



Operations Manual For Services to Gough Group Version 3.3 November 2019

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Document Control

Revision History

Version	Comments	Author	Date
0.1 DRAFT	Initial Draft	Katie Bulkley	June 2013
1.0	First production version; incorporates minor changes from 0.1	Katie Bulkley	July 2013
1.1	Adding information on wireless service, the one-pagers and other minor changes	Katie Bulkley	August 2013
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3.3	Updated contacts and service model diagram.	Don Merrylees	November 2019

Reviewed By

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Introduction

Document Purpose

This Operations Manual is intended to outline the operational framework, activities and summarise interfaces between Gough Group and Vodafone in support of services provided to Gough Group by Vodafone.

This Operations Manual forms the basis of support documentation provided by Vodafone to Gough Group under the Services Agreement and documents processes and procedures where they have direct relevance to services supplied to Gough Group. Where practical this document is based on ITIL methodology. Introductory statements for each service function are based on ITIL definitions, applied to the specific Vodafone and Gough Group environment.

The Operations Manual contains details of:

Processes - the high level operational processes for service support and service delivery. An operational role is linked with each process step and any tools, forms or output documents noted. Business rules are listed where these apply to the overall process. Particular attention is drawn to "touch points" which occur between the User Helpdesks, Gough Group Service Desk and Vodafone. Functional data, such as contact lists and financial authority holders are included. This section is published as a single volume.

Procedures and Documents detailed operational procedure interfaces for the Gough Group Service Desk and associated Vodafone Resolver groups. While some procedures are documented in the Operations Manual, detailed work instructions are referenced as separate documents.

Defined Terms

The following Service Management terms and definitions shall apply.

Term	Definition
ITIL Definitions - Service Support	
Service Desk	Means the Vodafone single-point-of-contact (SPOC) for the logging of Incidents and Change Requests
Incident Management	Means the process used to coordinate, diagnose, correct and restore interrupted services
Problem Management	Means the process used to identify and permanently remove the root causes of actual and potential Problems
Problem	Means the known or unknown cause of one or more underlying Incidents
Incident	Means any event which is not part of the standard operation of a Service and which causes an interruption to, or a reduction in the quality of that Service
Service Request	A Service Request is a request from a user for advice, information, a routine change or access to some IT service.
Change Management	Means the process used to maximise the business benefit of infrastructure change while reducing risk of making changes
Release Management	Means the process used to improve release, distribution and maintenance processes of configuration items
Configuration Management	Means the process used to establish control of critical configuration items





Term	Definition
ITIL Definitions - Service Delivery	
Service Level Management	Means the process used to establish, report on, and maintain the delivery of the Service Levels
Financial Management	Means the process used to measure, control and recover costs of Service
Capacity Management	Means the process used to optimise the capacity of resources and services in alignment with an organisation's business requirements
Service Continuity Services	Means the process used to ensure the availability and rapid restoration of services in the event of a disaster
Availability Management	Means the process used to optimise and ensure the availability of services to support business objectives
Security Management	Means the process used to optimise the security of the infrastructure in accordance with agreed security policies
Gough Group Specific Definitions	<u> </u>
Users' Service Desk	Means the User's service desk based at the User's location, if applicable. In this case it means the Gough Group IT Help Desk
Change Requests	Means the Operational or Contractual change being requested by Gough Group, Vodafone and any other Service Providers
Change Management Process	The agreed process to be followed for effective Change Management
Configuration Management Database (CMDB)	A database in which configuration data is stored
Operational Level Agreement (OLA)	Operational level agreement between internal delivery teams or other Service Providers where the contract is not held between Vodafone and the Service Provider





Confidentiality

This Operations Manual may be used by Gough Group Limited only, on a confidential basis and only for the purposes for which it has been disclosed by Vodafone, being the purpose described above. It may not be used for any other purpose nor may it be disclosed to any third party without Vodafone's prior written permission. For the avoidance of doubt, apart from use for its described purpose, the recipient may not use any information contained in the proposal without prior agreement of Vodafone.

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Solution Overview

Introduction

Gough Group Limited is New Zealand and Australia's leading value-added solutions provider to the infrastructure, mining, forestry, transport and power system industries. They supply large construction equipment and machinery and are the New Zealand agents for Caterpillar.

Gough Group encompasses Gough, Gough and Hamer, Transport Wholesale Limited (TWL), Gough Material Handling (GMH), CAT Rentals Limited and Transport Specialities Limited.

Vodafone provides the following services to Gough Group:

- Managed LAN
- Managed WAN
- Managed Contact Centre environment (through Vodafone's third party Enghouse Interactive aka Zeacom)
- IP Telephony environment and hardware support (including customer owned Wi-Fi handsets)
- Voice mail
- Presence
- Private IP (PIP) Bronze, PIP Lite, HSNS Lite
- Voice services using ESIP access
- Wireless services
- Mobile services (Vodafone One Business & Red+ Business)
- Mobile messaging service (Ready Messenger)
- Toll free services
- Network Weathermap using online Portal
- Service Management
- Monthly reporting

The delivery of these technical management and support services is overseen and further supported with a Vodafone Service Delivery Manager based in Christchurch.

Key Elements of the Technical Solution

Management WAN and LAN

The core of the Wide Area Network is the Vodafone Private IP network. Failover on the WAN is limited to two sites with Platinum service, the Amyes Road and the Wiri sites.

The customer VRF for their Vodafone Wan is 67

Functions provided by the Vodafone MNS product are

- Availability Monitoring
- Performance and Capacity Planning
- Event Management
- Configuration Management
- Secure administration access





Contact Centre Services (Enghouse Interactive Communications Centre - EICC)

Vodafone has provided Gough Group with contact centre services through our third party, Enghouse Interactive (aka Zeacom). HP, working for Gough Group, supports the contact centre hardware and Gough Group supports the contact centre (EICC) server operating system. The following table lists details about the servers and their location in the contact centre solution.

Server Name	Description	Location
GGHCMP01	Call Manager- Publisher	Auckland, Wiri
GGHCMS01	Call Manager –Subscriber	Christchurch, Amyes Road
GGHCMS02	Call Manager –Subscriber	Auckland, Wiri
GGHCCS01	Enghouse Interactive Communications Centre server (EICC) - Primary	Christchurch, Amyes Road
GGHCCS02	Enghouse Interactive Communications Centre server (EICC) - Secondary	Auckland, Wiri
GGHTAB01	TABs Call Reporting	Christchurch

The contact centre solution comprises primary and backup Enghouse Interactive servers, fail-over, call manager integration, directory integration, remote access, backup utility and anti-virus

IP Telephony

The IPTel solution consists of Cisco UCM servers deployed as a Virtual Machines on VMWare ESXi hosts. The two Cisco C220 M3 servers are used as a hardware platform.

A High Density UCS C-Series Server located at Amyes Road Data Centre. This platform provides a virtual platform for:

- 1. Primary Subscriber configured in high availability mode.
- 2. Primary Cisco Unity Connection Server configured in high availability mode.
- 3. Primary Cisco Presence Server configured in high availability mode.

A High Density UCS C-Series Server located at the Gough Group backup Data Centre located in Wiri Auckland. This platform provides a virtual platform for:

- Publisher
- 2. Backup Subscriber
- 3. Backup Unity Connection Server
- 4. Backup Cisco Presence Server

The VOIP deployment provides quality of service (QOS) capabilities to the PIP network (DQOS) along with QOS configuration in the routing and switching infrastructure to guarantee that the VoIP works well. In addition, sites that are configured for VoIP are provisioned for Dynamic Class of Service (DCOS). All VOIP servers are dual homed.

Basic Voice Services

Vodafone provides basic voice services using ESIP access.

Gough Group have a SIP trunk of up to 50 channels at each main site – Wiri, Auckland and Amyes Rd, Christchurch. As PSTN access needs to be highly redundant there are three levels of redundancy:

- Access link to the VFNZ Voice VRF that provides redundant connections to the VFNZ SIP gateways.
- Site redundancy with active registrations to three geographically-distributed Vodafone New Zealand SBCs providing alternate path.
- Full-mesh SIP trunks between CUBE routers and UCM subscribers





The overall approach is to use Auckland CUBE for routing calls with prefixes 09 and 07, and Christchurch CUBE for routing calls with prefixes 03, 04, and 06.

All the incoming calls with prefixes 09 and 07 will be delivered to primary site (Wiri, Auckland) as the preferred option; the backup SIP trunk will be based in Christchurch. In the event of primary site being unavailable, call will be delivered to the backup site. The calling or the called number will remain unchanged.

Similarly, incoming calls to 03, 04, and 06 numbers will be diverted to Christchurch as the first choice, the Auckland CUBE will be the backup gateway.

The table below represents the high-level SIP trunk and failover design:

C20	Trunk Name	Cube Location	DDI Range	Function	Failover	Failover to	No. Channels	AYT
A101	<trunk 1=""></trunk>	Auckland	09/07-XX	Primary	Yes	<trunk 2=""></trunk>	20	Yes
A101	<trunk 2=""></trunk>	Christchurch	09/07-XX	Secondary	No		20	
W100	<trunk 3=""></trunk>	Christchurch	04/06/XX	Primary	Yes	<trunk 4=""></trunk>	10	Yes
W100	<trunk 4=""></trunk>	Auckland	04/06/XX	Secondary	No		10	
C102	<trunk 5=""></trunk>	Christchurch	03/XX	Primary	Yes	<trunk 6=""></trunk>	20	Yes
C102	<trunk 6=""></trunk>	Auckland	03/XX	Secondary	No		20	

Outbound international, toll-free, and other destinations route to both CUBEs depending on users' location. The other CUBE will be used as a backup.

Also provided are:

- Analogue Services for faxes, modems and building alarms.
- ATA devices will be used for night bells at selected TWL branches only.
- In the case of an IP extension making an emergency "111" call, the call is routed out of the closest gateway within the same region to ensure CLI delivery.
- Operator Attendant function is an application delivered by Enghouse Interactive Contact Centre. The PC hardware for the Operator Consoles is provided by Gough Group.

Wireless Services

Vodafone provides a nation-wide solution, consisting of the following components:

- 2 Virtual Wireless Controllers on UCS hardware at Christchurch (Hornby) and Auckland (Wiri)
- Lightweight access points (APs), across a number of sites.

Vodafone One Business Mobile & Red+ Business Services

Vodafone One Business is a Unified Communications solution delivering fixed and mobile convergence.

- Vodafone One Business connects mobiles, laptops, tablets and desk-phones so your people can communicate on any eligible device they choose.
- Vodafone One Business include collaboration tolls such as virtual meeting rooms for video and audio conferencing, along with instant messaging and content sharing.
- Smart call management features like call transfer, auto attendant, hunt groups and extension dialling let your people work more efficiently and productively.
- Vodafone One Business has a call management system that's easily controlled in real time through a simple online portal.

Vodafone Ready Messenger Services

Ready Messenger is a web-based, cloud-hosted, mobile messaging platform with a range of add-ons to enable TXT and IP messaging communication across a wide range of industries and applications.

- Ready Messenger Pro & Advanced options
- Ready Messenger Add-Ons





Ready Messenger Mobile App

Tollfree Services

Gough Group uses toll bars for some extensions. These are generally phones in common areas such as cafeterias. Such phones are able to make calls to the local area, even though the calls could transition out of a national gateway. Calls outside of the local area are barred.

Management Link via SMF

A secure DMZGlobal management link is used to provide 24 x 7 server support and monitoring for services provided by Vodafone. This would transverse the Gough Group sites where server infrastructure is deployed.

Maintenance Support Provided by Vodafone

Vodafone uses IBM to care for the Cisco Equipment at Gough Group sites.

Network Weathermap via online portal

Using a Vodafone online portal (Customer Zone), Gough Group have access to view real-time information on network devices. This includes a Weathermap to provide a regional status summary that can be drilled down to provide information on specific devices. This Vodafone service is managed via a core VF platform and is supported during Business Hours. Any incidents raised out of hours would be managed the next business day, unless formally escalated. This service has a separate support model.

Reporting

Monthly service reports are provided. The report will summarise the incidents and changes done during the month. Any issues being worked by your Service Delivery Manager are included. See Service Management Reporting section for details.





Planned Outage Notifications

It is important that we share planned changes that impact the services – both those done by Vodafone and by Gough Group.

Vodafone Planned Outages

Scenario	Action
Vodafone plans an outage which will affect Gough Group services.	The Vodafone Change Management team will provide a minimum notice of <i>five working days</i> to the customer via email and include the following details: • Services and sites impacted • Reason for the outage • Date and time of planned service interruption • Estimated duration of the disruption to the services Distribute to: • Gough Group IT Help Desk

NOTE:

Please contact the Vodafone Service Delivery Manager if the planned outage date or time is an issue for Gough Group. We will work with you to mitigate the risks to your business.

Gough Group Planned Outages

Scenario	Action
Gough Group plan maintenance on their equipment which may raise alarms and/or result in outages of the services provided by Vodafone.	Notify the Vodafone Service Delivery Manager and the Enterprise Service Centre by email. Please give a minimum notice of <i>five working days</i> , where possible and include the following details: Site(s) impacted Reason for the service disruption / outage Date and time of planned service interruption Estimated duration of the disruption to the services Contact person (and contact details) to contact for more information. Vodafone Service Delivery Manager will liaise with: Vodafone Change Manager





Supporting Documentation

Document Name	Purpose
Master Service Agreement (MSA)	Contract between Gough Group Limited and Vodafone
Select Handover Document	Documentation for Select Support to use to support circuits, local voice and tollfree services.
Vodafone High Level Design	Describes the High Level Infrastructure for the solution.
Vodafone Detailed Design	Describes the Detailed Design for the solution.

Contact Details

Vodafone Contact Details

These are the detailed contact information for all Vodafone contacts mentioned in this document.

Name	Business Title	Contac	t Details
Vodafone Service Desk	Enterprise Service Centre (ESC) 24 x 7	Ph: Email:	0800 836 944 goughgroup@vodafone.com
Enghouse Interactive	Enghouse Service Desk	Tollfree: Email:	: 0800 932 266 ccapacsupport@enghouse.com
Don Merrylees	Service Manager	Mob: A/H Email:	021 919 812 03 943 8602 (on-call SDM) Don.Merrylees@vodafone.com
Greg Hope	Service Management – Team Lead	Mob: Email:	029 773 3465 Greg.Hope@vodafone.com
David Morse	Manager. Service Management & Transition	Mob: Email:	021 815 468 David.Morse@vodafone.com
Joseph Denyer	Team Lead, Change Management	Mob: Email:	027 342 8707 joseph.denyer@vodafone.com
Sam Enge	Enterprise Service Centre (ESC) Manager	Mob: Email:	027 478 1624 sam.enge@vodafone.com
Keith McNelly	Solutions Architect	Mob: Email:	029 982 6561 keith.mcnelly@vodafone.com
Glenn Collyer	Key Account Manager	Mob: Email:	021 310 360 Glenn.Collyer@vodafone.com
Paul Sara	Regional Sales Manager	Mob: Email:	027 226 4684 Paul.Sara@vodafone.com





Gough Group Contact Details

These are the detailed contact information for all Gough Group contacts mentioned in this document.

Name	Business Title	Contact Details
Gough Group IT Help Desk	Gough Group IT Help Desk	Ph: 0800 95 95 98 Email: ITHD@ggh.co.nz
David Whitfield	IT Operations Manager	Ph: 03 983 2901 Mob: 029 273 9343 Email: David.Whitfield@goughgroup.co.nz
Blair Doherty	Service Desk Team Leader	Ph: 03 983 2904 Mob: 029 200 4783 Email Blair.Doherty@goughgroup.co.nz
Matt Williams	Systems Engineer (AKL)	Ph: 03 983 2480 Mob: 029 290 9134 Email matt.williams@goughgroup.co.nz





Service Levels

Priority levels, update frequency and resolution times for calls to the Enterprise Service Centre:

Priority	Description of Incident	Update Frequency	Target Resolution
Critical (Priority 1)	A catastrophic incident, where a minimum of 50% of users at a particular Site cannot use a particular Service.	At 1 hourly intervals during Service Hours following our initial response or as agreed.	 4 hours during Service Hours (or 8 hours during Service Hours where fault is assigned to a third party network operator for resolution). If a Site visit is required: Metro Sites: 4 hours during Service Hours or 8 hours during Service Hours where the fault is assigned to a third party network operator for resolution. Regional Sites: 80% within 8 hours, 90% within 16 hours. Other NZ Sites: 80% within 12 hours, 90% within 24 hours.
Major (Priority 2)	Up to 50% of users at a particular Site cannot use a particular Service.	At 2 hourly intervals during Service Hours following our initial response, or as agreed.	8 hours during Service Hours. If a Site visit is required: Metro Sites: 8 hours during Service Hours or 12 hours during Service Hours where the fault is assigned to a third party network operator for resolution. Regional Sites: 80% within 8 hours, 90% within 16 hours. Other NZ Sites: 80% within 12 hours, 90% within 24 hours.
Minor (Priority 3)	Repeated quality problems. Intermittent incidents or degraded service. No major service impact.	At 8 hourly intervals during Service Hours following our initial response, or as agreed.	5 Working Days
Priority	Description of Service Request	Response	Successful completion target
Service Request	Service Request for planned changes	3 Days	You will receive a target resolution time within <i>3 Working Days</i> (unless Spark/Chorus tails are involved; in that case you will receive an estimate within <i>7 Working Days</i>).

Incident Service Level Definitions

- **Service Hours** are 24x7, <u>excluding</u> HSNS Metro Access (7:00am-7:00pm) and Metro Lite Bitstream 2 (2 working days for replacement of on-site equipment).
- **Incident** means any fault with a Service which degrades or interferes with the normal operation and/or usage of the Service.
- **Response time** is measured from the time an alarm or a customer call is received to the time the Remedy incident number is supplied to you.





- **Resolution time** in the context of an Incident is measured from the time an alarm or customer call is received until the Incident has been remedied and the Service restored to normal operation.
- Metro Sites are those Sites that are within 65km of the CBDs of Auckland, Hamilton, Wellington, Christchurch, and Dunedin.
- **Regional Sites** are sites that are within 30km of *Whangarei, Rotorua, New Plymouth, Napier/Hastings, Palmerston North, Nelson, Greymouth and Invercargill.*
- Other NZ Sites areas outside of Metro and Regional sites.

Availability Service Level Metric's

Service	Critical Sites "Platinum"	Non-Critical Sites "Silver"
Site Availability	99.95%	99.80%

Critical Sites:

These sites are at the heart of Gough Group operations, and have much mission critical infrastructure and services provisioned to them. For this reason, the requirement for equipment and service availability is relatively high. The critical sites are:

Gough Group Sites

Amyes Rd; 24 Amyes Road, Hornby, CHRISTCHURCH Wiri; Ash & Kerrs Roads, 157 Kerrs Road, AUCKLAND

Data Centre Sites (Platinum)

CCL Data Centre - CHC; 21 Durham Street South, Sydenham, CHRISTCHURCH CCL Data Centre - AKL; 23 Popes Road, Takanini, AUCKLAND (new)

Data Centre Sites (Silver)

Datacom Orbit Drive Data Centre - AKL; 6 Orbit Drive, Rosedale, AUCKLAND (old)

Non-Critical Sites:

These sites are of lesser importance to the integrity of Gough Group's operations, and hence have a lesser requirement for high availability and rapid fault resolution. For non-critical sites, Gough Group is seeking a site availability of at least 99.9%, and all faults resolved no later than the next business day. This target applies to all other sites in the Gough Group network, particularly sites requiring additional travel time such as Greymouth.

Service	Туре	Availability Level
Network Availability – Private IP	Platinum	99.995%
	Silver	99.80%
	Bronze	99.20%
HSNS Lite	n/a	target only 98.4% in the main cities, up to 98.3% for provincial towns

Service Level Exemptions

Service Level measurements will exclude the impact of any Excluded Event (as defined in the contract), although we will use reasonable endeavours to restore any Services affected by an Excluded Event.





Business Rules

As this is a living document, this section provides Vodafone with the ability to record business rules as they are discovered or agreed.

Service Desk

- All communication via Email or Phone
- All Incidents and service requests will be captured and a ticket created within the CRM platform
- The Service Desk or resolver group is responsible for seeking incident closure from either the case requestor or impacted end-user prior to closing any ticket
- IMPORTANT NOTE: for ALL urgent or high priority Incidents (and progress updates) please call the Vodafone Enterprise Service Centre in the first instance; emails will be attended to, however phone calls are given immediate attention.

Incident

- Notification and Escalation processes must be followed for all categories of Incidents.
- Excluding emergency change incidents that require a Change to either physical hardware platform or logical design and configuration to facilitate a work-around or resolution must follow the Operational Change Management process. Where a site visit is required and equipment is being replaced this must follow the agreed Change Process and appropriate signoff needs to be obtained by the Gough Group Technical Operations team.
- Cases are only to be placed into 'pending' with agreement from either Gough Group (or the end user) or if further technical information is required to facilitate a resolution and the user is unable to be contacted or is undertaking to provide the information at a future date. Reasons for placing a call into 'pending' must be detailed in the ticket narrative field.
- Incidents detected via the Event Management process outside of the Support Hours are to be referred to Vodafone Resolver groups for remote resolution, where possible, access to sites should be arranged via the Gough Group Service Desk
- An Incident will be deemed to have been correctly closed if permission to close has been confirmed with the Gough Group Service Desk that initiated the call, or other authorised person as agreed.

Change

- Emergency Changes must be authorised by the Vodafone Service Manager, the Vodafone EGNZ Change Manager and Gough Group authorised approvers.
- Operational Changes that require an increase in capital expenditure will be subject to the Change Control Process as a Contractual change.
- Gough Group may request that any Operational Change be subject to the Change Control Process as a Contractual change.
- A MAC means an ad-hoc change, rearrangement, deletion or addition to standard service components or features. It is important to note that some requested MAC's will be required to follow change control process where impact to production services may be present.
 - MAC's may be logged by email to the Vodafone *Enterprise Service Centre (ESC)*. The *ESC* will log the request and liaise with the change team.
 - Please note that the contractual minimum is that MACs and change requests from Gough Group must be in
 writing and sent by email to our *Enterprise Service Centre*, as such the Vodafone Service Desk reserve the right
 to ask for confirmation by email of any requests made by phone See the Change Management Section of this
 document.
 - MAC's may be logged over the phone to the *Enterprise Service Centre*. The *ESC* will log the request and liaise with the change team.





Service Desk and Service Model

Enterprise Service Centre (ESC)

Vodafone's Enterprise Service Centre will act as a single entry and consolidation point (aka Single Point of Contact - SPOC) for all incidents, service requests, change requests and MACs interfacing with the Gough Group Service Desk. The *Enterprise Service Centre (ESC)* will work with the Gough Group service desk and Vodafone resolver groups to ensure ownership / accountability for all activities, and helping to drive customer satisfaction.

Contacts:

Vodafone Enterprise Service Centre (ESC): 0800 836 944 goughgroup@vodafone.com

Service Desk Support Hours

The central telephone number, email address and any other approved form of electronic notification are to be available to receive notifications on a 24x7, 365 days per year basis.

The Vodafone *Enterprise Service Centre* is available to log incidents 24x7; change functions are available during standard business hours (8am to 5pm Monday to Friday).

IMPORTANT NOTE: for ALL urgent or high priority Incidents (and progress updates) please call the Vodafone *Enterprise Service Centre* in the first instance; emails will be attended to however phone calls are given immediate attention.

Vodafone Responsibilities

The Vodafone tasks, functions and responsibilities in relation to the Service Desk include the following:

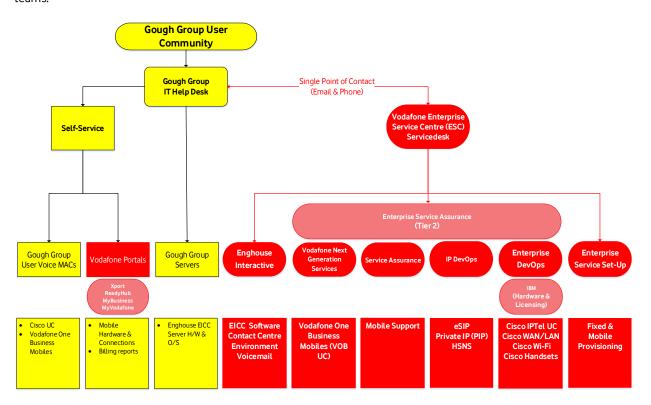
- (a) Operating a 24-hour, 7-day Service Desk;
- (b) Providing the Service Desk as the single point of contact for the customer authorised users via telephone or via email:
- (c) The reporting of all incidents, enquiries and 'how to' calls relating to the agreed Services;
- (d) Service requests relating to the Services;
- (e) Responding to calls and service requests in accordance with established Supplier procedures;
- (f) Management of all incident and fault reports lodged with the Service Desk, regardless of whom ultimately has responsibility for rectification of the fault;
- (g) Where analysis indicates that a reported fault lies outside the Supplier's responsibility to resolve, remaining responsible for trouble ticket escalation, end to-end communication process and fault closure;
- (h) Providing the customer with updates on progress with fault resolutions;
- (i) Referring faults and requests that lie outside the Supplier's responsibility to the appropriate customer support area via the customer Service Desk;
- (j) Managing and escalating incidents and problems in accordance with the Service Level;
- (k) Allocating ticket numbers for effective reporting and follow-up; and
- (l) Ensuring that any calls made by the customer to the Service Desk relating to incidents, problems and service requests are correctly recorded.





Service Model

The following drawing shows the touch points between Gough Group and the Vodafone Service Centre and support teams.







Service Delivery Manager

The Vodafone Service Delivery Manager will have responsibility for the delivery of all Services and will undertake continual improvement activities in relation to service management.

Their Service Delivery Manager will:

- Be your first point of contact for escalation in relation to incidents or change requests;
- Manage compliance of Service Levels;
- Provide progress updates and communication in relation to incidents as set out in this Operations Manual
- Provide monthly reporting as set out in this Operations Manual;
- Provide post incident reporting as set out in this Operations Manual;
- Chair and minute a meeting with you monthly to review the previous month's reports and service performance
- Manage any actions we undertake as a result of the monthly meeting;
- Ensure all service management documentation, including this Operations Manual, is kept up to date; and
- Manage continual improvement activities that are agreed with you to meet any agreed timelines.
- Act as your advocate within Vodafone
- Be responsible for day to day management of our personnel and those of any associated partner (Contractual note)

Other Vodafone Roles

Title	Role
Key Account Manager (Key Role)	Drive Business value Develop Enterprise wide strategy Build value based relationships Set business value as a measure of success Take overall responsibility for the overall interaction with Gough Group Advocate for Gough Group within Vodafone Articulate and understand the Customer business strategies Commercial responsibility for pricing programmes and reviews
Solutions Architect (Key Role)	Drive value through technology Develop a technology roadmap Build technical solutions to business problems Review of technology for major and strategic programmes of work Ensure integrity of design and business requirements are met Own the technology roadmap for the Customer and provide workshops for new technology with the Customer's technical team Maintain network diagrams Active involvement in technical discussions with Gough Group
Regional Sales Manager	Escalation point for any issue. Senior advocate for Gough Group





Incident Management

Purpose

The primary goal of the Incident Management process is to restore normal service operation as quickly as possible and minimise the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. 'Normal service operation' is defined as service operation within Service Level Agreement (SLA) limits.

To log an incident or receive an update on an incident, phone the

Vodafone Enterprise Service Centre (ESC): 0800 836 944

For *non-urgent* incidents, you may email: goughgroup@vodafone.com

In the event of an alarm signalling an incident impacting Gough Group, the Vodafone *Enterprise Service Centre* will proactively:

Phone the Gough Group IT Helpdesk: **0800 95 95 98**

And follow up with an email to ithd@ggh.co.nz with incident number

Vodafone Responsibilities

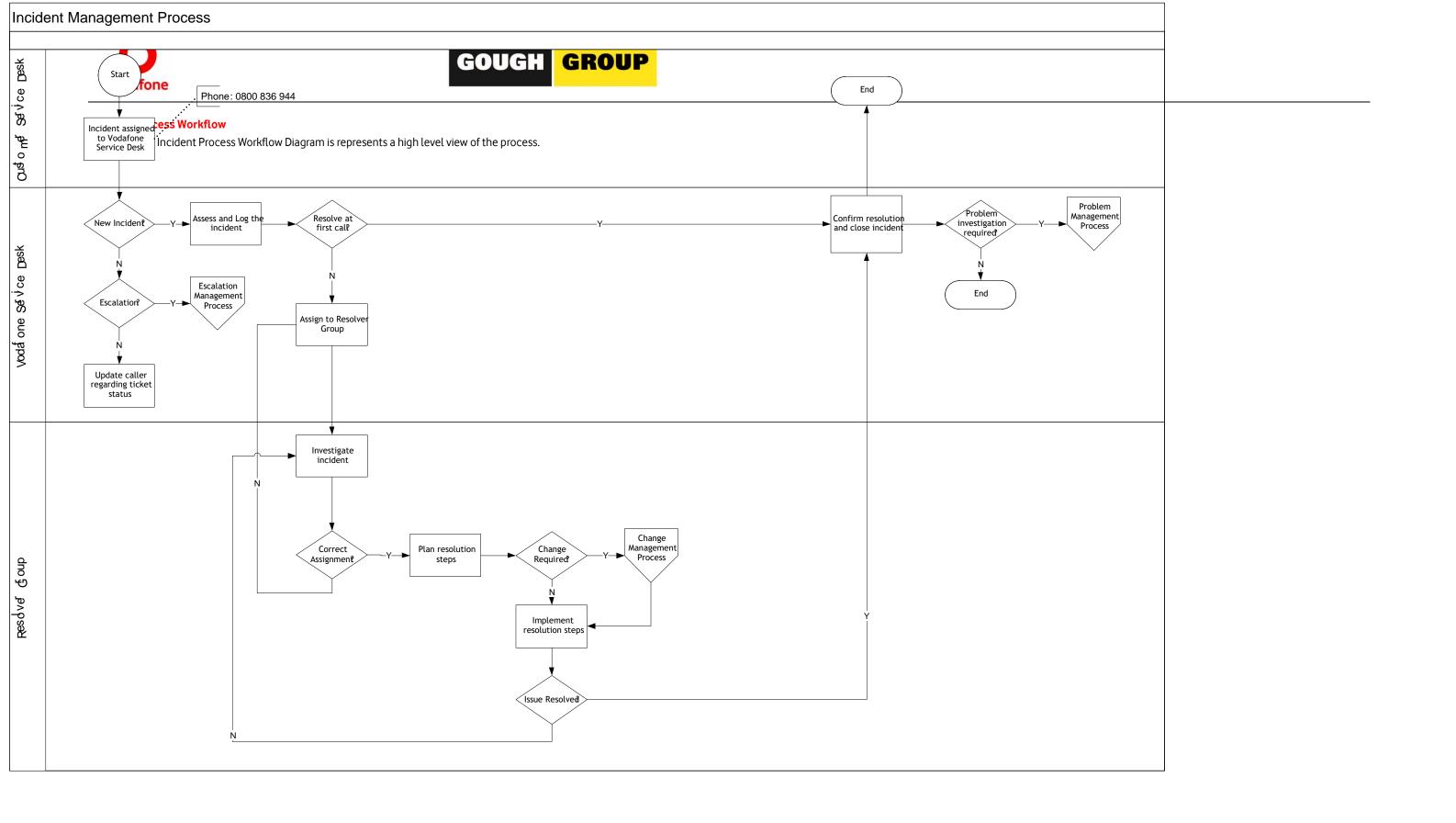
The Vodafone tasks, functions and responsibilities in relation to Incident Management include the following:

- (a) Recording faults and providing assistance through the Service Desk;
- (b) Assigning an appropriate priority level at the time a fault notification is received by the Service Desk;
- (c) Isolating and diagnosing detected and reported incidents;
- (d) Initiating service restoration;
- (e) Providing regular progress feedback as per Service Levels;
- (f) Using the Supplier's defined incident management procedure for service restoration;
- (g) Initiating a major incident as per the major incident procedure as set out in the Operations Manual and comply with that procedure including resolution, escalation and reporting requirements, for all P1 and P2 Incidents:
- (h) Co-ordinating incident resolution (via the Service Desk) with the Supplier, the Supplier third parties and/or the customer personnel;
- (i) Resolving Incidents in line with the Service Levels standards contained in the Service Delivery Schedules;
- (j) Provide regular update communications and manage escalations as per the Escalation procedure as set out in the Operations Manual;
- (k) Adjusting priority levels as required by the customer through agreed process;





- (l) Closing the incident record upon service resolution after confirmation with the appropriate the customer representative;
- (m) Co-operating with the customer in the identification and resolution of incidents;
- (n) Using an agreed incident management procedure for logging of faults;
- (o) Reporting on incidents, major incidents and incident trends.







Escalation Management

Purpose

Escalation will be the mechanism used by Vodafone to assist in timely incident resolution and is intended to bring additional resources to bear in resolving an incident. Escalation Management, particularly hierarchal or manual escalation will also be used to resolve other account issues.

Functional Escalation

Functional escalation describes the transferring of an incident from first line to second-line support teams. Functional escalation will be used to increase the level of knowledge or expertise applied to investigation and resolution of an incident. Functional escalation will take place when agreed time intervals elapse.

Hierarchical Escalation

Hierarchical escalation will take place at any moment during the resolution process. Hierarchical escalation will be used to notify interested parties that resolution of an incident is in jeopardy of exceeding an agreed timeframe or is likely to produce an unsatisfactory outcome, unless intervention occurs.

Manual Escalations

Manual escalations allow the Vodafone Enterprise Service Centre to identify to management that either their participation is required to resolve an incident within SLA, or to highlight that an incident may be resolved outside of SLA and to identify the steps being taken to limit SLA overrun.

Please refer to the escalation criteria section for a detailed description of the criteria for escalation

Use of Voice Bridge

Should it be a requirement for Vodafone technical staff to liaise directly with Gough Group technical staff to resolve a specific fault, Vodafone will instigate a Voice Bridge and advise their corresponding Gough Group contacts of the Voice Bridge contact details.

Vodafone Responsibilities

Vodafone tasks, functions and responsibilities in relation to Escalation management:

- (a) Providing an up-to-date list of names and contact phone numbers in the Operations Manual; and
- (b) Escalating Service Management Functions related matters in accordance with the following





Escalation Roles & Responsibilities

The following are roles for which Vodafone will appoint representatives. Detailed contact information is found in the Solution Overview Contacts Section:

Vodafone Title	Vodafone Role
Service Escalation Manager (Enterprise Service Centre)	Incident management of major faults (business hours)
Service Delivery Manager	1st escalation point for any issues relating to MAC's or incidents, overall responsibility for all service delivery and fault resolution matters
Team Lead, Service Delivery	2 nd Escalation point for any issues relating to MAC's or incidents.
Manager, Service Management & Transition	3 rd Escalation point for any issues relating to MAC's or incidents.
Key Account Manager	Relationship owner
Enterprise Service Desk Manager	Manager of Service Desk functions
Regional Sales Manager	Escalation point

The following are roles for which representatives will be appointed by Gough Group. Detailed contact information is found in the Solution Overview Contacts Section:

Gough Group Title	Gough Group Role
IT Operations Manager	1st Escalation point
CDO	2nd Escalation Point





Fault Escalation Procedure

Vodafone will operate an automatic escalation process within the Enterprise Service Centre for all service issues.

The Vodafone representative that co-ordinates fault resolution will escalate any unresolved faults to the teams/escalation points outlined below, depending on the fault.

The tables below set out tiers of escalation.

Level	Vodafone Position	Gough Group Position
1	Enterprise Service Centre Service Escalation Manager	Gough Group Service Desk
2	Service Delivery Manager	IT Operations Manager
3	Manager, Service Management & Transition	CDO
4	Key Account Manager	CDO

Account Escalation Procedure

Account Management matters will be escalated by Vodafone in accordance with the following:

Level	Vodafone Position	Gough Group Position
1	Service Delivery Manager	IT Operations Manager
2	Key Account Manager	IT Operations Manager/CDO
3	Regional Sales Manager	CDO





Change Management

Purpose

The goal of the Change Management process is to ensure that standardised methods and procedures are used for efficient and prompt handling of all changes, in order to minimise the impact of change-related Incidents upon service quality, and consequently to improve the day-to-day operations of the organisation.

To make an appropriate response to a change request entails a considered approach to assessment of risk and business continuity, change impact, resource requirements and change approval. This considered approach is essential to maintain a proper balance between the need for change against the impact of the change.

Vodafone Responsibilities

Vodafone tasks, functions and responsibilities in relation to Change Management include the following:

- (a) Abiding by the customer's change management policies as notified to the Supplier by the customer;
- (b) Assessing the necessity, risk and impact of proposed changes on the Services (for both the Supplier-initiated changes and the customer-initiated changes) and Service Levels;
- (c) Verifying the order of the activities proposed within the implementation plan;
- (d) Communicating and coordinating proposed changes with the customer in accordance with the customer change management procedures as notified to the Supplier by the customer;
- (e) Verifying the successful implementation of the Supplier-implemented changes;
- (f) Advising of change performance outcome;
- (g) Ensuring that only changes authorised in accordance with the customer's change management policies are implemented;
- (h) Performing post-implementation reviews;
- (i) Participating in customer change control and management forums; and
- (j) Ensuring that asset management information is updated as a result of any changes

[Please note that Vodafone will in practice accept change requests by phone, however the Vodafone service desk reserve the right to ask for confirmation by email of any requests made by phone — See the Business Rules Section of this document]





Standard Changes & Service Requests (MACs)

Purpose

Standard Changes are pre-approved changes that can happen as the result of a Service Request and do not require additional approval from a change advisory board ("Standard Change").

To be considered a Standard Change, the requisite documentation, as set out by the Supplier and the customer's change management processes, and documented in the Operations Manual, must be submitted to the customer Change Advisory Board ("CAB") and approved.

Standard Changes may be logged by email with the Enterprise Service Centre (ESC) using the appropriate MAC request from. Email form to goughgroup@vodafone.com

Vodafone Responsibilities

Vodafone tasks, functions and responsibilities in relation to Standard Change include the following:

- (a) Ensuring that Standard Changes have been pre-approved by CAB;
- (b) Recording all Standard Changes;
- (c) Classifying and categorise all Standard Changes according to the agreed Standard Changes (MACs) list in Managed Contact Centre SDS:
- (d) Fulfilling Standard Changes in accordance with agreed lead-times;
- (e) Performing Standard Changes, monitoring, tracking and communication including escalations where applicable;
- (f) Keeping the customer updated on the progress of Standard Changes;
- (g) Providing management reporting on Standard Changes Fulfilment activities in accordance with Service Management Reporting set out in the Operations Manual; and
- (h) Ensuring that the appropriate asset management information is updated as a result of any changes

IP Phone Procurement

Gough Group may request additional Cisco handsets. The procurement process will be completed by the Key Account Manager. See the contact information tables on page 12 – 13 for the most up to date email address and phone number for the Key Account Manager.

Vodafone One Business Mobile (Red+ Business) – Self-Service Portal

Vodafone One Business is a Unified Communications solution delivering fixed and mobile convergence. Vodafone One Business connects mobiles, laptops, tablets and desk-phones, so your people can communicate on any eligible device they choose. Vodafone One Business includes collaboration tools such as virtual meeting rooms for video and audio conferencing, along with instant messaging and content sharing. Smart call management features like call transfer, auto attendant, hunt groups and extension dialling let your people work more efficiently and productively. Vodafone One Business has a call management system that's easily controlled in real time through a simple online portal. New features will be added to Vodafone One Business as they are released.

Self Service

You must communicate orders and requests for Mobile Services to us via the Vodafone self-service portal, if
applicable, or email address notified to you by your Vodafone Account Manager and you will be responsible for all
such orders and requests we receive. Any conditions on any such order or request will not become part of this
Agreement unless expressly agreed by us in writing. We will not be responsible for any failure to act on any such order
or request not communicated to us in this way.

Self Service Portal

• You will receive access to the Self Service Portal as part of your Vodafone One Business Service. We will provide details





on how to access and log in to the Self Service Portal.

- Each User will be provided with their own User Name and Password. You are responsible for changing the password and keeping it updated in accordance with good security practice. You must not share your password login details with others.
- The Self Service Portal will allow you to manage your User features. You will need to select at least one Administrator and have at least one Administrator at all times. Administrators will have the ability to manage other Users' features, Team features such as Auto Attendant, and view call history and invoices. Administration rights can be added or removed by another Administrator or by contacting us.
- You will see details of your mobile calling in the Self Service Portal. Details of Excluded Calls and roaming calls made from your mobile can be found in My Business.
- You are responsible for the management of your User and Administrator logins. For Emergency Services purposes you will need to ensure your Users locations are kept up to date within the Self Service Portal.

Reporting

• The Self Service Portal makes available a comprehensive set of management reports listed in the table below. The Self Service Portal includes easy to use filters for number and date ranges, plan type, etc. All statistics are updated in near real time. Data can be exported as CSV files and reports as PDFs at the click of a button, and can be emailed automatically if required.

Support

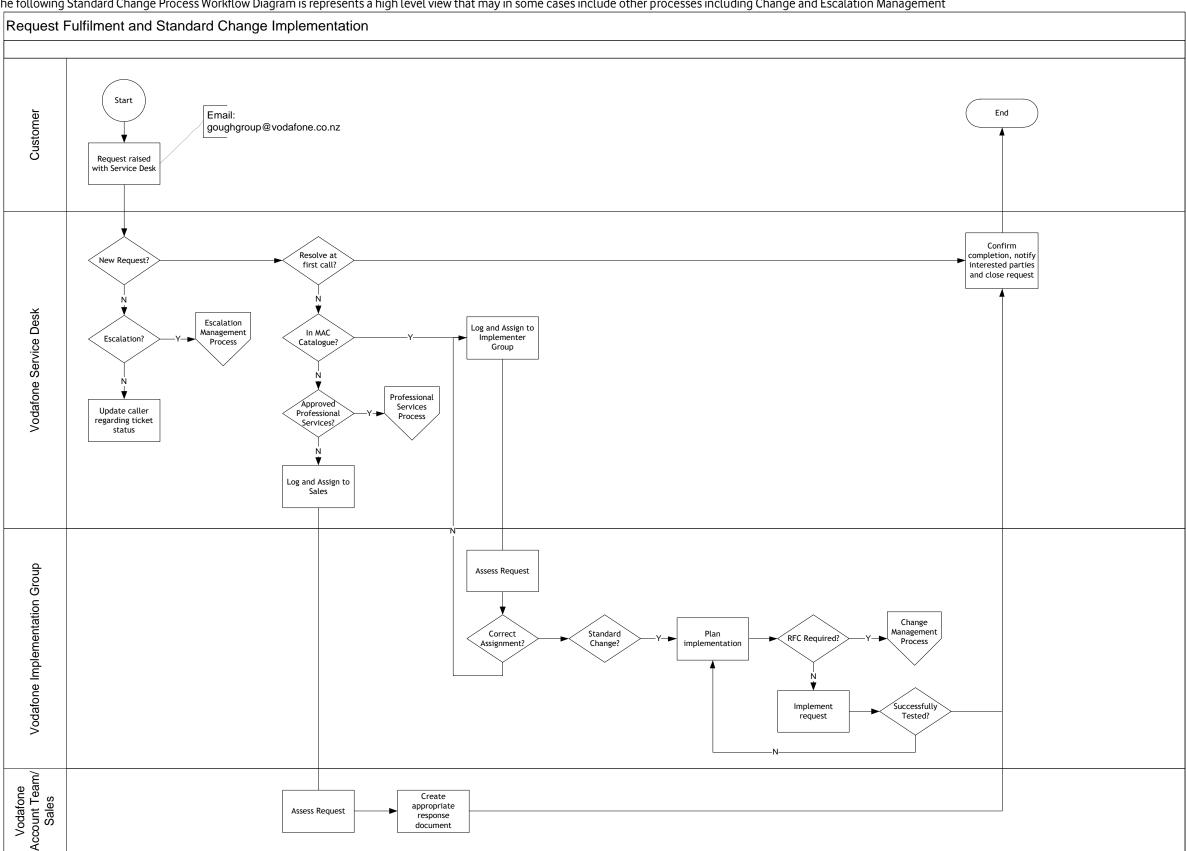
- For user guides and frequently asked questions please visit our Frequently Asked Questions page.
- If you experience a fault please contact the Enterprise Service Centre (ESC) on 0800 836 944.
- The Fixed Services Service Level Agreement applies to Vodafone One Business.





Process Flow Standard Change/Service Request MAC

The following Standard Change Process Workflow Diagram is represents a high level view that may in some cases include other processes including Change and Escalation Management







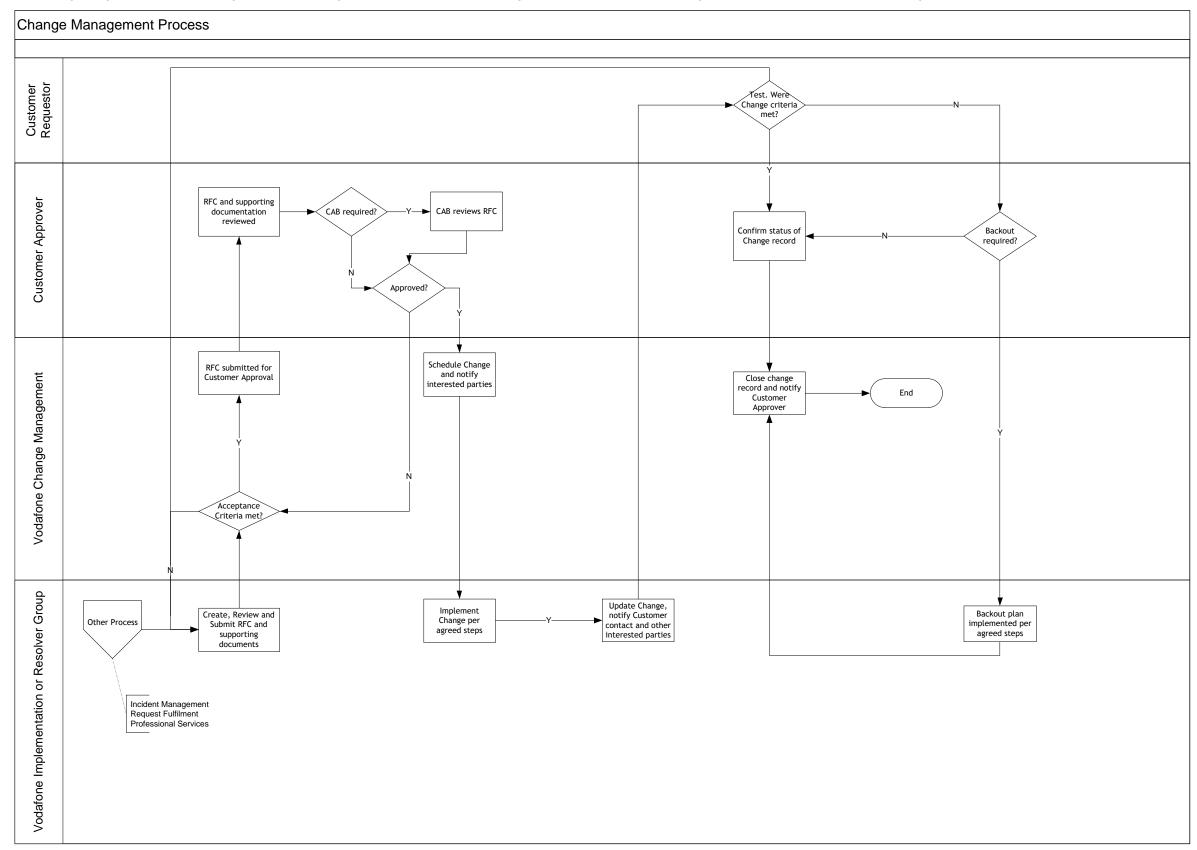
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Process Flow Non-Standard Change

The following Change Process Workflow Diagram represents a high level view of non-standard changes that are most often done through a Statement of Work or under the management of a project.







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Asset Management

Purpose

Asset management is the identification and tracking of equipment for financial purposes.

Asset management includes management of lease commitments, maintenance contracts (from a financial perspective), warranties, licensing, and obsolescence planning.

Asset Management including Licence Management is owned by various Vodafone Operational teams as follows.

- Cisco Devices
 - o Enterprise Operations (ex-Voice & Data Operations VDO) and
 - o Enterprise Support

Contractual Responsibilities

- (a) Maintaining and providing access to an inventory of the in-scope equipment, hardware and software;
- (b) Tracking asset management information, all relevant asset management financial data and lease information;
- (c) Ensuring there are appropriate access restrictions to the financial data;
- (d) Registering hardware and software warranties, register software licences and tracking software licences through to termination;
- (e) Ensuring compliance with any software licensing or hardware maintenance agreement that the Supplier is a party to; and
- (f) Ensuring that all of the Supplier's obligations in license and hardware agreements with third parties with regard to maintenance are fully paid up as per the requirements of that relevant licensing or hardware agreement and those requirements set out in the relevant Service Description Schedule.

Availability Management

Purpose

Availability management is optimising the capability of the Services infrastructure and supporting organisation, to deliver a cost-effective and sustained level of availability that enables the business to satisfy its objectives by ensuring that Services are available when the customer requires them.

Availability SLA's are detailed in the Service Level section of this document. Availability of key resources and services is measured and reported on a monthly basis. This forms part of the SLA reporting.

- (a) Collating, analysing and reporting service metrics that contribute to availability;
- (b) Reporting availability results to the customer;
- (c) Ensuring that recommendations to improve availability are developed and proposed to the customer and implemented where approved by the customer; and





(d) Business availability targets will be described in the Service Levels contained in the Service Description Schedules.

Capacity Management

Purpose

Capacity management is the understanding of future business requirements; the customer's operation and the Services infrastructure to ensure all current and future capacity and performance aspects of the customer's business requirements are provided cost effectively.

Capacity management ensures that the process and capacity provisions for the Services match the evolving demands of the customer in a cost-effective and timely manner. The Capacity Management process is to avoid incidents caused by capacity shortages.

Capacity Management for Gough Group includes the following services.

- WAN Circuit capacity
- Server capacity (CPU, memory, disk space etc.)
- Licencing

A number of thresholds alerts are monitored and information gathered then reported in the monthly operational report as required.

Vodafone Responsibilities

- (a) Performing network performance management;
- (b) Assessing changes for impact on capacity requirements;
- (c) Capturing business strategy and its impact on capacity requirements and providing recommendations in line with requirements;
- (d) Providing capacity information on network services provided to the customer as requested;
- (e) Providing input to the customer capacity management process as requested.

Performance Management

Purpose

Performance management is the process for measurement of performance criteria against a set of performance standards to ensure the Service meets the business expectations. The Business performance targets will be described in the Service Levels contained in the Service Description Schedules.

- (a) Monitoring the performance criteria to ensure they meet the performance standards, including against thresholds for early warning;
- (b) Raising and resolving appropriate events, incidents and problems as required to ensure performance standards are met;
- (c) Reporting on any performance issues; and





(d) Making recommendations on the customer activities that may remediate performance issues where the Supplier does not own the root-cause.

Event Management

Purpose

Event management encompasses the automated and manual detection of events within the Services infrastructure that will, or has the potential to, impact the Supplier's service to the customer. This will also determine what actions are to be taken as a result of these events and these actions may be automated or manual. The event management function will assist in identifying which events warrant further attention, where and how events are detected and directed and what tools are employed.

Event management is achieved by establishing and monitoring alerts or notifications from the various Vodafone toolsets. These events will generate, where required incidents in the Vodafone ITSM management system and the Enterprise Service Desk can take the appropriate course of action.

Vodafone Responsibilities

- (a) Establishing thresholds for generating alerts;
- (b) Recording of event management alerts;
- (c) Establishing the capability to detect exceeded thresholds or component faults and provide alarm before they impact the Services;
- (d) Providing the customer with up-to-date event management information as per the escalation procedures as set out in the Operation Manual;
- (e) Prioritising the response to alarms based on the Service Level;
- (f) Establishing event and alarm escalation procedures and management processes in line with requirements set out in Section 7.3 of this document;
- (g) Carrying out remedial action through the appropriate service management processes to prevent Incidents; and
- (h) Reporting on significant event threshold breaches, key event trends and event triggered incidents.

Service Continuity Management

Purpose

Service continuity management is the management of an organisation's ability to continue to provide a predetermined and agreed level of services to support the minimum business requirements following an interruption to the business.

- (a) Maintaining a Business Continuity Plan for the Services;
- (b) Contributing to the development of customer disaster recovery and business continuity plans;





- (c) Assisting in the development of risk analysis and risk mitigation strategies;
- (d) Assessing all proposed changes for their potential impact on the business continuity plan;
- (e) Regularly testing the high availability components of any system;
- (f) Participating in testing of customer disaster and local recovery plans and business continuity program in accordance with customer defined test schedules;
- (g) Developing and testing Supplier disaster and local recovery plans;
- (h) Maintaining Supplier work instructions in relation to the execution of disaster recovery and business continuity plans;
- (i) In the case of an incident or full disaster covered by a disaster recovery plan providing effective disaster recovery services which complement the customer's business continuity plan and disaster recovery standards; and
- (j) In the event of a disaster not covered by a disaster recovery plan, working together with the customer to recover systems and the customer data.

Release Management

Purpose

Release management is the planning, design, build, configuration and testing of both hardware and software to create a set of release components for the production environment.

Release Management process is to ensure that changes are implemented to keep the functionality and service levels of the services aligned

- (a) Assessing, analysing and determining the best method to deploy hardware or software;
- (b) Packaging software for deployment;
- (c) Planning the deployment of hardware and software in conjunction with the customer;
- (d) Developing release acceptance criteria;
- (e) Preparing communication and training plans;
- (f) Storing and managing controlled software;
- (g) Managing software licence compliance;
- (h) Creating and maintaining a periodic release management schedule;
- (i) Maintaining software patch levels required to meet Service Levels;
- (j) Maintaining system software at a level supported by the manufacturer unless otherwise agreed or specified in this Agreement; and





(k) Ensuring that all systems are at a consistent software/patch release.

Configuration Management

Purpose

The composite parts of the Services infrastructure (hardware, software and telecommunication devices) are regarded as "Configuration Items" (**CIs**). Configuration management provides a logical model of the infrastructure or service by identifying controlling, maintaining and verifying the versions of CIs in existence.

Configuration management includes registering and tracking all components of the Services.

Configuration Management process is to make the relevant information about the infrastructure available to the other service management processes in an accurate, complete, and timely fashion.

Vodafone Responsibilities

- (a) Establishing and managing Configuration Management databases;
- (b) Recording logical address specifications of the CIs;
- (c) Updating the Configuration Management databases as a result of fault management and change management activity;
- (d) Auditing the Configuration Management databases;
- (e) Linking to asset management;
- (f) Ad hoc reporting; and
- (g) Maintaining specified CI histories.

Security Management

Purpose

Security management is undertaken to ensure that the security of the customer Solution is not compromised. Security management ensures that the services have no vendor identified security risks where a mitigation solution is available. Where breaches of security do occur, appropriate action is taken to mitigate any risks and damage that may result from the breach.

- (a) executing a security plan agreed by the customer Design Review Board;
- (b) executing an anti-virus management plan;
- (c) providing physical security controls at all the Supplier-controlled sites;
- (d) providing logical security controls;
- (e) providing network security controls;





- (f) applying appropriate patches or upgrade to mitigate security risks as identified by the vendor;
- (g) providing the customer with up-to-date security incident information; and
- (h) Participating in security reviews.

Gough Group Security Incident Response

Security Incident and Escalation follow the same Incident and Escalation management processes as already documented in the relevant sections of this document. The contacts for Incident and Escalation remain the same.





Monthly Meetings and Reviews

Purpose

It is intended that the review process will enable Gough Group to ensure that its business objectives / needs continue to be met and to ensure continual improvement in their relationship and in recognition of the fact that the Services may change during the Term.

All meetings will be minuted with actions and issues being recorded and updated at each meeting. While the contract stipulates two pre-defined meetings, there may be other meetings that are desirable and that can be instigated by wither party.

General Principles for Meetings and Review Processes

Unless otherwise specified the review process will be undertaken using the following basic premises.

Mission: To mutually improve the parties' business relationship ensuring the obligations of

each party are fulfilled.

Goals: To work together to optimise the use of resources, maximise benefits and meet

Gough Group needs.

Objectives: The parties' objectives are for the Services and Vodafone to:

• enhance and streamline Gough Group interactions with their Users;

• deliver a platform that is flexible and future-proofed;

• increase flexibility along with the ability to deploy functionality and contractual flexibility in line with Gough Group and User demand;

• provide service availability and management, including scaling up or down in line with User demands; and

Provide consistency in the delivery of all Services.

Outcomes:

Results of each review will capture all achievements and issues that have come about during the period of the review.

Monthly Operational Meeting: the parties will meet as follows:

Chair/Convener	Vodafone Service Delivery Manager		
Location/timing	Monthly at customer premises unless otherwise agreed		
Objectives	This meeting is focussed on the operational elements of the customer and Vodafone relationship		
	Gough Group Vodafone		
Attendees	• IT Infrastructure Manager	 Key Account Manager Service Delivery Manager Vodafone Project Manager as appropriate Specialist resource when required 	
Input	Any activity that may require Vodafone input	Monthly report Project / Change update	
Output		Response to any requests	





Service Management Reporting

Purpose

This function will coordinate the gathering of raw data, collation of data into meaningful reports and the generation of reports in accordance with the reporting schedule.

- (a) The Vodafone functions, tasks and responsibilities in relation to reporting shall include:
- (b) Maintaining the Supplier-owned reporting tools and systems;
- (c) Providing a capability for data capture and processing;
- (d) Extracting raw data for management reporting;
- (e) Delivering reports to the customer on the Supplier's performance against the Service Levels in accordance with the descriptions and frequencies for SLA reporting, as agreed within the Operations Manual (to the extent such reports are required by the customer):
- (f) Delivering reports to the customer on the status of Professional Services engagements.

Report	Description	Delivery Timeframe
Monthly Service Management Report	 Service Level Management Incident Management Incident Restoration Change Management Availability Management (for the network, sites and service) Configuration Management Event Management System Maintenance Performance Management Service Desk 	On or before the third Tuesday of each month.
Post-Incident Report	For all Priority 1 Outages As reasonably requested of other Incidents The report will contain relevant information reflecting the life of the incident	TBD.





Appendices

Appendix 1 – Gough Group MAC Form

This MAC form template is now in use for Gough Group Contact Centre standard MAC changes.



Appendix 2 – Site Access Process

The following critical sites are all 24 x 7. Only Amyes Road can be accessed by someone after hours.

Gough Group Sites

- Amyes Rd; 24 Amyes Road, Hornby, CHRISTCHURCH
- Wiri; Ash & Kerrs Roads, 157 Kerrs Road, AUCKLAND

Data Centre Sites

- CCL Data Centre CHC; 21 Durham Street South, Sydenham, CHRISTCHURCH
- CCL Data Centre AKL; 23 Popes Road, Takanini, AUCKLAND (new)
- Datacom Orbit Drive Data Centre AKL; 6 Orbit Drive, Rosedale, AUCKLAND (old)

All other sites can be accessed Mon – Fri – 7-7pm, Sat – 8-12pm.

Contractors requiring on-site access have the following H&S requirements (18th August 2016);

Contractors to self-register for the online induction at http://gold.goughgroup.co.nz/login/index.php?authldap skipntlmsso=1

Go through the process of creating a new account by clicking the create new button (as in the below image)







Log in

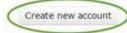


Are you a new Gough Group contractor?

If your answer is NO then you will need to use "Returning to this website?" to enter your username and password. If you can't remember what they are use the "Forgotten your username or password" link.

If your answer is YES, use the below steps to create an account (you will need your own email address to register).

- 1. Fill out the New Account form with your details.
- An email (to confirm your account) will be immediately sent to your email address.
- Read the email, then click on the web link in the email to confirm your account.
- Your account will be confirmed and you will be Automatically logged into GOLD.
- Once you are logged in you will be able to search for the Gough Group Contractor Safety Induction by selecting "Find Courses" then select "Health and Safety". Alternatively, in approximately 45 minutes GOLD will enrol you in the Gough Group Contractor Safety Induction, when this happens you will receive an email.
- 6. When you have received the email return to GOLD. As you have already registered you will only need to enter your personal username and password (in the "Returning to this web site?" section) to log in and access any courses you have been enrolled in.
- Select the course you wish to participate in and follow the instructions provided. Course progress can be saved at any point and completed at a later time if required.



Once you have logged in type "Contractor Safety Induction" in the search bar, click "Go" and you will then be able to select the course and self-enrol.







Important points:

- Only the team members who will be working on our site (or working on our behalf on another site) will need to complete this online induction
- It is a requirement prior to work being started on our sites

After completing the online induction and short assessment you will be able to download the onsite induction form. Please print that form and bring it with you next time you come to our branch so we can take you through the onsite induction (approx. 30 minutes required).

Appendix 3 – Non-Standard Change Contacts and Processes

This embedded document contains the Change Management Transition Template. The content of this document is used by the Vodafone change team when administering non-standard changes.







Appendix 4 – Contact Information One Pagers

Special quick contact information sheets have been provided to Gough Group and Zeacom so they can quickly and easily know who to call and who to email in Vodafone. These one-pagers are kept up to date by the Service Delivery Manager.

For Gough Group:



Vodafone Contact Information Gough G

For Enghouse:



Vodafone Contact Info Zeacom Gough G

Appendix 5 – Site Information

Please refer to the Select Handover Document, review the tab labelled "Circuit Numbers". Select Handover Document

Appendix 6 – Gough Group email fault template

This outlook template is now in use for Gough Group IT Services when raising low priority faults with the Enterprise Service Centre



Gough Group User Fault - (Fault Description).oft