**Network Solution Design Service Process**

*Renamed: IT Policy > Network Solution Design*

**Service available since February 17th 2025 for installations with XChange Base and Power**

**Related changes payable from June 1st 2025.**

**Process for fleet-wide changes:**

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| **Department** | **#** | **Main Process Activities** |
| **Customer** | **1** | Raises changes customer wants to be applied on XChange box (reflected in Network Solution Design) by a written request to [servicedesk@marlink.com](mailto:servicedesk@marlink.com). |
| **RCS** | **2** | Informs the customer the change will be charged (script available), adds the KAM in copy of the ticket (for information) and asks the customer if he would like to proceed with the request. |
| **2.1** | Once the customer confirms to proceed and/or ask for a quote, assign the ticket to CCTS. |
| **CCTS** | **3** | **If no existing Network Solution design/IT Policy:** Confirms to the customer the change to implement and the pricing related (use Excel form provided by Coline) before proceeding. Move to 7  **If existing Network Solution design/IT Policy:** Takes contact with CSE. |
| **CSE** | **4** | Discusses the fleet-wide change needed with the customer. |
| **5** | Updates Network Solution Design by referencing the fleet-wide change in the “Document Change History” section. |
| **6** | Sends new Network Solution Design to customer for sign off. |
| **Customer** | **7** | **If no existing Network Solution design/IT Policy:** Confirms the quote is accepted and change requested is correct. Move to 9 |
| **7.1** | **If existing Network Solution design/IT Policy:** Signs off Network Solution Design and confirms to CSE. |
| **CSE** | **8.1** | Receives sign off from customer and signs the Network Solution Design document. |
| **8.2** | Sends updated Network Solution design document to CCTS. |
| **CCTS** | **9** | **If no existing Network Solution design/IT Policy:**  Executes the change and asks customer to test.  **If existing Network Solution design/IT Policy:**  If amount to be charged has changed (following input from discussion between CSE and the customer), inform the customer about the new price before proceeding.  Once approved by customer, execute the change and ask customer to test. |
| **Customer** | **10** | Tests the change and sends answer to [servicedesk@marlink.com](mailto:servicedesk@marlink.com). |
| **CCTS** | **11.1** | If test ok, |
| **11.1.1** | Implements the change to the other vessels of the fleet and confirms to customer. |
| **11.1.2** | **If no existing Network Solution design/IT Policy:**  Records the fleet-wide change in the Merits Network change log  **If existing Network Solution design/IT Policy:**  Records the fleet-wide change in the Merits Network change log and uploads the Network Solution Design document latest version in MERITS on the SharePoint at company level. |
| **11.1.3** | Updates TKT and inform CSE that the change has been implemented for information. |
| **11.2** | If test not ok, sends email to CSE to double check. |
| **CSE** | **12** | Restarts process from step 4 |
| ***Billing*** | ***13*** | *Invoices customer (MTMS)*  *– Until eCOF is in place, Product Management (Coline Potvin) will relay the changes to bill.* |

**For vessel-specific changes:**

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| **Department** | **#** | **Main Process Activities** |
| **Customer** | **1** | Raises changes customer wants to be applied on XChange box (reflected in Network Solution Design) by a written request to servicedesk@marlink.com. |
| **RCS** | **2** | Informs the customer the change will be charged (script available), adds the KAM in copy (for information) and asks the customer if he would like to proceed with the request. |
| **Customer** | **3** | Confirms he wants to proceed with the change. |
| **RCS/MNOC Bratislava** | **4** | **For vessel-specific changes (Except WAN and/or LAN):**  RCS implements the change and confirms when done to the customer.  **For vessel-specific changes (only WAN and/or LAN):**  MNOC Bratislava implements the change and confirms when done to the customer. |
| **5.** | If test ok, |
| **5.1** | **For vessel-specific changes (Except WAN and/or LAN):** RCS records the change in the Merits Network change log and updates TKT.  **For vessel-specific changes (only WAN and/or LAN):** MNOC Bratislava records the change in the Merits Network change log and updates TKT. |
| **5.2** | If test not ok, double check and reconfirm to customer. |
| ***Billing*** | ***6*** | *Invoices customer (MTMS)*  *– Until eCOF is in place, Product Management (Coline Potvin) will relay the changes to bill.* |