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**

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<th>Acronym</th>
<th>Description</th>
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<tr>
<td><strong>DG TAXUD</strong></td>
<td>European Commission - Directorate General of Taxation and Customs Union</td>
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<td><strong>NSD</strong></td>
<td>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)</td>
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<td><strong>ITSM</strong></td>
<td>The DG TAXUD contractor responsible for (among other) operating the Central Services and for testing the applications developed by DG TAXUD.</td>
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<td><strong>CSD</strong></td>
<td>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 (1&lt;sup&gt;st&lt;/sup&gt; /2&lt;sup&gt;nd&lt;/sup&gt; /3&lt;sup&gt;rd&lt;/sup&gt; level support) needed. (<a href="mailto:support@itsmtaxud.europa.eu">support@itsmtaxud.europa.eu</a>)</td>
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**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**

**ITSM Portal**

**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](mailto:support@itsmtaxud.europa.eu)  
* Not available in all countries.  
More information can be found on the [ITSM Portal](https://itsmtaxud.europa.eu/smt/ess.do).