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| *MD QP 07.37 Operations MNOC* | |
| **Process objective/KPI**  *The Objective of this process is to describe all activities performed by Operations MNOC, including input to and outputs from the department*  *KPI:*  *Response rate on phones, above 92% answer rate*  *Majoirty (50%+) of incident tickets solved within 24 hour per month*  *Customer satisfaction, CES score 90 day avg. > 50.* | **QT’s:** MERITS, iBuilder/iMonitor, DataMiner, SatManage, Portal 360, DataManger, DataManger+, CUCM, EPM, The Source, FortiGate, eCOF system, Cisco SCE, Enterprice capacity planning Tool, XYmon, Trio Enterprise, Cisco Prime, PRTG, Marlink Modem Tool, Rapid change Management tool, Marlink Postman, Operationa DB in Merits (including graphs etc.).  **References**  **Subprocess for 1.4 MNOC Request FulFillment:**  1.4.1 : Request for iDirect bandwidth change (from SOO)  1.4.2: Request for SSL VPN implementation (from Delivery)  1.4.3: Request for new iDirect remote implementation (from Delivery)  1.4.4: Request for Lay-up of iDirect remote  1.4.5: Request for deactivation of iDirect remote  1.4.6: Request for VLAN and QoS changes on an iDirect remote  1.4.7: Coverage change request on an Direct remote  1.4.8: Handover request (from Delivery)  1.4.9: Request for Network Change  1.4.10: Request for Lineup and commissioningof iDirect system  1.4.11: Request of information regarding system setup /documentation  1.4.12: Request for local numbers implementation on VSAT installation (from SOO)  1.4.13: Request regarding billing questions  1.4.14: Request for Voice change  1.4.15: Request for Dataminer change  1.4.16: Request for Content filter implementation  1.4.17: Request for Content filter change  1.4.18: Request for Public IP  1.4.19: Request from Eikvakt to inform end-users regarding spamming  1.4.20: Request for Allowance plan change (Sealink Allowance and Business)1.4.24: Request for load-balanacing of iDirect  Networks  1.4.21 Request for Xchange box change.  1.4.22 Request for trial report  1.4.23 Request for RCA report  1.4.24 Request for Tampnet change |
| Process description | Flow |
| The MNOC department performs 6 main functions in the Maritime Organisation:  **1.1 MNOC (Eik) Incident Management**  MNOC Eik receives an Incident Report from the Customer and troubleshoot and resolve the case by 1. Line or 2. Line Support as needed. 2nd Line support will request Logistics and Field Services if required. See page 3 for detailed process description  **1.2 MNOC Regions Incident Management**  MNOC Regions receives an Incident Report from the Customer and troubleshoot and resolve the case by 1. Line or 2. Line Support as needed. 2nd Line support will request Logistics and Field Services if required. See page 5 for detailed process description   * 1. **MNOC Event Management**   An Event is reported to MNOC by a Monitoring system or tool and logged.The Event will be filtered and categorized to initate the relevant response like incident or problem handling. See page 7 for detailed process description   * 1. **MNOC Problem Management**   The Incident or Event Management process might inititate the Problem Management Process. Problems are escalated and analyzed. The process is repeated until solved. See page 8 for detailed process description   * 1. **MNOC Request Fulfillment**   MNOC will receive Requests for Customer, internal Departments and vertical Business lines.  These are prosessed in accordance with relevant sub-processes to fulfill the requests. See page 9 for detailed process description   * 1. **MNOC Rapid Change Management**   MNOC will receive a Rapid change request, this request is proceeded in accordance with the Rapid Change Management process. See page 10 for detailed process description | See page 3  See page 5  See page 7  See page 8  See page 9  See page 10 |

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| **1.1 MNOC (Eik) Incident Management process**  **Process Description:**  The customer or the Event Management process will report a new incident to the Maritime NOC (MNOC). The MNOC 1.line will create a ticket and do 1.line troubleshooting. If the 1.line is able to resolve the issue they will confirm resolution of the incident with the customer and close the ticket.  If the 1.line ins unable to resolve the issue they will normally escalate the incident to either MNOC Regions for MSS or Xchange box/VAS issues or to the MNOC 2.line. The MNOC 2.line (either Antenna/RF or Network 2.line) will do 2.line troubleshooting. If the 2.line concludes we need to send a Field Engineer and/or send Parts to the vessel the 2.line will send an order to Field Service and/or Logistics. When the Field Engineer has attended or the spare part has been received and replaced - the 2.line will confirm resolution of the incident. If the incident is resolved the 2.line will confirm resolution with the customer and close the ticket. **Note:** when parts are sent to a customer vessel as part of the Incident Management process, an RMA ticket is automatically created. All replaced equipment should be returned (by the Customer) to Marlink Rotterdam warehouse for RMA handling.  The 2.line may also need to consult with our internal Engineering teams or external partners. If a resolution can be found by consulting with engineering or partners - the 2.line will confirm resolution of the incident. If the incident is resolved the 2.line will confirm resolution with the customer and close the ticket.  If the incident is a result of re-occurring problem or no solution is found the 2.line will also initiate the Problem Management process and escalate the incident. |  |

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| **1.2 MNOC Regions Incident Management process**  **Process Description:**  The customers (assigned to MNOC Regions) or the Event Management Process will report a new incident to the Regional Maritime NOC (MNOC Regions). The MNOC Regions will create a ticket and do troubleshooting. If the MNOC Regions is able to resolve the issue they will confirm resolution of the incident with the customer and close the ticket.  If the MNOC Regions unable to resolve the issue they will normally escalate the incident to either MNOC Eik (for Network or iDirect platform or Problem Management related issues) or Competence Center (CS or TS) for MSS / VAS / Xchange box 3.line issues.  If the MNOC Regions concludes that we need to send a Field Engineer and/or send Parts to the vessel the 2.line will send an order to Field Service and/or Logistics. When the Field Engineer has attended or the spare part has been received and replaced - the MNOC Regions will confirm resolution of the incident. If the incident is resolved the MNOC Regions will confirm resolution with the customer and close the ticket. **Note:** when parts are sent to a customer vessel as part of the Incident Management process, an RMA ticket is automatically created. All replaced equipment should be returned (by the Customer) to Marlink Rotterdam warehouse for RMA handling.  The MNOC Regions may also need to consult with our internal Engineering teams or external partners. If a resolution can be found by consulting with engineering or partners - the MNOC Reiongs will confirm resolution of the incident. If the incident is resolved the MNOC Regions will confirm resolution with the customer and close the ticket. |  |

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| **1.3 MNOC Event Management prosess**  **Process description:**  An event, handled by the event management process, occurs and is notified to the environment in different ways. The event is detected e.g. by a monitoring/management system/tool and logged. The Monitoring tool will typically do filtering, and some events deemed unimportant will typically end up in a log file. The event is further categorized according to significance (informational, warning, exception).  As second level correlation is done based on a set of business rules. If further action is required to the event an action will be triggered. It can be an Auto response, an Alert e.g. received by email) requiring human intervention or an event requiring initiating Incident (or Problem) Management.  The actions done relating to significant events are reviewed to verify they have been handled correctly and then the event is closed. |  |

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| **1.4 MNOC Problem Management process**  **Process description:**  The Incident Management process might initiate the Problem Management process. The problem will be described in the agreed format and escalated to Engineering, followed by a prioritization.  Problem investigation and diagnosis will be performed, often this done, in part, during weekly escalation meetings with Engineering, during these meetings – related ticket might be updated. A workaround might be required to quickly bypass the problem.  The MNOC/Maritime Engineering will attempt to resolve the problem. A procedure for MNOC will be creared if required (detailing step to handle this or similar problems in the future).  If MNOC/Maritime Engineering is unable to resolve the problem, a new round of Problem investigation and diagnosis will be performed.  When the problem is resolved the related ticket will be closed |  |

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| **1.5 MNOC Request fulfillment process**  **Process description:**  The Maritime NOC will receive requests as input to the request fulfillment process from the following parties:   * Customer * Maritime Delivery * Maritime Engineering * Service Desk * Comptence Center * Sales * Technical Sales Support * Sales Order Office * Enterprise NOC * Program Management   In the request fulfillment process the MNOC will process and/or implement the request in the relevant system(s).  As output the Request fulfillment process will output the implemented request or the specific requested output (could also be information). The Output also includes updating the relevant ordering systems lik the eCOF system.  Detailed sub processes are available which describe each specific type of request. |  |

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| **1.6 MNOC Rapid Change Management process**  **Process description:**  The Maritime NOC will receive requests as input to the Rapid Change Management process from Customer under Rapid Change Management.  The MNOC will receive the change request, log it in the Rapid Change Management (RCM) tool, create tickets for relevant teams and confirm implementation date back to the customer.  As output the RCM process will output the implemented request or the specific requested output (could also be information). The implemented request is typically configuration changes in the Marlink iDirect NMS and on board Cisco router configuration.  The Output also includes updating the relevant ordering systems like the RCM tool, updating Network Drawings and informing the customer. |  |