

Procedure id	Procedure name	Current Version	Owner (USB)	Comments
ITSM-IP001	Send mails to the Commission	0.10	U	
ITSM-IP002	Travel request procedure	0.10	U	
ITSM-IP003	Escalation Procedure	1.02	U	
ITSM-IP004	Procurement process description	0.01	U	
ITSM-IP005	Management of the DTM	0.10	U	
ITSM-IP006	MPR/MSR life cycle	0.10	U	
ITSM-IP007	ManageBillsOfQuantities	0.10	U	
ITSM-IP008	Request-Identifier	0.10	U	
ITSM-IP009	ITSM Internal Procedure CIRCA	0.10	U	
ITSM-IP00x	Business Perspective - EMCS Monthly Statistics RCT report	0.10	U	
ITSM-IP010	MCP guidelines	0.10	U	
ITSM-IP011	Request-Access-Circa	0.05	U	
ITSM-IP012	Invoices procedures/ Handling RfA	0.10	U	
ITSM-IP020	INTQA mailbox filing and archiving	0.03	U	
ITSM-IP021	Internal Proc-QA-QC	1.03	U	
ITSM-IP022	Document life cycle in JIRA	0.10	U	
ITSM-IP023	Document review and delivery process	0.10	U	
ITSM-IP024	Internal Proc-Internal Audit	1.01	U	
ITSM-IP025	Training	0.10	U	
ITSM-IP040	CSIP	0.12	U	
ITSM-IP041	Demand Management/JIRA	0.10	U	
ITSM-IP042	Internal Procedure Change Management Working Procedures	0.10	B	This procedure has been fully reviewed before FQP delivery; comments are being handled together with DG TAXUD A4/CPT and the document updated. It will not be subject to any further review as part of the FQP delivery.
ITSM-IP043	Internal Procedure Release Management Working Procedures	0.10	B	This procedure has been fully reviewed before FQP delivery; comments are being handled together with DG TAXUD A4/CPT and the document updated. It will not be subject to any further review as part of the FQP delivery.

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ITSM-IP044	Internal Procedure Configuration Management Working Procedures	0.11	B	This procedure has been fully reviewed before FQP delivery; comments are being handled together with DG TAXUD A4/CPT and the document updated. It will not be subject to any further review as part of the FQP delivery.
ITSM-IP045	Change Management Emergency Change Procedure	0.01	B	
ITSM-IP046	Creation Call_RFC-Standard Operating Procedure	0.01	B	
ITSM-IP080	Internal Procedure Incident Management Working Procedures	0.08	B	This procedure has been fully reviewed before FQP delivery; comments are being handled together with DG TAXUD A4/CPT and the document updated. It will not be subject to any further review as part of the FQP delivery.
ITSM-IP081	Deployment of Applications	0.10	B	
ITSM-IP082	Internal Procedure Problem Management Working Procedures	0.06	B	This procedure has been fully reviewed before FQP delivery; comments are being handled together with DG TAXUD A4/CPT and the document updated. It will not be subject to any further review as part of the FQP delivery.
ITSM-IP101	Service Level Management	0.10	U	
ITSM-IP132	CT Process	0.10	U	
ITSM-IP133	Testing Process	0.10	U	
ITSM-IP134	Procedures for ICS	0.10	U	
ITSM-IP135	Guidelines for analysing Diagnostic Requests	0.01	U	
ITSM-IP136	Business Perspective -ITSM Taxation working group meetings internal procedure	0.10	U	
ITSM-IP137	Business Perspective - ITSM e-Customs working group meetings internal procedure	0.10	U	
ITSM-IP138	Business Perspective -ITSM Excise working group meetings internal procedure	0.10	U	
ITSM-IP139	ITSM Taxation Monthly Operational Meeting (TAX-OM) and the minutes	0.10	U	

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ITSM-IP140	Business Perspective - Excise Internal Procedure- Technical Meeting SAPS	0.10	U	
ITSM-IP141	Business Perspective - Business monitoring, statistics & reporting	0.05	U	
ITSM-IP142	Business Perspective - Taxation internal procedure MCM	0.10	U	
ITSM-IP143	ITSM Excise internal procedure EMM	0.10	U	
ITSM-IP144	CT campaign TAR3	0.10	U	
ITSM-IP145	Business Perspective - Periodic survey of each of the National Administrations	0.10	U	
ITSM-IP172	Security Incident Handling Procedure	0.10	U	
ITSM-IP173	User Access Management	0.10	U	
ITSM-IP174	Security quantities Reporting (QUA)	0.10	U	
ITSM-IP175	Training session security	0.10	U	
ITSM-IP176	VPN policy internal procedure for the FW admin	0.06	U	
ITSM-IP177	VPN Policy acceptable use policy for the end user	0.10	U	
ITSM-IP178	Acceptable use policy for the Digit Token	0.10	U	
ITSM-IP179	Email Policy	0.10	U	
ITSM-IP180	INTERNET use Policy	0.10	U	
ITSM-IP182	ITOP procedure	0.10	B	
ITSM-IP183	Technical reviews of artefacts from system & application development.	0.10	B	
ITSM-IP184	Installation_of_Oracle	0.10	S	
ITSM-IP186	ITSM Infra_mailbox_handling	0.10	S	
ITSM-IP187	Jira_Server_Administration	0.10	S	
ITSM-IP188	Database backup and restore procedure using RMAN on Unix Server	0.10	S	
ITSM-IP189	Database duplication Procedure	0.10	S	
ITSM-IP190	Outlook_client	0.10	S	
ITSM-IP191	ITSM_User_Creation	0.10	S	
ITSM-IP192	How To_Map drives_physical_virtual	0.10	S	
ITSM-IP193	Windows share creation	0.10	S	
ITSM-IP194	RFC_creation	0.10	S	

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ITSM-IP195	Cots retrieval	0.10	S	
ITSM-IP196	How to relay on smtp server	0.10	S	
ITSM-IP198	MsExchange Distribution Lists administration	0.10	S	
ITSM-IP199	Create functional mailbox	0.10	S	
ITSM-IP200	How to connect to ITSM Taxud network	0.10	S	
ITSM-IP204	Requirements Definition	0.10	S	
ITSM-IP205	Production of Specifications	0.10	S	
ITSM-IP206	Design and Build of a Custom ITSM Tool (5p)	0.10	S	
ITSM-IP207	Corrective Maintenance	0.10	S	
ITSM-IP208	Restore_VMs	0.10	S	
ITSM-IP209	Backup_VMs	0.10	S	
ITSM-IP210	Deploy_Deskxxx	0.10	S	
ITSM-IP211	Generate_SSH_Key	0.10	S	
ITSM-IP214	Create Oracle Instance SPEEDSAT	0.10	S	
ITSM-IP215	Project Management	0.10	S	
ITSM-IP216	OWITSM Backup and Restore	0.10	S	
ITSM-IP218	CSRD_Backup and Restore	0.10	S	
ITSM-IP220	User_and_Role_Creation_on_Solaris	0.10	S	
ITSM-IP221	Zone_configuration_and_management_on_Solaris 10	0.10	S	
ITSM-IP222	Conference call organization	0.10	S	
ITSM-IP223	How to ship material	0.10	S	
ITSM-IP224	Checkpoint VPN client	0.10	S	
ITSM-IP225	How to install a Scom agen	0.10	S	
ITSM-IP226	Security Training Organisation	0.10	S	
ITSM-IP227	How to organise training	0.10	S	
ITSM-IP228	Install Networker Client	0.10	S	
ITSM-IP229	How to recover from Legato Networker on Windows	0.10	S	
ITSM-IP230	How to recover from Legato Networker on Unix	0.10	S	
ITSM-IP231	Details regarding Siemens Premises for training sessions	0.10	S	
ITSM-IP232	Avast Anti-Virus Update on Wks	0.10	S	
ITSM-IP234	Cloning with Legato Networker-EN-0 02	0.10	S	

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ITSM-IP235	Manual Monitoring Procedure - EOS Transmission		S	
ITSM-IP236	Manual Monitoring Procedure - TARIC Transmission to 3rd parties	0.10	S	
ITSM-IP237	Manual Monitoring Procedure - DDS Website is OK	0.10	S	
ITSM-IP238	Manual Monitoring Procedure - Web Applications in PROD are OK	0.10	S	
ITSM-IP239	Manual Monitoring Procedure - Web Applications in CONF are OK	0.10	S	
ITSM-IP240	Manual Monitoring Procedure - DDS Restarts {date}	0.10	S	
ITSM-IP241	Manual Monitoring Procedure - DDS Top Priority Monitoring	0.10	S	
ITSM-IP242	Manual Monitoring Procedure - EBTI3 Invalidations {date}	0.10	S	
ITSM-IP243	Manual Monitoring Procedure - ITSM Monitoring of All Applications on {date} at {time} was successful		S	
ITSM-IP244	Manual Monitoring Procedure - Vies Monitoring 2		S	
ITSM-IP245	Manual Monitoring Procedure - WebLogic Server Console, JVM Memory monitoring		S	
ITSM-IP246	Manual Monitoring Procedure - Verify if 'bas' process is running	0.10	S	
ITSM-IP247	Manual Monitoring Procedure - Timestamp verification for the NCTS, ECS and ICS log files.	0.10	S	
ITSM-IP248	Manual Monitoring Procedure - Status verification for "DDSCOL" - "DDSADE" - "EMCS" on CSRD.	0.10	S	
ITSM-IP249	Manual Monitoring Procedure - Backup verification of ITSM hosted DBs	0.10	S	
ITSM-IP250	How to - Connect and Login to DIGIT network using the token.	0.10	S	
ITSM-IP251	How to - Connect and Login to ITSM network		S	
ITSM-IP252	How to - Installation/upgrade/configuration of Host Monitor	0.10	S	

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ITSM-IP253	How to - Managing the ITSM Monitor Mailbox		S	
ITSM-IP254	How to - Managing the ITSM Infra Mailbox	0.10	S	
ITSM-IP255	How to - Monitoring Tool - Host Monitor 1 (operational actions for HM1)	0.10	S	
ITSM-IP256	How to - Monitoring Tool - Host Monitor 2 (log in to srvtools etc)	0.10	S	
ITSM-IP257	How to - Monitoring Tool - Nagios 1 (login to console etc)	0.10	S	
ITSM-IP258	How to - Monitoring Tool - Nagios 2	0.10	S	
ITSM-IP259	How to - Monitoring Tool - SEEDv1 Monitoring	0.10	S	
ITSM-IP260	How to - PSP Restart Apache Tomcat and Restore PSP Projectzone Data	0.10	S	
ITSM-IP261	Reporting Procedure - Dashboard update	0.10	S	
ITSM-IP262	Reporting Procedure - Downtime Verification Using HTTP Access Logs	0.10	S	
ITSM-IP263	Reporting Procedure - Thread CI Management		S	
ITSM-IP264	Reporting Procedure - Availability Database (avdb)		S	
ITSM-IP265	Reporting Procedure - Monitoring Logs Backup - Host Monitor 1		S	
ITSM-IP266	Reporting Procedure - Monitoring Logs Backup - Host Monitor 2		S	
ITSM-IP267	Reporting Procedure - Monitoring Logs Backup - Nagios 1		S	
ITSM-IP268	Reporting Procedure - Monitoring Logs Backup - Nagios 2		S	
ITSM-IP269	Reporting Procedure - Downtime Report	0.10	S	
ITSM-IP270	Reporting Procedure - MSR/MPR Annexes 14 (AVA/SQI24a)	0.10	S	
ITSM-IP271	Reporting Procedure - Monthly TVA Report (AVA Production Average)	0.10	S	
ITSM-IP272	Reporting Procedure - Conference Calls		S	
ITSM-IP273	Reporting Procedure - E-mail Statistics (Mail Count)	0.10	S	

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ITSM-IP274	Reporting Procedure - Capacity, Filesystems DIGIT Hosted Applications	0.10	S	
ITSM-IP275	Reporting Procedure - Capacity, Filesystems ITSM Hosted Applications	0.10	S	
ITSM-IP276	Reporting Procedure - Capacity, Tablespaces DIGIT Hosted Databases	0.10	S	
ITSM-IP278	Reporting Procedure - Capacity, Tablespaces PSP Database	0.10	S	
ITSM-IP279	Reporting Procedure - Application Usage Statistics (NA Access on izints005)	0.10	S	
ITSM-IP280	How to - Restore Availability of PSP	0.10	S	