

Standard Operating Procedure for RSP Maintenance Notification to Customers

Version Control

Document Name	Version	Date
SOP for RSP maintenance notification to customers	V1.0	31-08-2022

Prepared by	Technical Support Services	31-08-2022
Approved by	Saji Krishnan	<i>Saji Krishnan</i>

Revision History

Issue	Date	Reason for change
V1.0	31-08-2022	First Release

Introduction

This document outlines the procedure for sending RSP maintenance notification to customers

Pre-requisites:

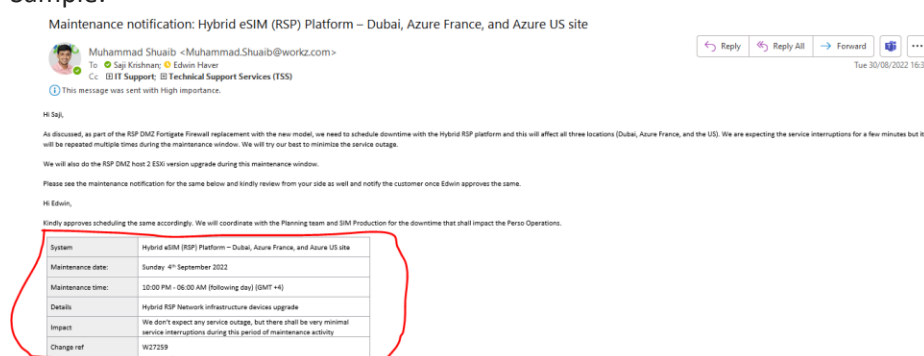
The RSP maintenance notification delivery procedure to customers requires following pre-requisites

1. Access to contact list with updated contact details and email addresses

Link: https://workz1-my.sharepoint.com/:x:/r/personal/admin_workz_com/Documents/Technical/Workz%20Technical%20Support%20Services/RSP/RSP%20Support%20Customer%20Contact%20Details/RSP%20Support%20Customer%20Contact%20List%20v1.xlsx?d=w1559b1f6738842e59c99c99005a3d9d1&csf=1&web=1&e=ICSMkg

2. Maintenance notification summary from IT infrastructure team

Sample:



3. Permission to trigger email from notifications@workz.com email address

Description

1. Save the email received from IT infrastructure team in the OneDrive folder path.

Link: https://workz1-my.sharepoint.com/:f:/r/personal/admin_workz_com/Documents/Technical/Workz%20Technical%20Support%20Services/RSP/RSP%20Maintenance%20Schedule?csf=1&web=1&e=Wpm8WB

2. Use Outlook for notification message send out and follow below instructions (see image)
 1. Change the “From” address to notifications@workz.com
 2. Ensure all customer contacts are added in the “To:” address list
 3. Ensure “Subject” is maintained correctly
 4. Ensure email salutation is synchronized with the “To” address list
 5. Ensure maintenance schedule in the email body is updated as per the notification summary received from IT infrastructure
 6. Email closure section should have “Technical Support Services” and no individual contact details should be used

Send

From ▾

Notifications@workz.com

1

To

; s.hijazin@virginmobile.com.kw; a.ahmed@virginmobile.com.kw; s.traina@virginmobilemea.com; a.elfouly@virginmobile.com.kw

2

Cc

Michelle Ahearn; [Platforms](#)

Bcc

Subject

Scheduled maintenance for Hybrid eSIM platform

3

Dear [Virgin](#) Mobile team,

4

Kindly be informed of the below platform maintenance notification, this is just for your information as no downtime is applicable for the activity:

System	Hybrid eSIM (RSP) Platform SM-DP+ (Dubai, France, and US Sites)
Maintenance start:	04-09-2022 6:00 PM GMT
Maintenance end:	05-09-2022 2:00 AM GMT
Details	Hybrid RSP Network infrastructure devices firmware upgrade
Impact	We don't expect any service outage, but there shall be very minimal service interruptions during this period of maintenance activity
Change ref	W27259

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We apologise in advance for any inconvenience caused and appreciate your understanding during this time. If you have any questions or need further information, please do not hesitate to contact us on tss@workz.com.

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3. Follow step#2 for each customer maintenance notification send out
4. Confirm back to IT infrastructure on the successful completion of notification email send out

TITLE	SOP_for_RSP maintenance notification_to_customers
FILE NAME	SOP_for_RSP maint..._to_customers.pdf
DOCUMENT ID	e0f02984d41df8275d4fde548198abb5c4ff9b55
AUDIT TRAIL DATE FORMAT	DD / MM / YYYY
STATUS	● Signed

Document history



SENT

01 / 09 / 2022

13:27:30 UTC+4

Sent for signature to Saji Krishnan
(saji.krishnan@workz.com) from tss@workz.com
IP: 94.200.229.6



VIEWED

01 / 09 / 2022

13:29:32 UTC+4

Viewed by Saji Krishnan (saji.krishnan@workz.com)
IP: 86.99.26.235



SIGNED

01 / 09 / 2022

13:57:51 UTC+4

Signed by Saji Krishnan (saji.krishnan@workz.com)
IP: 86.99.26.235



COMPLETED

01 / 09 / 2022

13:57:51 UTC+4

The document has been completed.