



DG TAXUD

Business continuity plan for Economic Operators

ICS2

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1 INTRODUCTION

1.1 Purpose

This document describes the impact on a business process and assesses the criticality of an unavailability of a given component of the ICS2 (Economic operators systems, ICS2 Central components or Member state NES components). Furthermore, it introduces measures to maintain an appropriate level of business continuity with regard to the required customs formalities on the entry of goods.

1.2 Scope

This document covers the measures for continuity of the business of ICS2 Release 1 and Release 2 only. DG TAXUD Business continuity plan, DG TAXUD IT Business continuity management systems (IT BCMS), any Member State, Economic operator and/or IT service provider Business continuity plan, Member State IT Business continuity plans, Disaster recovery plans and/or IT protocols for technical issues are not covered by this document. These artefacts will be elaborated separately.

1.3 Target Audience

The intended audience for this document are:

- Economic operators having legal obligation to use ICS2;
- IT service providers providing services to those economic operators;
- DG TAXUD;
- DG TAXUD Central service desk;
- National service desks of the Member States;
- ICS2 users in Member States;
- DG TAXUD development contractor.

1.4 Structure of this document

The document contains the following chapters:

- **Chapter 1 – Introduction:** describes the scope and the objectives of the document;
- **Chapter 2 – Sources of system unavailability:** provides the system components of ICS2 and a brief description of the impact on the business process.
- **Chapter 3 – Business continuity measures and communication:** provides business continuity measures, communication of unavailability, and activation of the BCP and recovery of the system, as well as recovery strategy from a business perspective.

1.5 Reference and applicable documents

1.5.1 Reference Documents

Ref.	Title	Reference	Version	Date
R01	Regulation (EU) No 952/2013 of the European Parliament and of the Council of 9 October 2013 laying down the Union Customs Code			09.10.2013
R02	Commission Delegated Regulation (EU) 2015/2446 of 28 July 2015 supplementing Regulation (EU) No 952/2013 of the European Parliament and of the Council as regards detailed rules concerning certain provisions of the Union Customs Code			28.07.2015
R03	Commission Implementing Regulation (EU) 2015/2447 of 24 November 2015 laying down detailed rules for implementing certain provisions of Regulation (EU) No 952/2013 of the European Parliament and of the Council laying down the Union Customs Code			24.11.2015
R04	CD3-ICS2-HTI-Interface Control Document		2.90	25.11.2020

Table 1: Reference documents

1.6 Abbreviations and Acronyms

Abbreviation/Acronym	Definition
AEO	Authorised Economic Operator
ANES	Arrival component of Member state's National entry system
asap	As soon as possible
BCP	Business continuity plan
DES	Customs office of destination
CCN2	Common Communications Network 2
CFU	Customs office of unloading
CNES	Controls component of Member state's National entry system
COFE	Customs office of the first entry
CR	ICS2 Common Repository
CSD	Central Service Desk
DNL	Do Not Load
ENS	Entry Summary Declaration
EO	Economic Operator
EU	European Union
EUCTP	European Union Customs Trader Portal
HRCM	High Risk Cargo and Mail
HTI	Harmonised trader interface
ICS2	Import Control System 2
IMS	Involved Member State
MON&BS	ICS2 Monitoring & Business Statistics
MRN	Master Reference Number
MS	Member State

NES	National Entry System
NSD	National Service Desk
PNES	Presentation component of Member State's National entry system
Rfi	Request for Information
RfS	Request for Screening
RMS	Responsible Member State
STI	Shared Trader Interface
STP	STI Shared Trader Portal
UUM&DS	Uniform User Management and Digital Signatures

Table 2: Abbreviations and acronyms

1.7 Definitions

Term	Description
asap	As soon as possible but no later than 30 min since the moment it is possible to perform this action.
Central service desk (CSD)	The DG TAXUD contractor responsible for the central operation in ICS2 (ITSM) with 1 st level and 2 nd level support.
EO system	System developed by economic operator or IT service provider used to exchange ICS2 messages.
ICS2 Central components	ICS2 CR, STI (including STP), TAPAS, UUM&DS Central component, CCN2, EUCTP and MON&BS.
ICS2 National components	NES (RMS), NES (IMS), NES (ANES), NES (PNES), NES (CNES).
IT service provider	IT service provider is entity acting as a technical sender of the messages and assuming only technical responsibility.
Member state	All European Union Member states and other countries and territories applying EU customs legislation.
MS via EUCTP	Article 81 of COMMISSION IMPLEMENTING REGULATION (EU) 2021/414 state that MS should apply BCP in case of ICS2 component unavailability. By approving this document Member states agree that BCP is going to be activated by MON&BS without human intervention and notified to EOs (including IT service providers) via EUCTP in accordance with the requirements of this procedure.
MS user	Customs officer, risk analyst or any other person in particular Member state using ICS2.
National service desk	A service component of the National support Centre provided by every national administration to provide support to both internal MS users and external end-users (local Economic operators) in the daily use of the ICS2.

Table 3: Definitions

2 SOURCES OF SYSTEM UNAVAILABILITY

Depending on the source of unavailability, business continuity procedures will have to vary to some extent due to their effectiveness provided in a given case. Looking at it from an end-to-end perspective, the following causes of unavailability of an electronically supported business process were identified:

- a relevant electronic system of the economic operator is unavailable;
- a relevant electronic national customs application or supporting system is unavailable;
- a relevant central component service is unavailable.

Service providers who provide services for economic operators (e.g. network connectivity, software for electronic communication/connection with relevant customs systems etc.) are not considered being directly responsible with regard to legal requirements stemming from the customs legislation. Nevertheless, they have a responsibility to fulfil the contractual requirements of the established contract with an economic operator and act in accordance with this procedure if economic operator has empowered IT service provider to report unavailability and recovery of system on behalf of that economic operator.

In order to implement a sufficient business continuity plan that is underpinned by effective measures the following factors are to be considered:

- What system component is not available or has a malfunction seriously affecting the business operations?
- What is the impact of the unavailability of the given system component on the end-to-end process?
- What are the available effective options for efficient and appropriate measures to overcome the impact?

The following matrix shows the relevant ICS2 system components and their impact on the business process in case of unavailability:

IT Component			CAPABILITIES								
			Send ENS	Register and send MRN	Lifecycle validation	Referrals	Assessment Complete	DNL	Arrival	Presentation	Controls
EO System			3			3	2	2	2		1
HTI	TAPAS		3			3	3	3	2		1
	UUM&DS	Central Component	2			2			2		
		National Component	2			2			2		
	STI	STI		3		3	3	3	2		1
STP		3	3		3	3	3	2		1	
CR, CCN2					3	3	3	3	3	3	3
ICS2 National components						2			2	3	3
			Category A1 - EOS impacted			Category A1 - EOS impacted			Category B - less time critical		
Impact of Component Unavailability on capability											
3	Total disfunction										
2	Partial disfunction / degradation										
1	Limited disfunction (non essential)										
	No impact										

Table 4 System unavailability

The following subsections will further describe the business continuity measures to be applied in case of unavailability of each ICS2 component and how the unavailability, BCP activation and recovery is communicated between the Central and National service desks and the economic operators and their IT service providers, if applicable.

3 BUSINESS CONTINUITY MEASURES AND COMMUNICATION

An economic operator is directly responsible to comply with legal requirements of the customs legislation. IT service provider, CSD and DG TAXUD will support the business continuity process but customs office is always the one taking decisions and providing instructions for EOs having legal obligation to lodge ENS in its country in case of unavailability of ICS2 components.

Unavailability (scheduled or unscheduled) is recorded by EO in EUCTP. Upon registration of unavailability notification confirming successful notification of unavailability will be displayed in EUCTP notification list.

3.1 Economic operator system unavailability

The unavailability of an economic operator's system affects either one economic operator in case of an in-house IT solution or all economic operators, which are customers of an IT service provider.

The business continuity measures will depend on which part of the end-to-end process is affected – whether the ENS filing is already lodged or not, whether consignments has arrived or not etc.

IT Component	CAPABILITIES								
	Send ENS	Register and send MRN	Lifecycle validation	Referrals	Assessment Complete	DNL	Arrival	Presentation	Controls
EO System	3			3	2	2	2		1

Table 5 EO System unavailability

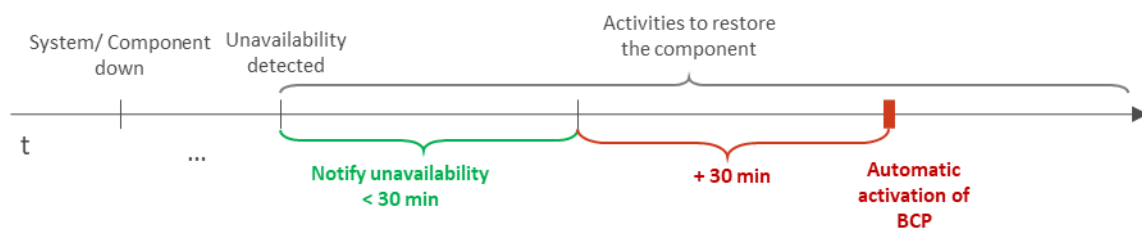


Figure 1 Business continuity plan activation timeline for EO system

The EO system is considered to be unavailable when it cannot interact (send and/or receive messages) as per the specifications of ICS2 regardless of the reason. If the EO system unavailability can be compensated (alternatively handled) by another facility of the Economic Operator, IT service provider or by functionality provided by ICS2 Central components (e.g. STP) without impact on the operations continuity, EO can use this functionality despite BCP for EO system is activated.

3.1.1 Unavailability identification and notification

Actor	Actions to be taken by actors	Timeframe for actions
Relevant EO	EO using IT service provider services can empower IT service provider to notify EO system unavailability in EUCTP. Legal obligation to lodge ENS, respond to referral requests etc. remain on EO itself and empowerment of IT service provider does not absolve EO from responsibility in case IT service provider has not notified unavailability of EO system.	When necessary
	Once the EO has detected an unavailability in its system or system components having impact on operations continuity, the unavailability has to be notified by using EUCTP. This can be done by EO or IT service provider (if	< 30 min

	EO is using IT service provider services). Nevertheless EO should ensure that information on unavailability is not duplicated in EUCTP. EO can indicate one or several MS which should be notified about system unavailability. In response it gets notification via EUCTP on successful reception of information. The unavailability notification has to be sent within 30 minutes from moment when unavailability was detected and it has to contain all the details as elaborated in [3.6.1].	
IT Service provider	Only in cases when EO has empowered its IT Service provider to notify unavailability, IT service provider in case of its system unavailability can notify it on behalf of EO by using EUCTP [3.6.1] in accordance with agreements reached between EO and IT service provider. IT service provider can indicate one or several MS which should be notified about system unavailability in case only one EO is impacted. If IT service provider will notify unavailability of several EOs at the same time all MS will receive e-mail notification.	< 30 min
NSD	The NSD of MS that are to be notified will immediately receive e-mail notification on EO system unavailability [3.6.8]. Information on EO system unavailability should be disseminated to MS users.	asap

3.1.2 Activation of Business continuity plan

Actor	Actions to be taken by actors	Timeframe for actions
MS via EUCTP	If the EO system is not restored within 30 minutes since unavailability was reported (corresponding recovery notification is not sent via EUCTP) by EO or IT service provider the business continuity plan is automatically activated by EUCTP for those MSs that were indicated as impacted in section 3.1.1.	Date/time of unavailability notification + 30 min
All NSDs	Get e-mail notification on activation of BCP [3.6.8] and disseminate it to MS users.	asap
EO and IT service provider	Get notification via EUCTP on activation of BCP [3.6.7].	asap

3.1.3 Business continuity measures

Step in a business process	BCP measure for EO
BCP measure – Lodgement of new ENS	
ENS filings	No new ENS filings will be lodged during the unavailability of the component by using EO system.
	New ENS filings can be lodged during the unavailability of the component via STP. EO is free to choose whether to use STP functionality or not to lodge new ENSs.
Amendment	No amendments will be done on the already lodged ENSs via EO system.
	ENS lodged via STP can still be amended via STP.
Invalidation	Invalidation of ENS will not be performed by using EO system.
	ENS lodged via STP can still be invalidated via STP.

BCP measure – Risk assessment of already lodged ENSs	
Referral requests (RFI, RFS) to the EO	Receive via STP or via alternative communication channel – e-mail, phone, etc. in case of STP unavailability.
Referral responses from the EO	Communicate via alternative communication channels – e-mail, phone, etc.
DNL	Receive via STP and via phone and e-mail.
Assessment complete notification	Receive via STP.
Advance control notification to AEO	Receive via STP.
BCP measure – Arrival notification	
Arrival notification	Lodge via STP or NES (ANES) of COFE (if possible).
	No new arrival notification will be lodged via EO system during EO system unavailability.
Control notification	Is received via STP, NES (ANES) and/or via alternative communication channels – NES (ANES), NES (PNES), e-mail, phone, etc.
BCP measure – Presentation and controls	
Presentation information	No impact – presentation is not in the scope of ICS2 and should be done via NES (PNES).
Controls and control results	No impact.

3.1.4 Recovery communication

Actor	Actions to be taken by actor	Timeframe for actions
EO or IT Service provider	Once the EO system has been restored this has to be notified by the actor who notified this unavailability by using EUCTP [3.6.2]. In response both EO and where applicable IT service provider will receive notification via EUCTP on deactivation of BCP [3.6.7].	asap
All NSDs	Get e-mail notification on EO system recovery and deactivation of BCP [3.6.8]. NSD disseminate it to MS users.	asap

3.1.5 Recovery measures

Component	Actions to be taken by actors
EO system	EO has to lodge ENS filings for all the consignments that have not yet been lodged during EO system unavailability.
	EO can amend and invalidate the ENS filings via EO system which are not yet in the state 'Presented' or later state.
	EO has to provide referral responses that have been provided via alternative communication channels retroactively.
	EO can waive lodgement of arrival notification in case if carrier intends to unload all the consignments of particular ENS from the means of transport and present it to the COFE. If this is not the case and some consignments remain on board of the means of transport to be dispatched to MS of destination or MS of unloading arrival notification should be lodged.

	The messages need to be forwarded in quantities in order not to disrupt the regular performance of the HTI due to abnormally high levels. The messages must be distributed in accordance with the assigned priority in the section 3.5.
ICS2 Central components	The HTI needs to re-send the messages to the EO for which the delivery was not confirmed by the technical protocol.
ICS2 National components	Risk analysis/e-screening is performed on the provided ENSs even if with a delay.

3.2 HTI unavailability

3.2.1 UUM&DS Central component unavailability

			CAPABILITIES								
			Send ENS	Register and send MRN	Lifecycle validation	Referrals	Assessment Complete	DNL	Arrival	Presentation	Controls
HTI	UUM&DS	Central Component	2			2			2		
		National Component	2			2			2		

Table 6 UUM&DS unavailability

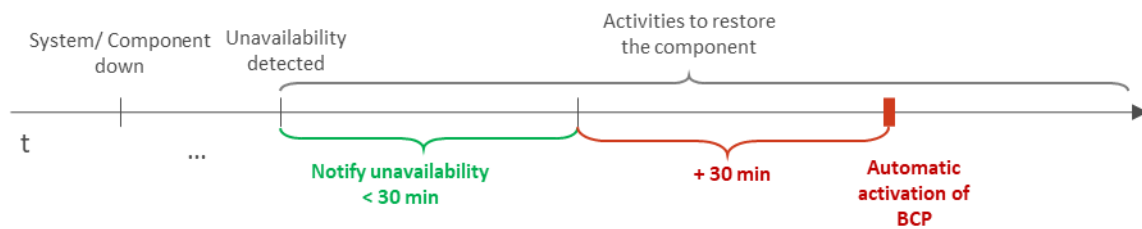


Figure 2 Business continuity plan activation timeline for UUM&DS component

The unavailability of the UUM&DS services prevents the system from identifying and authenticating the sender of a message. The messages submitted via EO system are rejected with an error message [R04] and it is not possible to authenticate STI and STP users. Consequently, the business process does not continue and messages are not registered, further processed and responded.

The UUM&DS component is considered unavailable in the case of the failover domain activation failure.

Nevertheless the UUM&DS central component information is cached in TAPAS for 24 hours. In case of UUM&DS Central component unavailability an Economic Operator can send a message by using EO system within the last 24 hours from the moment the last message was accepted by STI. Therefore those EOs using EO system can continue to exchange messages even if BCP has been activated.

3.2.1.1 Unavailability identification and notification

Actor	Actions to be taken by actors	Timeframe for actions
CSD	The CSD records unavailability in MON&BS [3.6.3]. The unavailability has to be recorded in MON&BS within 30 minutes from the moment unavailability was detected.	< 30 min
All NSDs	The NSD of each MS gets e-mail notification on reported unavailability [3.6.8] and notifies unavailability to MS users.	asap
EO and IT service provider	All EOs (including IT service provider) having access to EUCTP get notification in it that particular ICS2 component is unavailable [3.6.7].	asap

3.2.1.2 Activation of Business continuity plan

Actor	Actions to be taken by actors	Timeframe for actions
MS via EUCTP	If the UUM&DS Central component is not restored within 30 minutes since unavailability was reported by CSD (corresponding recovery notification is not recorded in MON&BS) the business continuity plan is automatically activated by EUCTP.	Date/time of unavailability notification + 30 min

All NSDs	Get e-mail notification on activation of BCP [3.6.8] and disseminate it to MS users.	asap
EO and IT service provider	All EOs (including IT service providers) having access to EUCTP get notification within EUCTP on activation of BCP [3.6.7].	asap

3.2.1.3 Business continuity measures

Step in a business process	BCP measure for EO
BCP measure – Lodgement of new ENS	
ENS filings	Authentication information is cached in TAPAS for 24 hours since the last message was sent from EO system to STI. Therefore some EO system users could still be able to lodge ENSs for certain period of time.
	EO that is STP user and EO that has not sent any message via its EO system within the last 24 hours will not be able to lodge new ENS during the unavailability of the component via EO system and STP.
Amendment	Some EO system users could be able to lodge amendments for certain period of time.
	EO that is STP user and EO that has not sent any message via its EO system within the last 24 hours will not be able to lodge new amendments during the unavailability of the component via EO system and STP.
Invalidation	Some EO system users could be able to lodge invalidation requests for certain period of time.
	EO that is STP user and EO that has not sent any message via its EO system within the last 24 hours will not be able to lodge invalidation request during the unavailability of the component via EO system and STP.
BCP measure – Risk assessment of already lodged ENSs	
Referral requests (RFI, RFS) to the EO	Receive via EO system or alternative communication channels – e-mail, phone, etc.
Referral responses from the EO	Send via EO system where still possible or communicate via alternative communication channels – e-mail, phone, etc.
DNL	Receive via EO system and via phone and e-mail.
Assessment complete notification	Receive via EO system or receive it with delay.
Advance control notification to AEO	Receive via EO system or alternative communication channels – NES (ANES), NES (PNES), e-mail, phone, etc.
BCP measure – Arrival notification	
Arrival notification	Submit via EO system or NES (ANES) of COFE (if possible).
	EO that is STP user or EO that has not sent via EO system any message within the last 24 hours will not be able to lodged new arrival notification during the unavailability of the component via EO system and STP.
Control notification	Receive via EO system or alternative communication channels – NES (ANES), NES (PNES), e-mail, phone, etc.
BCP measure – Presentation and controls	
Presentation information	No impact if ENS has been lodged and EO has received ENS registration response – presentation is not in the scope of ICS2 and should be done via NES (PNES). If ENS is not lodged at the moment of presentation of the consignments to customs

	no further customs treatment can be applied until ENS is lodged and risk analysis is performed.
Controls and control results	No impact.

3.2.1.4 Recovery communication

Actor	Actions to be taken by actor	Timeframe for actions
CSD	When component has been recovered the CSD updates unavailability record in MON&BS by indicating unavailability end date/time [3.6.4]. BCP is automatically deactivated.	asap
All NSDs	Get e-mail notification on UUM&DS Central component recovery and deactivation of BCP [3.6.8]. NSD disseminate it to MS users.	asap
EO and IT service provider	All EOs (including IT service providers) having access to EUCTP get notification within EUCTP on deactivation of BCP [3.6.7].	asap

3.2.1.5 Recovery measures

Component	Actions to be taken by actors
EO system, STP	EO has to lodge ENS filings for all the consignments that have not yet been lodged during UUM&DS central component unavailability.
	EO can amend and invalidate the ENS filings which are not yet in the state 'Presented' or later state.
	EO has to provide referral responses that have been provided via alternative communication channels.
	EO can waive lodgement of arrival notification in case if carrier intend to unload all the consignment of particular ENS from the means of transport and present it in the COFE. If this is not the case and some consignments remain on board of means of transport to be dispatched to MS of destination or MS of unloading arrival notification should be lodged.
	The messages need to be forwarded in quantities not to disrupt the regular performance of the HTI due to abnormally high levels. The messages must be distributed in accordance with the assigned priority.
ICS2 National component	Risk analysis/e-screening is performed to the provided ENSs even if with a delay.

3.2.2 UUM&DS unavailability – National Component

IT Component			CAPABILITIES								
			Send ENS	Register and send MRN	Lifecycle validation	Referrals	Assessment Complete	DNL	Arrival	Presentation	Controls
HTI	UUM&DS	Central Component	2			2			2		
		National Component	2			2			2		

Table 7 UUM&DS unavailability

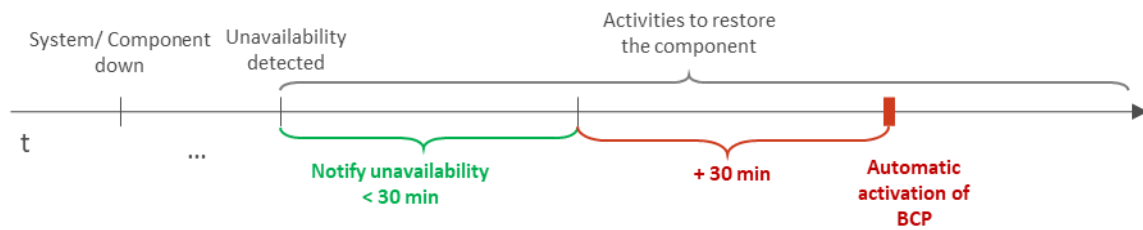


Figure 3 Business continuity plan activation timeline for UUM&DS component

The unavailability of UUM&DS National component will prevent the system from identifying and authenticating the sender of a message. The messages submitted via EO system are rejected with an error message and it is not possible to authenticate STI and STP users. Consequently, the business process does not continue and messages are not registered, further processed and responded.

The UUM&DS national component is considered unavailable in the case of the failover domain activation failure.

Nevertheless the UUM&DS national component information is cached in TAPAS for 24 hours. In case of UUM&DS National component unavailability an Economic Operator can send a message by using EO system within 24 hours from the moment the last message was accepted by STI. Therefore those EOs using EO system can continue to exchange messages even if BCP has been activated.

3.2.2.1 Unavailability identification and notification

Actor	Actions to be taken by actors	Timeframe for actions
NSD	The impacted NSD of the affected MS records unavailability in MON&BS [3.6.5]. The unavailability notification has to be recorded in MON&BS within 30 minutes from the moment unavailability was detected. NSD disseminate unavailability information to MS users.	< 30 min
All NSDs	NSD of each MS gets e-mail notification on reported unavailability [3.6.8] and notifies unavailability to MS users.	asap
EO and IT service provider	All EOs (including IT service provider) having access to EUCTP get notification in it that particular ICS2 component is unavailable [3.6.7].	asap

3.2.2.2 Activation of Business continuity plan

Actor	Actions to be taken by actors	Timeframe for actions
MS via EUCTP	If the UUM&DS National component is not restored within 30 minutes since unavailability was reported by NSD (corresponding recovery notification is not recorded in MON&BS) the business continuity plan is automatically activated by EUCTP.	Date/time of unavailability notification + 30 min
All NSDs	Get e-mail notification on activation of BCP [3.6.8] and disseminate it to MS users.	asap
EO and IT service provider	All EOs (including IT service provider) having access to EUCTP get notification in EUCTP on activation of BCP [3.6.7].	asap

3.2.2.3 Business continuity measures

Step in a business process	BCP measure for EO
BCP measure – Lodgement of new ENS	
ENS filings	Authentication information is cached in TAPAS for 24 hours since the last message was sent from EO system to STI. Therefore some EO system users could still be able to lodge ENSs for certain period of time.
	EO that is STP user and EO that has not sent via its EO system any message within the last 24 hours will not be able to lodge new ENS during the unavailability of the component via EO system and STI STP.
Amendment	Some EO system users could be able to lodge ENSs for certain period of time.
	EO that is STP user and EO that has not sent via its EO system any message within the last 24 hours will not be able to lodge new amendments during the unavailability of the component via EO system and STI STP.
Invalidation	Some EO system users could be able to lodge invalidation request for certain period of time.
	EO that is STP user and EO that has not sent via its EO system any message within the last 24 hours will not be able to lodge invalidation request during the unavailability of the component via EO system and STI STP.
Risk assessment of already lodged ENSs	
Referral requests (RFI, RFS) to the EO	Receive via EO system or alternative communication channels – e-mail, phone, etc.
Referral responses from the EO	Send via EO system where still possible or communicate via alternative communication channels – e-mail, phone, etc.
DNL	Receive via EO system and via phone and e-mail.
Assessment complete notification	Receive via EO system or receive it with delay.
Advance control notification to AEO	Receive via EO system or alternative communication channels – NES (ANES), NES (PNES), e-mail, phone, etc.
BCP measure – Arrival notification	
Arrival notification	Submit via EO system or NES (ANES) of COFE (if possible).

	EO that is STP user or EO that has not sent via EO system any message within the last 24 hours will not be able to lodge new arrival notification during the unavailability of the component via EO system and STP.
Control notification	Receive via EO system or alternative communication channels – NES (ANES), NES (PNES), e-mail, phone, etc.
BCP measure – Presentation and controls	
Presentation information	No impact if ENS has been lodged and EO has received ENS registration response – presentation is not in the scope of ICS2 and should be done via NES (PNES). If ENS is not lodged at the moment of presentation of the consignments to customs no further customs treatment can be applied until ENS is lodged and risk analysis is performed.
Controls and control results	No impact.

3.2.2.4 Recovery communication

Actor	Actions to be taken by actor	Timeframe for actions
NSD	The impacted NSD updates unavailability record in MON&BS by indicating unavailability end date/time [3.6.6].	asap
All NSDs	Get e-mail notification on UUM&DS National component recovery and deactivation of BCP [3.6.8]. NSD disseminate it to MS users.	asap
EO and IT service provider	All EOs (including IT service provider) having access to EUCTP get notification in EUCTP on deactivation of BCP [3.6.7].	asap

3.2.2.5 Recovery measures

Component	Actions to be taken by actors
EO system, STP	EO has to lodge ENS filings for all the consignments that have not yet been lodged during UUM&DS national component unavailability.
	EO can amend and invalidate the ENS filings which are not yet in the state 'Presented' or later state.
	EO has to provide referral responses that have been provided via alternative communication channels.
	EO can waive lodgement of arrival notification in case if carrier intend to unload the consignment of particular ENS from the means of transport and present it in the COFE. If this is not the case and some consignments remain on board of means of transport to be dispatched to MS of destination or MS of unloading arrival notification should be lodged.
	The messages need to be forwarded in quantities not to disrupt the regular performance of the HTI due to abnormally high levels. The resulting traffic should not exceed limits agreed on technical protocol. The messages must be distributed in accordance with the assigned priority.
ICS2 National components	Risk analysis/e-screening is performed to the provided ENSs even if with a delay.

3.2.3 TAPAS unavailability

IT Component		CAPABILITIES								
		Send ENS	Register and send MRN	Lifecycle validation	Referrals	Assessment Complete	DNL	Arrival	Presentation	Controls
HTI	TAPAS	3			3	3	3	2		1

Table 8 TAPAS unavailability

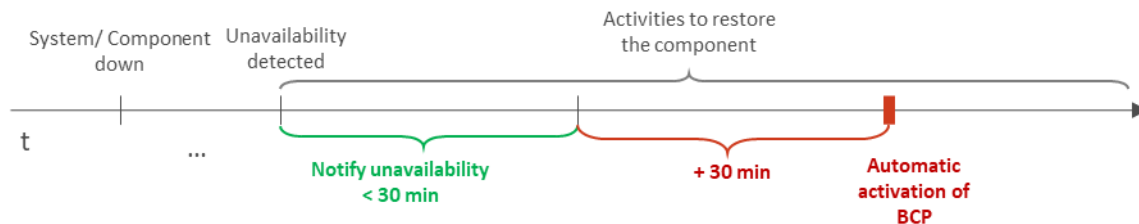


Figure 4 Business continuity plan activation timeline for TAPAS component

TAPAS is considered to be unavailable when it cannot interact as per the specifications regardless of the reason. TAPAS unavailability can be compensated (alternatively handled) by STP without impact on the operations continuity. For EO there is no reason to apply BCP measures if STP functionality can be used to ensure operations continuity.

3.2.3.1 Unavailability identification and notification

Actor	Actions to be taken by actors	Timeframe for actions
CSD	The CSD records unavailability in MON&BS [3.6.3]. The unavailability notification has to be recorded within 30 minutes from the moment when unavailability was detected.	< 30 min
All NSDs	The NSD of each MS gets e-mail notification on reported unavailability [3.6.8] and notifies unavailability to MS users.	asap
EO and IT service provider	All EOs (including IT service provider) having access to EUCTP get notification in it that particular ICS2 component is unavailable [3.6.7].	asap

3.2.3.2 Activation of Business continuity plan

Actor	Actions to be taken by actors	Timeframe for actions
MS via EUCTP	If the TAPAS is not restored within 30 minutes since unavailability was reported by CSD (corresponding recovery notification is not recorded in MON&BS) the business continuity plan is automatically activated by EUCTP.	Date/time of unavailability notification + 30 min
All NSDs	Get e-mail notification on activation of BCP [3.6.8] and disseminate it to MS users.	asap
EO and IT service provider	All EOs (including IT service provider) having access to EUCTP get notification in EUCTP on activation of BCP [3.6.7].	asap

3.2.3.3 Business continuity measures

Step in a business process	BCP measure for EO
BCP measure – Lodgement of new ENS	
ENS filings	No new ENS filings will be lodged during the unavailability of the component by using EO system.
	New ENS filings can be lodged during the unavailability of the component via STP. EO is free to choose whether to use STP functionality or not to lodge new ENSs.
Amendment	No amendments will be done on the already lodged ENSs via EO system.
	Only ENS lodged via STP can be amended via STP.
Invalidation	Invalidation of ENS will not be performed via EO system.
	Only ENS lodged via STP can be invalidated via STP.
BCP measure – Risk assessment of already lodged ENSs	
Referral requests (RFI, RFS) to the EO	Receive via STP.
Referral responses from the EO	Communicate via alternative communication channels – e-mail, phone, etc.
DNL	Receive via STP and via phone and e-mail.
Assessment complete notification	Receive via STP.
Advance control notification to AEO	Receive via STP.
BCP measure – Arrival notification	
Arrival notification	Lodge via STP or NES (ANES) of COFE if possible.
	If it is not possible to lodge via STP or NES (ANES) of COFE, lodge via EO system. Arrival notification will be queued and processed after recovery of the component. If you have presented consignments to customs before component has been recovered it is possible that you will receive IE3N07 message after recovery of the component as consignments are already in state 'Presented' or later state.
Control notification	Received via STP, NES (ANES) or via alternative communication channels – NES (PNES), e-mail, phone, etc.
BCP measure – Presentation and controls	
Presentation information	No impact if ENS has been lodged and EO has received ENS registration response – presentation is not in the scope of ICS2 and should be done via NES (PNES). If ENS is not lodged at the moment of presentation of the consignments to customs no further customs treatment can be applied until ENS is lodged and risk analysis is performed.
Controls and control results	No impact.

3.2.3.4 Recovery communication

Actor	Actions to be taken by actor	Timeframe for actions
CSD	When component has been recovered the CSD updates unavailability record in MON&BS by indicating unavailability end date and time [3.6.4]. BCP is automatically deactivated.	asap
All NSDs	Get e-mail notification on TAPAS recovery and deactivation of BCP [3.6.8]. NSD disseminate it to MS users.	asap
EO and IT service provider	All EOs (including IT service provider) having access to EUCTP get notification in EUCTP on deactivation of BCP [3.6.7].	asap

3.2.3.5 Recovery measures

Component	Actions to be taken by actors
EO system	EO has to lodge ENS filings for all the consignments that have not yet been lodged during EO system unavailability.
	EO can amend and invalidate the ENS filings via EO system which are not yet in the state 'Presented' or later state.
	EO has to provide referral responses that have been provided via alternative communication channels.
	The messages need to be forwarded in quantities not to disrupt the regular performance of the HTI due to abnormally high levels. The messages must be distributed in accordance with the assigned priority in the section 3.5.
ICS2 Central components	The HTI needs to re-send the messages to the EO for which the delivery was not confirmed by the technical protocol.
ICS2 National components	Risk analysis/e-screening is performed to the provided ENSs even if with a delay.

3.2.4 STI (including STP) unavailability

IT Component			CAPABILITIES								
			Send ENS	Register and send MRN	Lifecycle validation	Referrals	Assessment Complete	DNL	Arrival	Presentation	Controls
HTI	STI	STI		3		3	3	3	2		1
		STP	3	3		3	3	3	2		1

Table 9 STI unavailability

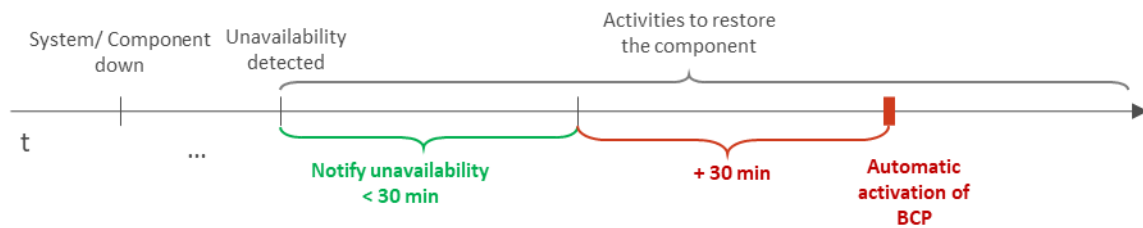


Figure 5 Business continuity plan activation timeline for STI component

No message exchange between the Economic Operators and the STI (STP) can take place. Economic Operators are not able to use STP functionality to exchange any ICS2 messages.

In case of unavailability of the STI (STP), no messages from the Economic Operators will be functionally validated, registered and further processed. Moreover, no messages are sent to the Economic Operators for the ENSs which are already in process. The messages received from the EO system are stored and queued in TAPAS and can be processed when STI is available again. There is no need for the Economic Operators to re-send those messages. The outgoing STI messages are queued but not sent. The operations performed by the STI are completely blocked – no MRNs are generated and communicated.

STP will be available to Economic operators as of ICS2 Release 2.

3.2.4.1 Unavailability identification and notification

Actor	Actions to be taken by actors	Timeframe for actions
CSD	The CSD records unavailability in MON&BS [3.6.3]. The unavailability notification has to be recorded within 30 minutes from the moment unavailability was detected.	< 30 min
All NSDs	The NSD of each MS gets e-mail notification on reported unavailability [3.6.8] and notifies unavailability to MS users.	asap
EO and IT service provider	All EOs (including IT service provider) having access to EUCTP get notification in it that particular ICS2 component is unavailable [3.6.7].	asap

3.2.4.2 Activation of Business continuity plan

Actor	Actions to be taken by actors	Timeframe for actions
MS via EUCTP	If the STI (STP) is not restored within 30 minutes since unavailability was reported by CSD (corresponding recovery notification is not recorded in MON&BS) the business continuity plan is automatically activated by EUCTP.	Date/time of unavailability notification + 30 min

All NSDs	Get e-mail notification on activation of BCP [3.6.8] and disseminate it to MS users.	asap
EO and IT service provider	All EOs (including IT service providers) having access to EUCTP get notification within EUCTP on activation of BCP [3.6.7].	asap

3.2.4.3 Business continuity measures

Step in a business process	BCP measure for EO	
BCP measure – Lodgement of new ENS		
ENS filings	New ENS filings can be lodged via EO system. MRN for that ENS filing will be generated upon recovery of the component.	
	If the message load is too large the NSD may request to stop sending of the messages.	
Amendment	No new ENS filings can be lodged via STP.	
	Amendments of the ENSs can be lodged via EO system, but already lodged ENSs will not be amended until the system is restored.	
Invalidation	No new ENS amendments can be lodged via STP.	
	Invalidation of ENS can be requested via EO system, but will not be performed until the system is restored.	
	Invalidation of ENS will not be performed via STP.	
BCP measure – Risk assessment of already lodged ENSs		
Referral requests (RFI, RFS) to the EO	Receive via alternative communication channels – e-mail, phone, etc.	
Referral responses from the EO	Responses to the referral requests received before unavailability of STI should be sent via EO system and/or via alternative communication channels – e-mail, phone, etc.	
	Responses to the referral requests received during unavailability of STI should be sent via alternative communication channels – e-mail, phone, etc.	
DNL	Receive via phone and e-mail.	
Assessment complete notification	Is not sent to the EO system during the unavailability of STI. Receive with the delay.	
Advance control notification to AEO	Receive via alternative communication channels – e-mail, phone, etc.	
BCP measure – Arrival notification		
Arrival notification	Lodge via NES (ANES) of COFE (if possible).	
	If it is not possible to lodge via NES (ANES) of COFE, lodge via EO system. Arrival notification will be queued and processed after recovery of the component. If you have presented consignments to customs before component has been recovered it is possible that you will receive IE3N07 message after recovery of the component as consignments are already in state 'Presented' or later state.	
	If it is not possible to lodge via NES (ANES) of COFE and via EO system, lodgement of arrival notification can be waived in case if carrier intend to unload all the consignment of particular ENS from the means of transport and present it in the COFE. If this is not the case and some consignments remain on board of means of transport to be dispatched to MS of destination or MS of unloading arrival notification should be lodged with the delay.	

Control notification	Receive via NES (ANES) or alternative communication channels – NES (PNES), e-mail, phone, etc.
BCP measure – Presentation and controls	
Presentation information	No impact if ENS has been lodged and EO has received ENS registration response – presentation is not in the scope of ICS2 and should be done via NES (PNES). If ENS is not lodged at the moment of presentation of the consignments to customs no further customs treatment can be applied until ENS is lodged and risk analysis is performed.
Controls and control results	No impact.

3.2.4.4 Recovery communication

Actor	Actions to be taken by actor	Timeframe for actions
CSD	When component has been recovered the CSD updates unavailability record in MON&BS by indicating unavailability end date/time [3.6.4]. BCP is automatically deactivated.	asap
All NSDs	Get e-mail notification on STI recovery and deactivation of BCP [3.6.8]. NSD disseminate it to MS users.	asap
EO and IT service provider	All EOs (including IT service providers) having access to EUCTP get notification within EUCTP on deactivation of BCP [3.6.7].	asap

3.2.4.5 Recovery measures

Component	Actions to be taken by actors
EO system, STP	EO has to lodge ENS filings for all the consignments that have not yet been lodged via EO system or STP during STI (STP) unavailability. EO does not need to resend ENS filings that has been sent to STI via EO system – these messages are queued and will be processed after STI (STP) recovery.
	EO can request to amend and invalidate the ENS filings. If amendment or invalidation was already requested via EO system during the unavailability of STI (STP), no further actions from the EO are needed.
	EO has to provide referral responses via EO system or STP that have been provided via alternative communication channels only. If referral responses were submitted via the EO system and alternative communication channels during the STI (STP) unavailability, no further actions from the EO are needed.
	EO can waive lodgement of arrival notification in case if carrier intend to unload the consignment of particular ENS from the means of transport and present it in the COFE. If this is not the case and some consignments remain on board of means of transport to be dispatched to MS of destination or MS of unloading arrival notification should be lodged.
	The messages need to be forwarded in quantities in order not to disrupt the regular performance of the HTI due to abnormal high levels. The resulting traffic should not exceed limits agreed on technical protocol. The messages must be distributed in accordance with the assigned priority (please see section 3.5).
ICS2 Central components	The HTI needs to re-send the messages to the EO for which the delivery was not confirmed by the technical protocol.
ICS2 National components	Risk analysis/e-screening is performed to the provided ENSs even if with a delay.

3.3 CR, CCN2 and/or ICS2 National component unavailability

IT Component	CAPABILITIES								
	Send ENS	Register and send MRN	Lifecycle validation	Referrals	Assessment Complete	DNL	Arrival	Presentation	Controls
CR, CCN2			3	3	3	3	3	3	3
ICS2 National components				2			2	3	3

Table 10 Central component unavailability

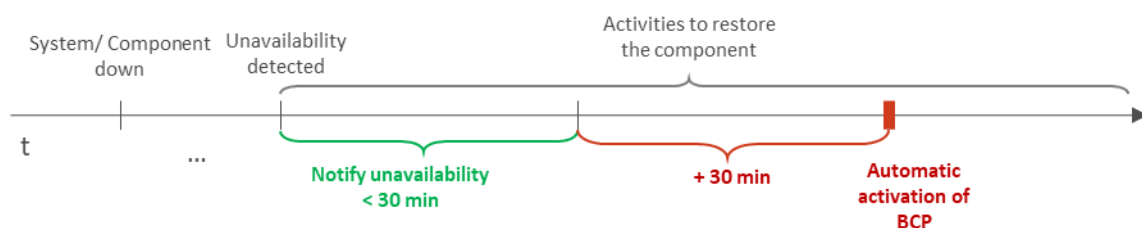


Figure 6 Business continuity plan activation timeline for CR component

All received messages will be queued.

The ENS filings will be validated by STI, registered, but it could have impact to ENS life cycle validation in some cases EO won't be informed on MRN and no risk analysis will be triggered. The arrival notifications submitted via EO system or STP will be validated by STI, registered, but it could have impact to consignment state correctness checks and generation of MRN.

Communication between customs and EO on the ongoing risk analysis process, referrals and results of it via the system is not possible.

3.3.1 Unavailability identification and notification

Actor	Actions to be taken by actors	Timeframe for actions
CSD	The CSD records CR and CCN2 unavailability in MON&BS [3.6.3]. The unavailability notification has to be recorded within 30 minutes after unavailability was detected.	< 30 min
NSD	The impacted NSD records ICS2 National component unavailability in MON&BS [3.6.5]. The unavailability notification has to be recorded within 30 minutes after unavailability was detected.	< 30 min
All NSDs	The NSD of each MS gets e-mail notification on reported unavailability [3.6.8] and notifies unavailability to MS users.	asap
EO and IT service provider	All EOs (including IT service provider) having access to EUCTP get notification on CR, CCN2 and/or ICS2 National component unavailability [3.6.7]. It is not disclosed to EOs which of above mentioned components is unavailable.	asap

3.3.2 Activation of Business continuity plan

Actor	Actions to be taken by actors	Timeframe for actions
MS via EUCTP	If the CR, CCN2 and/or ICS2 National component is not restored within 30 minutes since unavailability was reported by CSD or NSD (corresponding recovery notification is not recorded in MON&BS) the business continuity plan is automatically activated by EUCTP.	Date/time of unavailability notification + 30 min
All NSDs	Get e-mail notification on activation of BCP [3.6.8] and disseminate it to MS users.	asap
EO and IT service provider	All EOs (including IT service provider) having access to EUCTP get notification within EUCTP on activation of BCP [3.6.7].	asap

3.3.3 Business continuity measures

Step in a business process	BCP measure for EO
BCP measure – Lodgement of new ENS	
ENS filings	No impact – lodge ENS filing via EO system and/or STI STP.
Amendment	No impact – amend via EO system and/or STI STP.
Invalidation	No impact – invalidate via EO system and/or STI STP.
BCP measure – Risk assessment of already lodged ENSs	
Referral requests (RFI, RFS) to the EO	Receive via alternative communication channels – e-mail, phone, etc.
Referral responses from the EO	Referral response to already received referral request should be sent via EO system or STP and in addition need to be communicated via alternative communication channels – e-mail, phone, etc.
	Referral response to the request issued via alternative communication channels need to be communicated via alternative communication channels.
DNL	Receive via phone and e-mail.
Assessment complete notifications	It is possible that during unavailability EO receives both assessment complete and DNL. If this is the case priority is with DNL.
Advance control notification to AEO	Receive via alternative communication channels – NES (PNES), e-mail, phone, etc.
BCP measure – Arrival notification	
Arrival notification	<p>Lodge via EO system, STP or NES (ANES) of COFE:</p> <ul style="list-style-type: none"> Arrival notification lodged via EO system or STP will be queued and processed after recovery of the component; Arrival notification lodged via NES (ANES) can be processed and the person notifying the arrival can get arrival registration response. <p>Nevertheless if EO has presented consignments to customs before component has been recovered it is possible that it will receive IE3N07 message after recovery of the component as consignments are already in state 'Presented' or later state.</p>
Control notification	Receive via alternative communication channels – NES (PNES), e-mail, phone, etc.

BCP measure – Presentation and controls	
Presentation information	No impact if ENS has been lodged and EO has received ENS registration response – presentation is not in the scope of ICS2 and should be done via NES (PNES). If ENS is not lodged at the moment of presentation of the consignments to customs no further customs treatment can be applied until ENS is lodged and risk analysis is performed.
Control results	No impact.

3.3.4 Recovery communication

Actor	Actions to be taken by actor	Timeframe for actions
CSD	When CR and/or CCN2 has been recovered the CSD updates unavailability record in MON&BS by indicating unavailability end date/time [3.6.4]. BCP is automatically deactivated.	asap
NSD	When ICS2 National component has been recovered the NSD updates unavailability record in MON&BS by indicating unavailability end date/time [3.6.6]. BCP is automatically deactivated.	asap
All NSDs	Get e-mail notification on CR, CCN2 and ICS2 National component recovery and deactivation of BCP [3.6.8]. NSD disseminate it to MS users.	asap
EO and IT service provider	All EOs (including IT service provider) having access to EUCTP get notification in EUCTP on deactivation of BCP [3.6.7].	asap

3.3.5 Recovery measures

Component	Actions to be taken by actors
EO system, STP	Referral responses that have been provided only via alternative communication channels have to be sent via the system (EO system or STP) upon reception of corresponding referral request.
ICS2 Central components	Once the component is recovered, the message queues will be processed. There is no need for EO to re-send the messages. The sequence of message processing is based on priority defined in section 3.4.
ICS2 National component	Risk analysis/e-screening is performed to the provided ENSs even if with a delay.

3.4 MON&BS and EUCTP unavailability

Unavailability, recovery of the system and/or (de)activation of business continuity plan should be recorded in MON&BS or EUCTP.

In case of MON&BS and/or EUCTP unavailability it won't be possible to record unavailability, recovery and/or (de)activate BCP for ICS2 components. In that case EO (including IT service provider), NSD and CSD should revert to e-mail communication. The principles who should notify unavailability remain the same as described in this document with the following deviations:

- EO and IT service provider should notify EO system unavailability and later recovery of the system to NSD of MS where EO has:
 - legal obligation to lodge ENS and arrival notification;
 - already lodged ENS but it has not received assessment complete messages after both pre-loading and pre-arrival RA.
- NSD should:
 - record EO system unavailability in MON&BS (even if with delay);
 - communicate ICS2 central and national component unavailability information to EOs and CSD (**where necessary**);
 - activate BCP for all ICS2 components and communicate it to EOs and CSD (**where necessary**);
 - deactivate BCP for all ICS2 components and communicate it to EOs and CSD (**where necessary**).
- CSD should:
 - record ICS2 central component unavailability in MON&BS (even if with delay);
 - communicate ICS2 central component unavailability to all NSDs;
 - forward ICS2 national component unavailability information received from NSD to all other NSDs.

Upon recovery unavailability notified within the manual procedure and information on activation of BCP should be recorded in MON&BS. This is done by:

- NSD for EO system and ICS2 national component unavailability, or
- CSD for ICS2 central component unavailability.

Rollback to e-mail procedure can be done by CSD and NSD:

- as soon as MON&BS and/or EUCTP is unavailable in case of scheduled unavailability;
- as soon as CSD has notified NSDs on unscheduled unavailability of MON&BS and/or EUCTP.

3.5 ICS2 Message prioritisation

3.5.1 External domain messages

Priority	Message ID	Name	Full name	Process where it is used
B	IE3Fxx	E_ENS_xxx_DEC	ENS filing	L4-ICS2-01 Register filing
B	IE3Axx	E_ENS_xxx_AMD	ENS filing amendment	L4-ICS2-07 Amend filing
A	IE3Q01	E_DNL_REQ	Do Not Load request	L4-ICS2-03 Perform risk analysis
B	IE3Q02	E_REF_RFI_REQ	Additional information request	L4-ICS2-03-01 Send referral
A	IE3Q03	E_REF_RFS_REQ	High Risk Cargo & Mail screening request	L4-ICS2-03-01 Send referral
C	IE3Q04	E_INV_REQ	Invalidation Request	L4-ICS2-08 Invalidate filing
C	IE3Q05	E_ENS_CNS	ENS Consultation	L4-ICS2-13 Consult ENS
B	IE3R01	E_ENS_REG_RSP	ENS Registration Response	L4-ICS2-01 Register filing
B	IE3R02	E_REF_RFI_RSP	Additional information response	L4-ICS2-03-01 Send referral
A	IE3R03	E_REF_RFS_RSP	High Risk Cargo & Mail screening response	L4-ICS2-03-01 Send referral
B	IE3R04	E_ARV_REG_RSP	Arrival Registration Response	L4-ICS2-04 Process arrival of means of transport
C	IE3R07	E_INV_ACC_RSP	Invalidation Acceptance Response	L4-ICS2-08 Invalidate filing
B	IE3R08	E_ENS_CNS_RES	ENS Consultation results	L4-ICS2-13 Consult ENS
B	IE3N01	E_ELF_VLD_NOT	ENS lifecycle validation error notification	L4-ICS2-01 Register filing
C	IE3N02	E_ENS_NCP_NOT	ENS Not complete notification	L4-ICS2-02-01 Relate ENS filings
A	IE3N03	E_ASM_CMP_NOT	Assessment complete notification	L4-ICS2-03 Perform risk analysis
C	IE3N04	E_REF_RFI_NOT	Additional information request notification	L4-ICS2-03-01 Send referral
C	IE3N05	E_REF_RFS_NOT	High Risk Cargo & Mail screening request notification	L4-ICS2-03-01 Send referral
A	IE3N06	E_ARV_NOT	Arrival notification	L4-ICS2-04 Process arrival of means of transport
C	IE3N07	E_HCS_INC_NOT	House consignment in incorrect state notification	L4-ICS2-04 Process arrival of means of transport
A	IE3N08	E_CON_NOT	Control notification	L4-ICS2-04 Process arrival of means of transport
C	IE3N09	E_AEO_CON_NOT	Authorised Economic Operator control notification	L4-ICS2-06-01 Handle AEO notification
C	IE3N10	E_AMD_NOT	Amendment Notification	L4-ICS2-07 Amend filing
B	IE3N99	E_ERR_NOT	Error notification	L4-ICS2-01 Register filing
				L4-ICS2-04 Process arrival of means of transport
				L4-ICS2-07 Amend filing
				L4-ICS2-08 Invalidate filing

3.6 Information to be provided upon unavailability reporting and (de)activation of BCP

The main principle is that unavailability and recovery of ICS2 component is reported by economic operator (with an option to empower IT service provider to do it on behalf of EO), CSD and NSD. Business continuity plan is activated automatically by the system.

The purpose of this section is to define information that should be provided by involved actors upon reporting of unavailability or recovery of ICS2 component.

3.6.1 EO – unavailability reporting:

- EORI number of Economic operator whose EO system is unavailable;
- EO name whose EO system is unavailable;
- EORI number of IT service provider – mandatory data element when unavailability is reported by IT service provider on behalf of EO;
- E-mail address of EO or IT service provider who is notifying unavailability;
- List of MS (one or several) which should be notified about unavailability;
- Unavailability type (scheduled or unscheduled);
- Unavailability start date and time;
- Expected unavailability end date and time (optional);
- Short description on what has caused the unavailability e.g. unavailable component, functionality, impacted business process (optional).

3.6.2 EO – recovery reporting:

- EORI number of Economic operator whose EO system is recovered;
- EO name whose EO system is recovered;
- EORI number of IT service provider – mandatory data element when recovery is reported by IT service provider on behalf of EO;
- Unavailability end date and time.

3.6.3 CSD – unavailability reporting:

- Component name;
- Unavailability type (scheduled or unscheduled);
- Unavailability start date and time;
- Expected unavailability end date and time (optional);
- Affected service;
- Short description on what has caused the unavailability/ Affected functionality (optional).

3.6.4 CSD – recovery reporting:

- Component name;
- Unavailability end date and time.

3.6.5 NSD – unavailability reporting:

- Component name;
- Unavailability type (scheduled or unscheduled);
- Unavailability start date and time;
- Expected unavailability end date and time (optional);
- Affected service;
- Short description on what has caused the unavailability (optional).

3.6.6 NSD – recovery reporting:

- Component name;
- Unavailability end date and time.

3.6.7 Content of notifications to be sent to EO and IT service provider:

3.6.7.1 After ICS2 component unavailability is reported

All the information provided in sections 3.6.1, 3.6.3 or 3.6.5 with exception that in case of CR, CCN2 and NES (RMS) unavailability component name should be "CR, CCN2 and/or ICS2 National component".

3.6.7.2 In case of BCP activation

All the information provided in sections 3.6.1, 3.6.3 or 3.6.5 with exception that in case of CR, CCN2 and NES (RMS) unavailability component name should be "CR, CCN2 and/or ICS2 National component" and BCP activation date and time.

3.6.7.3 In case of recovery and BCP deactivation

All the information provided in sections 3.6.2, 3.6.4, 3.6.6 with exception that in case of CR, CCN2 and NES (RMS) unavailability component name should be "CR, CCN2 and/or ICS2 National component" and BCP deactivation date and time.

3.6.8 Content of e-mail notifications to be sent to NSD:

3.6.8.1 After ICS2 component unavailability is reported

All the information provided in sections 3.6.1, 3.6.3 or 3.6.5.

3.6.8.2 In case of BCP activation

All the information provided in sections 3.6.1, 3.6.3 or 3.6.5 and BCP activation date and time.

3.6.8.3 In case of recovery and BCP deactivation

All the information provided in sections 3.6.2, 3.6.4, 3.6.6 and BCP deactivation date and time.

3.7 Scheduled unavailability

MSs and CSD are going to use MON&BS to exchange information on scheduled unavailability. Scheduled unavailability should be organised in time windows when there is less operational activity and should be recorded in MON&BS as soon as possible but not later than 48 hours in advance [R04].

EO has to notify scheduled unavailability of EO system as soon as possible but not later than 48 hours in advance by using EUCTP. This can also be done by empowered IT service provider, but legal responsibility to notify unavailability remain on EO himself.

In case of scheduled unavailability BCP will be automatically activated at the moment when unavailability is scheduled. EO (including IT service provider), NSD and CSD should notify recovery of system after scheduled unavailability by using EUCTP or MON&BS.

3.8 Transition from ICS2 Release 1 to ICS2 Release 2

This procedure is applicable for both ICS2 Release 1 and ICS2 Release 2 nevertheless EOs will be able to use EUCTP to notify unavailability and get notifications only as of ICS2 Release 2 (preliminary planning). Until EUCTP is developed and deployed procedure is applicable with the following deviations:

- EO (or IT service provider) should notify EO system unavailability to NSD where EO has legal obligation to lodge ENSs. EO can also empower IT service provider to do this but legal obligation remain on EO himself.
- NSD should notify EOs having legal obligation to lodge ENSs in its country on ICS2 central and national component unavailability.
- NSD should notify EOs having legal obligation to lodge ENSs in its country on activation/deactivation of BCP in case of EO system, ICS2 central and/or national component unavailability.

In ICS2 Release 1 NSDs and CSD use MON&BS to notify unavailability, recovery, activation and deactivation of BCP and this information is disseminated to all NSDs via MON&BS.

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