

SERVICE DEFINITION

STANDARD TELEPHONY

INFRASTRUCTURE SERVICE

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Glossary

Acronym/Terminology	Description
Authorised Users	Those personnel, or third party vendor personnel named by the customer, authorised to contact the IT Service Desk.
Business Change Control Periods	<p>To ensure that the IT Infrastructure and operational business activities are protected during times of increased volume of passengers.</p> <p>Any Change, that is planned for implementation during a Business Change Control Period and has an operational impact on the airport(s), will require Airport approval before it can be progressed.</p>
Change	<p>Any variation or amendment requested by the customer to the Services including requests for:</p> <p>(a) additional capacity (new floor outlets etc); and</p> <p>(b) new technology</p>
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.
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	<p>The service desk provided by the Airport for the receiving and logging of calls from Authorised Users relating to:</p> <p>(a) Incidents;</p> <p>(b) Change requests; and</p> <p>(c) Patching Requests.</p> <p>The IT Service Desk is available by telephone on 0208 745 5355</p> <ul style="list-style-type: none"> • Select option 1 for Incident reporting; or • Select option 2 for Patch Requests and Change Requests
Known Errors	A Problem that is successfully diagnosed and for which a workaround is known.
LAN	Local Area Network.
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.
VOIP	Voice over Internet Protocol

1. Purpose

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

2. Introduction

The Airport telephony infrastructure service will provide sufficient capabilities and capacity to enable and support the requirements of the customers of the airport.

A strategic approach to provide a common telephony infrastructure throughout the campus has been adopted by the Airport. This approach means that the Airport will be the sole provider of a unified telephony Infrastructure Service that will be capable of supporting customer's requirements.

The Voice solution is based upon an IP infrastructure, providing sufficient voice coverage and capacity to support the delivery of voice to the Airport's customers. The IP infrastructure for the VOIP solution is based on Cisco Unified Communications architecture. Cisco Unified CallManager (CUCM) is the call processing component of the Cisco Unified Communications System.

3. Services

3.1 Telephony Service

(1) The Airport shall provide a telephony service during the relevant service hours set out in paragraph 4 of this Schedule that:

- a) Will provide a common telephony platform for customers that supports the following requirements;
 - i. Provided Cisco IP Phone (voice)
 - ii. Analogue connectivity - can be used to terminate a standard phone, modems or a fax machine
 - iii. Voicemail
 - iv. Additional services:
 - Pickup hunt groups within a set of IP extensions
 - Rotary inbound diallers
 - Multiple line appearances (i.e. the same line appearing on multiple phones)
 - Advanced Call Forward Settings

When ordering either an IP or analogue extension, the following options are available:

1. Unlimited internal, local, national, mobile, premium and international dialling
2. Unlimited internal, local, national and mobile dialling
3. Unlimited internal dialling

3.2 Support and Maintenance Services

The Airport shall provide the following support and maintenance services during the relevant service hours set out in paragraph 4 of this Schedule:

(1) Maintenance

The Airport shall:

- a) Use all reasonable endeavours to conduct all planned works ("Planned Works") on the Common 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 test and regression plan for the Planned Works, with appropriate go/no go decision points;
- d) Notify the customer if it is required to participate in the implementation of the Planned Works and/ or 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
- f) Notify the customer of the completion of the Planned Works.

(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;
- b) Accept and log Incidents from Authorised Users;
- c) Respond to and Resolve Incidents;
- d) Provide the Authorised User with regular progress updates;
- e) Escalate Incidents in accordance with the Escalation Matrix set out in paragraph 8; 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 root cause analysis on Problems to identify Known Errors;
- 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 Change Management Services (Moves/ Adds/ Changes)

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

- a) Receive, log and coordinate a Change request received by phone via the IT Service Desk (0208 745 5355 - option 2);
- b) Allocate a reference number to each Change on receipt of the Change request;
- c) Ensure that all Change requests, including costs, are authorised by the customer;
- d) Implement all Changes authorised by the customer;
- e) 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

4. Service hours and contact details

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

Service	Service Hours	Service Days	Critical Business Periods
Telephony Service	00.00 – 23.59	Mon – Sun	24*7*365
Support and Maintenance	00.00 – 23.59	Mon – Sun	24*7*365
Handset Replacement	08.30 – 16.30	Mon - Fri	N/A
Change Management service	08.30 – 16.30	Mon - Fri	N/A

IT Service Desk contact details:

- Faults : 0208 745 5355 Option 1
- Requests : 0208 745 5355 Option 2

5. Service Levels

Service Levels for Incidents

The following service restoration/response targets will apply to the Telephony infrastructure service.

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 and complete the request, 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.

Service category	Incident Restoration/Response Service Level	Service Level Target
Incident Management (Active Telephony Equipment Failure)	4 hours (Restoration)	85%
Incident Management (Cabling Failure)	4 hour (Response)	85%

The above Service Levels within the above table for cabling failures do not include Resolution time. However, the Airport shall use all reasonable endeavours to restore the service within one working day from when it receives notification of the Incident. This will be dependent on the time taken to make the area safe and to gain appropriate access to the faulty cabling

The Incident Restoration time will be calculated on a monthly basis. The Incident Restoration time is an aggregate percentage measure calculated as follows:

- Total number of Incidents logged in the month = M
- Total number of Incidents where the Restoration exceeded the Incident Restoration Time = L

(c) $100 - (L/M \times 100)$ = percentage of Incidents meeting the Incident Restoration Time Service Level.

6. Customer obligations

Provisioning

6.1 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.

Fix/Support Process

6.2 The customer shall:

- (a) Use reasonable endeavours to diagnose a fault reported to it by clients and only raise Incidents with the IT Service Desk if the customer believes there is a fault with the IPT Infrastructure 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.

7. Dispute resolution and 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	Service Delivery Director	
5	IT Director	

Within the Airport, hierarchical escalation for a Priority 1 Incident will take place from level 1 to level 2 within 15 minutes of the call being logged and within an hour from level 2 to level 3. Escalation from level 3 to level 4 will be at the discretion of the Crisis Manager. Similarly, escalation from level 4 to level 5 will be at the discretion of the Service Delivery Director.