

Commercial incident management process

Manages the day-to-day support interface between end users and service providers. It minimises service disruption to the end user by quickly resolving incidents that occur in the infrastructure.

An incident is any event that is not part of standard service operation that causes, or has the potential to cause interruption or degradation in business operations, or will result in deviation from service level agreements (SLAs).

Objectives of incident management:

- To restore normal service operation as quickly as possible
- To minimise the adverse impact on business operations
- To ensure the best possible levels of service quality and availability are maintained according to SLAs

Incident management is:

- Incident and service request detection and recording
- Classification and initial support to the customers
- Investigation and diagnosis
- Incident resolution and restoring service to its normal operation
- Incident closure and communication to customers

How to raise a ticket

Medium	Contact details	Operational hours
Email	itservicedesk@heathrow.com	24x7
Phone	0208 976 5665	

Service levels

		Targets		
		Down for all	Down for some	Down for one
Wireless LAN	Response	30 mins	2 hours	2 hours
	Remote fix	2 hours	2 hours	4 hours
	Replacement	4 hours	4 hours	4 hours
Managed LAN	Response	30 mins	2 hours	2 hours
	Remote fix	2 hours	2 hours	4 hours
	Replacement	4 hours	4 hours	8 hours
Passive LAN	Response	30 mins	2 hours	2 hours
IP telephony	Response	30 mins	2 hours	2 hours
	Restoration	4 hours	4 hours	8 hours
Analogue telephony	Response	30 mins	2 hours	2 hours
	Restoration	4 hours	4 hours	8 hours
Commercial IT services*	Restoration	4 hours	4 hours	8 hours

* Includes Broadband, CCTV, IPTV, Flight Information Display Screens (FIDS), A-CDM PC, A-CDM Data Feed, Sky and Digital Mobile Radio

What do I need to put in my ticket?

- Name of contact person
- Contact details (email & phone)
- Company
- Account number
- Description of issue (including any phone or port numbers if applicable)
- Impact to your business (number of people affected, criticality to your day to day operations)

Escalation points

If you are not receiving satisfactory updates regarding your fault please contact the following centrally managed group addresses stating that you wish to make an escalation:

Email	Phone
itservicedesk@heathrow.com	0208 976 5665
heathrow@sita.aero	-

If your fault or enquiry is urgent, please either use the telephone number provided or follow up your email with a call to the service desk. This is due to a longer response time for email communication at the servicedesk.

