**Ticket SLA**

Critical 15min

Major 30min

Minor 45min

NSA(Non service Affect) 60min

**MNP/NMNP HOURS**

MNP (8AM TO 8PM MON -FRI)

MNP (10AM TO 6PM SAT)

SUN – TOTOL NMNP

**P1 GUI (BSCS team)**

PORT STATUS – 9 OUT OF 9 – During MNP hours

Not less than 7 – During NMNP hours

+ Status to check(MNP – ((Every HALFANDHOUR (8AM-11AM) & THEN EVERY 1 HOUR) & SAT- 10AM-6PM), Non MNP-(Every two hours))

- **Port-In** - **Port confirmed,Cutting over,Port awaiting provisioning** ( no. of alerts must be equal or less than 10 )

-**Port-Out**-**Port awaiting completetion,Initiated cutover ,Port in progress** ( no. of alerts must be equal or less than 10)

**Stuck and activation report** **(9 – 19 hours)—EVERY 2 HOURS**

Automated mail—if not both the stuck and activation report is available in dashboard.

Raw data

system admin- Infra (BEL) team

Domain

|  |  |
| --- | --- |
| CS | charging system |
| BSCS | business support control system |
| bel | business enrichment layer |
| System Admin,DB | Data backup |
| MPBN | mobile packet backbone network |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Environment |  |  |  |  |  |  |
| CJPR | PRODUCTION | Live traffic | |  |  |  |
| LDPR | PRODUCTION GR | Production retendency | | (If we get any issue on production server(live traffic) so in this case we transfer all services to zero retendency that’s called production retendency(production GR)) | | |
| PTPP | PRE-PRODUCTION | In case customer want to do any testing | | | |  |
| LDPP | PRE-PRODUCTION GR | Back up |  |  |  |  |
| PTM1 | MODEL-1 | In case Ericsson employee want to do any testing ,this enviroment is model1 & 2. | | | | |
| LDM2 | MODEL-2 |  |  |  |  |  |

MSCOO Managed service chief operating officer

MSDM Managed service delivery manager

MSIP Managed Service Infrastructure & Product Lifecycle

|  |  |
| --- | --- |
| mito | management of information technology and organization. |
| WME | Wholesale mobile evolution |
| AEDT | Australian Eastern Daylight Time |
| AEST | Australian Eastern Standard Time (AEST) |
| UAT | User exceptance testing |
| ITSM | IT service management |
| BMC | baseboard management controller |
| ITAM | IT access manganement |
| SCP | service control point |
| MVNO | Reseller -Mobile virtual Network operation |
| UDR | Usage Detail Record |
| CDR | Call detail records |
| MSC | mobile switching center |
| USSD | Unstructured Supplementary Service Data |
| HLR | home location register |
| MIN | major Incident notification |
| MSRA- | Micro service reference architecture |
| API | Application programming interrface |
| BCM | business continuity management |