Delivery Service Platform

Customer User Guide

Table of Contents

1 Introduction

The Service Delivery Platform (SDP) is a Web 2.0 based platform for delivering services. This platform supports service delivery and collaboration between customers and Service Partners.

Scope

This document provides an outline of the features of the Service Delivery Platform. The topics include accessing deliverables, viewing the current status of the services, and communicating with the Service Partner. The intended audience: customers who are engaged with Service Partners for Professional Services.

2 Overview of Service Delivery Platform

The Service Delivery Platform enables you to view the status of the service delivery, acquire the generated reports and other deliverables, and communicate with the Service Partner. The user interface provides the following:

- Dashboard Page
- Services Page
- Engagements Page
- Collaboration Pane

Dashboard Page

The Dashboard page is the home page of the Service Delivery Platform: it provides access to the deliverables of recently executed services. All deliverables can be viewed and printed from this page.

The left pane of Figure 1 shows an example of a deliverable from an engagement:

- **GTT EMEA Unified Communication Optimization** is the selected engagement; the green dot shows this engagement has completed.
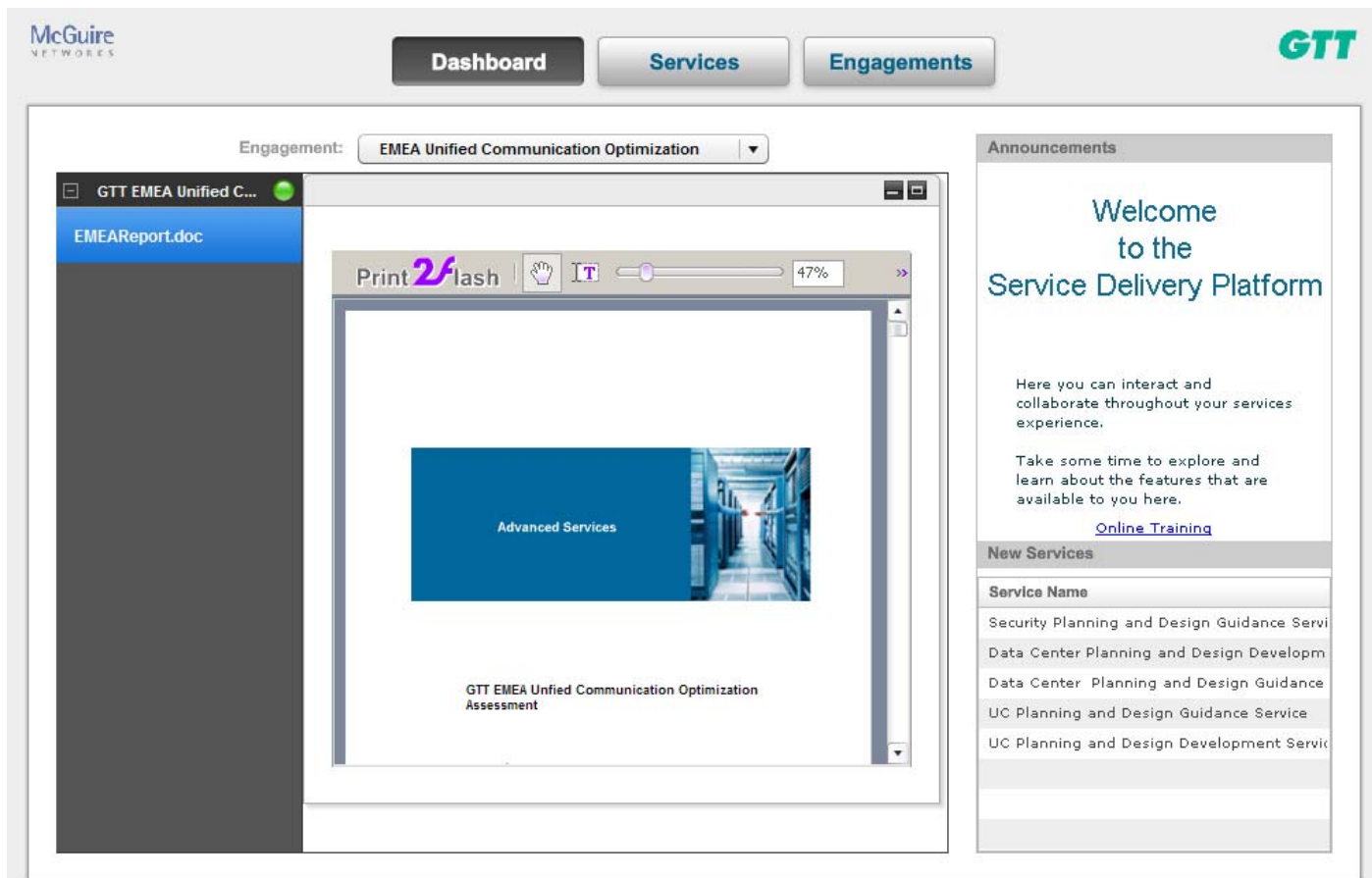- **EMEAReport** is a report from this completed engagement.

Figure 1   Dashboard Page

Services Page

The Services page provides details of the available services from the Service Partner.

- The *Services List* pane shows a catalog of the available services. Clicking a service shows the description of the functions and value of the service, and other information that can be downloaded and saved to your local computer.

- The *Collaboration* pane supports interactive communication with your Service Partner. This pane is accessible on the *Services* and the *Engagements* pages. For more information, see *Collaboration Pane* on page 6.
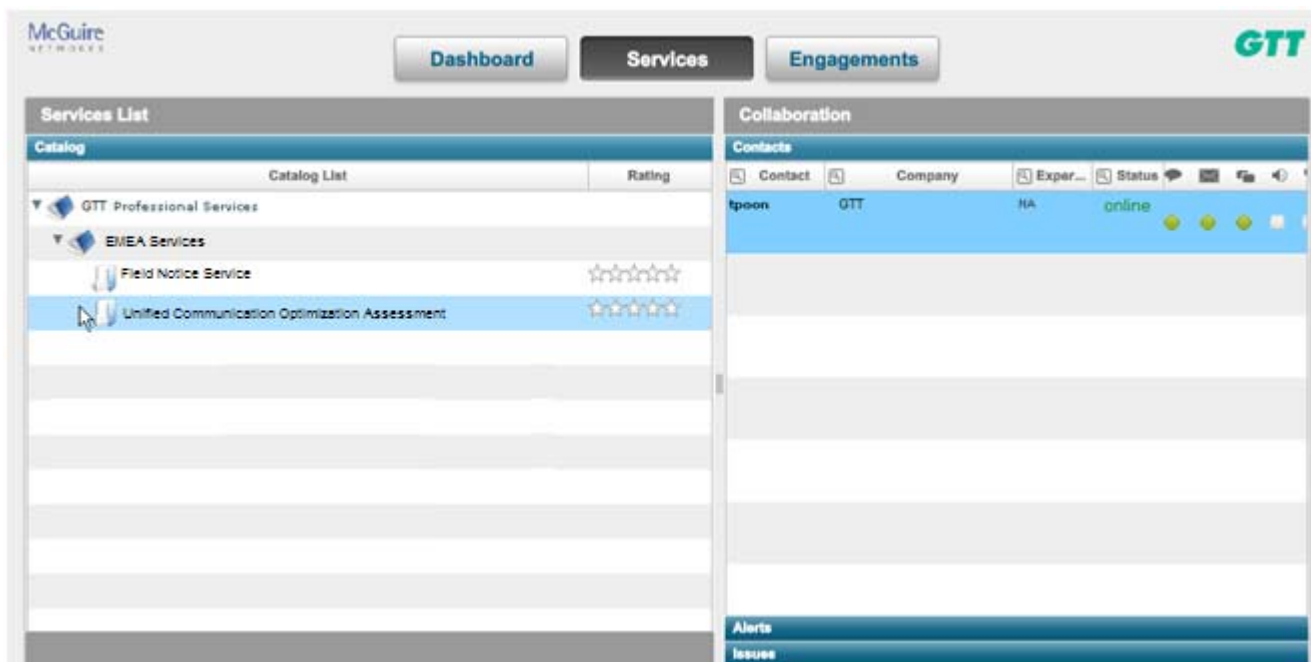

Figure 2   Services Page

Engagements Page

The *Engagements* page provides details about engagements and Service Partners.

- The *Engagements List* pane provides selected details about engagements:
  - *All Engagements*: a list of all services that have been engaged, both in process and complete
  - *Open Engagements*: a list of the services that have been engaged but not yet completed
  - *Completed Engagements*: a list of the engagements that have completed
- The *Collaboration* pane supports interactive communication with your Service Partner. This pane is accessible on the *Services* and *Engagements* pages. For more information, see *Collaboration Pane* on page 6.
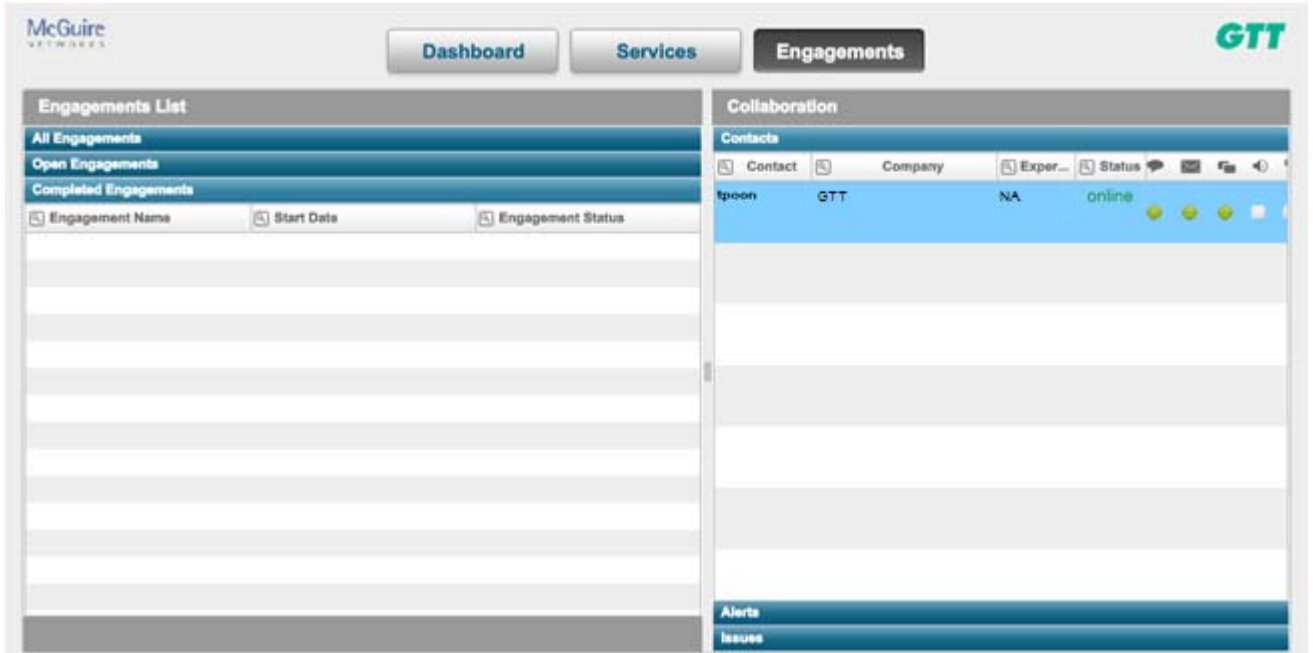
Figure 3   Engagement Page

Collaboration Pane

To ask questions or discuss other important issues, the Services page and the Engagements page provide real-time access to your Service Partner via *Collaboration*.

- The *Contacts* tab provides communication with your Service Partner. You can click to chat, email, or instantly meet your Service Partner at any stage of the service: start of service, actions, and delivery phases.

- The *Alerts* tab provides on-screen alerts of any escalations or alarms that need your attention.

- The *Issues* tab allows you to open a case with the Collaborative Professional Service support team. When an issue is created, expect a response in 24 – 48 hours.

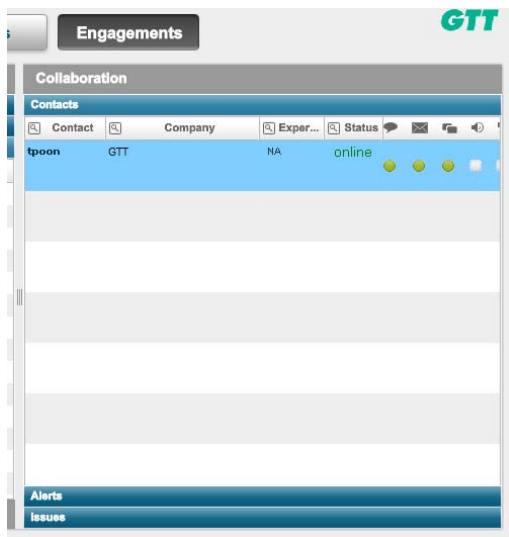Figure 4 shows an example of the Collaboration pane.

Figure 4   Collaboration Pane

3   Access Service Delivery Platform

To access the Service Delivery Platform, the Service Partner must send you the IP address, username and password for logging in. This email will be delivered after a service has been engaged.

Accessing the Service Delivery Platform may also require online registration. The instructions follow.

3.1 Register and Log In

1. Review the email you received from the Service Partner and note the URL.

```
From: system@company.com
[mailto:system@company.com]
Sent: Wednesday, March 24, 2010 7:57 AM
To: mariar@gtt.com
Subject: Requesting customer user registration
for service platform.

Partner 'GTT' has registered Customer 'McGuire
Networks' with VSX Platform with you as customer
user.
Please register with Service Platform at
http://111.111.111.111/VSE/company.html#type=cust
omer&key=001
```
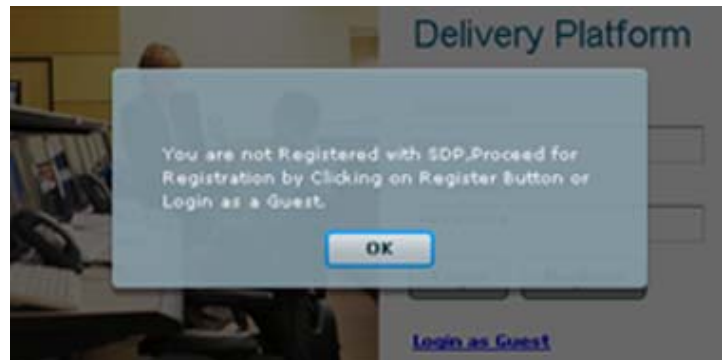
2. Go to the URL and log in.
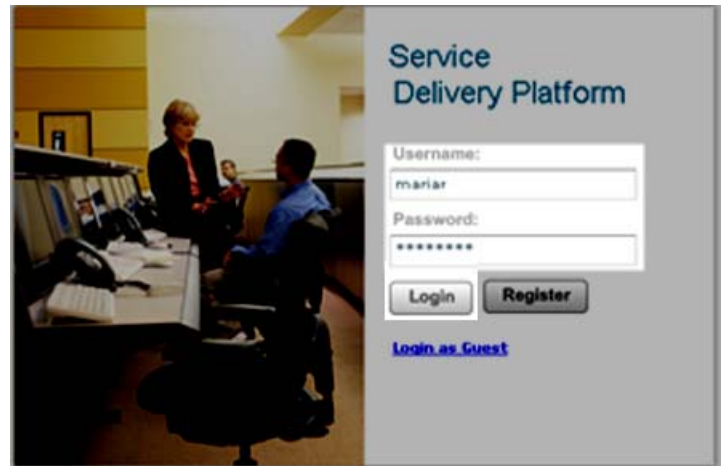
3. If you are not yet registered, a message will be displayed as shown. Hit the **OK** button.

   If you are already registered, the Dashboard page will open. Refer to *Dashboard* on page 9.

4. You will be returned to the Login window. Hit the **Register** button.

5. The *User Registration* window will open.

   • Fill in the missing information and hit the **Register** button. An asterisk "✱" indicates which information is required.

   The information that is grayed out cannot be changed.

6. After completing registration, a dialog indicating success will be displayed. Hit the **OK** button.

   The Service Delivery Platform will open to the Dashboard page, which is described in the next section.
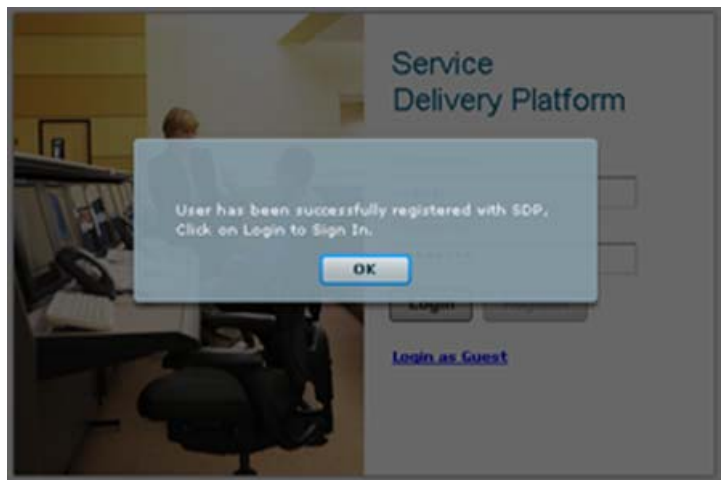
4 Dashboard

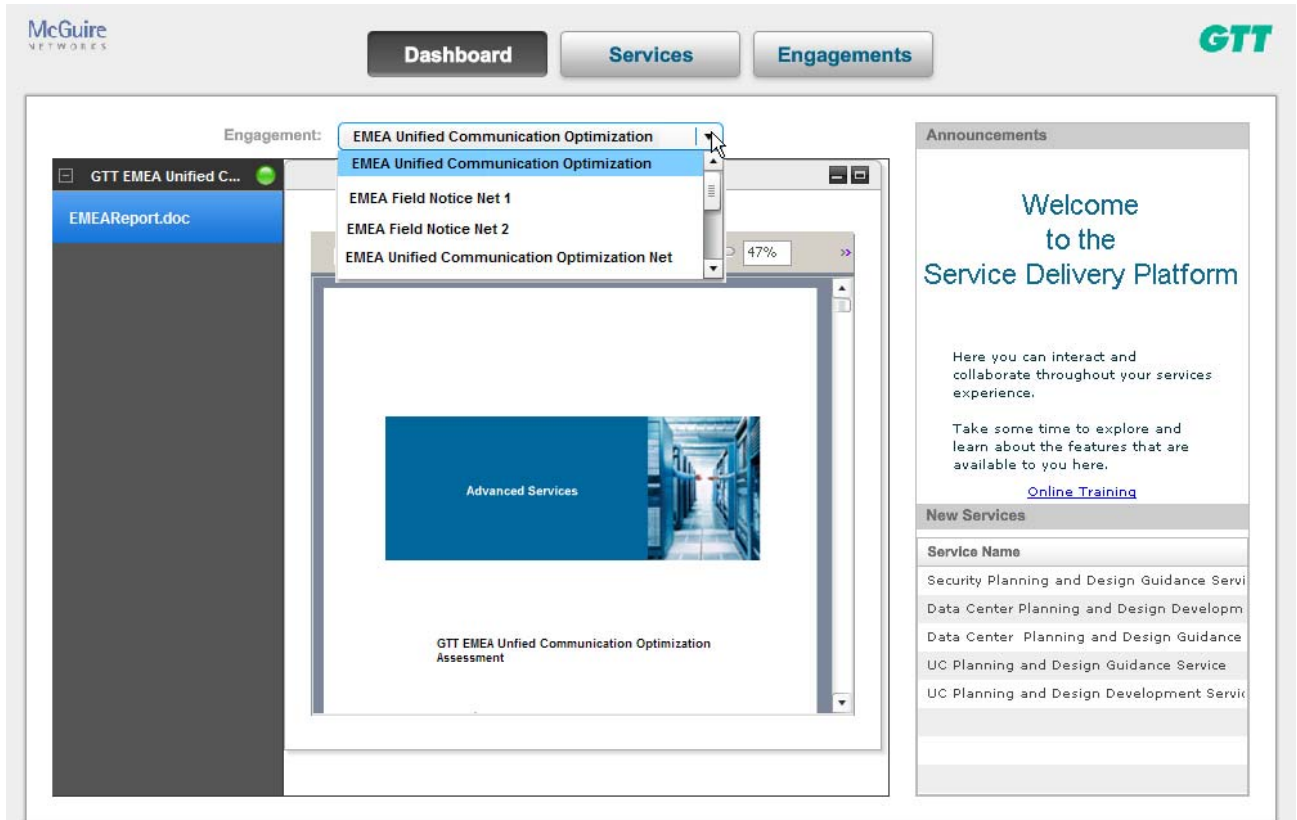This section describes the *Dashboard*, the home page.

Figure 5   Dashboard—Customer Home Page

- *Engagement* is a drop menu that lists the available services. The selected service will be displayed in the left pane. If a deliverable is available, it will be displayed in the center field. In this example, *EMEA United Communication Optimization* was selected.
- In the left pane, *GTT EMEA Unified* is the engagement and *EMEAReport.doc* is the deliverable of that service. The green circle shows that the engagement is complete and the deliverable is available. A red circle shows that the engagement is still in process.
- A deliverable is displayed after it is published by the Service Partner.

The upper corners of the window show the logos of the Customer and the Service partner. In this example:

- McGuire Networks: Customer (left corner)
- GTT: Service Partner (right corner)

5 Services

The *Services* window provides information about the available Delivery Services from the Service Partner.

For information about the Collaboration pane, refer to *Collaboration* on page 16.

To view the Services page, select the **Services** tab. The catalogs can be expanded as shown below.
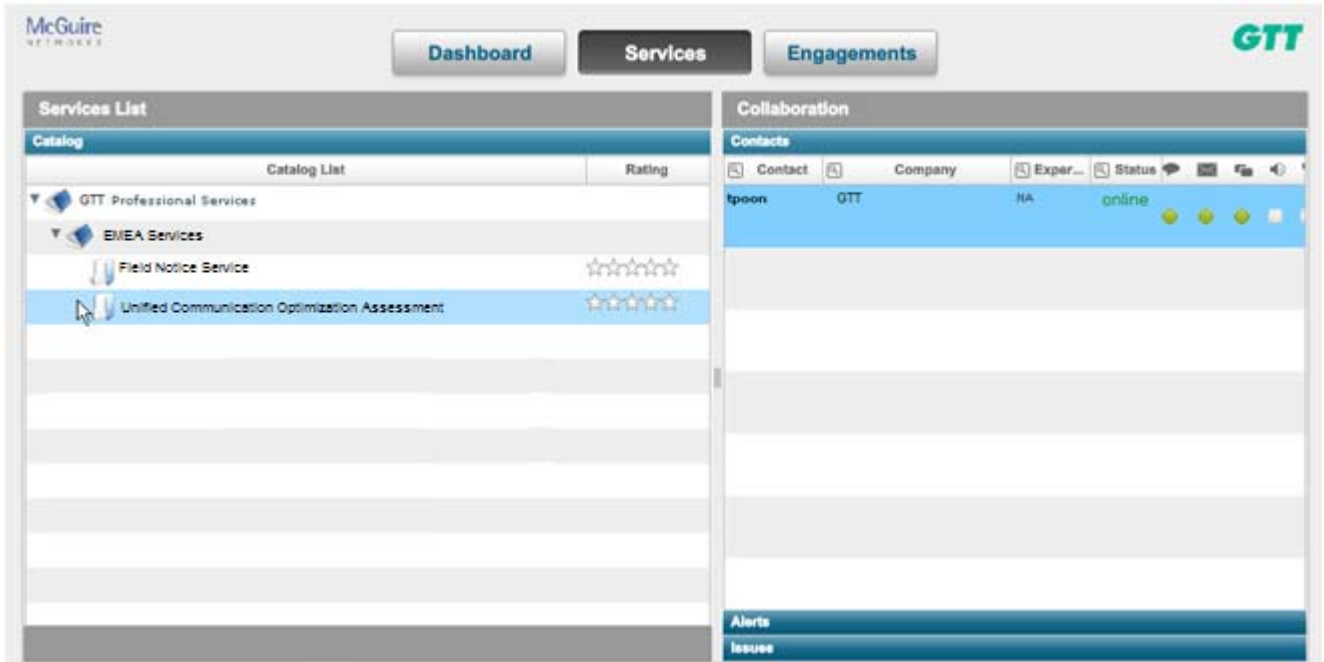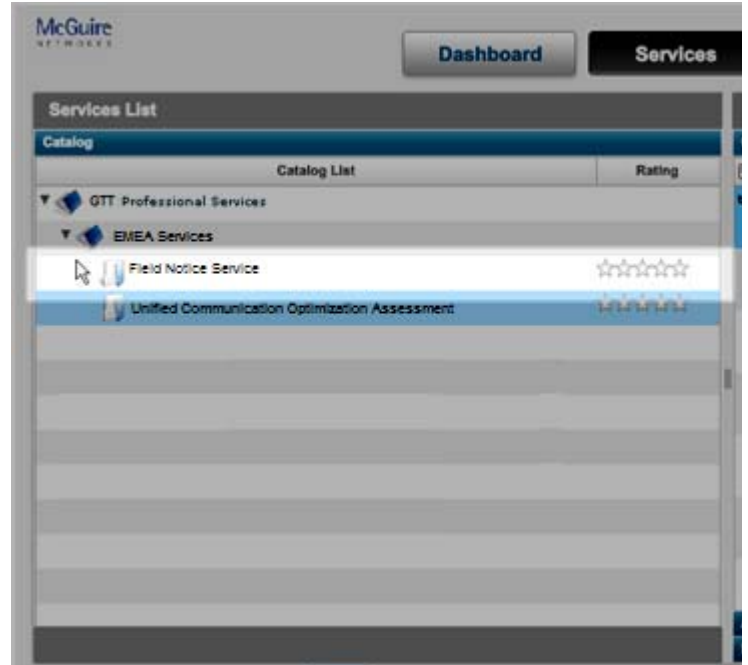

Figure 6   Services Window

The *Services List* shows the catalogs of the types of available services from the Service Partner.

- The adjacent figure shows the catalogs expanded.

- To view the details of a service, highlight and click the desired item. In this example, *Field Notice Service* is selected.

After selecting a service, information is available under two tabs: *Service Overview* and *Resources*.

- *Service Overview* provides a description of the service and the benefits it provides.
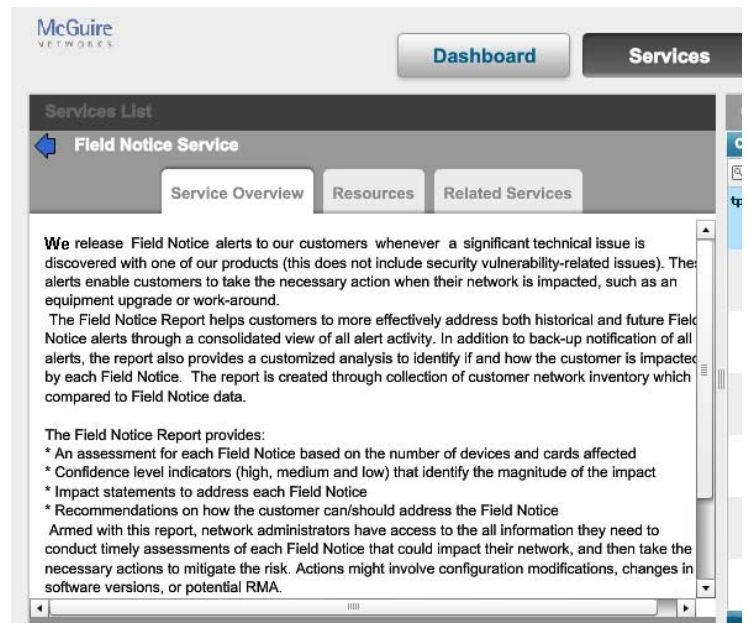
Resources provides access to details about the selected service. The details are categorized as follows:

- *Methodology:* an outline of how processes are delivered

- *Technical Library:* technical reference information, such as user guides or topology diagrams

- *Sales and Marketing*: presentations about the service and report samples

- *Tools*: access to software related to the service, such as collecting and analyzing data

- *Documents and Templates*: documents, forms and templates related to the service

- *Training*: informative material about using the service

The information provided under *Resources* can be downloaded and saved to your local drive. To do so:

1. Highlight and click the desired item.

2. A dialog window will open, querying where to save the selected file.
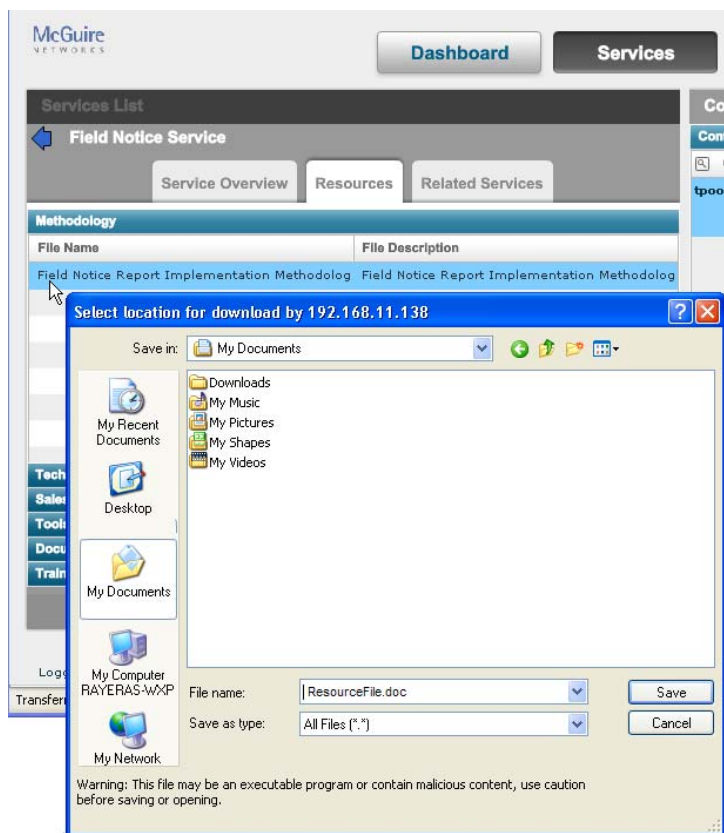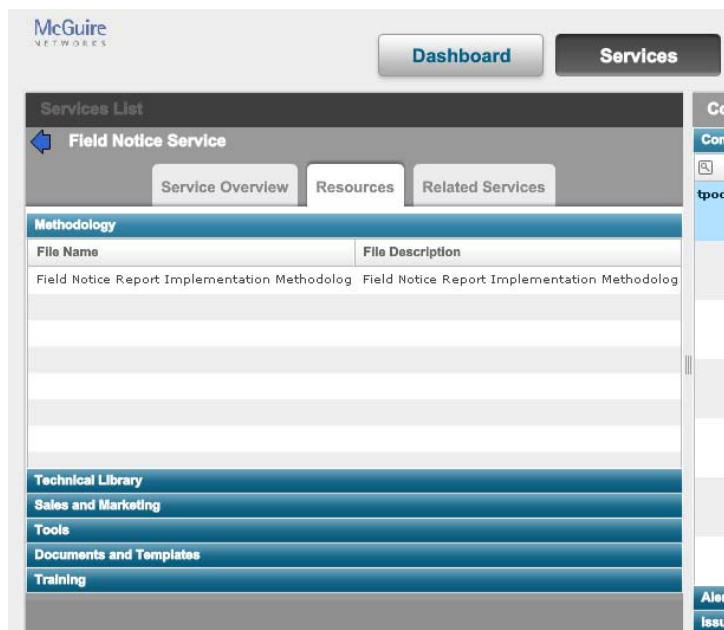
6 Engagements

The *Engagements* page provides the current status of your engagements with your Service Partner. Completed engagements are also displayed.

The *Engagements List* pane shows a list of the Engagement in groups: *All Engagements*, *Open Engagements* (services in the process of being delivered) and *Completed Engagements* (services that have been delivered).

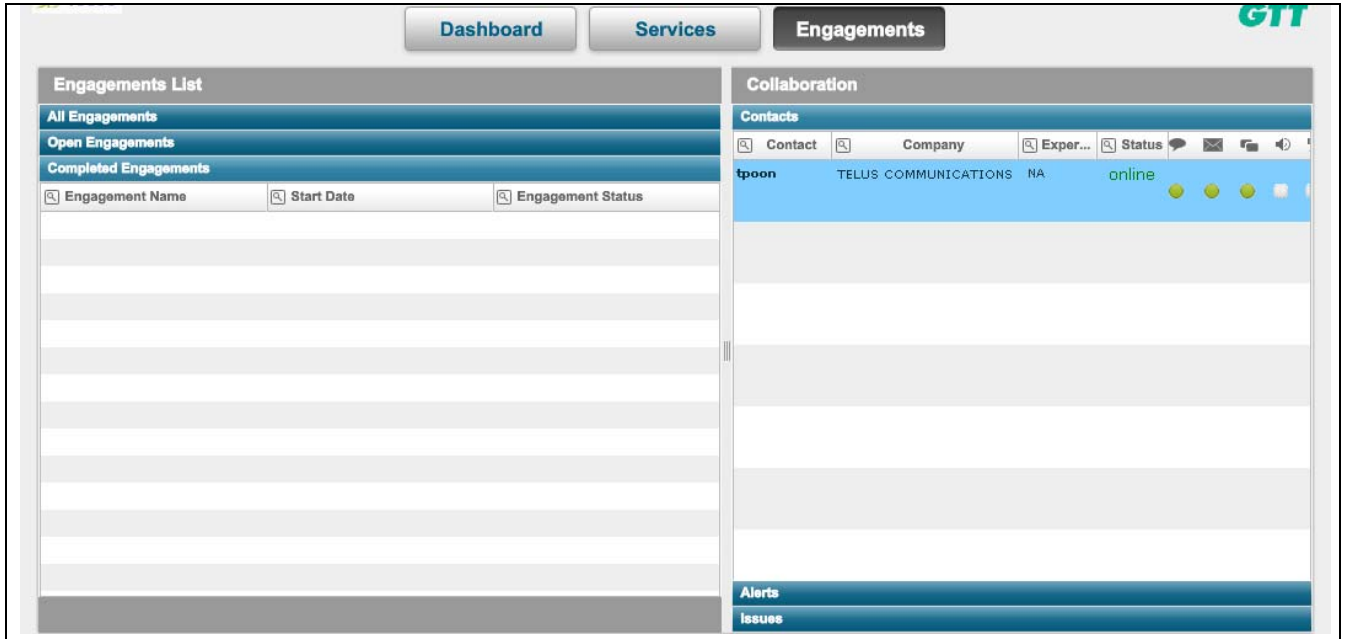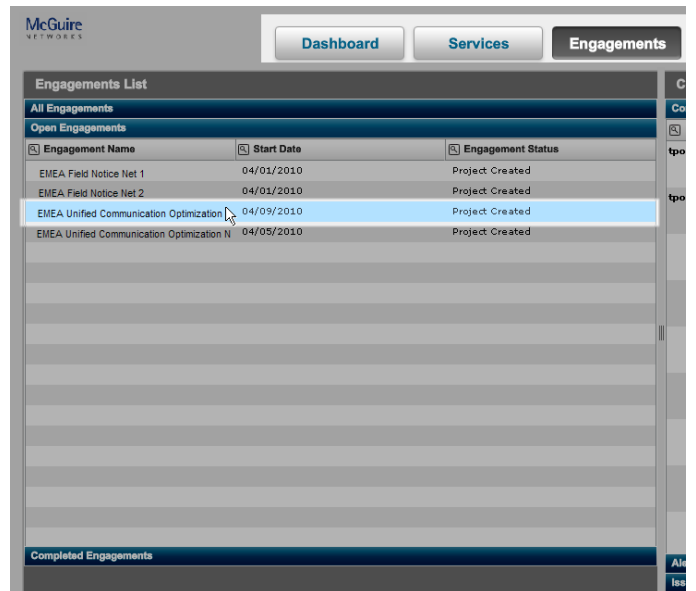To view service engagements, select the **Engagements** tab.
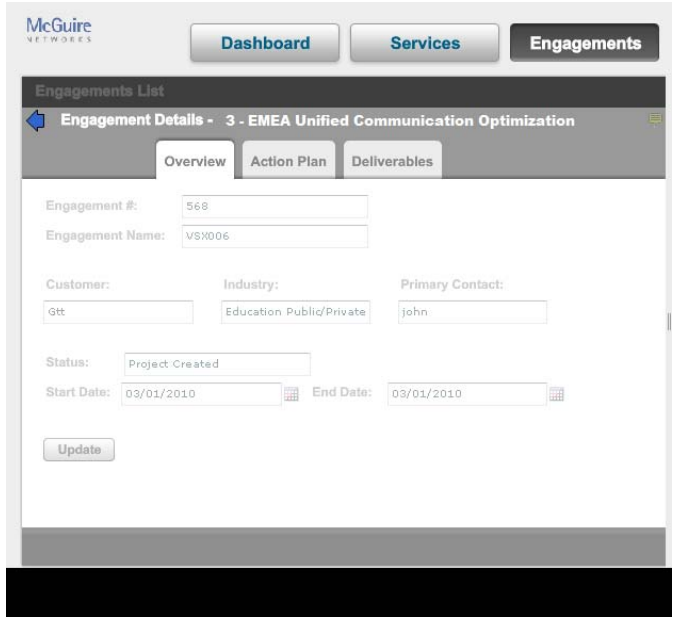

Figure 7   Engagements Window

To view the current status of an Engagement, select and click the desired service.

The *Overview* tab shows a summary of the selected Engagement.

The *Action Plan* tab shows the status of an engagement in two forms:

- A list showing the Action, the Owner Role, and current status: *pending* (action required); *in progress*; *completed*; *not available*.

  Not available indicates the action will not be executed until the previous action has been executed.
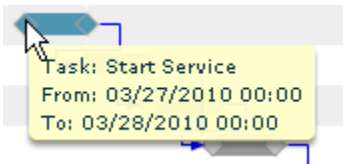
- A Gantt chart view.
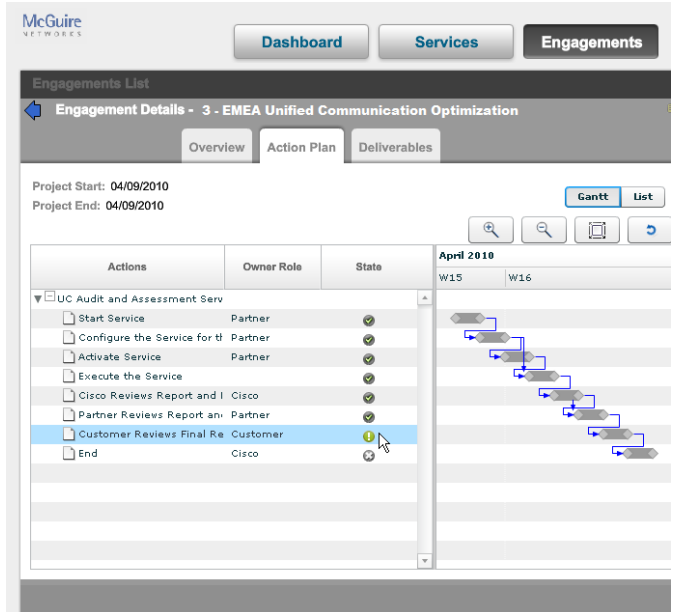
The icons indicate the current status of each step of the engagement.

Not available indicates that task is processed by who is listed under *Owner Role*.

You can also hold the cursor over a Gantt icon to view the current status.

When you are notified by the Service Partner, the engagement has been set up for automatic delivery. No actions are required from you to execute the engaghttps://mail.google.com/a/dslextreme.com/?AuthEventSource=SSO - inboxement. The only action that could be required from you is reviewing a report.

1. In that case, *Customer* (you) would be listed under the *Owner Role* for that action.

2. Click the action button under *State*. A dialog opens to confirm this action. Hit **OK**, and the report will be presented.

3. Close the window after viewing the report. The view returns to the *Action Plan* tab, showing the current state of the engagement.
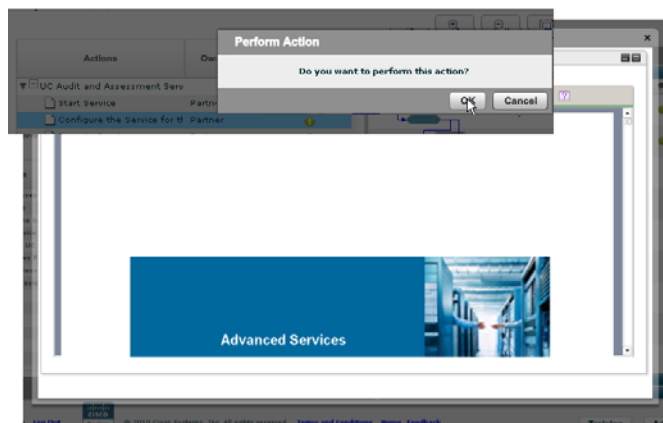
The *Deliverables* tab lists the deliverables that were published for the selected engagement. To view the report, double-click the report.

The report will open in the window; it may take a few minutes before the report is available.
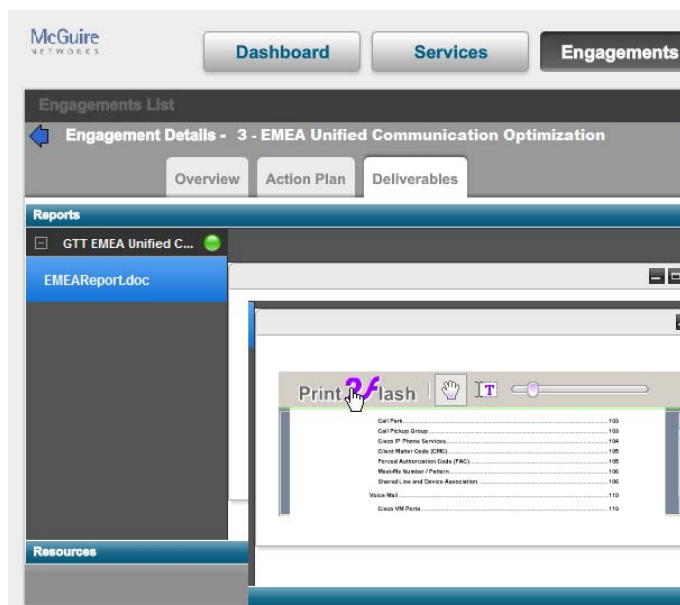
7 Collaboration

The *Collaboration* panel enables real time communication with the Service Partner and provides updated notifications about the engagement. The Collaboration panel is accessible from either the Services Page or the Engagements Page.

- The contact names are listed with icons to click for communication: chat-line, email, or online communication. Should issues occur, *Alerts* and *Issues* are reported on this panel.

The instructions follow:

Collaboration

1. Log into the Service Delivery Platform and select either the *Services* tab or the *Engagements* tab.

   The Collaboration pane will be on the right side of the window, showing the contact name(s) and the current availability.

   - **Green** circle: currently available
   - **Red** circle: not currently available

2. Select the option for communication: click the circle underneath the icon.

   - Chat dialog
   - Email

   Communication via computer phone or video will be available in a future release.

- This figure shows the chat dialog: real-time communication.
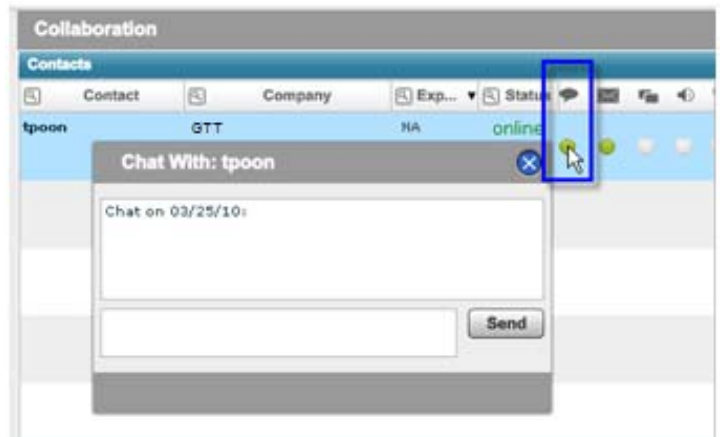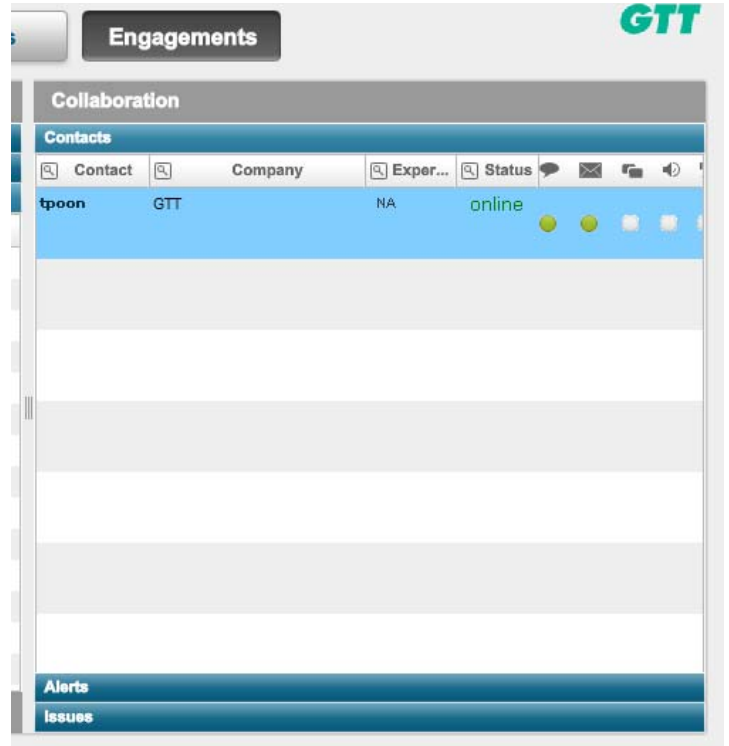
- This figure shows sending email to the Service Partner.

Alerts

Alerts notifications are generated when an event is identified by the system, and to provide status updates when an Issue has been submitted (refer to *Issues* on page 18).
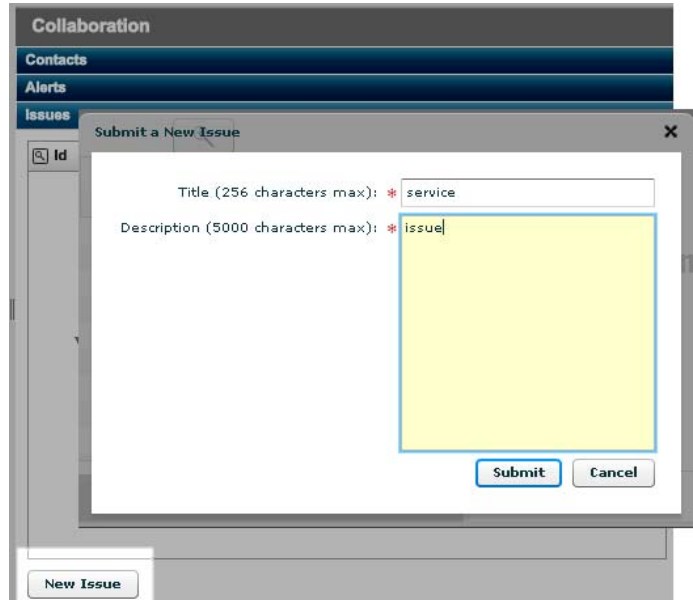
Issues

Should an issue or problem occur, a case can be submitted that will be handled by the Professional Services (CPS) support team. To submit a case:

1. Go to the collaboration pane and hit **New Issue.**

2. A dialog box will open.

   - In the **Title** text field, enter a brief description of the issue.

   - In the **Description** text field, enter the details of the issue: the problem, when and how it occurred, what actions were taken before it occurred, the effects of the problem, etc.

3. After entering all the information, hit the **Submit** button.

   The message is delivered to the CPS support team; expect a response in 24–48 hours.

   Status updates will be listed under *Alerts*.

Customer Support

For technical assistance or other issues, contact customer support at support@company.com.