

August 24

Airtel Africa :Operation and Governance review

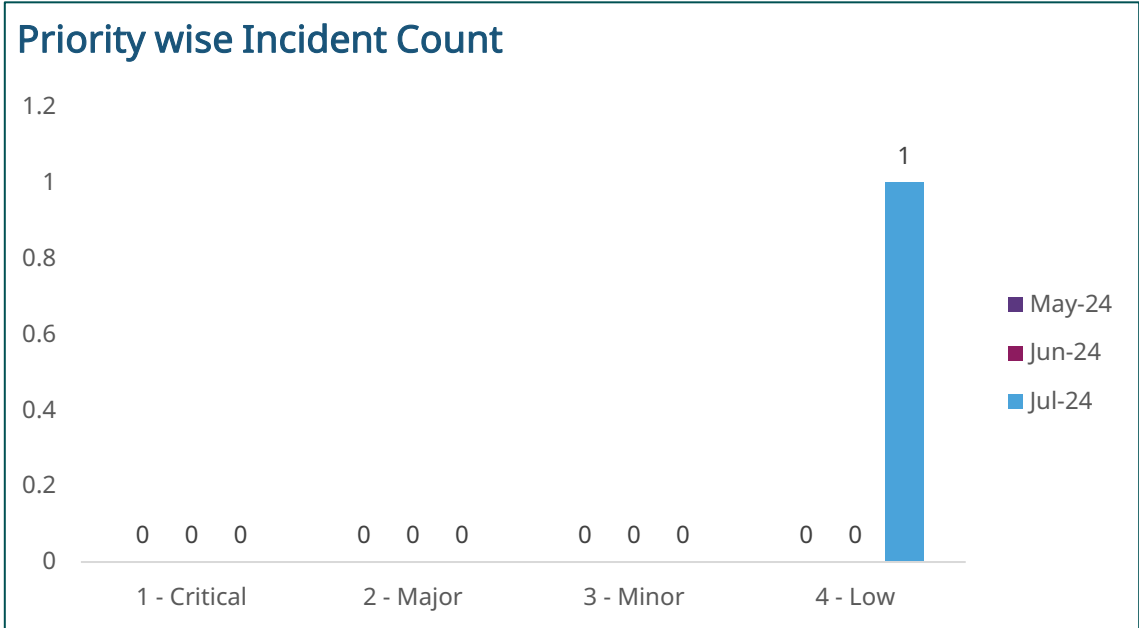
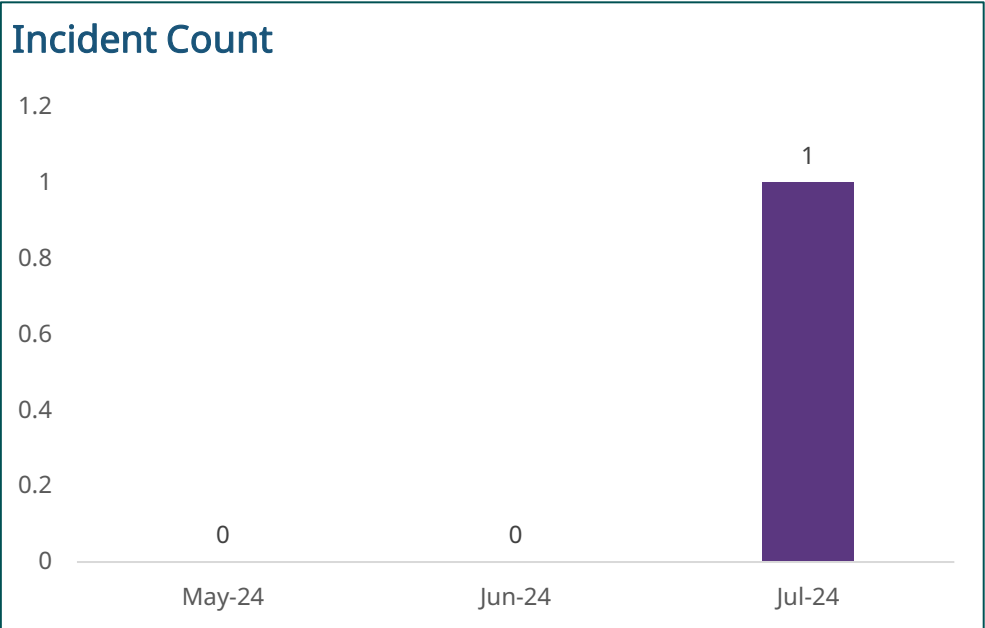
Congo - DRC



MOM : Update

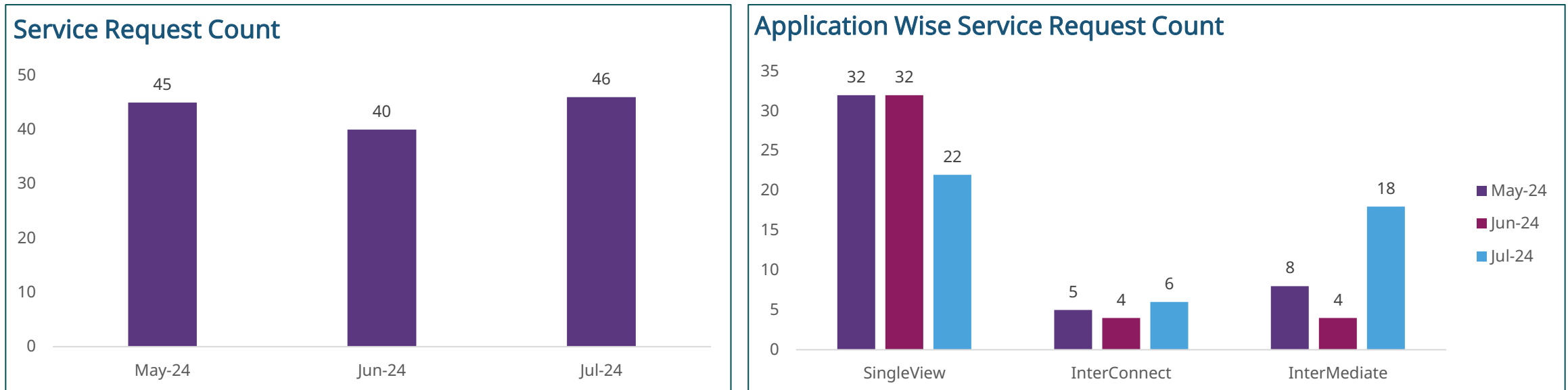
OpCo	Description	Updates	Status	Month	App	Owner	IT SPOC
DRC	prepaid to postpaid conversion issue	09-Aug-24: Business to shared latest sample for validation 12 Jul 24: Georges will check from business to share details for action. 14 Jun 24 - Saketi will be checking with Ravi K.	WIP	Jun-24	SV	Georges	Nyengo
DRC	Unbarring is not enabled	09-Aug-24 : Suspension and Activation in same bill cycle Benefits did not renew. [Success] Suspension and Activation in different bill cycle Benefits should renewed but that did not happen [Fail] 12 Jul 24: Deployment pending at ESB end. Georges will check and support for closer. 14 Jun 24 - Saketi will be checking with Ravi K.	WIP	Jun-24	SV	Georges	Nyengo
DRC	Jul-24 SV application went down, and quick action taken to bring the application up.	09-Aug-24 : Due to multiple request triggers at same time and DB performance issue during that time as observed during initial analysis. Need to find the RCA and alert enablement.	Monitoring	Jul-24	SV	Trapti	Nyengo
DRC	SIMSWAP Application still running on SV9, due to that old server decommissioning is on hold.	SIMSWAP need to upgrade to connect with SV12 oracle 19c.	Open	Jul-24	SV	Georges	Nyengo
DRC	EPS Error SMSC Huge records at mediation due to SMS Center Number lookup failed	--> Support required from RA/Network team Error Code: ATCD_HMSC_0008 Error Description: SMS Center Number lookup failed in SMS Center table. Error Total Count: 9195387	Open	Jul-24	SV	Georges	Nyengo

Incident Trend & Break Down



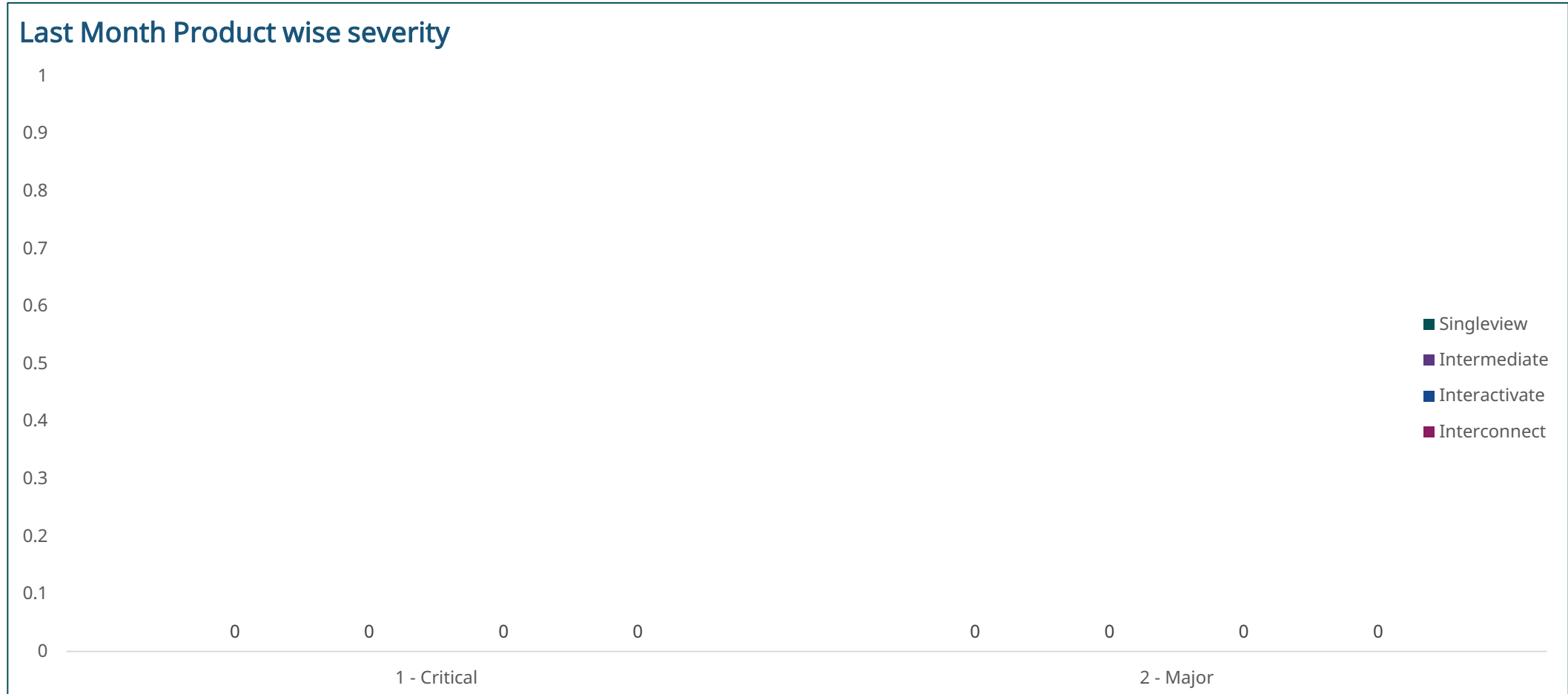
Month	Application	Number	Opened	Short description	User	Priority	State	Assignment group	Primary affected site
Jul-24	InterMediate	INC-185951	27-07-2024 15:01	DRC CVM Feed not received	23166945	4 - Low	Closed	Apps_InterMediate_Ops	Airtel - Congo DRC

SRs Trend & Break Down



- It has been observed that there is slight uptick in IME tickets primarily config tickets got increased.

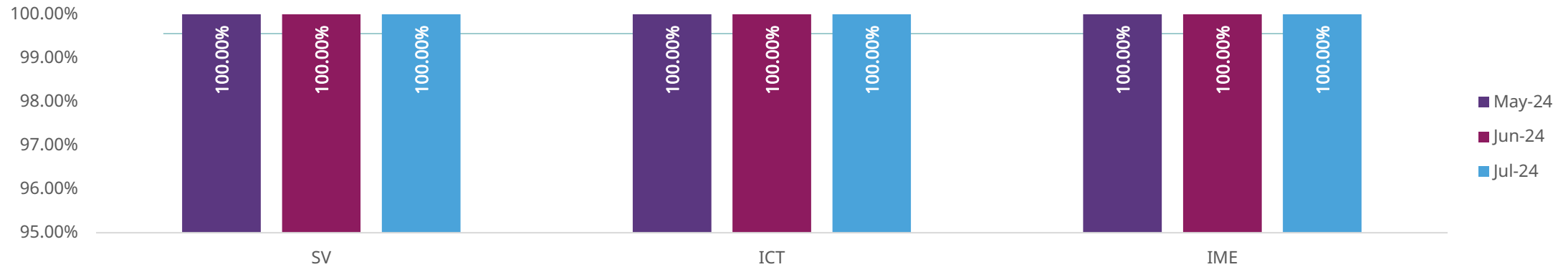
Last month severity product wise



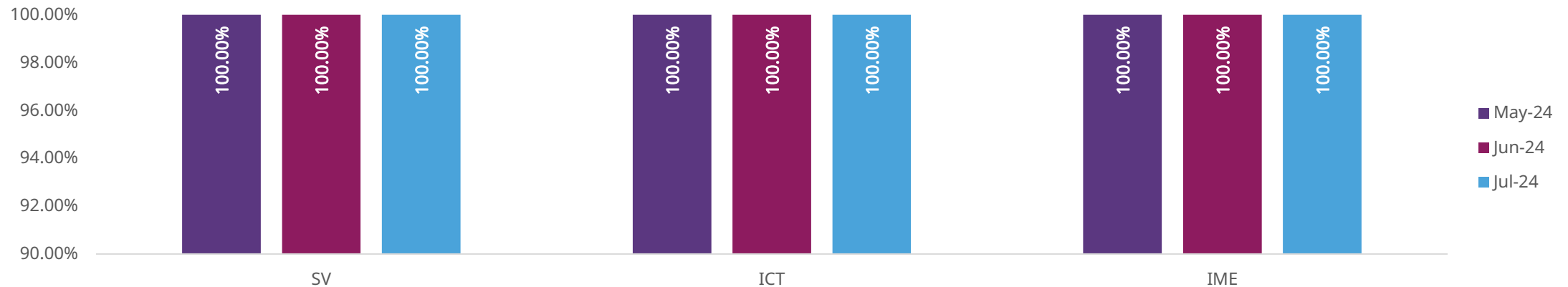
Application availability

CSG In-Scope : Application Availability

SLA Target : 99.00%

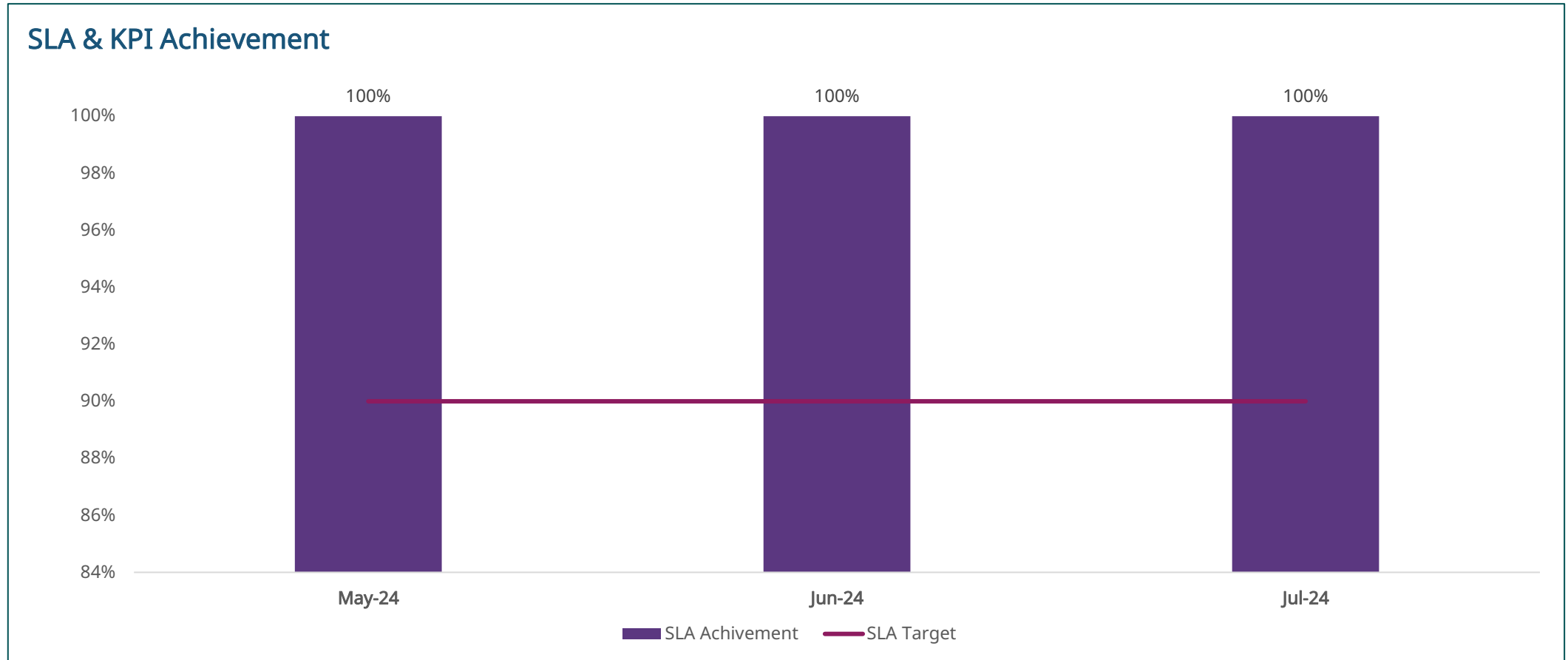


Busienss View - Application Availability



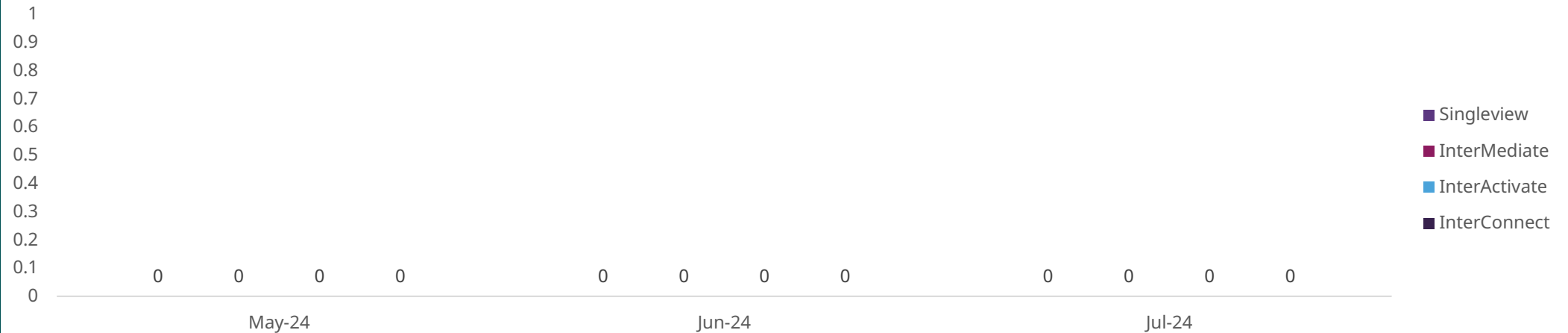
Application availability impacting severity

Last 3-month CSG SLA score



Change Updates

Last 3 Month Application wise Change



Main bill run

OPCO		SV GSM Billing	
Bill Run Month	Bill run approval	Bill run close	
Feb'2024	28-Feb-2024	28-Feb-2024	
Mar'2024	29-Mar-2024	29-Mar-2024	
Apr'2024	26-Apr-2024	01-May-2024	
May'2024	28-May-2024	28-May-2024	
Jun'2024	26-Jun-2024	30-Jun-2024	
Jul'2024	03-Aug-2024	04-Aug-2024	

OPCO		SV Enterprise Billing	
Bill Run Month	Bill run approval	Bill run close	
Feb'2024	29-Feb-2024	29-feb-2024	
Mar'2024	29-Mar-2024	29-Mar-2024	
Apr'2024	28-Apr-2024	28-Apr-2024	
May'2024	28-May-2024	28-May-2024	
Jun'2024	28-Jun-2024	28-Jun-2024	
Jul'2024	30-Jul-2024	30-Jul-2024	

OPCO		ICT Wholesale Billing	
Bill Run Month	Bill run approval	Bill run close	
Feb'2024	03-Mar-2024	03-Mar-2024	
Mar'2024	04-Apr-2024	04-Apr-2024	
Apr'2024	04-May-2024	04-May-2024	
May'2024	05-Jun-2024	05-Jun-2024	
Jun'2024	04-Jul-2024	04-Jul-2024	
Jul'2024	03-Aug-2024	03-Aug-2024	

Ops : Support required

ICT

- Need support to get early additional feedback on errors before provisional and final bill run to save time of both the team during billing.
- IME : GOMA MSC delay from the Network , We receiving the files delay/late from the network . It Impacting the on time KPI delay to BI .
- IME : PGW/SGW having intermittent connectivity issue and we not getting support from the Network or opco.
- SV Team need a SPOC details from opco who will available during the bill run.
- IME - Airtel DRC ##EPS Error SMSC Huge records at mediation due to SMS Center Number lookup failed ### --> **Support required from RA/Network team**

Error Code: ATCD_HMSC_0008

Error Description: SMS Center Number lookup failed in SMS Center table.

Error Total Count: 9195387

Product version

Product	IME	ICT	SV
Version Available	IME v9.05	ICT v11.2.1	SV v12.0
Latest Version Available across OpCos	IME v9.05	ICT v11.2.1	SV v12.0
Latest Product version Available from CSG	IME v10.0	ICT v11.2.1	SV v12.0

CSG ESCALATION MATRIX

Domain / Application	Level	Name	Mail ID	Phone	Location
Singleview	Level 1	SV on call	List-APAC-AirtelAfrica-SV-BillingOps@csgi.com	+91 8046231892	
	Level 2	Naveen Kumar	naveen.kumar@csgi.com	+91 9599699470	NG/UG/DRC/MG/SC
		Ravi Katiyar	Ravi.Katiyar@csgi.com	+91 95604 99931	KE/TD/NE/RW
		Naveen Kumar	naveen.kumar@csgi.com	+91 9599699470	ZM/TZ/GA/CB/MW
	Level 3	Nnamdi Ewuzie	Nnamdi.Ewuzie@csgi.com	234 9028961515	Nigeria
		Matthew Cross	matthewcharles.cross@csgi.com	254 787330746	Kenya
		Gopala krishna Pall	Gopala.KrishnaPalla@csgi.com	+9198108 11473	Delhi
		Srinivas Reddy Annadi	SrinivasReddy.Annadi@csgi.com	+91 9606704454	Bangalore
	Level 4	Bhabani Sankar Swain	BhabaniSankar.Swain@csgi.com>	+91 8861511121	Bangalore
	Level 5	Sunil Shetty	Sunil.Shetty@csgi.com	+91 97402 43577	Bangalore
TSM (IME & IAT)	Level 1	TSM on call	AirtelAfricaTSMsupport@csgi.com	91-8046231882	
	Level 2	Vamshi Krishna Doggala	Vamshi.KrishnaDoggala@csgi.com	91-77981 99873	Bangalore
	Level 3	Nnamdi Ewuzie	Nnamdi.Ewuzie@csgi.com	234 9028961515	Nigeria
		Matthew Cross	matthewcharles.cross@csgi.com	254 787330746	Kenya
		Gopala krishna Pall	Gopala.KrishnaPalla@csgi.com	+9198108 11473	Delhi
		Srinivas Reddy Annadi	SrinivasReddy.Annadi@csgi.com	+91 9606704454	Bangalore
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	Level 5	Sunil Shetty	Sunil.Shetty@csgi.com	+91 97402 43577	Bangalore
	Level 1	ICT on call	AirtelAfricaWBMSsupport@csgi.com	91-8046231894	
	Level 2	Nitin Chaturvedi	nitin.chaturvedi@csgi.com	91-9871104472	Bangalore
WBMS(ICT)	Level 3	Nnamdi Ewuzie	Nnamdi.Ewuzie@csgi.com	234 9028961515	Nigeria
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	Level 5	Sunil Shetty	Sunil.Shetty@csgi.com	+91 97402 43577	Bangalore
	Level 1	PE On call	List-BLR-Airtel-PlatformEngineering@csgi.com	+35391501100	
PE and DBA	Level 1	Apps DBA	PlatformEngineeringDBA_MS@csgi.com	918046231886	
		Subhashish Deb	Subhasish.Deb@csgi.com	91 8046231740	Bangalore
	Level 3	Ram K	Ram.Krishnan@csgi.com	91 9880555990	Bangalore
		John Tierney	john.tierney@csgi.com	353863820857	Ireland
	Level 4	Bhabani Sankar Swain	BhabaniSankar.Swain@csgi.com>	+91 8861511121	Bangalore
	Level 5	Sunil Shetty	Sunil.Shetty@csgi.com	+91 97402 43577	Bangalore
	Level 1	CSG SM	List-APAC-AirtelAfricaServiceManagement@csgi.com	+9178994 81490	
Service Management	Level 2	Shashi Bhushan Rai	Shashi.BhushanRai@csgi.com	917899481490	Bangalore
		Himanshu Gangrade	Himanshu.Gangrade@csgi.com	919324502568	
	Level 3	Nnamdi Ewuzie	Nnamdi.Ewuzie@csgi.com	234 9028961515	Nigeria
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Thanks

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