SERVICE DEFINITION

MANAGED CCTV SERVICE

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Creation Date: 25th November 2008
Last Updated: 28th November 2008
Version: 1.01

Contents

Version Control

Date	Author	Version	Change Reference
25th November 2008	Gus Mulroy / Peter Brockwell	1.00	Issued
28th November 2008	Gus Mulroy / Peter Brockwell	1.01	Section 8 updated following IT reorganization.

Glossary

Acronym/Terminology	Description
Authorised Users	Those personnel, or third party vendor personnel named by the customer, authorised to contact the IT Service Desk.
BAU	Business As Usual
Change	Any variation or amendment requested by the customer to the Services including requests for: (a) additional capacity (new floor outlets etc); and (b) new technology
Business Change Control Periods	To ensure that the IT Infrastructure and operational business activities are protected during times of increased volume of passengers. Any Change, that is planned for implementation during a Business Change Control Period and has an operational impact on the airport(s), will require Senior IT Management approval before it can be progressed.
CCTV	Closed Circuit Television
Common Infrastructure	The common data infrastructure (being sets of fibre and copper pairs, cabling and other associated equipment) which is to be made available by the Airport to customers and which starts at the output point from the customer POS (Point of Presence) and runs throughout the airport to the locations required.
Evolution Chassis (CODECS)	Device which translates an analogue signal to digital & visa-versa. Camera storage is associated locally with the CODEC where required (RAID 5)
Incident	Any event which is not part of the standard operation of the Common Infrastructure, which causes, or may cause, an interruption to, or reduction in, the quality of the Common data Infrastructure.
IT Service Desk	The service desk provided by the Airport for the receiving and logging of calls from Authorised Users relating to: (a) Incidents; (b) Change requests; and (c) Patching Requests. The IT Service Desk is available by telephone on (phone number to be notified) • Select option 1 for Incident reporting; or • Select option 2 for Change Requests
Known Errors	A Problem that is successfully diagnosed and for which a workaround is known.
Problem	The unknown underlying cause of one or more Incidents.
Resolve	The restoration of the Services affected by an Incident to normal operating status and includes any temporary workaround and **"Resolution"** shall have a corresponding meaning.
SLA	Service Level Agreement. This is a commitment to provide an agreed level of service within a specific service window against an agreed achievement level, e.g. 99.5%.

Acronym/Terminology	Description
Soft-Client	An application that is installed on a desktop device and allows access to video streams for approved camera views. The term Soft-client is also used to refer to the client/software combination (or Soft-Client PC). Based on a standard Airport desktop with dual monitor, enhanced graphics card & DVD writer where appropriate.
Soft-Clients impacted	At the point of logging an Incident, the user logging the fault will be asked to provide an estimation of the number of users who are materially impacted in undertaking their business processes. For the avoidance of doubt, only users who are impacted at the time of the call should be included.
VDI	Visual Defence Industries – OEM of VMS & Soft-Client application Software. BAU solution integrator.
Viewing Location	A location where users view CCTV footage, be that real time or recorded images. This would be done utilizing Soft-Client PC's or LCD/Plasma monitors
VMS	Video Management System – Collective term normally applied to the application software loaded to the CCTV system core servers

1.   Purpose

The purpose of this document is to detail the scope of the CCTV service being provided to the customers at the airport and the target service levels applying to that service.

2.   Service Overview

CCTV provides customers throughout the airport with the capability to monitor, track and identify specific activity within an airport's boundaries. It is installed at airports for a number of reasons, including:

- To spot passenger queues building up
- To monitor traffic outside the terminals
- To control and detect queues building up
- To detect theft
- To act as a crime/terrorism deterrent
- As a tool for border agencies to detect and track subjects

3.   Services

3.1 CCTV Service

(1) The CCTV service comprises three sub-services, which together make up the digital CCTV service delivered to the Airport and its customers. The sub-services are:

a) Live viewing

Enables the user to view real time live images through either LCD monitors or Soft-Client PCs.

b) Central recording of images

Enables live images to be recorded at a pre-determined frame rate and duration, depending on the user requirement for quality of image and number of days before recorded images are over written (<31 days max).

c) Viewing of stored images or local archiving to DVD

Enables the user to access stored images from the CODEC through a Soft-Client PC and to burn selective footage to a DVD for use as evidence.

3.2 Support and Maintenance Services

The Airport shall provide the following support and maintenance services ("**Support and Maintenance Services**") during the relevant service hours set out in section 4 of this Schedule:

(1) Maintenance

The Airport shall:

a) Use all reasonable endeavours to conduct all planned works ("Planned Works") on the Common CCTV Infrastructure between the hours of 23:00 and 03:00 each day ("Maintenance Window"), when required. All planned changes will be subject to *last flight / first flight* considerations;

b) Notify the customer at least 10 Working Days prior to any Planned Works, where there is an expected impact to the Services for that customer. Such notification is to include the impact on the Services and the duration of any associated outage. Such notification is not required where the Airport is required to carry out emergency / fix-on-fail works;

c) Develop a regression plan for the Planned Works, with appropriate go/no go decision points;

d) Notify the customer if they are required to participate in the implementation of the Planned Works and to test for correct operation following the completion of the Planned Works;

e) Use all reasonable endeavours to ensure that any outage caused by the Planned Works will not impact on the Services; and

(2) Incident Management

The Airport shall:

a) Provide and adequately staff the IT Service Desk to receive and log calls from the Authorised Users relating to Incidents and Requests;

b) Accept and log Incidents from Authorised Users;

c) Respond to and Resolve Incidents as appropriate to SLA;

d) Provide the Authorised User with regular progress updates;

e) Escalate Incidents in accordance with the Escalation Matrix set out in section 7; and

f) Liaise with and co-ordinate all Airport internal teams and any third party suppliers in order to Resolve an Incident.

(3) Problem Management

The Airport shall:

a) Evaluate Incidents with significant impact or repeat Incidents to identify and record a Problem if relevant;

b) Perform problem analysis;

c) Evaluate and agree the viability for implementing permanent solutions over workarounds based on time, effort and likelihood of occurrence;

d) Recommend and implement permanent solutions to Known Errors; and

e) Engage and manage third party suppliers as necessary to resolve Known Errors.

3.3 Request Service

(1) The Airport shall, during the relevant service hours set out in section 4 of this Schedule:

a) Provide a request service under which the customer may request,

- New User Accounts
- Additional camera access for existing user accounts*
- Removal of user access rights
- Account deletions
- Password Resets

The Service Levels related to the above requests are detailed in section 5 of this document.

* Additional camera access requests are likely to have a cost implication.

3.4 Change Management Services

(1) The Airport shall, during the relevant service hours set out in section 4 of this Schedule:

a) Receive, log and coordinate Change requests received by phone via the IT Service Desk (option 2); and manage each request using the Airport's standard Change Management process;

b) Allocate a unique reference number to each Change on receipt of the Change request;

c) Contact the originator of the Change within 72 hours (3 working days) of the receipt of the request to confirm receipt of the request and, if appropriate, arrange a project initiation meeting;

d) Ensure that all Change requests, including costs, are authorised by the customer; and

e) Design, build, test and implement the Change, following authorisation.

Through this service, the customer may make requests such as:

- New camera installations, moves or decommissions

- Requests for changes in viewing requirements (ie. additional soft-client PCs in existing viewing locations, movement of existing soft-clients, new viewing locations, etc).

- Requests for changes to storage capability on recorded cameras.

It should be noted that these requests are likely to have a cost implication, both in terms of provision of infrastructure and ongoing service costs. This will be calculated on a case by case basis as part of the normal project lifecycle. Requests will only be accepted from authorised customer staff. No delivery will be undertaken unless any costs identified are formally accepted by authorised customer staff at the appropriate time in the project lifecycle.

Timescales for delivery of such requests will be made on a case by case basis, dependent on the nature and extent of the request.

Any requirement to implement new releases of the CCTV service elements will be planned in advance; will follow standard Airport change procedures with appropriate notice and engagement with the customer prior to implementation; and will comply with the Airport's CCTV Release Policy.

The CCTV service may at times be impacted by planned network changes. However, these will be planned in advance and will follow standard Airport change procedures, with appropriate notice and engagement with the customer prior to implementation. The network change window nominally occurs between 23:00 and 03:00 each night.

4. Service hours and contact details

The following service hours apply to the provision of the Services:

Service	Service Hours	Service Days
CCTV Service	00.00– 23.59	Mon – Sun
Support and Maintenance Services	00.00– 23.59	Mon – Sun
Request Service	08.30 – 16.30	Mon – Fri
Change Management Service	08.30 – 16.30	Mon – Fri

IT Service Desk contact details:

- Faults   : 0845 602 7793 Option 1
- Requests : 0845 602 7793 Option 2

5.   Service Levels

Service Levels for Incidents

The following service restoration targets will apply to the CCTV sub-services. These targets refer to the elapsed time from when the Airport receives and completes the logging of the call. If both parties agree that insufficient information has been given for the airport to analyse the Incident, then an appropriate amount of time will be deducted from the timings. This deduction of time will take account of the period whilst the information was lacking.

For all service restoration targets, the service level target will be waived if it is jointly agreed between the Airport and the customer that circumstances will realistically prevent the target from being achieved. Examples of this might be, but not limited to:

- A cable re-run from camera to chassis that requires permissions and access from multiple business areas in order re-run or re-route the cable.

- Aircraft stand closure to repair/replace a camera that requires a permit and agreement from the Airside Planning Team, etc.

- Barrier/scaffolding erection that interrupts passenger queues and/or flows to an unacceptable level, thereby requiring planning to obtain a window that minimises operational impact.

In the above instance, an appropriate service restoration target will be agreed and monitored by both parties on a case by case basis.

CCTV live viewing

Service category	Incident Restoration Service Level	Service Level Target
Incident Management (Core Network Switch failure)	4 hours	85%
Incident Management (1. Chassis failure causing multiple failures of cameras and monitoring devices; or 2. VMS Server failure causing loss of PTZ (pan, tilt, zoom) control, limited viewing ie. config corruption, new users cannot log in, recording ok; or 3. Multiple degraded images.)	36 hours	85%
Incident Management (1. Single failure of a camera or monitoring device; or 2. Single Soft-client failure 3. Single camera out of focus)	72 hours	85%

CCTV central recording of Images

Service category	Incident Restoration Service Level	Service Level Target
Incident Management (1. Chassis/storage failure; or 2. individual card failure)	36 hours	85%

CCTV viewing of stored images

Service category	Incident Restoration Service Level	Service Level Target
Incident Management (Core Network Switch failure)	4 hours	85%
Incident Management (1. Chassis/storage failure).	36 hours	85%
Incident Management (1. Single failure of a camera or monitoring device; or 2. Single Soft-client failure 3. Single camera out of focus)	72 hours	85%

Service Levels for Requests

Description of Change	Service Level Target	Comment
New User Requests (existing cameras)	Up to 10 days from receipt of request	Subject to volume of account requests across entire CCTV service.
Change of user access rights (existing users)	Up to 5 days from request approval by Airport Security Compliance Manager	After the initial request, each request has to be approved by the appropriate Airport Security Mgr or Security Compliance Manager.
Removal of user access rights or account deletions	<4 hours (08:30 – 16:30 Mon - Fri) <8 hours (out of hours and at weekends)	
Password resets	<4 hours (08:30 – 16:30 Mon - Fri) <8 hours (out of hours and at weekends)	

6.   Customer obligations

People/Management

6.1 The customer shall:

(a)   Provide a point of contact for management/escalation of Service issues;

Provisioning

6.2 The customer shall:

(a)   Ensure that all Change requests are filtered and prioritised prior to logging with the IT Service Desk;

(b)   Ensure that it has obtained from the Airport appropriate authorisation prior to the commencement of a Provisioning process;

(c)   Not request a Change to be implemented during the Airport's Business Change Control Periods. The Business Change Control Periods will be notified to the customer in advance at the Service Review;

(d)   Ensure that any additional cabling required for Provisioning is undertaken by the Airport.

(e)   Adhere to the Airport's *Data Transfer Request* process for requesting the download of recorded images.

(f)   Ensure compliance with the Data Protection Act for any images downloaded to DVD.

Fix/Support Process

6.3 The customer shall:

(a)   Use reasonable endeavours to diagnose a fault reported to it by users and only raise Incidents with the Airport's IT Service Desk if the customer believes there is a fault with the CCTV Service; and

(b)   Within a reasonable time of the customer becoming aware that an Incident has occurred, notify the Airport of the Incident and, if required, or deemed necessary, provide the Airport with all reasonable assistance to resolve the Incident.

(c)   Ensure appropriate access is given to the Airport's Support personnel to areas under the customers control, in order for them to carry out break/fix and preventative maintenance activities on CCTV related infrastructure eg. soft-client PCs in the Customer's viewing locations.

(d)   Log faults separately with the IT Service Desk ie. not raise a single fault for multiple issues (or multiple faulty cameras).

7.   Service Management

Service Reviews
Service Review meetings shall be held half yearly between key representatives from the Airport and a multi-customer body. Attendees from the customer shall be (*to be agreed by the parties*). Other stakeholders may be invited to these reviews as required. These meetings shall include, but not be limited to:

   a)   A review of performance against Service Levels;

   b)   A review of any Planned Works; and

   c)   Discussion of any new Change requests received by the Airport.

A review of Schedule 2 (Service Definition) shall take place annually at this meeting, during the term of the Agreement. This annual review shall cover:

   a)   The scope of the Services; and

   b)   The Service Levels.

Any changes to Schedule 2 (Service Definition) arising from the annual review, or arising from the half yearly review, shall not be effective unless agreed by all parties in writing.

8. Dispute resolution & escalation process

The hierarchical escalation path for a Priority 1 Incident is as follows:

Escalation level	Airport	Customer
1	Service Desk	
2	Incident Manager	
3	Crisis Manager	
4	Event Management Manager	
5	Head of IT Services	

Within the Airport, hierarchical escalation for a Priority 1 Incident will take place from one level to the next at the discretion of the escalating Manager.

Any service disputes in relation to the provision of the CCTV Service shall be escalated as follows:

Escalation level	Airport	Customer
1	Principal Service Manager	
2	Service Level Manager	
3	Service Performance Manager	
4	Head of IT Services	
5	Chief Information Officer	

At each level, the roles noted above shall use all their reasonable endeavours to resolve any dispute related to the delivery of the Services as soon as practicable after the date on which the dispute was allocated to that level. If the dispute has not been resolved by the level 1 roles within 10 Working Days after the date in which the dispute arose then, at the discretion of both roles, the dispute shall be referred to level 2. Escalation to subsequent levels shall take place within 10 Working Days after the date in which the dispute was allocated to the current level, at the discretion of both roles.