

SITA APH - Airlines Firewall CUSS Change Process Flow

Timescale

Day 1

Day 2

Day 7

Day 8

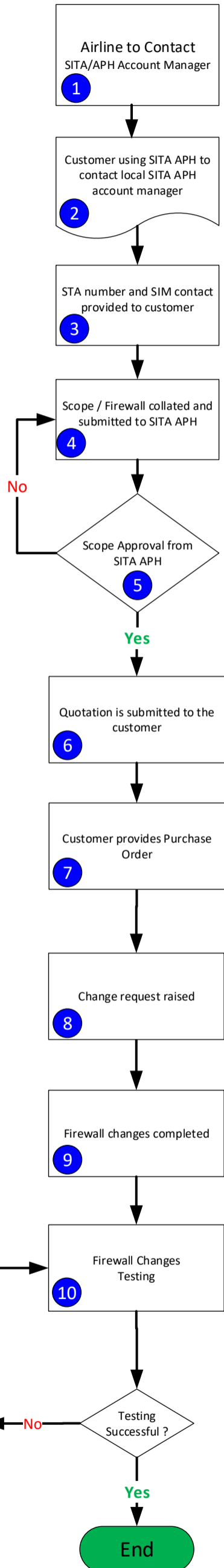
Day 9

Day 14

Day 1

Day 10

Day 20



1 Airline
To contact their own SITA APH Account Manager who will raise the firewall request your behalf

2 Network – SITA APH Account Manager
To raise the firewall request to HAL Commercial Telecomms (heathrow@sita.aero)

3 HAL Ccommercial Telecomms will provide the customer an STA (Specific project 4 digit ref. number), Together with SITA Implementation Manager contact details.

4 Review the firewall change, scope and submit the works for SITA APH to approve

5 SITA APH to approve or decline scope. If declined, it will revert to the HAL Commercial Telecomms design team to review any amendments/changes, (which may delay the process).

6 Quotation will remain with the Airline Customer until a valid Purchase Order is provided By the Airline for all Firewall Changes

7 Once Purchase Order Has been received, **20 working days Will be required to design and deploy the Firewall Change, (subject to any change freezes dates see link below) https://heathrowtelecoms2.force.com/calypso_service_desk_hcc Any queries please email: heathrow@sita.aero**

8 Change request raised by HAL Commercial Telecomms.

9 Collins Aerospace Advised of the Firewall Change completion and Test requested

10 Testing completed by Collins Aerospace with confirmation Firewall Changes are working correctly. If testing fails, Collins Aerospace to revert to HAL Commercial Telecomms, SITA APH as required.

KEY:
Day 14 Pre Purchase Order countdown (subject to any approval delays)
Day 20 Post Purchase Order countdown