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Document Title: Incident Management Process for Non-Polled Outlets

Document Type: Process Definition

Release: N/A

Abstract: This document describes the incident management process for non-polled outlets, detailing the role carried out by each of the support units potentially involved in the resolution of non-polled outlets.

Document Status: APPROVED

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL No.
0.1	06/06/00	To re-engineer the process for resolving non-polled outlet incidents to meet agreed time frames.	
0.2	08/06/00	Updates following review of version 0.1	
0.3	16/06/00	Updated with comments from version 0.2	
0.4	19/07/00	Updated with comments to version 0.3 and with latest developments within the non-polling incident management operation	
0.5	24/07/00	Links to MSU and the SSC updated	
1.0	17/11/00	Developed for Approval	
1.1	11/07/01	Developed to add diagnostic improvements to the service within the SMC	
1.2	10/08/01	Comments and review with MSU will be documented in this version	
1.3	17/08/01	Comments and review with CFM3 will be documented in this version	
1.4	17/08/01	Comments and review with SSC will be documented in this version	
1.5	02/11/01	Add comments by Bill Burrows and additional review by MSU and SMC.	
2.0	2/11/01	Produced for signoff	

0.2 Approval Authorities

Name	Position	Signature	Date
Mike Woolgar	Service Manager		

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0.3 Associated Documents

Reference	Version	Date	Title	Source
BP/CON/215	1.3	12/05/00	Codified Agreement Schedule E08 – APS Service Levels & Remedies	ICL Pathway
BP/CON/235	1.3	12/05/00	Codified Agreement Schedule G10 – POCL Infrastructure Service Level & Remedies	ICL Pathway
CS/PRO/111	1.0	16/10/00	TPS Reconciliation and Incident Management	ICL Pathway
CS/FSP/006	1.0	10/10/99	End to End Support Process Operational Agreement	PVCS

0.4 Abbreviations/Definitions

Abbreviation	Definition
CFM	CFM3 and CFM4
CFM3	Wigan and Bootle Networks
CFM4	Energis
CR	Call Rejected
DOOO	Destination out of order
EOD	End of Day
ICD	Incompatible destination
ISD	ICL Infrastructure Services Division
MSU	Management Support Unit (ICL Pathway)
NCC	Normal Call Clearing
PON	Post Office Networks
SLA	Service Level Agreement
SMC	Systems Management Centre (ISD)
SSC	Systems Support Centre (ICL Pathway)
UKSS	UK System Support

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0.5 Changes in this Version

Version	Changes
0.1	First draft
0.2	Processes broken down into smaller elements
0.3	SSC process adjusted to reflect that, following diagnosis, the incident can be routed back to the SMC for resolution or re-routing to the UKSS or CFM.
0.4	CFM split into CFM3 & CFM4 within Process Overview (Section 3). Withdrawal of reference to BIMS report. SSC (Section 5.2.2) and CFM (Section 5.4) processes amended.
0.5	The SMC, SSC and MSU processes have been updated to reflect changes in the way the SSC and MSU link into the incident management chain for non-polled outlets.
1.0	Developed for approval
1.1	Developed to add diagnostic improvements to the service within the SMC.
1.2	This version had been developed to incorporate review and comment by the MSU.
1.3	Changes for CFM3 were added to this version.
1.4	SSC part of the process was reviewed with Chris Hawkes and this version incorporates his comments.
1.5	Add review comments by Bill Burrows and additional review by MSU and SMC.

0.6 Changes Expected

	Changes
1	Inclusion of further developments within each section for the identification of non-polled outlets once implementation of technical improvements have been initiated.
2	MSU to move from PinICL to Powerhelp
3	Review comments at each stage
4	The timing of the production of the Raw Non-Polled Report is under review.
5	The requirements to meet the Day D Rectification Plan are being identified and will be included in the next release.

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0.7 Table of Contents

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1 Introduction

The current process for resolving non-polled outlet incidents has been updated to ensure:

- that it meets the associated Service Level Agreements (SLAs) [Ref.1&2]
- that all the checks that are required to take place within each of the support units occur in a timely manner and sequence
- that no unnecessary routing takes place that could delay the resolution process

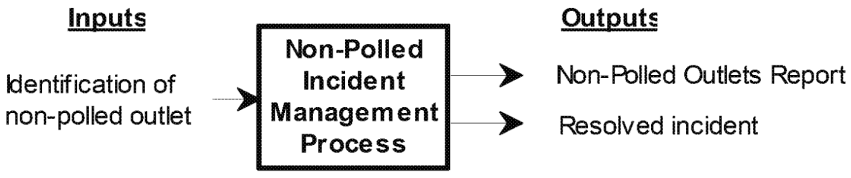
Appendix 1 helps to put the process into a daily task perspective, detailing the day by which elements of the process should be accomplished.

2 Scope

The document details the **current baseline** end-to-end process to resolve non-polled outlet incidents. The documented baseline has a limited life span and will be updated as and when developments to improve the process are implemented (See Section 0.6 for expected future changes).

The process has been developed to ensure that all the required checks are carried out within a time scale that allows the associated SLA to be met.

Depending upon the reason as to why an outlet did not poll, the resolution of the incident can follow more than one path. The process therefore highlights the role that is carried out by each of the support units potentially involved in the resolution of a non-polled outlet incident.



2.1 Process Definition

Pathway has a responsibility to report to PON any outlet that has not polled at end of day. The following units may be involved in each incident: MSU, SMC, SSC, CFM3, Energis and UKSS.

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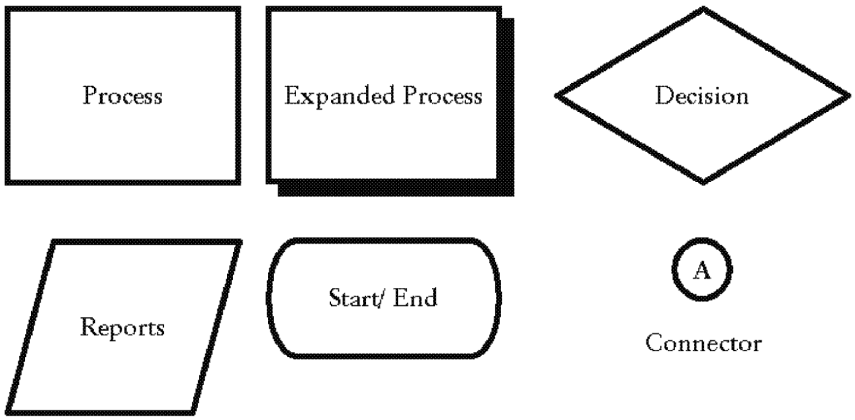
The non-polled process is triggered by a report that is produced by the host system (Tivoli web) in Bootle/Wigan.

The incident management process for non-polled incidents is initiated by the outlets that have been identified as non-polling, or after investigation, on two separate occasions in a seven-day rolling period.

The individual shapes have the following meanings:



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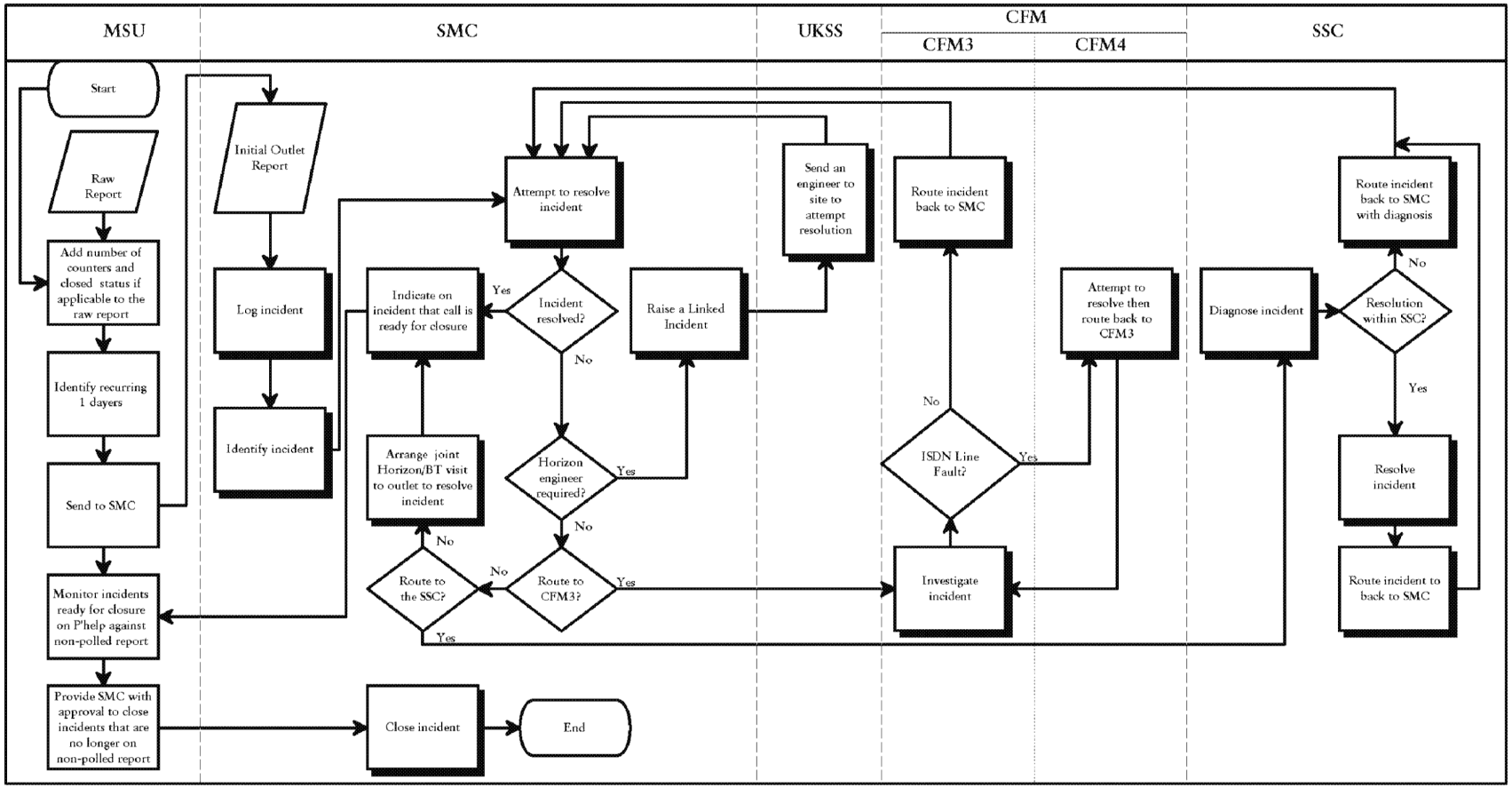

3 Process Overview

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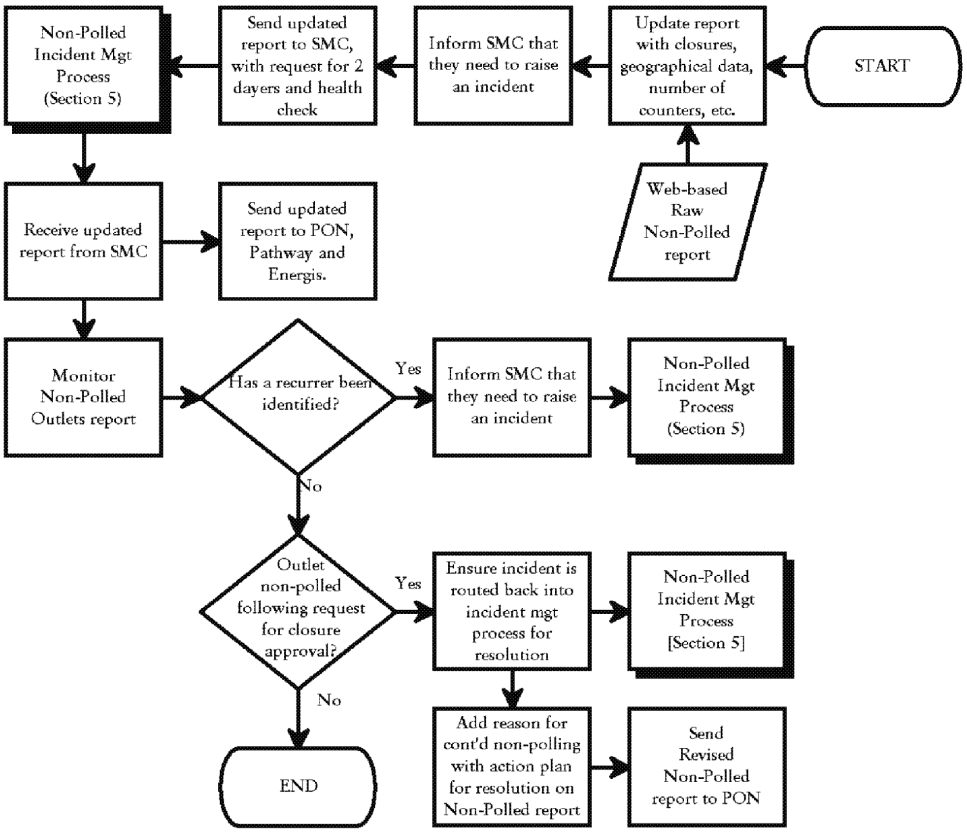
4 Non-Polled Outlet Monitoring Process (MSU)



The host TPS produces a raw report. This is downloaded by the MSU then converted (Initial Report) with useful information (outlet closed, number of counters, geographic regions) before being sent out to SMC, PON, Pathway and Energis.

This Raw Report is then processed by the SMC Tivoli web-based browser (Health Checking). The browser health checks each item on the report. The result of the health check is then sent back to the MSU to be incorporated into the update report, which is sent to the customer at the end of each working day.

An outlet that has not polled on two separate occasions in a seven-day rolling period is generally referred to as a "recurrer". These are identified by the MSU to the SMC who will raise an incident.

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The MSU will ask SMC to raise an incident on all outlets that have not polled for 2 days if no incident has been previously raised. (Horizon call logging prefixed "E-").

If the outlet no longer appears on the non-polled report the incident is approved for closure. The process in section 5.6 is then followed.

If an incident that has been appearing on the non-polling report does not appear, but when checking for closure statement, it is shown to be in the middle of investigations, the incident will not be closed. The FAD and E numbers will be added to the bottom of the report and investigation/monitoring will continue until any problem is resolved.

If the MSU receive a request to approve closure of a non-polled outlet incident and the outlet is still on the report on the day after it is meant to have been resolved, they ensure the incident is routed back into the incident management process for immediate action. The process in section 5.2.2. is then carried out.

The MSU continue to monitor all outstanding incidents and report on their progress to Pathway, PON, SMC, UKSS and Energis on a daily basis.

5 Incident Management Process for Non-Polled Outlets

This section details the process for resolving non-polled incidents. The process has been developed to highlight the role of each support unit involved in the process.

The MSU, on a daily basis, reviews the "Non-polled Outlet Report", which lists all outlets where an End of Day Marker has not been received. An outlet that has not polled for two consecutive nights is logged by the SMC as an incident. This is so that the appropriate support unit can investigate the reason for non-polling. Action can then be taken to get the outlet polling again.

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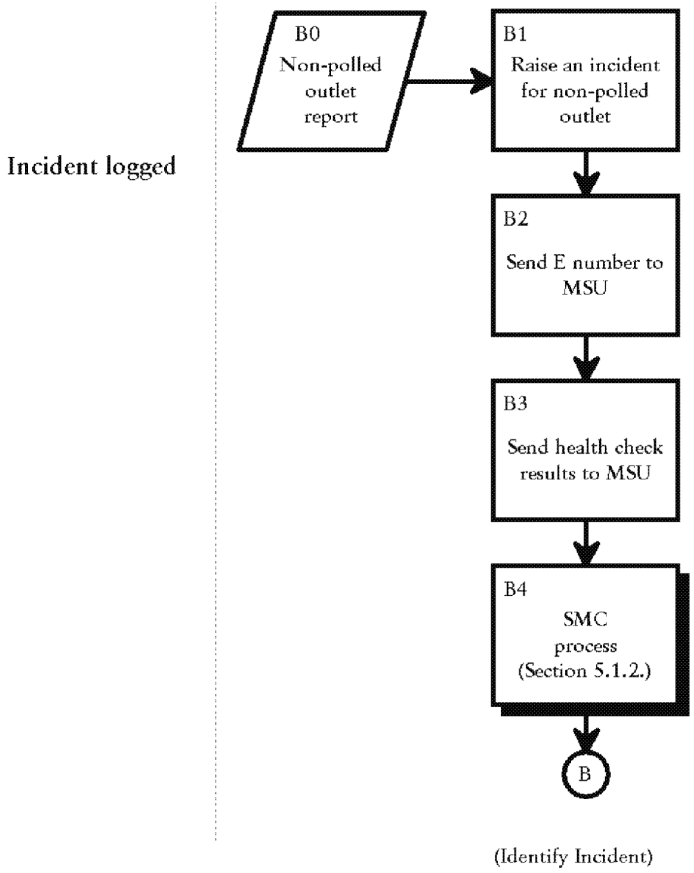
5.1 The System Management Centre (SMC)

5.1.1 SMC Call Logging Process



A non-polled incident is logged by the SMC as soon as an outlet/site appears on the non-polling report on 2 consecutive days or as a 1 day recurrer.

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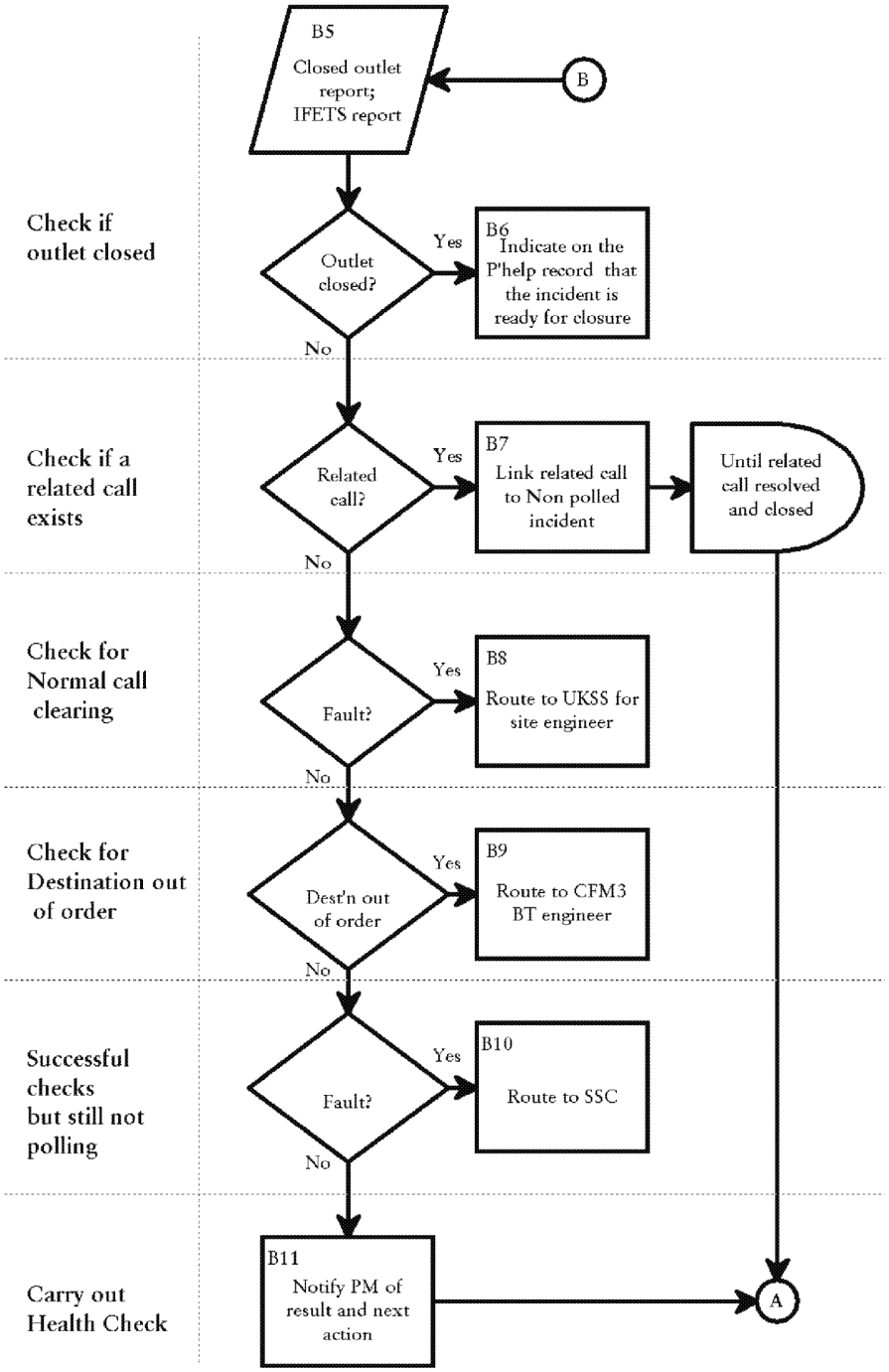
5.1.2 Identify a Non-Polled Incident



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The SMC receive a set of reports, such as the IFETS report, the Closed Outlet Report and the Raw Report. They identify incidents with these reports. The SMC checks if the outlet has been closed since it started non-polling. If so, the SMC indicate on the Powerhelp record that the incident is ready for closure.

If the outlet is confirmed as open, the SMC check if a related call exists against the outlet that could resolve the non-polled incident. If so, the related call is linked to the non-polled incident. This ensures that any updates on the related incident are reflected in the non-polled incident record. Once the related call has been resolved, the SMC carry out a health check (Section 5.2.2) to confirm that the non-polling incident has also been resolved.

The SMC checks for Normal call clearing. If this type of incident is identified, the incident is logged and routed to UKSS. The SMC check for Destination out of order, and if identified, the incident is logged and routed to CFM3. If the outlet still appears not to be polling even though all checks have been completed successfully, then the incident is routed to the SSC.

The Post Master is informed of the result of the investigation and of the next action to be taken.

If no related call exists the SMC carry out the health check process (Section 5.2.2) after the incident is logged.

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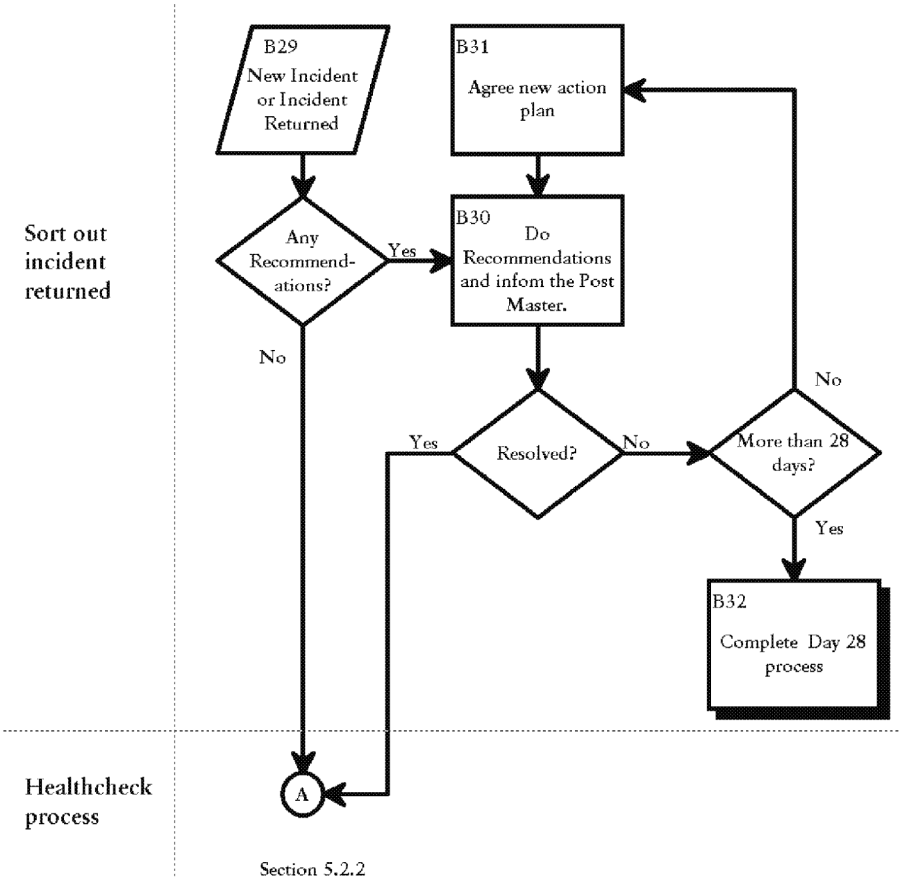
5.2 SMC Resolution Process

5.2.1 Carry Out Resolutions



Once an incident has gone through the process once, it is returned to the SMC. The SMC will carry out any recommendations that have come from the delivering unit and keep the Post Master informed of any progress. If the recommendations fail to solve the problem, a new action plan is agreed and carried out. This continues until the incident reaches its 28th day. At this point, the "Day 28" process is invoked.

If the recommendations succeed, then the health check is repeated to ensure there are no problems and the incident is prepared for closure.

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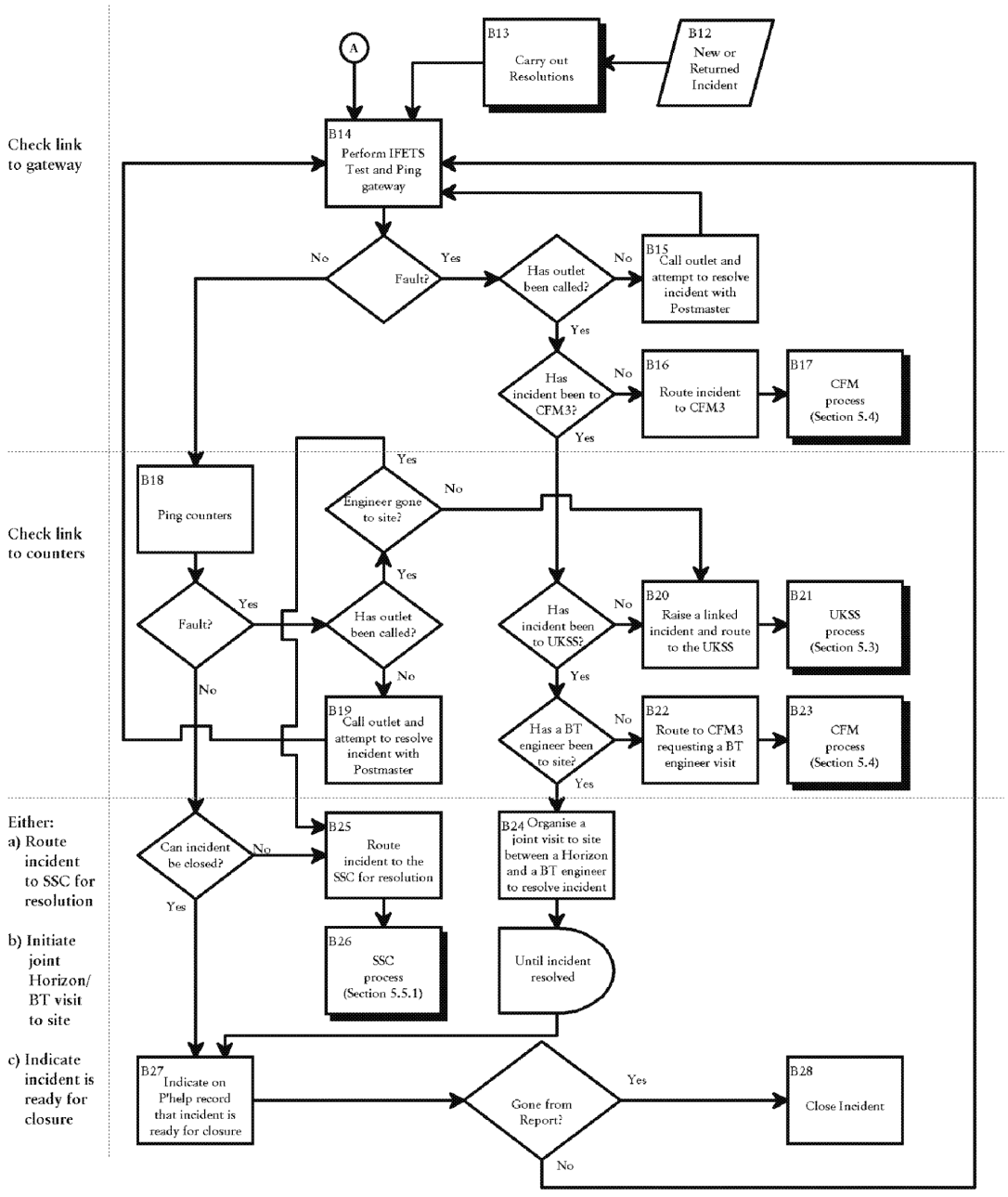
5.2.2 Health Check Process



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If the gateway can not be pinged:

- The SMC call the outlet to go through a series of checks in an attempt to resolve the incident. The health check process is repeated to test if the incident has been resolved.
- If the outlet has already been called, the SMC route the incident, including outlet access times, to CFM3 (Section 5.4) for resolution. If the incident has already been to CFM3, the SMC raise a linked incident and route it to the UKSS (Section 5.3) to send an engineer to site.
- If a UKSS engineer has already been to site, then the SMC route the incident back to CFM3 requesting a BT engineer to site (Section 5.4). If a BT engineer has already been to site, the SMC organise a joint visit to the site between a Horizon and BT engineer to determine why the fault still exists and to initiate corrective action.

If there is no fault with the gateway, the SMC check the link to the counter(s). If there is a fault with the link to the counter(s):

- The SMC call the outlet to go through a series of checks in an attempt to resolve the incident. The health check process is repeated to test if the incident has been resolved.
- If the outlet has already been called, the SMC raise a linked incident and route it to the UKSS (Section 5.3) to send an engineer to site. If a UKSS engineer has already been to site, then the SMC route the incident to SSC requesting a resolution.

If there is no fault with the link to either the gateway or the counters, the SMC determine whether or not the incident can be prepared for MSU closure approval or if it needs to be routed to the SSC for resolution.

The incident is ready for closure if:

- It has been returned from the UKSS or CFM3 and passed successfully through the SMC health check process. Where a linked incident has been raised to call out an UKSS engineer to site, this can also be closed.
- Or has been resolved by a related call or a call to the outlet.

The incident is routed to the SSC (Section 5.5.1) for resolution if:

- It has passed the health check but has not been previously routed for resolution to the UKSS or CFM3, and has not been resolved by a related call or a call to the outlet. For example, the incident is still appearing on the non-polled report.

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5.3 UKSS

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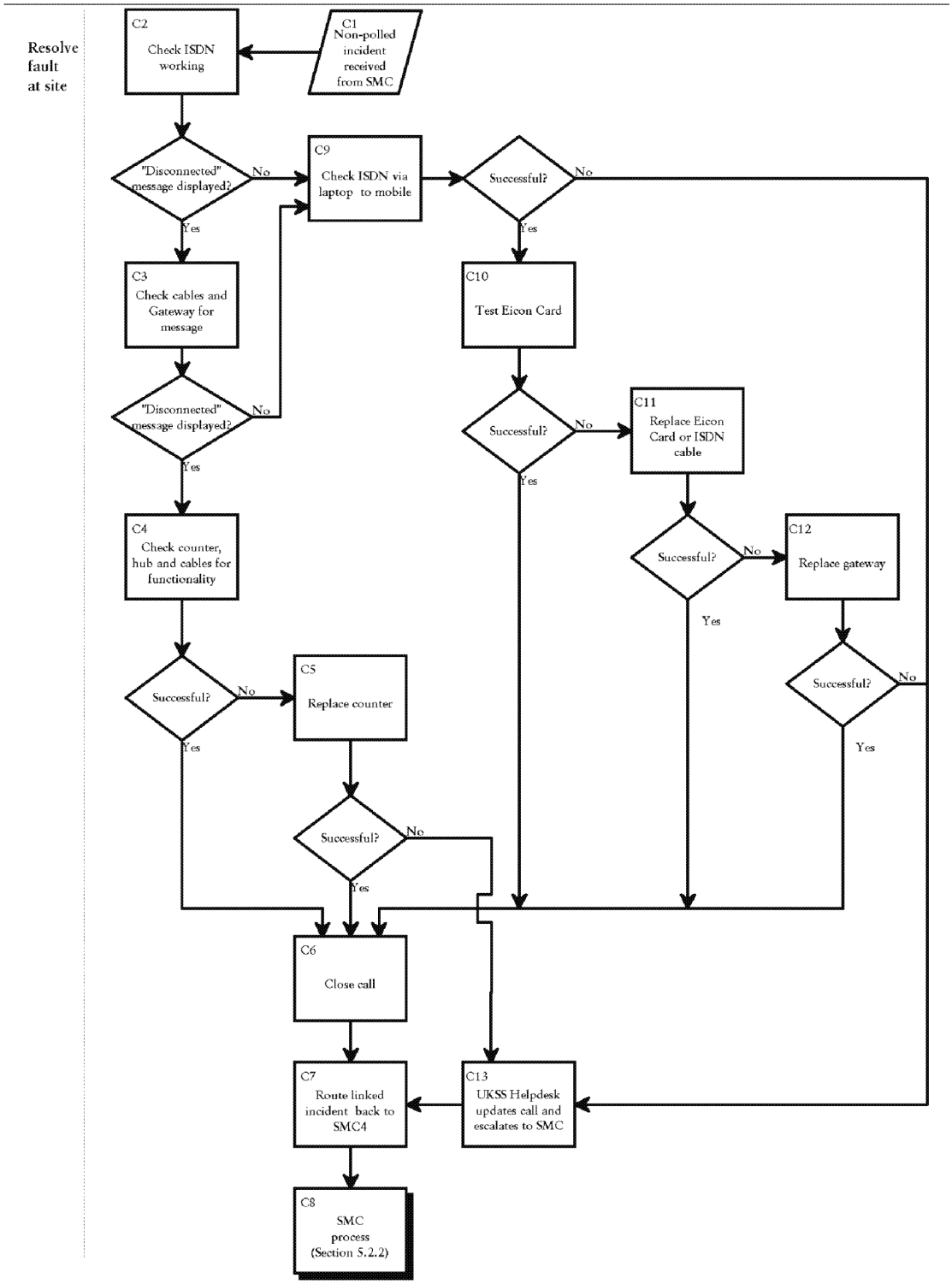

The UKSS will receive a non-polled incident from the SMC. The UKSS will firstly check to see if the ISDN is working. If the message seen is

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"Disconnected" then the cables and the gateway are checked. If the message at this stage is "Disconnected" then the counter, hub (where the outlet has several counters) and cables are checked. If the check is successful, then the call is closed and the incident is routed back to SMC. If the check is not successful, then the counter is replaced.

If the counter replacement failed, then the call is passed back to the SMC with an update and a request for more information.

If the first check fails, then the ISDN is checked with the laptop and mobile. At this stage, a fault may be fixed by the power surge that is generated. It is now clear that the fault may lie with the gateway rather than the counter and therefore the Eicon card is tested. If the test is successful then the call is closed. If the test fails the Eicon card and/or the ISDN card is replaced and re-tested. If the test fails the gateway is replaced and re-tested.

If the test fails, then the call is passed back to the SMC with an update and a request for more information.

Having carried out the required work, the UKSS routes the incident back to the SMC to perform another health check (Section 5.2.2).

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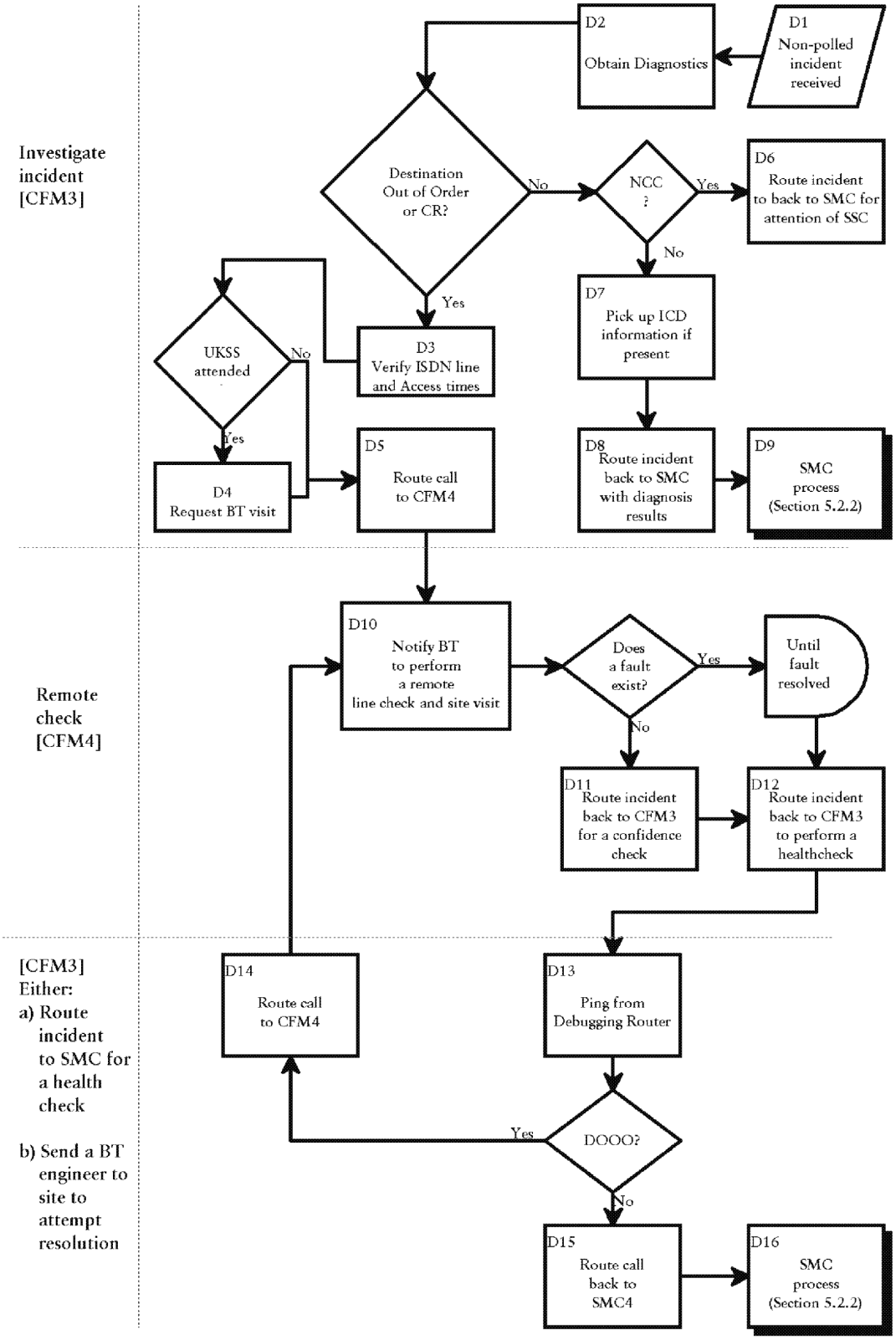
5.4 ISD Third line Support (CFM3 and CFM4)



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On receipt of a non-polled incident by ISD (CFM3):

They will determine whether the incident is a Destination out of order type. If it is not, then the incident is checked to see whether it is Normal Call Clearing. If it is, then the incident is routed to the SSC.

If the incident is not Normal Call Clearing or a Call Rejected, then it is checked to see if it is an Incompatible Destination type. The incident is then routed back to the SMC with diagnostic results.

If the call is a destination out of order type or a Call Rejected, then the ISDN line and the outlet access times are verified.

If the UKSS engineer has already been to the site, then a BT site visit is requested. The incident is then routed to CFM4.

On receipt of a non-polled incident by (CFM4):

They will notify BT to perform a remote site check and to conduct a site visit. If there is a fault, then the fault is resolved and the incident is passed back to CFM3 for them to perform a health check.

If a fault was not found, then the incident is routed to CFM3 so that they can conduct a confidence check and then the health check.

CFM3 will ping the debugging router and collect diagnostic information. If the incident is a destination out of order type, then the incident is routed back to the CFM4. If there is not, then the incident is routed back to SMC4 for a final health check.

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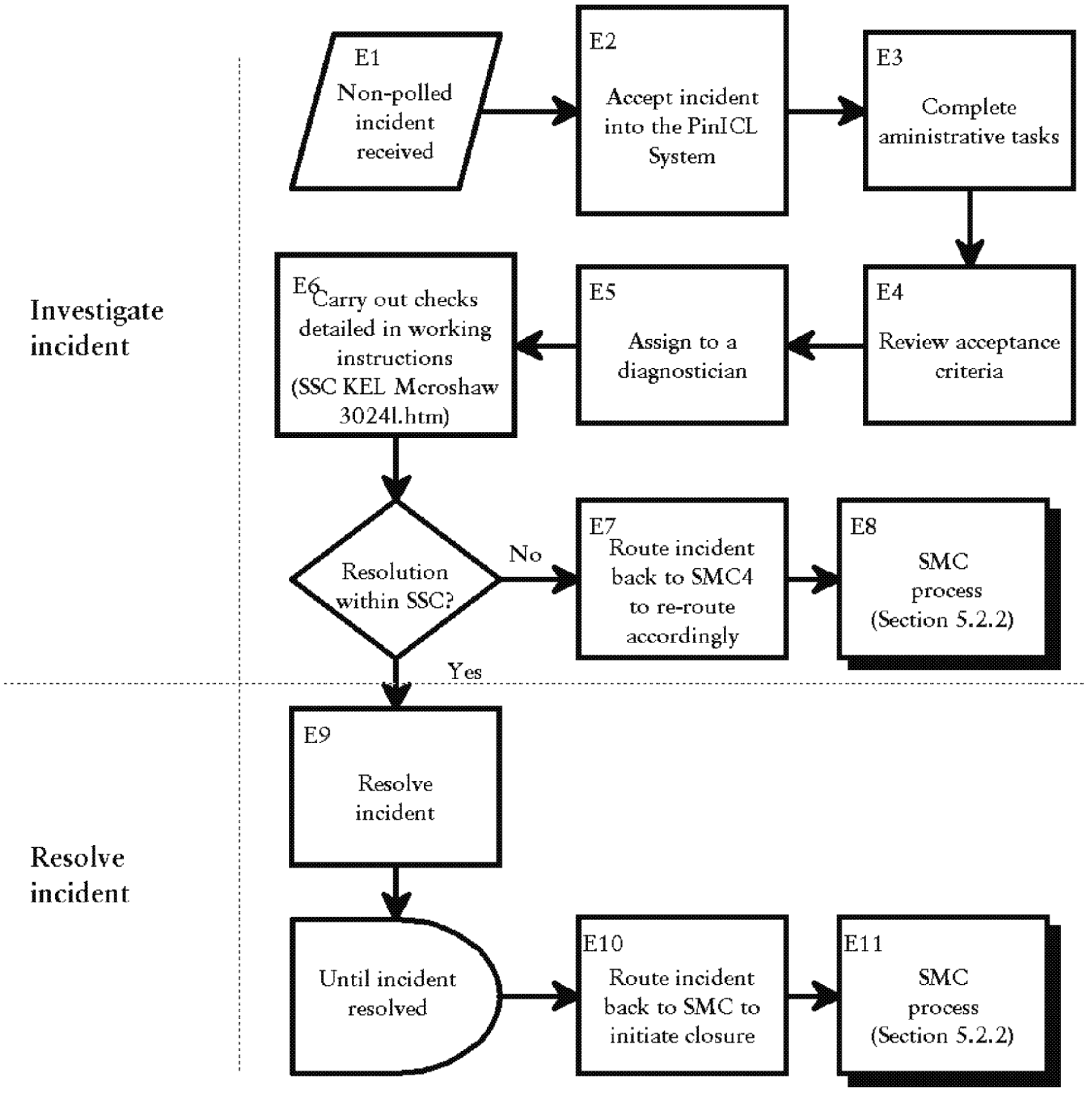
5.5 The System Support Centre (SSC)

5.5.1 Non-Polled Incident received from the SMC



Non-polled incidents are sent from Powerhelp to PinICL via the OTI. A series of administrative tasks are then completed in order to ensure that all the details of the incident are present on the record.

The incident history is then reviewed to ensure that all previous checks conform to the SSC's acceptance criteria (see document CS/FSP/006). The incident is then assigned to a diagnostician. The diagnostician will then carry

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out a set of checks that are designed to resolve the fault and are set out in document Mcroshaw30241L.htm.

If it is determined that resolution does not rest within the SSC, the SSC return the incident to the SMC, along with appropriate diagnostic information, for re-routing to the appropriate support unit (Section 5.2.2)

If it is determined that resolution does lie with the SSC, the appropriate course of action is taken to resolve the incident. Once the incident has been resolved it is routed back to the SMC who will then update the incident for closure approval (Section5.2.2).

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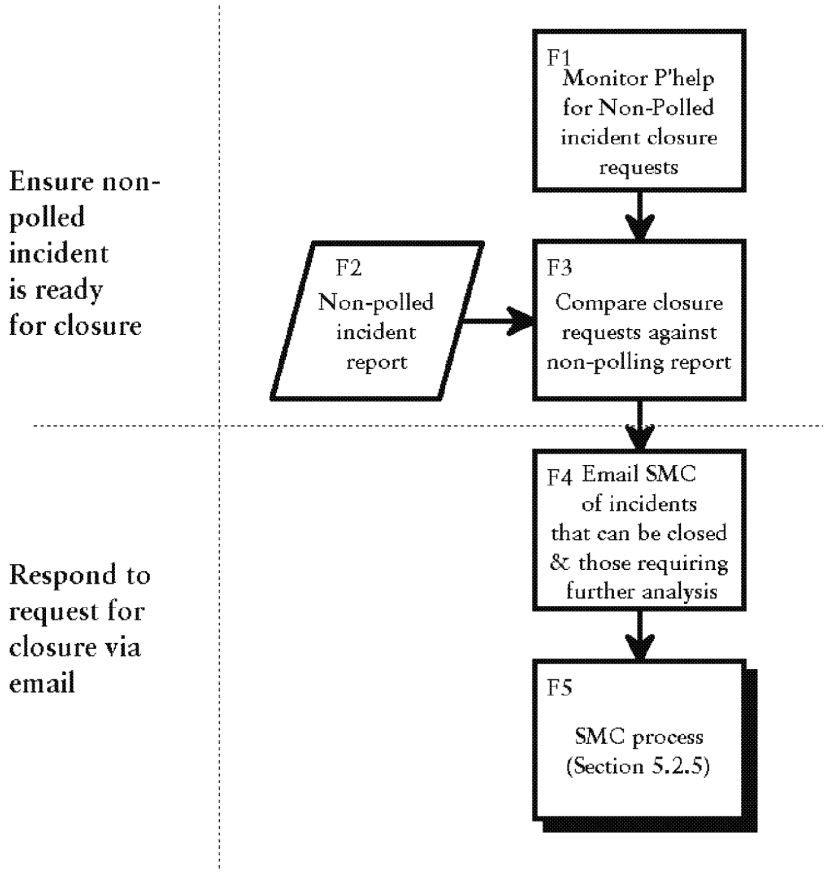

5.6 The Management Support Unit (MSU)

Since the MSU have requested the raising of non-polled incidents with the SMC, they are responsible for approving closure of the incident. There are two criteria against which the MSU approve the closure of a non-polled incident.

The first is when the outlet has been non-polling as a result of it being closed.

The second is when the outlet disappears off the next day's non-polling report.

The MSU inform the SMC daily, via the non-polled update report, of all incidents that require further investigation and which incident can be closed.

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Appendix 1

Daily task list to resolve non-polled incidents

Day 2		
Step 1 - Log Incident Step 2 - Call routed to Second line support Step 3 - Check if outlet is closed or if there is a related incident Step 4 - Health check		
Counter Failure	***Gateway Failure***	***Neither Counter / Gateway***
Step 5 - Call the outlet	Call the outlet	Route to software support for diagnosis
Step 6 - Engineer sent to site ***Day 3***	Remote line check	
Step 7 - BT engineer sent to site ***Day 4***	BT or Horizon engineer sent to site	
Step 8 - Joint visit of Horizon & BT engineer ***Day 5***	BT or Horizon engineer sent to site	
Step 9 -	Joint visit of Horizon & BT engineer	

NOTE:

Following on from each step (after Step 5), a health check is carried out by the SMC. If the health check fails then the next step is implemented, else the incident is updated with a request for closure approval.