**UPDATE OSS 3G MEX 17A EU12 TO EU14 (R1H/14) FOR TELCEL**

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# Purpose

The purpose of this document is to describe at a high level the Statement of Work (SOW) for the update OSS Server 3G Mexico in 17A EU12 to EU14 (R1H/14).

Any other activity will be regarded as out of the scope of the project and will be treated either as a New Scope of Work, which may have some impacts on the requirements, time plan and costs, or as a separate project.

The modality of this contract is via ASP – Authorized Service Provider, where we define in next sessions the Scope of this work, expected competence, activities, and times, etc.

## Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| REVISION | DATE | PREPARED | DESCRIPTION |
| A | 16/04/2018 | Intelma Consulting | Quotation input |
| B | 19/04/2018 | Intelma Consulting | Updated Price |

# Project Description

The description of the project at high level the Statement of Work (SOW) for the update OSS Server 3G Mexico in 17A EU12 to EU14 (R1H/14).

The main objective of this document is to describe the Scope of Work (SoW) and services to deliver those activities.

# Customer Requirements

Market Unit (MU)/Sourcing Business Partner has requested to update OSS Server 3G Mexico in 17A EU12 to EU14 (R1H/14).

Note:

* No integration of non-listed nodes.
* No customizations in OSS are included in this Scope of Work
* Any other Network element will be out of this job scope.

Any major faulty software issues found during delivery will handed over to Ericsson First Line Support organization in order to open CSRs.

# Dimensioning

* Update of OSS 3G MEX server in 17A EU12 to EU14 (R1H/14).

# Test Plan Topology

## Hardware

N/A

## Software

N/A

# Site Readiness Pre-Requisite

## *General Pre-requisite*

* Easy access to customer site for implementation (9h/day, 5 working days/week).
* Identify from first line support (FLS) to whom Intelma Consulting will do handover (e.g. CSRs).

## HW Pre-requisite

All OSS & HW are in healthy status, without any HW issue/defect.

## SW Pre-requisite

OSS17A EU14 (R1H/14) required media are available.

# Solution provided by Intelma Consulting

Intelma Consulting will perform below activities. Any other activities that not included below will be out of scope.

1. **OSS 3G MEX 17A**

* Pre Update preparation activities
* Update of OSS 3G MEX servers in 17A EU12 to EU14.
* Customization on OSS 3G MEX 17A EU14 based on customization in previous version (EU12).
* Cutover of OSS 3G MEX 17A EU14 to be alive system
* Customer ATP & report of OSS 3G MEX 17A EU14.

**Intelma Consulting will do tests with personal from Ericsson, to review that the OSS 17A successfully updated to EU14.**

**Any additional OSS customizations or additional Customer Adaptation that not exist in OSS17A EU12 will treated in separated & additional service quotation.**

# Project Entry Criteria

The following criteria / activities must be accomplished prior to the start of the activities:

**Market Unit (MU or CPM) is responsible to;**

* Provide a Purchase Order covering Cost Estimation.
* Agree and sign the SOW.
* Provide access.
* Provide the Solution Description and High Level Design (HLD) prepared by Ericsson.
* Provide CPI, Release Notes, Release Binder and media of OSS17A EU14 (R1H/14).

**Intelma Consulting is responsible to:**

* Provide Statement of Work/Cost Estimation
* Establish Timeframe/Schedule
* Secure competent resources
* Perform the tasks based on quotation scope
* Final Report

# Project Exit Criteria

The following criteria / activities must be accomplished prior to the closure of activities:

* TELCEL OSS 3G MEX successfully updated to OSS 17A EU14 (R1H/14).
* No critical issues/CSRs open.
* Issues opened are given to FLS in order to open up CSRs.
* ATP document approved and signed by both parties.
* Final report of OSS 3G MEX provided to Ericsson, then Intelma will hand over corresponding OSS 3G to Ericsson First Line Support.

# Roles and Responsibilities

**Market Unit (MU or CPM)**

* Main interface towards the customer for any project issues.
* MU/CPM is responsible to manage customer expectations/issues.
* MU/CPM is responsible to manage and coordinate all activities performed by Intelma Consulting resources on site.
* MU/CPM is responsible to approve MoPs, approve & sign Acceptance Test Procedure document accepting integration work done by Intelma Consulting Integration engineer.
* MU/CPM is also responsible to assure access to TELCEL premises on time in order to avoid any delay or non-productive hours, considering this SoW is quoted as a solution and has an agreed time frame defined.
* MU/CPM is also responsible to get permanent licenses if needed.
* MU/CPM is also responsible to assure approval for payments according to project evolution and completeness.
* MU/CPM is also responsible to be conformed with initial requirements and no change on the agreed scope.
* **Intelma Consulting will be responsible to assure that all reflected correctly in OSS/ENIQ side before handover to FLS.**
* **Any issue raised after OSS 3G handed over to FLS, it will be addressed to Ericsson FLS.**

**Intelma Consulting Technical Coordinator**

* Intelma Consulting Technical Coordinator will identify and mitigate project risks and deviations.
* Also will be part of all meetings scheduled by CPM in order to provide all support needed to assure the proper completeness of this SoW.
* Intelma Consulting Technical Coordinator together MU/CPM is responsible to manage and coordinate all activities performed by Intelma Consulting resources on site.
* Main contact between Intelma Consulting and the MU/CPM.

**Intelma Consulting Integration Engineers**

* Main contact between Intelma Consulting and the MU/CPM for any on-site technical matter.
* Will be responsible to take full accountability for the project execution according to this Scope of Work.
* Responsible to perform all activities included in the SoW following all procedures requested by Ericsson, TELCEL and Intelma Consulting.

**Customer**

* Customer is responsible to put an engineer on site of the node to be able do tests with the alarms, together with Intelma Consulting technical team.
* Customer is the final interface towards Ericsson MU/CPM and the end-user.
* Customer is responsible to provide easy access to their on-site facilities (7/24 access if required).
* Customer is to provide a representative to witness the running of the ATP.
* Customer is responsible to create/add any customizations or any additional changes in other nodes not included in this SoW.
* Customer is responsible to identify Test Plan contact persons.
* Customer shall provide (or shall secure that its’ managed services suppliers or 3rd party supplier shall provide) any relevant information (e.g. interface descriptions, subscriber data, IP addresses and signaling point codes, etc.) needed to execute the work stated in this document.
* Customer is responsible to create/add any additional directories into the OSS systems (after ATP have been completed and signed).
* Customer is responsible to provide console access to the master server.
* Customer is responsible to configure router(s) to allow for DHCP (this to allow UAS servers to be upgraded on inactive and active domain sides) if required.
* Customer is responsible to manage EMC resources (e.g. to configure the LUNs, to configure/integrate the storage arrays to the HA systems) if required.

# Generic Time Plan

Final MOP dates to be determined once PO is received and Resources secured.

# Services

## Included activities

The following activities are included within this SoW delivered by Intelma Consulting:

* Pre Update preparation activities
* Update OSS 17A EU12 to EU14.
* Basic and function test.
* Coordinator of internal team (Intelma Consulting) and OSS/ENIQ team of Telcel, work together with CPM of Ericsson.
* Babysitting for any reason is not included.
* Report of works.
* Conduct ATP with customer.
* ATP signed with the customer.
* Delivery of documentation.
* Competent resources to perform such activity.
* This Scope of Work as a Fixed price.

## Deliverables

The following software and documentation will be delivered:

* Project Time Plan prepared together CPM.
* Technical documentation.
* ATP document signed with the customer.
* All documentation provided by Intelma Consulting will be in English.

## Exclusion

* Exclusion on any other services, for HW or SW not mentioned in this document.
* Exclusion on any customization to support any functionality not specified or even standard but requests customization.
* Exclusion of any activity not specifically written in this Scope of Work.
* Over time are not included.
* Training services to End Customer.
* Knowledge Transfer in any model.
* Network optimization before implementation is not included.
* Public and other holidays except weekends are not considered and likely to impact the elapsed duration of the project.
* Integration of non-supported nodes in OSS 17A EU14 is not included.
* Integration of non-listed nodes in OSS 17A EU12 is not included.
* Other customizations that were not exist in OSS 17A EU12, are not included.

# Times

* 8.25 hours per day during normal Telcel working hours (09:00 am – 18:00pm).
* Night Activities are needed for this project.
* Delivery full scope as Fixed Price, any additional hour will be calculated separate.

# Service Validation Report

The validation of Intelma Consulting Service will be done only based on time plan progress evaluated by CPM.

# Assumptions

**Intelma Consulting will be responsible to assure that all are reflected correctly in OSS/ENIQ side.**

Have all the information that is necessary during the installation and troubleshooting

granted by Ericsson.

Execution of the service depends on having authorization to access Telcel nodes and Ericsson documents that allow to execute activities and scheduled tasks.

The proposed service is only to provide services for Telcel, based on departments requirements.

For all alarms verification, Workplace is remote, considering Intelma Consulting has VPN from Telcel.

Any need to move or execution of tasks to another location will be quoted separately.

Intelma Consulting will support standard Alarms/Statistics and standard integration over Backup and Inventory systems.