

LIVE

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Communications Limited

# Kent Public Service Network (KPSN)

## Operational Process Document (OPD)





## Document History

Document Prepared For
Kent Public Service Network (KPSN)

Document Owner	Document Approved By
Pete Brooker	

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**Distribution List**

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Roz Taphouse	Client Director (DUCL)	1.6
Nicky David	Service Delivery Director (DUCL)	1.2
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# 1. Introduction

## 1.1. Purpose

The purpose of this document is to set out the agreed day to day working practices between DUCL and the KPSN Partnership. In addition, it will provide assistance and useful information to enable the KPSN Partners to work with DUCL and provide the best possible service. The Operational Process Document (OPD) is intended to be a live document and as such will be reviewed on a regular basis to maintain its effectiveness.

Diagrams showing the network topology can be found via Appendix B.

All Exchanges will have the capability to terminate fibre, NGA and EFM services.

## 1.2. Scope

The OPD is intended to cover all operational areas of the DUCL Business including:

- incident management
- service requests
- service management reporting
- change control and quote and ordering.

## 1.3. Related Documents

Document Name	Appendix
Service Level Agreement	A
KPSN - DUCL Topology	B
Service Change Control Form / service request	C
Quotation Request Form	D
Dispute Process	E

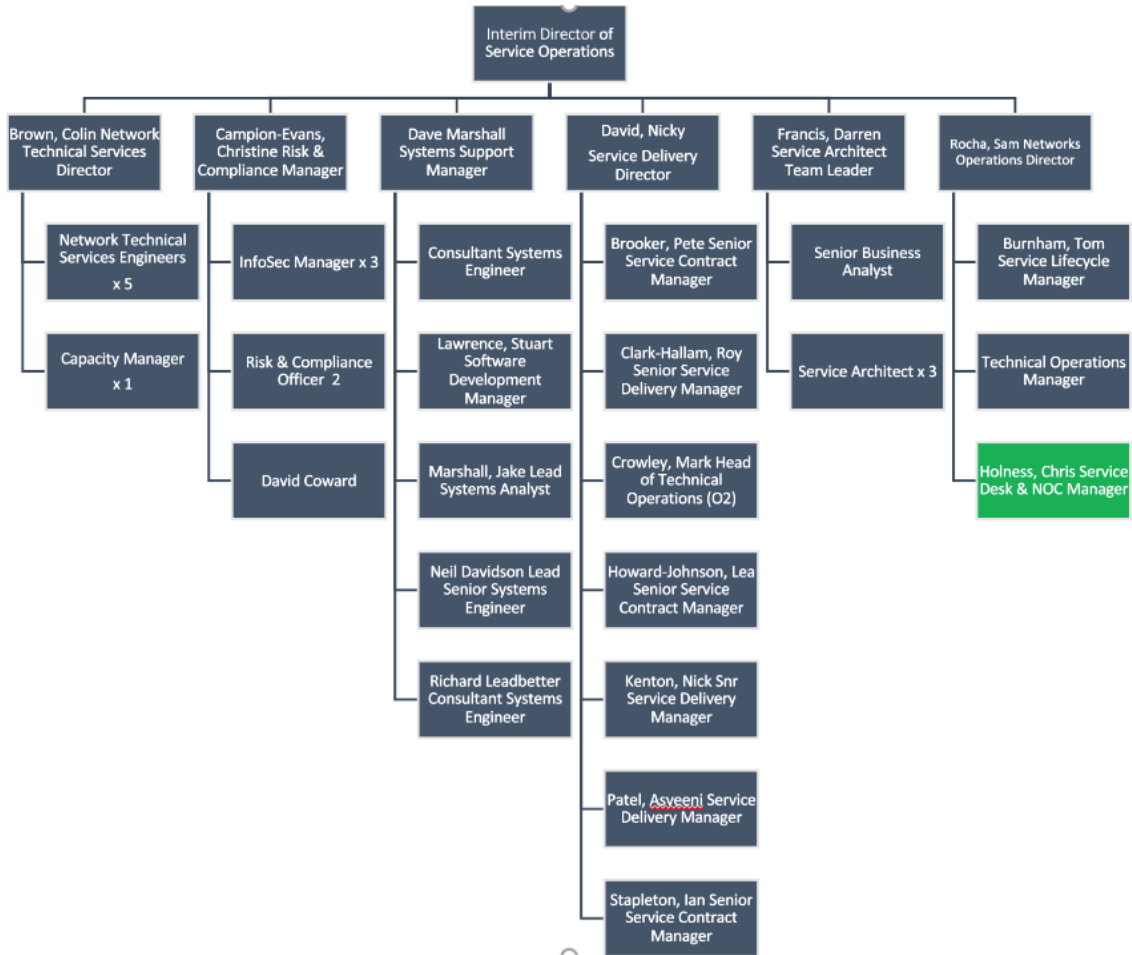


## 1.4. Escalation and Key Contacts

Name	Title	Email	Phone
Roz Taphouse	Client Director	<a href="mailto:Roz.Taphouse@capita.com">Roz.Taphouse@capita.com</a>	07909 927 361
Nicky David	Service Delivery Director	<a href="mailto:Nicky.David@capita.com">Nicky.David@capita.com</a>	07920 594 265
Pete Brooker	Senior Service Contract Delivery Manager	<a href="mailto:pete.brooker@capita.com">pete.brooker@capita.com</a>	07598 607 415
Steve Dumigan	Ops Control / Process Support Manager	<a href="mailto:steven.dumigan@capita.com">steven.dumigan@capita.com</a>	07881 896187
DUCL Service Desk	DUCL Service Desk	<a href="mailto:cns-customer.support@capita.com">cns-customer.support@capita.com</a>	01737 827015
Stuart Cockett	KPSN Service Delivery Manager	<a href="mailto:stuart.cockett@kent.gov.uk">stuart.cockett@kent.gov.uk</a>	0300 041 0134 07740 183945
Dave Lindsay	KPSN Strategic Development and Relationship Manager (Head of KPSN)	<a href="mailto:dave.lindsay2@kent.gov.uk">dave.lindsay2@kent.gov.uk</a>	0300 041 0512
Charlotte Tipler	Tier 1 Team Leader	<a href="mailto:Charlotte.Tipler@capita.com">Charlotte.Tipler@capita.com</a>	07592 120 228
Rob Ponsford	Service Desk Manager	<a href="mailto:Robert.Ponsford@capita.com">Robert.Ponsford@capita.com</a>	07753 225 325
Chris Holness	Network Operations Manager	<a href="mailto:chris.holness@capita.com">chris.holness@capita.com</a>	07753 219 904



## 1.5. DUCL Operations Structure



The full DUCL organisation chart can be found on the DUCL Self Service Portal in the Repository, under Section 4 Communications, Contact and Escalation Lists / e) DUCL Organisation Chart.

## 2. DUCL Service Desk

All communication regarding Incident Management and Service Requests will take place between the KPSN Partner Service Desks and the DUCL Service Desk. Unless raised or escalated via EIS.

The contact details are shown below. It is important to note that automated ticket updates from Remedy are sent from [capita.request@capita.co.uk](mailto:capita.request@capita.co.uk). This email address should not be used when contacting DUCL. If KPSN Partners do so they will receive a failed delivery notification. The only email address that should be used when contacting the DUCL Service Desk is [cns-customer.support@capita.com](mailto:cns-customer.support@capita.com) (01737 827015).

## 3. DUCL and KPSN Partner Service Desk Hours

All end site communication will be the responsibility of the relevant KPSN Partner Service Desk unless otherwise specifically agreed. The contact details and service coverage times (SCT) are shown below, however the network is proactively managed 24/7/365.

Service Desk	Telephone	Email	Service Desk Hours
DUCL	01737 827015	<a href="mailto:cns-customer.support@capita.com">cns-customer.support@capita.com</a>	24/7/365
KPSN - EIS	0300 065 8888	<a href="mailto:schools.broadband@eisit.uk">schools.broadband@eisit.uk</a>	08:00 - 17:00 Mon -Fri
KPSN - KCC	03000 411888	<a href="mailto:ICTNOC@kent.gov.uk">ICTNOC@kent.gov.uk</a>	08:00 - 17:30 Mon -Fri
KPSN - Kent Police	01622 652100 01622 652843 01245 452118 01245 452664 01622 652844	<a href="mailto:its.service.desk@kent.essex.pnn.police.uk">its.service.desk@kent.essex.pnn.police.uk</a> <a href="mailto:Daniel.burns@kent.pnn.police.uk">Daniel.burns@kent.pnn.police.uk</a> <a href="mailto:Lloyd.goddard@essex.pnn.police.uk">Lloyd.goddard@essex.pnn.police.uk</a> <a href="mailto:its.networks@kent.essex.pnn.police.uk">its.networks@kent.essex.pnn.police.uk</a> ; <a href="mailto:chris.carlisle@kent.pnn.police.uk">chris.carlisle@kent.pnn.police.uk</a>	07:00 - 00:00 7 days a week
KPSN - Kent Fire & Rescue Service	01622 212444	<a href="mailto:helpdesk@kent.fire-uk.org">helpdesk@kent.fire-uk.org</a> ; <a href="mailto:Mike.theobald@kent.fire-uk.org">Mike.theobald@kent.fire-uk.org</a>	08:00 - 17:00 Mon-Fri
KPSN - EK Services, incorporates: <ul style="list-style-type: none"> <li>• Thanet DC</li> <li>• Canterbury CC</li> <li>• Dover DC</li> </ul>	01227 862043	<a href="mailto:ictservicesdesk@ekservices.org">ictservicesdesk@ekservices.org</a> ; <a href="mailto:noc@ekservices.org">noc@ekservices.org</a>	08:00 - 18:00 Mon-Fri
KPSN - Ashford BC	01233 330877	<a href="mailto:itservicesdesk@ashford.gov.uk">itservicesdesk@ashford.gov.uk</a>	08:30 - 17:00 Mon-Fri
KPSN - Dartford BC	01322 343850	<a href="mailto:david.munday@dartford.gov.uk">david.munday@dartford.gov.uk</a>	08:30 - 17:00 Mon-Fri
KPSN - Gravesham BC	01474 337223	<a href="mailto:it.helpdesk@gravesham.gov.uk">it.helpdesk@gravesham.gov.uk</a>	08:00 - 18:00 Mon-Fri
KPSN - Mid Kent Services, incorporates: <ul style="list-style-type: none"> <li>• Maidstone BC</li> <li>• Swale BC</li> <li>• Tunbridge Wells BC)</li> </ul>	01622 602345	<a href="mailto:securitysubs@maidstone.gov.uk">securitysubs@maidstone.gov.uk</a>	08:30 - 17:30 Mon-Fri
KPSN - Sevenoaks DC	01732 227444	<a href="mailto:service.desk@sevenoaks.gov.uk">service.desk@sevenoaks.gov.uk</a> <a href="mailto:matt.mitchell@sevenoaks.gov.uk">matt.mitchell@sevenoaks.gov.uk</a>	08:00 - 17:00 Mon-Fri

KPSN -Folkestone & Hythe	01303 853220	<a href="mailto:alerts@folkstone-hythe.gov.uk">alerts@folkstone-hythe.gov.uk</a>	08:30 - 17:00 Mon-Fri
KPSN - Tonbridge & Malling BC	01732 876111	<a href="mailto:it.helpdesk@tmbc.gov.uk">it.helpdesk@tmbc.gov.uk</a>	08:00 - 17:00 Mon-Fri
KPSN - Medway Council	01634 332090	<a href="mailto:datacentre@medway.gov.uk">datacentre@medway.gov.uk</a>	06:00 - 22:00 Mon-Fri
KPSN - Jisc (Janet)	0300 300 2212	<a href="mailto:operations@ja.net">operations@ja.net</a> ; <a href="mailto:ICTNOC@kent.gov.uk">ICTNOC@kent.gov.uk</a> ; <a href="mailto:schools.broadband@eisit.uk">schools.broadband@eisit.uk</a>	07:00 - 23:59 Mon-Fri 09:00 - 19:00 weekends
KPSN - GOETEC, incorporates: <ul style="list-style-type: none"> <li>• University Of Kent @ Canterbury</li> <li>• University of Greenwich @ Medway</li> <li>• Canterbury Christ Church University @ Canterbury</li> </ul>	01227 782676	<a href="mailto:support@goetec.ac.uk">support@goetec.ac.uk</a>	09:00 - 17:30 Mon-Thurs 09:00 - 17:00 Fri
KPSN - NELCSU, only relates to the areas formally covered by South East Commissioning Support Unit (SECSU)	03000 424242	<a href="mailto:NELCSU.itservicedesksoutheast@nhs.net">NELCSU.itservicedesksoutheast@nhs.net</a> <a href="mailto:Debbie.capp@nhs.net">Debbie.capp@nhs.net</a>	08:00 - 18:00 Mon-Fri
KPSN - Kent Highways	0300 065 8888	<a href="mailto:schools.broadband@eisit.uk">schools.broadband@eisit.uk</a>	08:00 - 17:00 Mon-Fri

## 4. Site Identification

All end sites will have a unique DUCL identifier and each Partner Service Desk will keep a record of the Site ID on their respective systems. The DUCL identifier is prefixed with 'KPSN'.

DUCL will also hold a record of any previous KPSN site reference where it exists, such as sites which were previously managed by Unisys that came over with existing Unisys IDs. KPSN Partners may provide their own IDs in addition to the DUCL Site references. For example EiS will use the LEA DFES numbers; KFRS have 2 digit station numbers and Medway have their own labelling scheme. New sites will always be allocated a DUCL ID in addition to any KPSN Partner site ID.

Any new sites to be added to the network will be managed by the DUCL PMO Team. Please refer to [Section 9](#).

## 5. Incident and Service Request Reporting

Incidents and service requests can be logged by either the KPSN Partner Service Desk or the DUCL Service Desk depending on whether the issue was first identified proactively by DUCL or detected by the KPSN Partner Service Desk.

KPSN Partners can log calls with DUCL via the telephone, self-service portal or email and will need to provide the site location name or site reference number when logging the fault along with the fault

description and confirmation that any relevant preliminary checks have been carried out e.g. power to equipment.

DUCL will proactively log any faults flagged up by their monitoring system informing the affected KPSN Partner(s). DUCL will provide the affected KPSN Partner(s) with the DUCL incident reference, DUCL Site ID, site name and incident description. If the incident is a P1 or affects the KPSN Core Network, or multiple KPSN Partners or KPSN Sites then KPSN will also ensure that the KPSN Technical Operations Service Contract Manager is also informed of the incident.

Before DUCL closes an incident or service request they must seek confirmation from the relevant KPSN Partner that the incident has been resolved and / or the service request has been delivered to the KPSN Partner's satisfaction. If confirmation of resolution from the KPSN Partner cannot be established within 3 working days of the restoration time, DUCL will close the incident, informing the KPSN Partner of this action. DUCL will use both automated email and telephone communication over the 3 working days before closing the call.

Incident Priority Definitions:

Incident priorities are defined as:	
<b>Level 1 (Major Incident (MI))</b>	Loss of service to multiple end sites or a loss of service to a KPSN defined Priority 1 site.
<b>Level 2</b>	Service unavailable for single end site.
<b>Level 3</b>	Service affecting issue, partial service available.
<b>Level 4</b>	Service request. Site in service.

## 5.1. Resolution Time Matrix

Priority Level	Remote Response	On-Site Response	Target Time to Fix
Priority 1 & MI	30 mins	4 Hours	8 Hours
Priority 2	1 Hour	8 Hours	12 Hours
Priority 3	1 Hour	24 Hours	24 Hours
Priority 4	4 Hours	N/A	N/A

Where multiple incidents occur DUCL shall prioritise P1 incidents over P2, P3 or P4 incidents, likewise P2 incidents over P3 or P4 and so on.

**Escalation Matrix**

Priority Level	Initial Notification	Update Frequency	Escalation Time	Escalate To
Major Incident	KPSN Technical Operations Service Delivery Manager KPSN Strategic Development and Relationship Manager (Head of KPSN) & the DUCL Service Delivery Manager	Hourly	8 Hours	KPSN Strategic Development and Relationship Manager (Head of KPSN) and / or the DUCL Operations Director
Priority 1	KPSN Team & the DUCL Helpdesk	2 Hours	8 Hours	KPSN Technical Operations Service Delivery Manager & the DUCL Service Contract Manager
Priority 2	KPSN Team & the DUCL Helpdesk	2 Hours	12 Hours	KPSN Technical Operations Service Delivery Manager & the DUCL Service Contract Manager
Priority 3	KPSN Team & the DUCL Helpdesk	N/A	24 Hours	KPSN Technical Operations Service Delivery Manager & the DUCL Service Delivery Manager
Priority 4	KPSN Team & the DUCL Helpdesk	N/A	N/A	KPSN Technical Operations Service Delivery Manager & the DUCL Service Delivery Manager

**All response times refer to human intervention rather than automated responses**

Time is calculated 24/7 (core network) or in the case of site access to end sites and on-site power checks through the KPSN Partner Service Desk, this will impact the calculation. If DUCL is waiting for information from the KPSN Partner, the service level calculation will be stopped until such time as the requested information is received.

NCS Wireless links only (Child Sites)

**Incident Resolution times may be impacted by environmental issues such as:**

**Weather:** The maintenance and repairs of certain Wireless Links may only be undertaken when the weather does not cause health and safety issues for the maintenance teams. Where the sub-contractor cannot carry out maintenance or repairs (of any type) due to weather, they shall inform DUCL and shall carry out such maintenance or repairs when the weather permits. DUCL will ensure the relevant KPSN Partner is kept informed.

**Daylight:** Health and Safety regulations prevent maintenance teams from accessing rooftops and towers in poor light, during darkness or within one hour of dusk. Accordingly, the sub-contractor may only carry out maintenance and repairs over certain Wireless Equipment or Wireless Links when suitable daylight is present. Where lack of daylight prevents the sub-contractor from carrying out maintenance or repairs (of any type), they shall inform DUCL and shall carry out such maintenance or repairs when daylight permits. DUCL will ensure the relevant KPSN Partner is kept informed.

**Access:** Certain Wireless Equipment or Wireless Links may be located in areas which have restricted or limited access, whether due to local restrictions, height restrictions, ground conditions or otherwise. Accordingly, the sub-contractor may only carry out maintenance and repairs over such Wireless Equipment or Wireless Links when suitable and adequate access is available to the KPSN Partner Site or location at the KPSN Partner Site where such Wireless Links are situated. Where lack of suitable and adequate access prevents the sub-contractor from carrying out maintenance or repairs over any Wireless Links, they shall inform DUCL and shall carry out such maintenance or repairs when suitable and adequate access becomes available or is granted to the sub-contractor. DUCL will ensure that the relevant KPSN Partner is kept informed.

## 5.2. Incident Updates

This table shows the frequency and method of the updates that DUCL will provide the KPSN Partners according to the priority level.

**DUCL Contact Matrix**

Priority Level	Update Frequency	Primary Contact Method	Secondary Contact Method
Priority 1	Hourly	Telephone	Email
Priority 2	4-hourly	Email	Telephone
Priority 3	Daily	Email	Telephone
Priority 4	Weekly	Email	Telephone

## 6. Major Incident Management

Once a Major Incident is raised, the DUCL Service Contract Manager will be responsible for overseeing the management of the incident to ensure a prompt resolution, and for handling communications between DUCL and KPSN Partners.

If a fault moves into non-standard service hours the DUCL Service Contract Manager will hand over to a named member of the DUCL 24/7 NOC Team in Reigate to provide updates as per the agreed frequency. This named individual's details will be passed onto the KPSN Technical Operations Service Contract Manager along with the contact from any affected KPSN Partner(s).

The DUCL Service Contract Manager will provide the KPSN Partner, and the KPSN Team, with a Major Incident Breakdown Report which will include a summary of events, root cause analysis and any lessons learned. This MI Report will be made available to all interested parties within 10 working days of the incident being resolved.

## 7. Problem Management

DUCL carry out both proactive and reactive problem management.

A problem record can be raised once an incident has been resolved, but the underlying problem or root cause still needs to be investigated and remedied. The problem record will be managed by DUCL and the KPSN Partner will be provided with regular updates.

In addition to the above, the DUCL Service Contract Manager will also carry out monthly trend analysis on the incidents raised and will raise a problem record to be investigated should a trend appear. The



DUCL Service Contract Manager will include a list of problem tickets in the monthly Service Delivery Report.

## 8. Operational Change – Service Request / Soft MAC Procedure

KPSN Partner requests which are not deemed to be a fault will be raised as a service request. Service requests can be hard or soft MACs; please see below for definitions and examples:

### *Soft MAC*

A soft MAC can be defined as a change to an existing BAU service where: -

- There is sufficient capacity.
- It does not require any new physical equipment.
- It can be completed, in full, within two hours (not consecutively) by the DUCL Service Desk at Reigate.
- It is typically classified as standard (pre-approved) in respect of change.
- It will not affect more than 20 Physical KPSN sites.
- It does not require the Quotations function.
- It does not change the network design.
- It does not appear in the KPSN Service Catalogue.

### **Examples**

- Enabling or disabling of KPSN VLANs.
- Change of Quality of Service (QoS) parameters.
- Firewall port change.
- DNS changes.
- Web Filtering.
- VPN accounts.
- A simple VRF creation.
- Bandwidth changes that do not require any additional costs.

### *Hard MAC*

A request will be deemed as a hard MAC if:

- It does not satisfy any of the Soft MAC criteria.
- Any additional cost is incurred to DUCL or any of its contracted third parties.

### **Examples**

- Bandwidth changes.
- A complex VRF creation.
- On-site NTE shift.
- Router upgrade.

Please refer to [Section 9 for Strategic Change](#).

Service requests can be raised with DUCL via the Log Service Request option on the Self Service Portal (<http://self-service-portal.updata.net>) or by emailing [cns-customer.support@capita.com](mailto:cns-customer.support@capita.com). Once the service request has been logged the KPSN Partner will receive a DUCL service request number, which should be used on all future correspondence relating to this request. If there are any charges that apply, DUCL's quotations team will provide a quote to the KPSN Partner via email and will ask for these charges to be approved before the request is carried out.

Please note service requests will always be logged as P4 calls. If there is a valid business case for an urgent request Partners should contact the DUCL Service Desk Team Leader (please refer to Section 1.4) who will evaluate and take action as necessary, if a dispute arises this can be escalated in accordance with Appendix E. DUCL will also review service requests as they are logged to identify any critical / urgent requests.

## 8.1. Pre-approved Operational Changes

DUCL and KPSN Partners have agreed a list of changes which are classified as pre-approved changes. This means that any change requests which fall into the categories in the table below can be raised and managed under the Service Request or Strategic Request (see Sections 7 and 9):

Change Type	Description
Content web filtering changes	Customer request via service request process
Firewall changes	Customer request via service request process
Enabling/disabling ports & VLANs	Customer request via service request process
New customer end site	Customer request via the chargeable request process
Partner bandwidth increase / decreases non-chargeable	Customer request via service request process
New Partner end site kit installations	Switches/Modems - Low risk and not DUCL or Partner core affecting
Rebooting services/devices	On the back of a Support Request to resolve an issue
Partner end site service / bandwidth upgrades	Partner request via the chargeable request process
CPE swap outs	On the back of a Support Request to resolve an issue (like for like only)
Adjust individual line speeds	For multiple line sites to stabilise link on back of a fault
Installation of additional lines	Where required to ensure contractual speed, tracked through Service Requests
Swap out of modem cables	As part of fault investigation for line faults
BT / third party works on lines / re-routing	As part of fault investigation and resolution
DNS	Partner request via service request process
Email Filtering	Partner request via service request process
New VPN account setup / amendment	Partner request via service request process
WAN	Minor BAU Configuration changes to a Wide Area Network
Web hosting	Creation of new server, configuration changes to a single hosted server
New IP allocations	Partner request via service request process

Addition of a new route	Tracked via service request process
Replacement of UPS batteries	Following an incident or proactive change

### Service Request Service Levels

Type	Timescale
Soft MAC	Completed within 2 working days
Hard MAC	Completed within 5 working days (subject to survey)
Hard MAC Bandwidth Change Request	Timescales subject to survey and lead time for suppliers

N.B. If any requested changes affect KPSN Partner(s), other than the requesting KPSN Partner, then DUCL will ensure that all KPSN Partners that may be affected are aware and the change and agree to it.

### Escalation Matrix - Incidents and Service Requests

Monday - Friday 08:00 - 18:00

Level	Name
1	<a href="#">Service Desk/ NOC</a>
2	<a href="#">Tier 1 Team Lead</a>
3	<a href="#">Service Desk Manager</a>
4	<a href="#">Network Operations Manager</a>
5	<a href="#">Senior Service and Contract Manager</a>
6	<a href="#">Service Delivery Director</a>

OOH 18:00-08:00 24/7/365

Level	Name	Responsibility	Contact Details
1	Service Desk/ NOC – Reigate	Service Desk – Incident/Service Requests	General No: 01737 235 710 <a href="mailto:CNS-Customer.Support@capita.com">CNS-Customer.Support@capita.com</a>
2	Michael Hewitson	Out of Hours Team Leader	07847857462 <a href="mailto:michael.hewitson@capita.com">michael.hewitson@capita.com</a>
3	<a href="#">Network Operations Manager</a>		
4	<a href="#">Senior Service and Contract Manager</a>		
5	<a href="#">Service Delivery Director</a>		

## Core Change Control Process

KPSN Partner led changes will be raised by logging a service request with DUCL. DUCL will analyse the request and if an operational change request is required, the engineer owning the service request will complete a Service Change Control Form (SCCN) (Appendix C) which will be sent via email to the DUCL Change Management Team ([change.management@updata.net](mailto:change.management@updata.net)). The SCCN will then be acknowledged, logged onto DUCL's system and allocated a SCCN reference number by DUCL. Once reviewed, if there are any charges DUCL will issue the requesting KPSN Partner a quote which must be approved before any work can be carried out, if the quote is acceptable but over £50k this must be referred to the KPSN Strategic Development and Relationship Manager (Head of KPSN) for counter signature.

DUCL can raise operational changes for both pro-active and re-active maintenance which will be sent to the relevant KPSN Partner or to the KPSN Team to obtain approval from the KPSN Partner / KPSN Team before any work can be carried out.

DUCL's initiated SCCNs should be sent to the KPSN Partner, giving 2 weeks' notice for downtime prior to the change.

DUCL hold an internal CAB meeting every Friday morning and any changes should be submitted by 17:00 on the previous Wednesday for review. All operational changes that are approved by DUCL's CAB will then be sent out for approval by Change Management and discussed at the joint DUCL / KPSN CAB on Wednesday mornings. Partners will be required to approve Changes as per the following rules:

1. If the change is for a single partner only, then approval must come from the partner involved and KPSN Management Team
2. If the Change affects multiple partners, then the approval must come from two partners plus KPSN Management Team

Approvals can be made by replying to the email from Change Management, clearly stating you will approve the Change Below on behalf of your Partnership.

A list of example operational change controls are as follows:

- Firmware upgrade
- Hardware replacement
- Process change

### 8.1 Emergency Changes

An emergency change is a change that must be made as soon as possible, to prevent or resolve high severity incidents. Emergency changes must be linked to an incident or service request which will need to be referenced in the SCCN form which DUCL will complete internally. The KPSN Partner will not be obligated to complete a SCCN form.

Emergency changes raised by a KPSN Partner should be submitted to the DUCL Change Manager via phone call on 07736491494. If the Change Manager is on leave DUCL will provide a named contact with contact details. A SCCN form will also be required and this should be sent to [change.management@updata.net](mailto:change.management@updata.net) ensuring the Emergency Change Control Information section is completed.

Emergency changes raised by DUCL will be logged by the DUCL Change Manager using the standard SCCN form; however, the Emergency Change Control Information section must also be completed.

The DUCL Change Manager will manage the request to ensure approval is gained both from the KPSN Partner and DUCL, and that the KPSN Partner is kept updated throughout the process. If the change

affects multiple KPSN Partners or the KPSN Core network then DUCL will ensure that they have approval from all affected KPSN Partners and the KPSN Team.

## 8.2 Planned Engineering Works

From time to time it may be required that DUCL, or one of their third party suppliers, will need to notify KPSN Partners of planned engineering works. This work may be service affecting so a notification should be sent to the relevant KPSN Partner(s) with details of the work planned and the services this will affect.

Where the work is not deemed as an emergency, then DUCL shall endeavour to ensure that at least 10 working days' notice is given before work commences. Where third party contractors are involved DUCL are restricted by the amount of notice given by the suppliers, however, if DUCL are given more than 10 working days' notice, they will share this with the KPSN Partner(s) as soon as they have been given notice.

If a KPSN Partner plans to carry out work that will affect any DUCL maintained links / services then they should send a notification of this work to [CNS-Customer.Support@capita.com](mailto:CNS-Customer.Support@capita.com) and [Reigate-CNSChangeManagement@capita.co.uk](mailto:Reigate-CNSChangeManagement@capita.co.uk) at least 24 hours prior to this work being carried out.

The DUCL / KPSN Change Control Procedure can be found on the DUCL portal in the Process Documents > b) Change Control Process

## 8.3 Escalation Matrix for Core Change Management

If KPSN Partners want to escalate a Core Change within DUCL, they should follow the escalation matrix shown below.

### Escalation Matrix for Change Management

1 <sup>st</sup> Escalation Contact	2 <sup>nd</sup> Escalation Contact
Paul Harvey Change Manager 01737 224422 <a href="mailto:Paul.harvey@capita.com">Paul.harvey@capita.com</a>	<a href="#">Senior Service Contract Manager</a>

DUCL, with the support of the KPSN Partners, have compiled a Core Change matrix which clearly defines which individual(s) can sign off Core Changes on a per Partner basis. The master copy is located on the DUCL Portal in the 10. Change Management section 'g' of the repository.

## Strategic Change / Hard MACs (quotes and ordering)

Quotations are now available within the Portal allowing KPSN Partners to request pricing as required. Any quotes raised on the portal will be updated and visible through the portal. If three quotes are required for any particular parts or Service, then this can also be requested via the bespoke quotation area of the portal.

### 9.1 Raising a strategic change on the DUCL Portal

- The KPSN Partner requests a quote using either the bespoke quotation or the quotation area on the DUCL Portal.
- The DUCL Quotations Team validate standard quotes, and price ad-hoc quotes involving the Solutions Architects (SA), where required, to meet the client requirements.
- The DUCL Quotations Team will follow the Service Levels agreed on the DUCL Portal in the 03. Process Documents section 'g' Service Levels of the repository.
- Once the quotation has been approved by an Authorised Approver(s), the order is passed to the DUCL PMO Team to implement. The change will be subject to agreed Service Levels on the DUCL Portal in the 03. Process Documents section 'g' Service Levels of the repository. Wherever possible, changes and implementation work of a nature that is unfamiliar or has not been previously tested shall be tested in a lab environment which is not part of the active KPSN solution.

### 9.2 Paper based approach

- The Authorised Requestor submits the Quote Request Form (QRF) via email to Networkquotations@capita.com.
  - The DUCL Quotations Team, upon receiving the QRF form, will immediately assign a unique Reference number (NET Reference), and email the Authorised Requestor with the Reference number as well as adding the Reference number to the QRF form.
  - DUCL Quotations team may seek technical advice if required within the given service levels, see below:
    - Accurate quotes and / or responses will be returned within two working days for Standard Requests\* and within ten working days for non standard Requests\*\* to the Authorised Requestor.
  - DUCL Quotations Team will advise and keep the Authorised Requestor updated on progress for non-standard and complex.
  - QRF is issued back to the Authorised Requestor with all pricing and relevant information required to make the decision to agree the change.
  - The Authorised Requestor agrees the quote and emails their approval to the DUCL quotation team.
- Or
- the Authorised Requestor rejects proposal explaining why - QRF is then marked as cancelled / on hold / or in progress and will follow through the above steps should the Requestor require an alternative solution.

- The quotation team then produce a Change Control Note (CCN) for the authorised requestor to sign and return, DUCL will also sign the CCN. The CCN is then passed to the DUCL Order Management team with other required documentation to progress.
- The Request is actioned within the agreed timescales and service levels.
- The Order management team will then process the request and will keep the customer updated of any progress, including and Change Authority



## Quotation Types

Quotation Type	Description
Standard Quotation SLA 2 days	A Standard Quotation will include costs for Standard Changes and any products or Services listed in the Service Catalogue excluding Non-Standard items or Complex items.
Non-Standard Quotation SLA 10 Days	Any product or Service that is not listed in the Service Catalogue or that is not a Standard or Complex Quotation and may include cost for Normal Changes. When three quotes are requested by a KPSN Partner for an item, these will be deemed as a Non-Standard Quotation. Should any of the third parties not respond to DUCL within the Service Level timescale, as long as DUCL has reasonably tried to ensure that the third parties respond within the given timescale, then DUCL will not be held responsible for missing the Service Level
Complex Quotation No SLA	A Complex Quotation will include any products or Services which will be Standard or Non-Standard that may have some or all of the following qualities: <ul style="list-style-type: none"> <li>• Referred outside of the Quotations Team</li> <li>• Requires SA / TDA design</li> <li>• Costs for Normal Changes</li> </ul>

All communication regarding Quotations and Orders will take place between the KPSN end users and DUCL's Quotations Desk.

## 9.3 Escalation Matrix for Quotations.

Level	Name	Responsibility	Contact Details
1	Service Desk/ NOC – Reigate	Commercial Analyst	<a href="mailto:Networkquotations@capita.com">Networkquotations@capita.com</a>
2	Emma Davies	Senior Commercial Analyst	01737 827 043 <a href="mailto:Emma.davies@capita.com">Emma.davies@capita.com</a>
3	Qammer Arfeen	Quotations Manager	01737 827 043 <a href="mailto:Qammer.Arfeen@capita.com">Qammer.Arfeen@capita.com</a>
5	Sarah Greene	Head of Quotations	+44 (0)7710 082 357 <a href="mailto:Sarah.Green@capita.com">Sarah.Green@capita.com</a>
6	Pete Brooker	Service Contract Manager	07598 607 415 <a href="mailto:pete.brooker@capita.com">pete.brooker@capita.com</a>
7	Tom Dyson	Head of Deal Architecture	<a href="mailto:Tom.Dyson@capita.com">Tom.Dyson@capita.com</a>



## 9.4 Escalations Matrix for all Orders

To save confusion all escalation for all orders will use the following escalation path.

<b>Order Manager</b>
DUCL: Seema Govindraj LV Project Co-ordinator 08081643081 Seema.govindraj@capita.com

Level	Name	Responsibility	Contact Details
1	Order Management Team	Order Management Team	CNS-Orders@capita.co.uk 08081643081
2	Seema Govindraj	Assigned Order Manager	08081643081 Seema.govindraj@capita.com
3	Kathy Learner	Head of Order Management	07599 553 875 Kathryn.Learner@capita.com
4	Pete Brooker	Service Contract Manager	07598 607 415 pete.brooker@capita.com

## 10. Customer Portal

### 10.1 DUCL Self-Service Portal

KPSN Partners have access to the DUCL Self Service Portal (<https://self-service-portal.updata.net/>) where KPSN Partners will be able to raise and view quotes, orders, service requests and incidents for their own sites on the KPSN Network as well as reviewing standard reports. In addition, the DUCL portal will be the repository for all DUCL process documents and CCNs.

Portal administration can be requested through [KPSN@kent.gov.uk](mailto:KPSN@kent.gov.uk) for the following:

1. New Users
2. Personnel leaving or moving within the business
3. New or changed portal roles and/or financial approval limits

The External Partnerships (KPSN) Support Officer will deal with the requests and will pass on the requests to the DUCL Helpdesk [cns-customer.support@capita.com](mailto:cns-customer.support@capita.com) when all the required information is gathered from the Partners so that a joining letter and portal guide can be sent out with the login details to the new user by DUCL. If you email the DUCL Service Desk directly requesting a new user or changes, this

will be passed to the KPSN Team as per the above process and no ticket will be logged at DUCL. In the External Partnerships (KPSN) Support Officer's absence the generic email account will be monitored by other members of the KPSN Team.

To request any changes to the portal you feel would be useful and assist day to day operation please pass this request via [Stuart.lawrence@capita.com](mailto:Stuart.lawrence@capita.com) or via your SCM or Account Director. Please note some requests may incur charges which will be agreed before any development is carried out.

## 10.2 Solarwinds NMS Access

DUCL will provide KPSN Partners with a web view to the DUCL Network Monitoring System (NMS), Solarwinds. Each KPSN Partner has been provided with a Partner level login showing their part of the network.

This view will show any node down alerts within the KPSN network and can also provide utilisation stats of all the DUCL links. KPSN Partners have also been provided with a top 10 Dashboard and Netflow functionality from within a node. Topology diagrams are also available and a heat map has been provided for those that have access.

The URL for this web page is <https://noc-kpsn.updata.net/>. However, anyone that has access to the DUCL Self Service Portal and who has the correct role will also be able to access this page from the Network Monitor link on the main page.

Solarwinds login credentials have already been distributed to KPSN Partners. Should any other logins be required KPSN Partners will need to log a service request via the DUCL Service Desk (CNS-Customer.Support@capita.com) assuming that the KPSN Partner's staff member already have access to the portal. If not, then the KPSN Partner will have to follow the process in Section 10.1 above to get access to the portal.

## 10.3 Service Catalogue

DUCL have provided a Service Catalogue for KPSN Partners via the DUCL portal. Partners can order Service Catalogue items via the quote and order section within the portal or by emailing [cns-quotations@capita.co.uk](mailto:cns-quotations@capita.co.uk) the completed Form. Should Partners wish to request new items for the catalogue they should contact the KPSN Team via [KPSN@kent.gov.uk](mailto:KPSN@kent.gov.uk).

# 11. Lifecycle Management

The Lifecycle Management refers to the on-going account management and service management engagement with KPSN Partners which has been in place since the Operational Services Commencement Date. DUCL will manage all aspects of equipment lifecycle, ensuring that the relevant KPSN Partners are notified when equipment is due to go End of Life (EoL), so that the KPSN Partner and DUCL are able to discuss how best to manage legacy equipment. Upon receipt of a KPSN Partner's request, DUCL will facilitate the sale of any legacy equipment that the KPSN Partner does not wish to retain or reuse within the KPSN Network, either via resell to CISCO, in order to obtain up to a 6% discount against the next order, or by reselling the equipment through DUCL's sub-contractor, in line with the WEEE directive.

## 11.1 Configuration Management Database (CMDB) and Asset Management

Both Solarwinds and the Remedy Service Desk form integral parts of the Asset and Configuration Management Systems which can be broken down to each KPSN Partner or the complete KPSN estate.

The CMDB holds technical information which is stored on Solarwinds. The Asset Register is retained on the Remedy Service Desk and holds asset specific information, which differs to that in the CMDB; see table below.

CMDB	Asset Register
Equipment Status	Financial information
Equipment Firmware levels	Individual circuit information
Connectivity	Installation dates

Aspects of the CMDB can be viewed in real time via Solarwinds. Additional information regarding the Asset Register can be requested via the DUCL Service Desk. The latest version of the Asset Register will be held in the Self Service Portal under section 13 CMDB.

The CMDB is updated via several of our existing processes:

- **Change Management** - as part of this process an internal task is created to update Solarwinds (CMDB) and Remedy Service Desk (Asset Register).
- **Incident Management** - as part of this process the Change Management function may be invoked.
- **Service Requests** - as part of this process the Change Management function may be invoked.
- **Provisioning** - as part of this process the Change Management function may be invoked (On-Boarding procedure).

It is DUCL's standard operating model for the Service Desk Analyst to make the necessary updates to the Remedy Service Desk or/and Solarwinds system at the time a member of the Field Services Team call to commission an addition, or repair/change a circuit or the equipment on in any case within 24 hours of any change made in accordance with the KPSN Agreement.

Solarwinds and Remedy Service Desk will also be audited bi-annually to ensure accuracy of both the CMDB and Asset Register.

Remedy Service Desk also includes records of KPSN's Spares and Stock. This is updated as / when stock is used or returned to KPSN by DUCL's Logistics Team. DUCL will ensure that any changes to the KPSN network are recorded on their CMDB within 24 hours of the change.

DUCL maintain a copy of the Asset Register and will make this available on the DUCL portal once a month until such time that the CMDB is fully available on the portal. The CMDB and Asset Register will be updated within 24 hours of a change taking place. Should KPSN Partners require an up to date report of the CMDB they should request an Ad-Hoc report via the Self Service Portal as a Service Request, or from the DUCL Service Contract Manager who will supply the report within five working days.

Configuration Data will not be available within the CMDB due to volume of information per device. Should a KPSN Partner require the configuration data for a specific device(s) they should raise a Service Request for that information.

## 11.2 Technical Design Authority (TDA) Function

The TDA is a group of technical resources who can design and implement complex network and enterprise solutions over a range of architectures. Their responsibilities include:

- Overall responsibility for the KPSN technical architecture.
- Technical governance of new and existing services.
- Escalation point from the DUCL Service Desk.

DUCL have created a TDA Forum which is designed to accommodate technical discussions between the KPSN Partners and DUCL as the supplier. It will cover technical aspects that may impact the Partnership. Topics for discussion can vary from meeting to meeting but would typically involve:

- Proposed service or technology changes.
- Service upgrades (network and WAN+).
- Introduction of new technologies.
- KPSN service roadmap; what is due to take place and when.
- Identify changes for budgetary purposes.
- Identify potential issues and discuss actions.
- Review EoL equipment and propose new replacements, within appropriate budgets and timescales

As part of the bi-monthly Technical Group meetings, the KPSN Technical Operations Service Contract Manager and DUCL Service Contract Manager jointly agreed the TDA members so that the KPSN Partnership is suitably represented by DUCL and KPSN Partners.

### 11.3 Risk appetite

Risk appetite is an important consideration when reviewing EoL products. For KPSN's Core network, the decision regarding whether the KPSN Team would like to accept the risk of retaining EoL equipment lies with the KPSN Strategic Development and Relationship Manager (Head of KPSN). At the edge KPSN Partners' risk appetite may vary and DUCL will discuss with each KPSN Partner on a case by case basis as required. If the infrastructure is shared, DUCL will require a decision from the Lead Partner which is usually the partner commercially responsible for that equipment. The Lead Partner will be required to seek sign off from all their stakeholders.

## 12. Account Management

The DUCL Client Director will manage the day to day relationship with KPSN Partners, ensuring that their experience meets the requirements laid out in the DUCL / KPSN Contract. As part of their role they will assist in the on-boarding of new / potential KPSN Partners, manage the existing KPSN Agreement and relationships, and work with the KPSN Team to develop new opportunities and KPSN Partner relationships. The DUCL Client Director will have an understanding of Kent County Council, the KPSN Partnership and KPSN Partners' business requirements to ensure that all network service developments contribute to improving the services that DUCL deliver.

**Responsibilities include:**

- DUCL account review,
- KPSN account escalation,
- Representing KPSN within DUCL,
- Interact and coordinate with other DUCL staff in other departments working on the same account,
- Meet deadlines for the account,
- Pre-sales engagement,
- New Partner on-boarding,

- Commercial design and escalation.

## 12.1 Escalation Matrix for Account Management

1st Escalation Contact	2nd Escalation Contact
Roz Taphouse Account Director 07909 927361 <a href="mailto:Roz.Taphouse@capita.com">Roz.Taphouse@capita.com</a>	Rachael Beer Account Sales Director 07710070813 <a href="mailto:Rachael.beer@capita.com">Rachael.beer@capita.com</a>

## 13. Service Management

### 13.1 Service Level Reporting

The DUCL Service Contract Manager will send a monthly service performance report to the KPSN Team by the 7th working day of the calendar month. This will also be saved on the DUCL portal under the reports section of the repository (01 Reports, a) Service Delivery Reports). The report will outline the details of the incidents raised that month, analysis of the resolution categories, time to fix, performance to SLA and service availability. The Service Contract Manager will also be responsible for managing and resolving any issues for KPSN, along with gaining approval for any additional sub-contractors.

The following table shows the reports which DUCL are required to submit to KPSN along with when they will be expected as per the KPSN Agreement:

Type	Delivered By	Delivered To
Service Report	7th working day of the calendar month	Catherine Ridgway Stuart Cockett Dave Lindsay Daniel Medley
Major Incident Report	Within 10 working days of incident resolution	Stuart Cockett Dave Lindsay Any other affected KPSN Partners
Ad-Hoc Reports	Within 5 working days of request	Requesting KPSN Partners
Freedom of Information (Fol) reports	Within 5 working days of request	Requesting KPSN Partners KPSN Team

#### Process for DUCL adding any new sub-contractors

The DUCL Client Director will inform the KPSN Commercial Contracts Manager of any new requirements for a sub-contractor. As a minimum the DUCL Client Director will provide the following information so that the KPSN Commercial Contracts Manager can determine whether or not to approve the sub-contractor onto the approved sub-contractor list as per Schedule 5 in the KPSN Agreement:

Details will include:

- Name and address of sub-contractor.
- Registered address and Company number.
- Product / service description.
- Term of sub-contract.
- The percentage of contract spend that the sub-contractor will represent.
- Last three years' financial records of the sub-contractor.

If the KPSN Commercial Contracts Manager is not satisfied that the above provides them with sufficient information with which to approve the sub-contractor, the KPSN Commercial Contracts Manager may request a copy of the sub-contractors Contract in line with clause 22.3 of the main contract between DUCL and KCC.

If the sub-contractor is approved an addendum to the main DUCL / KCC contract will be raised to amend Schedule 5 in line with the defined Change Management process.

## 13.2 Service Management Review Meetings

The KPSN Team and DUCL have agreed to hold monthly Account Review Meetings where the performance reports, maintenance schedules and any outstanding service issues shall be discussed and reviewed.

## 13.3 Capacity Management

The DUCL team manage the Capacity of the network using the following process.

The Service Report contains a full review of the Core network and any site showing above 70% capacity which is highlighted for review. The information provided is discussed at the Service Review Meeting otherwise know as the Technical Group Meeting and again at the TDA Forum where technical proposals are put together covering any changes that need to be made to the network. Finally it will be discussed at Management Board where financial sign off on spend is agreed.

Each month a report on network Capacity and a forecast of capacity is produced. This is also reviewed by the KPSN and DUCL Team to ascertain if any actions are required in the short to medium term. This report also highlights links where failover would cause a capacity issue.

### Document used in the Capacity process:

- KPSN core access links (sent by Paul Steer once a month and uploaded to the customer portal)
- Service Report (shared once a month by the Service Manager)

### Meetings where Capacity Management is discussed:

- Technical Group (discussion)
- TDA Forum (Technical approach)
- Management Board (finance sign off)

## 13.4 Communications Plan

The KPSN Team has developed a communications plan in partnership with DUCL which covers all aspects of the KPSN Agreement including Transformation and Business As Usual (BAU). It details all meetings,

conference calls and reporting to be delivered as part of the DUCL / KPSN Contract with DUCL and is saved on the DUCL portal under the communications, contact and escalations lists section of the repository.

## 13.5 Customer Service Improvement Plan (CSIP)

DUCL have implemented a Customer Service Improvement Plan (CSIP) which is owned by the DUCL Service Contract Manager. The CSIP will be shared as part of the Service Management Review meetings and KPSN Partners are encouraged to provide feedback to the DUCL Service Contract Manager.

## 13.6 Customer Satisfaction Surveys (CSAT)

### Customer Satisfaction Surveys

DUCL run a CSAT once every 12 months to representatives from each of the KPSN Partners in order to gain a complete picture of services received across the KPSN Partnership. This is sent to representatives as directed by the KPSN Team and results are presented back to the KPSN Management Board.

## 13.7 Annual Leave

Annual leave of Key Personnel working on the KPSN account on a daily basis is communicated to the KPSN Team and shared via the KPSN Portal. This currently includes the roles below but will be updated once the Project Transformation phase is complete.

- DUCL Service Desk Team Leader
- DUCL Service Contract Manager
- DUCL Ops Control / Process Support Manager
- DUCL Client Director
- DUCL Project Managers
- DUCL Order Managers
- DUCL TDAs.

# 14. Complaints Process

KPSN Partners must follow the escalations process prior to raising a complaint. DUCL's process for dealing with complaints is as follows. An acknowledgement will be sent same day, with a full response to the complaint within 5 working days.

- Send an email with details of the complaint to [pete.brooker@capita.com](mailto:pete.brooker@capita.com) referencing any incident or Service Request numbers where relevant.
- DUCL will log the complaint on their internal system and respond back to the KPSN Partner via email with the complaint reference and details of the person handling the case.
- DUCL to investigate the complaint and provide the KPSN Partner with regular updates via email.
- DUCL to bring the case to resolution within a timescale which is agreed between the DUCL Service Contract Manager and the KPSN Partner at the commencement date of the complaint.
- Confirm with the KPSN Partner they are happy to close the case.
- If it cannot be resolved the KPSN Partner should refer to the dispute process (Appendix E).

## 15. Invoicing

DUCL will submit quarterly in advance invoices. Operational Services Charges relating to voice minutes will be invoiced monthly in arrears.

## 16. OPD Review

The OPD is a live document and as such will be updated as required and tracked via the version history.

It will also be formally reviewed with the KPSN Team on a bi-annual basis or as required as part of the Service Delivery Review monthly meetings. The formal reviews will take place in April and September of each year.





## APPENDICES

### A. Service Level Agreement

Separate document. Located in the repository section of the DUCL Portal under:

- 03 Process Documents
  - g) Service Levels.

### B. KPSN - DUCL Topology

Separate document. Located in the repository section of the DUCL Portal under:

- 02 Technical Documents
  - b) Topology.

### C. Service Change Control Form

Separate document. Located in the repository section of the DUCL Portal under:

- 03 Process Documents
  - b) Change Management Process.

### D. Dispute Process

Separate document. Located in the repository section of the DUCL portal under:

- 03 Process Documents
  - h) Dispute Process.

### E. Change Control Process

Separate document. Located in the repository section of the DUCL portal under:

- 3) Process Documents
  - b) Change Management Process \ KPSN Change Control Procedure.

## CONTACT DETAILS

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