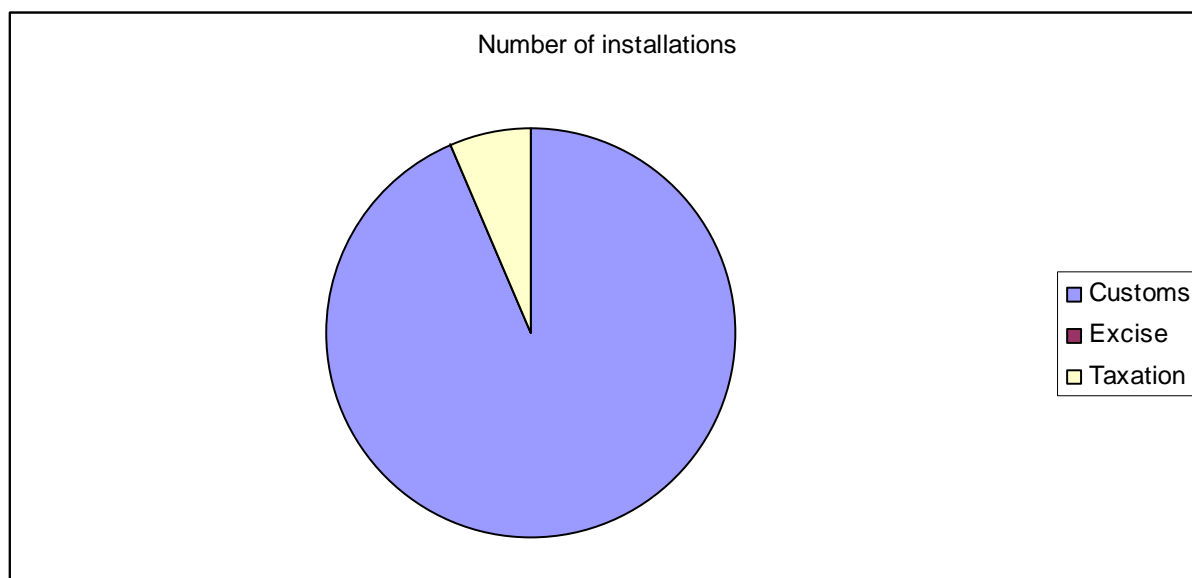


Figure 11: Installations per Business Thread

Taxation:

Problems and issues:

- (INC1004.148151)[TAX-DIGIT] 19/04/2010 - Planned maintenance - Servers move from HTC to WIND - production fallback of prod1.taxud.cc.cec.eu.int zone and prod2.taxud.cc.cec.eu.int zone from Mammoth to Mastodon starting at 20:00pm

The failover of the Taxes in Europe application ran smoothly while the Vies on the Web application crashed unexpectedly after successful restart. The redeployment of the application was made possible after disabling the http://ec.europa.eu/taxation_customs/vies/ reverse proxy. While the re-deployment was successful, there is still no certainty that incoming HTTP requests are the cause of the failures during re-deployment. Indeed during the fallback from mastodon to mammoth on 20/04/2010 at 20pm, many attempts were needed before successful restart of the application. It was also detected that Vies on the Web application does not correctly bind to P5 gateway (INC1004.148379 [TAX-VOW] CCN user VIES-DIG-PROD on ASYNC5-APP.VIES)

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Problems will be opened in order to investigate the root cause analysis of the crash: INC1004.148293 [TAX-VOW]Unscheduled Unavailability of [Taxation] Vies on Web & Vies Web Monitoring and INC1004.148415 - TAX// Root cause analysis of Unscheduled Unavailability.

The root cause has not been identified as of 30/04/2010.

Risks:

- ITSM AM Taxation team composed of new team members. The hand-over from previous team members was very short but acquisition of knowledge is ongoing:
 - Read application documentation;
 - Install applications in test environment;
 - Review of past incidents and issues;

List of improvements since last month:

- Creation of detailed procedures for all recurrent activities: checking the Vies Statistic System input files on a daily basis; providing Business Monitoring within expected timeframe (5th business day of the month) with the Statistics Reports (i.e. Vies traffic, Vies on the Web availabilities data, Taxes in Europe consultation website statistics)

List of future paths of improvements:

- Keep identifying and documenting all processes/issues/workflow not yet described and disseminate the information within the ITSM AM Taxation team;
- Progress on knowledge acquisition. The AM Taxation team will carry out activities in rotation to ensure that all team members has the required knowledge to support the Taxation Thread.

2.4.2 Technical Support

Please refer to chapter 6.1 of this document in order to see the number of incidents handled by XXX Application Management.

2.4.3 Technical Reviews

2.4.3.1 Document packages reviewed

The following table depicts the information about the number of documents reviewed in April 2010.

Received in	Nbr docs Review requests received	Nbr docs reviewed	Total Nbr of Pages in docs reviewed	Nbr of Pages reviewed	Nbr Comments	Nr. Document reviewed without comment	Meetings
1004	78	25	1757	1461	37	12	5

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Received in	Nbr docs Review requests received	Nbr docs reviewed	Total Nbr of Pages in docs reviewed	Nbr of Pages reviewed	Nbr Comments	Nr. Document reviewed without comment	Meetings
1003	-	5	162	127	6	2	-
TOTAL	78	30	1919	1588	43	14	5

Table 21: Document packages reviewed

Interpretation

Received in	YYMM in which the Doc review request from the SD has been received by ITSM AM;
Nbr. docs Review requests received	Actual number of Doc review requests received during the current reporting period;
Nbr docs reviewed	Actual number of documents reviewed;

2.4.4 Release Management

DSL was updated with the following releases in April 2010:

CUSTOMS

ART2:

1.1.1 – 1.1.1.0.1

CRMS:

1.2.3 – 1.2.3.0.1

DDS2-TARIC:

1.0.3 – 1.0.3.0.1

1.1.1 – 1.1.1.0.1

HTTP BRIDGE:

2.0.2 – 2.0.2.0.1

TARIC3:

1.3.0 – 1.3.0.0.1

1.5.1 – 1.5.1.0.1

1.5.2 – 1.5.2.0.1

1.6.0 – 1.6.0.0.1

1.7.0 – 1.7.0.0.1

1.9.1 – 1.9.1.0.1

2.0.0 – 2.0.0.0.1

QUOTA2:

2.0.0 - 2.0.0.0.1

SMS:

2.0.1 – 2.0.1.0.1

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TTA:

9.1.18 – 9.1.18.0.1

TAXATION

REF:

1.0.0 - 1.0.0.0.1

EXCISE

SEED:

1.4.0 hf 1 – 1.4.0.1.1

2.5 Publications

For the month of April 2010, 49 calls were logged to publish and update 24 documents to the ITSM Portal and 49 documents to Circa.

The CT Team uploaded 47 documents to the ITSM Portal for CT Campaigns relating to ICS and NCTS.

A further 19 Service Desk Daily Reports and the (1) ITOP V0 138 were also published during the month of April.

For the summary of documents published to the ITSM Portal and CIRCA in April 2010, please see [Anx09].

2.6 User management

See table below:

RESOURCE	AMOUNT AT END OF REPORTING PERIOD	DIFFERENCE WITH PREVIOUS PERIOD
owITSM issuers:		
ITSM team members	154	+5
Non-ITSM	3058	+15
<u>Total owITSM:</u>	3212	
Application users	9012	+256
Q125= owITSM + SevePSP + application:	12224	
Web Portal users	1343	+30

Table 22: User counts

For more details on user management in general during the reporting period, we refer to the new Annex User List [Anx10].

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2.7 Configuration Management

The CMDB currently includes 5764 CIs. The table below shows a breakdown according to the CI type.

CI Type name	Number of CIs	% of CIs
Business Thread	4	0.07
Hardware	18	0.31
COTS	299	5.19
Documentation	1165	20.21
Database	19	0.33
Application Release	502	8.71
Server	104	1.80
User	3491	60.57
NA	28	0.49
Supplier	76	1.32
Organisation	58	1.01
TOTAL	5764	100.00

Table 23: CIs distribution by type

These figures are now produced from OneCMDB and not the old Access database. The number of CI's recorded has increased from 5559 last month to 5764 this month. This is mainly due to Documents being added and 100 new Users also being added.

The following table shows that most of CIs imported into the CMDB belong to the Customs Business Thread (54.17%) and the Taxation Business Thread (24.42%). It should be noted that the queries used to produce these figures have been adjusted to only include Application Releases and Documentation.

Business Thread	number of ci's	% of ci's
Customs	903	54.17
Taxation	407	24.42
EMCS	354	21.24
ITSM	3	0.18
TOTAL	1667	100

Table 24: CIs distribution by Business Thread

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All CI's (except NA CI's) in the CMDB have one or more relationships to other CI's in the CMDB. These relationships consist of the following types:

- BelongsTo
- DependsOn
- ConnectedTo
- InstalledOn
- InstalledWith
- PointsTo

2.8 Security

2.8.1 Security Incidents – General

During the reporting period,

- There have been **45** incidents that have been flagged as “security” by ITSM Service Desk, and that have been solved by ITSM through an immediate intervention by ITSM Infrastructure Management or by ITSM Application Management;
- There have been **15** incidents that have been handled by ITSM by notifying another party: NA, CCN/TC, DIGIT, DG TAXUD (for CIRCA matters);
- **1** is a “false positive” (not in total).

Total number: **45 + 15 = 60**. Detailed lists are provided in the next sections.

2.8.2 Security Incidents – Immediate Resolution

The table below lists the incidents have been solved by ITSM through an immediate intervention by ITSM Infrastructure Management, ITSM Application Management or ITSM Service Desk:

#	Call ID	Description	Open Date	Close Date	Comment
1	INC1004.147336	ITSM//Caution about the initial Password	01-Apr 16:49	02-Apr 11:59	Solver: ITSM InfrA Bug fix
2	INC1004.147387	CUST-CS//TARIC2 prod is down	02-Apr 16:28	02-Apr 16:37	Solver: ITSM AM Transient unavailability
3	INC1004.147391	CUST-CS//Unscheduled Unavailability of ISPP in Conformance	02-Apr 18:26	05-Apr 8:47	Solver: ITSM AM
4	INC1004.147392	CUST-CS//Unscheduled Unavailability of DDS Web	02-Apr 18:36	05-Apr 8:46	Solver: ITSM AM Restart application

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#	Call ID	Description	Open Date	Close Date	Comment
5	INC1004.14739 4	TAX//Unscheduled Unavailability of Taxation Vies on Web	02-Apr 19:21	05-Apr 8:28	Solver: ITSM AM restartof Weblogic server and of Vies on the Web, Vies on the Web Config and Vies on the Web Monitoring
6	INC1004.14739 5	CUST-CS//Unavailability of PRODUCTION - all Customs Applications	05-Apr 7:18	05-Apr 12:28	Solver: ITSM AM
7	INC1004.14740 1	CUST-CS//2010-04- 03_08_20_NEW_PROD_df. log - u010 (100%)	05-Apr 8:59	05-Apr 12:29	Solver: ITSM AM
8	INC1004.14740 5	CUST-CS//Unscheduled Unavailability of DDS Web http://ec.europa.eu/taxation_ customs/dds/home_en.htm	05-Apr 10:13	05-Apr 13:38	Solver: ITSM AM Transient unavailability
9	INC1004.14740 7	CUST// Unavailability of applications in Conformance	05-Apr 10:49	05-Apr 13:06	Solver: ITSM AM
10	INC1004.14740 8	TAX//Unscheduled Unavailability of Taxation Vies on Web	05-Apr 11:07	05-Apr 12:20	Solver: ITSM AM
11	INC1004.14741 5	CUST-CS//No attachment with the Web Logic access logs	05-Apr 13:40		Solver: ITSM AM Fixed but waiting for closing by issuer
12	INC1004.14742 8	CUST//TARIC3 Sandbox down	06-Apr 8:49	06-Apr 10:09	Solver: ITSM AM
13	INC1004.14751 6	CUST-CS//Unscheduled Unavailability of CSI_Bridge in Production (TARIFF_PROD)	07-Apr 7:57	07-Apr 9:23	Solver: ITSM AM maintenance on CSIBRIDGE due to a memory leak
14	INC1004.14752 8	CUST-CS//Unscheduled Unavailability of CSI_Bridge in Production (TARIFF_PROD) - Out of Memory	07-Apr 10:31	07-Apr 10:53	Solver: ITSM AM Same as INC1004.147516
15	INC1004.14759 6	CUST-CS//2010-04- 08_08_20_NEW_PROD_df. log	08-Apr 8:31	08-Apr 11:00	Solver: ITSM AM Transient unavailability
16	INC1004.14765 6	CUST-CS//ec-zones- taxudd2-root-ec-psat-app- taxud-psat2-u010-home- taxudadm	08-Apr 15:29	20-Apr 10:17	Solver: ITSM AM Disk capacity problem
17	INC1004.14767 6	CUST-CS//ec-prod-app- taxud-prod1-u010 at 91.00% at 04/09/10 - 06:29	09-Apr 7:16	09-Apr 11:20	Solver: ITSM AM

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#	Call ID	Description	Open Date	Close Date	Comment
18	INC1004.147698	CUST-CS//Request for password reset - EO statistics application	09-Apr 12:00	09-Apr 15:59	Solver: ITSM SD
19	INC1004.147779	CUST-CS//ec-prod-app-taxud-prod1-u010 at 80.00%	12-Apr 7:12	12-Apr 8:37	Solver: ITSM AM File compression
20	INC1004.147781	CUST-CS//Unexpected unavailability of TARIFF_PROD1	12-Apr 7:17	14-Apr 9:41	Solver: ITSM AM Restart application
21	INC1004.147806	CUST-DS//CS/RD production password	12-Apr 11:33	15-Apr 11:05	Solver: ITSM SD
22	INC1004.147816	CUST//Unscheduled Unavailability of SURV2 in Production	12-Apr 12:17	12-Apr 14:08	Solver: ITSM AM Restart application
23	INC1004.147877	CUST//Unscheduled Unavailability of EOS in Conformance	13-Apr 7:34	13-Apr 9:41	Solver: ITSM AM Adapt script after move of application
24	INC1004.147957	CUST-CS//Unscheduled Unavailability of ART in Conformance	13-Apr 17:19	13-Apr 19:51	Solver: ITSM AM Transient unavailability
25	INC1004.147965	CUST-CS//Unscheduled Unavailability of CSI_Bridge in Production (TARIFF_PROD) - Out of Memory	13-Apr 19:47	14-Apr 8:55	Solver: ITSM AM
26	INC1004.147969	CUST//nscheduled Unavailability of CSI_Bridge in Production (TARIFF_PROD) - Out of Memory	14-Apr 7:53	14-Apr 8:00	Solver: ITSM AM
27	INC1004.148074	CUST-CS//ec-prod-app-taxud on alpha5.cc.cec.eu.int is at 80%	15-Apr 15:00	15-Apr 18:30	Solver: ITSM AM
28	INC1004.148118	CUST-CS//Unscheduled Unavailability of CSI_Bridge in Prod-Out of Memory	16-Apr 8:38	19-Apr 10:17	Solver: ITSM AM PROD1 CSI_Bridge out of memory
29	INC1004.148214	CUST-CS//Unscheduled Unavailability of CSI_Bridge in Production	19-Apr 8:04	19-Apr 8:48	Solver: ITSM AM PROD1 CSI_Bridge out of memory
30	INC1004.148226	CUST-CS//ART2 - password to get in	19-Apr 10:35	19-Apr 10:53	Solver: ITSM SD
31	INC1004.148293	TAX//Unscheduled Unavailability of [Taxation] Vies on Web & Vies Web Monitoring	20-Apr 7:36	20-Apr 14:13	Solver: ITSM AM Restart Appli
32	INC1004.148319	CUST-CS//Reset password for ART2	20-Apr 11:46	22-Apr 15:21	Solver: ITSM AM Password reset

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#	Call ID	Description	Open Date	Close Date	Comment
33	INC1004.148327	CUST-CS//Password ART2	20-Apr 12:23	26-Apr 12:10	Solver: ITSM SD Password reset
34	INC1004.148347	CUST-CS//Unscheduled Unavailability of SURV2, EBTI and EOS in Conformance	20-Apr 14:01	20-Apr 15:39	Solver: ITSM INFRA Transient unavailability
35	INC1004.148361	ITSM//ITSM portal password reset	20-Apr 14:47	20-Apr 15:05	Solver: ITSM SD
36	INC1004.148389	CUST-CS//Unscheduled Unavailability of All Applications in CONF	20-Apr 17:44	20-Apr 18:51	Solver: ITSM AM Transient unavailability
37	INC1004.148696	CUST-CS//Unscheduled Unavailability of EOS in production	26-Apr 11:27	26-Apr 14:27	Solver: ITSM AM Restart EOS
38	INC1004.148725	CUST-CS//AlarmPoint message Alert Taxud filesystem ec-prod-app-taxud on alpha5.cc.cec.eu.int is at w	26-Apr 13:59	26-Apr 15:19	Solver: ITSM AM Transient unavailability
39	INC1004.148744	ITSM//Password lost for NA-DK	26-Apr 15:49		Solver: ITSM AM Solved but not closed: waiting for feedback from end user
40	INC1004.148767	CUST//Unscheduled Unavailability of CMR in Production	26-Apr 17:38	26-Apr 18:18	Solver: ITSM AM
41	INC1004.148784	CUST-CS//2010-04-27_08_21_u100_df.log	27-Apr 8:45	28-Apr 17:18	Solver: ITSM AM Clean up of disk
42	INC1004.148990	CUST//ART2 management of roles error	29-Apr 13:43	29-Apr 15:05	Solver: ITSM AM End user did not provide the required form
43	INC1004.149008	CUST-CS//Unscheduled Unavailability of CSI_Bridge (TARIFF_PROD) - OoM	29-Apr 17:24	29-Apr 17:39	Solver: ITSM AM
44	INC1004.149013	CUST-CS//Unscheduled Unavailability of CN in CONFORMANCE	30-Apr 7:44	30-Apr 7:53	Solver: ITSM AM
45	INC1004.147764	ITSM//user credentials published into a service call	09-Apr 18:56	12-Apr 10:59	Solver: ITSM SD User included his credentials in his e-mail to ITSM SD; information was accessible on the portal. ITSM SD removed the credentials

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Table 25 - Security Incidents – Immediate Resolution

2.8.3 Security Incidents – Notified

The table below lists the incidents that have been handled by ITSM by notifying the concerned NA or CCN/TC, or DIGIT, or DG TAXUD (for CIRCA matters):

#	Call ID	Description	Open Date	Close Date	Comment
1	INC1004.147 294	EXC//Unscheduled unavailability for HU	01-Apr 11:44	02-Apr 7:40	NA
2	INC1004.147 393	CUST-CS//CRITICAL issue with digit data centre	02-Apr 18:55	05-Apr 13:00	DIGIT
3	INC1004.147 399	CUST-DS//On 2010/04/05, UNscheduled unavailability of CIRCA	05-Apr 8:14	06-Apr 12:56	TAXUD/CIRCA
4	INC1004.147 420	TAX//IE-Synchronous Monitoring Errors on 2010/04/05	05-Apr 17:14	07-Apr 9:53	NA
5	INC1004.147 431	EXC//On 2010/04/01 , UNScheduled unavailability of NA-BE	06-Apr 9:16	08-Apr 10:43	NA
6	INC1004.147 474	CUST-DS//Reset Password for CIRC A	06-Apr 14:17	09-Apr 16:06	TAXUD/CIRCA
7	INC1004.147 603	CUST-DS//ECS On 2010/04/08, UNscheduled unavailability of NA-PL	08-Apr 9:44	08-Apr 11:58	NA Failure of database
8	INC1004.147 667	CUST-DS//NCTS-SPEED on 2010/04/08, UNscheduled unavailability of NA-RU	08-Apr 17:05	08-Apr 17:31	NA Local server problem
9	INC1004.147 736	CUST-DS//ECS On 2010/04/09, UNscheduled unavailability of NA-NL	09-Apr 15:55	12-Apr 10:32	NA Reason was unknown
10	INC1004.147 974	EXC//14/04/2010 - 08:59 - Incident - Crash of Devora4	14-Apr 9:25	14-Apr 10:25	DIGIT
11	INC1004.148 037	CUST-DS//ECS On 2010/04/14, UNscheduled unavailability of NA-PL	15-Apr 7:35	15-Apr 14:48	NA Failure of servers
12	INC1004.148 559	CUST-DS//ECS On 2010/04/22, UNscheduled unavailability of NA-PL	22-Apr 15:08	23-Apr 7:35	NA Transient unavailability
13	INC1004.148 641	CUST-DS//ECS On 2010/04/23, UNscheduled unavailability of NA-PL	23-Apr 16:25	26-Apr 7:22	NA Unmanageable workload
14	INC1004.148 660	TAX//IE - Unscheduled Unavailability - Synchronous Monitoring Errors on 2010/04/26	26-Apr 8:16	27-Apr 9:23	NA

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#	Call ID	Description	Open Date	Close Date	Comment
15	INC1004.148 780	TAX//CZ - Unscheduled Unavailability - Synchronous Monitoring Errors on 2010/04/27	27-Apr 8:24	27-Apr 10:13	NA Transient unavailability

Table 26 - Security Incidents – Notified

2.8.4 Security Incidents – False Positives

The following incident is a false positive as far as security is concerned. The “security” flag will be reset in owITSM:

#	Call ID	Description	Open Date	Close Date	Comment
1	INC1004.147 413	CUST-CS//....still running on failover machine	05-Apr 12:37	09-Apr 15:51	False positive

Table 27 - Security Incidents – False Positives

2.9 Planning

Please refer to [Anx05].

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3. Section 2: Thread Dependent

3.1 Customs

3.1.1 Service Support Activities

3.1.1.1 Opened calls classified by category

The table below gives the number of opened calls by category and relating to the Customs Business Thread this month. (Input can also be found in Table 4: Opened calls per Business Thread, section 2.1.1.2).

Calls category	Customs
User Management	33
Request for Info	300
Request for Service	83
Incidents	354
Complaints	0
Problems	0
Change Requests	5
Total	775

Table 28: Customs - Opened calls per category

3.1.1.2 Closed Calls classified by category

The table below gives the number of closed calls by category and relating to the Customs Business Thread this month. (Input can also be found in Table 11: Closed calls per Business Thread, section 2.1.2).

Calls category	Customs
User Management	45
Request for Info	279
Request for Service	80
Incidents	274
Complaints	0
Problems	0
Change Requests	0
Total	678

Table 29: Customs - Closed calls by category

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3.1.1.3 Problems

Problem Ids follow the natural numbering until the owITSM problem management facility is extended. Closed problems have been removed from this list.

ID #	Registered	Related Incidents	Description	Status	Description
34	19/02/2009 <u>owITSM Ref:</u> INC0902.121663	INC0901.119216	DIGIT FAILOVER ISSUE CUSTOMS	Open	RFC Pending rfc-02-04-2009-cust018-cron-tab rfc-02-04-2009-cust019-cron-tab rfc-02-04-2009-cust020-cron-tab
38	19/02/2009 <u>owITSM Ref :</u> INC0902.122337	INC0901.119650	Out of memory : CUSTOMS domain CSI-BRIDGE	Known Error	Problem Parked until upgrade to Weblogic 10.3. rfc-cust013- 2009-03-02- PermsizeChange Prod1.xls rfc-cust014- 2009-03-02- PermsizeChange Prod2.xls rfc-cust015- 2009-03-02.xls rfc-cust016- 2009-03-02.xls
49	23/03/2009 <u>owITSM Ref :</u> INC0903.124387	INC0903.123250	TARIC file out of sequence - Daily extraction	Solved	Permanent solution to be implemented rfc-cust030- 2009-04-09- Prob-49-TARIC Extraction Issue
57	29/04/2009 OwITSM Ref:INC0904.126 946	N/A	Performances issues on "RAM" server	Open	root cause analysis ongoing at DIGIT
63	13/05/2009 OWITSM : INC0905.128165	INC0904.126561	RIF notification issue	Open	root cause analysis ongoing at Cust/Dev
66	14/05/2009 OWITSM :INC0905.128294	INC0905.127834	TTA console freeze	Solved	permanent solution to be implemented rfc-cust039-

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ID #	Registered	Related Incidents	Description	Status	Description
					2009-06-08- TTA-Upgrade CSI Stack to version 5[1].3.x
69	29/05/2009 <u>OWITSM</u> : INC0905.129363	INC0905.128168	Surv2 - Access to CCN	<i>Solved</i>	<i>Request for Closure pending</i>
73	12/06/2009 <u>OWITSM</u> INC0906.130412	N/A	Logs rotation inactive for CSRD.	<i>Open</i>	<i>RFC Pending rfc-cust-2009- 06-12-Create Solution for daily logs rotation</i>
74	12/06/2009 <u>OWITSM</u> INC0906.130417	N/A	Logs rotation inactive for CS/CMIS	<i>Open</i>	<i>RFC Pending rfc-cust-2009- 06-12- Create Solution for daily logs rotation</i>
91	23/07/2009 <u>OWITSM</u> : INC0907.132829	INC0907.133186	Messages not processed on MSA level.	<i>Solved</i>	<i>Request for Closure pending</i>
97	19/08/2009 <u>OWITSM</u> : INC0908.134450	INC0907.132639	Application RIF to be isolated for performances issues.	<i>Open</i>	<i>RfC pending rfc-cus63-2009- 08-18-Prob-97- Move- Application-RIF- to-apsrv10</i>
99	19/08/2009 <u>OWITSM</u> : INC0908.134461	INC0907.131648 INC0907.132172	Application TAREPP to be isolated for performances issues.	<i>open</i>	<i>RFC pending RFC-Cust- 2009-08-18- PROB-Move- Application- TARREP</i>
101	19/08/2009 <u>OWITSM</u> : INC0908.134574	INC0908.134559	Weblogic Administration console unreachable.	<i>Open</i>	<i>root cause analysis ongoing at BEA</i>
106	19/08/2009 <u>OWITSM</u> : INC0908.134999	INC0908.134971	CN memory consumption of APPSRV_5.	<i>Open</i>	<i>root cause analysis ongoing at DIGIT</i>
111	26/03/2010 <u>OWITSM</u> : INC1003.146925	INC1001.142640 INC1001.143068	High nbr of DDS Failures	<i>Solved</i>	<i>Request for Closure pending</i>

Table 30: Customs - Problems currently logged

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Legend:

1. Open problem -> root cause analysis started
2. Open Problem->RFC Pending
3. Solved - Known Error -> temporary work around found
4. Solved - Change Request -> permanent solution to be implemented
5. Closed - Solution Implemented -> solution implemented

3.1.1.4 Pending Customs Incidents transferred to the next month

Incidents “not closed” for which the resolution is transferred to next month - See [Anx07] for details.

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3.1.2 Service Delivery

3.1.2.1 UNIX Disk Space Predictions

All applications of this Business Thread run on systems hosted at DIGIT. ITSM Infra is monitoring them on the basis of information provided by DIGIT. Details on disk space predictions are provided in the tables below; the data in these tables is given in Gigabytes.

NB: Only significant changes (increase / decrease) are computed in these tables.

An in depth analysis is realised on weekly basis for the follow up of the disk spaces for which the free space is under 20%.

ALPHA1 SERVER DISKGROUP	01/04/2010			30/04/2010			% VARIATION OF TOTAL DISK SPACE	% VARIATION OF TOTAL DISK SPACE USED
VOLUME GROUP (LUN)	TOTAL DISK SPACE	SPACE USED	% USED	TOTAL DISK SPACE	SPACE USED	% USED		
taxud	217	122	56	217	122	56		
File System								
/dev/vx/dsk/taxud/ smrt	11	1.3	13	11	1.3	13		
/dev/vx/dsk/taxud/ taxudd	20	15	79	20	16	84		6.67%
/dev/vx/dsk/taxud/ taxuda	30	21	73	30	21	74		
/dev/vx/dsk/circa-dev/data-taxud	39	28	73	39	28	73		
TOTAL Disk / TOTAL Used (in GB)	100	65.30	65.30%	100	66.30	66.30%		1.53%

Table 31: ALPHA1 SERVER diskgroup – Disk space prediction

PROD1 DISKGROUP	01/04/2010			30/04/2010			% VARIATION OF TOTAL DISK SPACE	% VARIATION OF TOTAL DISK SPACE USED
Volume Group (LUN)	Total Disk Space	Space used	% used	Total Disk Space	Space used	% used		
prod1-taxud	216	122	56	216	122	56		
File System								
/dev/vx/dsk/prod1-taxud/u010	24	15	62	24	17	72		13.33%
/dev/vx/dsk/prod1-taxud/u900	39	20	52	39	18	45		-10.00%
/dev/vx/dsk/prod1-taxud/u000	2.9	2.2	76	2.9	2.2	76		

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/dev/vx/dsk/prod1-taxud/	0.961	0.267	30	0.961	0.271	31		1.50%
/dev/vx/dsk/prod1-taxud/u100	49	36	74	49	36	75		
TOTAL Disk / TOTAL Used (in GB)	115.861	73.467	63.41%	115.861	73.471	63.41%		0.01%

Table 32: PROD1 diskgroup – Disk space prediction

List of Major Incidents and/or investigations linked to this disk group:

DATE	FILESYSTEM IMPACTED	INC NO	ISSUE	ACTION
-	-	-	-	-

Table 33: PROD1 diskgroup – List of major incidents and/or investigations

ALPHA5 SERVER (TAXUD PROD) DISKGROUP	01/04/2010			30/04/2010			% VARIATION OF TOTAL DISK SPACE	% VARIATION OF TOTAL DISK SPACE USED
VOLUME GROUP (LUN)	TOTAL DISK SPACE	SPACE USED	% USED	TOTAL DISK SPACE	SPACE USED	% USED		
<i>Taxud</i>	217	65	29.95	217	65	29.95		
File System								
/dev/vx/dsk/taxud/conf_home	13	12	96	13	12	96		
/dev/vx/dsk/taxud/tuxedo	0.564	0.202	40	0.564	0.202	40		
/dev/vx/dsk/taxud/home	28	21	75	28	22	80		4.76%
/dev/vx/dsk/taxud/p_taxud	0.961	0.131	15	0.961	0.133	15		1.53%
TOTAL Disk / TOTAL Used (in GB)	42.525	33.333	78.38%	42.525	34.335	80.74%		3.01%

Table 34: ALPHA5 SERVER diskgroup – Disk space prediction

XXX will closely monitor the free disk space for file system /dev/vx/dsk/taxud/conf_home, however at this time there is no alert to be raised as there is still 1GB free space left.

List of Major Incidents and/or investigations linked to this disk group:

DATE	FILESYSTEM IMPACTED	INC NO	ISSUE	ACTION
-	-	-	-	-

Table 35: ALPHA5 SERVER diskgroup – List of major incidents and/or investigations

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ORATAXUD DISKGROUP	01/04/2010			30/04/2010			% Variation of total disk space	% Variation of total disk space used
Volume Group (LUN)	Total Disk Space	Space used	% used	Total Disk Space	Space used	% used		
<i>Orataxud</i>	5,400	4,400	81	5,400	4,400	81		

Table 36: ORATAXUD diskgroup – Disk space prediction

NAS DISKGROUP	01/04/2010			30/04/2010			% VARIATION OF TOTAL DISK SPACE	% VARIATION OF TOTAL DISK SPACE USED
Volume Group (LUN)	Total Disk Space	Space used	% used	Total Disk Space	Space used	% used		
nasx1301.cc.cec.eu. int: :/vol/volux02/taxud_ smart	40	4.2	11	40	4.2	11		
TOTAL Disk / TOTAL Used (in GB)	40	4.2	11	40	4.2	11		

Table 37: NAS diskgroup – List of major incidents and/or investigations

PROD2 DISKGROUP	01/04/2010			30/04/2010			% VARIATION OF TOTAL DISK SPACE	% VARIATION OF TOTAL DISK SPACE USED
VOLUME GROUP (LUN)	TOTAL DISK SPACE	SPACE USED	% USED	TOTAL DISK SPACE	SPACE USED	% USED		
prod2-taxud	217	114	52	217	114	52		
File System								
/dev/vx/dsk/prod2- taxud/u010	2.9	1.9	68	2.9	2	69		5.26%
/dev/vx/dsk/prod2- taxud/u900	10	5.3	54	10	5.4	54		1.89%
/dev/vx/dsk/prod2- taxud/p_prod2-taxud	0.961	0.23	26	0.961	0.239	27		3.91%
/dev/vx/dsk/prod2- taxud/u100	39	19	50	39	20	52		5.26%
/dev/vx/dsk/prod2- taxud/u000	2.9	1.6	57	2.9	1.6	57		
TOTAL Disk / TOTAL Used (in GB)	55.761	28.03	50.27%	55.761	29.239	52.44%		4.31%

Table 38: PROD2 diskgroup – List of major incidents and/or investigations

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Main findings

- Alpha1 Server: the used disk capacity has increased with 1.53%, following no change the previous reporting month. No alert to be raised;
- Prod1: the used disk capacity has increased with 0.01%, following a decrease of 3.24% the previous reporting month. No alert to be raised;
- Alpha5 Server: an increase of 3.01% of the Total used disk space is observed this month, following an increase of 7.58% the previous reporting month. No alert to be raised;
- OraTaxud: the space usage maintains at 81%, which is very comfortable for an Oracle Database. No alert to be raised;
- NAS: the Total used disk space maintains at 11%. No alert to be raised;
- Prod2: an increase of 4.31% of the Total used disk space is observed this month, following a decrease of 15.44% the previous reporting month. Note: the fluctuations of file system /dev/vx/dsk/prod2- taxud/u900 are caused by growing application logfiles, which are regularly cleaned, and should therefore be considered as normal behaviour. No alert to be raised.

3.1.2.2 Tablespace predictions

The following tables show the variations of the table spaces along the month of April 2010. The variations which are not significant are not calculated, in order to offer the reader an easier quick view.

Tablespaces that have been enlarged are mentioned after each table.

NB: system tablespaces (e.g. SYSTEM, UNDO, TEMP, SYSAUX ...) have been removed from the Tablespace Status Overviews. This allows for an easier view on the application tablespaces, which contain the application data.

Highlights:

In April 2010 the analysis of available figures do not show any need of alert. Changes of up to 20% are normal in operations and the ones observed are not significant.

Database: DDSUTAXP								
	01/04/2010	01/04/2010	01/04/2010	30/04/2010	30/04/2010	30/04/2010	Total Space	Used Space
TABLESPACE	Total Space	Used	Used	Total Space	Used	Used	Variation	Variation
NAME	(MB)	(MB)	%	(MB)	(MB)	%	%	%
AEOIDX	2047	106	5.16%	2047	107	5.21%		0.95%
AEOTAB	6141	122	1.99%	6141	124	2.02%		1.69%
AMISIDX	1000	1	0.06%	1000	1	0.06%		
AMISTAB	2000	1	0.03%	2000	1	0.03%		
AUDITING	2000	16	0.81%	2000	16	0.81%		
CTXSYS	200	13	6.53%	200	13	6.53%		

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Database: DDSUTAXP								
	01/04/2010	01/04/2010	01/04/2010	30/04/2010	30/04/2010	30/04/2010	Total Space	Used Space
TABLESPACE	Total Space	Used	Used	Total Space	Used	Used	Variation	Variation
NAME	(MB)	(MB)	%	(MB)	(MB)	%	%	%
DDS2_TARIC_TBS	12000	1937	16.14%	12000	1937	16.14%		
DDS2_TBS	1000	9	0.90%	1000	9	0.90%		
EBTIIDX	1500	495	33.03%	1500	496	33.09%		0.20%
EBTITAB	15000	8490	56.60%	15000	8562	57.08%		0.85%
ECIIDX	200	139	69.28%	200	139	69.28%		
ECITAB	850	160	18.86%	850	160	18.86%		
ECSIDX	3048	1986	65.17%	3048	2178	71.47%		9.67%
ECSTAB	1500	1218	81.22%	1500	1282	85.49%		5.25%
FTSIDX	9012	3709	41.15%	9012	3798	42.14%		2.40%
PATROL	50	11	21.18%	50	11	21.18%		
PERFSTAT	23118	18472	79.90%	23118	18472	79.90%		
SEEDIDX	500	95	19.04%	500	97	19.40%		1.90%
SEEDTAB	1024	45	4.36%	1024	45	4.39%		0.83%
SURV2IDX	100	0	0.06%	100	0	0.06%		
SURV2TAB	100	6	5.69%	100	6	5.69%		
TARIIDX	7894	6592	83.51%	7894	6656	84.32%		0.97%
TARITAB	7571	5767	76.17%	7571	5789	76.46%		0.38%

Table 39: DDSUTAXP tablespace status

Database: APPUTAXP								
	01/04/2010	01/04/2010	01/04/2010	30/04/2010	30/04/2010	30/04/2010	Total Space	Used Space
TABLESPACE	Total Space	Used	Used	Total Space	Used	Used	Variation	Variation
NAME	(MB)	(MB)	%	(MB)	(MB)	%	%	%
AUDITING	2000	535	26.74%	2000	535	26.74%		
CDTSIDX	210	3	1.28%	210	3	1.28%		
CDTSTAB	10000	197	1.97%	10000	197	1.97%		
PATROL	50	15	30.76%	50	15	30.76%		
PERFSTAT	2547	2146	84.27%	2547	2156	84.66%		0.47%
TARIDX	3047	2160	70.89%	3047	2166	71.07%		0.25%
TARQUO2IDX	2048	0	0.00%	2048	0	0.00%		
TARTAB	27094	10237	37.78%	27094	10374	38.29%		1.34%
TAXUDWEB	100	36	35.50%	100	36	35.50%		
TECIDX	40	18	43.75%	40	18	43.75%		

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Database: APPUTAXP								
	01/04/2010	01/04/2010	01/04/2010	30/04/2010	30/04/2010	30/04/2010	Total Space	Used Space
TABLESPACE	Total Space	Used	Used	Total Space	Used	Used	Variation	Variation
NAME	(MB)	(MB)	%	(MB)	(MB)	%	%	%
TECTAB	50	36	71.00%	50	36	72.00%		1.41%
USERS	10	0	0.10%	10	0	0.10%		

Table 40: APPUTAXP tablespace status

NB: This DB instance is mostly decommissioned, only the application TARIC is still active.

Database: EBTITAXP								
	01/04/2010	01/04/2010	01/04/2010	30/04/2010	30/04/2010	30/04/2010	Total Space	Used Space
TABLESPACE	Total Space	Used	Used	Total Space	Used	Used	Variation	Variation
NAME	(MB)	(MB)	%	(MB)	(MB)	%	%	%
AUDITING	2048	7	0.36%	2048	7	0.36%		
EBTI3IDX	40000	1999	5.00%	40000	2020	5.05%		1.05%
EBTI3TAB	88000	76101	86.48%	92000	76755	83.43%	4.55%	0.86%
PATROL	200	0	0.03%	200	0	0.03%		
PERFSTAT	800	115	14.43%	800	119	14.93%		3.47%
USERS	10	4	35.00%	10	4	35.00%		

Table 41: EBTITAXP tablespace status

Tablespace EBTI3TAB has been enlarged from 88,000MB to 92,000MB.

Database: APPTAXP									
	01/04/2010	01/04/2010	01/04/2010	30/04/2010	30/04/2010	30/04/2010	Total Space	Used Space	
TABLESPACE	Total Space	Used	Used	Total Space	Used	Used	Variation	Variation	
NAME	(MB)	(MB)	%	(MB)	(MB)	%	%	%	
AEOIDX	1024	0	0.01%	1024	0	0.01%			
AEOTAB	12282	278	2.26%	12282	278	2.26%			
ARTTAB	5000	3399	67.99%	5000	2788	55.76%			-17.99%
AUDITING	2000	41	2.07%	2000	45	2.25%			8.75%
CNTAB	42064	13192	31.36%	42064	13196	31.37%			0.02%
CSI_DATA	21189	18450	87.07%	23189	19210	82.84%	9.44%		4.12%
ECIIDX2MIGR	400	0	0.02%	400	0	0.02%			
ECITAB2MIGR	6547	2091	31.95%	6547	2139	32.66%			2.25%
ISPPIDX	300	168	55.92%	300	169	56.29%			0.67%
ISPPTAB	3400	2187	64.32%	3400	2190	64.41%			0.15%
PATROL	200	4	1.85%	200	4	1.85%			
QTA2IDX	4606	3765	81.73%	4606	3765	81.73%			

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Database: APPTAXP								
	01/04/2010	01/04/2010	01/04/2010	30/04/2010	30/04/2010	30/04/2010	Total Space	Used Space
TABLESPACE NAME	Total Space (MB)	Used (MB)	Used %	Total Space (MB)	Used (MB)	Used %	Variation %	Variation %
QTA2TAB	10238	8679	84.77%	10238	8679	84.77%		
RIFIDX	800	0	0.01%	800	0	0.01%		
RIFTAB	99247	2570	2.59%	99247	2983	3.01%		16.08%
SMSIDX	300	26	8.58%	300	26	8.65%		0.74%
SMSTAB	3000	2387	79.57%	3000	2564	85.46%		7.40%
SURV2TAB	211153	188850	89.44%	223153	199827	89.55%	5.68%	5.81%
SUSTAB	34661	27140	78.30%	34661	27846	80.34%		2.60%
TARIDX	3047	0	0.00%	3047	0	0.00%		
TARTAB	5094	498	9.78%	5094	506	9.94%		1.61%
TAXUDWEB	100	22	22.19%	100	22	22.19%		
USERS	10	0	0.60%	10	0	0.60%		

Table 42: APPTAXP tablespace status

Tablespace CSI_DATA has been enlarged from 21,198MB to 23,198MB.

Tablespace SURV2TAB has been enlarged from 211,153 to 223,153MB.

DATABASE NAME: CS/MIS								
	TOTAL (MB)	USED (MB)	USED %	TOTAL (MB)	USED (MB)	USED %	TOTAL VARIATION %	USED VARIATION %
TABLESPACE	01/04/2010			30/04/2010				
INDXADT	220	169	76.82%	220	169.31	76.93		
INDXNOMRN	3000	2669	88.97%	3000	2466.56	83.8		
CSMISENV	50	26	52.00%	50	27.50	55		
INDXMRN	170960	151336	88.52%	170960	146726.9	86.63		
NOMRNDAT	3000	2212	73.73%	3000	2292.06	76.40		
USRMNRN	150720	135407	89.84%	150720	130367.2	87.36		
USRADT	3500	1193	34.09%	3500	1193.06	34.09		

Table 43: CS/MIS tablespace status

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DATABASE NAME: CSRD								
	TOTAL (MB)	USED (MB)	USED %	TOTAL (MB)	USED (MB)	USED %	TOTAL VARIATIO N %	USED VARIATIO %
TABLESPACE	01/04/2010			30/04/2010				
CSRDTEST	1100	971	88.27%	1100	979.4	89.03		
CSRDPROD	1800	1447	80.39%	1800	1448.8	80.49		
USERS	700	547	78.14%	700	558.75	79.82		

Table 44: CS/RD tablespace status

3.1.2.3 Application Usage Statistics

Usage Statistics of DDS

Concerning the number of DDS requests, please refer to the Chapter DDS Statistics (§ 2.3.1)

Percentage of failures for the DDS website

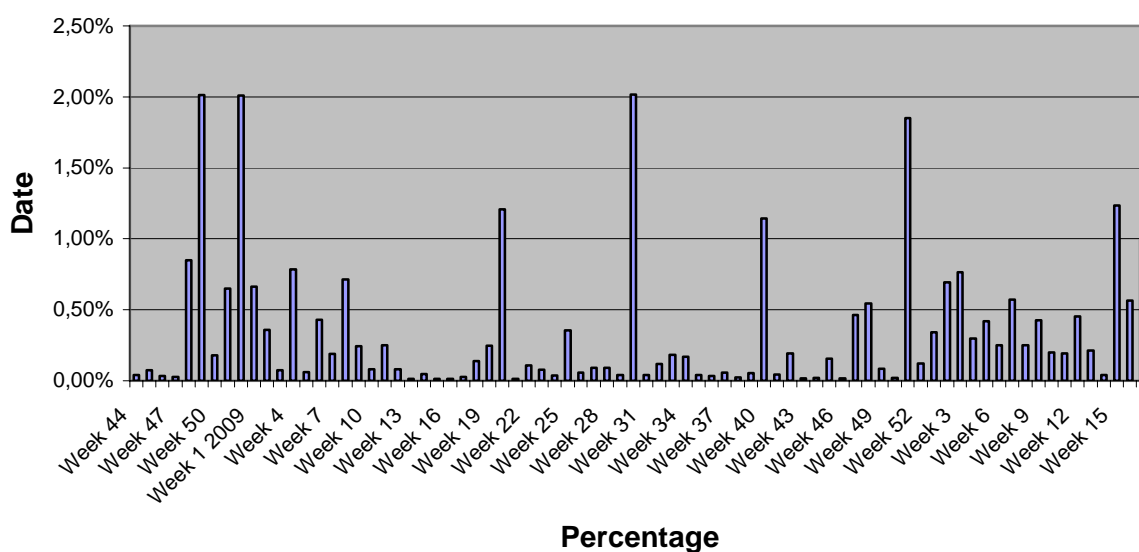


Figure 12: Percentage of requests per week that failed to be executed for DDS

No alerts to be raised for this reporting month.

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3.1.2.4 Continuity Management

Continuity Management is assured by DIGIT failover strategy (E.g.: Mastodon and Mammoth. Charlie5 and Delta 8 for Databases).

The following table reports if there were unsuccessful exports of the CS/MIS and CSRD database in this reporting month.

Day	CS/MIS	CSRD
(all OK)	-	-

Table 45: Unsuccessful exports of CS/MIS and CSRD database

3.1.2.5 Availability Management

Availability for the reporting period 01/04/2010 – 30/04/2010 for “Customs” Business Thread has been calculated to be 98.81%.

The availability value has been calculated as defined in “Availability Calculation - Process Description – v0.16.doc” starting from the raw data from the ITSM monitoring for any CI. The measurement home or subpages, or business transactions are listed in Annex 14a ‘ava.<period>_Thread_CI_status.csv’ (where <period> refers to the reporting period of this MPR). The raw data of the Availability Database can be found in Annex 14a ‘ava.<period>_adb.csv’.

The complete list of scheduled and unscheduled unavailabilities for this reporting month may be found in Annex 14a [Anx14] ‘ava.<period>_avdb.csv’.

The calculation of Availability is done for the PROD and CONF environments (see ‘ava.<period>_avdb.csv’ in Annex 14a) during the Service Window 07:00-20:00 on working days, via the process documented in [A4] and [A5].

Detailed information on the down-times (time and duration) can be found in Annex 14a - ava.<period>_downtimes.csv.

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

The following differences have been introduced since last month:

- The following “Customs” Business Thread CIs and environments were:
 - First monitored this month:
 - Customs – ART2 (Conformance) [HOME] on 16/04/2010;
 - Customs – ART2 (Conformance) [TX] Customs 2007 on 16/04/2010;
 - Customs – ART2 (Production) [HOME] on 16/04/2010;
 - Customs – ART2 (Production) [TX] Customs 2007 on 16/04/2010.
 - Discontinued for monitoring this month:

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- ART1 Production was phased out on the 16/04/2010 at 18h. The monitoring of the temporary page continued and was finally disabled on the 19/04/2010.
- ART1 Conformance was phased out on the 1/04/2010 at 07h. ART2010 Conformance in DMZ did not go Live for Business during April 2010.
- The 'ART2010 Conformance in DMZ' monitoring was disabled on 15/04/2010.

○ Changed for monitoring differently: none.

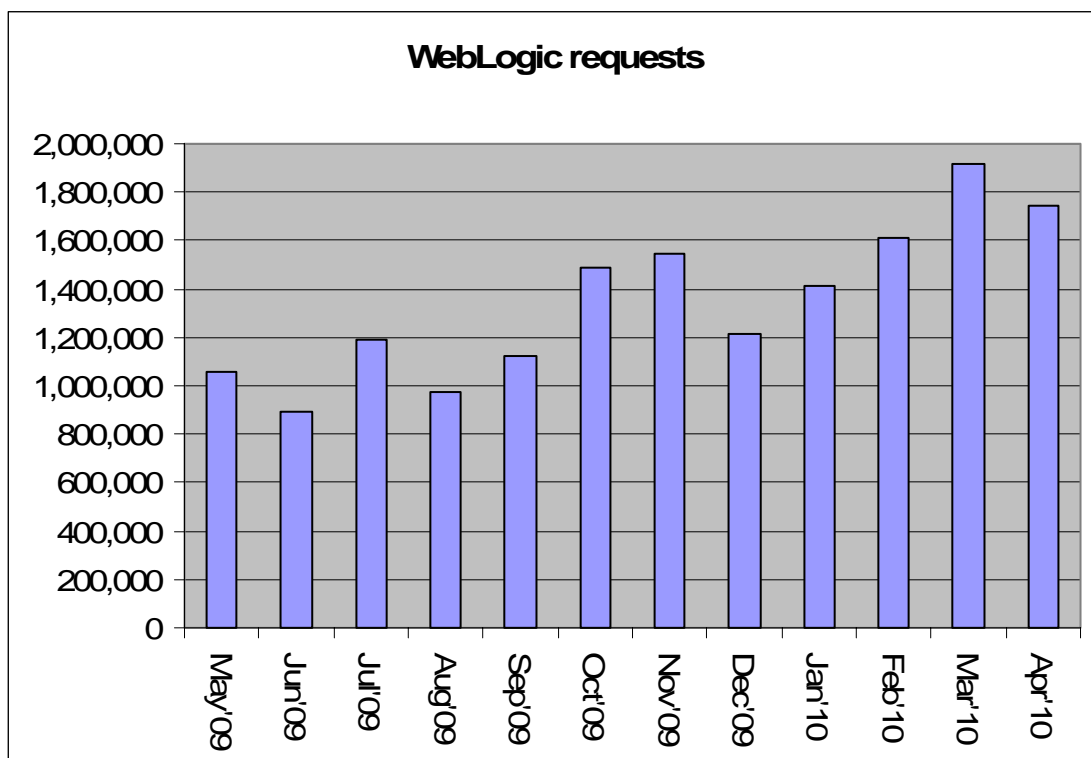
- The following measures have been taken in this reporting month to improve the availability of "Customs" Business Thread applications (PROD or CONF) during the Service Window: none.

Investigation is ongoing regarding missing availability data for "Customs - EOS (Conformance) Central EOS Web Services [SCRIPT]" since 05/04/2010 due to the EOS Conformance URL migration from old to new IP (the same URL's for webservices are kept but have the new webhosts and URL's for all of the applications). Required actions are to verify the exact cause and current status of EOS Conformance old/new.

3.1.3 Business Monitoring

3.1.3.1 Customs Weblogic Applications (technical aspects)

The figure below shows the trend of WebLogic users' requests from May 2009 to April 2010. The number of requests decreased by 9.2% compared to March 2010.



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Figure 13: WebLogic requests

The figure below shows the distribution of WebLogic requests per application in April 2010. The shares of EBTI3, CRMS and EORI show an increase compared to March, versus a decreased shares of ART and ECICS2.

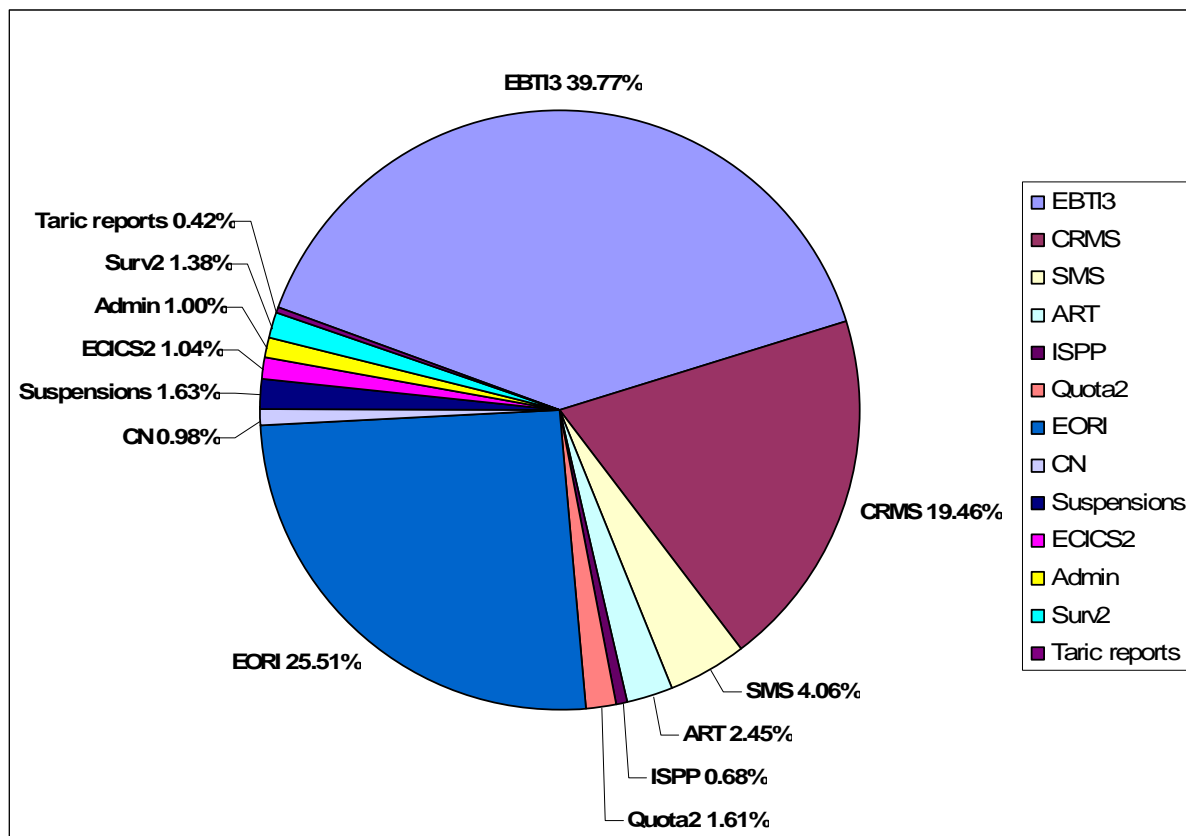


Figure 14: Share of WebLogic applications' requests

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The following figure shows the number of XML messages exchanged by Customs applications via the CCN network.

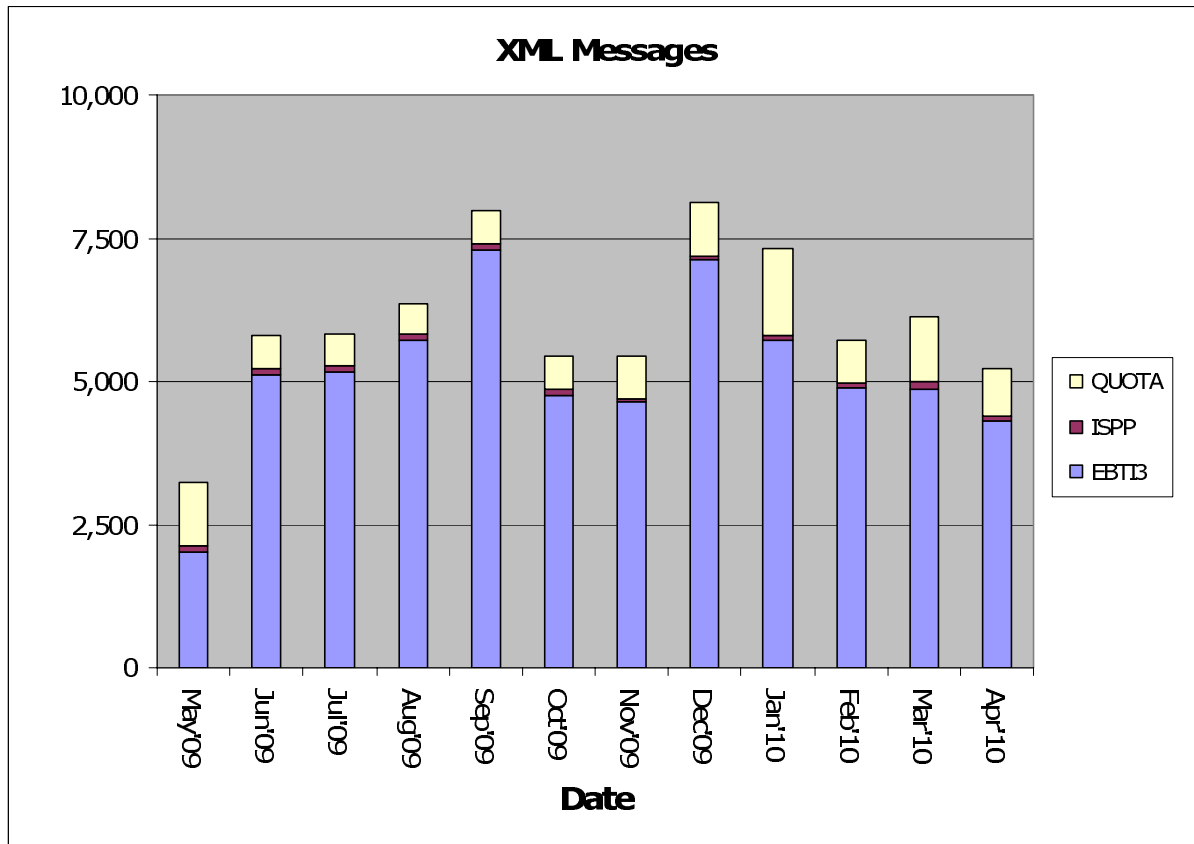


Figure 15: Number of messages exchanged for Customs Applications

Surveillance2 traffic is shown on the following figure. In April 2010 the traffic decreased by 19.3% compared to March.

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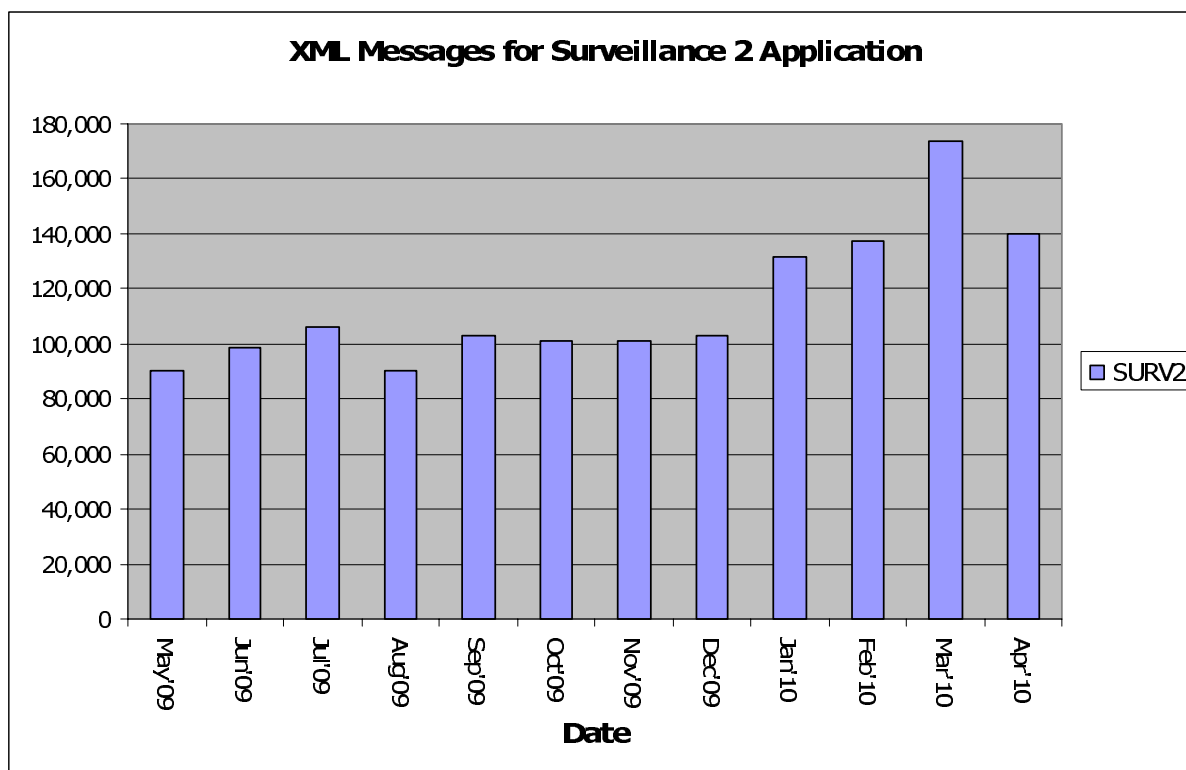


Figure 16: Number of messages exchanged for Surveillance2

3.1.3.2 Customs WebLogic Applications (business aspects)

The following figures show a representation of the usage of some applications from a business point of view. The data selected should give a good idea on the use of every application by the business.

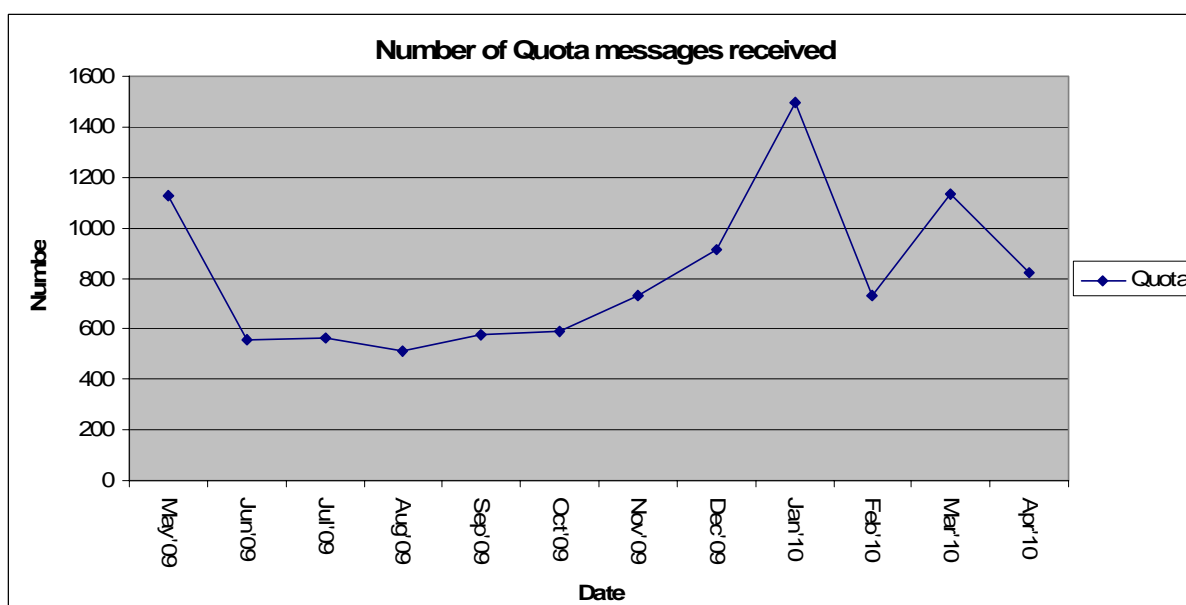


Figure 17: Quota messages received per month

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The number of messages varies sensibly from one month to the other. In April 2010, it decreased by 27.5% compared to March. The average is 31.3 messages per MS and per month over the last 12 months (it was 31.5 in March 2009).

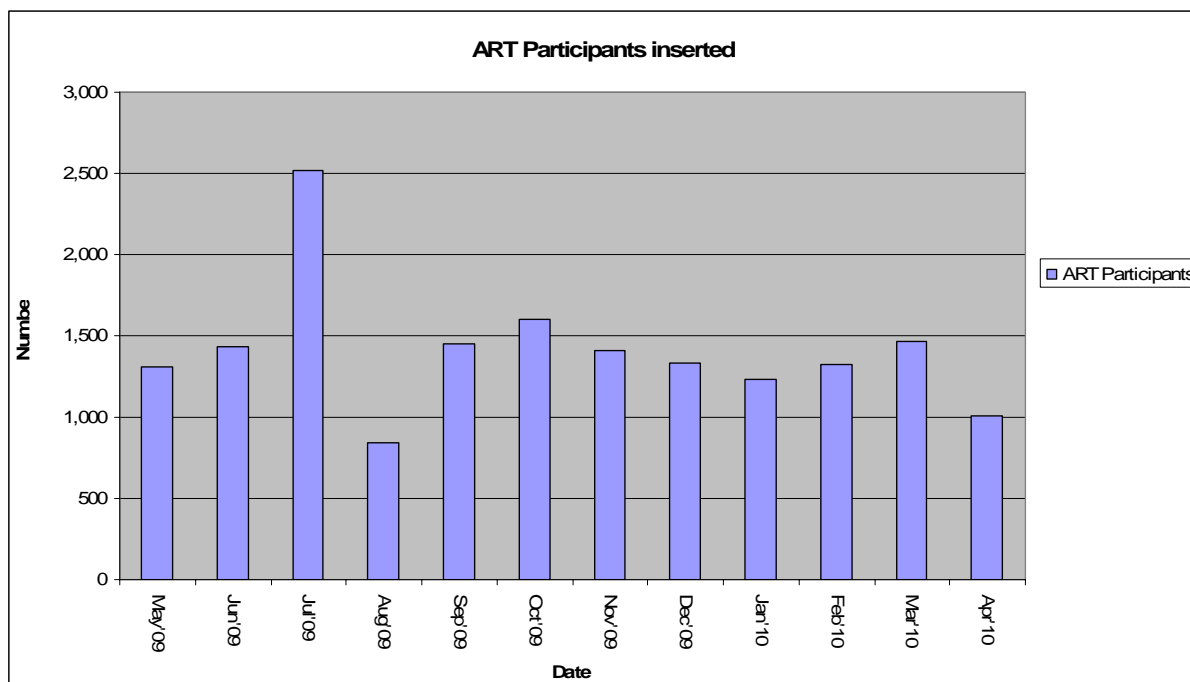
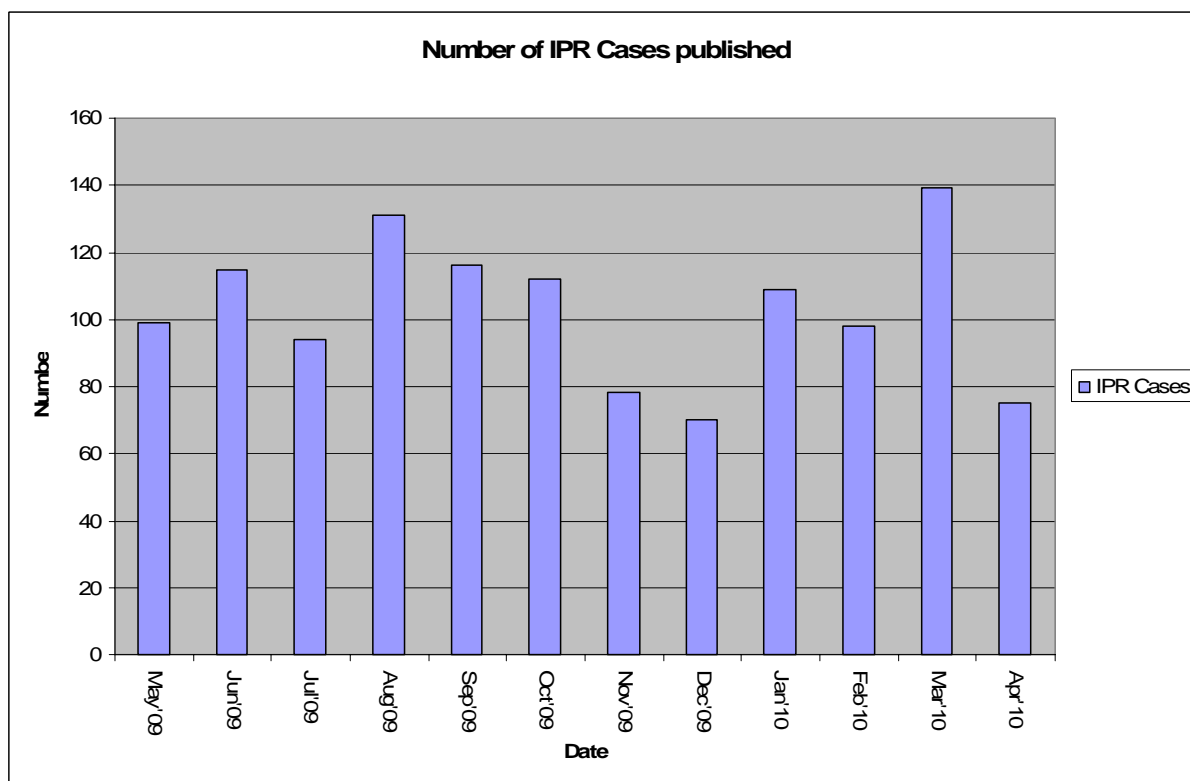


Figure 18: ART monthly insertion of participants to Customs & Fiscalis events

The number of ART participants decreased in April by 31.2%.



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Figure 19: ISPP - Number of IPR cases published per month

The number of IPR cases decreased in April 2010 by 46.0%, due to the fact that BE, ES and FI that did not send any message in April 2010.

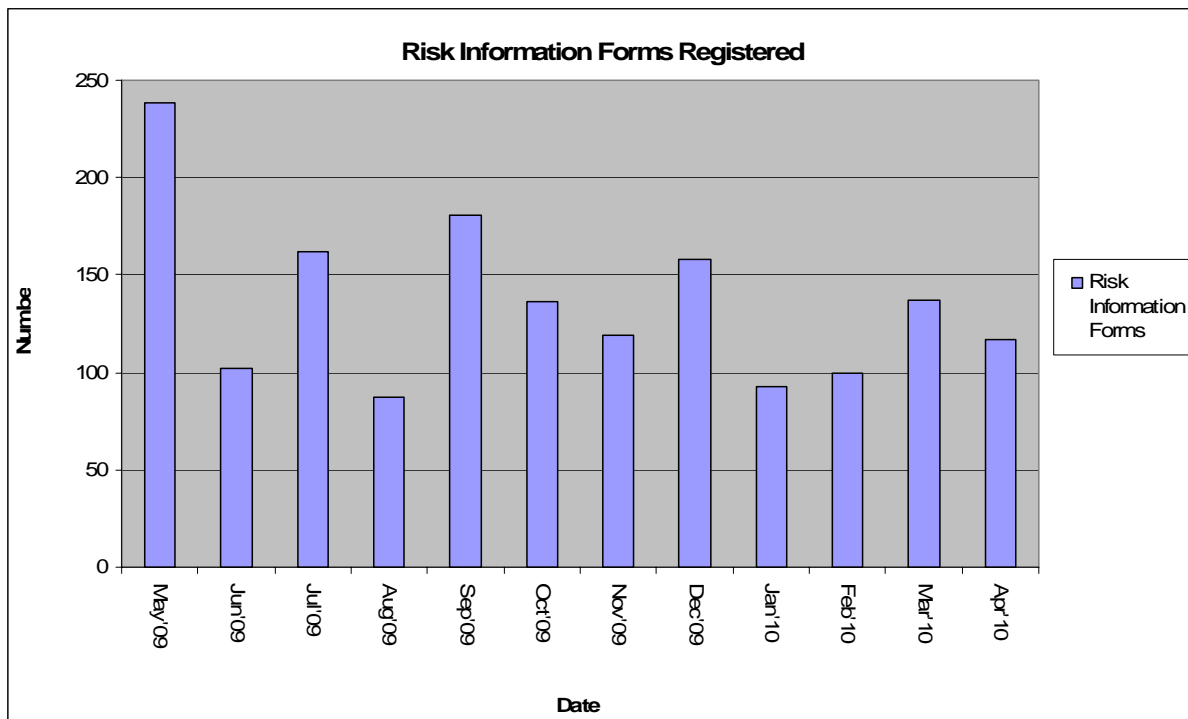
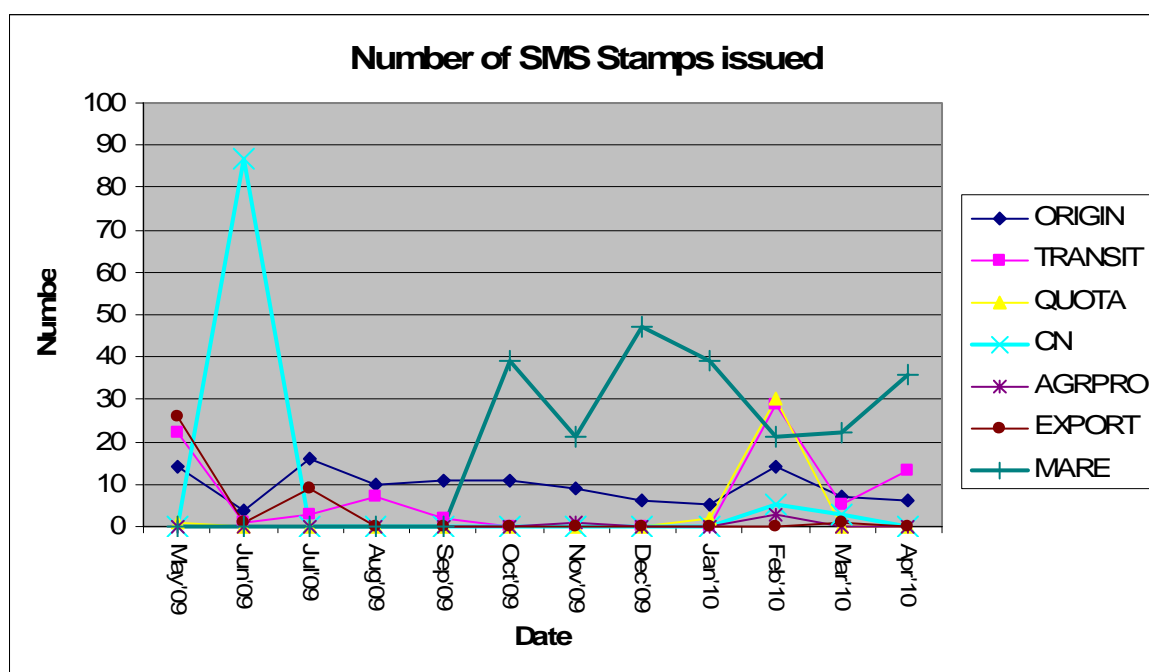


Figure 20: CRMS - Risk Information Forms inserted per month

We can observe a decrease in the number of Risk Information Forms inserted the last month in CRMS by 14.6%.



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Figure 21: Stamps issued per month and per domain

An SLA signed with DG AGRI quantifies the agreed total number of stamps and requests per month on the AGRPRO domain (up to 100). This SLA has been met in April 2010. The following graphs report these measures for each domain.

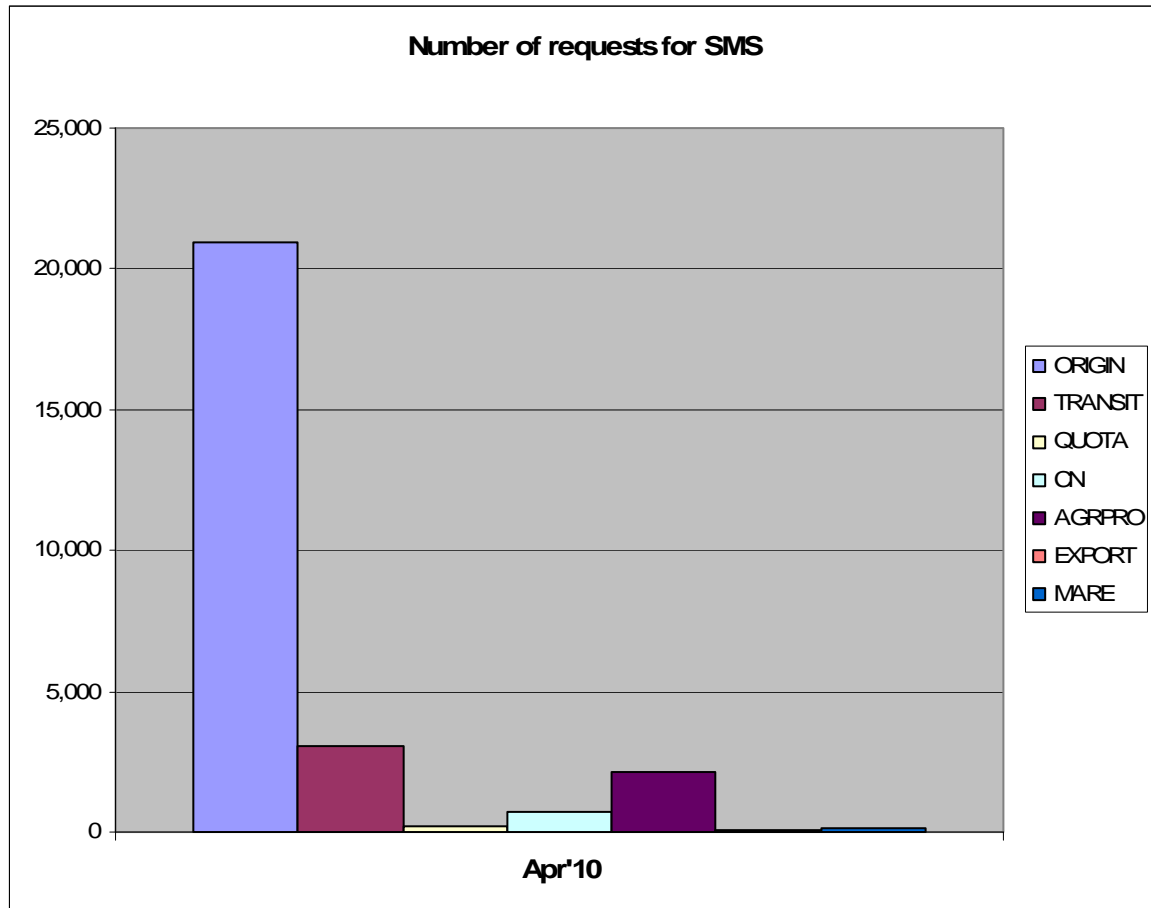


Figure 22: Number of request per domain for SMS this month

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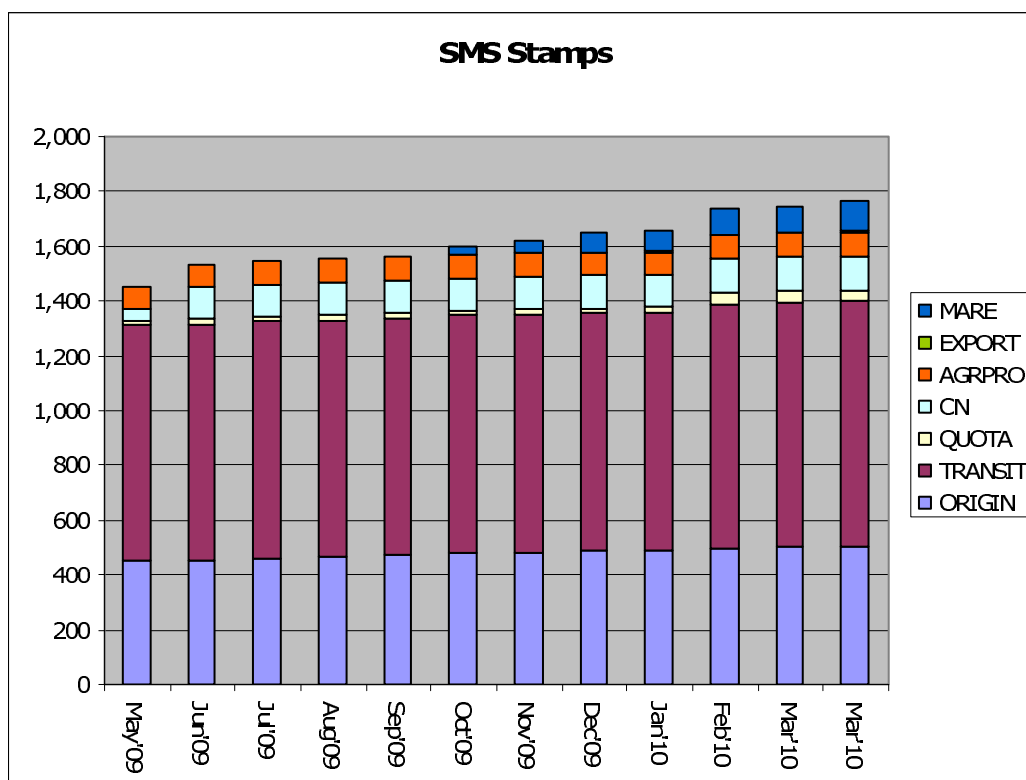


Figure 23: Total existing SMS stamps per domain

The number of existing stamps increased by 16 in April 2010.

3.1.3.3 Economic Operators Systems (EOS)

In November 2009, ITSM Business Monitoring started reporting on the EOS daily activities.

The figure below shows the number of EORI records which have been updated, queried, viewed, created and deleted during the month of April 2010.

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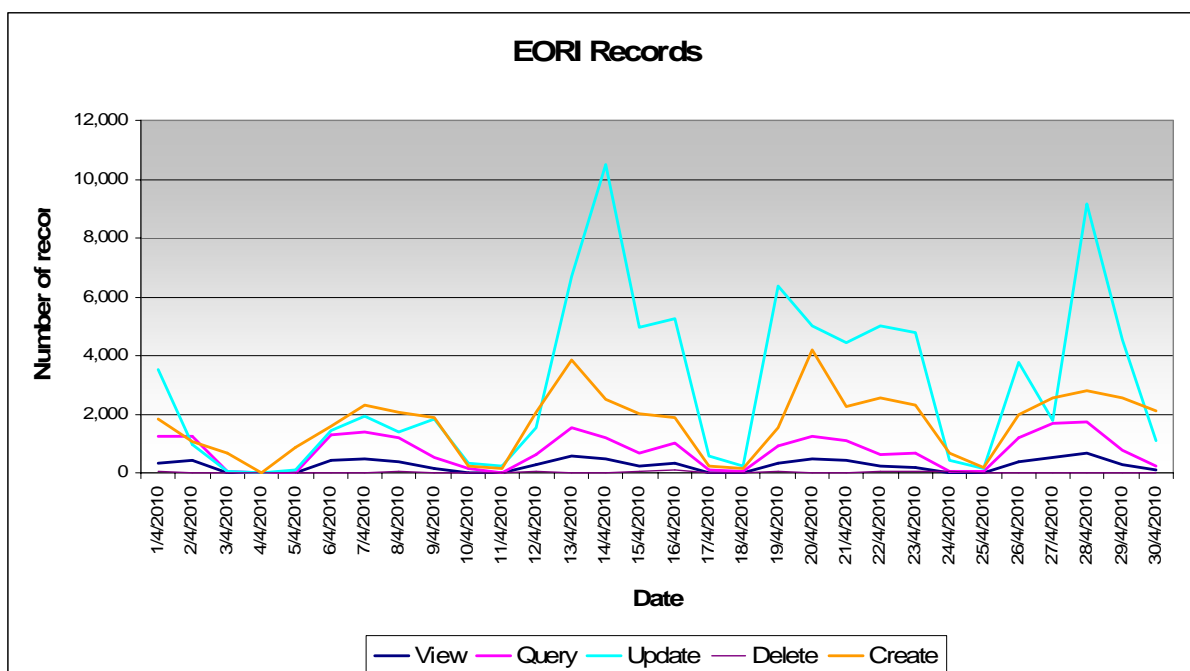


Figure 24: Number of operations on EORI records during the reporting month

The next figure reports the number of AEO certificates which have been viewed, queried, updated, deleted and created this month.

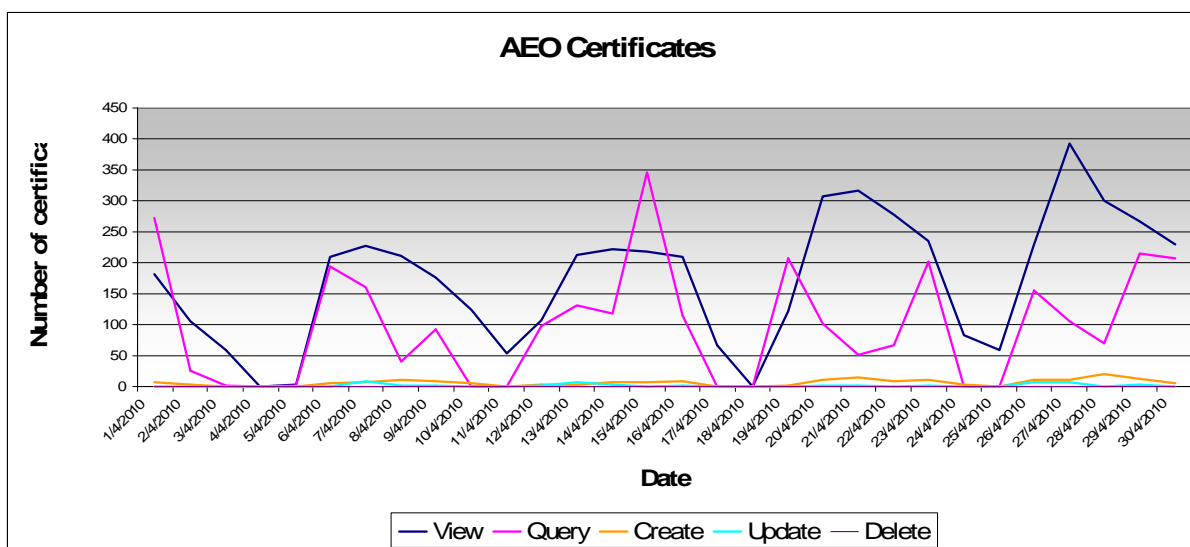


Figure 25: Number of operations on AEO certificates during the reporting month

The figure below shows the total number of operations in EOS during April.

April 2010	REF.: ITS-SC06-MSR-2010-04
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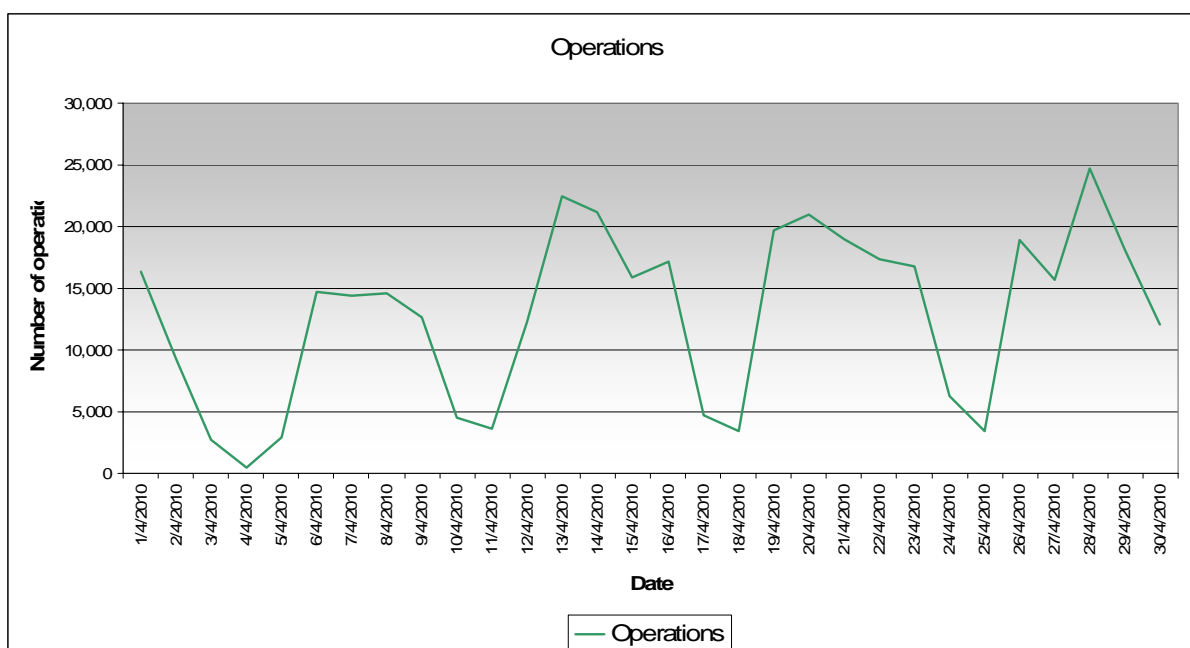


Figure 26: Total number of operations in EOS during the reporting month

3.1.3.4 NCTS Operations

In April 2010, four (4) NTA monitoring weekly status reports were delivered for information to DG TAXUD and published on CIRCA:

- ITS-IFWR-SC06-130 on 7 April for the period 31/03/2010-06/04/2010;
- ITS-IFWR-SC06-132 on 14 April for the period 07/04/2010-14/04/2010;
- ITS-IFWR-SC06-134 on 21 April for the period 14/04/2010-20/04/2010;
- ITS-IFWR-SC06-136 on 28 April for the period 21/04/2010-27/04/2010.

The consolidated NCTS Business Statistics for March 2010 has not been delivered in April, because some NAs sent the IE411 with delays or did not provide it (INC1004.147864).

An overview of the trends in numbers of outgoing IE messages Phase 3.1 since May 2009 is given in the table below.

	IE001	IE002	IE006	IE010	IE018	IE050	IE114	IE118	IE904	IE906	IE907
May/09	705375	18871	688852	6972	688886	355573	22732	291131	53920	9951	92
Jun/09	701213	18045	675890	7837	673885	361643	23585	283607	49571	11744	16057
Jul/09	779312	48229	766469	8644	758233	396912	51080	299440	105070	89288	16638
Aug/09	651662	31487	640452	6720	640752	287190	21109	238453	74640	31800	3392
Sep/09	794107	27997	776294	8254	779732	398110	22016	330760	64134	28647	2715
Oct/09	834359	21997	813429	7985	813914	413631	24386	340742	53535	22144	2285
Nov/09	803602	22334	795622	8212	794521	389255	26218	328599	50939	14606	1898
Dec/09	715659	19148	724457	7462	729735	332487	23809	284788	57830	11748	981
Jan/10	708432	17057	670711	6833	668783	340394	25536	276748	41352	8900	568

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	IE001	IE002	IE006	IE010	IE018	IE050	IE114	IE118	IE904	IE906	IE907
Feb/10	760559	20199	747765	7601	747670	380487	26968	322031	44227	12423	539
Mar/10	887084	29638	880915	8679	881424	444255	31082	376275	50417	15404	11459
Apr/10	815896	18681	793651	8011	794663	396071	24144	329445	54852	8644	430

Table 46: Trends of outgoing IE messages

An overview of the trends since April 2009 in numbers of outgoing IE Phase 3.2 messages is given in the table below.

	IE034	E037	IE200	IE201	IE203	IE204	IE205	IE209	IE111	IE112	IE059	IE063	IE104	IE106
May/09	35	28	679	679	37849	37218	37775	36846	5	4	710	581	13593	5305
Jun/09	36	26	644	641	38574	37958	36955	37797	7	13	590	753	13469	5984
Jul/09	70	49	341	339	43888	42105	43779	41701	7	6	1121	530	10778	5316
Aug/09	45	26	366	363	38173	36198	38035	35966	4	2	2254	470	1456	2039
Sep/09	24	19	426	424	46061	45342	45938	44733	1	0	3066	624	1091	1051
Oct/09	43	25	462	459	46384	45913	46241	45292	3	3	2770	1274	292	471
Nov/09	48	36	386	386	42940	42214	42841	41640	2	2	2921	1202	265	580
Dec/09	22	13	323	323	39135	39068	39044	38293	1	1	2504	1047	164	345
Jan/10	45	32	486	481	42065	40639	41999	40334	2	1	2555	1327	94	130
Feb/10	10	9	446	446	42142	41848	42098	41427	1	1	2243	1550	49	231
Mar/10	7	6	496	495	48017	48394	47912	47923	4	4	2444	1866	44	126
Apr/10	10	9	566	564	43262	42638	43128	41852	5	5	3011	1588	19	382

Table 47: Trends of outgoing IE Phase 3.2 messages

An overview of the trends since July 2009 in numbers of outgoing IE Phase 4 messages is given in the table below.

	IE011	IE142	IE143	IE144	IE145	IE150	IE151	IE152
Jul/09	4519	9738	550	56	231	11	7	213
Aug/09	5196	19677	3332	166	1010	88	64	203
Sep/09	5752	15514	4414	355	1080	141	231	248
Oct/09	5395	15452	5045	596	1213	438	324	607
Nov/09	5708	13976	3987	686	1006	381	421	588
Dec/09	5156	14453	3584	516	876	350	300	707
Jan/10	5023	10936	3867	529	975	446	458	1435
Feb/10	5086	11762	3434	539	886	418	412	9219
Mar/10	5762	17296	4060	686	1293	509	644	1415
Apr/10	5957	14504	3890	630	1135	376	547	1285

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Table 48: IE Phase 4 messages

The following figure shows the distribution of the IE001s amongst the countries of departure.

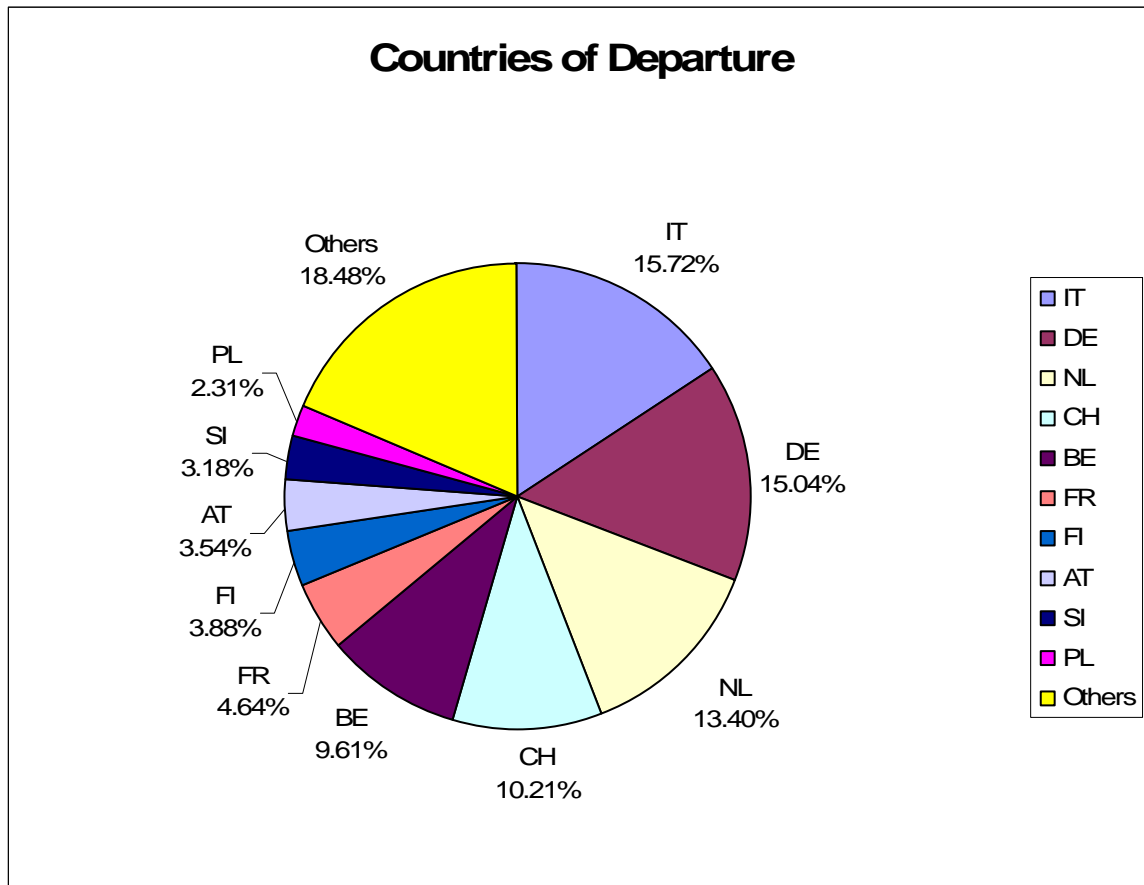


Figure 27: Countries of departure distribution (NCTS operations)

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The following figure shows the distribution of the IE001s amongst the countries of destination.

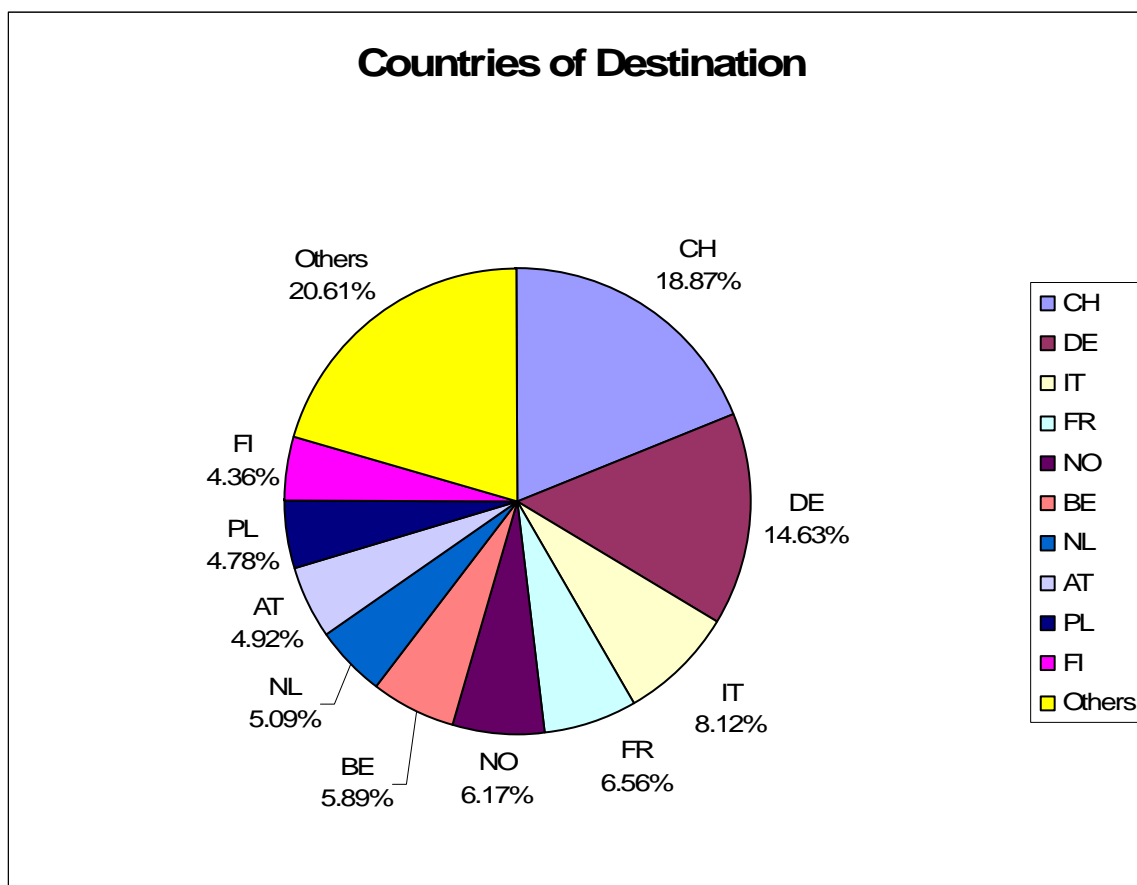


Figure 28: Countries of destination distribution (NCTS operations)

NCTS Backup

1,909 messages were exchanged in backup mode for NCTS in April 2010. National Testing were performed by NA-AT, NA-CH, NA-CZ, NA-DE, NA-ES, NA-FR, NA-HU, NA-NO, NA-PL, NA-SE and NA-SK.

3.1.3.5 ECS Operations

In April 2010, five (5) NECA monitoring weekly status reports were delivered for information to DG TAXUD and published on CIRCA:

- ITS-IFWR-SC06-129 on 1 April for the period 25/03/2010-31/03/2010;
- ITS-IFWR-SC06-131 on 8 April for the period 01/04/2010-07/04/2010;
- ITS-IFWR-SC06-133 on 15 April for the period 08/04/2010-14/04/2010;
- ITS-IFWR-SC06-135 on 22 April for the period 15/04/2010-21/04/2010;
- ITS-IFWR-SC06-137 on 29 April for the period 22/04/2010-28/04/2010.

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An overview of the trends in numbers of outgoing IE messages in ECS starting from May 2009 is given in the table below.

	IE501	IE502	IE510	IE518	IE524	IE904	IE906	IE907
May/09	430995	100746	8652	397936	90512	165279	13015	2650
Jun/09	519383	110251	10629	430652	108923	24956	11239	479
Jul/09	791100	181142	16121	558670	173636	33292	61432	16426
Aug/09	666782	208590	12275	622878	172114	27767	22884	2951
Sep/09	829270	276026	15301	639789	182958	26218	108110	6932
Oct/09	869969	255768	20186	808589	220463	31307	153949	6894
Nov/09	823541	235305	15073	743141	208937	31714	54025	6719
Dec/09	753957	207781	14492	745976	200383	40187	28984	2299
Jan/10	693160	177606	12196	602823	179584	34739	24958	565
Feb/10	816257	211243	14351	700982	205926	35687	31247	373
Mar/10	978474	219823	18196	841973	229246	36494	39010	443
Apr/10	886303	223797	14885	787234	209096	37542	44484	410

Table 49: Trends of outgoing IE Messages

An overview of the trends in numbers of outgoing IE messages in ECS Phase 2 starting from July 2009 is given in the table below.

	IE527	IE538	IE584	IE586	IE601
Jul/09	1992	434	1573	870	30
Aug/09	1269	1008	1135	629	163
Sep/09	1244	911	3610	1259	8
Oct/09	2824	2522	5353	1388	10
Nov/09	1915	1622	5558	1169	22
Dec/09	2038	1784	6504	2409	15
Jan/10	925	738	5736	2343	11
Feb/10	1043	869	5432	2222	9
Mar/10	1252	1088	5901	2551	9
Apr/10	1062	920	5156	1856	2

Table 50: Numbers of outgoing IE messages in ECS Phase 2

The following figure shows the distribution of the IE501s amongst the countries of export.

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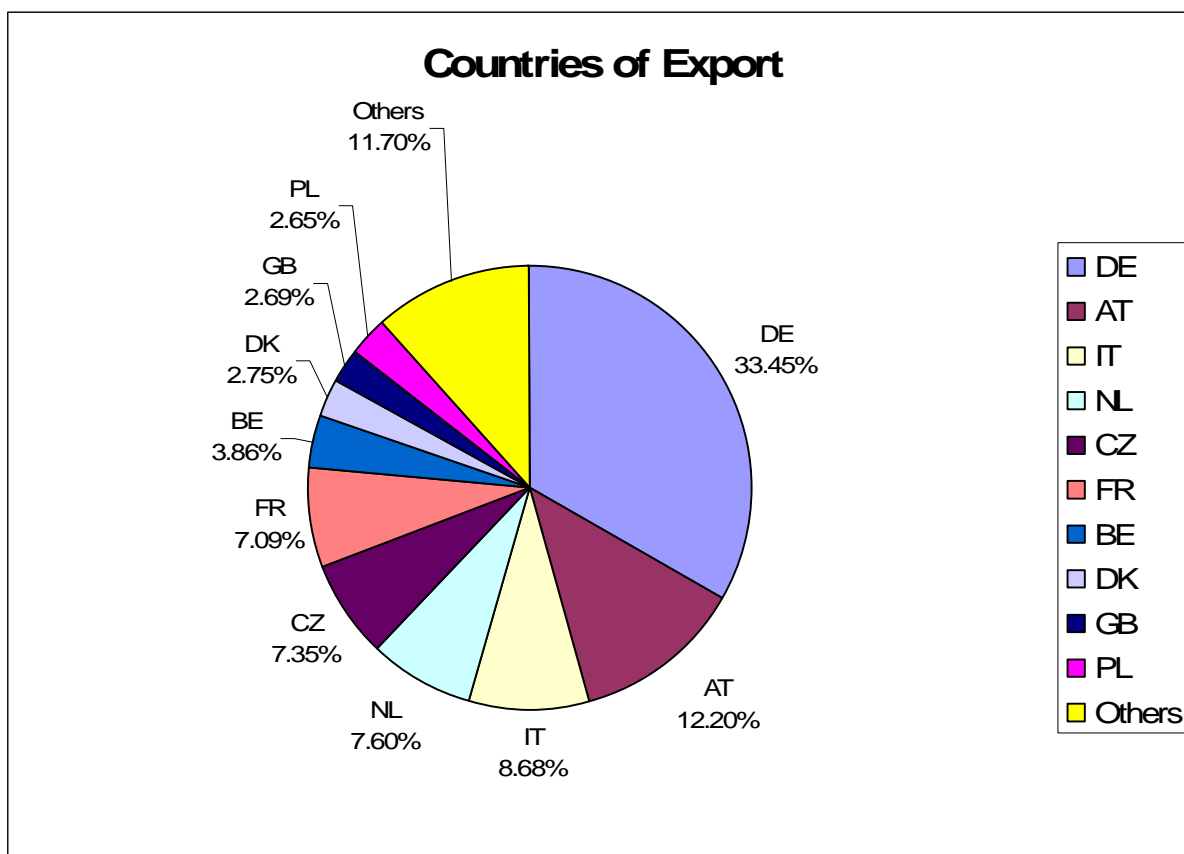


Figure 29: Countries of Export distribution (ECS operations)

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The following figure shows the distribution of the IE501s amongst the countries of exit.

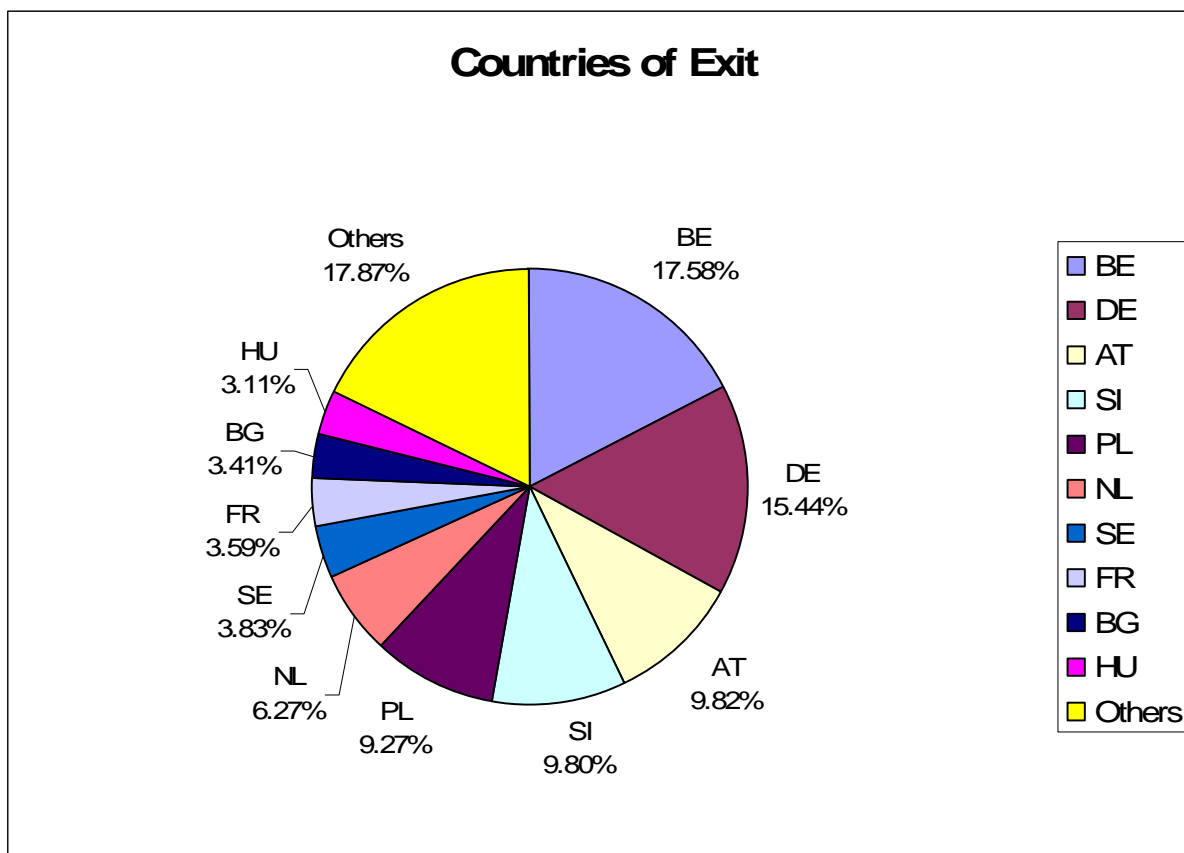


Figure 30: Countries of Exit distribution (ECS operations)

ECS Backup

6,764 messages were exchanged in backup mode for ECS in April 2010. National Testing were performed by NA-AT, NA-CZ, NA-DE, NA-ES, NA-FI, NA-FR, NA-IE, NA-LV, NA-MT and NA-SE.

3.1.3.6 SPEED statistics

An overview of the messages exchanged in SPEED is displayed in the table below since May 2009.

	IE012	IE907	IES01	IE917	IES01 / IE012	IE907 / IE012	IE917 / IES01	Global error rate
May/09	25066	34	25032	25	99.86%	0.14%	0.10%	0.24%
Jun/09	27647	98	27549	21	99.65%	0.35%	0.08%	0.43%
Jul/09	55024	1105	51817	3801	94.17%	2.01%	7.34%	9.34%
Aug/09	64680	1027	63643	227	98.40%	1.59%	0.36%	1.94%
Sep/09	69006	1239	67767	652	98.20%	1.80%	0.96%	2.76%

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	IE012	IE907	IES01	IE917	IES01 / IE012	IE907 / IE012	IE917 / IES01	Global error rate
Oct/09	75655	1294	74361	623	98.29%	1.71%	0.84%	2.55%
Nov/09	73645	946	72507	307	98.45%	1.28%	0.42%	1.70%
Dec/09	67116	526	66590	13	99.22%	0.78%	0.02%	0.80%
Jan/10	53668	427	53241	4	99.20%	0.80%	0.01%	0.80%
Feb/10	67054	422	66632	11	99.37%	0.63%	0.02%	0.65%
Mar/10	74896	556	74342	15	99.26%	0.74%	0.02%	0.76%
Apr/10	80154	245	79909	14	99.69%	0.31%	0.02%	0.32%

Table 51: Trends of outgoing IE Messages

The following figure shows the distribution of the IE012s amongst the countries of departure.

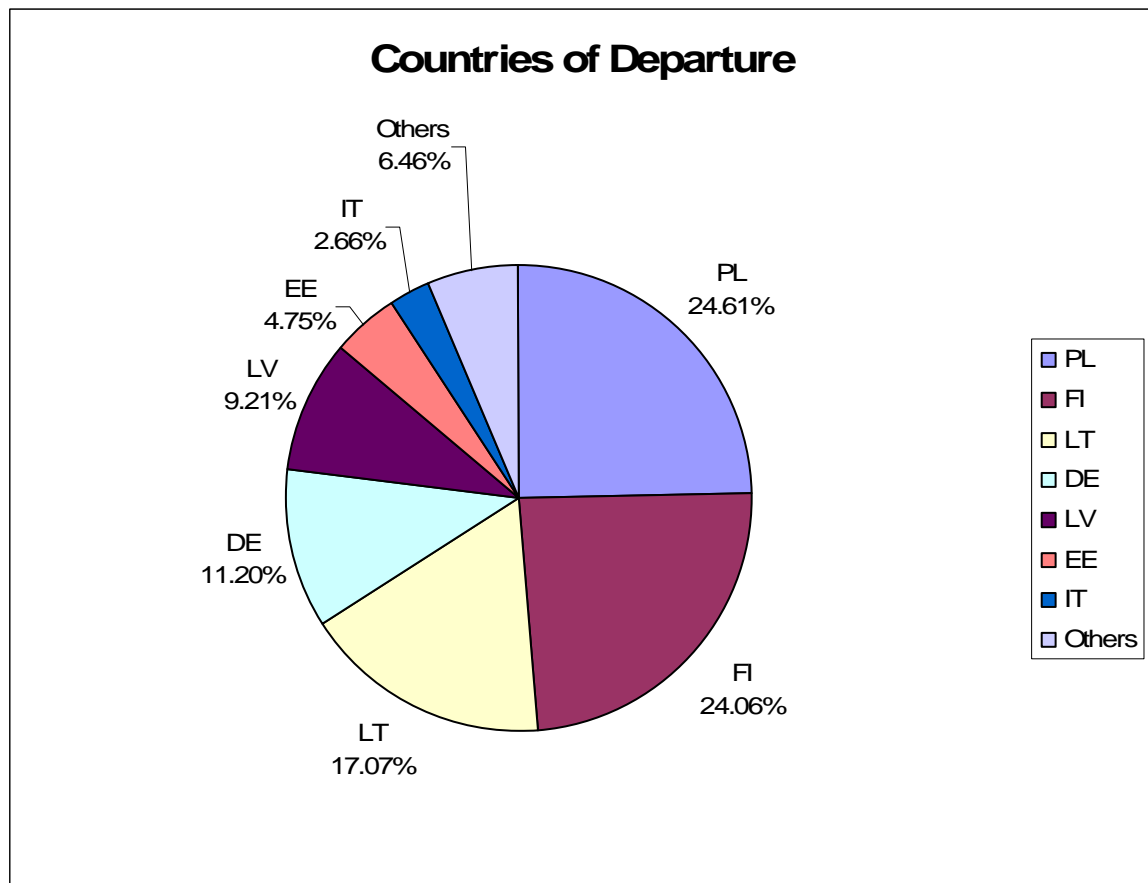


Figure 31: Countries of departure distribution (SPEED operations)

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3.1.3.7 Availability for the Operations Network

The availability rate of the CCN gateways in April 2010 is reported in the following table provided by CCN/TC. This table takes only into account the Customs and Taxation production gateways availability falling under DG TAXUD responsibility, but not the availability of the application server under National Administrations responsibility.

SITE	GATEWAY	ASYNC
CUST.AT	ATCP1	100.00
TAX.AT	ATTP1	99.97
CUST.BE	BECP1	99.97
TAX.BE	BETP1	99.94
CUSTTAX.BG	BGAP1	99.94
CUST.CH	CHCP1	99.97
CUSTTAX.CY	CYAP1	99.97
CUST.CZ	CZCP1	99.97
CUST.DE	DECP1	99.97
TAX.DE	DETP1	99.97
CUSTTAX.DK	DKAP1	99.97
CUSTTAX.EE	EEAP1	99.97
CUSTTAX.EL	ELAP1	99.97
CUSTTAX.ES	ESAP1	99.97
CUST.FI	FICP1	99.97
TAX.FI	FITP1	99.94
CUSTTAX.FR	FRAP1	99.97
CUSTTAX.GB	GBAP1	99.97
CUSTTAX.HU	HUAP1	99.97
CUSTTAX.IE	IEAP1	99.97
CUST.IT	ITCP1	99.97
TAX.IT	ITTP1	99.97
CUSTTAX.LT	LTAP1	99.97
CUSTTAX.LU	LUAP1	99.97
CUSTTAX.LV	LVAP1	99.97
CUSTTAX.MT	MTAP1	99.97
CUSTTAX.NL	NLAP1	99.97
CUST.NO	NOCP1	99.91
CUSTTAX.PL	PLAP1	99.91
CUSTTAX.PT	PTAP1	99.97
CUSTTAX.RO	ROAP1	99.97

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SITE	GATEWAY	ASYNC
CUST.SE	SECP1	99.94
TAX.SE	SETP1	99.94
CUSTTAX.SI	SIAP1	99.97
CUSTTAX.SK	SKAP1	99.71
CCN.TC	CTCP1	99.97
ITSM.TC	CTTP1	99.97
OLAF.EC	OLAP1	99.97
EUECN.EC	SPCP1	99.97
SPEED.EC	SPEP1	99.97
DGXXI.EC	XXIP1	99.91
DGXXI.EC	XXIP2	99.97
DGXXI.EC	XXIP5	99.27

Table 52: CCN Availability

3.1.4 Application Management

Deployment

Out of the installations performed by ITSM AM, the following ones are referring to Customs Business Thread. The table below lists these installations, per environment.

Tasks completed this month:

The annex [Anx04] lists all installations performed, per business thread and per environment.

Tasks started up this month or earlier and not completed yet:

Nothing to report.

The table below shows statistics on installation of full deliveries and patches/hot fixes per application.

Application	Installations of full deliveries				Installations of patch deliveries				Total
	preSAT	SAT	CONF	PROD	preSAT	SAT	CONF	PROD	
AEO	0	0	0	0	0	0	0	0	0
ART2	0	0	0	0	0	1	2	2	5
CN	0	0	0	0	0	0	0	0	0
HTTP Bridge	0	0	0	0	0	0	4	1	5
CSI Bridge	0	0	0	0	0	0	0	0	0
EBTI3	0	0	0	0	0	0	0	0	0
ECICS	0	0	0	0	0	0	0	0	0

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Application	Installations of full deliveries				Installations of patch deliveries				Total
	preSAT	SAT	CONF	PROD	preSAT	SAT	CONF	PROD	
ECICS2	0	0	0	0	0	0	1	1	2
ISPP	0	0	1	0	0	0	0	0	1
SMS	0	1	0	0	0	1	0	0	2
Surv2	0	0	1	0	0	0	0	0	1
SUSP	0	0	0	0	0	0	0	0	0
Taric2	0	0	0	0	0	0	0	0	0
TR3 MAU	0	0	0	0	0	0	0	0	0
TR3 INB	0	0	0	0	0	0	0	0	0
TR3 PUB	0	0	0	0	0	0	0	0	0
Taric3	1	0	0	0	0	0	0	0	1
TARREP	0	0	0	0	0	0	0	0	0
CRMS	0	0	0	0	1	2	1	1	5
TQS	0	0	0	0	0	0	0	0	0
Generic Webservice	0	0	0	0	0	0	0	0	0
Memory log	0	0	0	0	0	0	0	0	0
UM	0	0	0	0	0	0	0	0	0
DDS-Quota2	0	0	0	0	0	0	0	0	0
DDS-SEED2	0	0	0	0	0	0	0	0	0
DDS-Ecics2	0	0	0	0	0	0	0	0	0
DDS2-TARIC	0	0	0	0	0	1	1	0	2
DDS-EORI	0	0	0	0	0	0	0	0	0
DDS2	0	0	0	0	0	0	0	0	0
DDS	0	0	0	0	0	0	0	0	0
Quota 2	0	0	0	0	0	0	0	0	0
OUB	0	0	0	0	0	0	0	0	0
EOS	0	0	0	0	0	0	1	1	2
GWS	0	0	0	0	0	0	1	0	1
MCC	0	0	0	0	0	0	0	0	0
ECN	0	0	0	0	0	0	0	0	0
ECN+	0	0	0	0	0	0	0	0	0
SPEED ECN	0	0	0	0	0	0	0	0	0
TTA	0	0	0	0	0	1	1	0	2
STTA	0	0	0	0	0	0	0	0	0
CS/MIS	0	0	0	0	0	0	0	0	0
CS/RD	0	0	0	0	0	0	0	0	0
Total	1	1	2	0	1	6	12	6	29

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Table 53: Customs – Distribution of full dlvs/patches/hot fixes per environment

TARIC3 deployment

The following section details all the TARIC3 activities from 01/04/2010 to 30/04/2010.

- **02/04/2010**, Installation for Taric3 V2.0.0 demo6 at XXX DC.
- **02/04/2010 to 06/04/2010**, Qualification of TARIC3 v2.0.0d4 OUB Performance Tests @XXX DC.
- **07/04/2010**, Preparation of the operational kick off organized in Brussels on 14/04/2010.
- **08/04/2010**, T3 v2.0.0 FAT1 has been installed successfully in the conf and PSAT environments link to TAR3TAXC database @DIGIT DC.
- **08/04/2010**, IEVR T3 v2.0.0 – Environment Acceptance Report.
- **08/04/2010**, TIR consolidation on all previous versions.
- **13/04/2010**, Meeting Preparation from 11:00 to 12:30.
- **19, 20, 21/04/2010**, installation of TARIC3 v2.0.0 in the following environments:
 - install 2.0.0 rel-1 PSAT on CDCO
 - install 2.0.0 rel-1 PSAT on INB
 - install 2.0.0 rel-1 PSAT on REP
 - install 2.0.0 rel-1 PSAT on OUB
 - install 2.0.0 rel-1 PSAT on MAU
 - install 2.0.0 rel-1 PSAT on PUB
- **20 and 21/04/2010**, Preparation for DB Migration with new scripts included in TARIC3 v2.0.0:
 - DB import script creation PSAT SAT CDCO, DB import completed,
 - DB import script creation PSAT SAT INB, DB import completed
 - DB import script creation PSAT SAT OUB, DB import completed
 - DB import script creation PSAT SAT MAU, DB import completed
 - DB import script creation PSAT SAT PUB.
- **20, 21, 22/04/2010**, DB Extraction with new migration scripts provided in v2.0.0.

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- **23/04/2010** TARIC3 v2.0.0 PSAT Cycle: The System Test Plan of CDCO and OUB has been successfully executed.
- **23/04/2010**, new DB Extraction with updated migration scripts.
- **27/04/2010**, installation of TARIC3 v2.0.0 in the following environments:
 - install 2.0.0 rel-1 SAT on REP with TARIC3_Interm@TAR3TAXP
 - install 2.0.0 hf1 on CONF
- **27/04/2010**, the following STP has been launched:
 - STP of TARIC3 2.0.0 INB in PSAT
 - STP of TARIC3 2.0.0 REP in SAT
 - STP of TARIC3 2.0.0 MAU in PSAT
- **26/04/2010**, unsuccessful end to end test of TARIC3 v2.0.0 in Conformance, INC1004.148717.
- **28/04/2010**, Cust/Dev delivered a hotfix to correct the sending of the incremental extraction with CSI Bridge (INC1004.148717). The end to end test on version TARIC3 v2.0.0 hf1 has been validated on 28/04/2010.

3.1.5 Testing

The following tables show the tests that have been carried out during the reporting period. For more detailed information please consult [Anx19].

List of preSAT

- 1 preSAT have been performed during this month.

List of SAT

- 3 SAT have been performed during this month.

List of Qualifications

- 7 Qualifications have been performed this month.

List of Conformance Tests

Please refer to [Anx27] for further details linked to CT.

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3.2 Excise

3.2.1 Service Support Activities

3.2.1.1 Opened calls classified by category

The table below gives the number of opened calls by category and relating to the Excise Business Thread this month. (Input can also be found in Table 4: Opened calls per Business Thread, section 2.1.1.2).

Call categories	Excise
User Management	15
Request for Info	87
Request for Service	23
Incidents	195
Complaints	0
Problems	0
Change Requests	23
Total	343

Table 54 : Excise - Calls open per category

3.2.1.2 Closed Calls classified by category

The table below gives the number of closed calls by category and relating to the Excise Business Thread this month. (Input can also be found in Table 11: Closed calls per Business Thread, section 2.1.2).

. Call category	Excise
User Management	24
Request for Info	94
Request for Service	36
Incidents	138
Complaints	0
Problems	0
Change Requests	0
Total	292

Table 55: Excise - Closed calls per category

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3.2.1.3 Problems

Problem Ids follow the natural numbering until the owITSM problem management facility is extended.

ID #	Registered	Related Incidents	Description	Status	Description
37	19/02/2009 <u>owITSM Ref :</u> INC0902.122335	INC0901.119216	DIGIT FAILOVER ISSUE Excise	Open	RFC Pending <i>rfc-02-04-2009-exise001-cron-tab</i> <i>rfc-02-04-2009-exise002-cron-tab</i>
43	13/03/2009 <u>OWITSM :</u> INC0903.124292	N/A	PASSWORD ISSUE on EXCISE Thread	Solved	Request for Closure pending <i>rfc-2009-03-16-Change-unsecure-passwords</i>
48	20/03/2009 <u>OWITSM:</u> INC0903.124289	INC0903.123523	BMC Patrol files incorrectly updated	Solved	Request for Closure pending
72	12/06/2009 <u>OWITSM</u> INC0906.129436	N/A	Home directories wrongly set for SEEDV1.	Solved	Request for Closure pending <i>rfc-exise-004-2009-06-12-Prob-72-Set home directory to SEEDV1</i>
83	13/09/2009 <u>OWITSM :</u> INC0907.132581	INC0907.132397	Problem into scripts launching applications.	Solved	Request for Closure pending
89	16/07/2009 <u>OWITSM :</u> INC0907.132867	INC0907.132695	CCNTC SC#45673 - DGXXIP1 - Miss-use of HL_get_peer_id getting Error 6023 - SEED	Solved	Awaiting RFC

Table 56: Excise - Problems currently logged

Legend:

1. Open problem -> root cause analysis started
2. Open Problem->RFC Pending
3. Solved - Known Error -> temporary work around found

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4. Solved - Change Request -> permanent solution to be implemented
5. Closed - Solution Implemented -> solution implemented

3.2.1.4 Pending Excise Incidents transferred to the next month

Incidents “not closed” for which the resolution is transferred to next month - See [Anx07] for details.

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3.2.2 Service Delivery

3.2.2.1 Capacity Management

Disk space predictions

The applications of this Business Thread run on systems hosted at DIGIT.

SEED

Application is using following shared (among other applications) file systems:

No	DESCRIPTION	MOUNTED ON
1	/dev/vx/dsk/prod2-taxud/u010	/ec/prod/app/taxud/prod2/u010 (full path /ec/prod/app/taxud/prod2/u010/home/SEEDEXEP)
2	/dev/vx/dsk/prod2-taxud/u900	/ec/prod/app/taxud/prod2/u900 (full path /ec/prod/app/taxud/prod2/u900/SEED_PROD)
3	/dev/vx/dsk/prod2-taxud/u100	/ec/prod/app/taxud/prod2/u100 (full path /ec/prod/app/taxud/prod2/u100/SEED_PROD)

Table 57: Excise – SEED: Application shared file systems mapping

Please refer to § 3.1.2.1 for SEED disk space predictions. SEED is using the same disks and file systems as CUSTOMS applications.

PSP

The PSP application is stable from a capacity point of view so disc space prediction does not bring any added value.

Tablespace predictions

SEED

Database : SEEDTAXP								
TABLESPACE NAME	01/04/2010	01/04/2010	01/04/2010	30/04/2010	30/04/2010	30/04/2010	Total Space	Use Spa
	Total Space (MB)	Used (MB)	Used %	Total Space (MB)	Used (MB)	Used %	Variation %	Varia %
AUDITING	2000	544	27.21%	2000	544	27.21%		
CSI_BRIDGE_DATA_TSP	3400	2482	73.00%	3400	2482	73.00%		
CSI_BRIDGE_INDEX_TSP	4	0	1.50%	4	0	1.50%		
CTX	100	5	4.88%	100	5	4.88%		
PATROL	200	4	1.75%	200	4	1.75%		
PERFSTAT	4504	3583	79.54%	4504	3587	79.63%		0.11
SEED_ECOP_DATA_TSP	3000	420	13.98%	3000	420	13.98%		

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Database : SEEDTAXP								
	01/04/2010	01/04/2010	01/04/2010	30/04/2010	30/04/2010	30/04/2010	Total Space	Use Spa
TABLESPACE NAME	Total Space (MB)	Used (MB)	Used %	Total Space (MB)	Used (MB)	Used %	Variation %	Varia %
SEED_ECOP_INDEX_TSP	2000	648	32.38%	2000	648	32.38%		
SEED_ENGN_DATA_TSP	3998	3296	82.44%	3998	3296	82.44%		
SEED_ENGN_INDEX_TSP	968	208	21.47%	968	208	21.47%		
SEED_EOFF_DATA_TSP	50	5	9.00%	50	5	9.00%		
SEED_EOFF_INDEX_TSP	5	2	47.60%	5	2	47.60%		
SEED_OWM_OBJECTS_TSP	3000	563	18.78%	3000	563	18.78%		
SEED_PROD_DATA_TSP	50	3	5.00%	50	3	5.00%		
SEED_PROD_INDEX_TSP	5	1	21.20%	5	1	21.20%		
SEED_REFE_DATA_TSP	200	3	1.25%	200	3	1.25%		
SEED_REFE_INDEX_TSP	20	1	3.15%	20	1	3.15%		
SEED_STAT_DATA_TSP	400	337	84.25%	400	337	84.25%		
SEED_STAT_INDEX_TSP	306	227	74.33%	306	227	74.33%		
SEED_TAXW_DATA_TSP	3000	247	8.22%	3000	247	8.22%		
SEED_TAXW_INDEX_TSP	1500	318	21.23%	1500	318	21.23%		
SEED_USER_DATA_TSP	40	0	0.15%	40	0	0.15%		
ULOG_DATA_TSP	10	0	0.60%	10	0	0.60%		
ULOG_INDEX_TSP	1	0	6.00%	1	0	6.00%		
WLS_DATA_TSP	800	78	9.74%	800	78	9.74%		
WLS_INDEX_TSP	4	0	1.50%	4	0	1.50%		

Table 58: SEED Tablespace status

Highlights:

In April 2010 the analysis of available figures does not show any need of alert.

NB: system tablespaces (e.g. SYSTEM. UNDO. TEMP. SYSAUX ...) have been removed from the Tablespace Status Overviews. This allows for an easier view on the application tablespaces which contain the application data.

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PSP

The following table shows the variations of the table spaces versus the month of April 2010. The variations which are not significant are not calculated in order to offer the reader an easier view.

database name: PSP						
tablespace name	reserve size (Mb) 01/04/10	used size (Mb) 01/04/10	reserve size (Mb) 30/04/10	used size (Mb) 30/04/10	reserve size % increase	used size % increase
DRSYS	20	10	20	10		
INDX	25	0	25	0		
TOOLS	10	0	10	0		
USERS	45	40	45	40		
XDB	78	38	78	38		

Table 59: PSP - DB tablespace status

3.2.2.2 Continuity Management

The SEED application of this Business Thread runs on systems hosted at DIGIT. The continuity plan is not communicated by DIGIT.

3.2.2.3 Availability Management

Availability for the reporting period 01/04/2010 – 30/04/2010 for “Excise” Business Thread has been calculated to be 100.00%.

The availability value has been calculated as defined in “Availability Calculation - Process Description – v0.16.doc” starting from the raw data from the ITSM monitoring for any CI. The measurement home or subpages, or business transactions are listed in Annex 14a ‘ava.<period>_Thread_CI_status.csv’ (where <period> refers to the reporting period of this MPR). The raw data of the Availability Database can be found in Annex 14a ‘ava.<period>_adb.csv’.

The complete list of scheduled and unscheduled unavailabilities for this reporting month may be found in Annex 14a [Anx14] ‘ava.<period>_avdb.csv’.

The calculation of Availability is done for the PROD and CONF environments (see ‘ava.<period>_avdb.csv’ in Annex 14a [Anx14]) during the Service Window 07:00-20:00 on working days via the process documented in [A5] and [A6].

Detailed information on the down-times (time and duration) can be found in Annex 14a [Anx14] -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.

The following differences have been introduced since last month:

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- The following “Excise” Business Thread CIs and environments were:
 - First monitored this month: none;
 - Discontinued for monitoring this month: none;
 - Changed for monitoring differently: none.
- The following measures have been taken in this reporting month to improve the availability of “Excise” Business Thread applications (PROD or CONF) during the Service Window: none.

3.2.3 Business Monitoring

Please refer to EMCS Monthly Statistics (referenced document [R03]) for details related to the Excise Business Thread.

3.2.4 Application Management

Deployment

Application installations referred to Excise Business Thread. The table below lists these installations per environment.

Tasks completed this month:

The annex [Anx04] lists all installations performed, per business thread and per environment.

Detailed statistics on the installation of full deliveries and patches/hot fixes per application are given in the following table.

Application	Installations of full deliveries				Installations of patch deliveries				Total
	preSAT	SAT	CONF	PROD	preSAT	SAT	CONF	PROD	
TA	0	0	0	0	0	0	0	0	0
CTP	0	0	0	0	0	0	0	0	0
SEED	0	0	0	0	0	0	0	0	0
CS/MISE	0	0	0	0	0	0	0	0	0
Seedv1 dispatch tool	0	0	0	0	0	0	0	0	0
TA	0	0	0	0	0	0	0	0	0
Sup dispatch tool	0	0	0	0	0	0	0	0	0
Sup	0	0	0	0	0	0	0	0	0
EWSE/MVS	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0

Table 60: Excise - Distribution of full dlv/patches/hot fixes per environment

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3.2.5 Testing

The following tables show the tests that have been carried out during the reporting period.

For more detailed information please consult [Anx19].

List of preSAT

- 0 preSAT have been performed during this month.

List of SAT

- 0 SAT have been performed during this month.

List of Qualifications

- 0 Qualification has been performed this month.

List of Conformance Tests

Please refer to [Anx27] for further details linked to CT.

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3.3 Taxation

3.3.1 Service Support Activities

3.3.1.1 Opened calls classified by category

The table below gives the number of opened calls by category and relating to the Taxation Business Thread this month. (Input can also be found in Table 4: Opened calls per Business Thread, section 2.1.1.2).

Call categories	Taxation
User Management	6
Request for Info	98
Request for Service	20
Incidents	291
Complaints	0
Problems	0
Change Requests	1
Total	416

Table 61 : Taxation - Calls open per category

3.3.1.2 Closed calls classified by category

The table below gives the number of closed calls by category and relating to the Taxation Business Thread this month. (Input can also be found in Table 11: Closed calls per Business Thread, section 2.1.2).

Call category	Taxation
User Management	5
Request for Info	104
Request for Service	60
Incidents	260
Complaints	1
Problems	0
Change Requests	13
Total	443

Table 62: Taxation - Closed calls per category

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3.3.1.3 Problems

Problem Ids follow the natural numbering.

ID #	Registered	Related Incidents	Description	Status	Description
44	18/03/2009 OWITSM : INC0903.124277	INC0811.115211	GMT Time : Taxation Digit Server	Open	<i>RFC pending</i> <i>rfc-Tax-014- time-zone- change-on DIGIT-Host</i>
58	08/05/2009 OWITSM : INC0905.127623	N/A	Mandatory restart of VIES after change in config.	Open	<i>Root cause analysis ongoing at FITSDEV</i>
59	08/05/2009 OWITSM : INC0905.127634	INC0905.127175	Deactivation of monitoring for MSA	Open	<i>root cause analysis ongoing at FCITSDEV</i>
70	01/06/2009 OWITSM: INC0906.129436	N/A	TAX_fitsdev_CPU_high // N/A	Solved	<i>Request for Closure pending</i>
78	08/07/2009 OWITSM: INC0907.132235	N/A	Critical files backup solution issues	Solved	<i>Solution to be implemented rfc-tax-2009- 07.09-Prob-78- Install - Weblogic_back up- script</i>
82	09/07/2009 OWITSM: INC0907.132552	INC0907.132460	TCTAB1 - HL_get_peer_id on gateway failed with Error 6023	Solved	<i>Request for Closure pending</i>
94	14/08/2009 OWITSM: INC0908.134301	INC0908.134267	Recurrent Error 500-- Internal Server Error	Open	<i>Re-opened Root Cause analysis ongoing at FITSDEV</i>
109	26/01/2010 OWITSM: INC1001.143217	N/A	TEDB empty files from HU and ES	Open	<i>Root cause analysis ongoing at AM</i>

Table 63: Taxation - Problems currently logged

Legend :

- 1 Open problem -> root cause analysis started
- 2 Open Problem->RFC Pending
- 3 Solved - Known Error -> temporary work around found
- 4 Solved - Change Request -> permanent solution to be implemented
- 5 Closed - Solution Implemented -> solution implemented

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3.3.1.4 Pending Taxation Incidents transferred to the next month

Incidents “not closed” for which the resolution is transferred to next month. See [Anx07] for details.

3.3.2 Service Delivery

3.3.2.1 Capacity Management

Disk space statistics

The table below shows an overview of the current use of the different machines of the Taxation project in Production environment.

FITSSDB					
	Disks	02/2010 Average (%)	03/2010 Average (%)	04/2010 Average (%)	Evolution (%)
	C:	45.20	45	43	-2
	D:	8.66	37	37	
	E:	60.01	59	58	-1
FITSPROD					
	/	62	62	62	
	/boot	100	93	93	
	/home	26	26	26	
	/opt	88	88	87	-1
	/tmp	96	96	96	
	/usr	50	50	50	
	/var	67.96	66	65	-1

Table 64: Evolution of free available disk space

NB:

The C drive is hosting the operational system (OS) and the installed software and therefore we expect that from one month to another there will be no significant variations.

The D drive is hosting the database itself while the E drive is hosting the database backups (snapshots. etc) and logfiles.

Highlights

An analysis of the data available for the production environment shows that there is no important variation of the used disk space on FITSPROD (space usage is stable).

Tablespace statistics

The table space statistics from the VSTP Database hosted on the FITSSDB server may be found in the following table.

NB: system tablespaces (e.g. SYSTEM. UNDO. TEMP. SYSAUX ...) have been removed from the Tablespace Statistics overview. This allows for an easier view on the application tablespaces which contain the application data.

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VSTP					
Table space Name	01/2010 Monthly Used Average (MB)	02/2010 Monthly Used Average (MB)	03/2010 Monthly Used Average (MB)	04/2010 Monthly Used Average (MB)	Evolution (MB)
VIES_STAT	5888	5226.19	5324	5414.3	90.3
CATRMAN	15.19	15.25	15.25	15.31	0.6
USERS	0.562	0.56	0.56	0.56	

Table 65: Tablespace statistics Taxation Production Environment

3.3.2.2 Continuity Management

All back-ups realised successfully with Networker tool during the reporting month.

3.3.2.3 Availability Management

Availability for the reporting period 01/04/2010 – 30/04/2010 for “Taxation” Business Thread has been calculated to be 97.59%.

The availability value has been calculated as defined in “Availability Calculation - Process Description – v0.16.doc” starting from the raw data from the ITSM monitoring for any CI. The measurement home or subpages, or business transactions are listed in Annex 14a ‘ava.<period>_Thread_CI_status.csv’ (where <period> refers to the reporting period of this MPR). The raw data of the Availability Database can be found in Annex 14a ‘ava.<period>_adb.csv’.

The complete list of scheduled and unscheduled unavailabilities for this reporting month may be found in Annex 14a ‘ava.<period>_avdb.csv’.

The calculation of Availability is done for the PROD and CONF environments (see ‘ava.<period>_avdb.csv’ in Annex 14a) during the Service Window 07:00-20:00 on working days via the process documented in [A5] and [A6].

Detailed information on the down-times (time and duration) can be found in 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.

The following differences have been introduced since last month:

- The following “Taxation” Business Thread CIs and environments were:
 - First monitored this month: none;
 - Discontinued for monitoring this month: none;
 - Changed for monitoring differently: none.

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- The following measures have been taken in this reporting month to improve the availability of “Taxation” Business Thread applications (PROD or CONF) during the Service Window: none.

3.3.3 Business Monitoring

The “Taxation – Monthly Activities Report” (uploaded to CIRCA) reports detailed information on the VIES software and documentation available, CT campaigns, L1QD exchanges and issues, availability rates and number of exchanged VIES messages.

Another main activity in April 2010 was the generation of the daily and monthly statistics reports (SLA, MAR, VIES, VIES-on-Web and TEDB).

Major issues were identified during the generation of the VIES and VIES-on-Web statistics using VSS (VIES Statistics System) and reported in the context of INC1004.148080. The following issues were related to the service calls Excel files: field related to the solution in the Closed Service Calls contain more than 1,024 characters; the importing tool do not accept empty fields; the organisation field cannot be longer than 12 characters and the reporting tool does not categorise “DEV/TAXATION” under FITSDEV. Regarding VIES-on-Web statistics, the importing tool did not show any error, but the tables in the database were empty. These issues were solved at the beginning of May 2010.

Another issue was encountered during the generation of the TEDB consultation statistics which were incomplete. The data of 28/03/2010 was missing due to the change from winter to summer time (the script consolidating the statistics should have run between 2:00 AM and 3:00 AM). ITSM will initiate a request for change.

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3.3.4 Application Management

Deployment

Out of the installations performed by ITSM AM, the following ones are referring to Taxation Business Thread. The table below lists these installations per environment.

Tasks completed this month:

The annex [Anx04] lists all installations performed, per business thread and per environment.

The table below shows statistics on the installation of full deliveries and patches/hot fixes per application:

Application	Installations of full deliveries				Installations of patch deliveries				Total
	preSAT	SAT	CONF	PROD	preSAT	SAT	CONF	PROD	
Vies Monitoring	0	0	0	0	0	0	0	0	0
VAT Number Algorithms	0	0	0	0	0	0	0	0	0
Vies Initial Application	0	0	0	0	0	0	0	0	0
Vies Test Application	0	0	0	0	0	0	1	0	1
TEDB	0	0	0	0	0	0	0	0	0
Vies-on-the-WEB (API and Interactive) (VOW)	0	0	0	0	0	0	0	0	0
Vies-on-the-WEB Monitoring (VIM)	0	0	0	0	0	0	0	0	0
Vies-on-the-WEB (VWB)	0	0	0	0	0	0	0	0	0
Generic Test Tool + Plug Inn	0	0	0	0	0	0	0	0	0
VAT on E-Services Application (VoeS)	0	0	0	0	0	0	0	0	0
Taxation of Savings (ToS)	0	0	0	0	0	0	0	0	0
Exchange of Forms (EoF)	1	0	0	0	0	0	0	0	1
Vies Statistics System	0	0	0	0	0	0	0	0	0
HTTP CSI Adapter	0	0	0	0	0	0	0	0	0
[TAX-TEDB]Upload 2009 TEDB	0	0	0	0	0	0	0	0	0
VAT Refund + Plug-in	0	0	0	0	0	0	0	0	0
VAT Refund	0	0	0	0	0	0	0	0	0
VIIES CT Injection	0	0	0	0	0	0	0	0	0

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Tool									
CT Reporting Tool	0	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	1	0	2

Table 66: Taxation – Distribution of full dlvs/patches/hot fixes per environment

3.3.5 Testing

The following tables show the tests that have been carried out during the reporting period.

For more detailed information please consult [Anx19].

List of preSAT

- 1 preSAT has been performed during this month.

List of SAT

- 0 SAT have been performed during this month.

List of Qualifications

- 2 Qualifications have been performed this month.

List of Conformance Tests

Please refer to [Anx27] for further details linked to CT.

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3.4 ITSM Business Thread

3.4.1 Service Support Activities

3.4.1.1 Opened calls classified by category

The table below gives the number of opened calls by category and relating to the ITSM Business Thread this month. (Input can also be found in Table 4: Opened calls per Business Thread, section 2.1.1.2).

Calls category	ITSM
User Management	15
Request for Info	35
Request for Service	19
Incidents	3
Complaints	0
Problems	0
Change Requests	17
Total	89

Table 67: ITSM - Opened calls per category

3.4.1.2 Closed calls classified by category

The table below gives the number of closed calls by category and relating to the ITSM Business Thread this month. (Input can also be found in Table 11: Closed calls per Business Thread, section 2.1.2).

Category	ITSM
User Management	15
Request for Info	23
Request for Service	17
Incidents	25
Complaints	0
Problems	0
Change Requests	34
Total	114

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Table 68: ITSM - Closed calls per category

3.4.1.3 Problems

Problem Ids follow the natural numbering.

ID #	Registered	Related Incidents	Description	Status	Description
51	31/03/2009 <u>owITSM Ref :</u> INC0903.124953	N/A	Running apps as system service instead of remote server	<i>Solved</i>	<i>Permanent solution to be implemented.</i>
68	15/05/2009 <u>owITSM Ref :</u> INC0905.128508	N/A	Inode problem on CONF	<i>Solved</i>	<i>Request for Closure pending</i> <i>rfc-cust037-2009-05-21-Prob-68-INCREASE.FREEI NODES.TRESCH OLD.CONFI</i>
87	16/07/2009 <u>owITSM Ref :</u> INC0907.132827	INC0908.133789	Performances issue with DB APPTAXP.	<i>Solved</i>	<i>permanent solution implemented</i> <i>infra117-07-21-2009-CHANGE-APPTAXP-SETTINGS</i> <i>infra117-07-21-2009-CHANGE-APPTAXP-SETTINGS</i>
110	12/02/2010 <u>owITSM : Ref :</u> INC1002.144308	N/A	Mails not delivered to a nbr of recipients	<i>Solved</i>	<i>Request for Closure pending</i>

Table 69: ITSM - Problems currently logged

Legend:

1. *open problem -> root cause analysis started*
2. *open Problem->RFC Pending*
3. *solved - Known Error -> temporary work around found*
4. *solved - Change Request -> permanent solution to be implemented*
5. *closed - Solution Implemented -> solution implemented*

3.4.1.4 Pending ITSM Incidents (not closed) transferred to the next month

Incidents “not closed” for which the resolution is transferred to next month. - See [Anx07] for details.

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3.4.2 Service Delivery

3.4.2.1 Application Usage Statistics

Most accessed pages of the new ITSM Portal

The following table describes the most accessed pages of the new ITSM Portal.

Rank	Description	Hits
1	Login page	15603
2	Home page	45955
3	Call Centre page	7812
4	Useful Links page	1958
5	FAQ page	193
6	Publishing Platform page	855
7	Forum page	168

Table 70: new ITSM Portal - Most accessed pages

3.4.2.2 Availability Management

Availability for the reporting period 01/04/2010 – 30/04/2010 for “ITSM” Business Thread has been calculated to be 99.16%.

The availability value has been calculated as defined in “Availability Calculation - Process Description – v0.16.doc” starting from the raw data from the ITSM monitoring for any CI. The measurement home or subpages, or business transactions are listed in Annex 14a ‘ava.<period>_Thread_CI_status.csv’ (where <period> refers to the reporting period of this MPR). The raw data of the Availability Database can be found in Annex 14a ‘ava.<period>_adb.csv’.

The complete list of scheduled and unscheduled unavailabilities for this reporting month may be found in Annex 14a ‘ava.<period>_avdb.csv’.

The calculation of Availability is done for the PROD and CONF environments (see ‘ava.<period>_avdb.csv’ in Annex 14a) during the Service Window 07:00-20:00 on working days via the process documented in [A5] and [A6].

Detailed information on the down-times (time and duration) can be found in Annex 14a - 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.

The following differences have been introduced since last month:

- The following “ITSM” Business Thread CIs and environments were:

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- First monitored this month: none;
- Discontinued for monitoring this month: none;
- Changed for monitoring differently: none.
- The following measures have been taken in this reporting month to improve the availability of “ITSM” Business Thread applications (PROD or CONF) during the Service Window: none.

3.4.3 Application Management

3.4.3.1 WP.8.6.2 Deployment

Nothing to report.

3.4.4 Testing

The following tables show the tests that have been carried out during the reporting period.

For more detailed information please consult [Anx19].

List of preSAT

- 0 preSAT started during this month.

List of SAT

- 0 SAT have started during this month.

List of Qualifications

- 0 Qualifications have started this month.

*** End of document ITS-SC06-MSR-2010-04 ***