

Quick-guide for new member of National Service Desk (NSD)

May 2016

This quick-guide intends to provide information about the **main tasks of the NSD members** dealing with **NCTS, ECS, ICS** and other trans-European Systems for Customs: how to interact with DG TAXUD and where to find key information.

What are NSD's objectives?

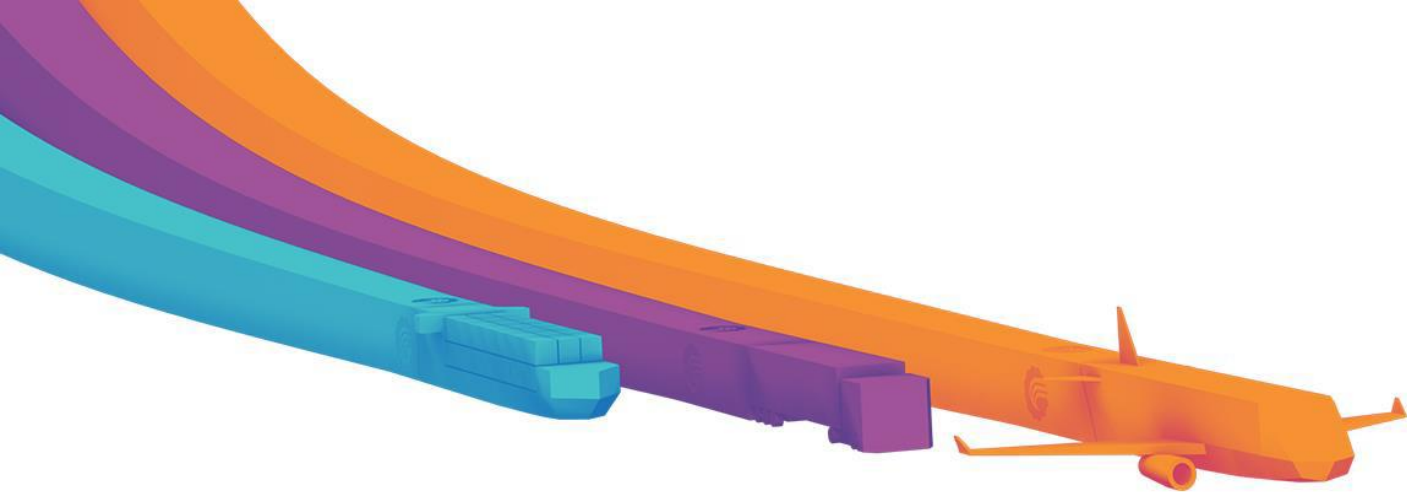
- ✦ To monitor and facilitate the customs operations;
- ✦ To aid at the resolution of reported problems and to communicate effectively with other NSDs and DG TAXUD towards this goal;
- ✦ To operate in a proactive manner in view of minimizing any impact from operational problems;
- ✦ To report the soonest possible any problem involving other NAs and/or the EU central services:
 - either bilaterally via email to other NSDs (can be found in CIRCABC for [NCTS](#), [ECS](#), [ICS](#))
 - or through CSD by sending an email to [ITSM Support](#) ,
 - or by opening a call in [SMT](#).



What knowledge is important for the NSD operator?

If the scope of the NSD operator is limited to call management, limited e-Customs knowledge is required. On the other hand, if the goal is to have the majority of the calls analysed and handled at this level, then the SDO should have:

- ✦ Comprehensive knowledge of the systems under the responsibility of the NSD;
- ✦ Knowledge of the Customs procedures;
- ✦ Basic to in-depth knowledge on the technical architecture of the national e-Customs environment;
- ✦ Basic to good knowledge of EDIFACT/XML that would allow for analysing erroneous messages.



How can the NSD member get accesses to information?

Depending on the tasks assigned to you, an access to the following information is needed:

ITSM Portal Your central entry point to DG TAXUD Service Management. An easy way to access the knowledge and applications related to ITSM, Customs, Excises and Taxation domains.

SMT-ESS The 'Employee Self Service' tool to open a new 'Incident' (new 'SD'), and to follow it and to answer call assigned to you. Accessed via the ITSM Portal.

CS/MIS Central Services/Management Information System: Contains information about the exchange of messages between NCA, the unavailability of the NCA and their alignment with the specifications.

CS/RD Central Services/Reference Data: Contains reference data used by the National Customs Applications (maintained by DG TAXUD) and the Customs Offices (maintained by the NA).

CIRCABC Portal of collaborative workspace for partners of the European Institutions

To access the above please fill in [the access form](#) on [ITSM Portal](#) using the instruction manual and send it, signed by your National Project Manager, to [ITSM Support](#).

What are monthly tasks by NSD?

- ✦ Verify the correct sending (or manual upload) of business statistics (IE411) on CS/MIS the latest the 5th working day of the month;
- ✦ Send the national monthly availability report(s) to ITSM; unavailability report template on CIRCABC for [ECS](#), [ICS](#) and [NCTS](#);
- ✦ Participate actively to the monthly webinars (ITSM publishes material on CIRCABC before the webinar for [ECS](#), [ICS](#) and [NCTS](#)).

What are daily tasks by NSD?

- ✦ Check the daily report from ITSM Business Monitoring for any issue: if any, investigate & analyse; to subscribe to the distribution list of the ITSM BM daily report, open a call to ITSM Support;
- ✦ Process all requests/information sent by DG TAXUD/ITSM at the timing specified by the SLA SD;
- ✦ Use ITSM Portal to find information ('Search' feature of ITSM Portal also works on historic calls);
- ✦ Communicate with other NSDs (directly or via SMT) and DG TAXUD for any issue impacting operations using SYNERGIA (ITSM SMT tool) or directly via email/phone;
- ✦ Request assistance to ITSM, in case some information or calls are not clear for the NSD/NPM;
- ✦ Ensure that the Customs Office List and the Reference Data remains synchronised;
- ✦ Reply to surveys (from time to time).

What key information do I need to access? (for Customs operations)

- ✦ Other NSDs contact lists published on CIRCABC for [ECS](#), [ICS](#) and [NCTS](#);
- ✦ National Project Managers contacts published on CIRCABC for [ECS](#), [ICS](#) and [NCTS](#);
- ✦ Functional Specifications published on CIRCABC for [ECS](#), [ICS](#) and [NCTS](#);
- ✦ Technical Specifications published on CIRCABC for [ECS](#), [ICS](#) and [NCTS](#);
- ✦ The daily report sent by [Business Monitoring for Customs by ITSM](#) to NSDs every day via email;
- ✦ The weekly operational reports published on CIRCABC for [ECS](#), [ICS](#) and [NCTS](#);
- ✦ The monthly operational reports published on CIRCABC for [ECS](#), [ICS](#) and [NCTS](#);
- ✦ The monthly availability reports published on CIRCABC for [ECS](#), [ICS](#) and [NCTS](#).



What to do if my National application(s) is (are) unavailable

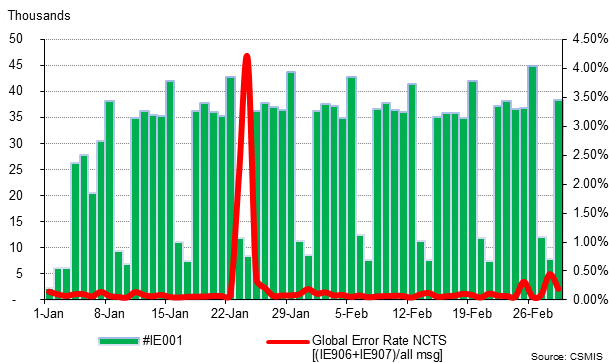
If a national customs application for NCTS, ECS and ICS is (or will be) unavailable (more than 10 minutes), it must be registered in [CS/MIS](#) by a user with 'ND Administrator' rights (ask your NPM to fill in the form to request access). A CCN gateway unavailability means that all the national applications will be unreachable and therefore their unavailability should be also registered in CS/MIS – synchronisation with national CCN team is necessary.



How to solve problems observed between two National Customs Applications?

In case of problem in operations (e.g. rejections with IE906/IE907/IE917, delayed response, problem after an upgrade, ...) the NSD should analyse the errors and identify if its national application behaves correctly. If the correction must be applied is your country, please inform ITSM. If you consider that the other NCA must be fixed, please open a call to ITSM Support with a clear definition of the problem.

The normal flow of the investigation involves: **Position of country A** -> **Position of country B** -> if no solution **escalate to ITSM Business Monitoring** and provide the rejected message(s) and the error messages (in EDIFACT for NCTS/ECS and in XML for ICS) -> if needed, the call will be **escalated to CUSTDEV** contractor of DG TAXUD and finally **DG TAXUD** will provide their **position**, i.e. either fix in country A or fix in country B (and possibly an update of the specifications).



Definitions

DG TAXUD European Commission - Directorate General of Taxation and Customs Union

NSD The team in the **National Administrations (NA)** supporting both internal end-users (National officers) and external end-users (local Economic Operators) in the daily use of the **National Customs Applications (NCA)**

ITSM The DG TAXUD contractor responsible for (among other) operating the Central Services and for testing the applications developed by DG TAXUD.

CSD = ITSM SUPPORT The **Central Service Desk** at ITSM, the single entry point for NSDs. Incidents, Problems or Requests are documented, resolved or dispatched by CSD staff, referring to the level of support (1st /2nd /3rd level support) needed. (support@itsmtaxud.europa.eu)

SMT DG TAXUD Synergia Service Management Tool (<https://itsmtaxud.europa.eu/smt/ess.do>)

Where to go next for more info on NSD procedures?

- ✚ CIRCABC ([NSD Guidelines](#), [Service Level Agreement for NSD](#), [Service Level Agreement for Availability and Continuity](#), [Terms of Collaboration](#));
- ✚ [ITSM Portal](#) for FAQ.

Do not forget:

- ✚ To inform ITSM when one person leaves NSD or is replaced;
- ✚ To inform ITSM when the e-mail address or any contact details of the NSD changes.

Synergia SMT ESS

European Commission - Taxation and Customs Union - Synergia SMT

Submit a Request

A red asterisk (*) indicates required information.

Contact Information

Service Recipient: *

Primary Contact: *

Telephone number:

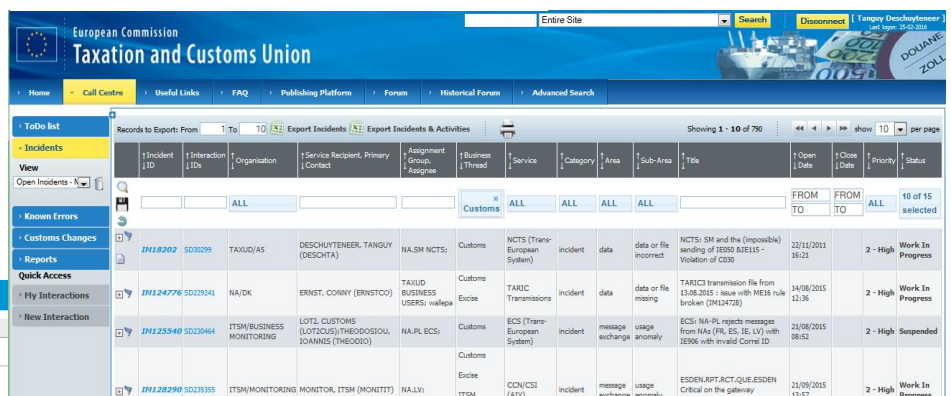
Urgency: *

Service:

Title *

Description *

ITSM Portal



Incident ID	Interaction ID	Organisation	Service Recipient / Primary Contact	Assignment Group / Assignee	Business Thread	Service	Category	Area	Sub-Area	Title	Open Date	Close Date	Priority	Status
1118202	SD30299	TAXUD/AS	DESCHUYTENEER, TANGUY (DESQHTA)	NA-SM NCTS:	Customs	NCTS (Trans-European System)	incident	data	data or file incorrect	NCTS: SM and the (impossible) sending of 19350 81E115 - Violation of CS30	22/11/2015 16:21		2 - High	Work In Progress
11124776	SD22044	NA/DK	ERNST, CONNY (ERNSTCO)	TAXUD BUSINESS USERS: wallepa	Customs	TARIC Transmissions	incident	data	data or file missing	TARIC3 transmission file from 11.08.2015: issue with ME16 rule broken (I112476)	14/08/2015 12:36		2 - High	Work In Progress
11125340	SD23046	ITSM BUSINESS MONITORING	LOT2_CUSTOMS (LOT2CUS)THEODOSSOULIOANNIS (THEODOSS)	NA-PL ECS:	Customs	ECS (Trans-European System)	incident	message exchange	usage anomaly	ECS: NA-PL rejects messages from NA (FR, ES, IE, LV) with 1E06 with invalid Correl ID	21/09/2015 08:52		2 - High	Suspended
11128290	SD23535	ITSM/MONITORING MONITOR, ITSM (MONITIT)	NA-LV	ITSM	Customs	COV/CSI (AIX)	incident	message exchange	usage anomaly	ESDEN-APT.ACT.QUE.ESDEN Critical on the gateway	21/09/2015 13:57		2 - High	Work In Progress

Contact :

ITSM Service Desk on behalf of DG TAXUD
 Tel. Toll free: 00 800 7777 4477 *
 Tel. Caller paid: +48 71 760 8502
 Fax: +48 71 760 0177

E-mail: support@itsmtaxud.europa.eu

* Not available in all countries.

More information can be found on the [ITSM Portal](#).