

TOTSCo

The One Touch Switching Company Ltd

TOTSCo SERVICE MANUAL

1.0



TOTSCo Service Manual

Version Control Table

Version	Date	Description of Changes	Approval Date
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1. Introduction

1.1 Purpose

The service manual is intended to outline the services provided by TOTSCo, ensuring the smooth operation of the OTS process and enabling customers to maximise their use of the Hub.

1.2 Scope

The TOTSCo Service Manual is a working document that will be adapted as more services and capabilities are offered going forward. It is supported by the TOTSCo User Guide, User Agreement and Schedules.

2. Service Levels

2.1 Production hub availability

- The production hub availability will exceed 99.95% in each calendar year.
- We will monitor the production hub availability using system logs and other monitoring tools.
- Our records will be the basis for all service level calculations and determinations.

2.2 Switching message delivery time

- The switching message delivery time will not exceed 1 second, subject to a maximum throughput of 4,000 messages per second.
- We will continuously monitor switching message delivery time. If we identify in any month that average switching message delivery time is (or is likely to be) greater than 1 second that will be treated as a service incident. In case of any service incidents, we will take immediate action to investigate and rectify the issue. You will be notified of the incident and kept informed about the progress of remedial actions.

3. Incident Management

Objective: Ensure swift resolution of service-related issues to minimise impact on business operations.

3.1 Reporting an Incident

Methods of Reporting:

- **Account Management Portal:** Submit a ticket by choosing the 'manage tickets' option in the portal. Ensure to provide detailed information about the issue, including any error messages, steps taken before the incident, and the impact on your operations.
- **Phone Support (Active from End of August 2024):**

Telephone Number: +44 (0)800 026 0403

Available 8am to 8pm – Monday to Friday, 8am to 12pm Saturday

Outside of these hours, any issues and enquiries can be raised via the ticket management system, which will be accessible 24/7/365.

Be ready to provide a detailed description of the issue to facilitate faster resolution. Calls will be recorded to allow for training and review.

- **Email Support:** Send an email to service_desk@totSCO.org.uk with a detailed description of the issue, screenshots if applicable, and the urgency of the problem.

3.2 Incident Classification

All incident management will be ITIL compliant and go through the incident, problem, and change step process as appropriate. Incidents will be categorised P1-P4.

Any P1 incident is viewed as a major incident and the full TOTSCO major incident management process will be invoked.

Severity Levels:

- **P1 - Critical (Service outages):** A complete business down situation or single critical system down with high impact. The Hub is unable to operate.
 - **Response Time:** 30 minutes
 - **Target Service Restoration/Issue Resolution Time:** 4 hours
- **P2 - High (Major impact):** A major component of the Hub's ability to operate is affected. Some aspects of the business can continue but it is a major problem.
 - **Response Time:** 55 Minutes
 - **Target Service Restoration/Issue Resolution Time:** 8 hours

- **P3 - Medium (Moderate impact):** The Hub's core function is unaffected, but the issue is affecting efficient operation by one or more Hub Users.
 - **Response Time:** 70 minutes
 - **Target Service Restoration/Issue Resolution Time:** 4 Business days
- **P4 - Low (Minor issues):** The issue is an inconvenience but there are clear workarounds or alternative processes.
 - **Response Time:** 80 minutes
 - **Target Service Restoration/Issue Resolution Time:** 8 Business days

3.3 Incident Resolution

Resolution Steps:

1. Initial Assessment:

- **Triage:** TOTSCo Business Support Team reviews the incident report to determine the severity and assigns it to the appropriate team.
- **Acknowledgment:** You will receive an acknowledgment of the reported incident with an assigned ticket number and initial response time estimate.

2. Investigation and Diagnosis:

- **Root Cause Analysis:** The assigned specialist conducts a detailed investigation to identify the root cause.

3. Resolution and Recovery:

- **Solution Implementation:** TOTSCo Business Support implements the solution to resolve the issue.
- **Verification:** We will verify that the issue is resolved, and the service is restored to normal operation.

4. Closure:

- **Customer Confirmation:** TOTSCo Business Support will confirm with you that the issue is resolved satisfactorily.
- **Documentation:** TOTSCo Business Support will update the incident report with detailed resolution steps and close the ticket.

3.4 Roles and Responsibilities

Customer:

- **Report incidents:** Provide comprehensive and accurate details about the incident.
- **Assist in Diagnosis:** Provide additional information or access as needed for incident resolution.
- **Confirm Resolution:** Confirm satisfactory resolution of the incident.

TOTSCo Business Operations:

- **Classify Incidents:** Triage and classify incidents based on severity.
- **Investigate and Resolve:** Conduct root cause analysis, implement solutions, and resolve incidents.

Service target time is for 80% of calls to be answered in 30 seconds with an abandonment rate of no more than 7%.

- **Communicate:** Provide regular updates to the customer regarding incident status and resolution progress.

TOTSCo Incident Manager:

- **Oversee Process:** Ensure the incident management process is followed, and incidents are resolved timely.
- **Coordinate Resources:** Allocate appropriate resources and escalate issues when necessary.
- **Review and Improve:** Conduct post-incident reviews to identify improvement areas in the incident management process.

3.5 Critical Information

Contact Details:

- **Account Management Portal**
- **Phone Support (Active from End of August 2024):**

Telephone Number: +44 (0)800 026 0403

Available 8am to 8pm – Monday to Friday, 8am to 12pm Saturday

Outside of these hours, any issues and enquiries can be raised via the ticket management system, which will be accessible 24/7/365.

- **Email Support:** service_desk@totsco.org.uk

Response and Resolution Times:

- Response times vary based on the severity of the incident (from 1 hour to 24 hours).

Escalation:

- Contact the service desk, via the Account Management Portal to request escalation.

4. Change Management

Objective: Ensure changes to services are made in a controlled and systematic manner to minimise risk and ensure seamless integration.

4.1 Request a Change

Change Request Process:

Submission:

- **Change Request Form:** Access the form via the website [here](#). Ensure all required fields are filled out accurately.
- **Required Details:**
 - **Description:** Clear and detailed description of the change.
 - **Rationale:** Business justification and benefits of the change.
 - **Impact Assessment:** Potential impact on current operations and services.
 - **Desired Schedule:** Preferred timeline for implementing the change.

Confirmation:

- Send your change form to enquiries@totsco.org.uk.

4.2 Change Assessment

Impact and Risk Analysis:

Impact Analysis:

- **Service Impact:** Identify which services or processes will be affected.
- **Business Impact:** Assess the potential disruption to business operations.

Risk Assessment:

- **Identify Risks:** Potential risks associated with the change, including technical, operational, and security risks.
- **Mitigation Plan:** Develop strategies to mitigate identified risks.

Cost-Benefit Analysis:

- Evaluate the costs associated with the change against the anticipated benefits.

4.3 Approval Process

Review and Decision

Change Advisory Board (CAB):

- **Composition:** Technical and operational representatives from TOTSCo and Tech M with expertise and decision-making authority.
- **Meetings:** Regularly scheduled meetings to review and assess change requests.

Review:

- **Detailed Review:** CAB reviews the change request, focusing on:
 - **Business Justification:** Why the change is needed, what are the objectives, benefits
 - **Impact Analysis:** Potential effects on services, users, and infrastructure.
 - **Risk Assessment:** Identification and evaluation of risks associated with the change.
 - **Risk Assessment:** Identification and evaluation of risks associated with the change.
- **Feedback:** CAB may request additional information or modifications to the request.

Decision:

- **Approval:** If the change is deemed beneficial and low risk, it is approved.
- **Rejection:** If the change is high-risk or not beneficial, it is rejected.
- **Modification:** CAB may request changes to the implementation plan before approval.

4.4 Implementation

Planning and Execution

Implementation Plan:

- **Develop Plan:** Detailed step-by-step plan for implementing the change, including timelines and rollback procedures. Also create plans for testing the change to ensure it works as intended without negative impact.
- **Communication:** Inform all stakeholders about the change schedule and impact.

Execution:

- **Carry Out Change:** Implement the change according to the plan.

- **Monitor Progress:** Continuous monitoring during the implementation to ensure everything goes as planned.

Testing:

- **Post-Change Testing:** Ensure the change has been successfully implemented and is functioning as expected.

Documentation:

- **Update Records:** Document all steps taken, issues encountered, and resolutions in the change management system.

4.5 Post-Implementation Review

Evaluation and Feedback:

Assessment:

- **Success Evaluation:** Assess whether the change objectives were met, and the change is delivering the expected benefits.
- **Issue Identification:** Identify any issues or unintended consequences resulting from the change.

Documentation:

- **Detailed Report:** Document the outcomes of the change, including any issues and how they were resolved.
- **Lessons Learned:** Capture lessons learned to improve future change management processes.

Feedback Loop:

- **Stakeholder Feedback:** Collect feedback from stakeholders affected by the change.
- **Continuous Improvement:** Use feedback to refine and improve the change management process.

4.6 Roles and Responsibilities

Customer:

- **Submit Requests:** Provide detailed and accurate information when submitting change requests.
- **Provide Feedback:** Participate in post-implementation reviews and provide feedback.

Change Manager:

- **Facilitate Process:** Oversee the entire change management process, ensuring all steps are followed.
- **Coordinate Resources:** Coordinate with various departments to assess, approve, and implement changes.
- **Communication:** Keep all stakeholders informed throughout the change process.

Change Advisory Board (CAB):

- **Review Requests:** Assess the impact, risks, and benefits of proposed changes.
- **Make Decisions:** Approve, reject, or request modifications to change requests.

4.7 Critical Information

Approval Timeline:

- **Standard Changes:** Typically reviewed within 5 business days.
- **Emergency Changes:** Reviewed within 24 hours (details on emergency change process below).

Emergency Change Process:

- **Immediate Needs:** For urgent changes that need immediate implementation.
- **Fast-Track Approval:** Expedited review by a subset of the CAB to minimise delay.
- **Submission:** Indicate “Emergency Change” in your email and in the change request form for priority handling.

Communication Channels:

- **Support Contact:** For queries related to change requests, contact enquiries@totsco.org.uk.

5. Using the Hub

Please find below link to the TOTSCo User Guide:

[TOTSCo Hub User Guides - TOTSCo](#)

6. Billing and Invoicing

Objective: Ensure transparent and accurate invoicing for services rendered, facilitating smooth financial transactions between TOTSCo and its customers.

6.1 Billing Cycle:

Frequency:

- **Annually:** Invoices generated annually
- **Quarterly:** Invoices generated in the first week of January, April, July, and October for the previous quarter's services.

6.2 Information available on your invoice:

The following information will be available:

- User legal entity name (The Contracting Party Name) and address
- RCPID
- Brand Name
- Invoice date and reference number
- Purchase order information, if required
- Invoice period
- User invoice account number
- Payment due date (all invoices payable within 60 days)
- Itemised charges according to the Price List
- Itemisation of VAT

A separate invoice for each RCPID/Brand.

6.3 Invoice Delivery

Notification:

- **Email Notifications:** invoice notifications are sent to the Finance Contact or the account holder to notify them that the invoice is ready.

Accessing your invoice:

- **Account Management Portal:** Invoices are available for download through the TOTSCo customer portal in "Manage Bills".
- **History:** Access to current and past invoices for reference.

- **Format:** Downloadable PDF attachment for easy access and printing.

6.4 Payment Process

Payment Methods:

All payments must be made in UK pounds sterling (£ or GBP), in full after any deduction of any bank charges.

Bank Transfer:

- **Details Provided:** bank account information and transfer instructions included on the invoice and in the secure document centre on the portal.
- **Reference:** include the invoice number and your RCPID in the payment reference for proper allocation.
- **Payment types:** Faster payment, CHAPS and BACS.

Payment Terms:

- **Due Date:** Payment is due within 5 days of the invoice date.
- **Late Payment Policy:**

Notification:

- If full payment is not received within 5 days of the payment date, a follow-up email requesting payment will be sent.
- Two further emails will be sent at 14-day intervals if payment is not received.
- If payment is still not received, contact will be made via the contact number provide when onboarding to arrange a payment plan.
- Where there is failure to pay, all reasonable measures will be taken to recover the funds.
- All reasonable steps before considering restricting an account. If this occurs than 20 business days' notice will be given.

6.5 Dispute Resolution

Reporting Discrepancies:

Contact Billing Support:

- **Account Management Portal:** Submit a ticket choosing 'billing enquiry' as the ticket type please provide the following information:

- **Invoice Number:** Clearly reference the invoice number in question.
- **Issue Description:** Detailed description of the discrepancy or error.
- **Supporting Documentation:** Attach any relevant documents or evidence.

- **Phone Support (Active from End of August 2024):**

Telephone Number: +44 (0)800 026 0403

Available 8am to 8pm – Monday to Friday, 8am to 12pm Saturday

Outside of these hours, any issues and enquiries can be raised via the ticket management system, which will be accessible 24/7/365.

Resolution Process:

1. Initial Review:

- **Acknowledgment:** Confirmation of receipt of the dispute within 1 business day.
- **Preliminary Assessment:** Initial review by the TOTSCo Finance team to determine the validity of the dispute.

2. Investigation:

- **Detailed Investigation:** Comprehensive review of the invoice and related records.
- **Customer Communication:** Updates provided to the customer during the investigation.

3. Resolution:

- **Adjustment:** If the dispute is valid, the invoice is adjusted, and a revised invoice is sent.
- **Explanation:** If the dispute is not valid, a detailed explanation is provided.

4. Escalation:

- **Unresolved Disputes:** You can request an escalation to the TOTSCo Finance Manager by responding to your existing ticket in the portal or emailing the Service Desk.
- **Final Review:** Further review and final decision by the TOTSCo Finance Manager.

6.6 Roles and Responsibilities

Customer:

- **Review Invoices:** Promptly review all invoices upon receipt.
- **Make Payments:** Ensure timely payment of invoices.
- **Report Discrepancies:** Notify TOTSCo of any discrepancies or issues with invoices.

TOTSCo Finance Team:

- **Generate Invoices:** Accurately generate and review invoices before sending.
- **Deliver Invoices:** Ensure timely delivery of invoices via the chosen method.
- **Resolve Disputes:** Address and resolve any billing disputes in a timely manner.

TOTSCo Finance Manager:

- **Oversee Process:** Ensure the invoicing process runs smoothly and efficiently.
- **Escalation Point:** Handle escalated billing disputes and issues.
- **Continuous Improvement:** Identify areas for improvement in the invoicing process.

7. Service Updates and Maintenance

Objective: Keep customers informed about updates, upgrades, and maintenance activities.

7.1 Scheduled Maintenance, outage, updates and upgrades

Communication:

- **Via our website:** review our [TOTSCo Hub Maintenance and Change Updates - TOTSCo](#) page for the latest maintenance, upgrades or update information.
- **Email:** We will send you an email each time we update the website and add a change.

Planned Outage Calendar

- *In future we have an outage calendar which will be available ahead of the OTS go-live on 12 September. TOTSCo will update the calendar with any planned hub outages and maintenance activities, and CPs will have access to share their own planned outages. Notifications about updates to the outage calendar can be toggled for users in the portal.*

7.2 Hub and Account Management Portal Live Status Update

All priority one and two issues will be communicated to you via email and via the status page on our website here - [TOTSCo Hub System Status - TOTSCo](#).

8. Supporting Documents

- TOTSCo User Guide including the Account Management How-to Guide

[TOTSCo Hub User Guides - TOTSCo](#)

- Technical, Process & Testing Documents

[Process Technical Documents - TOTSCo](#)

- User Agreement and Schedules

[User agreement - TOTSCo](#)