

DATAMEMORY USA

10 YEARS

Methodology

Tickets Help Desk www.datamemoryusa.net/helpdesk

- ✓ Access to your account through www.datamemoryusa.com on the right side.



- ✓ **User and password:** A user name and password will be created and assigned for each engineer of the One Network Team and Datamemory Team, in case of needed more users will be added depending on the demand.



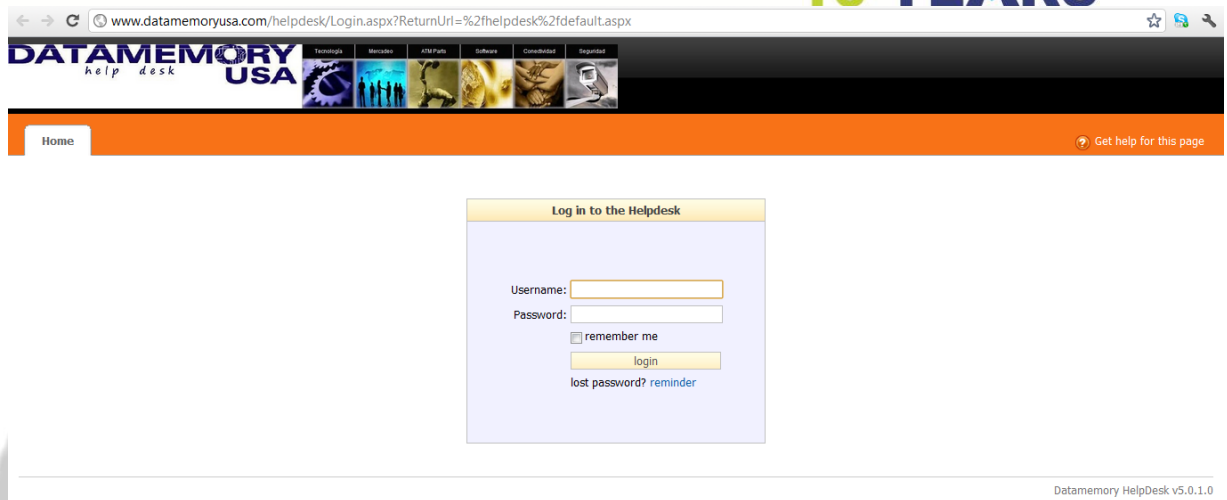
DATAMEMORY LLC

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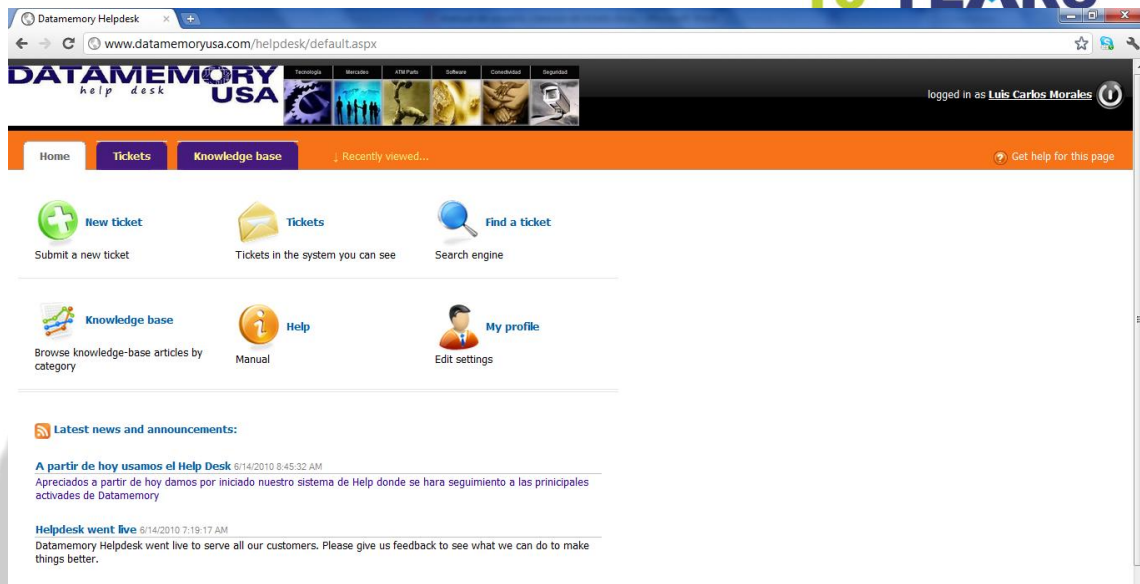


✓ Home Page

- On the upper side next to the exit button the user name will be shown
- Click on “New ticket” to create a new one.
- Click on “Tickets” to review actual and past activities.
- Click on “Find a ticket” to find any in particular.
- Click on “ Knowledge database” to record and update Equipment list
- Click on “Help” a manual with all instructions is available.
- Click on “My Profile” to edit user information.



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5.1.1 Development of a ticket on the system

a) Creation of a ticket: The first step that has to be followed to perform any activity is the creation of a ticket specifying the type of SLA.(details on step #3 of this section)

- “Critical” (also known as Severity Level 1 or SL1, “Major” (also known as Severity Level 2 or SL2), “Minor” (also known as Severity Level 3 or SL3) :the ticket should be created immediately.
- “Severity Level 4” (also known as SL4 or Minor): the ticket should be created 3-5 days before the date of the corrective/preventive

Datamemory agrees and accepts the SEVERITY LEVELS/SLA according with the SOW.



b) Severity Levels Definition

“Critical” (also known as Severity Level 1 or SL1):

The system is broken and the inability of One Network to use the product has a significant impact on their operations. This condition usually characterized by partial or total failure of the system that requires immediate correction. In addition, any condition that may severely affect the safety of personnel is also considered a critical problem Severity Level 1.

“Major” (also known as Severity Level 2 or SL2):

The system is partially functional, but can still be used by One Network. The part of the product does not work seriously affect the operations of One Network, but has a less critical effect that the conditions Severity Level 1.

“Minor” (also known as Severity Level 3 or SL3):

The One Network can use the system and have a narrow or limited impact on its operation. The condition is not critical nor seriously affects the overall operations of One Network.

“Severity Level 4” (also known as SL4 or Minor):

The system can be used and the physical condition does not affect the operations of One Network. These requests are for informational purposes mostly.

c) Selection of a category



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The screenshot shows the 'New Ticket Submission' form on the Datamemory USA website. The form is titled 'New Ticket Submission' and includes a checkbox for 'Submit on behalf of another user'. Below this, there are three main sections: 'Category', 'Subject', and 'Details'. The 'Category' dropdown menu is open, showing a list of options including AMCR, AMGT, AMHD, AMSL, AVTE, BJAT, FICH, BLAF2, INLI, TELC, CONT, BPAI, BLAF, TECN, NAPM, M120CR, and FCMA. The 'Subject' field is empty. The 'Details' field is a large text area with a toolbar containing icons for text formatting and image insertion. A 'Submit' button is located at the bottom right of the form. The website header shows the Datamemory USA 10 Years logo and the user is logged in as 'alfredo.rivas'.

Completing the Ticket Template

d) **Tech-Sales-Acct:** Select one of these 3 options depending on the requirement.

e) **Subject :** Insert the title of a ticket .

example: change of power supply on Tellabs 8600 at Navega Cage.

f) **Details:** Fill in ticket information such as: activity to be performed, time, date, and any additional content that might be useful for the development . (Materials required, personal participating , identification of the equipment etc).

Also, the engineer must specify the type SLA according to the SOW.

g) **Select Type of Activity:** Click on **ADVANCED** and select an Option:

- Priority for SL1,SL2
- Normal for SL3,SL4.



h) File Attachment: This application allows user to upload any document necessary for the ticket.

I) Submit: Click on SUBMIT to upload the ticket.

✓ After each activity the Help Desk will be updated with relevant information of the performance and the status of the activity



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- ✓ Every 15 days a report will be submit to the Support team with a summary of the activities performed, graphics and statistics will be included.

Reports > Summary

Category: (all)

From: 2010-11-26

To: 2010-12-10

Status: []

Show latest entries from the log

search excel

TECH

Resolved
In progress

Ticket	Category	From	Handled by	Date	Start date	Close Date	Duration	Hours spent	Status
Verificacion Electronica Telabs MIA	TECH	annetg	veronica	11/27/2010	11/27/2010			0.50	In progress
Cableado y Tarjeta DS3	TECH	annetg	Jose	11/30/2010	12/1/2010	12/2/2010	1d 12h 6m	5.30	Resolved
Visita Cage para reiniciar Quantum	TECH	annetg	david	12/4/2010	12/4/2010	12/4/2010	4h 30m	0.25	Resolved
Cambio de Cableado	TECH	annetg	Jose	12/7/2010	12/7/2010	12/9/2010	1d 14h 7m	3.50	Resolved

Issues found: 4
Average time spent: 2.3875

Datamemory HelpDesk v5.0.1.0

5.1.2 Open and closed ticket Summary

- ✓ Each user and team will be able to review the times needed all the process of each ticket. Step by step every activity associated with the ticket can be followed.

5.2 Asset Management Control and Tools



5.2.1 Asset Management

Our online tool Help Desk allows to monitor and control inventory of the assets of each cage, the Help Desk will be updated with any changes on inventory and this way the One Network team will be able to follow closely what is available at the cage.

- ✓ An actual example of the inventory list uploaded on the Help Desk System:

Type	Model name	Manufacturer	Supplier	Quantity	Serial Number	Location	Comments			
Laptop	2600	HP	none	3		NAP	SIMAN and Management Network.			
Router	3800 Series	Cisco	none	1		NAP	Novatel			
Router	2811	Cisco	none	2		NAP	ROUTER-MIAFL_AT-VEN01 and VEN02			
LPC	20A	APC	none	4		NAP	SLAVE CKT 21 2AD063			
Switch	Tenor DX Series	QUINTUM	none	3		NAP	PUBLICO			
Power Meter	SPCN104-2025	GEIST	none	1	BC0605-0202	NAP	MAIN POWER STRIP			
Switch	1250	Lucent	none	1		NAP	NAP-02 (Inactive)			
Switch	2300	Lucent	none	1		NAP	NAP-01 (Active)			
Voltage Meter	PS48F	Duracomm	none	4		NAP	PS48V#1			
Server	Clon	N/A	none	1		NAP	MRTG SERVER			
Server	Clon	N/A	none	1		NAP	CDR-2			
Server	Clon	N/A	none	1		NAP	CDR-1 (DNS1)			
Switch	ES-3124	ZyXEL	none	1		NAP	#2			
Power Meter	SPCN104-2025	GEIST	none	1	BC0605-0200	NAP	Main Power Strip			
Switch	BPS-120	ZyXEL	none	2		NAP				
Switch	ES-3148	ZyXEL	none	3		NAP	#12, #23, # 24			

