

SERVICE DEFINITION

ACDM-DATA FEED SERVICE

For Heathrow Airport

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Version Control

Date	Author	Version	Change Reference
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28 th March 2015	Mike Choy	0.3	Updated against comments by Reena Dutt
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10/10/2016	Mike Choy	2.1	Updated with additional fields

Glossary

Acronym/Terminology	Description
Airport	Heathrow Airport
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>
Customer	The Airline or other customer who subscribes to the Service from the Airport;
Emergency / Fix On Fail Works	Emergency / Fix On Fail works are system changes that need to be made immediately to resolve operational problems.
Fees	<p>The initial setup charges, as well as any ongoing applicable service charges. Where ongoing service charges are waived for Operational Customers:</p> <p>At the end of each calendar year, Heathrow shall carry out a review of the cost of the Service provision and, if the total incremental cost of operating the Service is deemed excessive by the Airport, the Airport reserves the right to charge Fees relative to the incremental cost, shared between all Customers of the Service.</p>
Force Majeure	An event which falls within one or more of the following categories: riot, civil unrest, military action, war or terrorism (including a credible threat thereof); damage to or destruction of any material premises or equipment; earthquake, storm, volcanic eruption, volcanic ash cloud, flood or other natural disaster; deliberate sabotage of, or malicious damage to equipment or data; industrial action, strikes or lock-outs by employees of third parties; inability to obtain supplies of power, fuel or transport; exercise of emergency powers by a relevant authority; the closure to the general public of a material part of the Terminal; security alert or any other matter beyond the reasonable control of either party.
Heathrow	Heathrow Airport Limited (Company Number: 01991017) whose registered office is located at The Compass Centre, Nelson Road, Hounslow, Middlesex TW6 2GW;
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>Please refer to section 5 for contact details</p>
Known Errors	A Problem that is successfully diagnosed and for which a workaround is known.

Acronym/Terminology	Description
LAN	Local Area Network.
Planned Works	Planned works are system changes that are scheduled in advance, following the Airport's change management process.
Problem	The unknown underlying cause of one or more Incidents. Planned works are system changes that are scheduled in advance, following the Airport's change management process.
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.
Response	The time taken by the IT Service Desk to acknowledge to the Authorised User that an incident or service request has been raised via the appropriate escalation route.
Service	The feed of active flight data to the Customer for aircraft that are landing/taking off from the Airport, provided by the Airport during Operational Hours under these Conditions
Service Request	A variation or amendment requested by the Customer to the Service specifically only for additions or removal of Airlines to be filtered on the ACDM-Data Feed

1. Purpose

The purpose of this document is to detail the scope of the ACDM-Data Feed Service being provided to the Customers at the Airport and the Service Levels applying to that service.

The Service Levels within this Service Definition document define the levels of service that the Airport shall deliver to the Customer in provision of the ACDM-Data Feed Service.

The Airport may, from time to time, change the Service in order to comply with any applicable security, safety, statutory or regulatory requirements

2. Introduction

The ACDM-Data Feed Service provides active flight data to customers for aircraft that are landing/taking off from Heathrow. It allows customers to build applications for their own use to support their operations at Heathrow. Applications can make use of either Java or .Net connection options. Examples of these applications might include, but are not limited to, staff rostering, staff notifications or resource planning.

3. Services

3.1 ACDM-Data Feed Service

(1) The Airport shall provide an “ACDM-Data Feed Service” during the relevant service hours set out in section 5 of this Schedule that:

- a) Consists of distributing active flight data supplied by the Flight Publish service to one or more Customers that are subscribed to it.
- b) Each Customer will have a specific end point configured for them to connect to, that will only contain flight information about their aircraft. The connection will be defined with the customer as part of a network design to be agreed with the Customer.
- c) Provides a filtered source of active flight information relating to flights operating at the Airport. The service filters the flight information based on Airline carrier information contained in the source message from the Flight Publish data feed to present each Customer with data only about the aircraft they are responsible for.
- d) Each message will be in the format specified by the Airport.
- e) A Customer can subscribe to the service by establishing a connection to the end point configured for the Customer as part of initial connection project work.
- f) The Airport shall have no liability to the Customer if it is prevented from, or delayed in performing, its obligations due to a Force Majeure Event.
- g) Can be capable of providing persistent message storage to enable Customers to resume data feeds without any loss in information if the connection has been lost for up to 5 minutes.
- h) Provides a high availability configuration to ensure continued operation upon the loss of a service point. For example, through failure of a service component, server operating system, server hardware fault, network hardware fault, network connection.
- i) Is reliant on numerous down-stream data flows that allow generation of the flight data and as such the Airport accepts no liability for the downstream data which is incorporated into the Service, or for circumstances where such data is not available for any reason.

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 5 of this Schedule:

(1) Maintenance

The Airport shall:

- a) Use all reasonable endeavours to conduct all planned works (“Planned Works”) 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 and/or any that may be affected at least 10 Working Days prior to any Planned Works, and make allowances for any Customers' concerns over the scheduled period and to take all reasonable steps to mitigate any such concerns, 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. All reasonable endeavours will be made to notify Customers 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; Any participation will be at Customers own costs.

(2) Incident Management

The Airport shall:

- a) Accept and log Incidents from Authorised Users;
- b) Respond to and Resolve Incidents as appropriate to this SLA;
- c) Provide the Authorised User with regular progress updates;
- d) Escalate Incidents in accordance with the Escalation Matrix set out in section 9; and
- e) 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;
- 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.

3.4 Service Requests

(1) The Airport shall, on a reasonable endeavours basis:

- a) Log and action Service Requests received via either heathrow@sita.aero, or the Heathrow Commercial Telecoms customer portal <http://www.heathrow.com/telecoms>
- b) Where applicable, allocate a Work Order reference number;
- c) Ensure that all Service Requests, including costs and timescales, are authorised by the Customer;
- d) Implement all Service Requests authorised by the Customer.
- e) Contact the originator of the Service Request to confirm receipt of the request and, if appropriate, arrange a project initiation meeting.

4. Roles & Responsibilities

The Customer will adhere to the Customer obligations defined in section 7 of the schedule. Failure to do so may mean that the Airport cannot be held to the terms of these Service Levels that are directly affected by that failure on the Customer's part.

Any failure caused by malfunction of Host Computer(s) or associated third party network communications are excluded from these Service Levels.

4.1 The Airport's Commercial Service Delivery Manager

Responsibilities of the Service Delivery Manager shall include, amongst other things, the following:

- Is the primary single point of contact between the Customer and the Airport for service issues. Note that the IT Service Desk is the single point of contact for incidents.
- Shall be aware of, manage and report on, all and any aspects of the ACDM-Data Feed Service, or its maintenance and support in the Airport.
- Has the ability to escalate and need to acquire, assign or manage other Airport resources to work on any aspect of the service provided in the Airport.
- To attend scheduled and ad-hoc meetings with Customer(s) as reasonably required.

5. Service hours and contact details

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

Service	Service Hours	Service Days	Critical Business Periods
ACDM-Data Feed Service	00.00 – 23.59	Mon – Sun	24*7*365
Support and Maintenance	00.00 – 23.59	Mon – Sun	24*7*365
Service Requests	08.30 – 16.30	Mon - Fri	N/A

IT Service Desk contact details:

- Faults : Email itservicedesk@heathrow.com (primary contact);
: Phone 0208 976 5665
- Service Requests : Email itservicedeskrequest@heathrow.com (primary contact);
: Phone 0208 976 5665

6. Service Levels

The following Service Levels will apply to this service:

- To resolve the underlying cause of an Incident
- Service availability

(a) Service Levels to resolve the underlying cause of an Incident

The Service Levels given relate to the time that the Airport will respond to a failure of the ACDM- Data Feed Service. Within this time, the Airport will log the call and provide appropriate resource and effort to actively resolve the fault according to the impact the issue has on the Customer.

Impact		Service Response	Service Restoration	Service Level (minimum of)
Standard Description	Service Example			
Down for all	Complete service failure (Unavailable for all Customers)	Within 30 mins	Remote fix within 8 hours	95%
Down for some	Partial service failure (Unavailable for more than one Customer)	Within 2 hours	Remote fix within 8 hours	95%
Down for one	Single user failure	Within 2 hours	Remote fix within 24 hours	95%

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

- (a) Total number of Incidents logged in the month = M
- (b) Total number of Incidents where the Restoration exceeded the Service Level = L
- (c) $100 - (L/M \times 100) =$ percentage of Incidents meeting the Service Level

(b) Service availability

Service availability shall be 95%, over a rolling 12 Month period.

7. Customer obligations

People/Management

7.1 The Customer shall:

- (a) Ensure that any use of the ACDM-Data Feed Service by its employees, agents or sub-contractors, is compliant with the design of the service.
- (b) Be responsible for their own user/access security and network access.
- (c) Provide a point of contact for management/escalation of Service issues;

Provisioning

7.2 The Customer shall:

- (a) Ensure that all Incidents and Service Requests are raised with sufficient information in order to take appropriate steps to remediate the issue or request being communicated.
- (c) Not permit the data provided the Service to be used by any parties other than the Customer without the prior written consent of the Airport.
- (d) Ensure it has robust and embedded business continuity contingency plans should for any reason the Service become unavailable at short notice.

Fix/Support Process

7.3 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 ACDM-Data Feed Service
- (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.

8. Service Management

8.1 Service Reviews

Service review meetings are not part of this service.

8.2 Reporting

The Airport shall, upon request, issue a report to any Customer of the Service showing monthly performance against the defined Service Levels.

9. Dispute resolution and escalation process

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

Escalation level	Airport	Customer
1	IT Service Desk	
2	Incident Manager	
3	EMC Manager (or Crisis Manager out of hours)	
4	Head of IT Services	
5	Chief Information Officer (CIO)	

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 LAN Infrastructure Service shall be escalated as follows:

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

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

Appendix A: Fields Available from the ACDM-Data Feed Service

V2.2 (October 2016)	
AIBT – Actual In Block Time	ICAO Aircraft Type
Aircraft Registration	International or Domestic
Airport Code-Diverted Flight	Last Bag Time
ALDT – Actual Landed Time	Leg Identifier - Airline
AOBT – Actual Off Block Time	Leg Identifier – Arrival Or Departure
Arrival Airports/Airport (multiple)	Leg Identifier - Flight No.
ASAT – Actual Start-up Approval Time	Leg Identifier – Flight Suffix
ASRT – Actual Start-up Request Time	Leg Identifier - Operational Status
ATOT – Actual Take Off Time	Leg Identifier – Scheduled Date
Baggage Reclaim	Linked Flight Identifier -Airline
Call Sign	Linked Flight Identifier -Arrival Or Departure
Code Share -Carrier Code (multiple)	Linked Flight Identifier -Flight No.
Code Share -Flight Number (multiple)	Linked Flight Identifier -Flight Suffix
Code Share -Flight Suffix (multiple)	Linked Flight Identifier -Scheduled Date Time
CTOT – Calculated Take Off Time	MTTT – Minimum Target Turn-round Time
Departure Airports/Airport (multiple)	Overshoot Date Time
EIBT – Estimated In Block Time	Return to Stand Date Time
ELDT – Estimated Landed Time	Runway ID
EOBT – Estimated Off Block Time	Sector Arrival Time
EXIT – Estimated Taxi In Time	Sector Exit Time
EXOT – Estimated Taxi Out Time	Sector ID
Expected Runway ID	SIBT -Scheduled in Block Time
Finals Time	SIDT-Standard Instrument Departure
First Bag Time	SOBT-Scheduled Off Block Time
Flight Plan Identifier	SID – Standard Instrument Departure
Flight Plan Movement Status	Stand
Gate Number	Terminal
Gate Type	TOBT – Target Off Block Time
Hold delay	TSAT – Target Start Up Approval Time
IATA Aircraft Type	TTOT – Target Take Off Time