FLIGHT INFORMATION DISPLAY SCREENS (FIDS)

SERVICE DEFINITION

Content

1   Glossary

Acronym/Terminology	Description
Airport	Heathrow Airport Ltd.
Authorised Users	Those personnel, or third-party vendor personnel named by the Customer, authorised to contact the IT Service Desk.
Common Infrastructure	Means all elements of the IT infrastructure shared among the airport tenants and used for the delivery of the Supplier's services at Airport.
FID	Flight Information Display, a flat screen display that is available in a range of sizes (see Appendix A) with an integrated PC that is able to receive the Airports public flight information.
FID Infrastructure	The servers and associated infrastructure that is in place to provide the FIDS Service
HAL Equipment	Equipment owned by Supplier and provided to the Customer during the Term for the purposes of receiving the subject service.
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 Supplier for the receiving and logging of calls from Authorised Users relating to: (a) Incidents; and Please refer to section 5 for contact details
Known Errors	A Problem that is successfully diagnosed and for which a workaround is known.
Planned Works	Planned works are system changes that are scheduled in advance, following the Supplier's change management process.
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.
Response	The time taken by the Supplier to diagnose the fault and initiate remedial action, including determining the total resolution to a fully restored service, or an acceptable work around until full restoration can be affected and where necessary the dispatching of an engineer to site. It also includes reporting back to the call initiator or their service provider.
Service Requests	A variation or amendment requested by the Customer to the Service specifically only for additions or removal of subscription channels outside of the minimum term.

2 Purpose

The purpose of this document is to detail the scope of the FIDS Service being provided to the Customers and the Service Levels applying to that service.

The Service Levels within this Service Definition document define the minimum levels of service that the Supplier shall deliver to the Customer in provision of the FIDS Service.

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

3 Introduction

The FIDS Service provides real-time display of flight information, based on information held in local airport database, and using a defined infrastructure which is consistent with Airport IT design standards.

The FID may change from time to time dependant on availability and Airport standards.

The information displayed will show relevant flight information for the Terminal and area that the FID is located in.

4 Services

4.1 FIDS services

The Supplier shall provide the FIDS Service during the relevant service hours set out in section 5 of this Schedule that:

a) Will provide a Customer with screen (from a range of option) for displaying flight information connected to a Heathrow network outlet in a location to be specified by the customer

b) Will make available the relevant flight information for the Terminal and area that the display is located in

c) Customer will provide appropriate power point unless specifically requested for the Airport to provision (at additional cost).

4.2 Support and Maintenance Services

The Supplier 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:

- Maintenance

The Supplier 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 and/or any that may be affected at least 10 Working Days prior to any Planned Works. 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 Supplier 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 f) Notify the Customer of the completion of the Planned Works.

- Incident Management

The Supplier 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 as appropriate to this SLA;

d) Provide the Authorised User with regular progress updates;

e) Escalate Incidents in accordance with the Escalation Matrix set out in section 9; and

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

- Problem Management

The Supplier shall:

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

b) Perform problem and/or 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.

4.3 Service requests

- The Supplier shall, during the relevant service hours set out in section 5 of this Schedule:

 a) Log and action Service Requests received via either heathrow@sita.aero, or the Heathrow Commercial Telecoms customer portal http://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.

5 Roles and responsabilities

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

Any HAL Equipment, namely a Display, provided to the Customer as a part of provision of this service remains the property of the Supplier. Customer is expected to operate HAL Equipment in line with the user instructions supplied by the manufacturer and is responsible to keep it in a good and

working order. Customer is liable for any damage to HAL equipment, except for cases of equipment's own malfunction and a reasonable wear and tear.

Any deterioration of the Service quality or Incident caused by malfunction of Customer's Equipment is excluded from the Service Levels.

Supplier is responsible for the installation of the HAL Equipment as per the Service option selected by the Customer, to the network outlet selected by the Customer, and for putting the Service into the operation.

5.1 The Supplier's Service Level Manager

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

• Is the primary single point of contact between the Customer and the Supplier 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 Managed LAN Infrastructure Service, or its maintenance and support in the Airports,

 • Has the ability to escalate and need to acquire, assign or manage other Supplier resources to work on any aspect of the service provided in the Airports.

• To attend scheduled and ad-hoc meetings with Customer(s) as reasonably required

• Shall provide regular status reports to the Customer.

6   Service hours and contact details

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

Service	Service hours	Service days	Critical business Periods
Support and maintenance	23.59	Mon- Sun	24/7/365
FIDS Service	08.30-16.30	Mon- Fri	N/A

Support

Contact details:

• Faults: Engineering help centre

Email: oneeng@heathrow.com

Phone: 0208 976 6555

 • Service Requests: Commercial Telecoms team

7 Service Levels

The following Service Levels will apply to this service:

a) To resolve the underlying cause of an Incident

b) Service availability

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

The Service Levels given relate to the time that the Supplier will respond to a failure of the FIDS Service. Within this time, the Supplier 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. If both parties agree that insufficient information has been given for the Supplier to commence analysis of 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.

Due to the likely collaborative nature of recovering service from passive infrastructure faults, no resolution service levels are given below.

SLA 01(24hour)				
Impact (Note)**		**Priority**	**Service Restoration SLA**	**Service Restoration Target**
Standard description	**Service Example**			
Down for All	Both of the Resilient pair of FIDS Servers Fail	P1	4 Hours	85% Service restored within SLA
Down for Some	One of the Resilient Pair of FIDS Servers Fail. Or a Terminal loses all FIDS service	P2	4 Hours	85% Service Restored within SLA

Down for me	Single FID fails	P3	24 Hours	85% Service Restored within SLA
Degraded for All or **Significant App** **Fault**	All Terminals FID service degraded but not down	P2	4 Hours	85% Service Restored within SLA
Degraded for Some **or Minor App Fault**	One Terminal FIDS service degraded.	P3	6 Hours	85% Service Restored within SLA
Degraded for Me	Single FIDS Tree service degraded	P4	24 Hours	85% Service Restored within SLA
None or Query		P5	2 working days	N/A

Notes: ** Note: The device that drives the FIDS display, the Embedded Display Controller do not have Anti-Virus scanners. The environment has been determined as secure by the Security TA, and as such they determined AV is not required but if one or more of the subject devices did suffer a virus attack it may take support longer than the agreed SLA to resolve the incident.

The Supplier will take all reasonable steps to restore Service within 4 hours, excluding any time required to:

• Secure a permit for entry or works to any part of the cable run. This could include an Authority to Proceed for a baggage area, road closure(s) or airfield area(s).

• Make safe a public area to gain access to the faulty cabling

• Gain access to non-Supplier offices and equipment cabinets

• Resolve Health & Safety issues prior to, or during, resolution works

• Install replacement cabling.

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 x 100) = percentage of Incidents meeting the Service Level

8   Customer Obligations

People/Management

8.1 The Customer shall:

(a) Ensure that any use of the FIDS Service by its employees, agents or sub-contractors, is compliant with the design of the services.

(b) Provide a point of contact for management/escalation of Service issues; Provisioning 7.2 The Customer shall:

(a) Ensure that all Service Requests are complaint with the minimum term

(b) Ensure that the FIDS is not damaged in day to day use

 (c) Ensure that a suitable wall is available that can take the weight of the FIDS. Fix/Support Process

7.3 The Customer shall:

(a) Use reasonable endeavours to diagnose a fault and only raise Incidents with the Engineering help centre if the Customer believes there is a fault with the FIDS Service.

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

9   Service management

9.1 Service reviews

Service Review meetings shall be held at least annually between key representatives from the Supplier and a nominated Customer representative. Attendees from the Customer side shall 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 Service Requests received by the Supplier.

10 Raise an issue or fault

Please always first log a fault with the Engineering help centre

Please contact your Account or Service Delivery Manager only if you are not receiving satisfactory updates regarding your incident

Network issues outside office hours will follow the out of hours process. Please contact the Service Desk asking for the incident to be escalated within the Network team. The relevant people will be alerted. Never hesitate to also inform your Account and/or Service Delivery Manager via email.

Incidents logged by 3rd party suppliers – Please remember to ask your suppliers to give your business account name so we know on whose behalf they are calling us. This will help us to log and manage your incidents most efficiently.

You can find information on how to log a fault here.

11 Displays Available

Standard VESA Mount 300x300(FDMI); 4 holes; M6 screws

Display	size
NEC V323-3	32 Inch
NEC P404	40 Inch
NEC P484	48 Inch
NEC P554	55 Inch
NEC P654Q	65 Inch
NEC P754Q	75 Inch

Standard VESA Mount 300x300(FDMI); 4 holes; M6 screws