

axians

**Communication and escalation
document Axians ICS Utrecht**



General

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1 Introduction

To achieve a good cooperation it's important that both Axians ICS Utrecht and her customers inform each other about situations that deviate from the norm at customer's site(s) in the area of Networks, Security, Unified Communications, Datacenter & Storage and IP Address Management.

This document describes the escalation and support procedures for Axians ICS Utrecht, with the accompanying communication matrix. By acting according to this matrix at moments of unexpected situations (within the network), delays in resolving the issue will be minimized.

This document is translated into English. If a difference in interpretation arises because of the translation, the Dutch version is authoritative. The Dutch version can be obtained on demand. All hours mentioned are in CE(S)T notation.

2 Definitions of priorities

Axians differentiates four levels to create the priority of an incident:

Priority 1: Urgent

The service/network is down, the impact for the business is high. Axians and the supplier will assign fulltime resources to resolve the situation.

Priority 2: High

Part of the service/network is down, or some functions of the management system are not operational. The impact on the business is average, but still critical and/or important. An alternative effective solution will be provided.

Priority 3: Medium



One (1) component in the service/network is down, or the management system is operating partially. The impact on the business is average to low. An alternative solution will be provided.

Priority 4: Low

The customer requires installation/configuration information, or has a request for change (add's and changes). The impact on the business is low or even not present. The solution will be handled with a low priority.

The priority of an incident will be classified by the Axians ServiceDesk according to the table below.

Axians priority table

Priority	Urgence 			
Impact 	Service unavailable	Partial loss of critical service	Service not functioning properly	Inconvenience
Organization	Priority 1	Priority 2	Priority 3	Priority 4
Department	Priority 2	Priority 3	Priority 4	Priority 4
Team	Priority 3	Priority 3	Priority 4	Priority 4
Employee	Priority 3	Priority 3	Priority 4	Priority 4

In consultation an incident can be classified as "Priority 1".

3 Escalation procedure

In case an incident will not be resolved within the agreed service level, the incident will be escalated by the Axians organization according to the table below. Working hours and days are used.

Priorities	1	2	3	4
Duty Manager	1 hour	4 hours	1 day	4 days
Service Delivery Manager	2 hours*	6 hours *	2 days*	8 days*
Business Unit Manager	4 hours	8 hours	4 days	10 days

* From this moment onwards the incident will be escalated to a third party (e.g. supplier/vendor).

3.1 Escalation process

In accordance with the escalation process the Axians ServiceDesk will monitor the progress of tickets. The customer will be informed by means of an automatic mail process in case of progress of ticket(s), requests for additional information and/or status changes to the ticket.

It's important that the email address of the person, who filed the ticket, is used in these updates.

The escalation process comes into effect when all the information/test results requested have been supplied and/or requested actions have been carried out by the customer and communicated to Axians and the desired result has not been achieved.

The time for escalation starts when the above mentioned criteria have been met. A work-around can be seen as a temporary solution, before a final solution will be provided.

3.2 Services Escalation

A Services escalation can be seen as a question, fault and/or project for which the situation cannot be handled according to the standard procedure. The aim of this escalation procedure is to ensure that a solution is sought as fast as possible within the available possibilities to return the situation to a normal status.

Axians distinguishes between three types of escalation:

1. Technical escalation
2. Functional escalation
3. Standard time escalation

3.3 Axians has seven ways of dealing with escalations

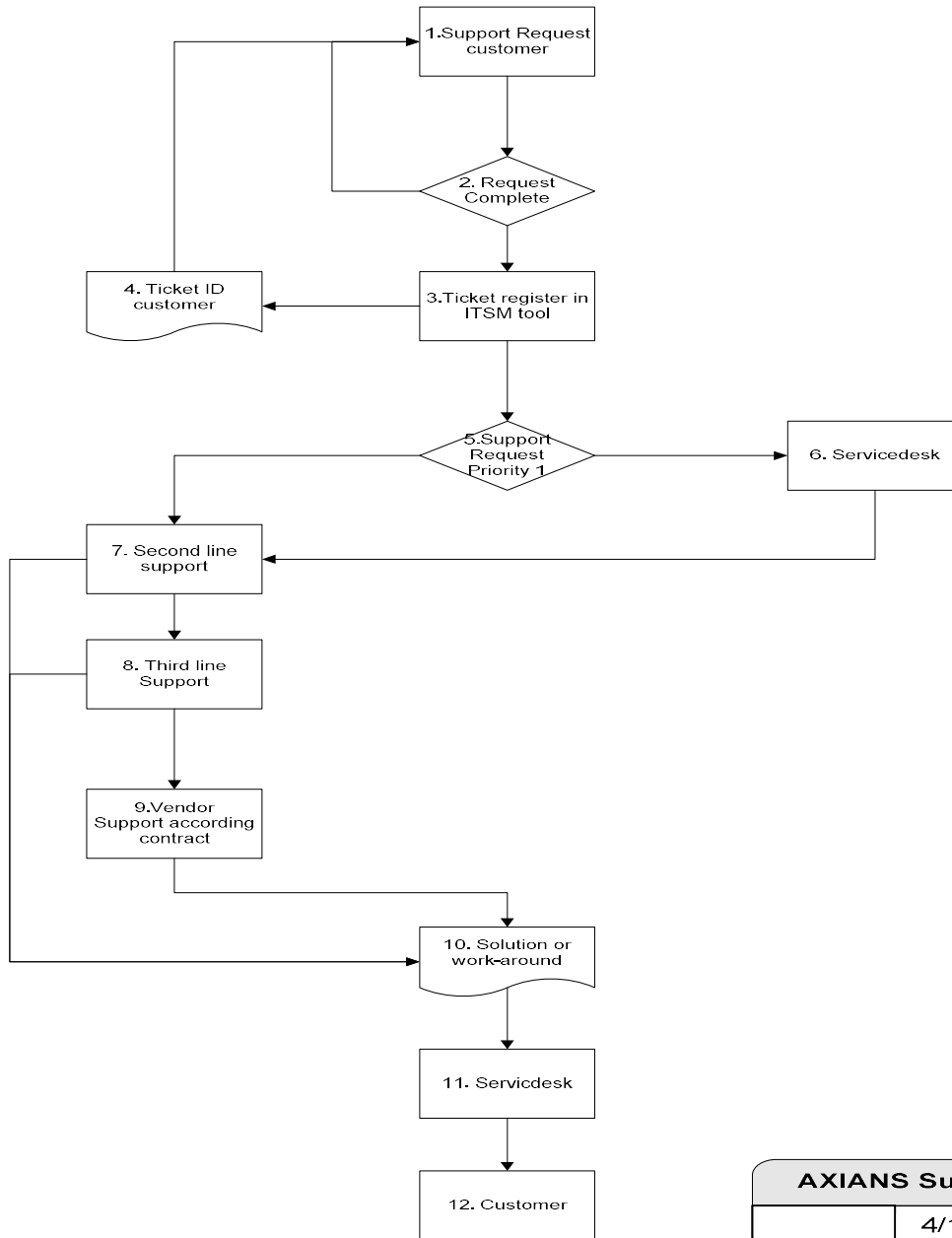
1. Additional order: the cause of the incident lies within the product and/or service specification portfolio. To obtain the desired result, an extra product or service has to be delivered;
2. The incident is caused outside the influence of Axians. As soon as the Axians ServiceDesk will notice this, it will be reported to the customer and the ticket will be closed;
3. Additional investigation: a solution can be offered with the help of the supplier/manufacturer;
4. Repair: the reason for the problem is caused by a defect within the product. The product will be repaired with the greatest care by an appropriate service partner;
5. Exchange: the non-functional product is exchanged for a functional product;
6. Take back: the non-functional product is taken back;
7. Information: the customer is informed of the circumstances and approves

3.4 Escalation cycle

1. An escalation starts after all relevant and required information is gathered to get a good overview of the incident. This is done by one of the Axians ServiceDesk employees. This person is 'owner' for the escalation from that moment on.
2. This owner will evaluate (if necessary in cooperation with other employees of Axians) the escalation with the customer. Axians will (possibly in consultation with the customer) take a decision regarding the appropriate action plan to reach a solution.
3. The owner will (possibly in consultation with the customer) carry out the chosen solution/method. Relevant information emerging from the resolution of the fault is recorded in the ticket. There is a daily contact about the progress with the owner of the fault and possibly the Duty Manager.
 - a. If the chosen solution/method does not lead to the desired result, an escalation meeting will be held with Axians personnel involved. During this meeting a new decision will be made regarding the correct action to come to a solution of the incident. At this stage a decision will be made whether the supplier/vendor will be involved in the escalation. The solution project will be continued and communicated by Axians.
 - b. When the method or solution proves to have remedied the fault, the customer is informed. The customer is asked whether the way of resolving the problem was satisfactory. A few days after the fault is remedied, the customer is contacted again to see whether he or she is satisfied with the result.
4. After the customer has stated to be satisfied with the result, all the relevant information concerning the escalation is collected. The steps taken and the possible cause are evaluated at (Axians) management level. If necessary, improvements will be made within Axians or a consultancy project will be started to make sure that the situation does not recur. The customer him- or herself will decide whether the recommendations are implemented.

4 Support procedure

4.1 Axians ServiceDesk Workflow



AXIANS Support workflow		
	4/10/2008	

4.2 Explanation workflow

1. Axians ServiceDesk receives the support request, RFC or RFI via phone, e-mail.
2. Axians ServiceDesk examines as to whether the information is complete. If this is not the case the contact person who filed the request will be contacted to get the required information.
3. Ticket will be fully registered in the Axians ITSM helpdesk tool.
4. Ticket ID is automatically sent to the customer.
5. Ticket is examined for priority, if it proves to be a priority 1 fault it is escalated immediately to the second line. Other priorities are handled in accordance with contractual agreements.
6. The Axians ServiceDesk tries to remedy priority 2, 3 and 4 faults. If this is unsuccessful within the deadline set, they are dispatched to the second line.
7. Axians second line support tries to remedy the fault, if this is unsuccessful within the deadline set, it is dispatched to the third line.
8. Axians third line support, consisting of senior engineers, tries to resolve the fault, if the attempt proves unsuccessful; the fault is escalated to the vendor.
9. Depending on the priority and the form of the contract, the vendor will offer a solution within the deadline set
10. A solution or workaround is provided for the ticket by second or third line support or the vendor.
11. The Axians ServiceDesk informs the customer.
12. The customer tests the solution and confirms whether the solution offered works or not.

4.3 Due dates for incidents and/or change requests

To try and serve you to our utmost we use due dates (for follow up) in our tickets.

We rely on your feedback when submitting a solution or work-around or asking for a status update.

If we don't receive a reaction within seven days we will assume the request has been resolved and will proceed to close our ticket.

4.4 Axians customerportal

Axians Utrecht has it's own access portal for their services; the portal is accessible via <https://portal.utrecht.axians.nl>.



Here you may choose for one of our services like our FILES server (file transfer via HTTPS, FTPS and SFTP), monitoring application and ticketsystem.

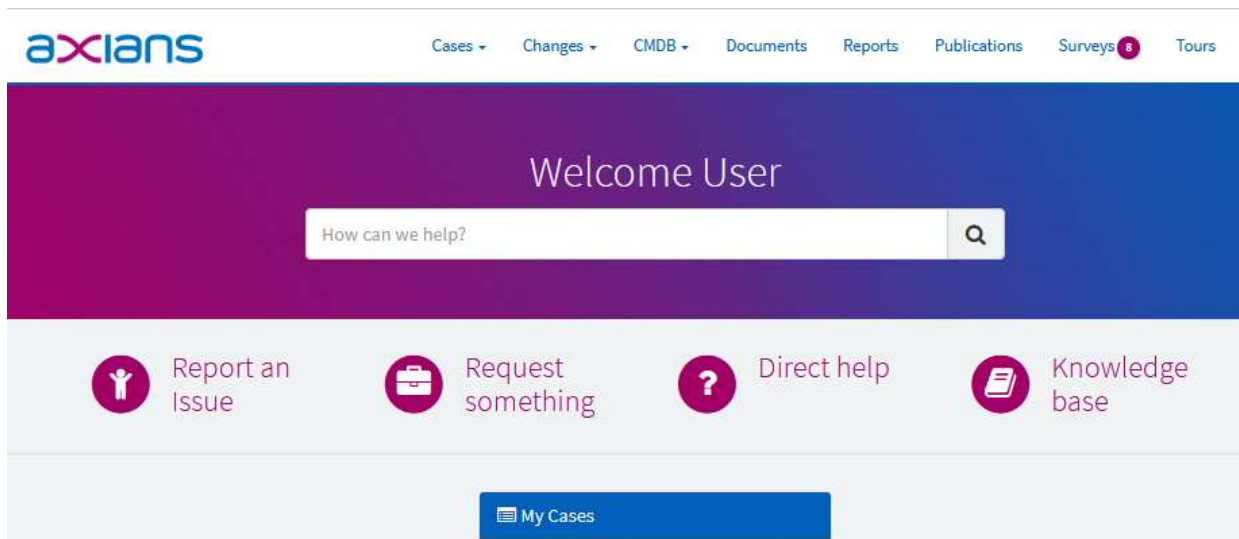
The most recent version of this document is stored on the portal as well and can be downloaded for offline usage.

Whenever interesting news is published regarding major security issues and/or vulnerabilities for your networking devices we will update our portal's main page.

4.5 Reporting incidents, questions and failures

The Axians ticket system is accessible via <https://axians.service-now.com/csm>. You have received an invite with the necessary (temporary) login details. In case you have not received it or have lost them you can contact our ServiceDesk.

Via the ticket system incidents, hardware failures, questions and/or changes can be submitted. It's also possible to send an email to support.utrecht.nl@axians.com.



Via the option “Report an issue” you can submit your request or report a hardware failure. We request our customers that use standard changes to use the pre-defined forms (via “Request something”) as much as possible as that will give us the necessary details to handle your request as soon as possible.

BE AWARE: Prio 1 defects outside office hours also need to be reported by phone to our ServiceDesk (030-2485485 option 1).

The hardware failure can still be reported via the ticket system as well, your address etc. is known so don't need to be filled in.

The options “CMDB” and “Documents” speak for themselves; you can check you're the devices you acquired via Axians and share documents with us. The option Surveys in the top will lead you to possibly missed survey requests.



4.6 Exchange of files (software, logging etc.)

You'll need a login ID for our FILES server (files.utrecht.axians.nl) that is reachable via SFTP, FTPS and HTTPS and is meant for down- and/or uploading of files.
Our ServiceDesk can provide you with the login details.

5 Communication matrix Axians

With this communication matrix, Axians aims to create clarity for the customer as to what possibilities exist to contact Axians any time he or she wants.

5.1 Axians ServiceDesk

The Axians ServiceDesk is a central point of contact offered by for all ICT service related questions.

We strive to place the central focus on the customer here, so that Axians can operate in a customer-orientated and customer-friendly way. Reports can be made by telephone, by e-mail or via the Axians website. The user can report the problem/question from 8.30 AM to 5.30 PM at the ServiceDesk number. Reports by e-mail and/or via the website are not time bound.

Service window Axians ServiceDesk (and Planning) Monday to Friday:

Service window:	8:30 AM – 5:30 PM
Telephone number:	+31 30 248 5485 (option 1)
E-mail:	support.utrecht.nl@axians.com
Planning:	+31 30 248 5485 (option 2)
E-mail:	planning.utrecht.nl@axians.com
Duty Manager	+31 30 248 5484
E-mail:	dutymanager.utrecht.nl@axians.com

A central service desk that is guaranteed to be available from 8.30 AM to 5.30 PM that you can contact for:

- Fault reports
- RMA
- Service requests
- Routine changes
- Service information

Service window Axians ServiceDesk after office hours and during the weekend (Mon-Sun 7x24)*:

Service window:	<table border="0"> <tr> <td style="text-align: center;">Monday to Friday</td> <td>5:30 PM – 8:30 AM</td> </tr> <tr> <td style="text-align: center;">Saturday and Sunday</td> <td>0:00 AM – 12:00 AM (24 hours)</td> </tr> </table>	Monday to Friday	5:30 PM – 8:30 AM	Saturday and Sunday	0:00 AM – 12:00 AM (24 hours)
Monday to Friday	5:30 PM – 8:30 AM				
Saturday and Sunday	0:00 AM – 12:00 AM (24 hours)				
Telephone number:	+31 30 248 5485				
E-mail:	support.utrecht.nl@axians.com				

*Faults that have a guaranteed response time in the contract also have to be reported via the service number +31 (0)30-248 5485 (option 1). Your call will be answered 24 hours per day or you can leave a voicemail message to return your call.

5.2 Axians escalation contact matrix

The matrix below offers a contact order in which you can escalate and reach the contact desired.

Axians escalation contact matrix:

Duty Manager	+31 30 248 5484
Client Manager: naam	+31 30 248 5xxx or +31 6 xxxxxxxx
Manager Operations & Contracting	+31 30 248 5413 or +31 6 47250889
Business Unit Manager	+31 30 248 5470 or +31 6 21277287

5.3 Axians Salesdesk

The Axians Salesdesk can be contacted Monday to Friday 8:30 AM to 5:00 PM. Customers can contact them for:

- Requests for quotations
- Status of orders
- Estimates

Axians Salesdesk reachability on Monday to Friday:

E-mail	salesdesk.utrecht.nl@axians.com
Telephone number	+31 30 248 5333

5.4 Axians Contracting

The contracting department can be contacted Monday to Friday from 8.30 AM to 5.00 PM for:

- Status of contracts
- End date of contracts
- General contract information
- Invoicing
- Overview of contracts

Axians Contracting reachability on Monday to Friday:

E-mail	contracting.utrecht.nl@axians.com
Telephone number	+31 30 248 5200