

## FirstNet Rapid Response Service Request Guide

### 1. Applicability

This document is intended to be used as a guide to the FirstNet Rapid Response Client Support process. All aspects of the FirstNet Rapid Response Client Support process are covered in detail. Should additional information or explanation be required, please contact your account manager.

Nothing in this support Guide shall in any way establish or limit the scope of either FirstNet or the Client's obligations under the agreement.

### 2. Definitions

- 2.1. Terms used herein but not otherwise defined shall have the meanings ascribed to them in the Agreement.
- 2.2. For the purposes of this document, the following expressions shall have the meanings given to them hereunder:
  - 2.2.1. **Account Manager** - Responsible for Client interface and relationships with FirstNet
  - 2.2.2. **End User** - Persons other than installers, administrators, and system operators. The term **End User** thus distinguishes the user for which the product is designed from other users who provide or maintain the product for the End User.
  - 2.2.3. **DC** - Data Centre, designated areas within FirstNet to host Client equipment and FirstNet infrastructure equipment.
  - 2.2.4. **ISP** - Internet Service Provider; A company which provides internet access to its Clients
  - 2.2.5. **NMS** - The FirstNet Network Monitoring System monitors all Client relevant network activities. These usually include line activities (line up or down status): firewall status; mail-firewall status; router and switch activities; and hosted server functionality.
  - 2.2.6. **Notification** - The FirstNet Notification System notifies Clients on a selective basis about outages, incidents, maintenance (planned and emergency) and other problems. Clients can be notified according to their choice of severity of an incident, their choice of services.
  - 2.2.7. **Partner** - A 3<sup>rd</sup> party vendor offering services to FirstNet and FirstNet Clients.
  - 2.2.8. **PC**- Personal Computer; relating to a work station, in the form of a server, laptop or a desktop machine.
  - 2.2.9. **RR** - The Rapid Response team
  - 2.2.10. **SLA** - Service Level Agreement; documentation of agreed service levels between Client and FirstNet upon signing of a contract with FirstNet.
  - 2.2.11. **SR** - When service is required a Service Request must be opened in the SRM System. This request can be initiated by the Client, FirstNet staff or automated monitoring system. The types of requests would either be faults or changes.
  - 2.2.12. **SRM** - Service Request Management, FirstNet uses OTRS as a Service Request and Service Management system. This system keeps track of specific client information, including all client contacts. All products and services that a client has purchased from FirstNet; all SR history and activities. In addition, the relevant contact staff within FirstNet who deal with and manage the client in question are stored. OTRS keeps a history of all technical activities, including installations, amendments, and decommissioning activities that are relevant to a client.
  - 2.2.13. **TC** - Technical Contacts are duly appointed Client staff members authorised as Client representatives for the contracted services.

### 3. Rapid Response Operations overview

#### 3.1. Rapid Response Concept Definition

The Rapid Response desk comprises of the following key elements:

- a) Installations Engineers,
- b) Admin Staff,
- c) intermediate First Level Engineers skilled in multiple disciplines for installations and support,
- d) Second Level Senior Engineers with specialised skills on the various FirstNet product sets.

The greatest benefit associated with the above described model is the ability of a single team to entrench itself in a client's network from the onset by building relationships between the client and the desk from the day-to-day interactions. This stems from the client dealing solely with a very finite number of individuals on the desk daily. The engineers that install the network are ultimately responsible for the maintenance and support of the same network.

Having the same engineers work on a client's network allows for easier troubleshooting of failures and faster resolution times. Client networks are solely managed by the RR engineers; thereby eradicating the constant fear of an engineer unfamiliar with your network, making a change. With the aid of our Service Provider grade monitoring systems, we are able to proactively respond to outages without being informed by the client.

The entire desk of engineers, co-ordinators, management and IPM's seated together, within a single workspace, allows for easy interaction and high availability in accessing senior engineering skills quickly and easily.

Rapid Response first level engineers support and install the various products on a day-to-day basis including, the VPLS VPN, Access and Hosting networks, Systems and Mobility. Our second level senior engineers are the network champions and respond to complex network issues that may arise as well as the installations of complex projects consisting of high end Hosting services, Complex routing, Voice over IP and Security solutions. They also perform an advisory role to the client during project scoping phases, together with the Solutions Architect.

## 4. Service Request Management

All SR's are logged and managed individually through the specific RR Service Desk. In order to eliminate unauthorized and unmanaged SR's being logged, only a registered TC may log an SR.

All SR's are assigned a reference number, which is valid for the life of the SR and must be used when querying the status of the SR. TC queries may be made either telephonically, or the SR status may be viewed via the OTRS Web Zone.

### 4.1. SRM System

The primary system that is used for Client and work flow management is OTRS, which includes:

- Storing Client data
- Tracking installations
- Trouble Ticketing workflow (Service Requests)
- Updating open SR's
- Special instructions
- Service Request history

### 4.2. Service Request

When a Client requires any service, an SR must be logged with the FirstNet RR team. The Client's internal escalation procedures should be executed prior to contacting FirstNet RR for support.

### 4.3. Information Required

To ensure a prompt response to Client SR's, it is important that all necessary information is provided when logging an SR. The following information, will be requested from the Client when logging an SR:

- Company name.
- Name of TC.
- Confirmation of TC contact telephone numbers.
- Confirmation of TC contact e-mail address.
- Description of incident
- Priority and Severity of the request
- Business impact
- Location Address / site name or ID
- Time incident started
- Actions take thus far
- Circuit Number
- Source and destination IP address (if known)

SR logging templates are provided in Appendices A, B and C for logging Fault and Change Requests respectively. Where an SR is opened for information only, the Fault Logging template should be used. These templates need not be submitted, however, the information contained therein must be provided. Should any additional information

be available in the form of screen dumps, files, trace routes, etc. these should also be provided, in order to ensure that there are no unnecessary delays in the support process.

4.4. Logging a Service Request

There are several methods whereby a Client may log an SR. In order of preference there are:

- 4.4.1. **Customer Zone** <http://customerzone.firstnet.co.za>  
The system will send an auto-reply containing the SR number. The TC should place a follow-up call to the FirstNet RR team if this auto-reply is not received within 30 minutes.
- 4.4.2. **Email** to [support@firstnet.co.za](mailto:support@firstnet.co.za)  
The system will send an auto reply containing the SR number. The TC should place a follow up call to the FirstNet RR team if this auto reply is not received within 30 minutes
- 4.4.3. **Telephonically** – 0861 989896 or 083 452 3168  
The SR will be logged and the TC will be given the SR number for future reference. This is the preferred method of logging a Sev1 Service Request

4.5. Firewall Changes

For security purposes, any firewall changes must be authorised by a firewall TC, with minimum acceptance being an email. Firewall change process is specific for each RR Service Desk client requirement.

Severity Level	Definition	Time to Respond	Time to resolve
F1	Minor changes: Any client requested change that will not affect services, and can be implemented immediately with no scheduled downtime required	Within 2 hours	One Business day
F2	Planned Changes: Any client requested changes that will affect services and needs to be implemented after hours / off peak with planning and scheduling required on both parties	Within 2 hours	As Agreed

4.6. Scheduled Changes

SR's for any planned changes that will affect business process should be logged at least 48 hours in advance, to allow the SR to be allocated to Engineers for proper preparation and testing.

5. Severity Definitions, SR Priority and First Response Times

The severity of an SR indicates the impact of the SR on the Client's business. The severity is determined by the Client at the time the SR is logged.

Severity Level	Impact
1	Interferes with CORE business functions – more than 75% of users affected
2	Interferes with NON CORE functions – 50% to 75% users affected
3	Interferes with NORMAL completion of work – 25% to 50% users affected
4	Query or planned change required

4.7. SR Priority Definition

The following apply to SR Prioritisation:

Priority	Definition
<b>Very High</b>	The incident renders a service unavailable and needs to be resolved “as soon as possible”
<b>High</b>	The incident is causing a degradation in service and is hampering business performance
<b>Medium</b>	The incident has minimal impact on the business
<b>Low</b>	The incident has no impact on the business

4.8. First Response Times

First response is defined as the time measured from logging a SR to first of either Notification or Contact with the Client. A FirstNet RR Engineer will communicate with the TC as indicated in the SR.

Response and resolutions times vary according to the severity associated with the SR and the SLA specific to certain services – see product specific terms and conditions documentation.

4.9. Service Request Resolution

SR Resolution may entail ownership changes within the various tiers in the RR team. Should the SR not be resolved, the escalation process will be invoked.

6. Escalation Matrix

The table below defines FirstNet’s internal escalation time frames.

Office Hours – 08h00 to 17h00 weekdays – <i>excluding public holidays</i>		
	% of SLA METRIC	Email updates
1 <sup>st</sup> esc	25%	Notification sent to SR Owner
2 <sup>nd</sup> esc	50%	Notification sent to RR Service Desk Group
3 <sup>rd</sup> esc	100%	Notification send to Technical Manager

Clients may elect to escalate any SR at different time frames, based on the severity, using the below matrix.

24 hour escalation		
Level	Designation	Contact detail
1 <sup>st</sup> esc	Escalations Manager	Tom Goosen 061 564 2915
2 <sup>nd</sup> esc	Technical Manager	Sean van Niekerk 083 649 0003
3 <sup>rd</sup> esc	Managing Director	Vaughan Gerson 082 577 7608

**APPENDIX A - CLIENT SERVICE SETUP**

## Client Technical Contacts (TC's)

In order for the FirstNet Client Support process to function effectively, FirstNet requires that the Client assign a number of duly appointed representatives – Technical Contacts (TC's) whose responsibilities include:

- The delivery of service, advice and guidance to the End Users;
- Provide first level support for the End Users;
- Initiate and escalate SR's to FirstNet whenever necessary – FirstNet reserves the right to decline SR's initiated directly from End Users.
- Provide feedback to FirstNet on End User perceptions and directions.
- Inform FirstNet of any service deficiencies immediately, as they are detected.
- Adhere to the SR logging procedures as defined in this document.
- Keep FirstNet informed of future directions and plans insofar as it affects FirstNet.
- Ensure the relevant contacts are subscribed to systems provided by FirstNet.
- Notify FirstNet of any changes to the TC details, as defined in this document.

Communication through the FirstNet Rapid Response is only available to the relevant authorised TC's. When logging requests with the RR Service Desk, it must be noted that all TC's are required to identify themselves adequately. Once the RR agent has verified the TC's identity, the Client Support process is initiated.

**APPENDIX B – FAULT LOGGING TEMPLATE**

This template is used to ensure that all information is provided when requesting service on faults or when requesting information.

FirstNet Account Name	Client Account Name
Affected FirstNet Service	If known, the affected FirstNet service this request is for. i.e. VRAS, VPLS VPN, Internet Access, Mail Firewall, Outsourced Firewall, Hosting Environment, Hosted Server etc.
Abstract	Short meaningful abstract of the Service Request. If this is sent via e-mail, this would be the subject line.
Extended Description	A full description of the problem. What is affected and what, if anything, has been done to resolve it. Additional information on attachments, etc.
Severity	What Severity must be assigned to resolve this request? Refer to the Severity & Response Times in the FirstNet Client Support Guide.
TC Name	
E-mail Address	
Office Telephone Number	
Mobile Telephone Number	

## **APPENDIX C – Access to the FirstNet Data Centres**

Please note only a listed TC may log calls for DC access. All equipment leaving or entering the IDC will be logged by the IDC co-ordinator upon arrival and departure.

When logging SR's for access to equipment hosted in FirstNet IDC"s, please provide the following information:

- Name of IDC to which access is required.
- Name and ID/ passport number of person(s) requiring access to the IDC.
- Date and time of visit.
- Purpose of visit.
- For after hours access, provide your vehicle's registration number. Note that a separate SR must be logged for each access to the IDC.

On arrival at the IDC, the visitor must produce the SR number and photo ID in the form of ID book, passport or drivers" licence to the IDC Coordinator on duty.

## APPENDIX D: FIRSTNET INFRASTRUCTURE OUTAGES

The following information applies to FirstNet Infrastructure outages.

### 1. FirstNet Management Systems

In the event of a FirstNet infrastructure outage causing multiple Client Severity 1 incidents, the following apply:

- Response times as per Severity 1 incidents apply. FirstNet will notify all affected Clients of the nature of the outage, and continue to provide updates via the Notifications System;
- The incident is immediately escalated to the FirstNet Escalations Manager during office hours or the Operations Duty Manager after hours.

### 2. FirstNet Notification System

The Notification System makes subscribed TC's aware of any network or service outages and planned or emergency changes that are scheduled.

### 3. Grade Matrix

The grade of the notifications are categorised as follows:

GRADE	DESCRIPTION
<b>Minor</b>	The severity of the outage or change is very low. This may or may not have an impact on Clients. This type of notification is primarily used for information purposes.
<b>Major</b>	The severity of the outage or change will be potentially service impacting. This could affect parts of the infrastructure that may result in degraded service. Depending on the services impacted, notifications will be sent to Clients every one to two hours.
<b>Critical</b>	The severity of the outage or change will definitely impact service. This could lead to a very high impact to the environment thus affecting the entire infrastructure. Client impact will be very high. Depending on the services impacted, notifications will be sent to Clients every half to one hour.

Depending on the services impacted, notifications will be sent to Clients every half hour to one hour.



**APPENDIX E – CHANGE REQUEST TEMPLATE**

This template is used to ensure that all required information is provided when requesting changes.

<b>FirstNet Account Name</b>	Client Account Name
<b>FirstNet Service to be changed</b>	The FirstNet Service the change request is for. i.e. VRAS, VPLS VPN, Internet Access, Mail Firewall, Outsourced Firewall, Hosting Environment, Hosted Server etc.
<b>Change Abstract</b>	Short meaningful abstract of Service Request. If this is sent via e-mail, this would be the subject line.
<b>Extended Change Description &amp; Details</b>	A full description of the change required and any special instructions. Additional information on attachments, etc.
<b>Severity</b>	What Severity must be assigned to resolve this request? Refer to the Severity & Response Times in the FirstNet Client Support Guide on Page 14.
<b>Scheduled Change Date &amp; Time</b>	The FirstNet RR IPM/ engineer will endeavour to accommodate the required change date and time provided a 48hour notice has been allowed.
<b>TC Name</b>	
<b>E-mail Address</b>	
<b>Office Telephone Number</b>	
<b>Mobile Telephone Number</b>	

Note: Any firewall changes must be authorised by a firewall TC in a signed facsimile on a company letterhead.