

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

Month Year	REF.: ITS-SCXX-MSR-YYYY-MM
Monthly Service Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

Document History

Edi.	Rev.	Date	Description	Action (*)	Pages

(*) Action: I = Insert R = Replace

Month Year	REF.: ITS-SCXX-MSR-YYYY-MM
Monthly Service Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

Table of contents

1.	INTRODUCTION	4
1.1	REFERENCE AND APPLICABLE DOCUMENTS	4
	<i>1.1.1 Applicable documents</i>	4
	<i>1.1.2 Annexed and Reference documents</i>	4
1.2	TERMINOLOGY	6
	<i>1.2.1 Abbreviations and acronyms</i>	6
1.3	PURPOSE OF THE DOCUMENT	6
1.4	LIST OF TABLES	7
1.5	LIST OF FIGURES	10
2.	SECTION 1: COMMON TO ALL BUSINESS THREADS	12
2.1	SERVICE SUPPORT ACTIVITIES	12
	<i>2.1.1 Overview</i>	12
	<i>2.1.2 Closed Calls</i>	22
	<i>2.1.3 Calls related to Document Reviews</i>	29
	<i>2.1.4 Calls classified per Incident Statuses</i>	29
2.2	ICT INFRASTRUCTURE	30
	<i>2.2.1 Service Delivery</i>	30
	<i>2.2.2 ITSM Monitor mails statistics</i>	30
2.3	BUSINESS MONITORING	33
	<i>2.3.1 DDS</i>	33
2.4	APPLICATION MANAGEMENT	34
	<i>2.4.1 Deployment</i>	34
	<i>2.4.2 Technical Support</i>	35
	<i>2.4.3 Technical Reviews</i>	35
2.5	PUBLICATIONS	36
2.6	USER MANAGEMENT	36
2.7	CONFIGURATION MANAGEMENT	37
2.8	SECURITY	38
2.9	PLANNING	38
3.	SECTION 2: THREAD DEPENDENT	39
3.1	CUSTOMS	39
	<i>3.1.1 Service Support Activities</i>	39
	<i>3.1.2 Service Delivery</i>	42
	<i>3.1.3 54</i>	
	<i>3.1.4 Business Monitoring</i>	54
	<i>3.1.5 Application Management</i>	69
	<i>3.1.6 Testing</i>	71
3.2	EXCISE	72
	<i>3.2.1 Service Support Activities</i>	72
	<i>3.2.2 Service Delivery</i>	75
	<i>3.2.3 Business Monitoring</i>	77
	<i>3.2.1 Application Management</i>	77
	<i>3.2.2 Testing</i>	78
3.3	TAXATION	79
	<i>3.3.1 Service Support Activities</i>	79
	<i>3.3.2 Service Delivery</i>	80
	<i>3.3.3 Business Monitoring</i>	81
	<i>3.3.1 Application Management</i>	82
	<i>3.3.2 Testing</i>	83
3.4	ITSM BUSINESS THREAD	84
	<i>3.4.1 Service Support Activities</i>	84
	<i>3.4.2 Service Delivery</i>	85
	<i>3.4.3 Application Management</i>	86
	<i>3.4.4 Testing</i>	86

Month Year	REF.: ITS-SCXX-MSR-YYYY-MM
Monthly Service Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

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

Month Year	REF.: ITS-SCXX-MSR-YYYY-MM
Monthly Service Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

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

Month Year	REF.: ITS-SCXX-MSR-YYYY-MM
Monthly Service Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

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>.

Month Year	REF.: ITS-SCXX-MSR-YYYY-MM
Monthly Service Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

1.4 List of tables

Table 1: Key figures	12
Table 2: Calls & SLA targets	13
Table 3: Opened calls during the reported months by category	14
Table 4: Opened calls per Business Thread	15
Table 5: Opened calls split by issuer	16
Table 6: Opened calls by NAs	17
Table 7: Opened calls by ITSM.....	17
Table 8: Incidents opened calls split by issuing organisation	18
Table 9: Opened incident calls split by CI.....	22
Table 10: Closed calls per category during the reported months	23
Table 11: Closed calls per Business Thread	24
Table 12: Closed incident calls split by CI	28
Table 13: Closed calls handled by Level 1, Level 2 and Level 3	28
Table 14: Number of document review requests per month	29
Table 15: Received mails at ITSM Monitor	31
Table 16: Forwarded mails at ITSM Support	32
Table 17: Difference between this month and previous month.....	34
Table 18: Number of installations per environment.....	34
Table 19: Installations on production environment.....	34
Table 20: Installations per Business Thread	35
Table 21: Document packages reviewed	36
Table 22: CIs distribution by type	37
Table 23: CIs distribution by Business Thread.....	37
Table 24: Customs - Opened calls per category.....	39
Table 25: Customs - Closed calls by category	40
Table 26: Customs - Problems currently logged.....	40
Table 27: Customs –Disk space prediction.....	42
Table 28: ALPHA1 SERVER diskgroup – Disk space prediction.....	42
Table 29: PROD1 diskgroup – Disk space prediction	43
Table 30: PROD1 diskgroup – List of major incidents and/or investigations	43
Table 31: ALPHA5 SERVER diskgroup – Disk space prediction.....	43
Table 32: ALPHA5 SERVER diskgroup – List of major incidents and/or investigations.....	44
Table 33: ORATAXUD diskgroup – Disk space prediction.....	44

Month Year	REF.: ITS-SCXX-MSR-YYYY-MM
Monthly Service Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

Table 34: NAS diskgroup – List of major incidents and/or investigations.....	45
Table 35: PROD2 diskgroup – List of major incidents and/or investigations	45
Table 36: DDSUTAXP tablespace status	46
Table 37: APPUTAXP tablespace status.....	47
Table 38: EBTITAXP tablespace status	47
Table 39: APPTAXP tablespace status.....	48
Table 40: CS/MIS tablespace status	48
Table 41: CS/RD tablespace status.....	49
Table 42: Web2000 tablespace status.....	49
Table 43: TTA DB tablespace status	49
Table 44: Export of CS/MIS, Web2000 and CSRD database	51
Table 45: Number of successful connections to Web2000	52
Table 46: Trends of outgoing IE messages.....	62
Table 47: Trends of outgoing IE Phase 3.2 messages.....	62
Table 48: IE Phase 4 messages.....	63
Table 49: Trends of outgoing IE Messages	65
Table 50: Numbers of outgoing IE messages in ECS Phase 2	65
Table 51: Trends of outgoing IE Messages	67
Table 52: CCN Availability.....	69
Table 53: Customs – Distribution of full dlvs/patches/hot fixes per environment.....	70
Table 54 : Excise - Calls open per category.....	72
Table 55: Excise - Closed calls per category	73
Table 56: Excise - Problems currently logged.....	74
Table 57: Excise – SEED: Application shared file systems mapping	75
Table 58: SEED Tablespace status	76
Table 59: PSP - DB tablespace status.....	77
Table 60: Excise - Distribution of full dlvs/patches/hot fixes per environment.....	78
Table 61 : Taxation - Calls open per category	79
Table 62: Taxation - Closed calls per category.....	79
Table 63: Taxation - Problems currently logged.....	80
Table 64: Evolution of free available disk space	80
Table 65: Tablespace statistics Taxation Production Environment.....	81
Table 66: Taxation – Distribution of full dlvs/patches/hot fixes per environment.....	82
Table 67: ITSM - Opened calls per category	84
Table 68: ITSM - Closed calls per category	84

Month Year	REF.: ITS-SCXX-MSR-YYYY-MM
Monthly Service Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

Table 69: ITSM - Problems currently logged85
Table 70: ITSM Portal - Most accessed pages.....85

Month Year	REF.: ITS-SCXX-MSR-YYYY-MM
Monthly Service Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

1.5 List of figures

Figure 1: Opened calls by category during the reporting period.....	14
Figure 2: Opened Calls per Business Thread.....	15
Figure 3: Opened calls split by issuer.....	16
Figure 4: Opened Incident calls classified by organisation.....	19
Figure 5: Closed calls per category.....	23
Figure 6: Percentage of closed calls per Business Thread	24
Figure 7: All external incidents this month by status.....	29
Figure 8: Received mails at ITSM Monitor.....	31
Figure 9: Number of daily requests on DDS Website this month.....	33
Figure 10: Distribution of requests on DDS modules	33
Figure 11: Installations per Business Thread.....	35
Figure 12: Percentage of requests per week that failed to be executed for DDS.....	50
Figure 13: Evolution of NA accesses to Web2000	53
Figure 14: WebLogic requests.....	54
Figure 15: Share of WebLogic applications' requests	55
Figure 16: Number of messages exchanged for Customs Applications	55
Figure 17: Number of messages exchanged for Surveillance2	56
Figure 18: Quota messages received per month	56
Figure 19: ART monthly insertion of participants to Customs & Fiscalis events	57
Figure 20: ISPP - Number of IPR cases published per month	57
Figure 21: RIF - Risk Information Forms inserted per month	58
Figure 22: Stamps issued per month and per domain	58
Figure 23: Number of request per domain for SMS this month.....	59
Figure 24: Total existing SMS stamps per domain	60
Figure 25: Number of operations on EORI records during the reporting month.....	60
Figure 26: Number of operations on AEO certificates during the reporting month	61
Figure 27: Total number of operations in EORI during the reporting month.....	61
Figure 28: Countries of departure distribution (NCTS operations).....	63
Figure 29: Countries of destination distribution (NCTS operations)	64
Figure 30: Countries of Export distribution (ECS operations).....	65
Figure 31: Countries of Exit distribution (ECS operations).....	66

Month Year	REF.: ITS-SCXX-MSR-YYYY-MM
Monthly Service Report	VERSION: 1.00
1 - Introduction	ISSUE DATE: 22/03/2010

Figure 32: Countries of departure distribution (SPEED operations).....67

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. 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

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

2.1.1.2 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.

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 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

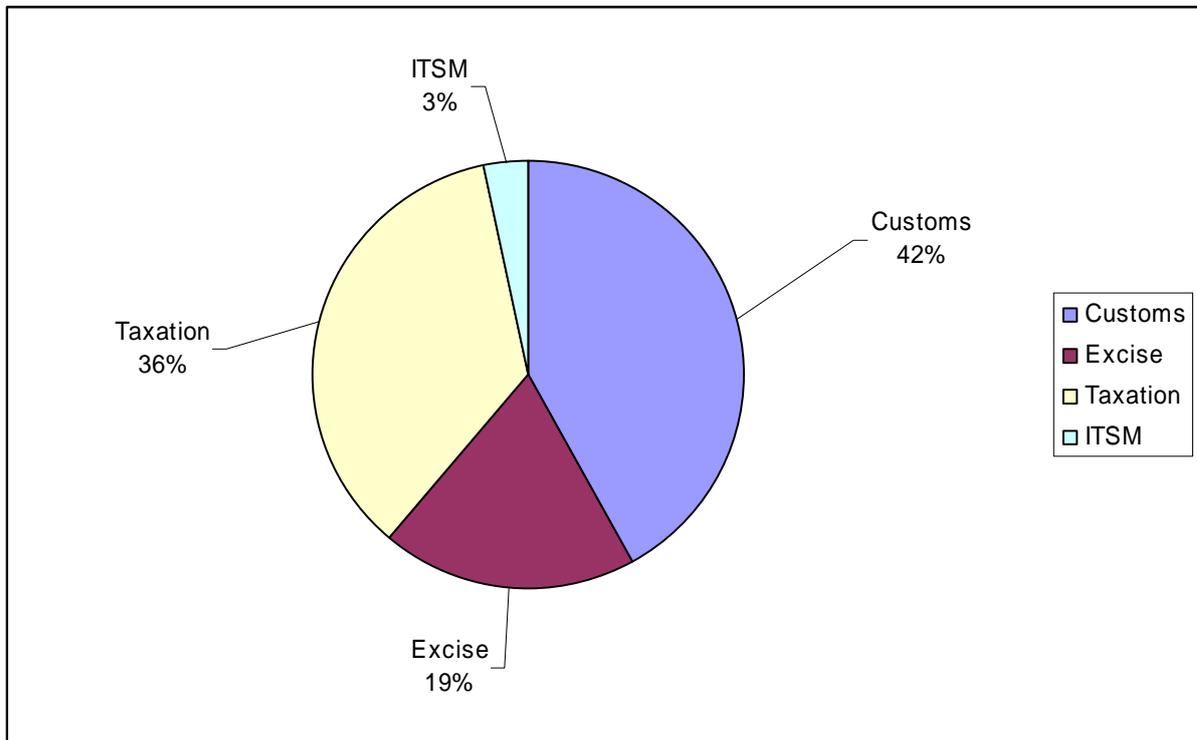


Figure 2: Opened Calls per Business Thread

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 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.

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

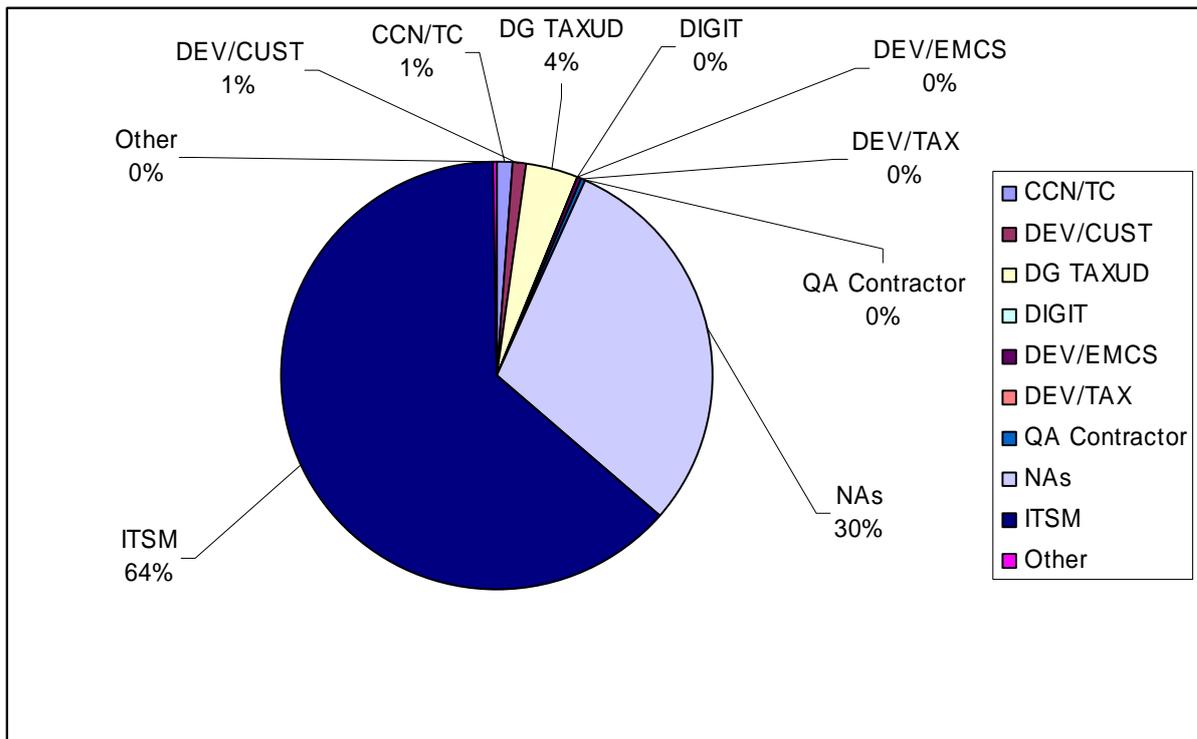


Figure 4: Opened Incident calls classified by organisation

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													

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
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													

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
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
2 - Section 1: Common to all Business Threads	ISSUE DATE: 22/03/2010

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.

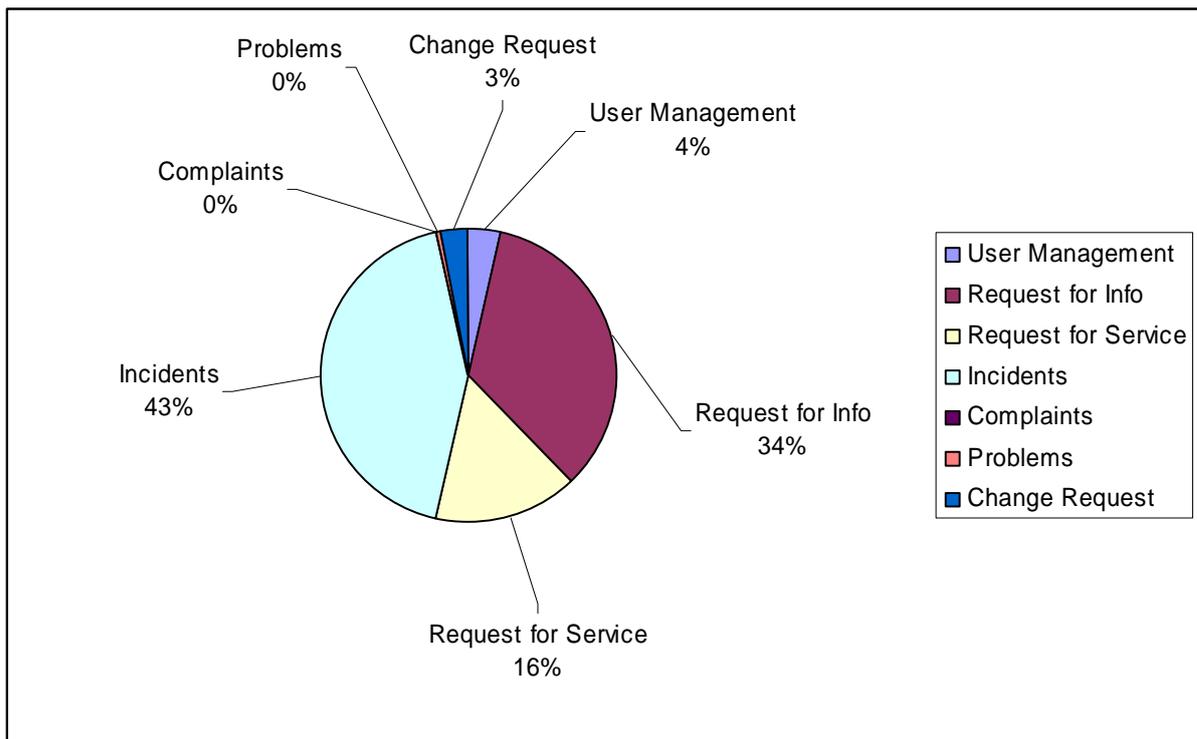


Figure 5: Closed calls per category

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.

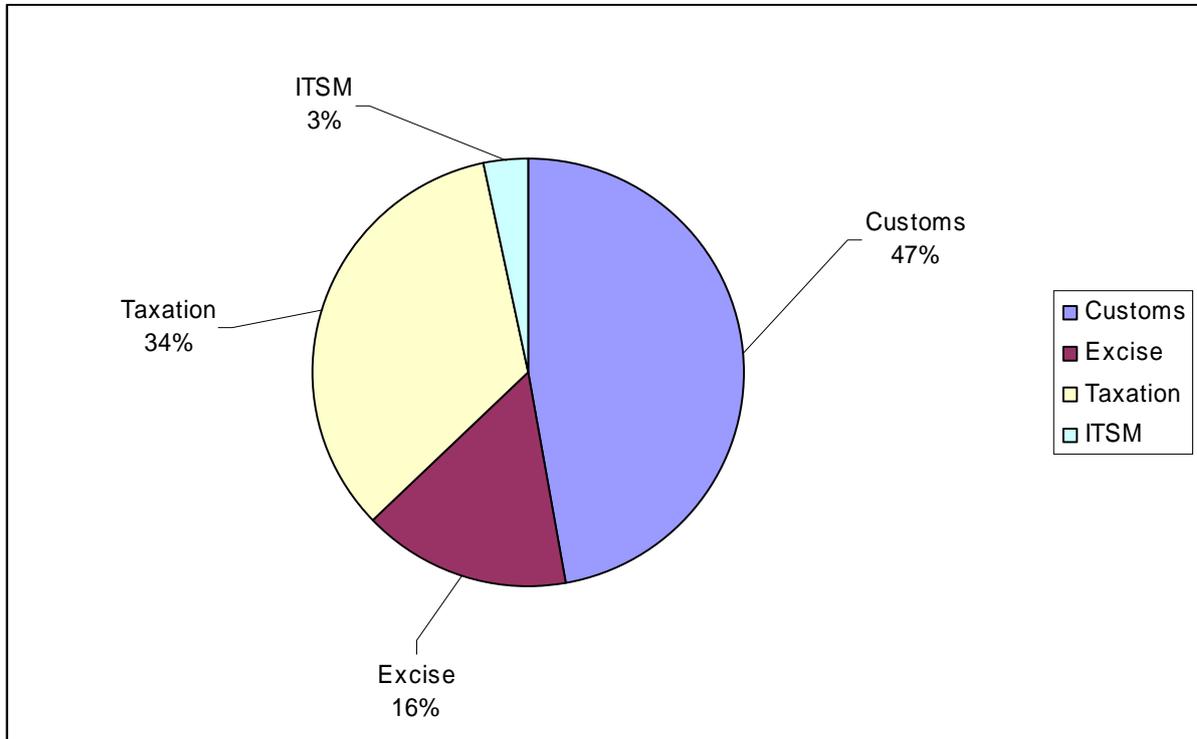


Figure 6: Percentage of closed calls per Business Thread

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
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
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
2 - Section 1: Common to all Business Threads	ISSUE DATE: 22/03/2010

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

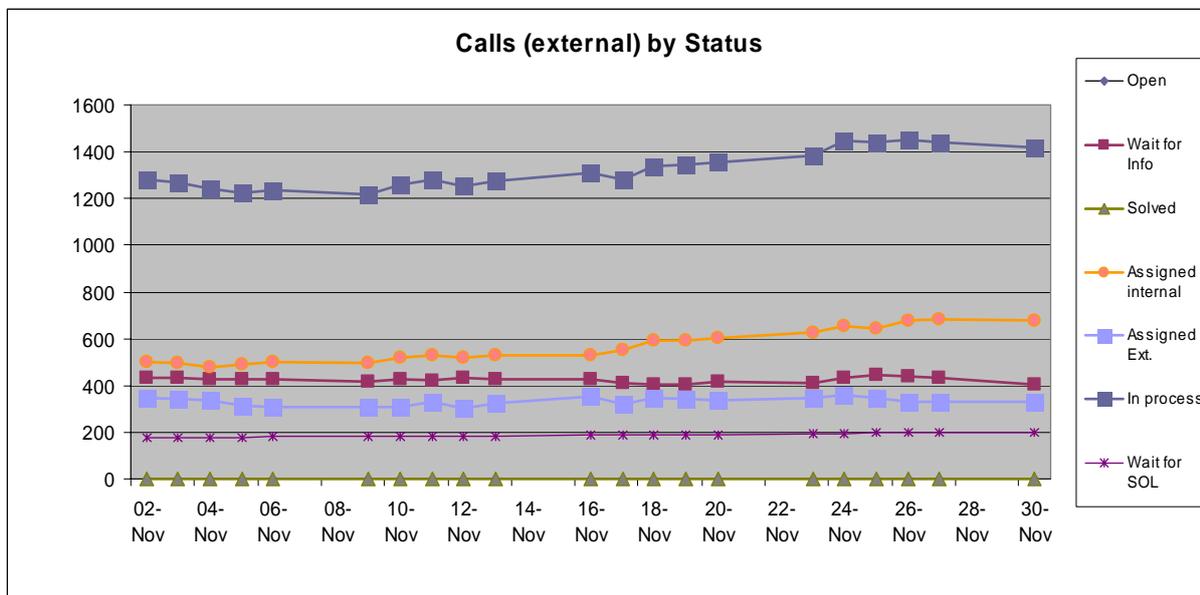


Figure 7: All external incidents this month by status

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
2 - Section 1: Common to all Business Threads	ISSUE DATE: 22/03/2010

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:

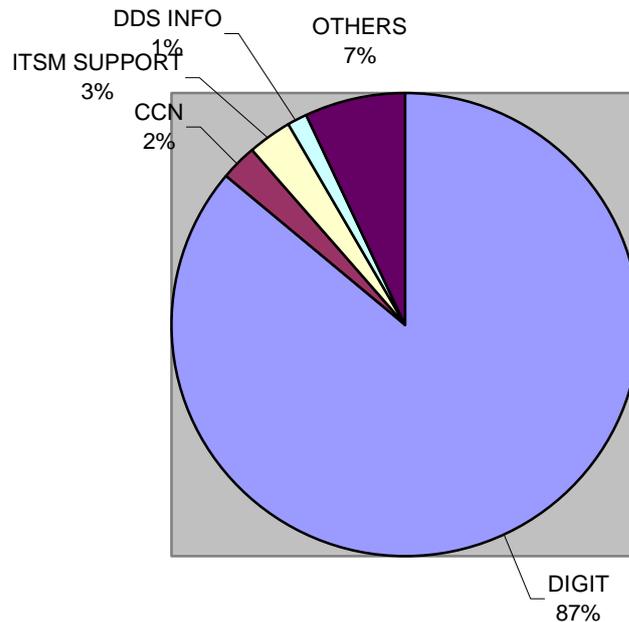


Figure 8: Received mails at ITSM Monitor

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
2 - Section 1: Common to all Business Threads	ISSUE DATE: 22/03/2010

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.

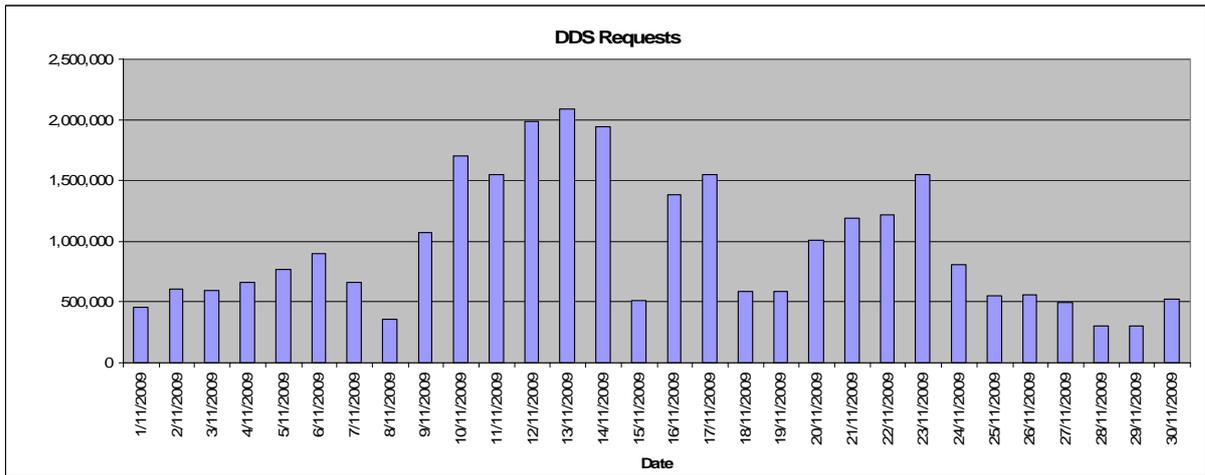


Figure 9: Number of daily requests on DDS Website this month

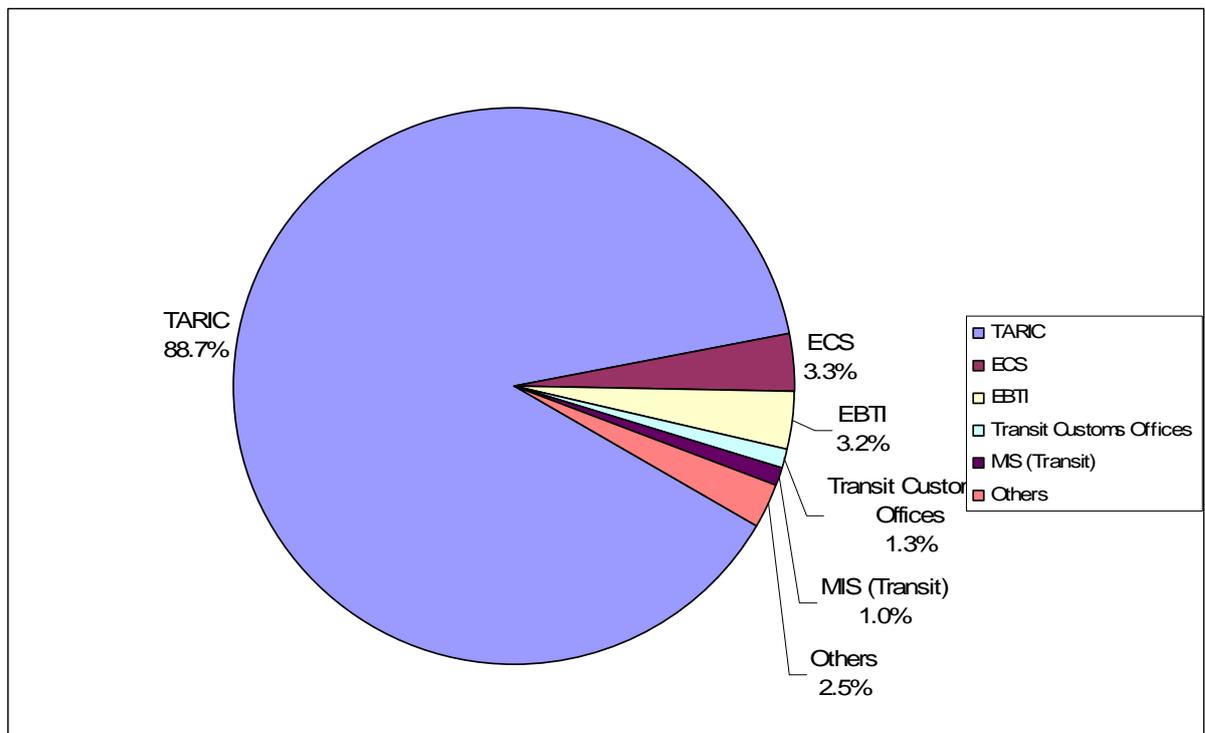


Figure 10: Distribution of requests on DDS modules

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

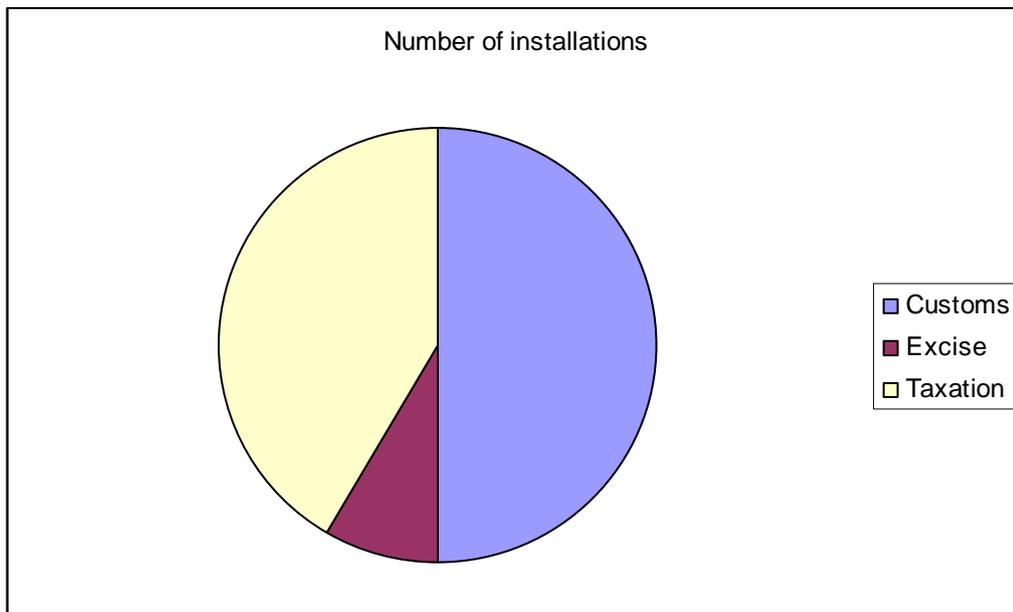


Figure 11: Installations per Business Thread

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
2 - Section 1: Common to all Business Threads	ISSUE DATE: 22/03/2010

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 CMDDB 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
	Total Disk Space	Space used	% used	Total Disk Space	Space used	% used		
Volume Group (LUN)								
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
	TOTAL DISK SPACE	SPACE USED	% USED	TOTAL DISK SPACE	SPACE USED	% USED		
VOLUME GROUP (LUN)								
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
	Total Disk Space	Space used	% used	Total Disk Space	Space used	% used		
Volume Group (LUN)								
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
	TOTAL DISK SPACE	SPACE USED	% USED	TOTAL DISK SPACE	SPACE USED	% USED		
VOLUME GROUP (LUN)								
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
	Total Disk Space	Space used	% used	Total Disk Space	Space used	% used		
Volume Group (LUN)								

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
	Total Disk Space	Space used	% used	Total Disk Space	Space used	% used		
Volume Group (LUN)								
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
	TOTAL DISK SPACE	SPACE USED	% USED	TOTAL DISK SPACE	SPACE USED	% USED		
VOLUME GROUP (LUN)								
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)	%	%	%

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)	%	%	%	

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 VARIATION %	USED VARIATION %
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 VARIATION %	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 VARIATION %	USED VARIATION %
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

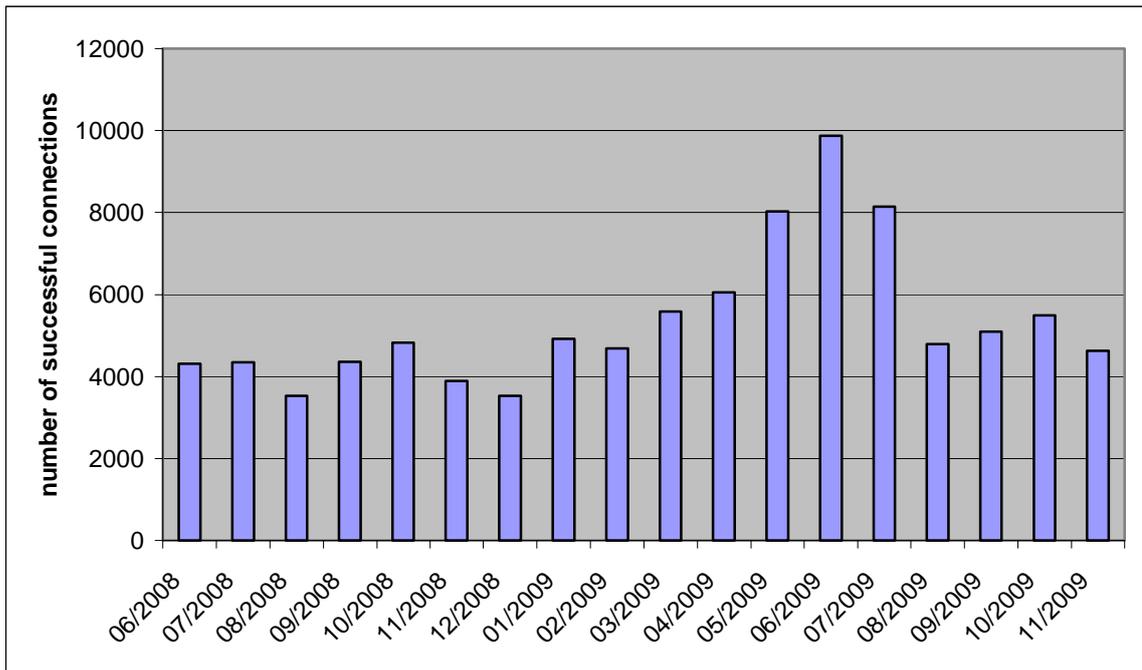


Figure 13: Evolution of NA accesses to Web2000

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.

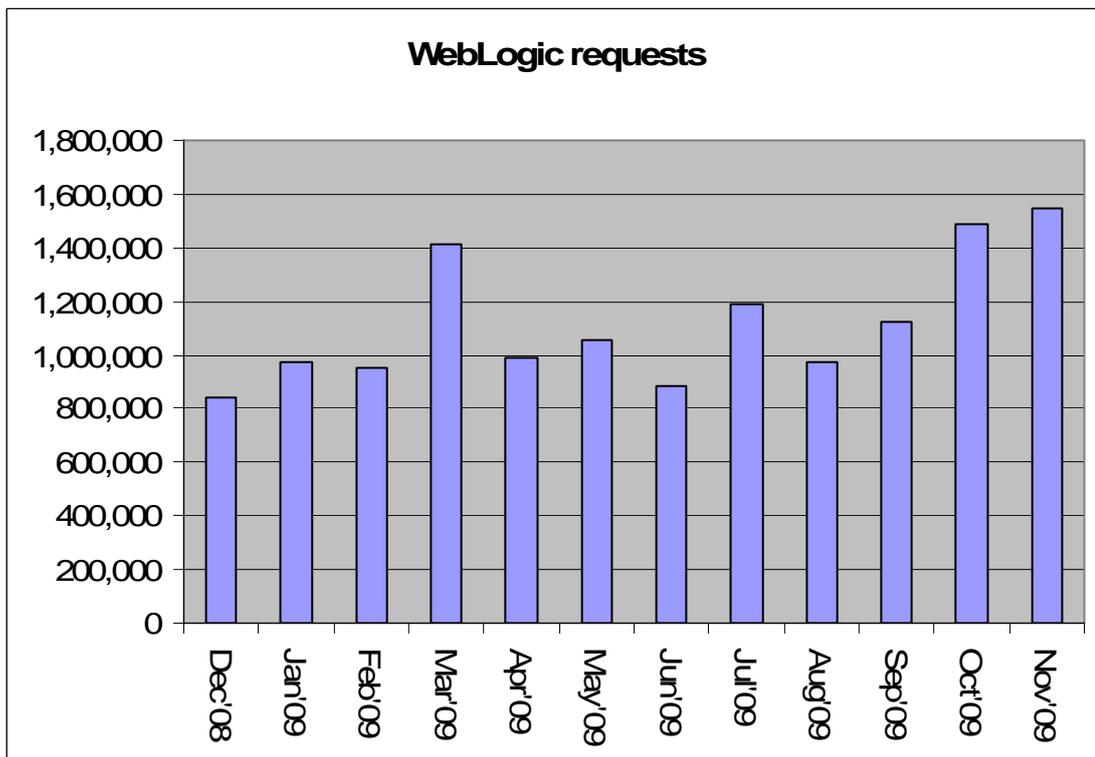


Figure 14: WebLogic requests

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

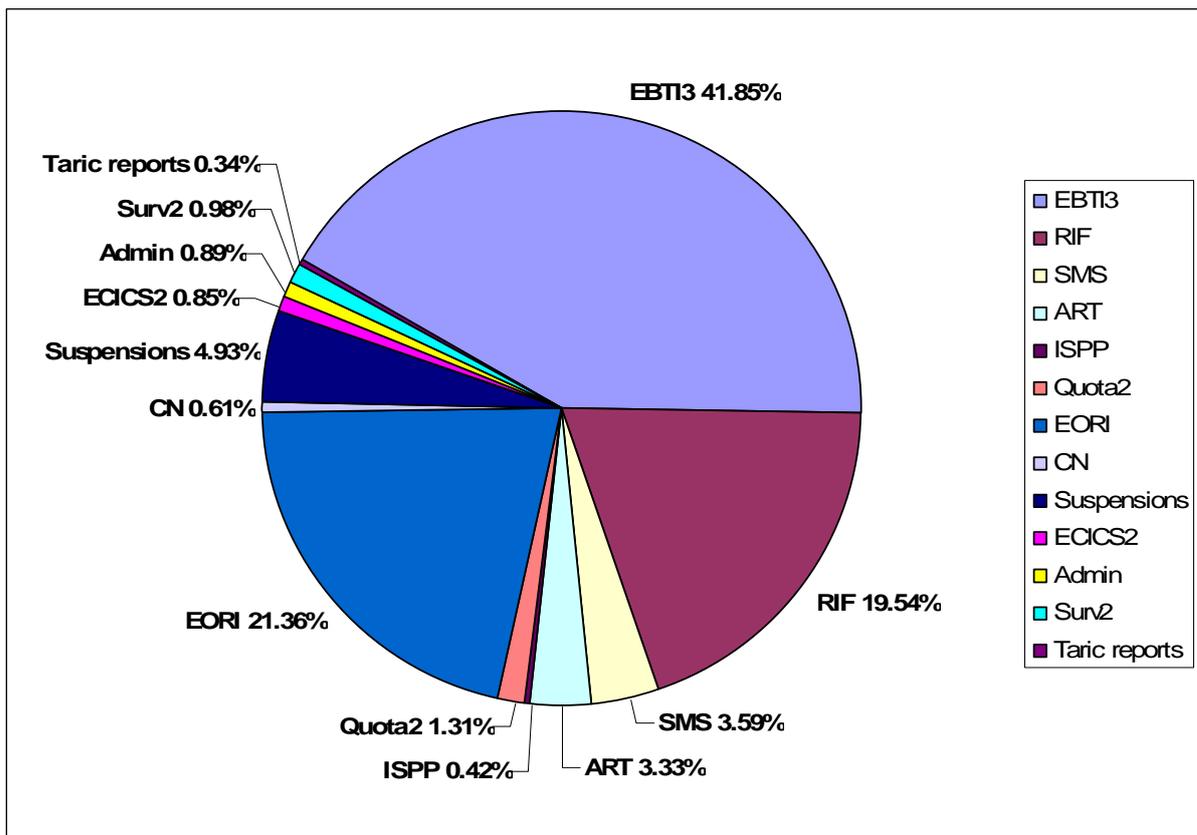


Figure 15: Share of WebLogic applications' requests

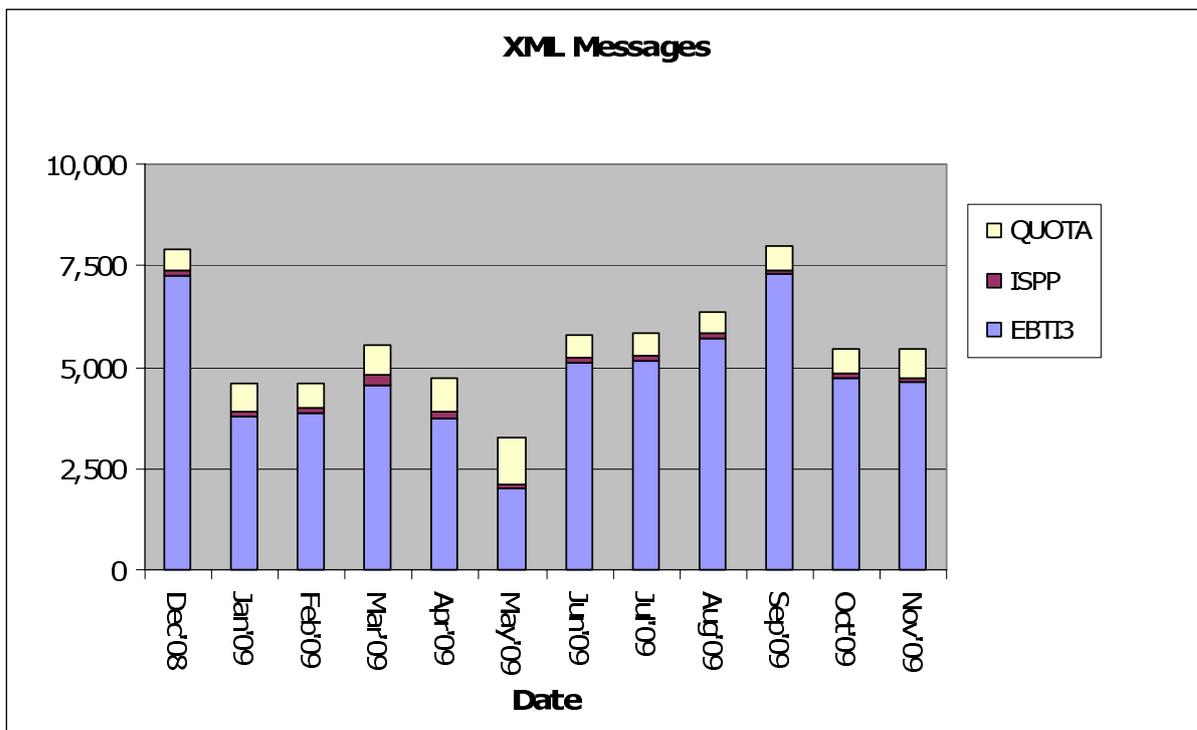


Figure 16: Number of messages exchanged for Customs Applications

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

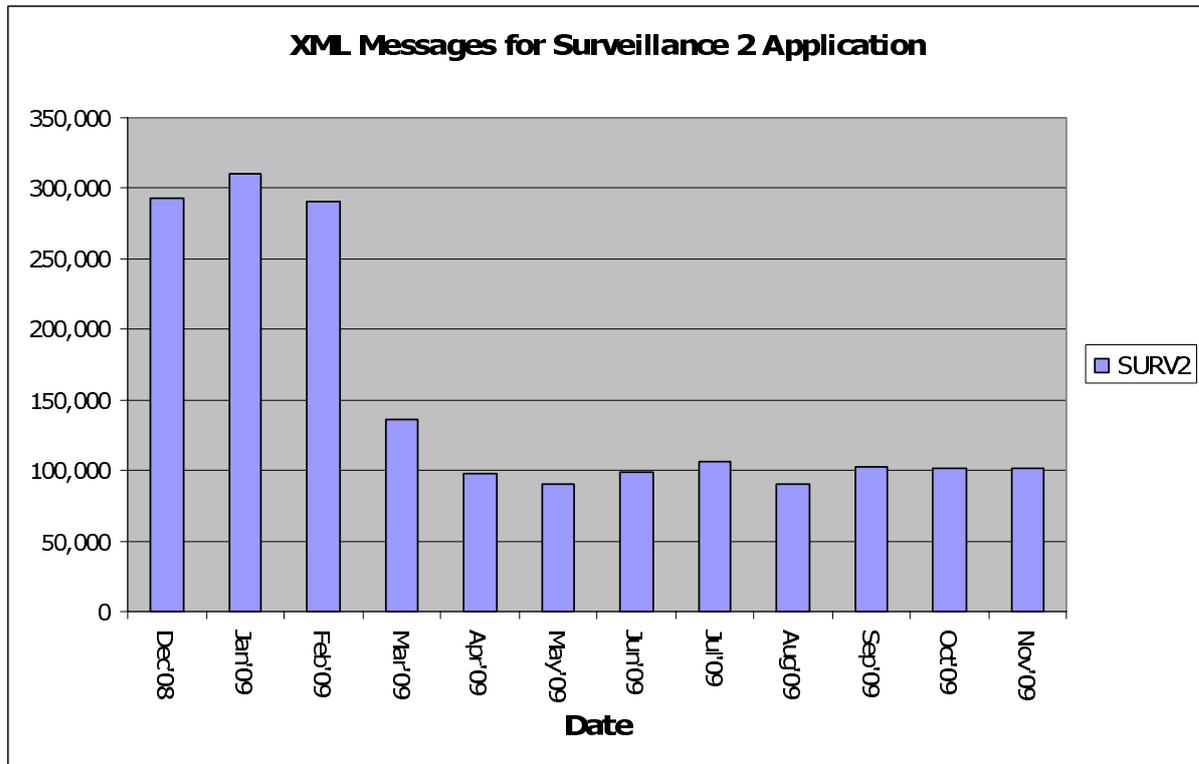


Figure 17: Number of messages exchanged for Surveillance2

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.

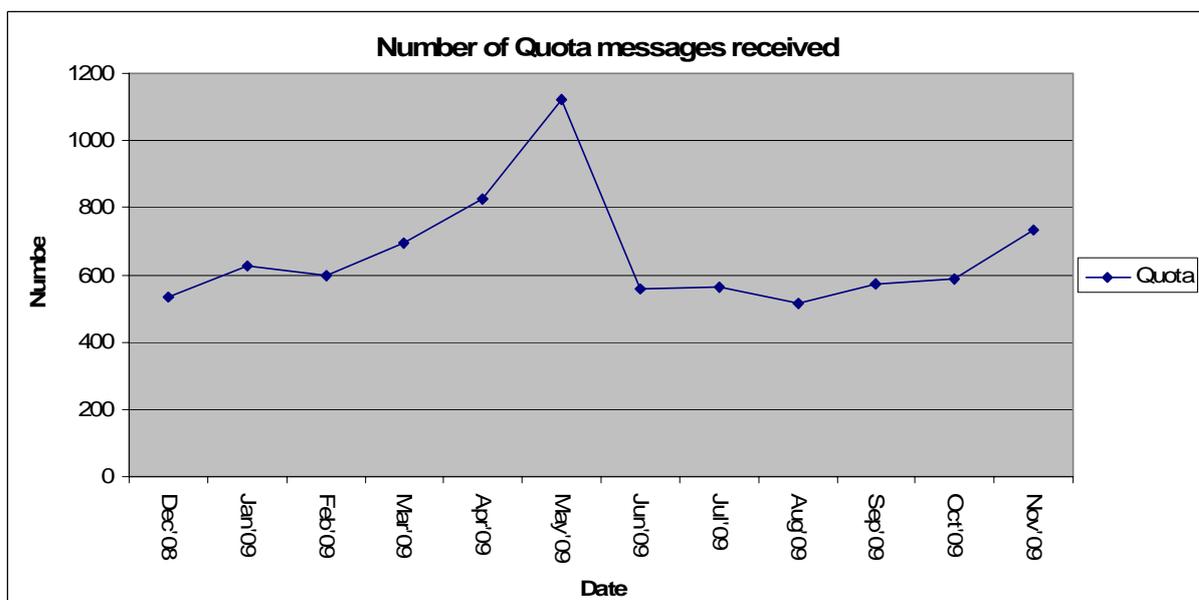


Figure 18: Quota messages received per month

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

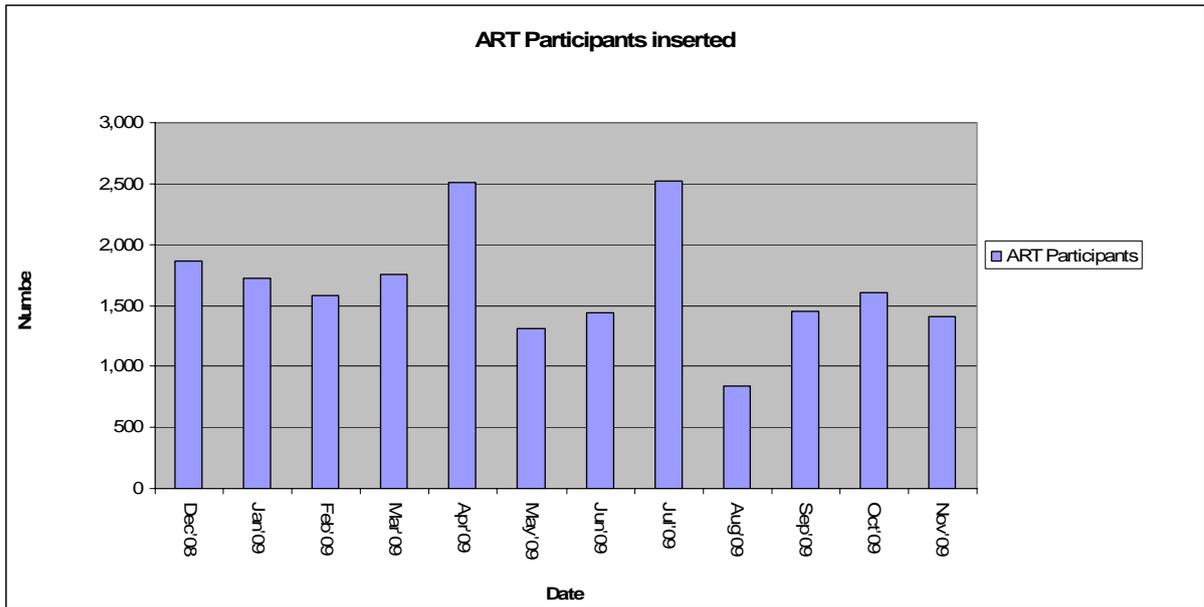


Figure 19: ART monthly insertion of participants to Customs & Fiscalis events

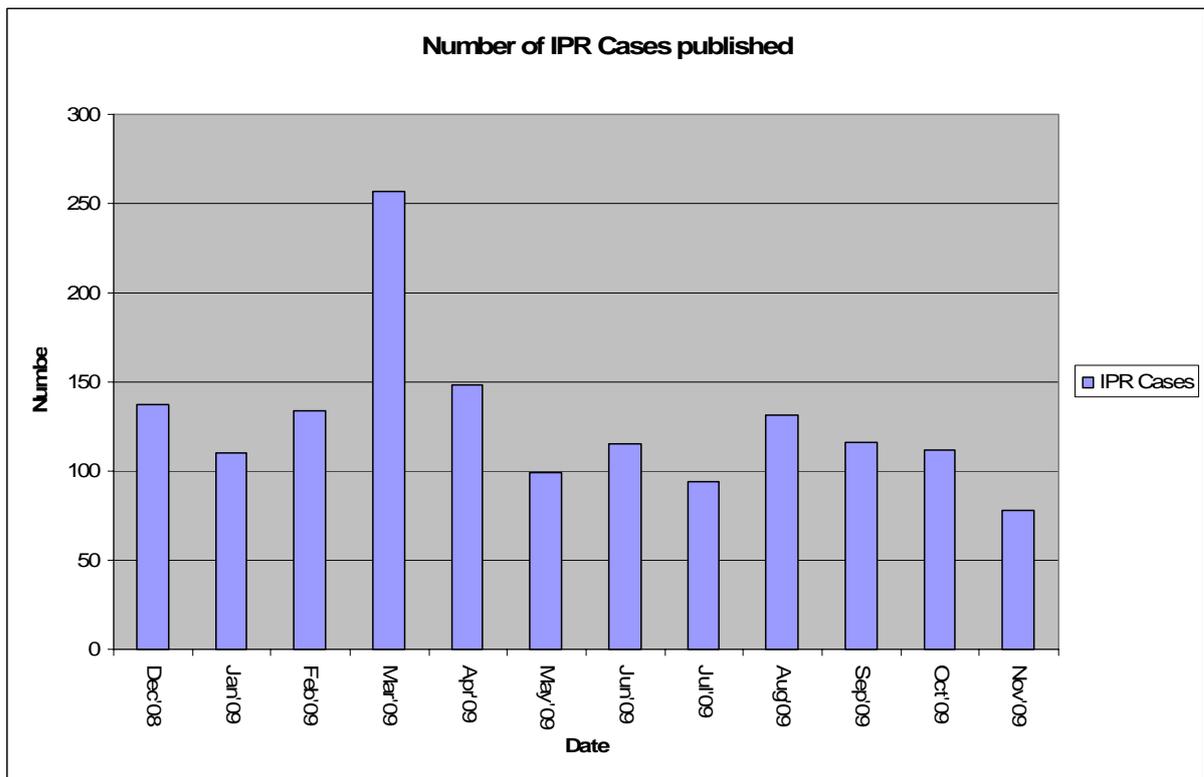


Figure 20: ISPP - Number of IPR cases published per month

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

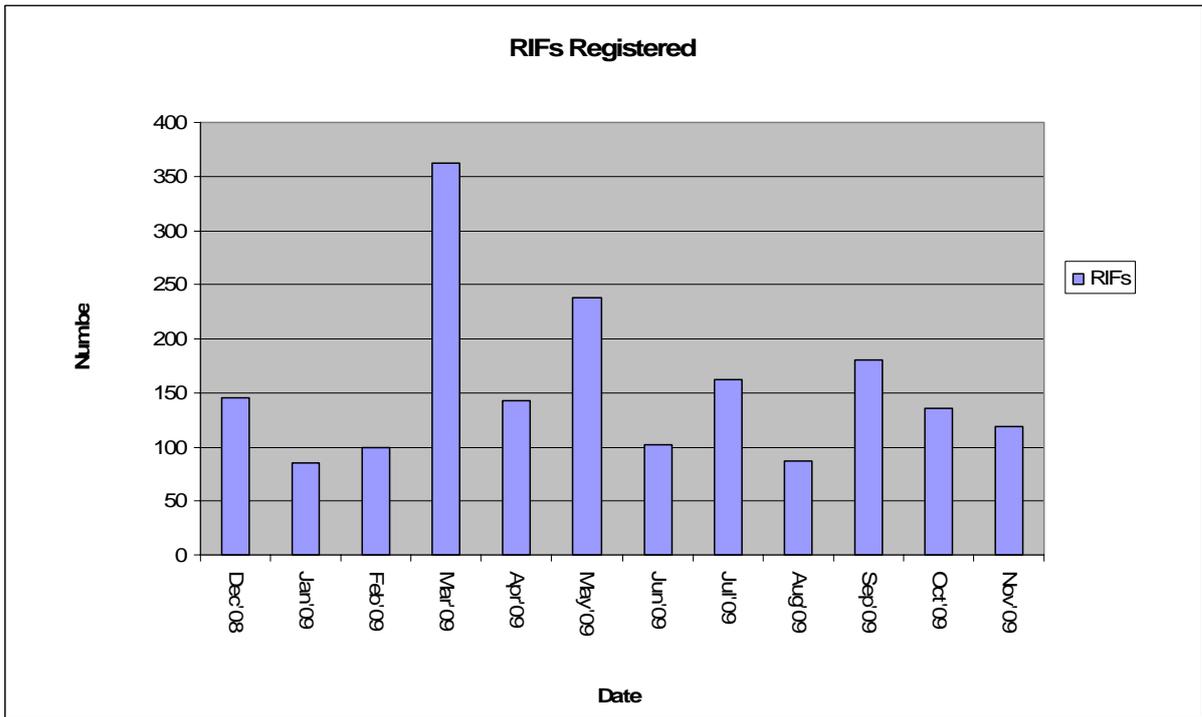


Figure 21: RIF - Risk Information Forms inserted per month

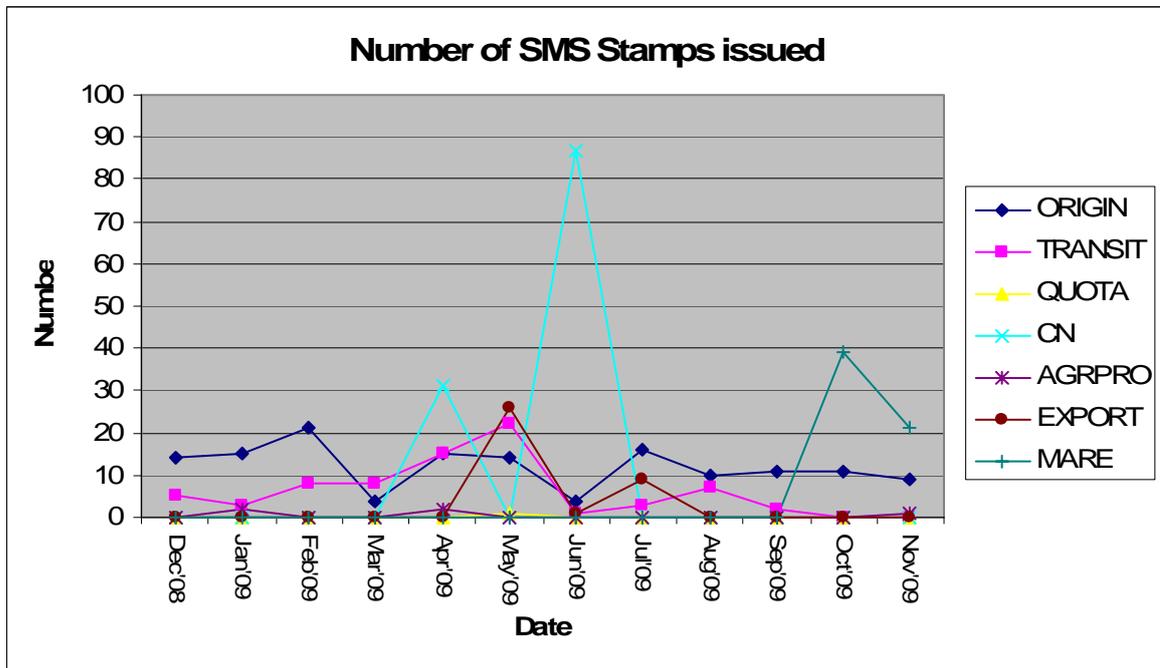


Figure 22: Stamps issued per month and per domain

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.

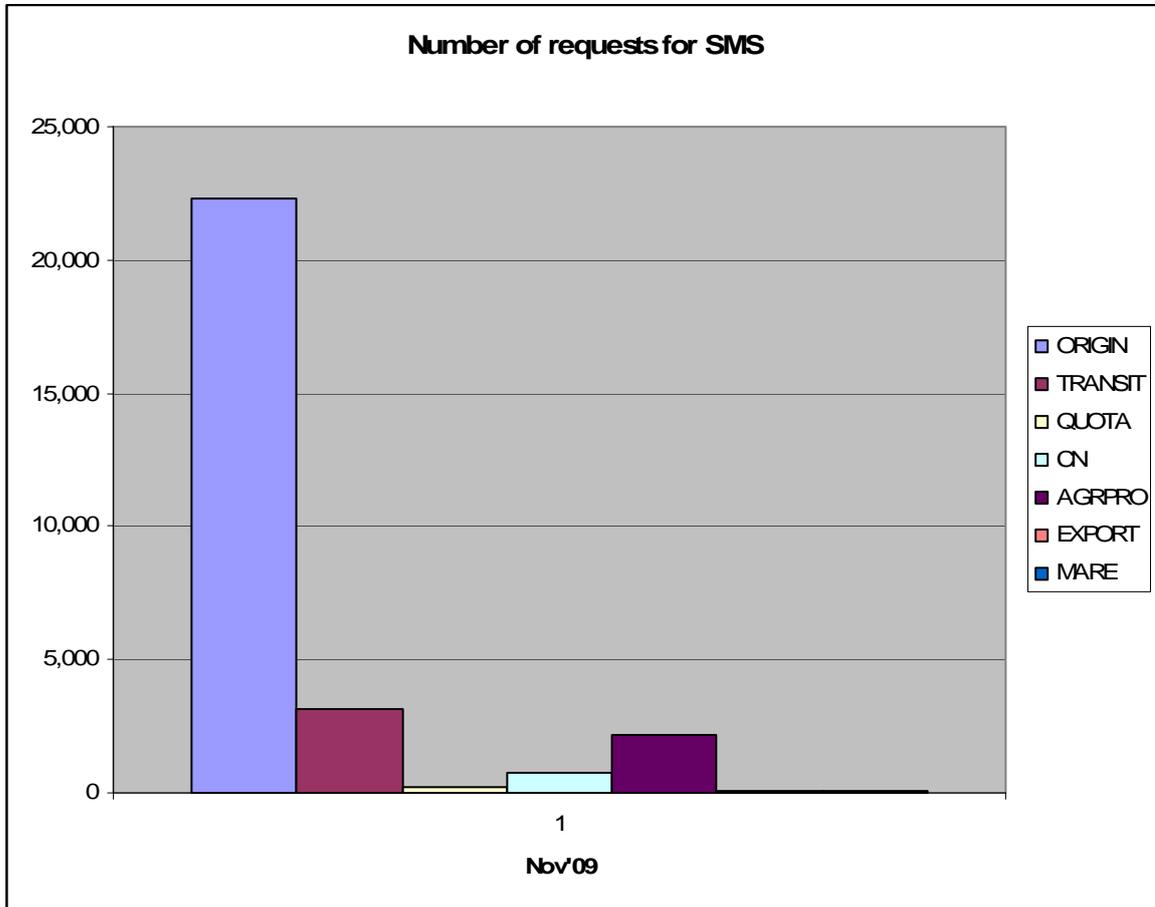


Figure 23: Number of request per domain for SMS this month

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

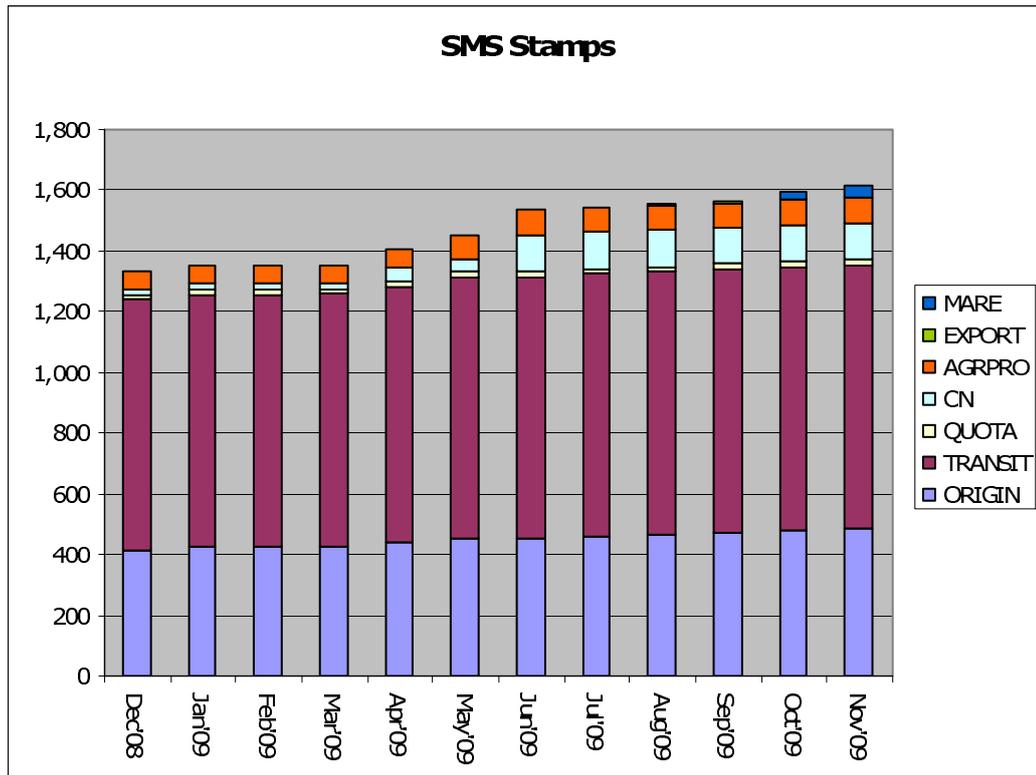


Figure 24: Total existing SMS stamps per domain

3.1.4.3 Economic Operators Systems (EOS)

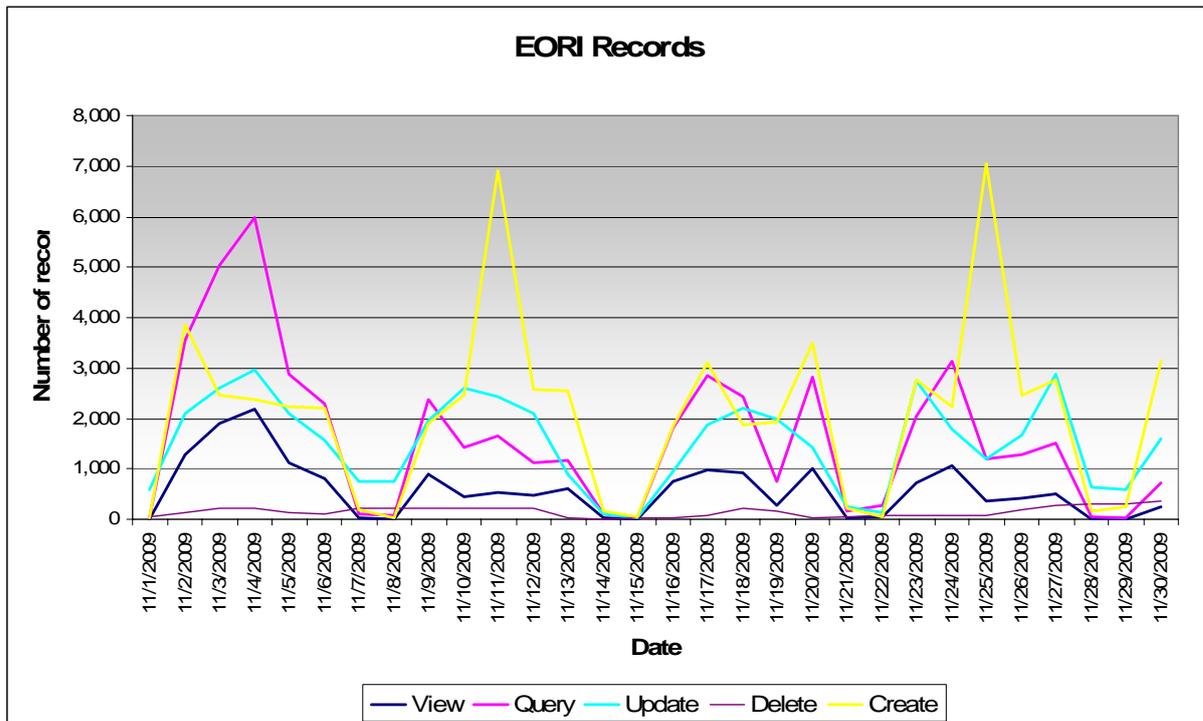


Figure 25: Number of operations on EORI records during the reporting month

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.

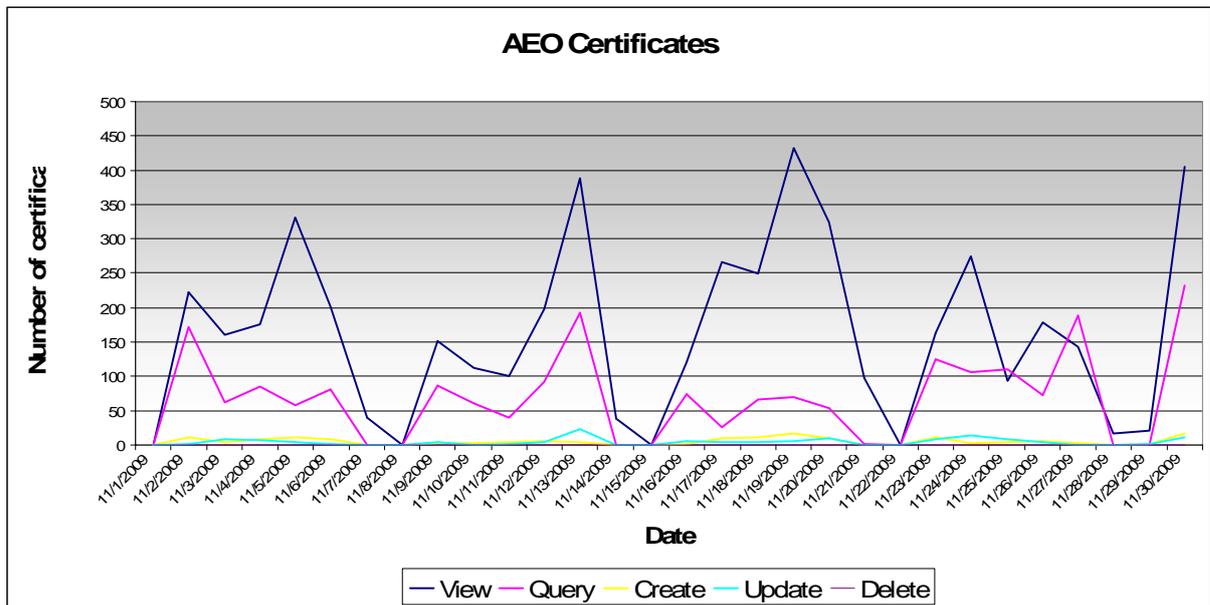


Figure 26: Number of operations on AEO certificates during the reporting month

The figure below shows the total number of operations in EORI during <month>.

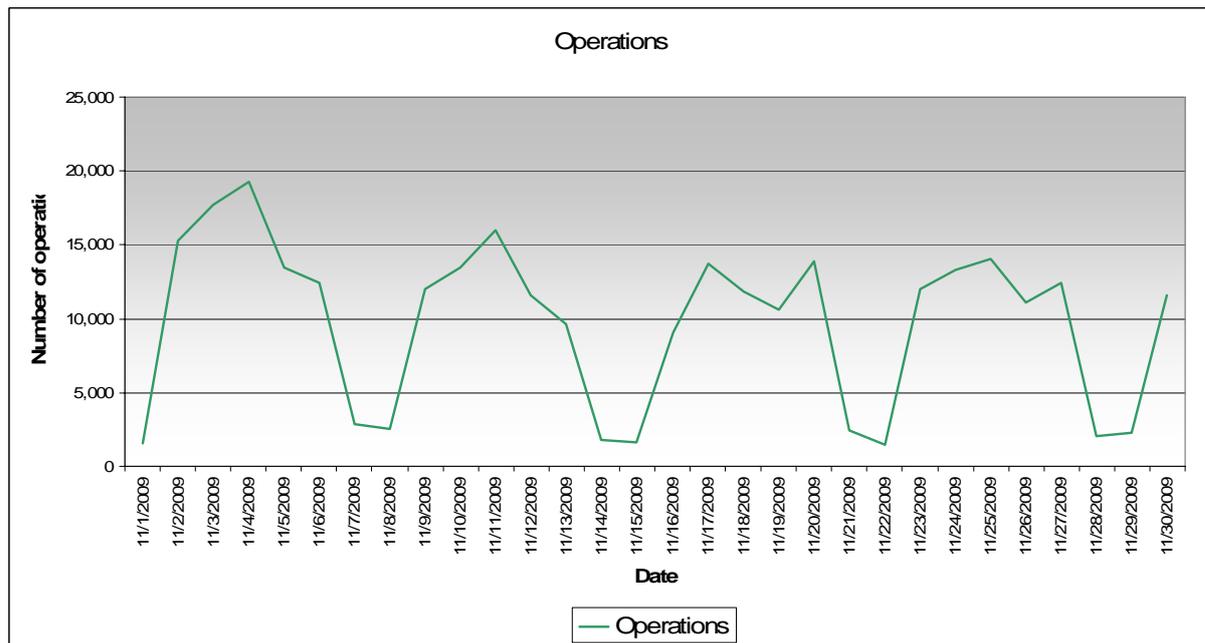


Figure 27: Total number of operations in EORI during the reporting month

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

	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.

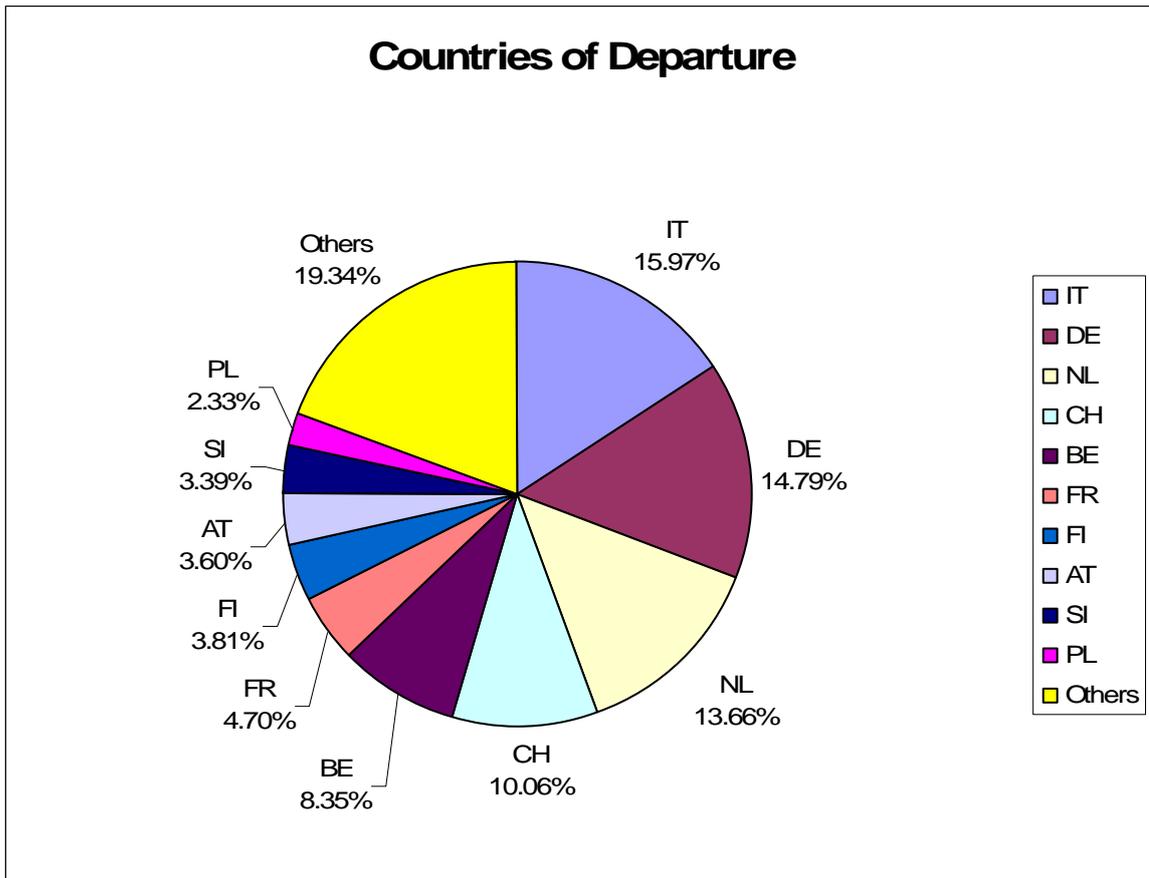


Figure 28: Countries of departure distribution (NCTS operations)

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

	IE501	IE502	IE510	IE518	IE524	IE904	IE906	IE907

Table 49: Trends of outgoing IE Messages

	IE527	IE538	IE584	IE586	IE601

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.

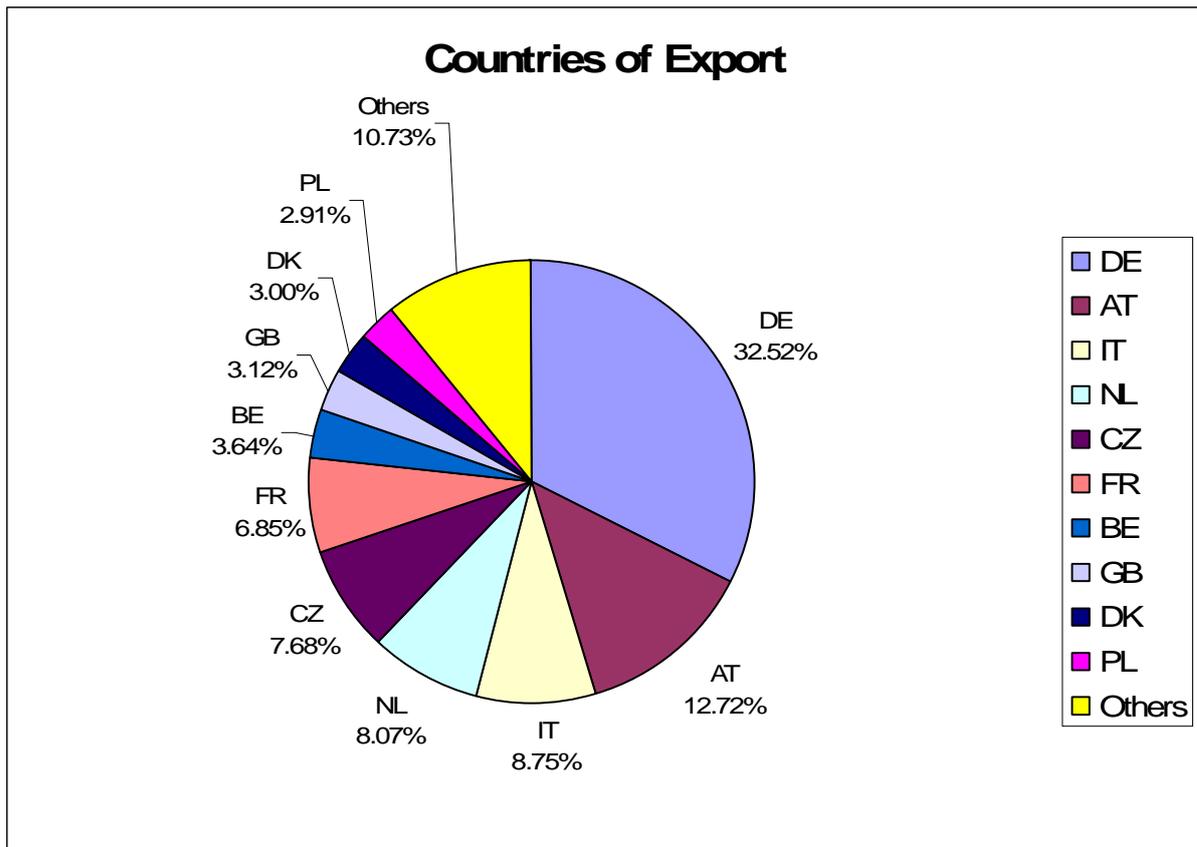


Figure 30: Countries of Export distribution (ECS operations)

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
3 - Section 2: Thread Dependent	ISSUE DATE: 22/03/2010

Table 51: Trends of outgoing IE Messages

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

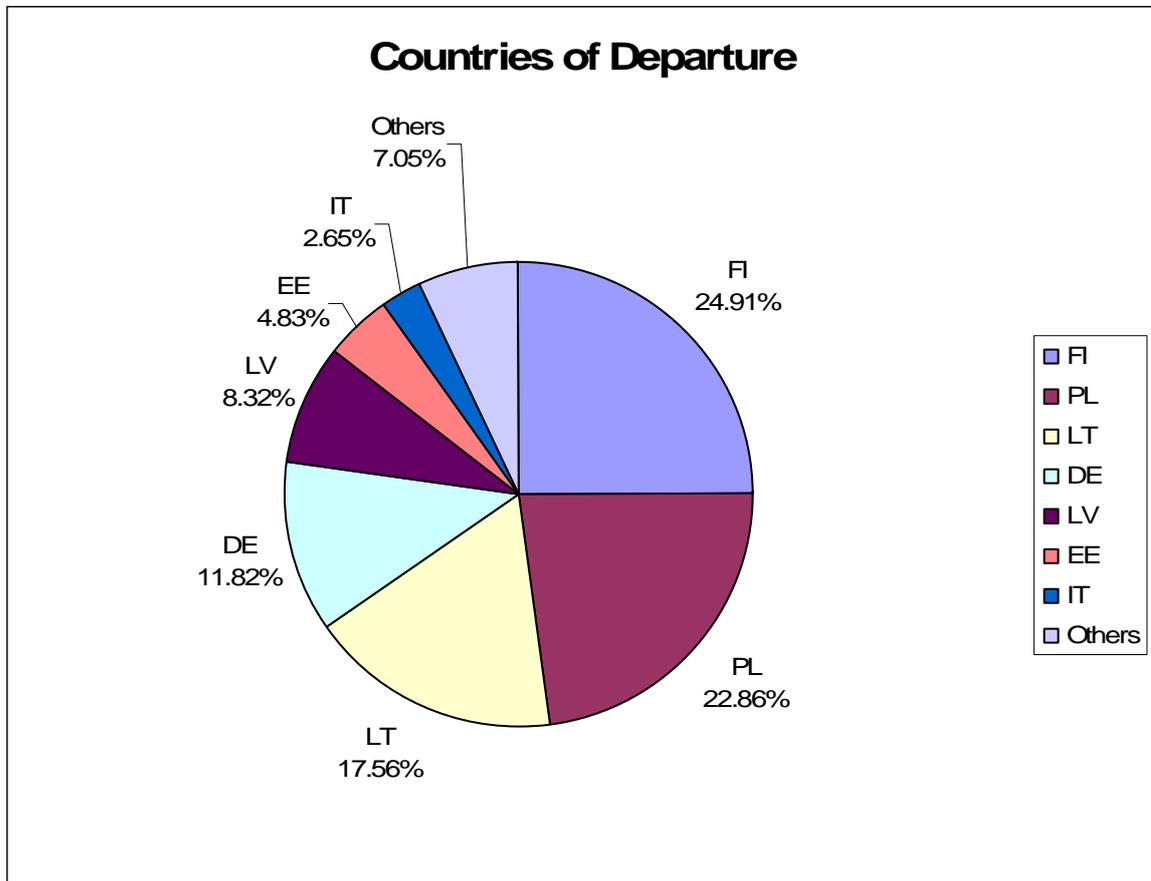


Figure 32: Countries of departure distribution (SPEED operations)

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

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	BECP1	
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	

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

3.1.6 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
3 - Section 2: Thread Dependent	ISSUE DATE: 22/03/2010

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
Monthly Service Report	VERSION: 1.00
3 - Section 2: Thread Dependent	ISSUE DATE: 22/03/2010

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)	used size (Mb)	reserve size (Mb)	used size (Mb)	reserve size % increase	used size % increase
	01/11/09	01/11/09	30/11/09	30/11/09		

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	

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

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
3 - Section 2: Thread Dependent	ISSUE DATE: 22/03/2010

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					

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

3.4.2.2 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* ***