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ANNEX 5

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BULGARIAN CUSTOMS AGENCY

IT STRATEGY

UPDATED VERSION 4.1 FOR THE PERIOD OF: 2001-2007

REVISIONS

Ver.	Rev.	Date	Description	Action*	Pages/sections
3.	0	07/11/01	First Version	I	All
3.	1	15/11/01	Additional info	I	1.2
3	2	20/01/02	Updates	R	5
3	3	25/01/02	Updates	R	5, Plan
4	0	07/03/02	Updates of deadlines	R, I	3, 5, Plan
4	1	15/03/02	Transit changes	R, I	5, Plan

** Action: I = Insert, R = Replace*

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1 INTRODUCTION

1.1. PURPOSE AND SCOPE OF THE DOCUMENT

The purpose of this document is to define the overall IT strategy of the Bulgarian Customs Agency, locally called National Customs Agency (NCA). The Strategy covers a fully computerized system, known as the Bulgarian Integrated Customs Information System (BICIS). The validity period of the Strategy stretches to the assumed Accession date of January 1st, 2007 and covers all the requirements of the National and EU needs.

This document will be updated on a regular basis to reflect the progress of the Computerization as well as changes to the Strategy. The updates will be recorded in the Revisions section above.

1.2. DOCUMENT STRUCTURE

This document has been structured into five sections, which are divided into sub-sections.

Section 1. INTRODUCTION – describes the purpose and the scope of this document

Section 2. ABBREVIATIONS AND ACRONYMS – contains the abbreviations and terms used in this document

Section 3. ORGANISATION – divided into two main parts, as follows:

> **Subsection 3.1**. GENERAL CUSTOMS ORGANIZATION – describes the general organization of the Bulgarian Customs Administration, customs structure and functions, organization of the Central Customs Directorate
>
> **Subsection 3.2**. CUSTOMS IT ORGANIZATION – describes the levels of NCA and CCD IT organization

Section 4. MANAGEMENT AND METHODOLOGY POLICY – in the subsections are defined: project organization and management, main principles and standards of quality management and methodology, common strategy for applications development, basic parts of security and maintenance policy

Section 5. TECHNICAL ARCHITECTURE AND APPLICATIONS – this section is divided in two main parts:

> **Subsection 5.1**. CURRENT ARCHITECTURE – describes the current status of the technical infrastructure, currently used operating systems and database, communications infrastructure and functions of the currently implemented applications.
>
> **Subsection 5.2**. FUTURE ARCHITECTURE – describes the trends in the future development of technical and communications infrastructure, the possible changes in the used operating systems and database, future software applications development stages, including interfaces with other systems and development of interfaces with the DG TAXUD systems.

2 ABBREVIATIONS AND ACRONYMS

AIS	**Automated Information System - the first Customs system**
ASYCUDA	**A Declaration Processing System developed by the United Nations (UNCTAD)**
NCA	**National Customs Agency**
BCA	**Bulgarian Customs Administration**
BICIS	**Bulgarian Integrated Customs Information System**
BICIS Steering Committee	**Steering Committee by establishment, implementation and development of BICIS**
IT Strategy	**Information Technologies Strategy**
IT	**Information Technologies**
EU	**European Union**
EC	**European Commission**
Europe agreement	**EU - Bulgaria association agreement**
NPAA	**National Program for the Adoption of the Aquis**
CCD	**Central Customs Directorate**
MSA Directorate	**Customs Statistics and Automation Directorate in CCD - NCA**
IT department	**"Implementation and Development of Information Systems" department in MSA Directorate**
RCD	**Regional Customs Directorate**
RDBMS	**Relational Data-Base Management System**
IS Plc.	**Information Services Plc.**
PID	**Project Initiation Document**
MF	**Ministry of Finance**
PM	**Project manager**
DG TAXUD	**European Commission General Directorate of Taxation and Customs Union**
UML	**Unified Modeling Language**
J2EE	**Java 2 Enterprise Edition**
LAN	**Local Area Network**
WAN	**Wide Area Network**

SAD	**Single Administrative Document**
OLAP	**On-line Analytical Processing, an application that allows reporting on all customs data, usually for statistical purposes**.
NCTS	**New Computerized Transit System**
DTI	**Direct Trader Input**
EDI	**Electronic Data Interchange**
ITMS	**Integrated Tariff Management System**
AFIS	**Anti Fraud Information System**
ToR	**Terms of Reference**
ITT	**Invitations to Tender**
OMG	**Object Modeling Group**

3 ORGANISATION

3.1 GENERAL CUSTOMS ORGANISATION

3.1.1 DEVELOPMENT OF THE BCA

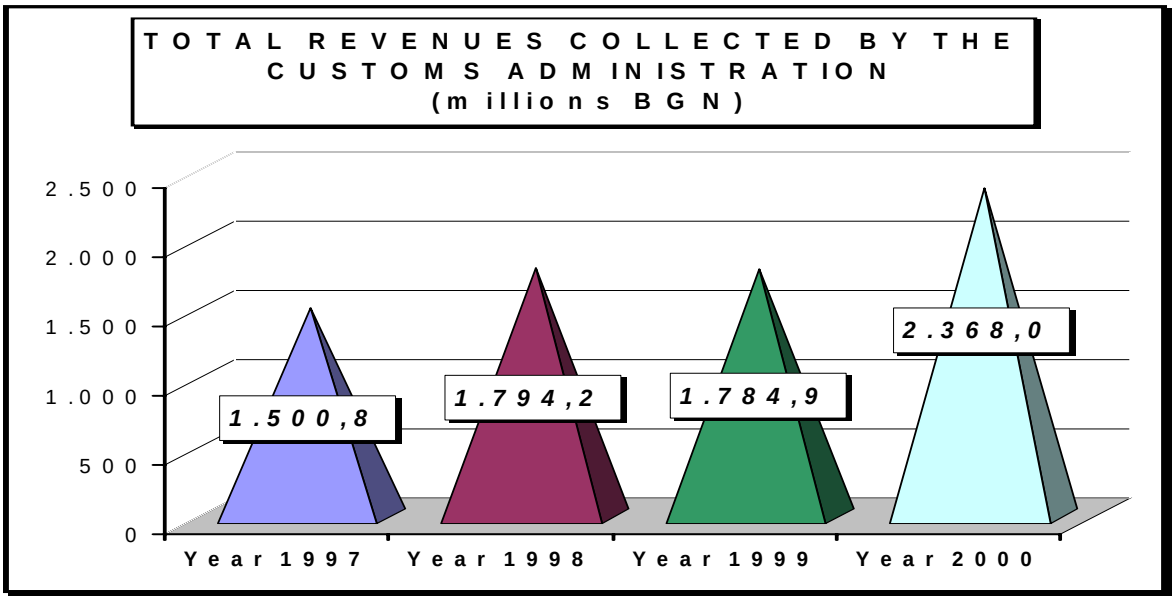
The Bulgarian Customs Administration is established in 1879 and it is one of the oldest Bulgarian public institutions. It is centralised system with 3826 employees, who are structurally allocated in Central Customs Directorate, five Regional Customs Directorates, 17 Customs Houses and 102 Customs Bureaux and Customs Points.

The new direction in the BCA development is related with the willingness of our country to become a full member of EU.

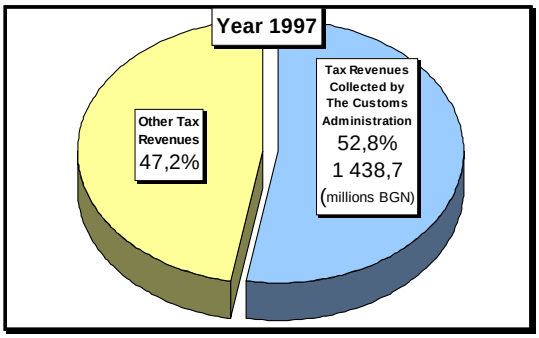
Regarding the Customs Union area, in its negotiation position Bulgaria declares that accepts the *acquis communautaire* and will be able to implement it in full by its accession. Concerning the customs field, this process includes the fulfilment of the EU requirements within 13 areas, specified by the European Commission (the Customs Blueprints). The ambition of the Customs Administration to take this policy was declared in the *National Strategy for Preparation of the Customs Administration for Membership in EU and its Implementation Program*. The Bulgarian Government approved the European Commission's *Declaration of Endorsement of the Pre-Accession Preparation Strategy for Customs and Tax Administration in Bulgaria* with special decision.

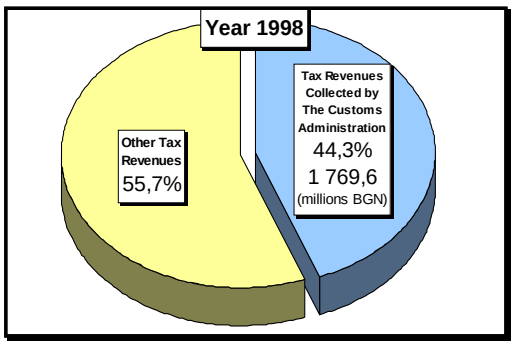
Considering the present conditions and the leading role of our country as future external border of EU, the ambition of the BCA is to become more effective and efficient, as changing itself during its pre-accession period to ensure to the fullest harmonisation of the legislation, operational and technological compatibility with the operative customs systems in the EU members. In this respect, a Customs Tariff harmonised in 1992 with the Harmonised System and with Combined Nomenclature in 1996 was adopted. In 1999, the SAD version was completely harmonised. In 1995, the BCA officially applied for accession to the Common Transit Convention and Convention for Simplification of Formalities in trade in goods. In 1996 the accession procedure to this convention was started.

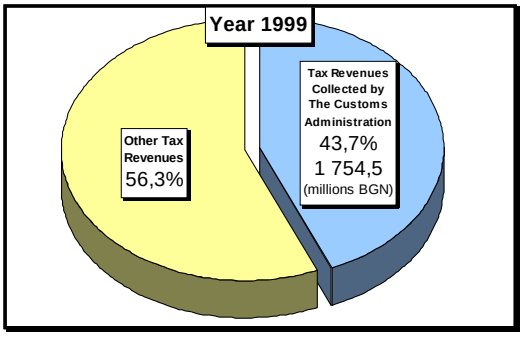
3.1.2 REVENUE COLLECTION STATISTICS

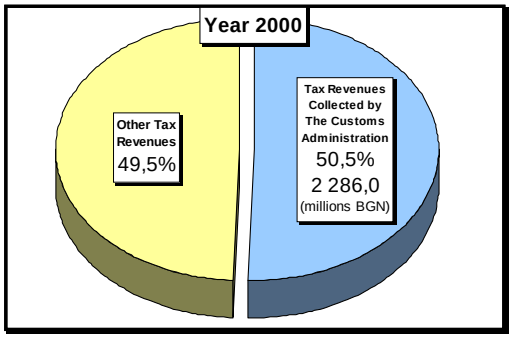


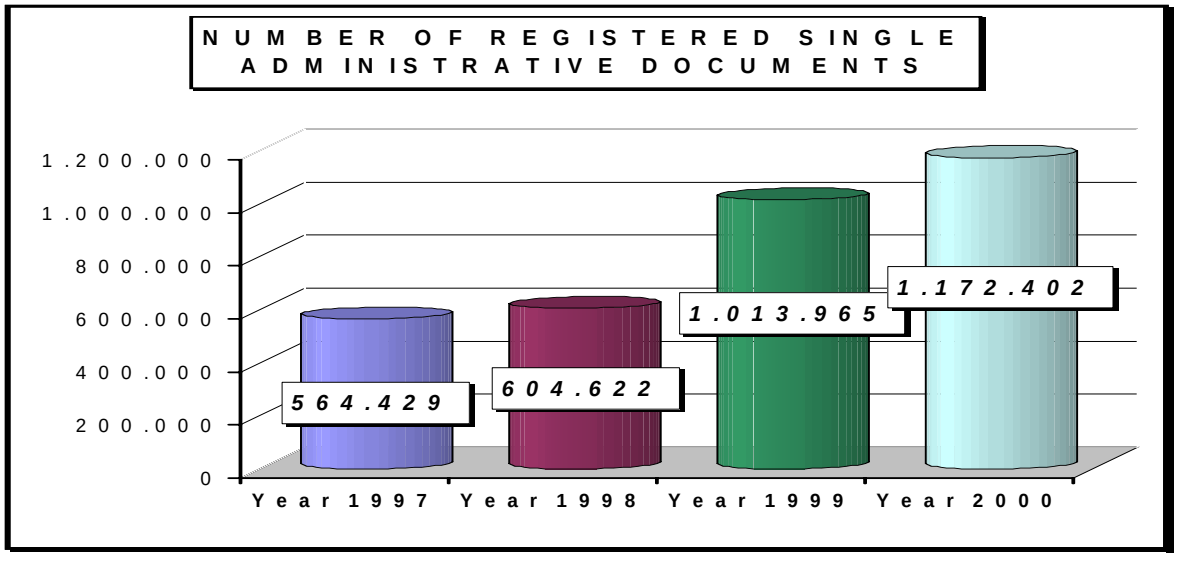
TAX REVENUE COLLECTED BY THE CUSTOMS ADMINISTRATIONS AS A PERCENTAGE OF THE TOTAL BUDGET TAX REVENUE



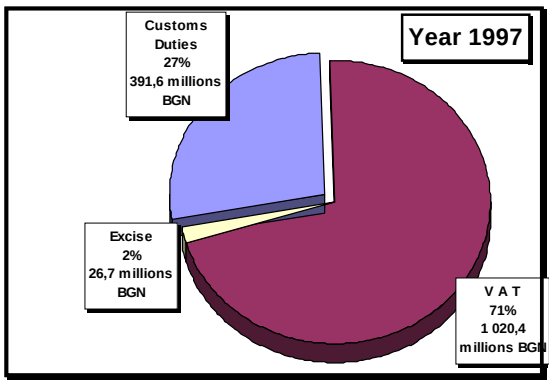


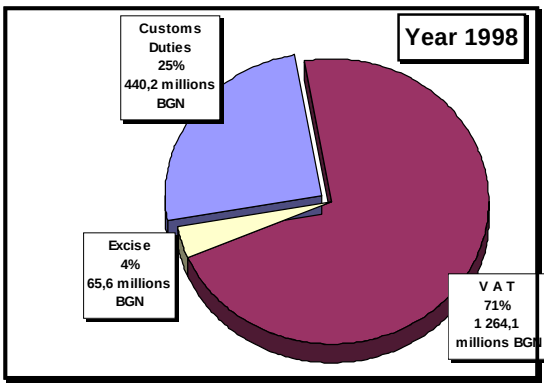


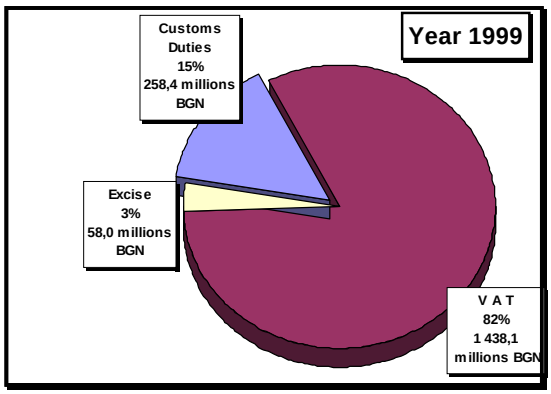


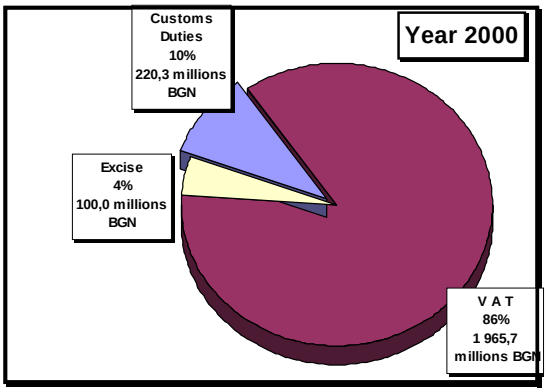


TAX REVENUES COLLECTED BY THE CUSTOMS ADMINISTRATION









3.1.3 CUSTOMS STRUCTURE AND FUNCTIONS

The Bulgarian customs administration is a centralized administrative structure, organized within National Customs Agency (NCA) under the Minister of finance. NCA is a legal person financed by the state budget. NCA is managed and represented by a Director General who is assisted by four Deputy Directors.

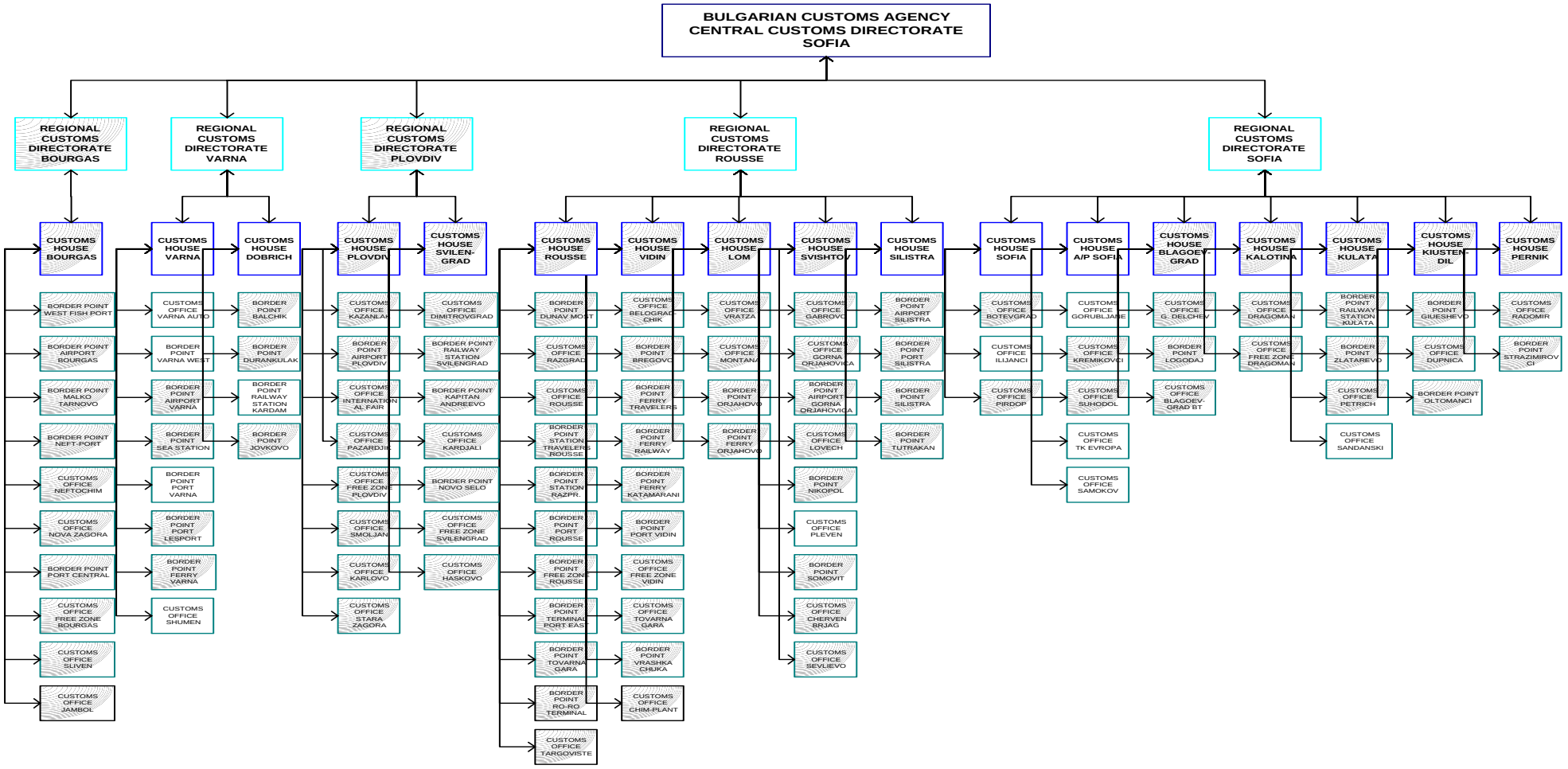
The overall function of NCA is the performance of customs supervision and control on the customs territory of Bulgaria. NCA consists of a four-layer structure:

- The Central Customs Directorate (CCD), located in Sofia, currently divided in two physical locations. During 2002, both NCA offices will move to a new Customs Headquarters building.
- The Regional Customs Directorates (RCD), currently five (5), located in the main cities of the country.
- The Customs Houses (CH), currently seventeen (17), which handle the majority of the clearance processing (approximately 60-70%).
- Customs Offices and Border Points, currently hundred two (102).

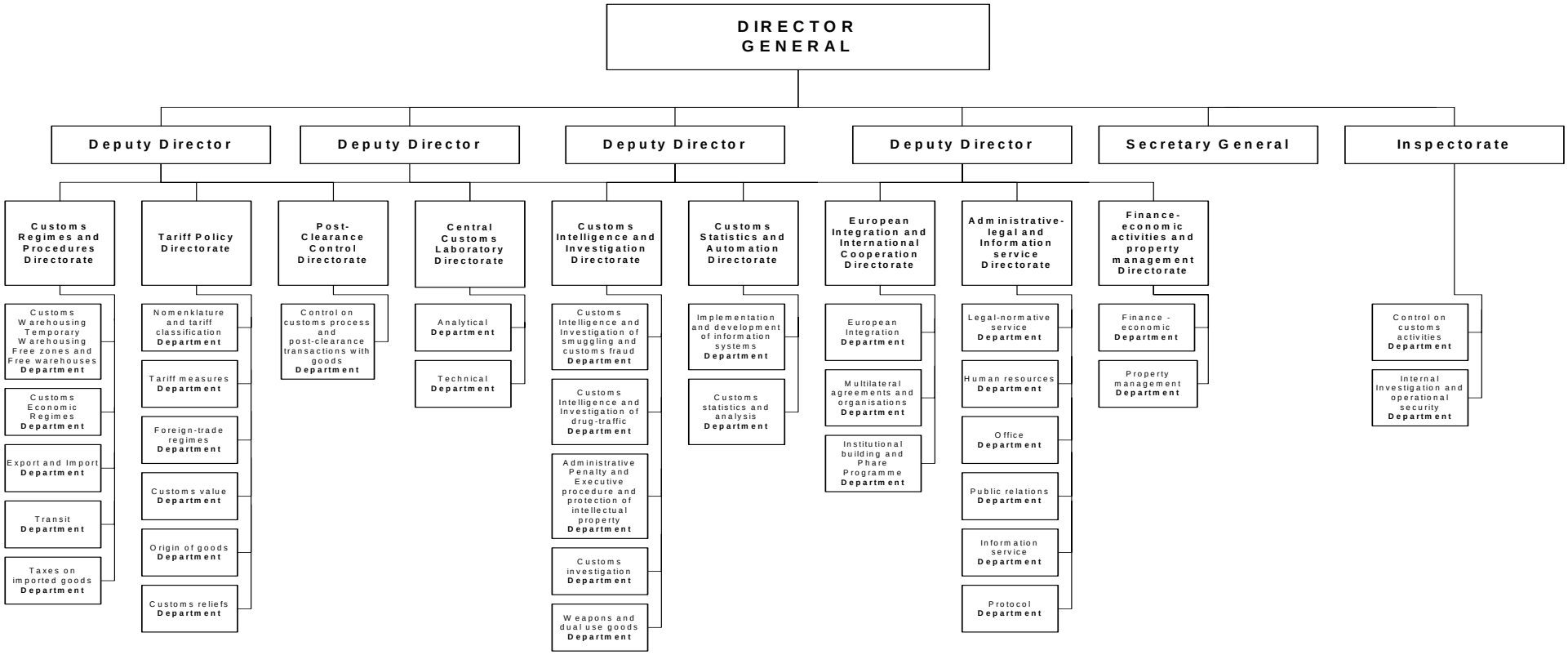
NCA currently employs 3,800 Customs officers and supporting staff. The functions and structure at each layer are as follows:

- CCD – overall functions of CCD are to organize, manage, control and report about the activities of the customs administration. To cover this functions CCD consist of the following Directorates – Customs regimes and procedures, Tariff Policy, Post Clearance Control, Central Customs Laboratory, Customs Intelligence and Investigation, Customs Statistics and Automation, European Integration and International Cooperation, Administrative- legal and Information Service, Finance- economic activities and property, Inspectorate
- RCD - overall functions of RCD are to organize, manage, control and report about the activities of the customs houses included in RCD structure. To cover this functions RCD consist of departments, which have the same name and functions as CCD directorates, but at the regional level.
- Customs Houses - overall functions of CH are to organize, manage, control and report about the activities of the customs offices and border points included in CH structure and together with them to perform customs supervision and control. To cover this functions Customs Houses consist of the following departments: Customs regimes and procedures, Tariff Policy, Customs Statistics and Automation, Customs Intelligence and Investigation, Administrative- legal and Information Service, Finance- economic activities and property, Inspectorate
- The Customs Offices and Border Points are operative units performing customs supervision and control.

3.1.4 NCA ORGANIZATION CHART



3.1.5 CENTRAL CUSTOMS DIRECTORATE ORGANISATION CHART



3.2 CUSTOMS IT ORGANISATION

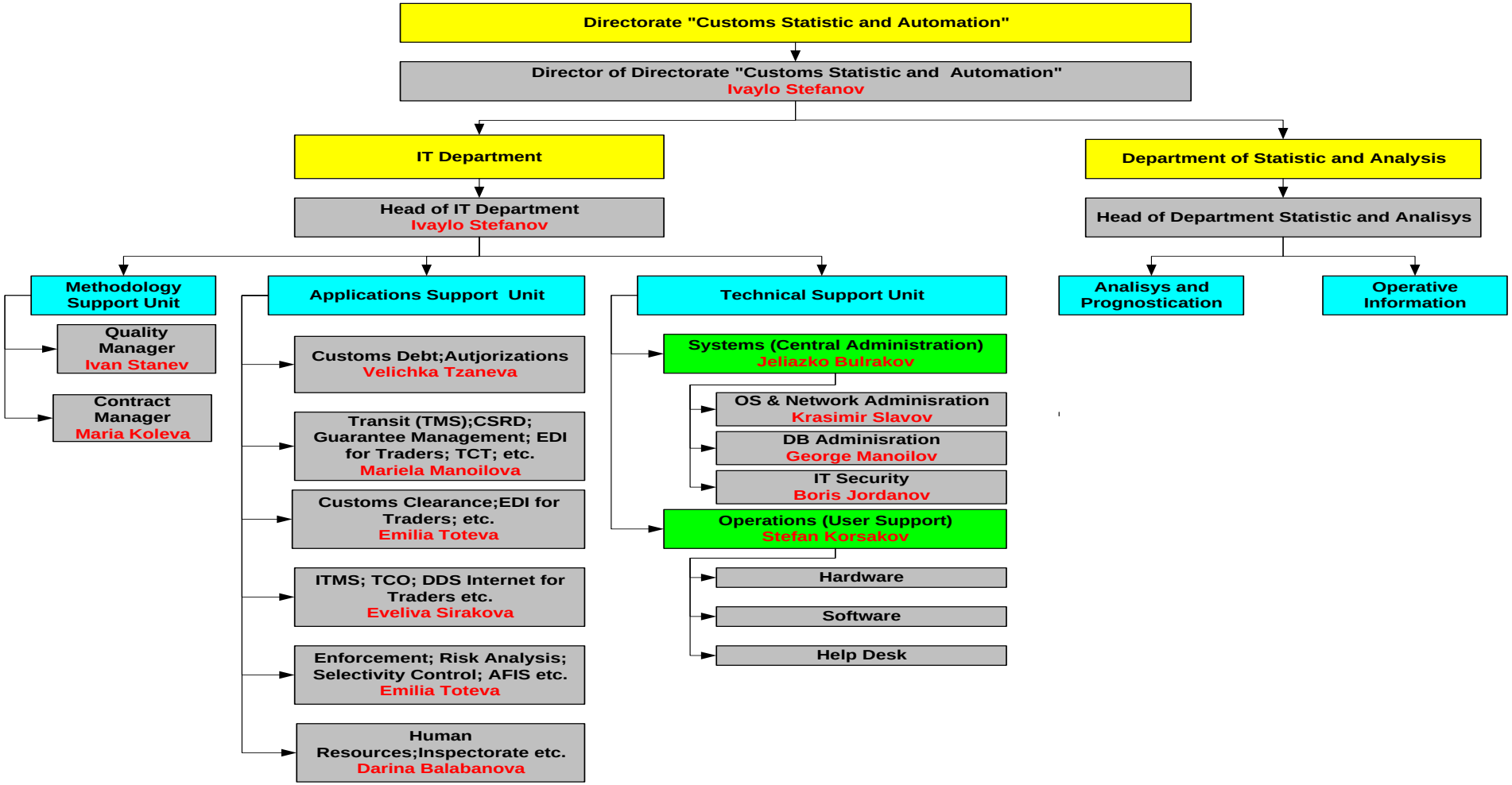
3.2.1 BACKGROUND

The computerization is one of the strategic objectives of BCA and also an important pre- requisite for achieving the required administrative capacity for adoption of Aquis. In the time the process of BCA computerization progressed in two directions – Program Phare and Program for technological re-innovation of Ministry of finance. As result of both programs the following results were achieved:

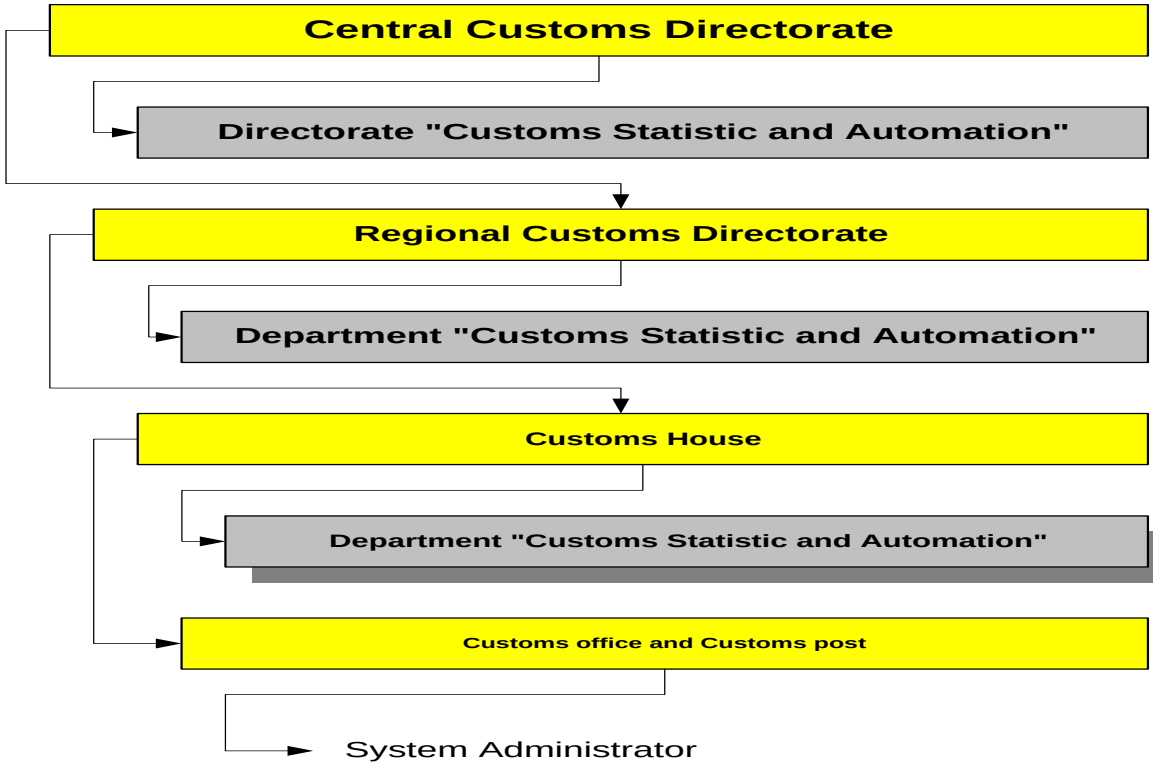
- In 1996 the system AIS Customs 1.0 was developed and implemented in Customs House Airport Sofia. This was the first system in BCA based on new technologies – client server, UNIX, Informix. At this time a lot of legacy were used in different customs offices.
- With Government Decision № 1186/96 the software product Asycuda was selected as a core of the Bulgarian customs information system. The decision was taken in relation with the approved Phare project BG 9305 "Computerization of BCA"
- By reason of dynamic development of the information technologies and the forthcoming legislation harmonization in 1997 BCA made an analysis of Asycuda, which finished with the conclusion that Asycuda is not meeting the requirements of BCA in technological, functional, organizational and financial aspects. In general the reason for this conclusion is that Asycuda is based on old information technologies, some important functionality is missing and the implementation of the product requires a lot of time and unclear amount of financial resources. As result of the above mention analysis the Decision № 1186/96 for selection of Asycuda as a core of the Bulgarian customs information system was abolished with a government Decision № 522/99. The decision to create an own system was taken.
- After the decision to create an own system BCA continued to develop and improve AIS Customs
- In 1998 the Program for technological re- innovation of Ministry of finance started. Under this program until May 1999 the required infrastructure for BICIS was built – LAN in all customs offices, servers, workstations, printers, UPS and other equipment
- In October 1998 the BCA IT organization structure was created – in addition to directorate "Customs statistics and automation" in CCD a departments "Customs statistics and automation" were created in Regional customs directorates and in Customs Houses
- The development of AIS Customs continued under the Program for technological re- innovation of Ministry of finance. In relation with the new customs legislation (in force from 1999) AIS Customs 3.0 was developed and implemented in 9 customs offices at the beginning of 1999.
- With the contract from 28 December 1998 Information Services Pls. was selected by Ministry of finance as a system integrator of BICIS
- In the middle of 1999 the BICIS Steering committee was established.
- BCA IT strategy was developed and approved by the BICIS Steering committee. According to this strategy AIS Customs 3.0 was selected as core of BICIS
- In November 1999 European commission initiated mission targeted to evaluation of BICIS development. As result of the positive evaluation European commission decided to continue the implementation of the Phare project BG 980602 "Computerization of BCA"
- In January 2000 European commission initiated a short term technical assistance project, targeted to preparation of all the documentation required for the implementation of the project BG 980602 "Computerization of BCA" – project fiche, BICIS Project Initiation Document and tender documents. All the documents were developed until May 2000 and approved by BICIS Steering committee

- In the final Project fiche for the project BG 980602 "Computerization of BCA" the following sub- projects were defined – "Additional hardware and system software for BICIS", "Communication equipment", "Customs training – interconnectivity with the Brussels systems" and "Technical assistance for the computerization of BCA".
- According to BICIS PID and the current development status, the period from 2000 to 2003 is set as phase 1 of BICIS development and implementation, which phase is divided in tree stages:
  - Stage 1 (year 2000) – including sub- systems: Customs clearance, Reference data, Report and System control
  - Stage 2 (year 2001-mid 2003) – including stage 1 systems plus: Transit – national level, Customs debt (financial sub- system), Enforcement, Decisions of customs authorities
  - Stage 3 (year 2002-mid 2003) – including stage 2 systems plus: Human resources management and Inspectorate
- For the implementation of the phase 1 in May, 2000 a Complementary agreement was signed between Ministry of finance and Information services Pls. PID and the BICIS stage 1 Project Plan were annexed to the Complementary agreement.
- For the Developments of BICIS stage 2 and 3, complementary agreements have been signed until the end of 2002 and a maintenance and enhancements contract exists until the end of 2003.

3.2.2 CCD IT ORGANIZATION CHART



3.2.3 NCA IT ORGANIZATION CHART



4 MANAGEMENT & METHODOLOGY POLICY

4.1 PROJECT ORGANIZATION AND MANAGEMNT

All the projects concerning the development and improvement of the Bulgarian Integrated Customs Information System (BICIS) are managed mainly at the CCD level, involving the RCA IT departments in Implementation and Maintenance projects management.

Each project is based on a request by the "Users" and is initiated by the creation of the project Terms of Reference (ToR). The ToR is prepared at the CCD level and depending on the nature of the request, it involves the appropriate units of the IT department and/or concerning business directorates. CCD appoints a Project Manager (PM) usually from the Applications Support Unit. The PM assumes ownership of the Project and together with the main Users, the Quality Manager, the Contracts manager and the Technical Support Team staff, they create the ToR for the request.

The ToR follows specific Standards, mainly drawn by the Phare and DG TAXUD guidelines. They include specific and clear requirements, consisted of specific phases, depending on the nature of the contract.

At the same time, a project Team is created consisted of IT and User "key" staff (*see 4.1.1 chart*) This team reports directly to the BICIS Steering Committee (SC).

Following the ToR, Invitations To Tender (ITT) or Direct Contracts are issued. So far, NCA has been involved in contracts issued as follows:

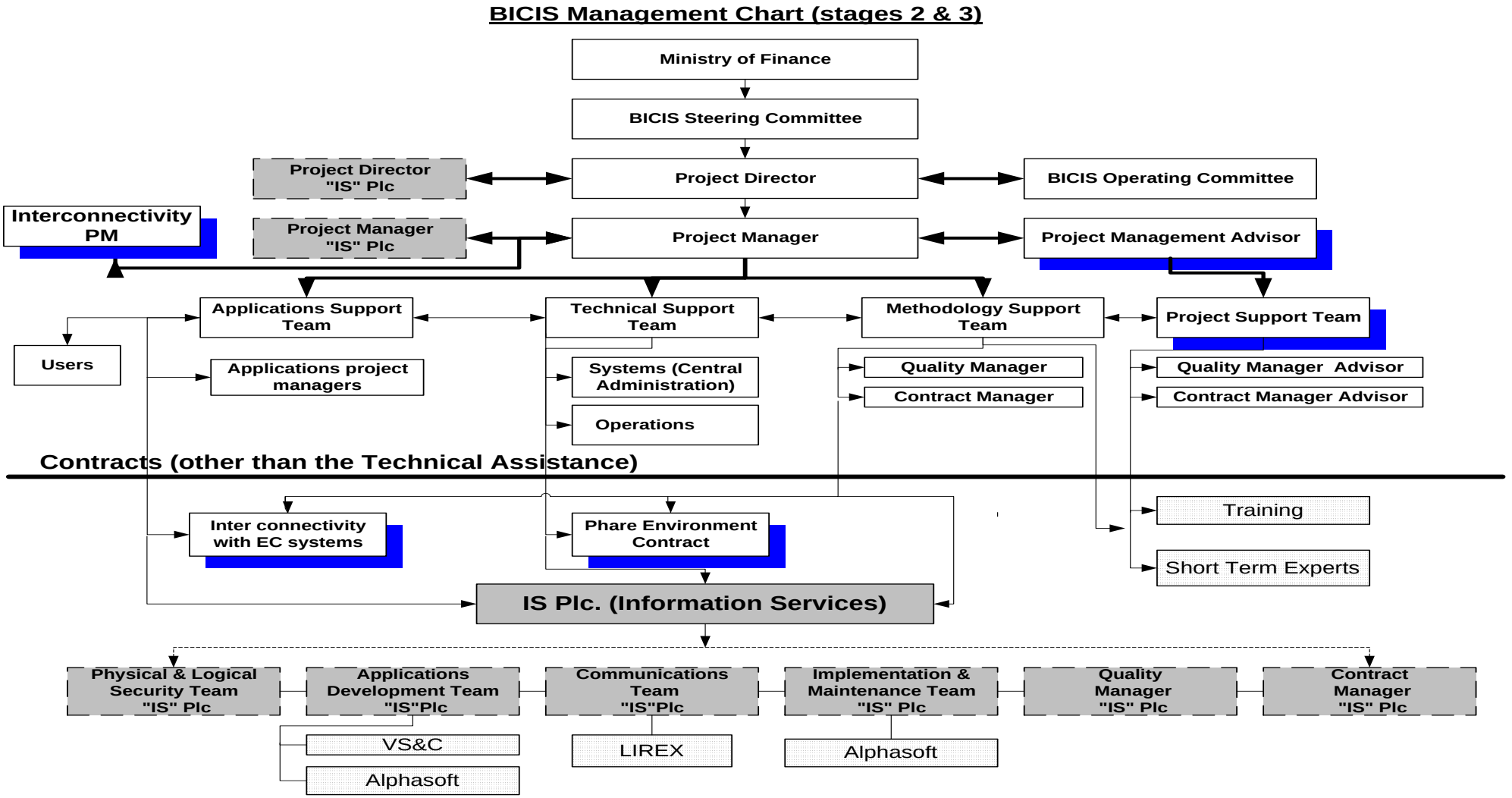
- Direct Contracts issued by the Ministry of Finance (MF) to the Information Services Plc. (IS), a company owned by its majority (over 99%) by the MF. IS Plc. act as the systems integrator for the majority of the individual Agencies/Administrations under the MF as well as common projects such as the Communications Infrastructure project. These contracts are Framework Contracts with specific/supplementary Agreements and for a specific duration and scope. Currently, under the scope of BICIS, the MF has issued two contracts for NCA and one common MF project, which directly affect NCA. These contracts are:
    - The development of BICIS, which is divided in Stages and is currently covering Stage 2 and 3 (*see the Current Applications section and the IT Strategy plan*). The supplementary agreement for these stages ends in December 2002.
    - The Maintenance of BICIS, a contract that covers all the BICIS maintenance and Enhancement needs, including maintenance of the current developments, until December 2003.
    - The development of an updated and modern communications infrastructure, to cover the needs of all the MF and subsidiaries, including Customs.
- Contracts issued under the PHARE assistance, which follow strictly the DIS procedures. Currently NCA manages four PHARE IT contracts:
    - A Technical Assistance contract, which has implemented a Project Support Team, to assist NCA in Project, Quality and Contracts management. This contract ends on 30/11/2002.

- Communications infrastructure improvement contract, under which communications Hardware (mainly Modems) have been purchased for Customs only and are being installed together with the MF Communications project progress.
- Additional infrastructure improvements for BICIS, which involves major hardware improvements (mainly major computer purchases) for the BICIS project. The hardware has been purchased and mostly installed. The completion of this project is foreseen for the first quarter of 2002. The financing memorandum ends at the end of 2002.
- A Euro-Customs project, under which the initial user requirements and plans are addressed for the business departments preparation and interconnectivity requirements assessments with the EC (DG TAXUD and OLAF) and other Member States (MS) systems.

- Contracts issued directly by NCA, such as initial core BICIS system, which was subcontracted directly to the private sector by NCA. This contract has been concluded and formed the basis of what today is a successful and operational BICIS_1 system covering the applications mentioned in the Existing Applications section below.

Graph 4.1.1 below, represents the management structure of BICIS 2 and 3 Stages, the works of which have been described in the above sections. Specific staff positions for the tasks of these stages can be seen in the CCD IT Organization Structure (3.2.2), corresponding to each sub-system of these stages. Additionally the NCA IT Organization (3.2.3) staff and specifically the Regional Customs Directorates IT Department directors, participate in the BICIS 2 and 3 works as members of the BICIS Operating Committee group.

4.1.1 PROJECT ORGANISATION/MANAGEMENT CHART



4.2 QUALITY MANAGEMENT AND METHODOLOGY

During the projects lifecycle, NCA uses various types of Quality Assurance methodology, according to the nature of the Projects. The Project Quality Plan template follows the DG TAXUD standards. However, for **Customs Business Development Projects**, NCA is using the Rational Rose Unified Procedures standards for the Analysis (Analysis & Design, Requirements, Business Modeling) Environment, Development, Testing, Implementation, Configuration and Change management. This is due to the development strategy, which in these areas is following the OMG (Object Modeling Group) Standards.

For **Maintenance Projects,** the Maintenance Plan follows the DG TAXUD Standards and Guidelines.

The document standards used by NCA are in the process of being harmonized with the DG TAXUD MaXXIme standards by the CCD IT Quality manager.

Future plans include the evaluation of a common IT methodology by the MF IT department, which will be used by all the MF subordinate Agencies and Directorates IT departments.

4.3 DEVELOPMENT STRATEGY

The general policy of NCA is to subcontract development and maintenance projects. NCA strategy is to manage projects and assist with analysis. NCA does not engage in "in-house" developments, it however has the administrative capacity to assist in Analysis and Maintenance issues.

NCA rarely subcontracts directly to the private sector. The contracts for developments and maintenance are handled by the Ministry of Finance (MF) and are contracted to the Information Services Ltd, a company the majority of which is owned by the MF and acts as the MF system integrator. When NCA awards contracts, does so using PHARE funds and follows the PHARE procedures.

The specific strategy of NCA is to develop and implement a system using the latest means of Analysis and Technology. The applications are developed following the OMG standards. The analysis is performed with "the UML" language (Unified Modeling Language) and the analysis tool is Rational Rose. The development platform is Web-based. Currently the MF is performing an analysis for the Platform architecture, i.e. central versus clustered approach. The development standards are J2EE (Java 2 Enterprise Edition). The MF is also involved in a Communications Infrastructure Project, which will ensure the success of the NCA Platform strategy.

4.4 SECURITY POLICY

The information and information systems and services are an essential and vitally important asset for the "Customs" Agency. The "Customs" Agency, as the owner of information and information systems, requires safe, reliable and appropriate security of the information and information systems it possesses, maintains and administers. The earning of respect and reputation of the "Customs" Agency is directly connected with the manner in which the information and information systems are being administered. The maintenance of an adequate security level is one of the most important aspects both for the information management, and for the information system management.

For its efficiency, the Information Security System has to be developed with common efforts including the participation, understanding and support of all personnel members of the "Customs" Agency, who work with information and/or information systems. Due to the necessity of team work, the policy specifies the consumer's obligations and the activities they are due to execute, for the assistance of the "Customs" Agency information and information system protection.

According to the document "Organization of the activity and the internal order in Customs Agency" all the customs officer are obliged to follow the Information Security Policy, approved by the Director General

The purpose of the Information Security Policy is to set the preventive measures and reactions to different types of information and information system threats, which may include unauthorized access; hacker attacks; malicious actions; lost, multiplied or stolen information; data modification, destruction or erasure; alteration, misuse or crash of programs.

This policy is valid for all computer and network systems, owned and/or administered by the "Customs" Agency. It is also valid for all platforms (Operating Systems), all types of computer systems (from personal computers to large servers or mainframes) and all Application Systems (irrespectively of the fact whether they are developed by the "Customs" Agency or following an order to an outsourcing firm). This document is valid only for the information managed by computer and/or network systems. Even if this document specifies further points, e.g. verbal or written information exchange, it is not directly addressed to the security of information in these forms.

The management, direction, authority and activities connected with the "Customs" Agency information security, are organizationally concentrated in the "Customs Statistics and Automation" Directorate (CSA Directorate). The CSA Directorate is responsible for the development, implementation and maintenance of the Information Security (safety) policy (strategy), the standards, user manuals and procedures, referring to the organization as a whole. The periodical examinations aiming at the correct functioning of the organizational departments according to the rules specified in these requirements are the responsibility of the "Technical support unit" of the IT deportment of Directorate CSA and the respective regional structures. The investigation of unauthorized access to the Customs systems and other Information Security incidents are administrated by the CSA Directorate and the CSA regional departments, in a joint effort with the "Inspectorate" Directorate. The proposals for disciplinary measures, which are the result of the violation of the Information Security requirements, are a joint responsibility of the Central Customs Directorate Directors or the Regional Customs Directorate Directors, and the "Inspectorate" Department.

All representatives of the "Customs" Agency personnel, regardless of their status (directors, inspectors, specialists, consultants, external experts, etc.) have to be informed, to accept and to follow the Information Security policy, stipulated in this document and other papers of the same kind. The personnel members who break repeatedly and intentionally these and other Information Security regulations are liable to disciplinary measures, dismissal included.

For the coordination of the above-specified collective activities, the "Customs" Agency has to establish three categories, of which at least one will refer to every personnel member. They define the joint responsibilities of the personnel in relation to Information Security. Detailed information about these categories can be found in the Information Confidentiality Policy.

The "Customs" Agency accepts the system of information classification, according to which the information is categorized in four groups. The total information controlled by the "Customs" Agency, regardless of the fact whether it is the information owned by the agency or the information entrusted to the organization, falls within one of these categories.

Detailed information about the information classification can be found in the Information Confidentiality Policy.

If the information falls within one of the mentioned categories, it has to be marked (labeled) in the appropriate way in accordance with its category, from the moment of its creation to the moment of its destruction or re-classification. This marking has to be clearly observable, regardless of the form in which the information appears (printed matter, magnetic disk, CD-ROM, etc.). The broader range of information in the "Customs" Agency falls within the Official category. This is the reason why this type of information is not marked. Thus he information without a label is classified as Official. Additional information about this aspect can be found in the Information Confidentiality Policy.

The information access and processing in the "Customs" Agency is ensured in accordance with the Need-to-know principle. This means that the information is accessible only by people who have the legitimate need of this information, guaranteed by their official duties. At the same time, the personnel members cannot be banned from having access to any type of information if the information Owner has given an instruction for its concession. For the implementation of the Need-to-know conception, the "Customs" Agency accepts the information request procedure and the request approval by the Owner. Personnel members and external experts do not have access to any sensitive information, except for the cases in which they have been given access rights by the respective Owner of the information. In the cases when a certain personnel member changes his official duties (due to dismissal, department transfer, promotion or temporal absence), his system administrator implements the Security Policy in accordance with the respective changes. The rights consigned to all personnel members in the information access will be periodically examined, so that the Owners and Custodians are sure that the information is offered only to the people who need it.

4.5 MAINTENANCE POLICY

4.6 INTRODUCTION

For the successful functioning and exploitation of the Bulgarian Integrated Customs Information System (BICIS), it is necessary that the organizational-technical measures, leading to permanent and reliable maintenance of its structural elements be implemented. With the purpose of preventing any system failures, a system for the efficient help organization - BICIS Maintenance - has been developed and put into practice under the BICIS Programme.

The basic purpose of Maintenance is the provision or completion of the prompt solving of any problem, which has appeared in the utilization of the system by the end user in the problem's unparalleled presentation. Detailed description of the maintenance activity is available in the document "BICIS MAINTENANCE PLAN".

4.7 MAINTENANCE PLAN

4.7.1 FUNCTIONS OF THE MAINTENANCE SYSTEM

The basic Maintenance functions focus on the creation of conditions for the normal functioning of the consumer's work environment elements that are namely the following:

- To give answers to different questions in the appearance of a problem in the BICIS user work;
- To solve all problems as fast as possible;
- To prevent the future problem appearance;
- To guarantee efficient help, provided by the maintenance personnel;

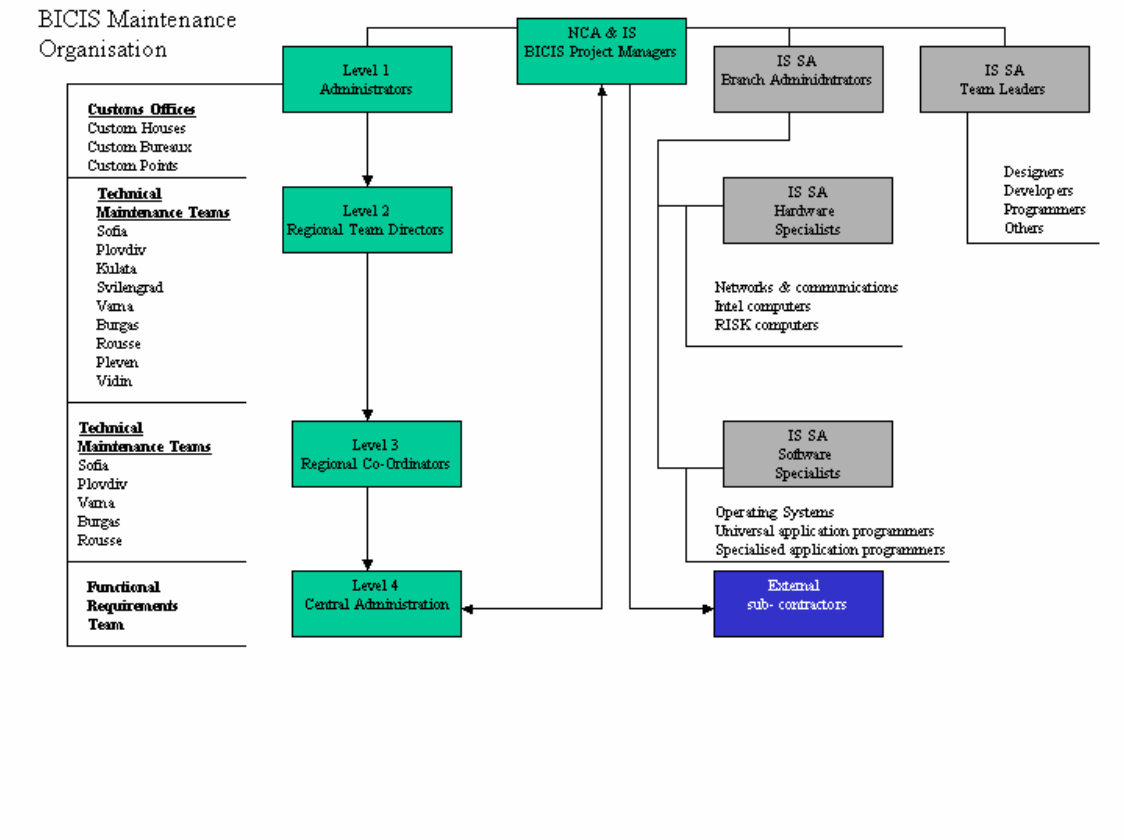
The organization of the efficient help – Maintenance under the BICIS Programme is directed towards problem solving connected with:

- System software and technical environment;
- Networks and communications;
- Application software products

For the specification of the competence area of the Maintenance System, it is necessary to define the "user work environment" concept, i.e. to summarize the cases in which a potential user problem may arise in the implementation of the BICIS Program.

The "user work environment" concept includes all software engineering elements (design, implementation, exploitation, etc), which determine the possibility of the BICIS Project implementation. Detailed description of "user work environment" is given in document "BICIS MAINTENANCE PLAN".

4.7.2 ORGANIZATIONAL CHART



4.7.3 DESCRIPTION OF LEVELS, FUNCTIONS, RESPONSIBILITIES.

4.7.3.1 SYSTEM FOR PROBLEM REGISTRATION AND ANALYSIS

The exploitation of the national information systems assumes the necessity of periodical reaction to "typical" problems appearing at recurrent periods of time. With the purpose of the quick and reliable reaction to such problems, it is necessary that the Maintenance system acquire the elements of an Expert System. This condition presupposes the necessity of the creation of ***"Knowledge" database***, whose use will increase the efficiency of the Maintenance system. For this purpose, **standard documents** ***(detailed descriptions are in Appendix № 3 of*** document "BICIS MAINTENANCE PLAN"***)*** have been drawn up for the Maintenance system, which are issued and completed in accordance with ***the competence level and the issuing place*** in the solving of a given problem. Every document is specified for its respective level.

4.7.3.2 PROBLEM SOLVING PROCESS.

The problem solving process is progressed trough 5 levels from local to external expertise.

Level "1" comprises the solving of a problem by an administrator, working in the concrete customs office (Custom-house, Custom border point or Customs bureau) without a direct or an indirect participation of any other officials (external to the customs office) working under the BICIS Program. The activities connected with the elimination of the problem are registered in the BICIS Maintenance system with the completion of Document 1.

At this level, despite the fact that no help for the elimination of the problem has been requested, the information about this problem has to be described for the future taking of timely measures in the eventual recurrence of the problem. Depending on the fact whether the problem has been eliminated or not, DOCUMENT 1 has to be completed for a solved (unsolved) problem at Level "1", the information of which is transmitted to Level "2".

Level "2" of the elimination of a given problem is characterized by the inability of the administrator within the customs office to solve the problem and the necessity for the elimination of the problem by another official (external to the customs office), working under the BICIS Program.

In cases of an unsolved problem, the Level "1" Administrator connects with the respective BICIS Maintenance Team Leader or with the working person on duty, specified by the director and furnishes him with the information about the unsolved problem and his own activities.

If the BICIS Team is not able to remotely eliminate the reasons for the given problem, a representative of the team visits the respective customs office personally.

In cases of activities at Level "2", the representative of the respective BICIS team has to complete Document 2 and the information is transferred to the upper level - Level "3".

In the cases of **Level "3"** problem solving, the elimination of the problem is completed by the respective regional coordinator within the Regional Customs Directorate.

The regional coordinator of the respective Regional Customs Directorate under the BICIS Program coordinates the completion of the problem elimination, by employing the full capacity of the Maintenance system.

In cases of Level "3" problem elimination, DOCUMENT 3 of a solved (unsolved) problem is issued, and the information is transferred to the upper level - Level "4".

In the **Level "4"** problem elimination, the activities are executed by the BICIS personnel within the Central Progam Administration department within the Information Center of the "Customs" Agency.

The personnel of the Central Administration have to make an overall monitoring and management of the part of the user work environment, which falls within the limits of the Help Maintenance system.

At Level "4" the BICIS functionality problems are directed for their solving to the Application Support Unit.

The Application Support Unit analyses the problems in connection with the BICIS functionality, determines the priorities for the elimination of the given problems, makes assignments for the elimination of the functional problems, and informs the regional coordinators about these procedures.

Level "4" is the last internal BICIS Program competence level in the solving of a given problem.

When necessary, organizational-technical activities for the employment of an external organization to the BICIS Program, like firms supplying technical equipment, software, etc. have to be executed.

In the elimination of a Level "4" problem, DOCUMENT 4 for a solved (unsolved) problem at Level "4" has to be issued.

In the **Level "5"** problem elimination, the activities are executed by external organizations to the BICIS Maintenance system.

The competence of Level "5" is determined by the contracts with the respective external organizations.

In the elimination of a given problem at Level "5", the service maintenance organizations determined by the System Integrator issue DOCUMENT 5 for a solved (unsolved) problem, while all other firms have to complete DOCUMENT 6.

5 TECHNICAL ARCHITECTURE AND APPLICATIONS

5.1 CURRENT ARCHITECTURE

5.1.1 TECHNICAL INFRASTRUCTURE

Workstations at BCA are approximately 2000. They are mainly 5 types with following characteristics:

IBM PC 300 GL:

- CPU: Celeron 333 MHz
- RAM: 32MB SDRAM
- HDD: 3,2 GB

IBM PC 300 PL

- CPU: PENTIUM II 400 MHz or PENTIUM III 450 MHz
- RAM: 64 or 128MB
- HDD: 6,4 GB ULTRA ATA – 33 with S.M.A.R.T.

IBM NetVista

- CPU: Celeron 600MHz
- RAM: 64 SDRAM
- HDD: 10 GB

IBM IntelliStation

- CPU: Pentium III 800MHz
- RAM: 128 SDRAM
- HDD: 1 x 10 GB and 1 x 14GB

Some old PCs still exist with 4/586 CPU running in various support departments (accounting, secretaries etc.)

Servers that are used at BCA are mainly two groups according to their architecture:

- PC based servers – approximately 125
- RISC servers

PC based servers are with following parameters:

Low Class

IBM Netfinity 5000 8659-22Y

- CPU: PENTIUM II – 400 MHz – Upgradable to 2CPU
- RAM: 128MB SDRAM ECC Memory Upgradable to 1GB
- HDD : 9,1 GB Wide Ultra SCSI

Middle class

IBM Netfinity 5000 8659 –31Y with RAID

- CPU: PENTIUM II – 450 MHz - Upgradable to 2CPU
- RAM: 256MB SDRAM ECC Memory Upgradable to 1GB
- HDD : 3x 9,1 GB Wide Ultra2 SCSI

IBM Netfinity 5100 with RAID

- CPU: PENTIUM III – 800 MHz
- RAM: 256MB SDRAM ECC Memory Upgradable to 1GB
- HDD : 6 x 9,1 GB

RISC servers are IBM RS6000 family models.

1. Customs Points/Customs Bureaus: workstations used – IBM PC 300GL and IBM PC Netvista, servers- 1 x IBM Netfinity 5000 22Y (low class), in heavy loaded IBM Netfinity 5000 31Y (middle class)
2. Customs Houses: workstations used – IBM PC 300 GL/PL, IBM Netvista, servers – mainly middle class PC based IBM Netfinity 5000 – 31Y and IBM Netfinity 5100. At Customs House Sofia Airport as heaviest loaded site there is IBM RISC 6000-F80
3. Regional Customs Directorates: workstations used – mainly IBM PC 300 PL and IBM PC Netvista. For system administration needs IBM IntelliStations are used. Servers – IBM RISC 6000-F80, F50, E20.
4. Central Customs Directorate: workstations used – IBM PC 300 PL and IBM PC Netvista. For system administration needs IBM IntelliStations are used. Servers:
    - 1 for replication and I/F w/other systems (Bulstat etc.),
    - 1 for storing consolidated data IBM RISC 6000-S7A, 4 processors, 1GB RAM, 4x9GB HDDs SSA in RAID and second RAID massive 10x36 GB,
    - 1 for Internet services which is IBM Netfinity 5000 31Y and 1 IBM Netfinity 5000 22Y for proxy services,
    - 1 IBM Netfinity 5000 31Y for File services at CCD level,
    - 1 IBM PC based server for centralized anti-virus protection which is at CCD level.

5.1.2 OPERATING SYSTEM

The operating systems used on workstations, are basically Windows NT4 and some Windows2000. Old PC's are using Windows 95/98.

PC Based Servers are on SCO Unixware 7.0.1. At CCD there is one Netfinity running Novell 5.0 because it is used as fileserver.

All RISC servers at BCA are running AIX 4.3.3.

5.1.3 DATABASE

Currently for main RDBMS is used Informix 7 on UNIX platform.

Each Customs site supports own DB instance for processing documents. The data moves to each Customs level above in accordance with approval procedure. Synchronization among different levels is maintained with feedback connection mechanism – confirmation messages, which guarantee information integrity.

5.1.4 COMMUNICATIONS INFRASTRUCTURE

At present in each Customs Site there is a TCP/IP based LAN. At the CCD level and the Sofia region there is some Fiber Optics lines with minimum 2Mb through-put. The rest are either Leased lines (mainly at the Varna RCA) or dial-up connections at maximum 33.6KB.

Communication hardware that is used mainly consists of switches BAYSTACK 150, modems min. 14400 KB max 56000Kb through put capacity, different dial-up modems.

Currently data is transferred from one level to another using PGP encryption via Internet and the Customs data is extracted from each server by an application module of BICIS and the final file is sent as mentioned above. The files move to each Customs level above, a consequent extract (appl) sends them to each level. At each level there is a production of a confirmation status report.

5.1.5 CURRENT APPLICATIONS

The current system covers a **Customs Clearance System with its' Reference Data requirements** such as Tariffs, Tariff and Non-Tariff measures and other legislative information. Additionally, there is a **Control Module**, which assigns administrative and access rights to the Customs staff. A **Reporting** system has also been designed and implemented. These applications have been implemented in all the Customs sites.

In detail, the system as it is today, handles the following functions:

- **Customs Clearance functions** handling all types of Customs approved treatment and use of goods according to the law and its' implementing provisions.
  - **Manifest** (the whole procedure).
  - **Customs procedures** using SAD.
    - Import
    - Export
    - Temporary import and export
    - Inward and outward Processing
    - Customs warehouses
    - Processing under Customs control

        - Transit covering office of departure and destination
            - SAD Transit
            - TIR Carnet
            - ATA Carnet
            - CIM and CMGC (Russian) Transit
            - Postal Transit
            - TR Transit (large rail containers)
            - Cargo Manifest Transit (air and sea)
    - **Re-export.**
    - **Destruction under Customs control.**
    - **Abandonment of goods.**
- **Reference data functions,** covering information used by the Clearance system
    - **Tariffs system**.
        - Tariff Nomenclature
        - Duty rates (MFN and GSP)
    - **Tariff and Non-Tariff measures**.
        - Agreements (economic, Washington and Montreal conventions, etc.)
        - Preferential duties
        - Quotas
        - Restrictions/Prohibitions
        - Licenses
        - Other
    - **Other legislative information**.
        - VAT
        - Excises
        - Economic taxes
        - Sanitary
        - Other

- **Codes and Nomenclatures.**
  - ISO Country codes
  - ISO Currency codes
  - Codes of Customs procedures
  - Other
- **Company info** received from BULSTAT.

- **Administrative functions.**
  - Reference Data updating from the CCD to all Customs Sites
  - Assigns administrative and access rights to the Customs staff
  - Reporting functions for the Reference data system
- **System Functions.**
  - Collection of data (SAD, etc.) from the Customs sites to CCD
  - Collection of TIR data from Customs sites to CCD and then forwarding the data to the International Road (Transport) Union (IRU).
- A **Reporting** system.
  - Pre-defined reports
  - Ad-hoc reports using a report generator
  - Ad-hoc reports using an initial and recently defined configuration of OLAP.

5.2 FUTURE ARCHITECTURE

5.2.1 TECHNICAL INFRASTRUCTURE

Workstations

No change planned except some upgrades concerning RAM memory.

Servers

According to the growing need of capacity and performance in processing data at customs sites, some of the servers can be upgraded with more RAM, additional disk space and CPU.

At the CCD level for firewall an IBM RISC 6000-B50 model will be deployed.

For centralized system management and monitoring an IBM RISC 6000-F80 will be used.

5.2.2 OPERATING SYSTEM

Operating systems used for the servers mainly will remain the same – AIX and SCO Unix Ware, as mention above. There are some services that will possibly migrate to LINUX.

Concerning the workstations Windows NT/2000 only will be used.

5.2.3 DATABASE

For the time being no change of RDBMS is planed. RDBMS will remain the same – Informix, as mention above.

The RDBMS change will be possible after basic analysis, which has to include: detailed report for growing needs of the BCA, technical advantages and financial conditions. If such change will be undertaken, it has to take into account the trends of the information technology markets.

5.2.4 COMMUNICATIONS INFRASTRUCTURE

A communication infrastructure based on Ministry of finance WAN network project is in progress and scheduled to be completed by mid 2002.

TIVOLI products are in process of deployment for centralized management and monitoring.

The physical infrastructure will provide main and alternative routes between two points, which will guarantee high availability of network. The logical part of infrastructure will provide information flows adequate to the real customs processing and assure opportunity for easier management and monitoring. For security reasons a strong encryption will be realized in communications between the CS. For encryption processing will be used IBM RISC6000 model B50 distributed between the CS. The detailed information about this is in Customs communication infrastructure.

This organization of communication infrastructure will help in centralized application deployment, easier updating of reference data and maintenance.

Current communication infrastructure will be used as back-up for emergency cases and diagnostics.

All communications are projected to be TCP/IP based.

5.2.5 CURRENT DEVELOPMENTS & FUTURE APPLICATIONS

5.2.5.1 CURRENT (2001-2002/2003)

The current developments aim at continuing the computerization of the Customs business as specified in the BICIS Stage_2 & 3 Project Plan. This contract has been awarded to Information Services (IS), an IT contractor of the Ministry of Finance (MF). In addition, a Technical assistance contract has been signed under PHARE funds and a Project Support Team (PST) has been implemented (15/01/01) to provide support to the NCA staff. The main activities of this Project Plan can be summarized and will be reported as follows:

- **Corrective maintenance of BICIS Stage_1.** This activity is progressing as planned and involves some system fine tuning as well as additional functionality to the system
- **Pure BICIS Stage_2 & 3 sub-systems development.** This activity is at the Analysis Phase. It involves the development of **Transit (Phase I), Customs Debt (Financial subsystem), Enforcement, Authorizations, Inspectorate and Human Resources** systems. The main priority is Transit and currently there is a draft version of Analysis documents ready. The development of Transit has been Phased-out, with the first phase covering all National Transit aspects at the core level of the business.
- **BICIS Stage 2 - Re-engineering of BICIS Stage_1.** This activity involves the re-programming of the BICIS Stage_1 applications with a UML (modularity) approach using the Rational Rose tools. This activity also involves the development of a data communications sub-system. However, a decision to re-engineer the BICIS Stage_1 applications using a Web-based approach will minimize the communications sub-system development volume of work since web-applications servers already include a major part of data communications software.
- **Communications infrastructure.** The Ministry of Finance (MF) is developing a WAN (Wide Area Network), which will handle all the MF communications needs (Customs and Tax Agencies). This project is expected to be materialized by mid 2002 and to provide the adequate throughput required for the Customs Business.
- **Miscellaneous activities.** This involves the implementation of OLAP (a global reporting system serving as a data warehousing facility) and some additional hardware acquired through PHARE funds.
- In addition to the above, a contract has been signed with Euro-Customs, which will address the requirements for the **interconnectivity with the DG TAXUD systems**.

5.2.5.2 INTERMEDIATE REQUIREMENTS (2003–2005/2006)

REMARK: This section does not cover EXCISE (SEED/EMCS) requirements, since the Tax Administration currently manages this function.

5.2.5.2.1 Development of the Reference Data Module (RD) – Integrated Tariff Management System (ITMS) SECTION

The RD Module covers all data that serves The Customs Systems, such as the Clearance System, the Transit System, the Enforcement System, etc. This Module will include Risk Analysis and Selectivity Criteria, Customs Offices lists and all kind of data required by other systems. The ITMS also is a major part of this Module.

This specific Activity will cover all the DG TAXUD requirements of the Tariff related systems at the National Level **only**. All the data requirements of these functions will be met at the National Level. Two years before accession to the EU, development of the Interface requirements will start. The Functions to be covered are the following:

- Taric
- BTI/BOI
- ECICS
- Quotas
- Surveillance data (Ceilings, Trigger levels, Reference volumes, Export data)
- IPR
- Tariff Suspensions

In addition to these systems, the RD module will include the TCO national requirements development. **This project has been agreed with the EC to be included in the Phare 2003 project request.**

5.2.5.2.2 Development of the Bulgarian Transit Management System (BTMS) phase-2 = COMMON/Community Transit (NCTS).

This Activity will finalize the development of all the Common Domain requirements for NCTS as follows:

- The adaptation and integration of MCC into the BTMS (part of BICIS), initially for MCC phase 3.1. This will be performed by integrating in the BTMS the NCC requirements under the MCC 3.1 phase, which are not covered under the national transit Phase 1 project (see above). This project will ensure the full integration of MCC 3.1 into the BICIS platform, which will include the re-engineering of MCC according to the environmental needs and tools used by BICIS, its' centralization/web based approach and its translation to Bulgarian.
- Following the completion of MCC phase 3.2, the same adaptation and integration to BTMS will take place.

This project has been included in the Phare 2002 request

5.2.5.2.3 Remaining BICIS Needs

This Activity will finalize the BICIS development at the National level and will include:

- Direct Trader Input (DTI) for the Customs Clearance System (except transit, which is developed under the transit project).
- Development of an Internet Data Dissemination System for the trade. This system will not duplicate work already displayed on the EC Europa Server DDS System.

The above two requirements have been included in the Phare 2002 request

- Customs Intra-mail with attachments development.
- Implementation of the AFIS system.

5.2.5.2.4 Human Resources System – Common and Interface requirements with the Customs Offices.

This Activity will finalize the development of the Human Resources System, which will cover the connection of all the Customs Sites with the Central System.

5.2.5.3 FUTURE REQUIREMENTS (2006–2007)

This section describes the additional needs of BICIS, in order to achieve Interconnectivity with the DG TAXUD Systems

5.2.5.3.1 Development of the Interfaces with the DG TAXUD Systems

This Activity will deal with the Interface development of all the related systems with the DG TAXUD systems:

- TARIC
- ECICS
- EBTI
- BOI (If any system (ORNET) exists by that date)
- TCO/TCT
- Tariff Suspensions (If any system exists by that date)
- IPR
- ETM (Quotas and Surveillance data)
- CCN/CSI (**This system might be required sooner than the above dates due to NCTS testing requirements**). This system should be requested by the MF IT department, which manages common IT activities in various subordinate Agencies, in this case Customs and Tax Agencies.

REMARK: Currently the Customs administration has the authority to collect Excises for imported goods. The legal framework for Excises, inland Excises collection and overall legal application control are within the competence of the Tax Administration. If by the time of Accession to the EU there is a decision for Customs to manage Excises, the NCA will notify the Commission in the Future NPAA plans

6 ANNEXES

6.1 ANNEX 1. IT STRATEGY PLAN

BCA IT STRATEGY PLAN

Project Start: Sun
Project 29/04/01
Finish: Fri 30/03/07

Tasks

1

ID	TASK NAME	DURATION	START	FINISH	%COMPLETE	RESOURCE NAMES
	BICIS_Stage_1	260d	Mon 03.1.00	Fri 29.12.00	100%	
2	Customs Clearence	260d	Mon 03.1.00	Fri 29.12.00	100%	
3	Reference Data	260d	Mon 03.1.00	Fri 29.12.00	100%	
4	BICIS_Stage_1 Corrective maintenance	294d	Mon 20.11.00	Thu 03.1.02	100%	
5	BICIS_Stage_2 Re-engineering of BICIS_1	381d	Mon 16.4.01	Mon 30.9.02	27%	
6	Analysis	150d	Mon 16.4.01	Fri 09.11.01	50%	
7	Development	215d	Mon 03.9.01	Fri 28.6.02	24%	
8	Implementation	107d	Fri 03.5.02	Mon 30.9.02	0%	
9	BICIS_Stage_2	651d	Mon 01.1.01	Mon 30.6.03	24%	
10	Preliminary tasks	317d	Mon 12.2.01	Tue 30.4.02	60%	
11	Analysis	390d	Mon 01.1.01	Fri 28.6.02	65%	
12	Transit PHASE I Development	263d	Wed 02.5.01	Fri 03.5.02	40%	
13	Customs Debt Development	172d	Fri 01.2.02	Mon 30.9.02	0%	
14	Enforcement Development	177d	Wed 27.2.02	Thu 31.10.02	0%	
15	Authorizations Development	143d	Wed 15.5.02	Fri 29.11.02	0%	
16	Transit PHASE I Implementation	107d	Fri 03.5.02	Mon 30.9.02	0%	
17	Customs Debt Implementation	151d	Wed 01.5.02	Wed 27.11.02	0%	
18	Contingency	129d	Wed 01.1.03	Mon 30.6.03	0%	

19	Enforcement Implementation	96d	Tue 20.8.02	Tue 31.12.02	0%	
20	Contingency	129d	Wed 01.1.03	Mon 30.6.03	0%	
21	Authorizations Implementation	41d	Tue 05.11.02	Tue 31.12.02	0%	
22	Contingency	129d	Wed 01.1.03	Mon 30.6.03	0%	
23	Misc. Developments	413d	Mon 01.1.01	Wed 31.7.02	68%	
24	OLAP (Data W/H system)	413d	Mon 01.1.01	Wed 31.7.02	50%	
25	Improvements of BICIS Infrastructure	325d	Mon 01.1.01	Fri 29.3.02	90%	
26	MF Communications Infrastructure (WAN)	421d	Mon 19.2.01	Mon 30.9.02	76%	
27	Stage_1	249d	Mon 19.2.01	Thu 31.1.02	100%	
28	Stage_2	261d	Tue 01.5.01	Tue 30.4.02	80%	
29	Stage_3	150d	Mon 03.12.01	Mon 30.9.02	30%	
30	BICIS_Stage_3	846d	Mon 03.4.00	Mon 30.6.03	2%	
31	Analysis	65d	Fri 08.2.02	Thu 09.5.02	50%	
32	Inspectorate Development	124d	Fri 10.5.02	Wed 30.10.02	0%	
33	H/R PHI purchase and configuration	707d	Mon 03.4.00	Tue 17.12.02	0%	
34	Inspectorate Implementation	42d	Thu 31.10.02	Fri 27.12.02	0%	
35	Contingency	129d	Wed 01.1.03	Mon 30.6.03	0%	
36	H/R PHI Implementation	401d	Mon 17.12.01	Mon 30.6.03	0%	
37	BICIS_Stage_4 (2003-2005/2006)	1630d	Mon 01.1.01	Fri 30.3.07	4%	
38	Preparatory Phase	324d	Fri 01.3.02	Wed 28.5.03	0%	
39	ToR for Contracts	175d	Wed 01.5.02	Tue 31.12.02	0%	
40	Achieve Funding	1d	Fri 01.3.02	Fri 01.3.02	0%	
41	ITT procedures	43d	Mon 02.12.02	Wed 29.1.03	0%	
42	Evaluate and Initiate Contracts	85d	Thu 30.1.03	Wed 28.5.03	0%	
43	BTMS 2 Transit	568d	Thu 29.5.03	Mon 01.8.05	0%	
44	NCTS 3.1 scope	568d	Thu 29.5.03	Mon 01.8.05	0%	

45	Analysis/Design	112d	Thu 29.5.03	Fri 31.10.03	0%	
46	Integration/Re-engineering	153d	Mon 01.9.03	Wed 31.3.04	0%	
47	Implementation	173d	Mon 03.11.03	Wed 30.6.04	0%	
48	Contingency	283d	Thu 01.7.04	Mon 01.8.05	0%	
49	NCTS 3.2 scope	304d	Mon 03.5.04	Thu 30.6.05	0%	
50	Analysis/Design	153d	Mon 03.5.04	Wed 01.12.04	0%	
51	Integration/Re-engineering	174d	Mon 02.8.04	Thu 31.3.05	0%	
52	Implementation	174d	Mon 01.11.04	Thu 30.6.05	0%	
53	ITMS (EU sys. Impact at Nat level)	1630d	Mon 01.1.01	Fri 30.3.07	11%	
54	Functional training project (Eurocustoms)	457d	Mon 01.1.01	Tue 01.10.02	50%	
55	Phare 02 project for ITMS (Eurocustoms)	393d	Wed 01.5.02	Fri 31.10.03	0%	
56	Terms of reference	132d	Wed 01.5.02	Thu 31.10.02	0%	
57	Contract procedures	86d	Fri 01.11.02	Fri 28.2.03	0%	
58	Contract duration	154d	Tue 01.4.03	Fri 31.10.03	0%	
59	ITMS Comput. (Phare 2003)	956d	Fri 01.8.03	Fri 30.3.07	0%	
60	Terms of reference	86d	Fri 01.8.03	Fri 28.11.03	0%	
61	ITT procedures	65d	Mon 01.12.03	Fri 27.2.04	0%	
62	Analysis	220d	Mon 01.3.04	Fri 31.12.04	0%	
63	Development	348d	Thu 01.7.04	Mon 31.10.05	0%	
64	Implementation	196d	Fri 01.7.05	Fri 31.3.06	0%	
65	Contingency	260d	Mon 03.4.06	Fri 30.3.07	0%	
66	Rem. BICIS Needs (An. Dev. Imp.)	523d	Thu 29.5.03	Mon 30.5.05	0%	
67	DTI	523d	Thu 29.5.03	Mon 30.5.05	0%	
68	DDS	523d	Thu 29.5.03	Mon 30.5.05	0%	
69	Intra-Mail	523d	Thu 29.5.03	Mon 30.5.05	0%	
70	AFIS	413d	Thu 29.5.03	Mon 27.12.04	0%	
71	Other (Lab IS etc.)	523d	Thu 29.5.03	Mon 30.5.05	0%	
72	H/R PHII system	394d	Tue 01.7.03	Fri 31.12.04	0%	

73	Configuration	87d	Tue 01.7.03	Wed 29.10.03	0%	
74	Implementation (all CO)	328d	Wed 01.10.03	Fri 31.12.04	0%	
75	BICIS_Stage_5 (2006-2007)	1000d	Mon 03.3.03	Fri 29.12.06	0%	
76	Preparatory Phase	350d	Mon 01.3.04	Fri 01.7.05	0%	
77	ToR for Contracts	197d	Mon 01.3.04	Tue 30.11.04	0%	
78	Achieve Funding	1d	Wed 01.12.04	Wed 01.12.04	0%	
79	ITT procedures	42d	Thu 02.12.04	Fri 28.1.05	0%	
80	Evaluate and Initiate Contracts	110d	Mon 31.1.05	Fri 01.7.05	0%	
81	Interfacs w/DG TAXUD systems	390d	Mon 04.7.05	Fri 29.12.06	0%	
82	Analysis	129d	Mon 04.7.05	Thu 29.12.05	0%	
83	Development	261d	Mon 04.7.05	Mon 03.7.06	0%	
84	Implementation	130d	Mon 03.7.06	Fri 29.12.06	0%	
85	CCN/CSI (for Transit phase II)	348d	Mon 03.3.03	Wed 30.6.04	0%	
86	Analysis	153d	Mon 03.3.03	Wed 01.10.03	0%	
87	Implementation	66d	Wed 01.10.03	Wed 31.12.03	0%	
88	Tets with BTMS (NCTS 3.1 scope)	130d	Thu 01.1.04	Wed 30.6.04	0%	