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| OWNER: DG TAXUD | ISSUE DATE: 22/03/2010 | VERSION: 1.00 |
| <p>TAXATION AND CUSTOMS UNION DG</p> <p>SUBJECT:</p> <p>Monthly Service Report</p> <p>MONTH YEAR</p> <p>ITS-SCxx-MSR-YYYY-MM</p> | | |
| <p>FRAMEWORK CONTRACT # TAXUD/2007/CC/088</p> <p>SPECIFIC CONTRACT SCxx</p> | | |

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Document History

| Edi. | Rev. | Date | Description | Action (*) | Pages |
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(*) 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-SCxx-YYYY-MM-Annex 01 | Glossary |
| Anx02 | ITS-IMSR-SCxx-YYYY-MM-Annex 02 | DTM |
| R03 | ITS-IEST-SCxx-YYYY-MM | EMCS Monthly Statistics ¹ |
| Anx04 | ITS-IMSR-SCxx-YYYY-MM-Annex 04 | List of Deployments |
| Anx05 | ITS-IMSR-SCxx-YYYY-MM-Annex 05 | Monthly Consolidated Planning |
| Anx06 | ITS-IMSR-SCxx-YYYY-MM-Annex 06 | SQI08 Raw Data |
| Anx07 | ITS-IMSR-SCxx-YYYY-MM-Annex 07 | Transferred Calls |
| Anx08 | ITS-IMSR-SCxx-YYYY-MM-Annex 08 | List of Changes |
| Anx09 | ITS-IMSR-SCxx-YYYY-MM-Annex 09 | Publications |
| Anx10 | ITS-IMSR-SCxx-YYYY-MM-Annex 10 | User List |
| Anx13 | ITS-IMSR-SCxx-YYYY-MM-Annex 13 | SQI12 Raw data |
| Anx14 | ITS-IMSR-SCxx-YYYY-MM-Annex 14 | Availability |
| Anx15 | ITS-IMSR-SCxx-YYYY-MM-Annex 15 | Document Reviews |
| Anx19 | ITS-IMSR-SCxx-YYYY-MM-Annex 19 | Testing activities |

¹Separate delivery

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| Id | Reference | Title |
|--------------------|-----------------------------------|----------------------------------|
| Anx23 | TAX-IRPT-MAR-YYYY-MM | Taxation Monthly Activity Report |
| Anx24 | TAX-ISTS-SLA- YYYY-MM | Taxation SLA Report |
| Anx25 | VIS-ISTS- YYYY-MM | VIES statistics report |
| Anx26 ² | VSS-ISTS-VOW- YYYY-MM | VIES-on-Web statistics report |
| Anx27 | ITS-IMSR-SCxx-YYYY-MM-Annex 27 | CT Activities |

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 <month year>.

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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 <month> <year>.

| | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Supported users | | | | | | | | | | | | | |
| Opened calls | | | | | | | | | | | | | |
| Closed calls | | | | | | | | | | | | | |
| Email received by ITSM Support Mailbox | | | | | | | | | | | | | |
| Email sent by ITSM Support Mailbox | | | | | | | | | | | | | |

Table 1: Key figures

| | |
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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 | | | | | |
| | # in SLA | | | | | |
| | # not in SLA | | | | | |
| | Percentage | | | | | |
| Closed incidents and RfI | # calls | | | | | |
| | # in SLA | | | | | |
| | # not in SLA | | | | | |
| | Percentage | | | | | |

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 baselined hardware, network, software, application, environment, system, desktop build or associated documentation.

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The following table gives an overview per Business Thread of opened calls in <month><year>.

| <month><year> | Customs | Excise | Taxation | ITSM | Total |
|---------------------|---------|--------|----------|------|-------|
| User Management | | | | | |
| Request for Info | | | | | |
| Request for Service | | | | | |
| Incidents | | | | | |
| Complaints | | | | | |
| Problems | | | | | |
| Change Requests | | | | | |
| Total | | | | | |

Table 4: Opened calls per Business Thread

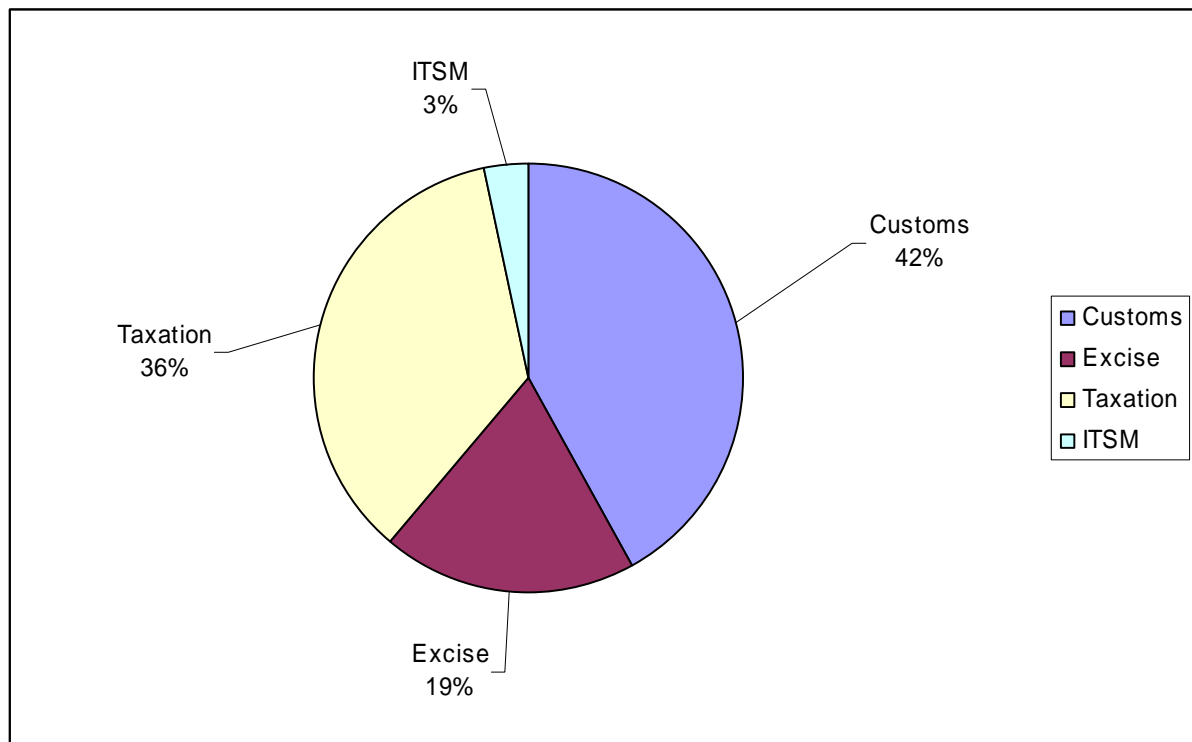


Figure 2: Opened Calls per Business Thread

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

| NA | # of calls | NA | # of calls |
|-------|------------|--------------|------------|
| NA-AT | | NA-LT | |
| NA-BE | | NA-LU | |
| NA-BG | | NA-LV | |
| NA-CH | | NA-MT | |
| NA-CY | | NA-NL | |
| NA-CZ | | NA-NO | |
| NA-DE | | NA-PL | |
| NA-DK | | NA-PT | |
| NA-EE | | NA-RO | |
| NA-ES | | NA-SE | |
| NA-FI | | NA-SI | |
| NA-FR | | NA-SK | |
| NA-GB | | | |
| NA-GR | | | |
| NA-HU | | | |
| NA-IE | | | |
| NA-IT | | Total | |

Table 6: Opened calls by NAs

| ITSM | # of calls |
|--------------------------|------------|
| Application Management | |
| Business Monitoring | |
| Business Perspective | |
| Change Management | |
| Configuration Management | |
| Conformance Testing | |
| Infrastructure | |
| Monitoring | |
| Problem Management | |
| Programme Management | |
| Release Management | |
| Service Desk | |
| SLM | |
| Testing | |
| Total | |

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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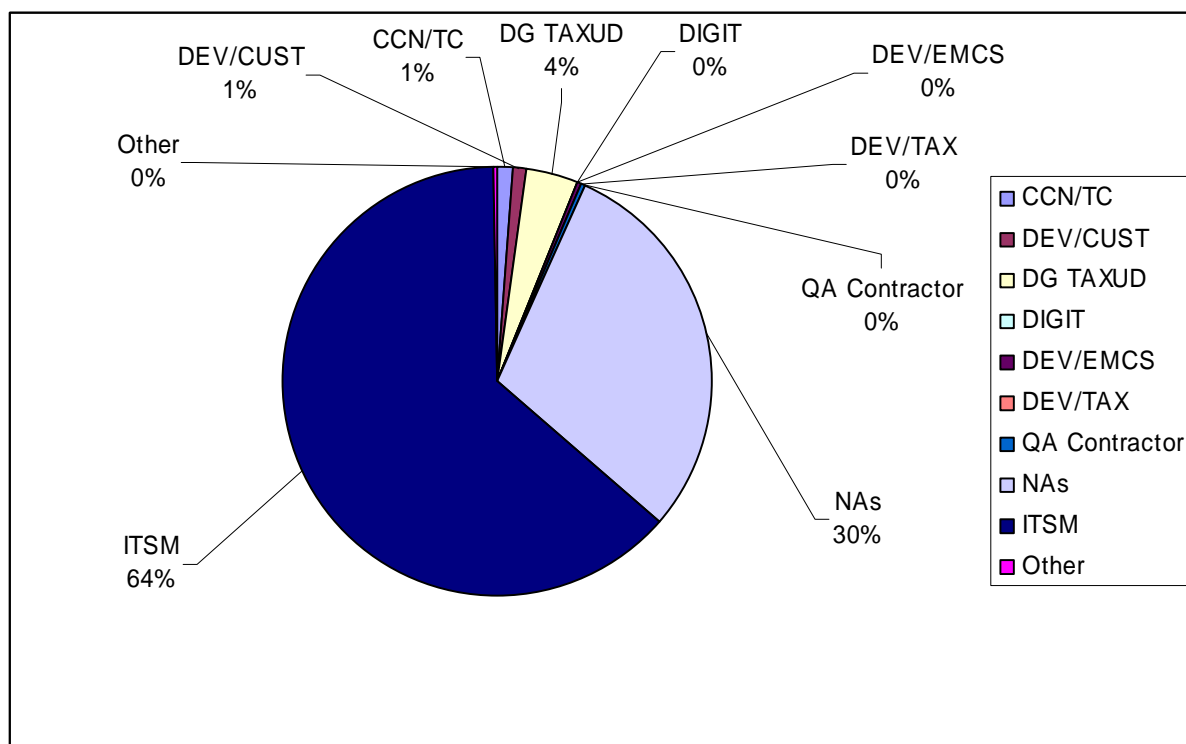


Figure 4: Opened Incident calls classified by organisation

2.1.1.6 Incident calls split by CI

The table below shows the number of opened incident calls for <month><year>.

| Configuration Item | Nov 2008 | Dec 2008 | Jan 2009 | Feb 2009 | Mar 2009 | Apr 2009 | May 2009 | Jun 2009 | Jul 2009 | Aug 2009 | Sep 2009 | Oct 2009 | Nov 2009 |
|-----------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Incident (i.e. unspecified) | | | | | | | | | | | | | |
| AEO Phase 1 | | | | | | | | | | | | | |
| AMDB | | | | | | | | | | | | | |
| ART | | | | | | | | | | | | | |
| BKDB | | | | | | | | | | | | | |
| CCN | | | | | | | | | | | | | |
| CDB | | | | | | | | | | | | | |
| CIRCA | | | | | | | | | | | | | |
| CMDB | | | | | | | | | | | | | |
| CN | | | | | | | | | | | | | |
| CRMS | | | | | | | | | | | | | |
| CSE/CTP | | | | | | | | | | | | | |
| CSI Bridge/CMR | | | | | | | | | | | | | |
| CSIP | | | | | | | | | | | | | |

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| Configuration Item | Nov 2008 | Dec 2008 | Jan 2009 | Feb 2009 | Mar 2009 | Apr 2009 | May 2009 | Jun 2009 | Jul 2009 | Aug 2009 | Sep 2009 | Oct 2009 | Nov 2009 |
|---------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| CS/MIS | | | | | | | | | | | | | |
| CS/RD | | | | | | | | | | | | | |
| CT Reporting | | | | | | | | | | | | | |
| DDS | | | | | | | | | | | | | |
| DSL | | | | | | | | | | | | | |
| EBTI3 | | | | | | | | | | | | | |
| ECICS - ECICS2 | | | | | | | | | | | | | |
| ECN | | | | | | | | | | | | | |
| ECN+ | | | | | | | | | | | | | |
| ECS | | | | | | | | | | | | | |
| EOF | | | | | | | | | | | | | |
| EOS | | | | | | | | | | | | | |
| EOS-AEO | | | | | | | | | | | | | |
| EOS-EORI | | | | | | | | | | | | | |
| EOS-SA | | | | | | | | | | | | | |
| EWSE | | | | | | | | | | | | | |
| FTSS | | | | | | | | | | | | | |
| GTT | | | | | | | | | | | | | |
| GTT VREF Plug-In | | | | | | | | | | | | | |
| HTTPBRIDGE | | | | | | | | | | | | | |
| ICS | | | | | | | | | | | | | |
| Infrastructure | | | | | | | | | | | | | |
| ISPP | | | | | | | | | | | | | |
| KDB | | | | | | | | | | | | | |
| MCC | | | | | | | | | | | | | |
| Monitoring | | | | | | | | | | | | | |
| MVS | | | | | | | | | | | | | |
| NCTS | | | | | | | | | | | | | |
| NEA | | | | | | | | | | | | | |
| ODL | | | | | | | | | | | | | |
| owITSM – SMT | | | | | | | | | | | | | |
| Portal | | | | | | | | | | | | | |
| PSP Service | | | | | | | | | | | | | |
| Quota2 | | | | | | | | | | | | | |
| SEED v0 | | | | | | | | | | | | | |
| SEED v1 | | | | | | | | | | | | | |

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| Configuration Item | Nov 2008 | Dec 2008 | Jan 2009 | Feb 2009 | Mar 2009 | Apr 2009 | May 2009 | Jun 2009 | Jul 2009 | Aug 2009 | Sep 2009 | Oct 2009 | Nov 2009 |
|---------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| SMART | | | | | | | | | | | | | |
| SMS | | | | | | | | | | | | | |
| SPEED | | | | | | | | | | | | | |
| STTA | | | | | | | | | | | | | |
| SUP | | | | | | | | | | | | | |
| Surveillance 2 | | | | | | | | | | | | | |
| Suspensions | | | | | | | | | | | | | |
| TA | | | | | | | | | | | | | |
| TARIC2 | | | | | | | | | | | | | |
| TARIC3 | | | | | | | | | | | | | |
| TEDB | | | | | | | | | | | | | |
| Tes Specs | | | | | | | | | | | | | |
| Tes Specs - FESS | | | | | | | | | | | | | |
| Tes Specs – DDNEA-P2 | | | | | | | | | | | | | |
| Tes Specs – CTP-P2 | | | | | | | | | | | | | |
| Tes Specs – MP-P2 | | | | | | | | | | | | | |
| Tes Specs – SD-P2 | | | | | | | | | | | | | |
| Tes Specs – SEED | | | | | | | | | | | | | |
| Tes Specs – SEED-CTP | | | | | | | | | | | | | |
| Tes Specs – E-Forms | | | | | | | | | | | | | |
| Tes Specs – TA | | | | | | | | | | | | | |
| Tes Specs – FRS | | | | | | | | | | | | | |
| Tes Specs – PSS | | | | | | | | | | | | | |
| Tes Specs – MAP | | | | | | | | | | | | | |
| Tes Specs – DDNEA-P3 | | | | | | | | | | | | | |
| Tes Specs – CTP-P3 | | | | | | | | | | | | | |
| Tes Specs – MP-P3 | | | | | | | | | | | | | |
| Tes Specs – SD-P3 | | | | | | | | | | | | | |
| Tes Specs – SLA | | | | | | | | | | | | | |
| Tes Specs – TOC | | | | | | | | | | | | | |
| Tes Specs – SESS | | | | | | | | | | | | | |
| Tes Specs - TESS | | | | | | | | | | | | | |
| TIP | | | | | | | | | | | | | |

| | |
|--|-----------------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 2 - Section 1: Common to all Business Threads | ISSUE DATE: 22/03/2010 |

| Configuration Item | Nov 2008 | Dec 2008 | Jan 2009 | Feb 2009 | Mar 2009 | Apr 2009 | May 2009 | Jun 2009 | Jul 2009 | Aug 2009 | Sep 2009 | Oct 2009 | Nov 2009 |
|---------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| TOS | | | | | | | | | | | | | |
| TQS | | | | | | | | | | | | | |
| TTA | | | | | | | | | | | | | |
| UM | | | | | | | | | | | | | |
| VAT Refund | | | | | | | | | | | | | |
| VIA | | | | | | | | | | | | | |
| VIES | | | | | | | | | | | | | |
| VIES/Web | | | | | | | | | | | | | |
| VoeS | | | | | | | | | | | | | |
| VREF-TA AUTOCONF | | | | | | | | | | | | | |
| VTa | | | | | | | | | | | | | |
| VTa AUTOCONF | | | | | | | | | | | | | |
| Web 2000 | | | | | | | | | | | | | |
| Total | | | | | | | | | | | | | |

Table 9: Opened incident calls split by CI⁴

2.1.2 Closed Calls

The following table shows the number of closed calls per category trend from <month> 2008 to <month><year>.

| Month | User Management | Request for Info | Request for Service | Incidents | Complaints | Problems | Change Request | Total |
|--------------|------------------------|-------------------------|----------------------------|------------------|-------------------|-----------------|-----------------------|--------------|
| Nov-08 | | | | | | | | |
| Dec-08 | | | | | | | | |
| Jan-09 | | | | | | | | |
| Feb-09 | | | | | | | | |
| Mar-09 | | | | | | | | |
| Apr-09 | | | | | | | | |
| May-09 | | | | | | | | |
| Jun-09 | | | | | | | | |
| Jul-09 | | | | | | | | |
| Aug-09 | | | | | | | | |
| Sep-09 | | | | | | | | |

| | |
|---|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
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| Month | User Management | Request for Info | Request for Service | Incidents | Complaints | Problems | Change Request | Total |
|--------|-----------------|------------------|---------------------|-----------|------------|----------|----------------|-------|
| Oct-09 | | | | | | | | |
| Nov-09 | | | | | | | | |

Table 10: Closed calls per category during the reported months

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

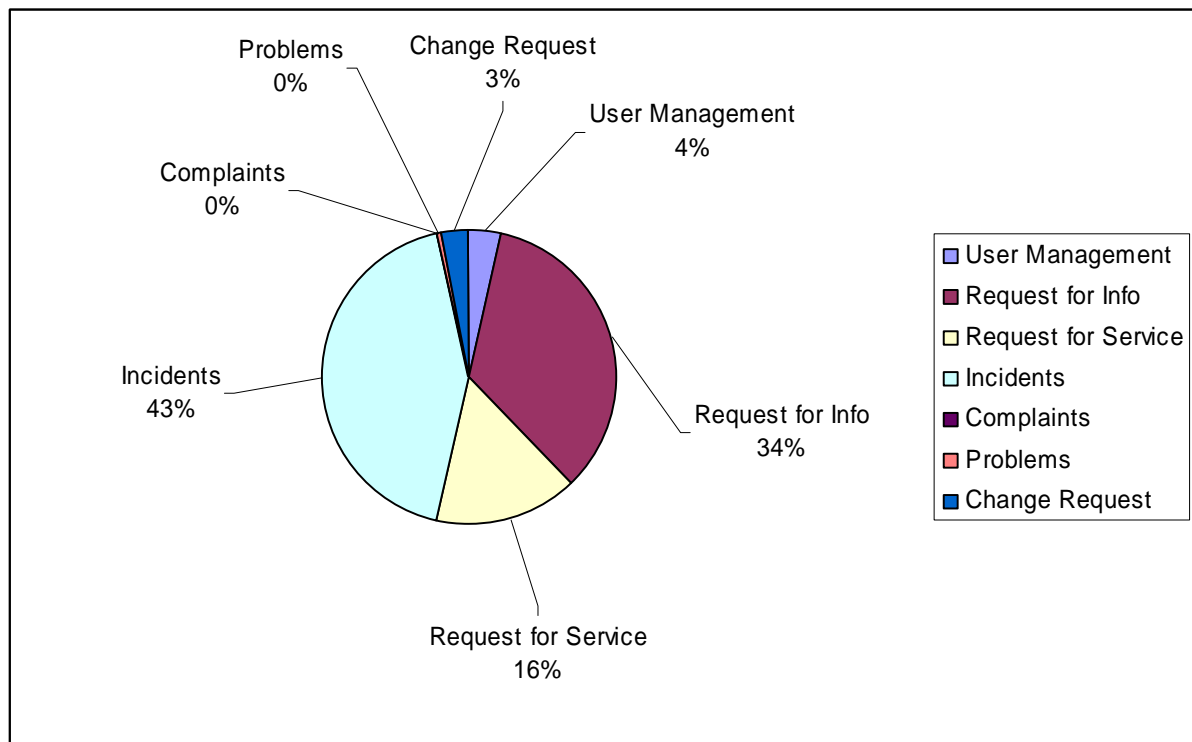


Figure 5: Closed calls per category

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

| Category | Customs | Excise | Taxation | ITSM | Total |
|---------------------|---------|--------|----------|------|-------|
| User Management | | | | | |
| Request for Info | | | | | |
| Request for Service | | | | | |
| Incidents | | | | | |
| Complaints | | | | | |
| Problems | | | | | |
| Change Requests | | | | | |
| Total | | | | | |

| | |
|---|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 2 - Section 1: Common to all Business Threads | ISSUE DATE: 22/03/2010 |

Table 11: Closed calls per Business Thread

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

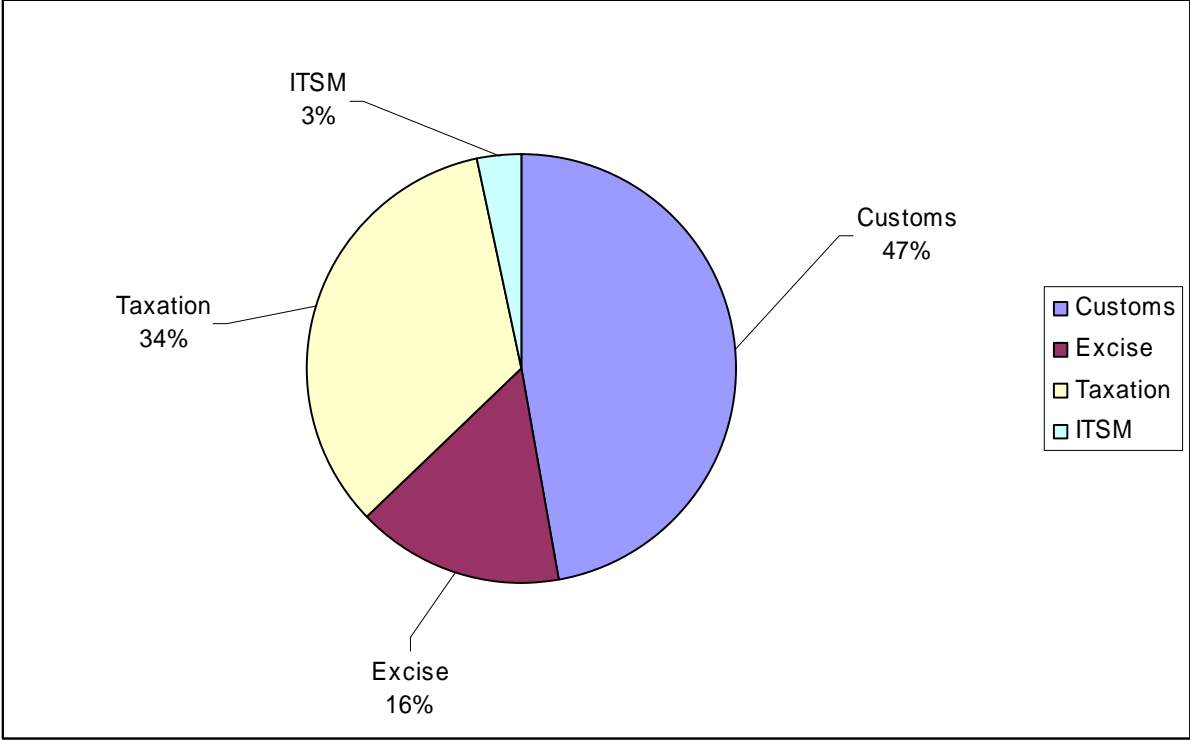


Figure 6: Percentage of closed calls per Business Thread

| | |
|---|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 2 - Section 1: Common to all Business Threads | ISSUE DATE: 22/03/2010 |

Incident closed calls

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 | Nov 2008 | Dec 2008 | Jan 2009 | Feb 2009 | Mar 2009 | Apr 2009 | May 2009 | Jun 2009 | Jul 2009 | Aug 2009 | Sep 2009 | Oct 2009 | Nov 2009 |
|-----------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Incident (i.e. unspecified) | | | | | | | | | | | | | |
| AEO Phase 1 | | | | | | | | | | | | | |
| AMDB | | | | | | | | | | | | | |
| ART | | | | | | | | | | | | | |
| BKDB | | | | | | | | | | | | | |
| CCN/TC | | | | | | | | | | | | | |
| CDB | | | | | | | | | | | | | |
| CIRCA | | | | | | | | | | | | | |
| CMDB | | | | | | | | | | | | | |
| CN | | | | | | | | | | | | | |
| CRMS | | | | | | | | | | | | | |
| CSE/CTP | | | | | | | | | | | | | |
| CSI-Bridge/CMR | | | | | | | | | | | | | |
| CSIP | | | | | | | | | | | | | |
| CS/MIS | | | | | | | | | | | | | |
| CS/RD | | | | | | | | | | | | | |
| CT Reporting | | | | | | | | | | | | | |
| DDS | | | | | | | | | | | | | |
| DSL | | | | | | | | | | | | | |
| EBTI3 | | | | | | | | | | | | | |
| ECICS - ECICS2 | | | | | | | | | | | | | |
| ECN | | | | | | | | | | | | | |
| ECN+ | | | | | | | | | | | | | |
| ECS | | | | | | | | | | | | | |
| EOF | | | | | | | | | | | | | |
| EOS | | | | | | | | | | | | | |
| EOS-AEO | | | | | | | | | | | | | |
| EOS-EORI | | | | | | | | | | | | | |
| EOS-SA | | | | | | | | | | | | | |
| EWSE | | | | | | | | | | | | | |
| GTT | | | | | | | | | | | | | |
| GTT VREF Plug- | | | | | | | | | | | | | |

| | |
|--|-----------------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 2 - Section 1: Common to all Business Threads | ISSUE DATE: 22/03/2010 |

| Configuration Item | Nov 2008 | Dec 2008 | Jan 2009 | Feb 2009 | Mar 2009 | Apr 2009 | May 2009 | Jun 2009 | Jul 2009 | Aug 2009 | Sep 2009 | Oct 2009 | Nov 2009 |
|---------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| In | | | | | | | | | | | | | |
| HTTPBRIDGE | | | | | | | | | | | | | |
| ICS | | | | | | | | | | | | | |
| Infrastructure | | | | | | | | | | | | | |
| ISPP | | | | | | | | | | | | | |
| KDB | | | | | | | | | | | | | |
| MCC | | | | | | | | | | | | | |
| Monitoring | | | | | | | | | | | | | |
| MVS | | | | | | | | | | | | | |
| NCTS | | | | | | | | | | | | | |
| NEA | | | | | | | | | | | | | |
| ODL | | | | | | | | | | | | | |
| owITSM-SMT | | | | | | | | | | | | | |
| Portal | | | | | | | | | | | | | |
| PSP Service | | | | | | | | | | | | | |
| Quota2 | | | | | | | | | | | | | |
| SEED V1 | | | | | | | | | | | | | |
| SEED v0 | | | | | | | | | | | | | |
| SMART | | | | | | | | | | | | | |
| SMS | | | | | | | | | | | | | |
| SPEED | | | | | | | | | | | | | |
| STTA | | | | | | | | | | | | | |
| SUP | | | | | | | | | | | | | |
| Surveillance2 | | | | | | | | | | | | | |
| Suspensions | | | | | | | | | | | | | |
| TA | | | | | | | | | | | | | |
| TARIC2 | | | | | | | | | | | | | |
| TARIC3 | | | | | | | | | | | | | |
| TEDB | | | | | | | | | | | | | |
| Tes Specs | | | | | | | | | | | | | |
| Tes Specs - FESS | | | | | | | | | | | | | |
| Tes Specs – DDNEA-P2 | | | | | | | | | | | | | |
| Tes Specs – CTP-P2 | | | | | | | | | | | | | |
| Tes Specs – MP-P2 | | | | | | | | | | | | | |
| Tes Specs – SD- | | | | | | | | | | | | | |

| | |
|--|-----------------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 2 - Section 1: Common to all Business Threads | ISSUE DATE: 22/03/2010 |

| Configuration Item | Nov 2008 | Dec 2008 | Jan 2009 | Feb 2009 | Mar 2009 | Apr 2009 | May 2009 | Jun 2009 | Jul 2009 | Aug 2009 | Sep 2009 | Oct 2009 | Nov 2009 |
|---------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| P2 | | | | | | | | | | | | | |
| Tes Specs – SEED | | | | | | | | | | | | | |
| Tes Specs – SEED-CTP | | | | | | | | | | | | | |
| Tes Specs – E-Forms | | | | | | | | | | | | | |
| Tes Specs – TA | | | | | | | | | | | | | |
| Tes Specs – FRS | | | | | | | | | | | | | |
| Tes Specs – PSS | | | | | | | | | | | | | |
| Tes Specs – MAP | | | | | | | | | | | | | |
| Tes Specs – DDNEA-P3 | | | | | | | | | | | | | |
| Tes Specs – CTP-P3 | | | | | | | | | | | | | |
| Tes Specs – MP-P3 | | | | | | | | | | | | | |
| Tes Specs – SD-P3 | | | | | | | | | | | | | |
| Tes Specs – SLA | | | | | | | | | | | | | |
| Tes Specs – TOC | | | | | | | | | | | | | |
| Tes Specs – SESS | | | | | | | | | | | | | |
| Tes Specs - TESS | | | | | | | | | | | | | |
| TIP | | | | | | | | | | | | | |
| TOS | | | | | | | | | | | | | |
| TQS | | | | | | | | | | | | | |
| TTA | | | | | | | | | | | | | |
| UM | | | | | | | | | | | | | |
| VAT Refund | | | | | | | | | | | | | |
| VIA | | | | | | | | | | | | | |
| VIES | | | | | | | | | | | | | |
| VIES/WEB | | | | | | | | | | | | | |
| VoeS | | | | | | | | | | | | | |
| VREF-TA AUTOCONF | | | | | | | | | | | | | |
| VTa | | | | | | | | | | | | | |
| VTa AUTOCONF | | | | | | | | | | | | | |
| Web 2000 | | | | | | | | | | | | | |

| | |
|---|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
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| Configuration Item | Nov 2008 | Dec 2008 | Jan 2009 | Feb 2009 | Mar 2009 | Apr 2009 | May 2009 | Jun 2009 | Jul 2009 | Aug 2009 | Sep 2009 | Oct 2009 | Nov 2009 |
|--------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| TOTAL | | | | | | | | | | | | | |

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 ... 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 | Nov-2008 | Dec-2008 | Jan-2009 | Feb-2009 | Mar-2009 | Apr-2009 | May-2009 | June-2009 | July-2009 | Aug-2009 | Sep-2009 | Oct 2009 | Nov 2009 |
|------------------------------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|----------|----------|----------|----------|
| Level 1 | | | | | | | | | | | | | |
| Level 2 | | | | | | | | | | | | | |
| Level 3 | | | | | | | | | | | | | |
| Total of Closed Calls | | | | | | | | | | | | | |

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

| | |
|---|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
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2.1.3 Calls related to Document Reviews

| Month | Document Reviews |
|----------------|------------------|
| <month> 2008 | |
| December 2008 | |
| January 2009 | |
| February 2009 | |
| March 2009 | |
| April 2009 | |
| May 2009 | |
| June 2009 | |
| July 2009 | |
| August 2009 | |
| September 2009 | |
| <month-1> 2009 | |
| <month><year> | |

Table 14: Number of document review requests per month

2.1.4 Calls classified per Incident Statuses

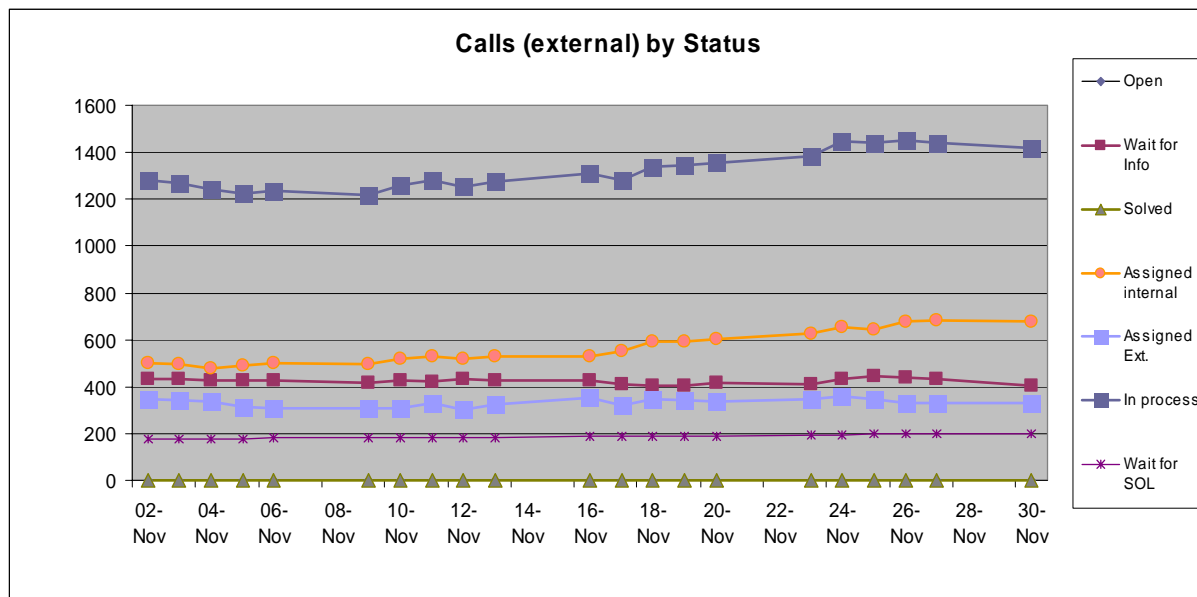


Figure 7: All external incidents this month by status

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

| | |
|---|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
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2.2 ICT Infrastructure

2.2.1 Service Delivery

2.2.1.1 OwITSM tablespaces status

2.2.1.2 Availability Management – ... 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 14 “ITS-IMSR-SCxx-YYYY-MM-Annex 14 - 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 <month><year>. The columns grouped under the “Origin” label indicate the split of mails received from DIGIT, CCN, ITSM Support, DDS Info and other origins.

| | |
|---|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 2 - Section 1: Common to all Business Threads | ISSUE DATE: 22/03/2010 |

| MONTHLY STATISTICS OF THE RECEIVED MAILS AT ITSM MONITOR | | | | |
|--|-----------------------|-----------------|----------------------------|--------|
| Statistics | | | | |
| Total : | Average/calendar day: | | Peak (Max) /calendar day : | |
| Origin | | | | |
| DIGIT | CCN | ITSM SUPPORT | DDS INFO | OTHERS |
| | | | | |
| Legend | | | | |
| Incoming mails consist of: | | | | |
| | | | | |

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:

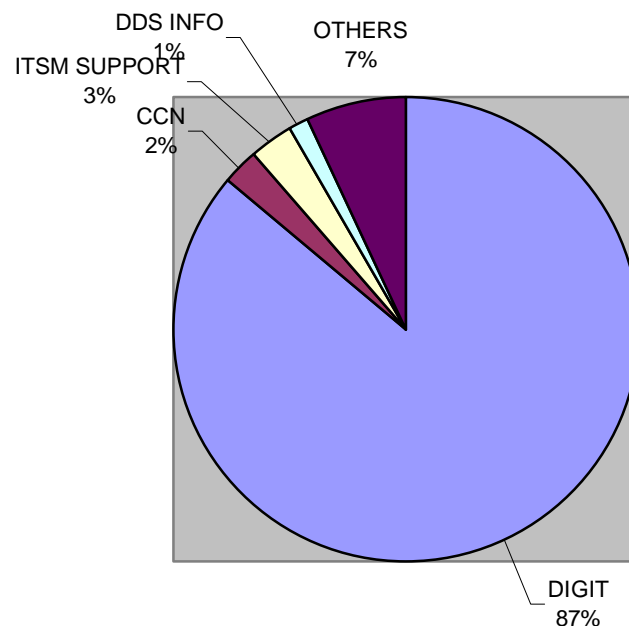


Figure 8: Received mails at ITSM Monitor

2.2.2.2 Forwarded mails

| MONTHLY STATISTICS OF THE FORWARDED MAILS AT ITSM SUPPORT | | |
|---|------------------------------------|-----------------------|
| STATISTICS | | |
| Total | % of Received calls : % | Average/working day : |
| Incidents : | % of Incidents of the total : % | Average/working day : |

| | |
|--|-----------------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
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Table 16: Forwarded mails at ITSM Support

| | |
|---|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 2 - Section 1: Common to all Business Threads | ISSUE DATE: 22/03/2010 |

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.

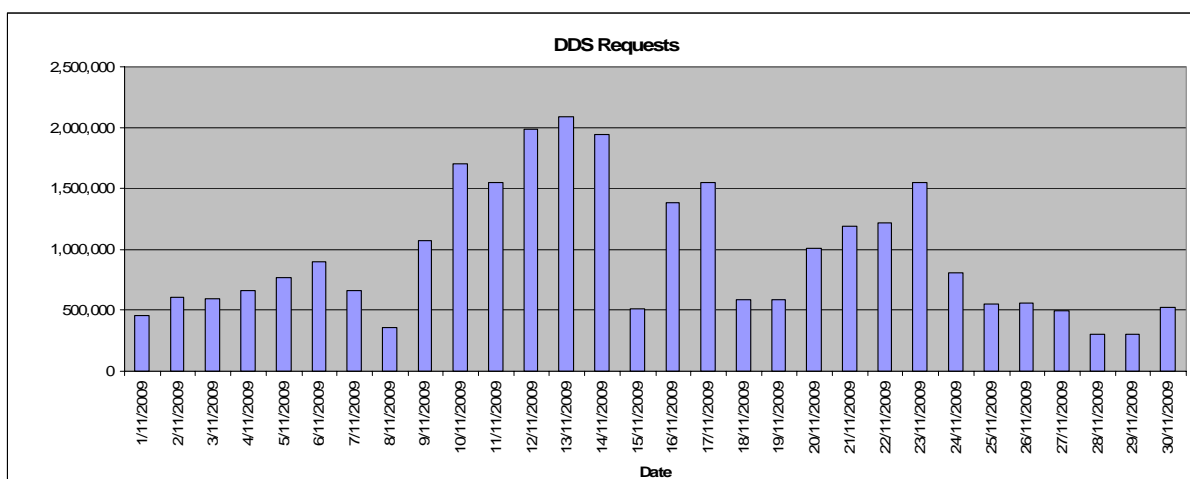


Figure 9: Number of daily requests on DDS Website this month

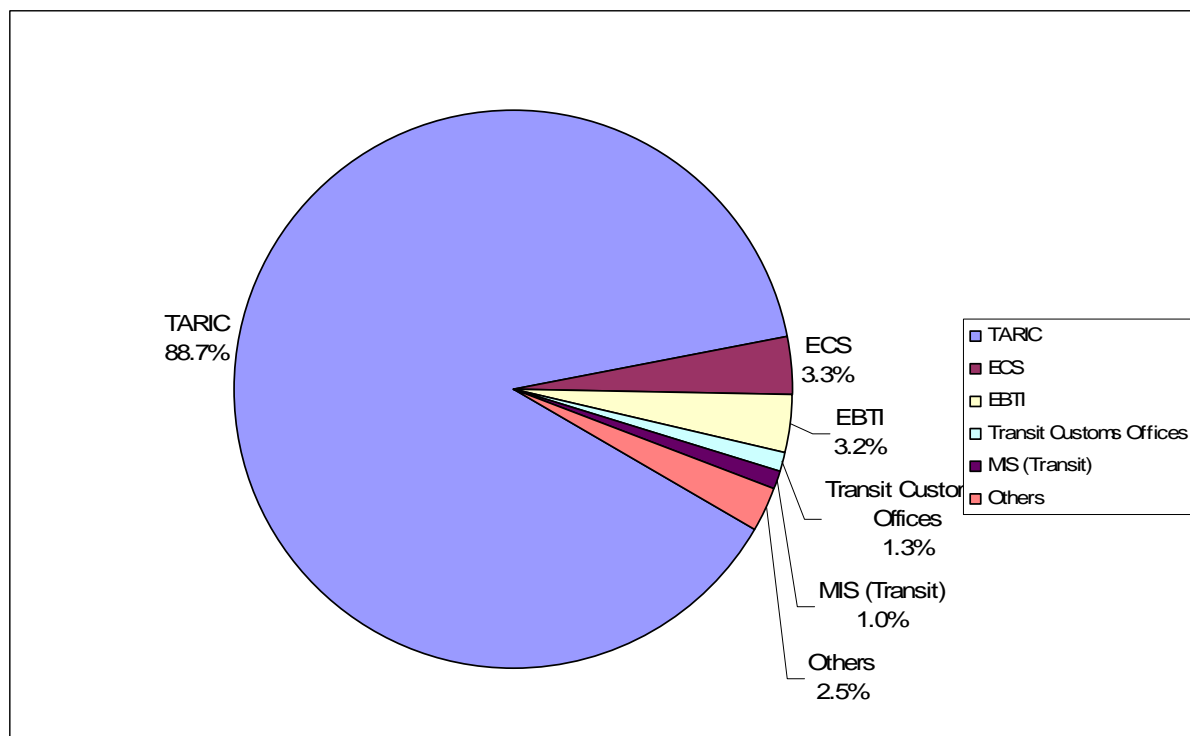


Figure 10: Distribution of requests on DDS modules

| | |
|---|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 2 - Section 1: Common to all Business Threads | ISSUE DATE: 22/03/2010 |

The table below shows the difference between <month> 2009 and <month-1> 2009. The TARIC shares showed a significant increase compared to <month-1> 2009, versus a decreased share of all the other applications.

| Application | Period | Count | Percentage | Period | Count | Percentage |
|----------------------------|--------|-------|------------|--------|-------|------------|
| EBTI | | | | | | |
| ECICS2 | | | | | | |
| MIS (Transit) | | | | | | |
| EMAP | | | | | | |
| QUOTA | | | | | | |
| Statistical Reports | | | | | | |
| Suspensions in Preparation | | | | | | |
| TARIC | | | | | | |
| AEO | | | | | | |
| EORI | | | | | | |
| Transit Customs Offices | | | | | | |
| Translation Management | | | | | | |
| SEED | | | | | | |
| Surveillance 2 | | | | | | |
| ECS | | | | | | |

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 <month-1> <year>.

| preSAT | SAT | CONF | PROD | Total |
|--------|-----|------|------|-------|
| | | | | |

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 |
|-------------|---------|------------------|-----------------|-----------------|
| EOS | | | | |
| SUSPENSION | | | | |
| EOS | | | | |

Table 19: Installations on production environment

| | |
|---|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 2 - Section 1: Common to all Business Threads | ISSUE DATE: 22/03/2010 |

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 | |
| Excise | |
| Taxation | |
| Total: | |

Table 20: Installations per Business Thread

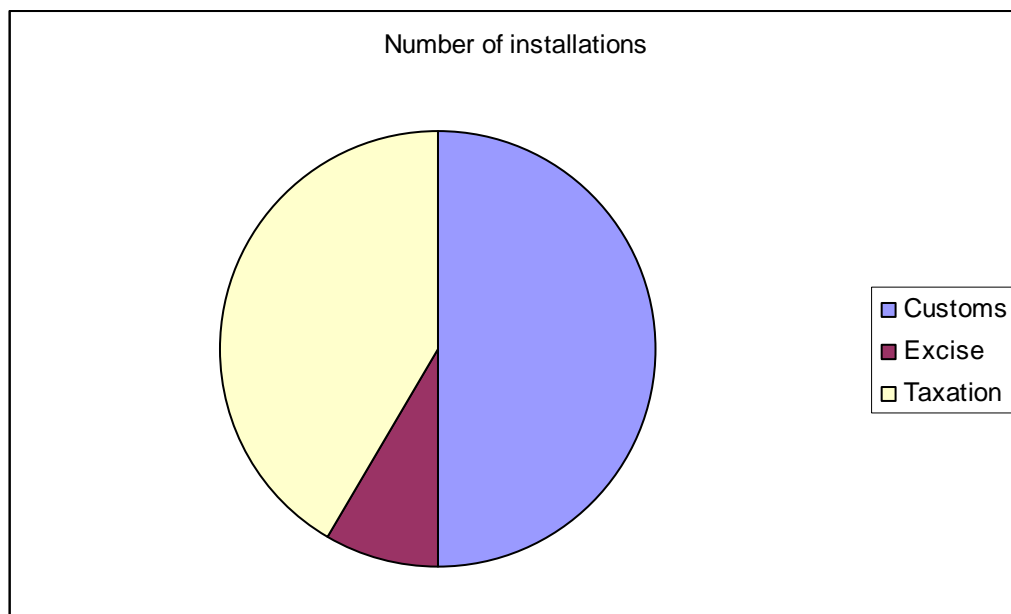


Figure 11: Installations per Business Thread

2.4.2 Technical Support

Please refer to chapter 6.1 of this document in order to see the number of incidents handled by ... 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 <month><year>.

| Received in | Nbr docs Review requests received | Nbr docs reviewed | Nbr Total of Pages | Nbr of Pages reviewed | Nbr Comments | Nr. Document reviewed without comment | Meetings |
|-------------|-----------------------------------|-------------------|--------------------|-----------------------|--------------|---------------------------------------|----------|
| | | | | | | | |

| | |
|---|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
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| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
| | | | | | | | |

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; |

2.5 Publications

2.6 User management

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

| | |
|---|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 2 - Section 1: Common to all Business Threads | ISSUE DATE: 22/03/2010 |

2.7 Configuration Management

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

| CI Type name | Number of CIs | % of CIs |
|---------------|---------------|----------|
| Baseline | | |
| Hardware | | |
| COTS | | |
| Documentation | | |
| Database | | |
| Application | | |
| Server | | |
| User | | |
| NA | | |
| Supplier | | |
| Organisation | | |
| TOTAL | | |

Table 22: CIs distribution by type

| BASELINE NAME | NUMBER OF CI'S | % OF CI'S |
|------------------------|----------------|-----------|
| Customs | | |
| Taxation | | |
| EMCS | | |
| Application Management | | |
| ITSM | | |
| INFRA | | |
| DiGiT | | |
| TOTAL | | |

Table 23: CIs distribution by Business Thread

| | |
|--|-----------------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 2 - Section 1: Common to all Business Threads | ISSUE DATE: 22/03/2010 |

2.8 Security

2.9 Planning

Please refer to [Anx05].

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

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).

| Calls category | Customs |
|---------------------|---------|
| User Management | |
| Request for Info | |
| Request for Service | |
| Incidents | |
| Complaints | |
| Problems | |
| Change Requests | |
| Total | |

Table 24: 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).

| Calls category | Customs |
|---------------------|---------|
| User Management | |
| Request for Info | |
| Request for Service | |
| Incidents | |
| Complaints | |
| Problems | |
| Change Requests | |
| Total | |

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

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

3.1.1.3 Pending Customs Incidents transferred to the next month

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

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

3.1.2 Service Delivery

3.1.2.1 UNIX Disk Space Predictions

| MON DISKGROUP | 01/11/2009 | | | 30/11/2009 | | | % 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 | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| TOTAL Disk / TOTAL Used (in GB) | | | | | | | | |

Table 27: Customs –Disk space prediction

| ALPHA1 SERVER DISKGROUP | 01/11/2009 | | | 30/11/2009 | | | % 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 | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| TOTAL Disk / TOTAL Used (in GB) | | | | | | | | |

Table 28: ALPHA1 SERVER diskgroup – Disk space prediction

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

| PROD1 DISKGROUP | 01/11/2009 | | | 30/11/2009 | | | % 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 | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| TOTAL Disk / TOTAL Used (in GB) | | | | | | | | |

Table 29: 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 30: PROD1 diskgroup – List of major incidents and/or investigations

| ALPHA5 SERVER (TAXUD PROD) DISKGROUP | 01/11/2009 | | | 30/11/2009 | | | % 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 | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| TOTAL Disk / TOTAL Used (in GB) | | | | | | | | |

Table 31: ALPHA5 SERVER diskgroup – Disk space prediction

| | |
|--|-----------------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

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

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

Table 32: ALPHA5 SERVER diskgroup – List of major incidents and/or investigations

| ORATAXUD DISKGROUP | 01/11/2009 | | | 30/11/2009 | | | % 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 | |
| | | | | | | | | |

Table 33: ORATAXUD diskgroup – Disk space prediction

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

| NAS DISKGROUP | 01/11/2009 | | | 30/11/2009 | | | % 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 | | |
| | | | | | | | | |
| TOTAL Disk / TOTAL Used (in GB) | | | | | | | | |

Table 34: NAS diskgroup – List of major incidents and/or investigations

| PROD2 DISKGROUP | 01/11/2009 | | | 30/11/2009 | | | % 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 | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
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| | | | | | | | | |
| | | | | | | | | |
| TOTAL Disk / TOTAL Used (in GB) | | | | | | | | |

Table 35: PROD2 diskgroup – List of major incidents and/or investigations

Main findings

3.1.2.2 Tablespace predictions

Highlights:

| Database: DDSUTAXP | | | | | | | | |
|--------------------|----------------|------------|------------|----------------|------------|------------|----------------|---------------|
| | 01/11/2009 | 01/11/2009 | 01/11/2009 | 30/11/2009 | 30/11/2009 | 30/11/2009 | Total Space | Used Space |
| TABLESPACE | Total Space | Used | Used | Total Space | Used | Used | Variation | Variation |

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

| Database: APPUTAXP | | | | | | | | |
|--------------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|
| | 01/11/2009 | 01/11/2009 | 01/11/2009 | 30/11/2009 | 30/11/2009 | 30/11/2009 | Total Space | Used Space |
| TABLESPACE | Total Space | Used | Used | Total Space | Used | Used | Variation | Variation |
| NAME | (MB) | (MB) | % | (MB) | (MB) | % | % | % |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
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| | | | | | | | | |

Table 37: APPUTAXP tablespace status

NB: This DB instance is mostly decommissioned, only the applications TARIC and TAXMON are still active.

| Database: EBTITAXP | | | | | | | | |
|--------------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|
| | 01/11/2009 | 01/11/2009 | 01/11/2009 | 30/11/2009 | 30/11/2009 | 30/11/2009 | Total Space | Used Space |
| TABLESPACE | Total Space | Used | Used | Total Space | Used | Used | Variation | Variation |
| NAME | (MB) | (MB) | % | (MB) | (MB) | % | % | % |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

Table 38: EBTITAXP tablespace status

| Database: APPTAXP | | | | | | | | | |
|-------------------|-------------|------------|------------|-------------|------------|------------|-------------|------------|--|
| | 01/11/2009 | 01/11/2009 | 01/11/2009 | 30/11/2009 | 30/11/2009 | 30/11/2009 | Total Space | Used Space | |
| TABLESPACE | Total Space | Used | Used | Total Space | Used | Used | Variation | Variation | |
| NAME | (MB) | (MB) | % | (MB) | (MB) | % | % | % | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
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| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

[illegible]

Table 39: APPTAXP tablespace status

[illegible]

Table 40: CS/MIS tablespace status

Tablespace INDXMRN has been enlarged from 140,240MB to 150,480MB.

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

| DATABASE NAME: CSRD | | FREE DISK SPACE ON SERVER FOR CSRD DATABASE: 20 GB | | | | | | |
|---------------------|---------------|--|-----------|---------------|--------------|-----------|--------------------------|-----------------------|
| | TOTAL (MB) | USED (MB) | USED % | TOTAL (MB) | USED (MB) | USED % | TOTAL VARIATIO N % | USED VARIATIO % |
| TABLESPACE | 01/11/2009 | | | 30/11/2009 | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

Table 41: CS/RD tablespace status

| DATABASE NAME: WEB2000 | | FREE DISK SPACE ON SERVER FOR WEB2000 DATABASE: 20 GB | | | | | | |
|------------------------|---------------|---|--------------|---------------|--------------|--------------|--------------------------|------------------------|
| | TOTAL (MB) | USED (MB) | TOTAL (%) | TOTAL (MB) | USED (MB) | TOTAL (%) | TOTAL VARIATIO N % | USED VARIATION % |
| TABLESPACE | 01/11/2009 | | | 30/11/2009 | | | | |
| | | | | | | | | |

Table 42: Web2000 tablespace status

| DATABASE NAME: TTA | | FREE DISK SPACE ON SERVER FOR TTA DATABASE: 9.9 GB | | | | | | |
|--------------------|---------------|--|-----------|---------------|--------------|-----------|--------------------------|-----------------------|
| | TOTAL (MB) | USED (MB) | USED % | TOTAL (MB) | USED (MB) | USED % | TOTAL VARIATIO N % | USED VARIATIO % |
| TABLESPACE | 01/11/2009 | | | 30/11/2009 | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

Table 43: TTA DB tablespace status

| | |
|--|-----------------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

| NA | Feb-09 | Mar-09 | Apr-09 | May-09 | June-09 | July-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 |
|-------------------------|--------|--------|--------|--------|---------|---------|--------|--------|--------|--------|
| Dutch Customs | | | | | | | | | | |
| Estonian Customs | | | | | | | | | | |
| Finnish Customs | | | | | | | | | | |
| French Customs | | | | | | | | | | |
| German Customs | | | | | | | | | | |
| Greek Customs | | | | | | | | | | |
| Hungarian Customs | | | | | | | | | | |
| Iceland Customs | | | | | | | | | | |
| Irish Customs | | | | | | | | | | |
| Italian Customs | | | | | | | | | | |
| Latvia Customs | | | | | | | | | | |
| Lithuanian Customs | | | | | | | | | | |
| Luxembourg Customs | | | | | | | | | | |
| Maltese Customs | | | | | | | | | | |
| Norwegian Customs | | | | | | | | | | |
| Polish Customs | | | | | | | | | | |
| Portuguese Customs | | | | | | | | | | |
| Romanian Customs | | | | | | | | | | |
| Russia Customs | | | | | | | | | | |
| Serbia Customs | | | | | | | | | | |
| Slovak Republic Customs | | | | | | | | | | |
| Slovenian Customs | | | | | | | | | | |
| Spanish Customs | | | | | | | | | | |
| Swedish Customs | | | | | | | | | | |
| Swiss Customs | | | | | | | | | | |
| DG TAXUD | | | | | | | | | | |
| Turkish Customs | | | | | | | | | | |
| United Kingdom Customs | | | | | | | | | | |
| Total | | | | | | | | | | |

Table 45: Number of successful connections to Web2000

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

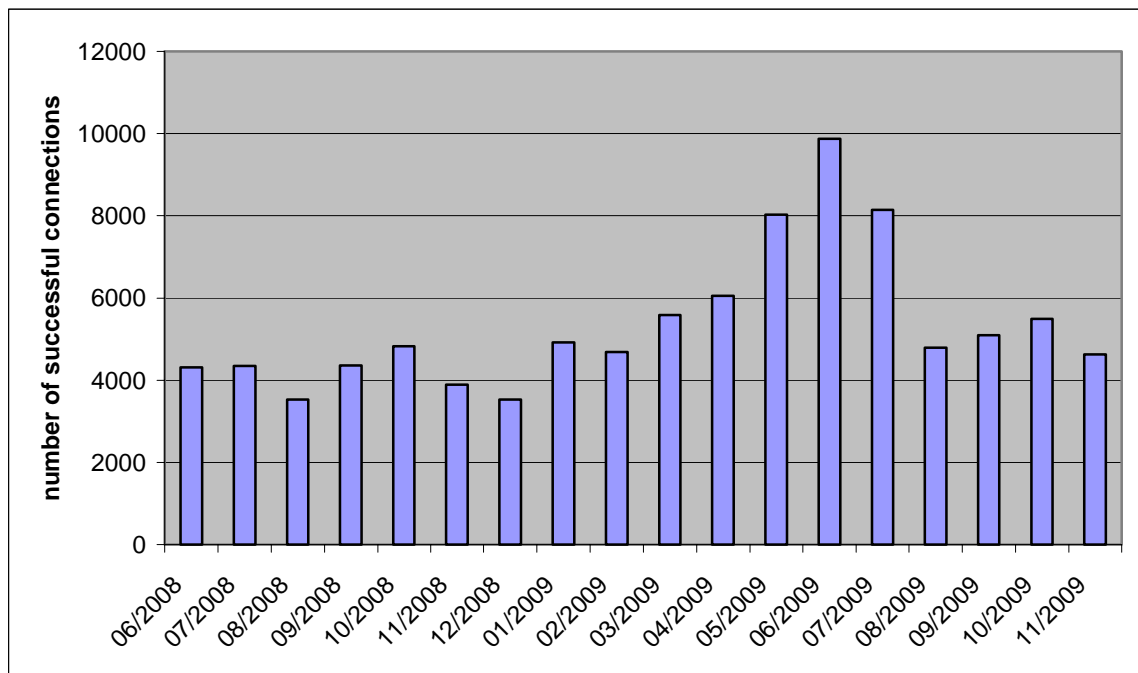


Figure 13: Evolution of NA accesses to Web2000

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

3.1.3

3.1.4 Business Monitoring

3.1.4.1 Customs Weblogic Applications (technical aspects)

The figure below shows the trend of WebLogic users' requests from <month> <year> to <month> 2009.

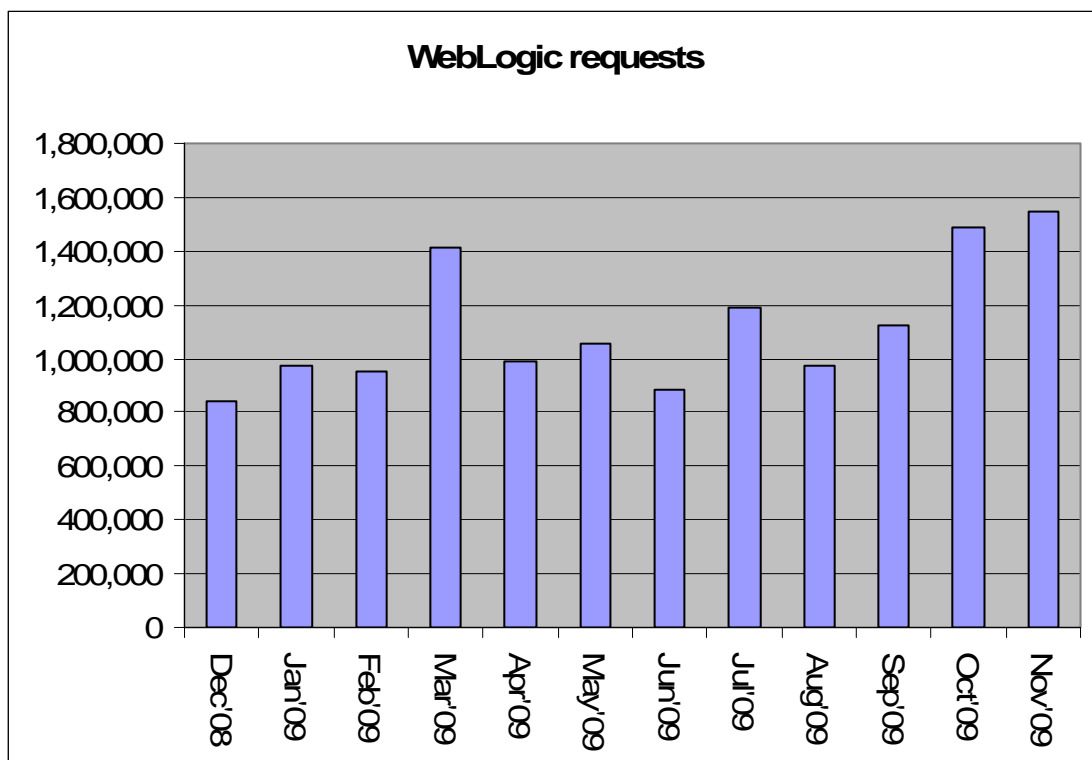


Figure 14: WebLogic requests

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

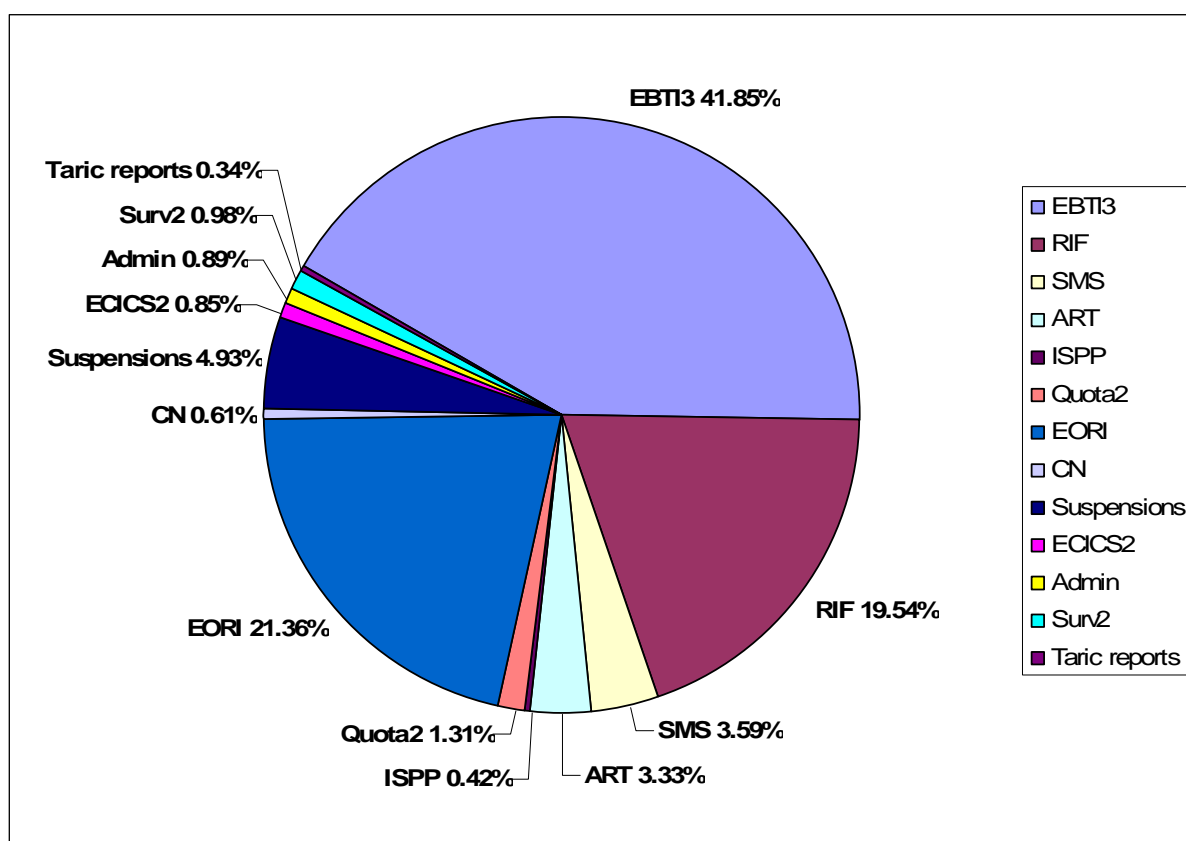


Figure 15: Share of WebLogic applications' requests

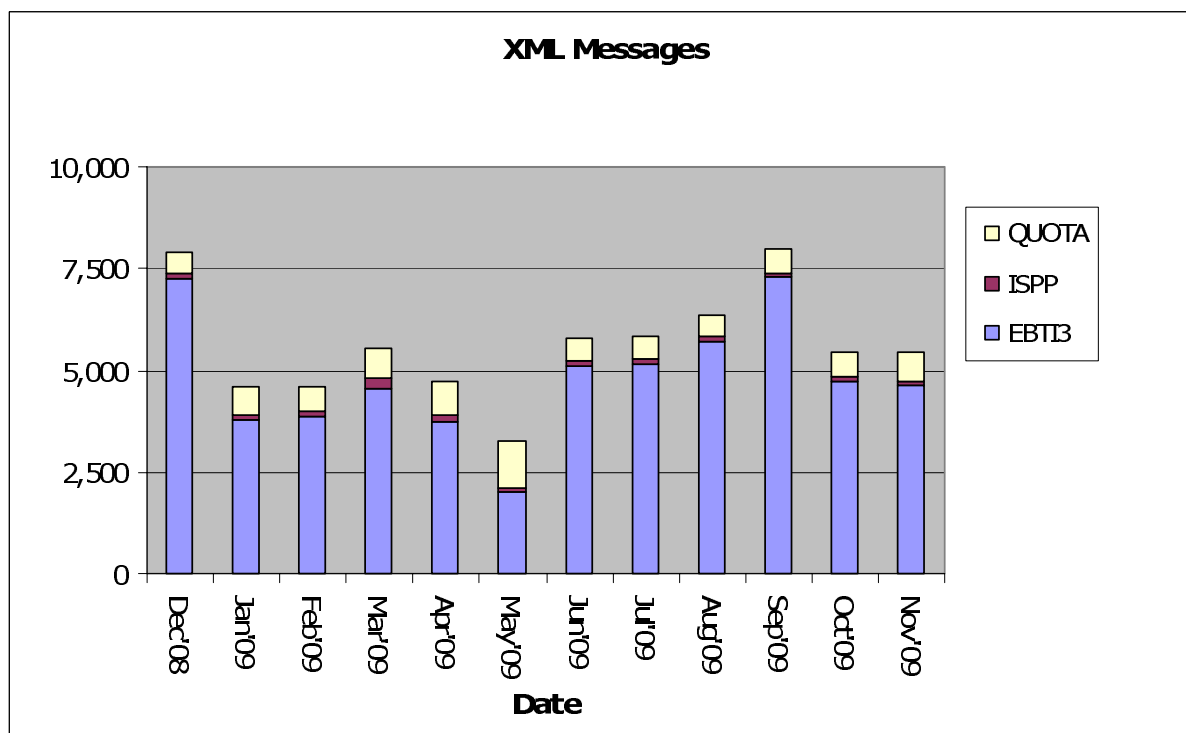


Figure 16: Number of messages exchanged for Customs Applications

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

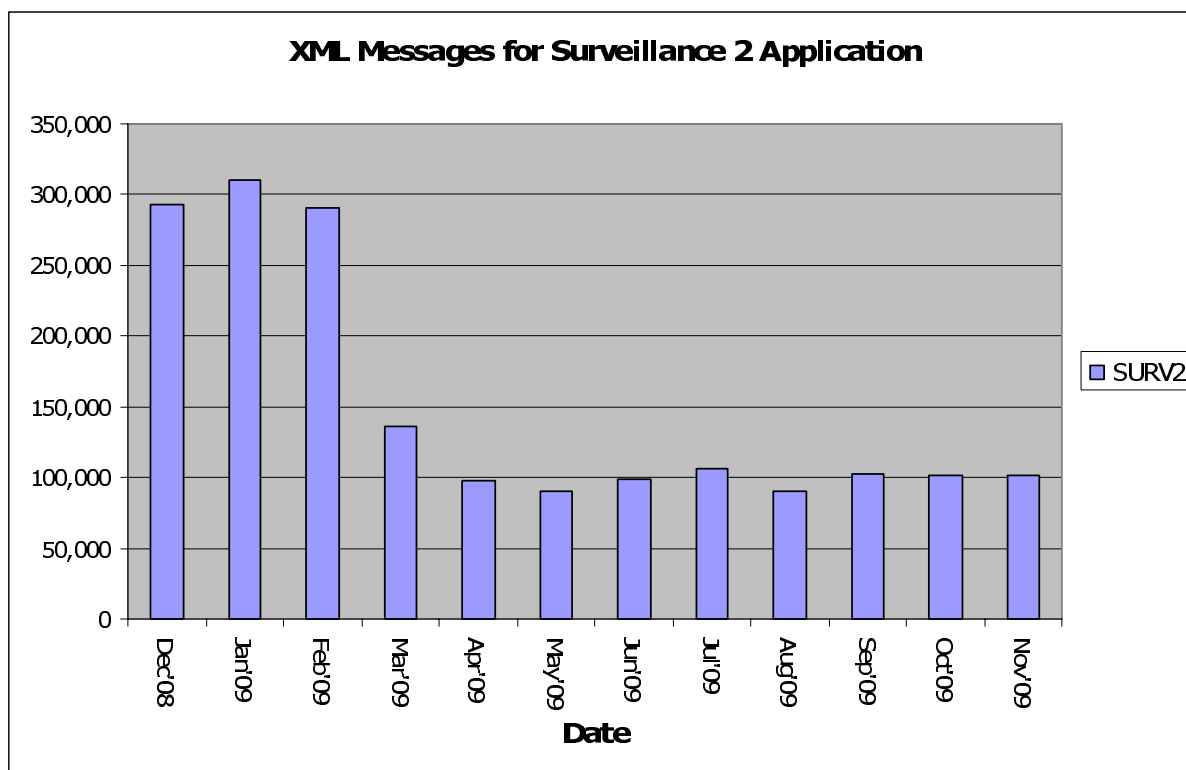


Figure 17: Number of messages exchanged for Surveillance2

3.1.4.2 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.

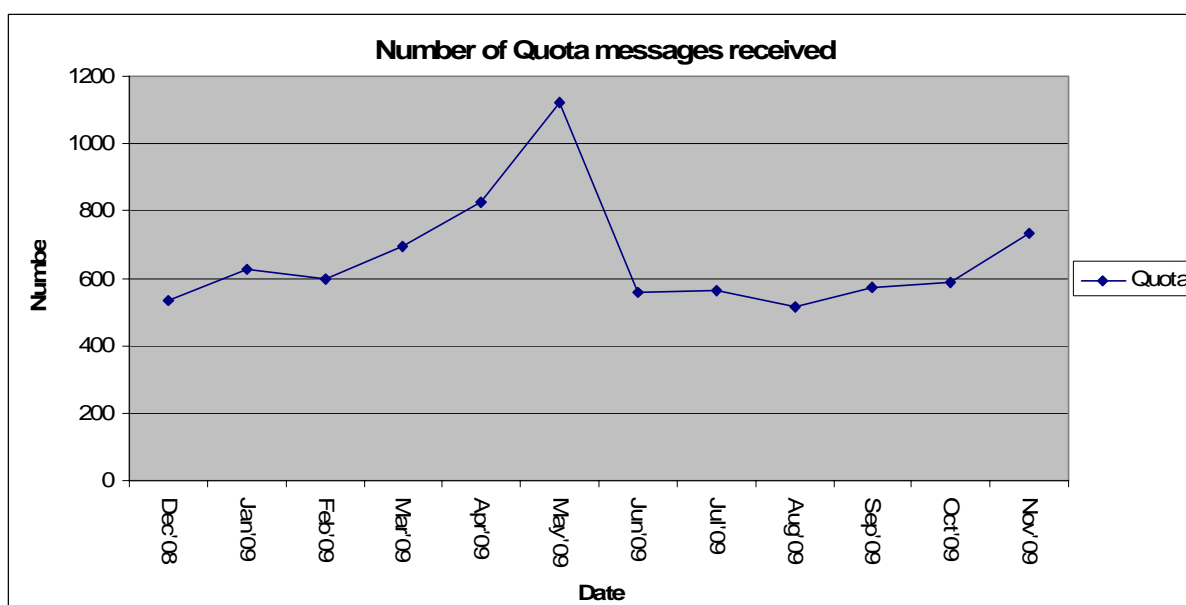


Figure 18: Quota messages received per month

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

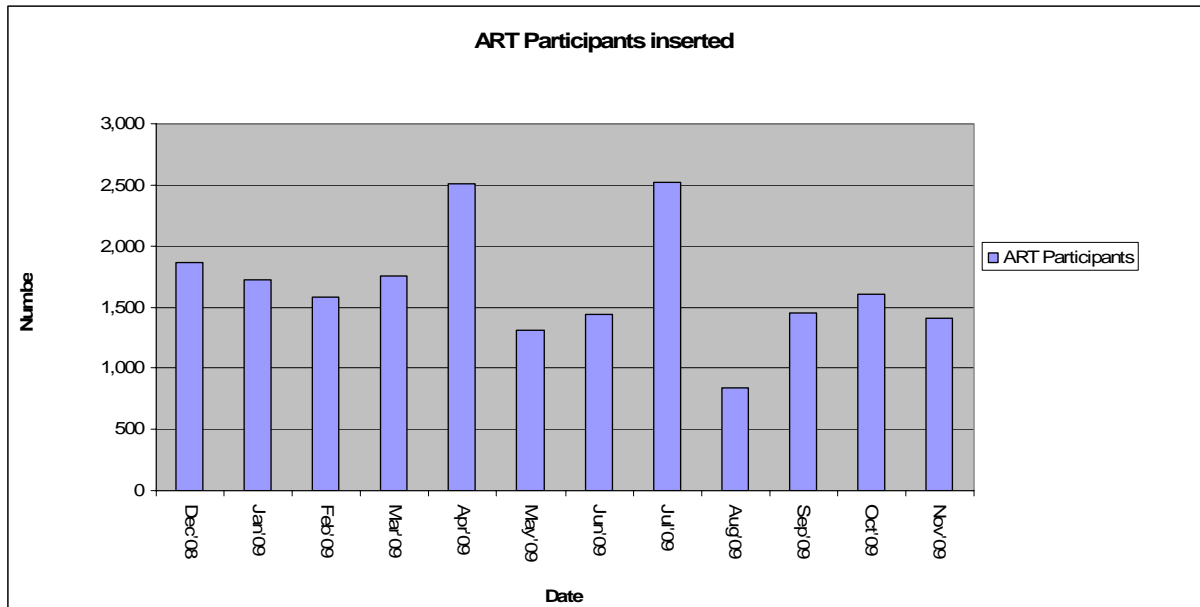


Figure 19: ART monthly insertion of participants to Customs & Fiscalis events

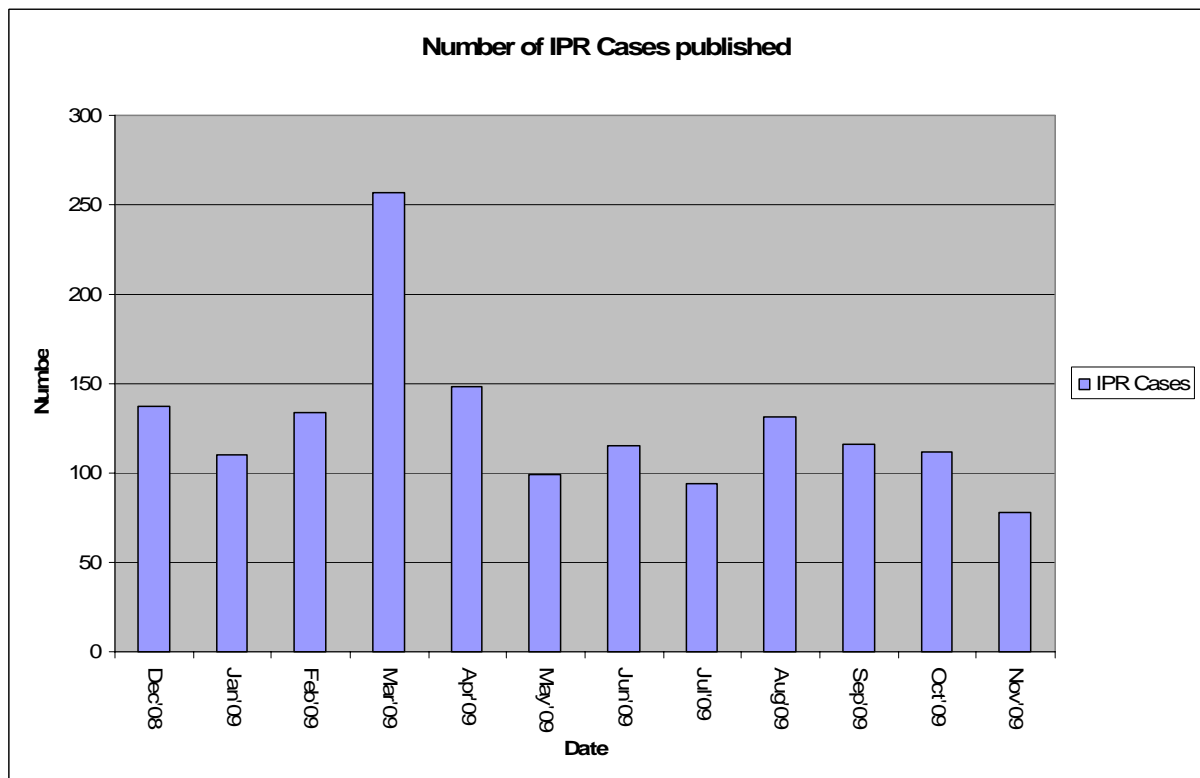


Figure 20: ISPP - Number of IPR cases published per month

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

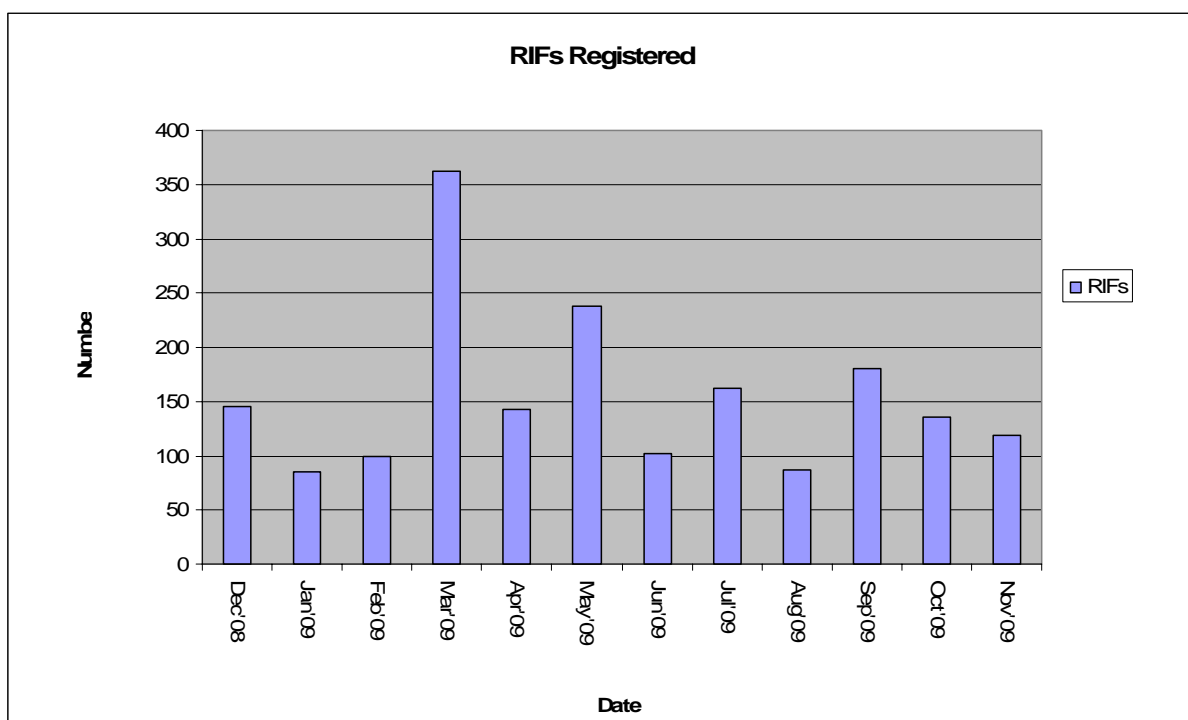


Figure 21: RIF - Risk Information Forms inserted per month

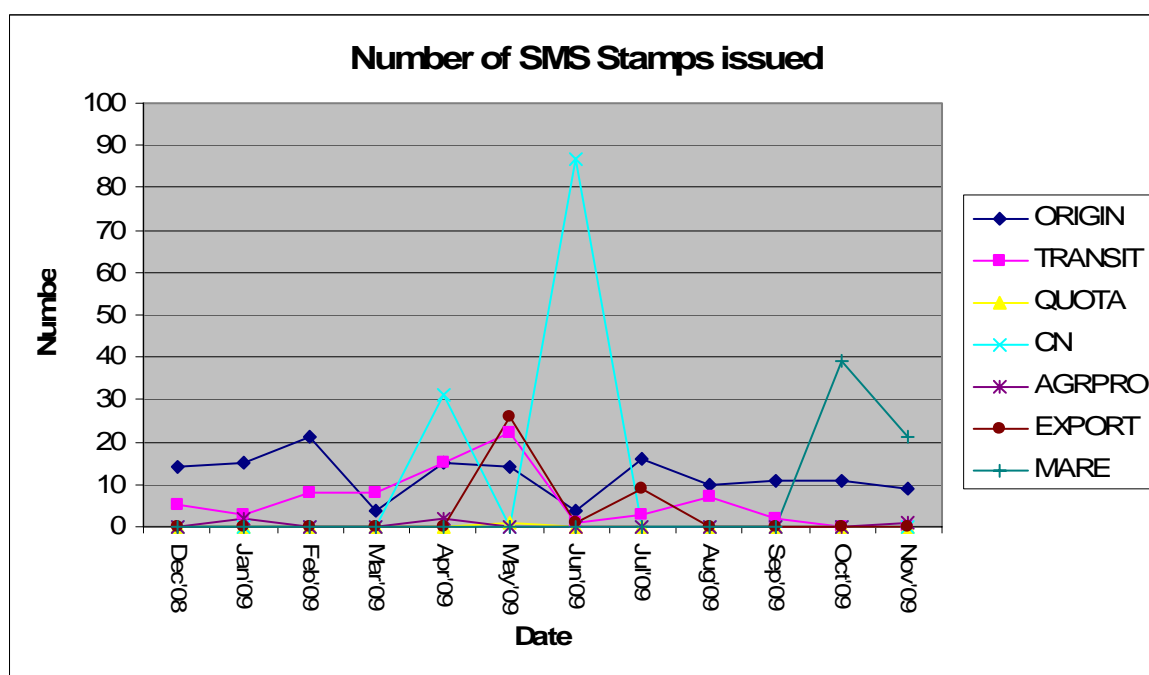


Figure 22: Stamps issued per month and per domain

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

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 <month> 2009. The following graphs report these measures for each domain.

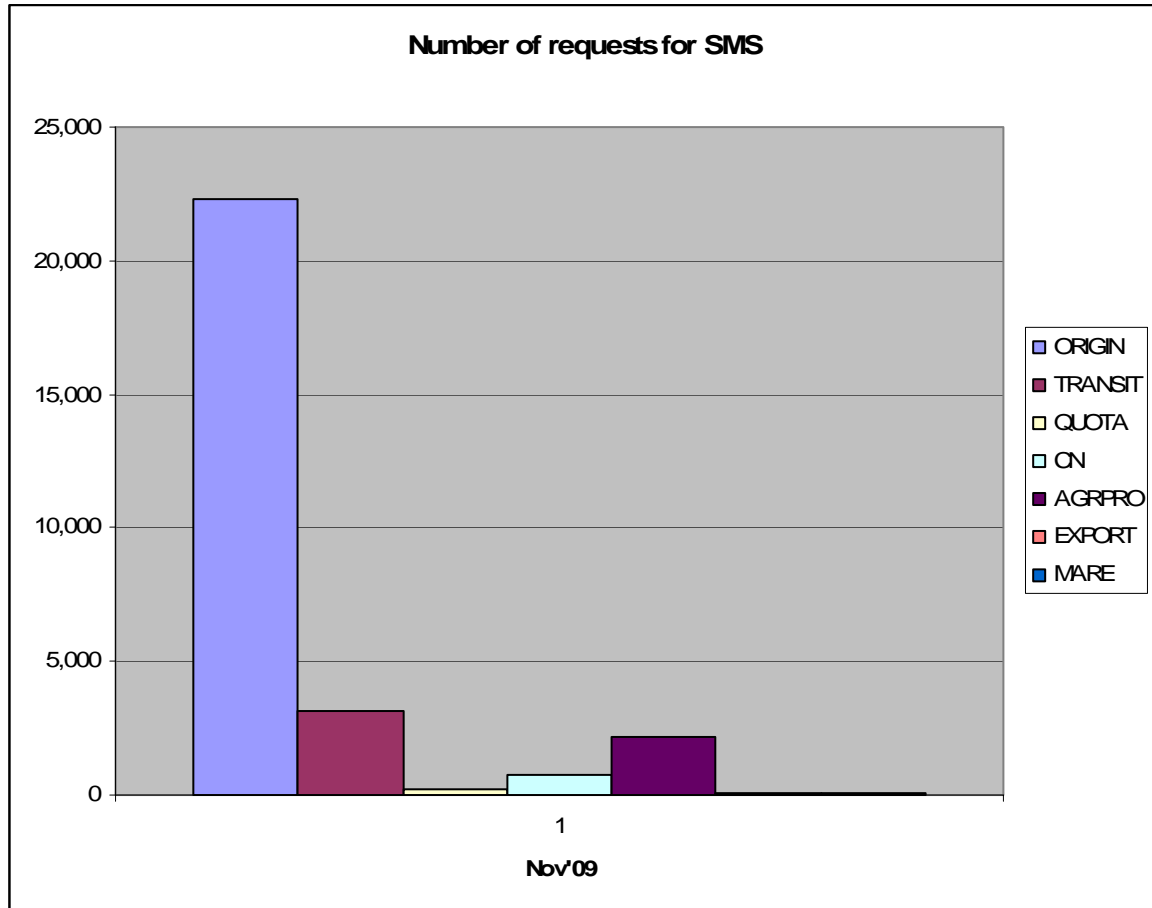


Figure 23: Number of request per domain for SMS this month

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

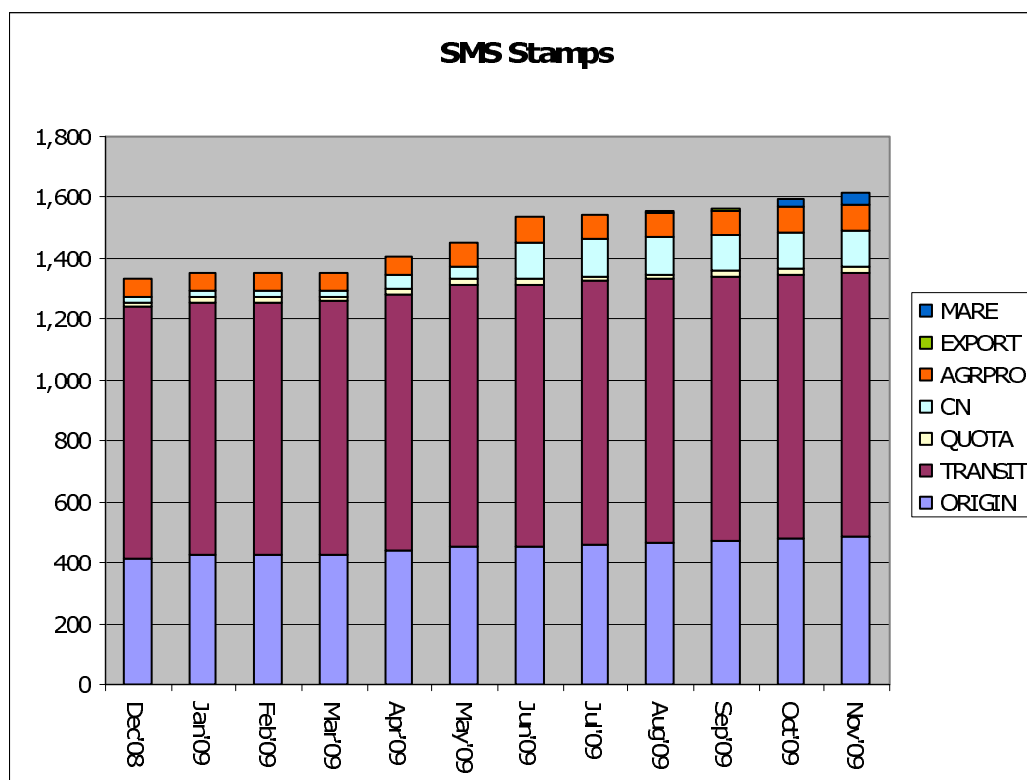


Figure 24: Total existing SMS stamps per domain

3.1.4.3 Economic Operators Systems (EOS)

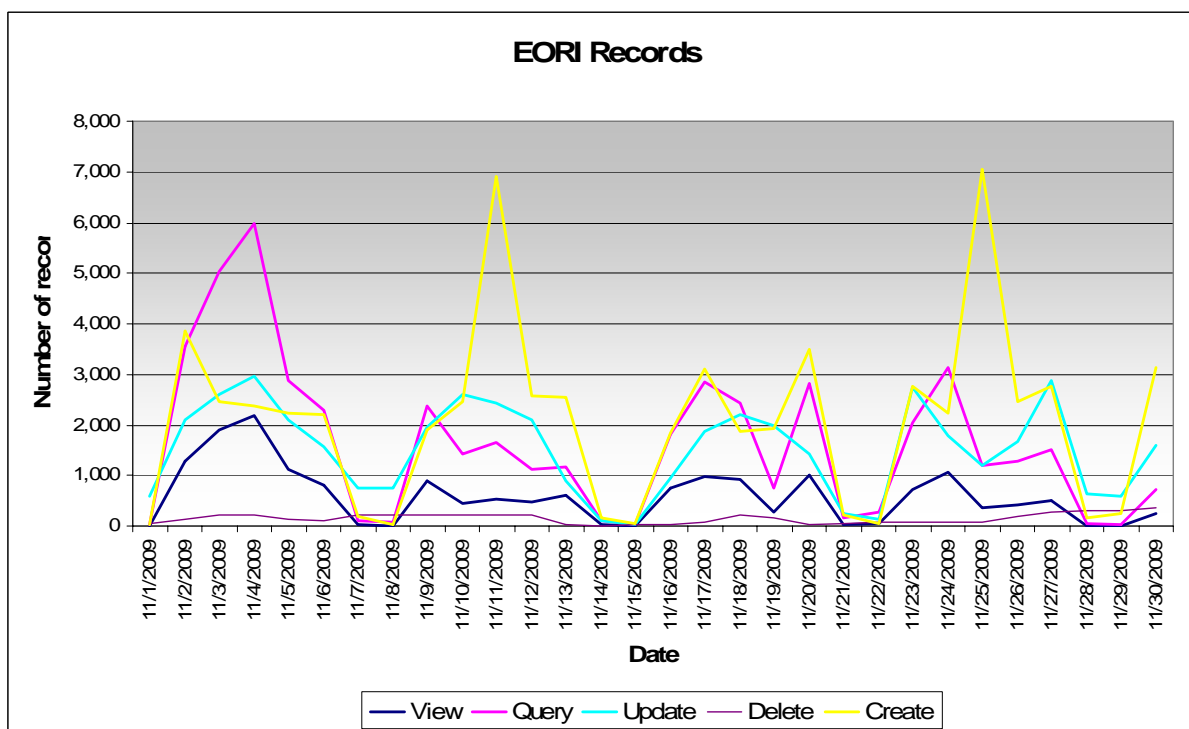


Figure 25: Number of operations on EORI records during the reporting month

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

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

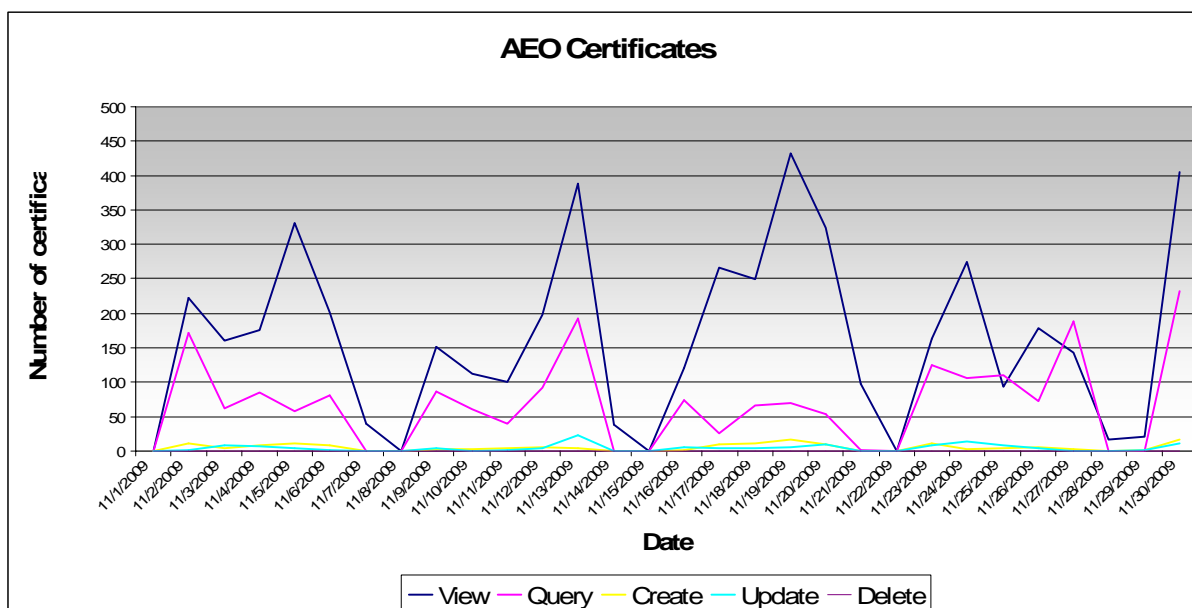


Figure 26: Number of operations on AEO certificates during the reporting month
The figure below shows the total number of operations in EORI during <month>.

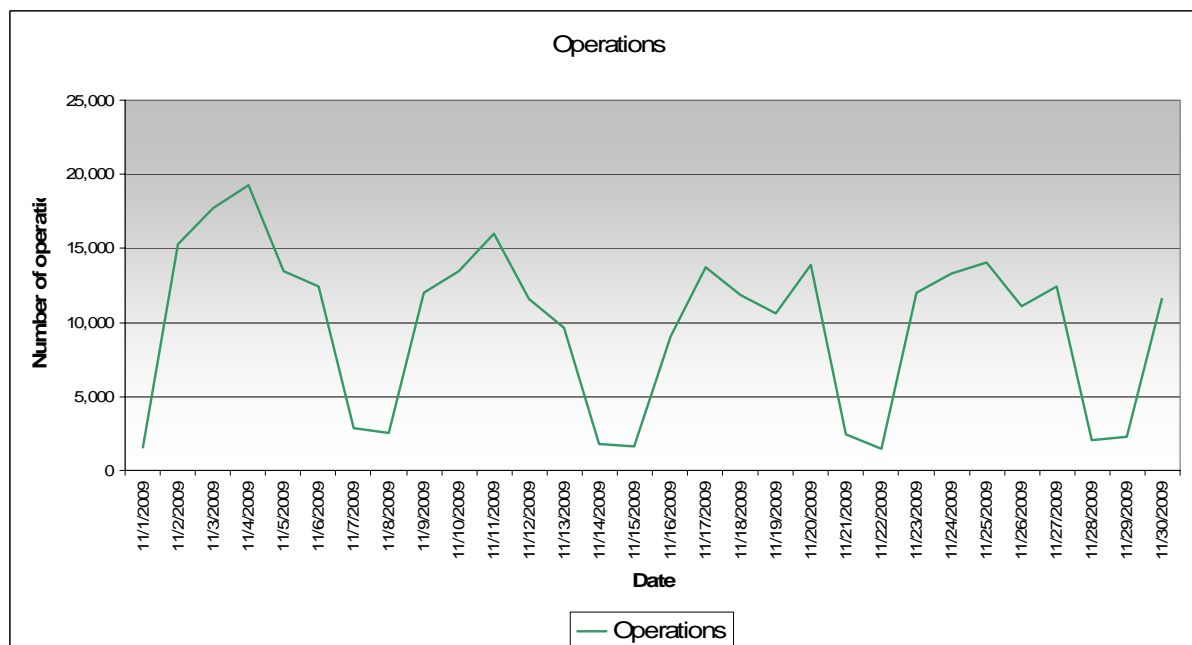


Figure 27: Total number of operations in EORI during the reporting month

3.1.4.4 NCTS Operations

An overview of the trends in numbers of outgoing IE messages Phase 3.1 since <month> <year> is given in the table below.

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

| | IE001 | IE002 | IE006 | IE018 | IE050 | IE114 | IE118 | IE904 | IE906 | IE907 |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | | | | | | | | | | |
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Table 46: Trends of outgoing IE messages

An overview of the trends since <month><year> 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 |
|--|-------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | | | | | | | | | | | | | | |
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Table 47: Trends of outgoing IE Phase 3.2 messages

| | IE142 | IE143 | IE144 | IE145 | IE150 | IE151 | IE152 |
|--|-------|-------|-------|-------|-------|-------|-------|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

| | IE142 | IE143 | IE144 | IE145 | IE150 | IE151 | IE152 |
|--|-------|-------|-------|-------|-------|-------|-------|
| | | | | | | | |
| | | | | | | | |

Table 48: IE Phase 4 messages

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

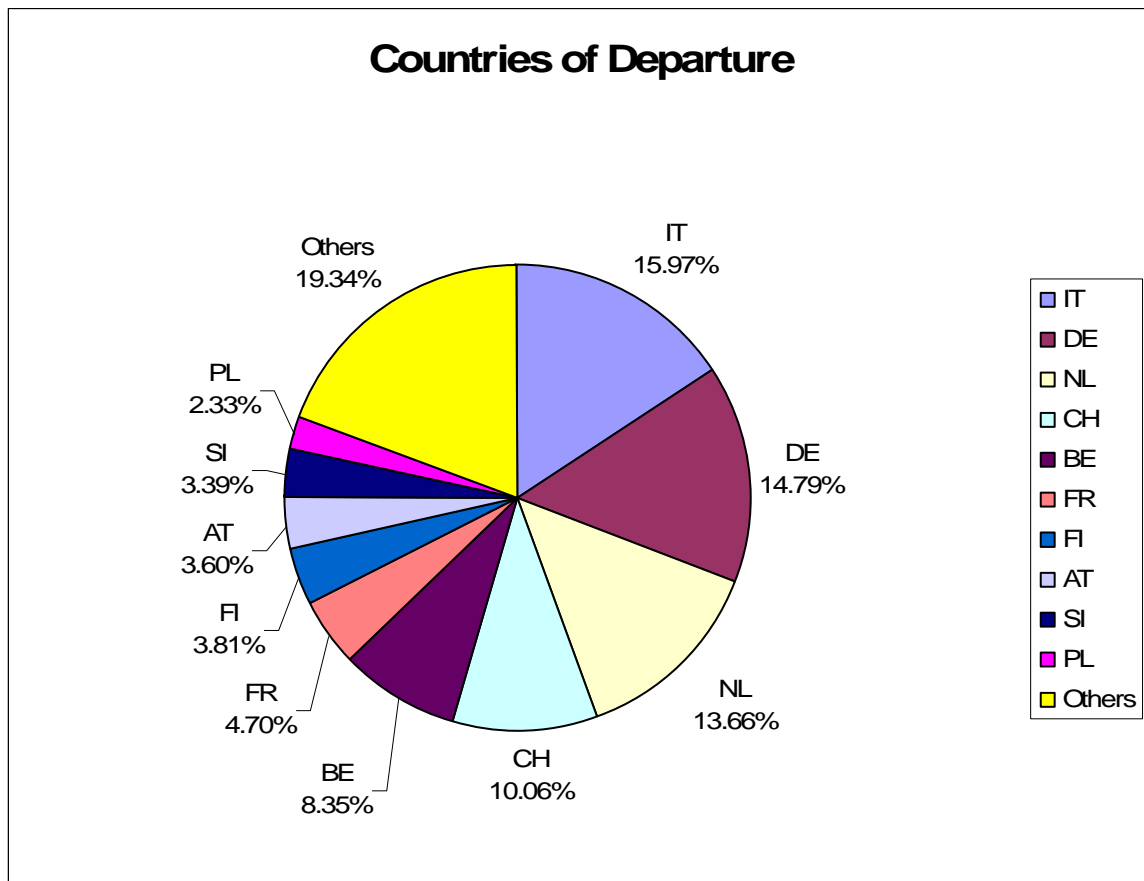


Figure 28: Countries of departure distribution (NCTS operations)

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

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

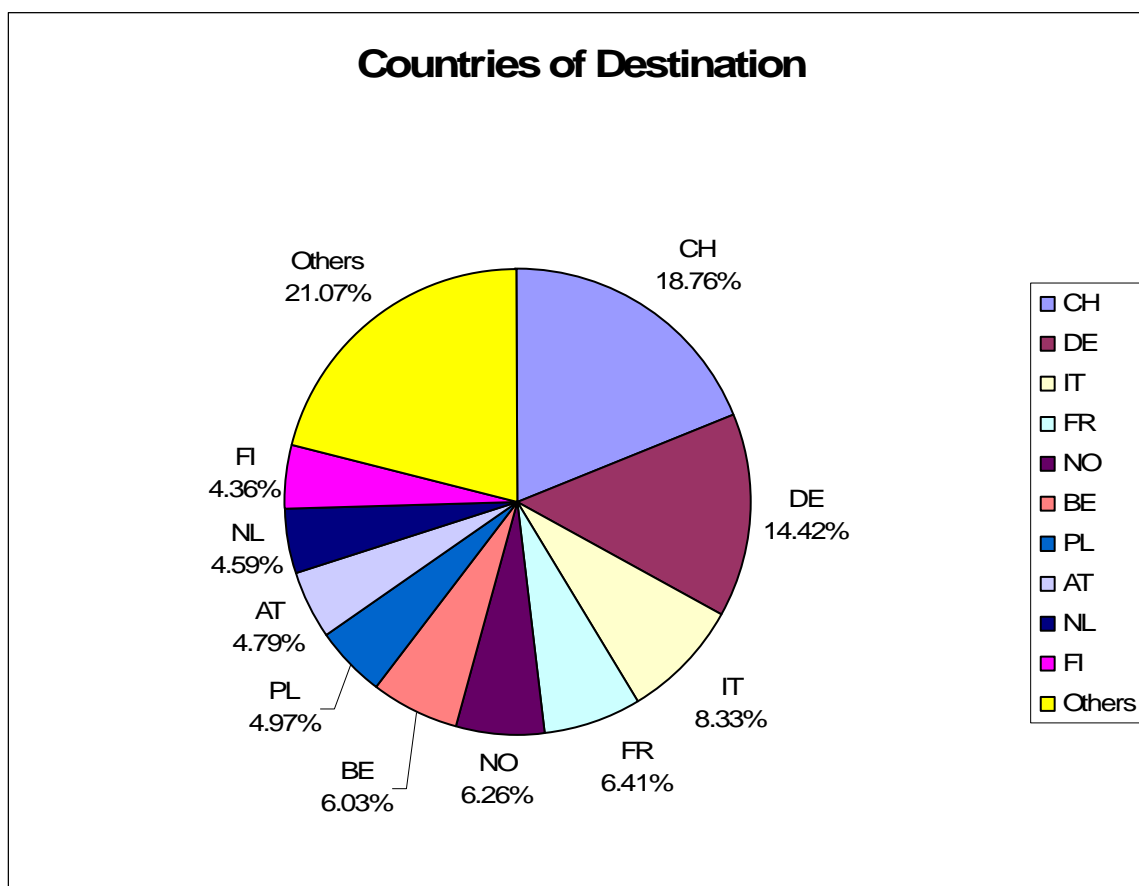


Figure 29: Countries of destination distribution (NCTS operations)

NCTS Backup

3.1.4.5 ECS Operations

An overview of the trends in numbers of outgoing IE messages in ECS starting from <month><year> is given in the table below.

| | IE501 | IE502 | IE510 | IE518 | IE524 | IE904 | IE906 | IE907 |
|--|-------|-------|-------|-------|-------|-------|-------|-------|
| | | | | | | | | |
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| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
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| | IE501 | IE502 | IE510 | IE518 | IE524 | IE904 | IE906 | IE907 |
|--|-------|-------|-------|-------|-------|-------|-------|-------|
| | | | | | | | | |

Table 49: Trends of outgoing IE Messages

| | IE527 | IE538 | IE584 | IE586 | IE601 |
|--|-------|-------|-------|-------|-------|
| | | | | | |
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| | | | | | |
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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.

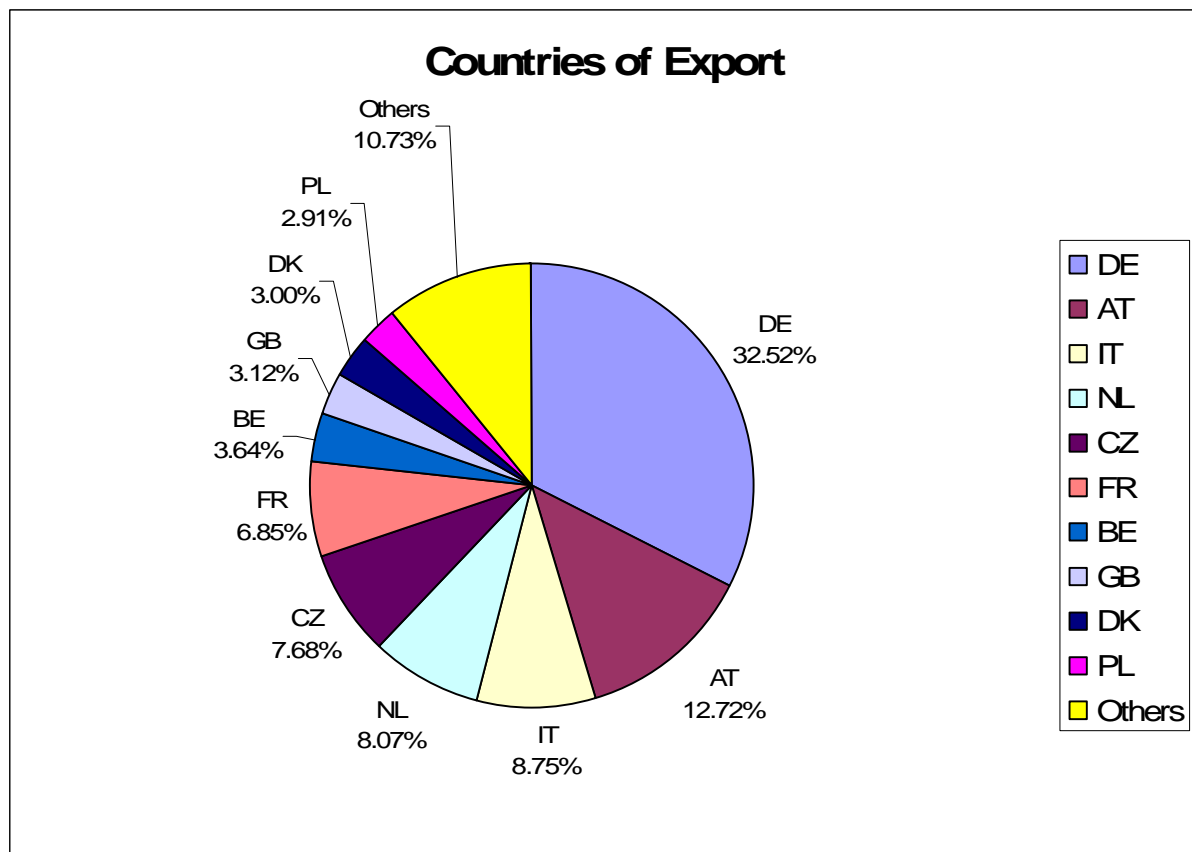


Figure 30: Countries of Export distribution (ECS operations)

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

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
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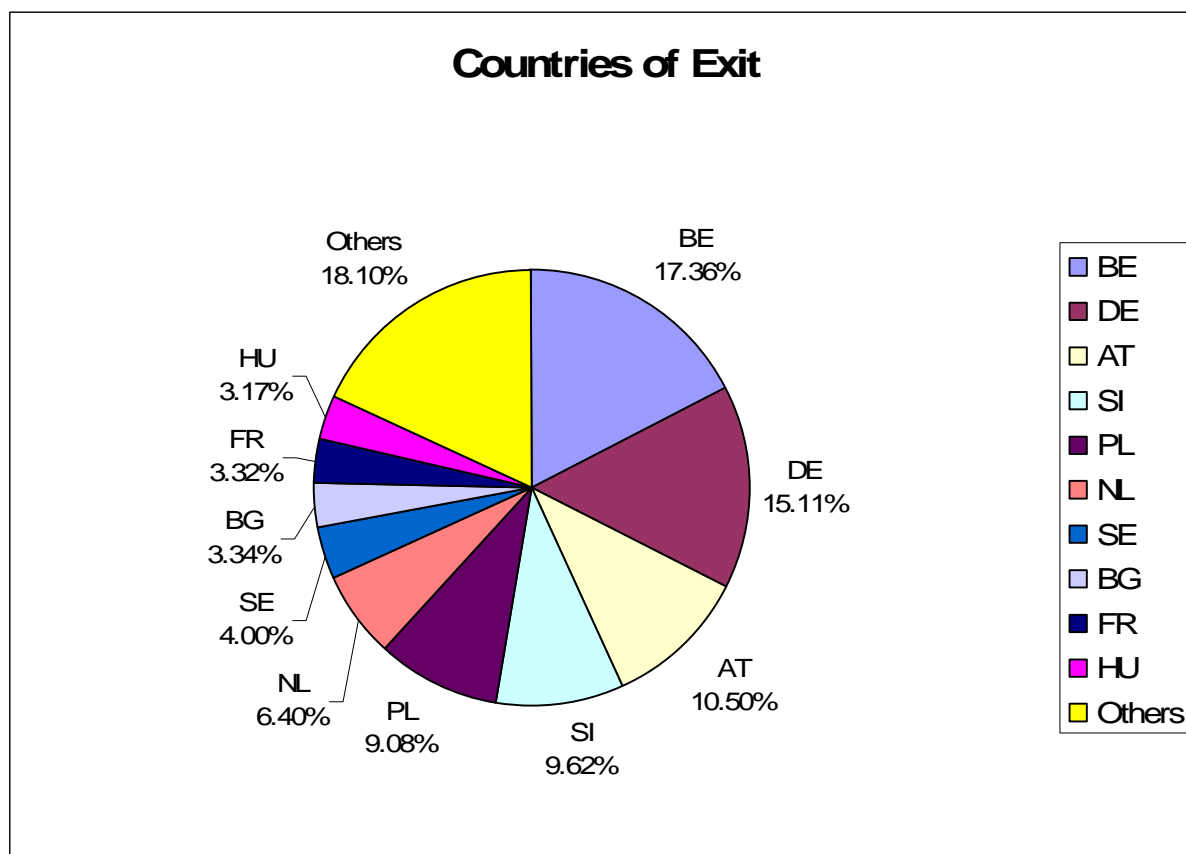


Figure 31: Countries of Exit distribution (ECS operations)

ECS Backup

3.1.4.6 SPEED statistics

SPEED started operations on 01/01/2009. An overview of the messages exchanged is displayed in the table below.

| | IE012 | IE907 | IES01 | IE917 | IES01 / IE012 | IE907 / IE012 | IE917 / IES01 | Global error rate |
|--|-------|-------|-------|-------|------------------|------------------|------------------|-------------------------|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
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| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
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Table 51: Trends of outgoing IE Messages

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

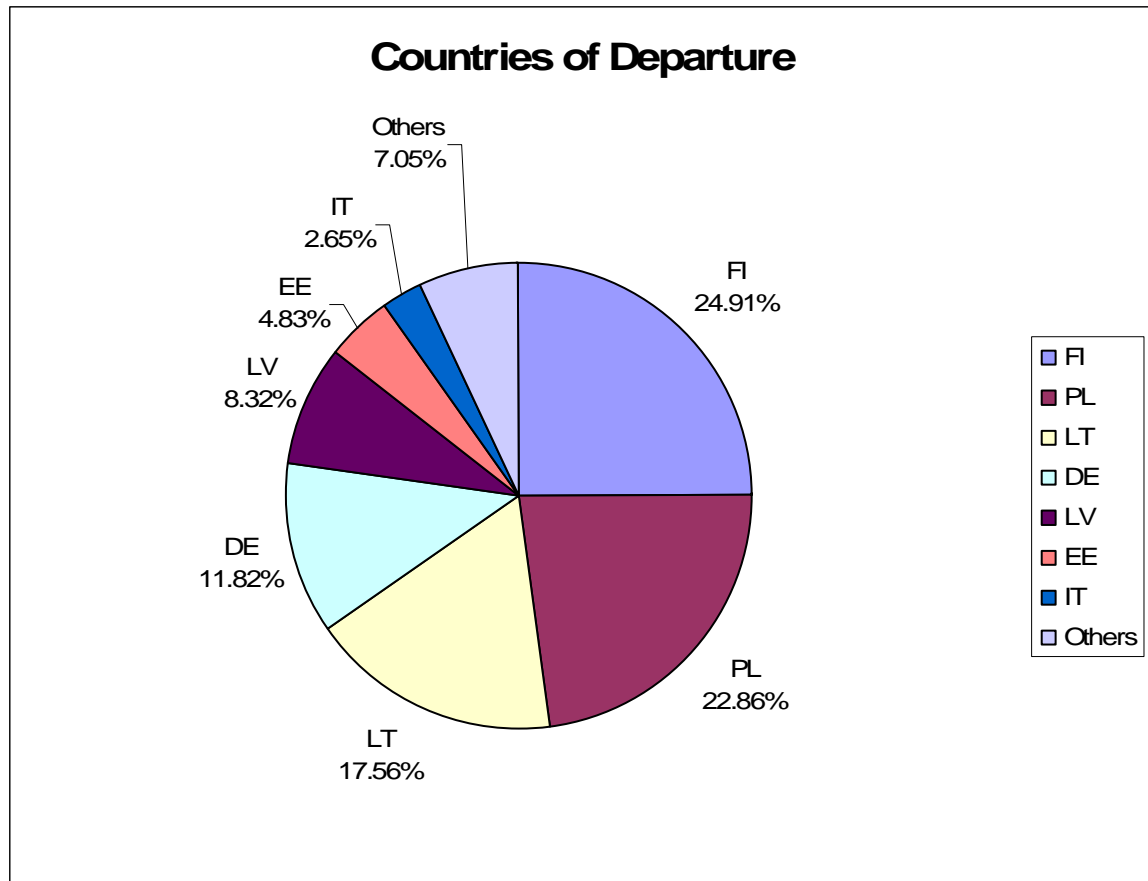


Figure 32: Countries of departure distribution (SPEED operations)

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
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3.1.4.7 Availability for the Operations Network

The availability rate of the CCN gateways in <month> 2009 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 | |
| TAX.AT | ATTP1 | |
| CUST.BE | BEC1 | |
| TAX.BE | BETP1 | |
| CUSTTAX.BG | BGAP1 | |
| CUST.CH | CHCP1 | |
| CUSTTAX.CY | CYAP1 | |
| CUST.CZ | CZCP1 | |
| CUST.DE | DECP1 | |
| TAX.DE | DETP1 | |
| CUSTTAX.DK | DKAP1 | |
| CUSTTAX.EE | EEAP1 | |
| CUSTTAX.EL | ELAP1 | |
| CUSTTAX.ES | ESAP1 | |
| CUST.FI | FICP1 | |
| TAX.FI | FITP1 | |
| CUSTTAX.FR | FRAP1 | |
| CUSTTAX.GB | GBAP1 | |
| CUSTTAX.HU | HUAP1 | |
| CUSTTAX.IE | IEAP1 | |
| CUST.IT | ITCP1 | |
| TAX.IT | ITTP1 | |
| CUSTTAX.LT | LTAP1 | |
| CUSTTAX.LU | LUAP1 | |
| CUSTTAX.LV | LVAP1 | |
| CUSTTAX.MT | MTAP1 | |
| CUSTTAX.NL | NLAP1 | |
| CUST.NO | NOCP1 | |
| OLAF.EC | OLAP1 | |
| CUSTTAX.PL | PLAP1 | |
| CUSTTAX.PT | PTAP1 | |
| CUSTTAX.RO | ROAP1 | |
| CUST.SE | SECP1 | |
| TAX.SE | SETP1 | |
| CUSTTAX.SI | SIAP1 | |
| CUSTTAX.SK | SKAP1 | |
| CCN.TC | CTCP1 | |
| ITSM.TC | CTTP1 | |
| EUECN.EC | SPCP1 | |
| SPEED.EC | SPEP1 | |
| DGXXI.EC | XXIP1 | |
| DGXXI.EC | XXIP2 | |
| DGXXI.EC | XXIP5 | |

| | |
|---------------------------------|----------------------------|
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| Monthly Service Report | VERSION: 1.00 |
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3.1.6 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

List of SAT

List of Qualifications

List of Conformance Tests

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

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
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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).

| Call categories | Excise |
|---------------------|--------|
| User Management | |
| Request for Info | |
| Request for Service | |
| Incidents | |
| Complaints | |
| Problems | |
| Change Requests | |
| Total | |

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).

| Call category | Excise |
|---------------------|--------|
| User Management | |
| Request for Info | |
| Request for Service | |
| Incidents | |
| Complaints | |
| Problems | |
| Change Requests | |

| | |
|--|-----------------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
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| Call category | Excise |
|----------------------|---------------|
| Total | |

Table 55: Excise - Closed calls per category

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

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 |
|------|------------|-------------------|-------------|--------|-------------|
| ID # | Registered | Related Incidents | Description | Status | Description |
| | | | | | |

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
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.

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

PSP

The following table shows the variations of the table spaces versus the month of <month><year>. 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) 01/11/09 | used size (Mb) 01/11/09 | reserve size (Mb) 30/11/09 | used size (Mb) 30/11/09 | reserve size % increase | used size % increase |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

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

3.2.3 Business Monitoring

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

3.2.1 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 | |
| | | | | | | | | | |
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| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

| | | | | | | | | | |
|--------------|--|--|--|--|--|--|--|--|--|
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| | | | | | | | | | |
| | | | | | | | | | |
| Total | | | | | | | | | |

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

3.2.2 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

List of SAT

List of Qualifications

List of Conformance Tests

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

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
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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).

| Call categories | Taxation |
|---------------------|----------|
| User Management | |
| Request for Info | |
| Request for Service | |
| Incidents | |
| Complaints | |
| Problems | |
| Change Requests | |
| Total | |

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).

| Call category | Taxation |
|---------------------|----------|
| User Management | |
| Request for Info | |
| Request for Service | |
| Incidents | |
| Complaints | |
| Problems | |
| Change Requests | |
| Total | |

Table 62: Taxation - Closed calls per category

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

3.3.1.3 Problems

Problem Ids follow the natural numbering.

| ID # | Registered | Related Incidents | Description | Status | Description |
|------|------------|-------------------|-------------|--------|-------------|
| | | | | | |

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

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 | 09/2009 Average (%) | 10/2009 Average (%) | 11/2009 Average (%) | Evolution (MB) |
| | | | | | |
| | | | | | |
| | | | | | |
| FITSPROD | | | | | |
| | | | | | |
| | | | | | |
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Table 64: Evolution of free available disk space

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

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.

| VSTP | | | | | |
|------------------|--|--|--|--|-------------------|
| Table space Name | 08/2009 Monthly Used Average (MB) | 09/2009 Monthly Used Average (MB) | 10/2009 Monthly Used Average (MB) | 11/2009 Monthly Used Average (MB) | Evolution (MB) |
| | | | | | |
| | | | | | |
| | | | | | |

Table 65: Tablespace statistics Taxation Production Environment

3.3.2.2 Continuity Management

3.3.2.3 Availability Management

3.3.3 Business Monitoring

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

3.3.2 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

List of SAT

List of Qualifications

List of Conformance Tests

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

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

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).

| Calls category | ITSM |
|---------------------|------|
| User Management | |
| Request for Info | |
| Request for Service | |
| Incidents | |
| Complaints | |
| Problems | |
| Change Requests | |
| Total | |

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).

| Category | ITSM |
|---------------------|------|
| User Management | |
| Request for Info | |
| Request for Service | |
| Incidents | |
| Complaints | |
| Problems | |
| Change Requests | |
| Total | |

Table 68: ITSM - Closed calls per category

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

3.4.1.3 Problems

| ID # | Registered | Related Incidents | Description | Status | Description |
|------|------------|-------------------|-------------|--------|-------------|
| | | | | | |

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.

3.4.2 Service Delivery

3.4.2.1 Application Usage Statistics

Most accessed pages of the ITSM Portal

The following table describes the most accessed pages of the ITSM Portal as considered by the monitoring team. The whole list of monitored pages is available upon demand or for any analysis.

| Rank | Real Links | Description | Hits |
|------|------------|-------------|------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
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| | | | |
| | | | |
| | | | |

Table 70: ITSM Portal - Most accessed pages

| | |
|---------------------------------|----------------------------|
| Month Year | REF.: ITS-SCXX-MSR-YYYY-MM |
| Monthly Service Report | VERSION: 1.00 |
| 3 - Section 2: Thread Dependent | ISSUE DATE: 22/03/2010 |

3.4.2.2 Availability Management

3.4.3 Application Management

3.4.3.1 WP.8.6.2 Deployment

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

List of SAT

List of Qualifications

*** *End of document ITS-SCxx-MSR-YYYY-MM* ***