**Network Solution Design Service Process**

*Renamed: IT Policy > Network Solution Design*

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| **Department** | **#** | **Main Process Activities** |
| **Customer** | **1** | Raises changes he wants to be applied on XChange box (reflected in Network Solution Design) by a written request to Sales |
| **Sales** | **2** | Sends a mail to maritime.cse@marlink.com (Description: Network Solution Design fleet-wide change) |
| **CSE** | **3** | Updates Network Solution Design by referencing the fleet wide change |
| **CSE** | **4** | Sends new Network Solution Design to customer for sign off |
| **Customer** | **5** | Signs off Network Solution Design and confirms to CSE |
| **CSE** | **6.1** | Receives sign off from customer and signs the Solution Design |
| **6.2** | Sends updated Network Solution design to ([servicedesk@marlink.com](mailto:servicedesk@marlink.com)). Advised subject line: “Network Solution Design fleet-wide change request for CCTS” |
| **RCS** | **7** | Create ticket and assign it to CCTS |
| **CCTS** | **8** | Executes the change and asks customer to test |
| **Customer** | **9** | Tests the change and sends answer to CCTS ([servicedesk@marlink.com](mailto:servicedesk@marlink.com)) |
| **CCTS** | **10.1** | If test ok, CCTS |
| **10.1.1** | Implements the change and confirms to customer |
| **10.1.2** | Records the change in the Excel document and uploads the Network Solution Design document latest version in MERITS on the SharePoint at company level |
| **10.1.3** | Updates TKT and inform CSE that the change has been implemented for information |
| **10.2** | If test not ok, CCTS sends email to CSE to double check |
| **CSE** | **11** | Restarts process from step 4 |
| ***Billing*** | ***12*** | *Invoices customer (MTMS)*  *– Until eCOF is in place, Coline Potvin will relay the changes to bill* |