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XBID_NEMO_OTH_04 - MPLS Incident Management

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Approval

Version	Date	Name	Function	Signature

Previous versions

Version	Date	Name	Summary of changes
1.3	10/3/2021	PWG	<ul style="list-style-type: none">• Modification of case 1.• Changed numbering of cases in chapter 3.2 to 1..x.• Added Annex I.• Diagram in 3.2 updated.
1.2	24/4/2019	PWG	Colt SPOC actor is replaced by IC SPOC.
1.1	20/9/2018	PWG	Procedure is generally revised and updated to respect the process with service providers and to respect the decision that IC SPOC is taking over the coordination tasks instead of so called Colt SPOC.

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Notice	This document is part of the operational manual of XBID and is governed by change control. Any change to this document shall follow the NEMO Change Control procedure, following ANIDOA contract. The content of this document might have evolved by the time you read or use this document. Please contact the NEMO Change Control Administrator to check that this is the latest version before using this document.
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1 Introduction

1.1 Purpose

The central network architecture of the SIDC is based on the MPLS network provided by the MPLS Network Service Provider (i.e. at date of entry into force of the Agreement: Colt) and the MPLS network service provider of the TSOs (i.e. at date of entry into force of the Agreement: Orange).

The process for handling of incidents related to the MPLS communication network is different from the incident management process for incidents related to the XBID System.

In addition, every communication from Colt related to the incident management for Global Issues should be via appointed single point of contact. The SPOC role in the context of this document shall be performed by IC SPOC (and the backup IC SPOC).

Therefore, this document provides for a specific incident management procedure for the MPLS communication network.

Capitalized terms used in this document shall have the meaning set forth in Annex 1, unless if defined differently in this document.

This procedure applies for Operational NEMOs and any reference herein to NEMO should be understood as a reference to Operational NEMO.

1.2 Governed / Regulated by

- All NEMO Intraday Operations Agreement (ANIDOA)

1.3 Associated procedures

Normal procedures:

- NEMOs market rules

Other associated procedures:

- XBID_JOINT_FAL_01: Incident Management Procedure (as included in exhibit 6 to the IDOA (Joint XBID Procedures))
- XBID_NEMO_OTH_02: Internal and External Communication
- XBID_NEMO_OTH_06: XBID Coordinator Calendar

1.4 Agreed terms and abbreviations used in this procedure

- **Global Issue** – for the application of this procedure, means any issue which is affecting any of the following:
 - availability of overall NEMO MPLS XBID solution
 - availability of central data centre to which the DBAG is connected
- **Local Issue** – for the application of this procedure, means any issue which is affecting one NEMO and NEMO's Local Solution. Local issues are solved bilaterally between NEMO and Colt.

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- **Local Solution** – means all elements and data centres through which individual NEMOs are connected to the NEMO MPLS XBID solution.
- **Colt SPOC services** - MPLS incident management for Global Issues related services
- **Colt SPOC** - means the person provide Colt SPOC services described in this document;
- **Colt** – means MPLS network service provider
- **Orange** – means MPLS network service provider of the TSOs

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- **Rack** – a cabinet located in the data centre in which active and passive network equipment are installed;
- **IC SPOC** - means the person performing the tasks described in Article 2.3 of the incident management procedure to the IDOA;
- **NEMO MPLS XBID Solution:** the MPLS communication network NEMOs use in the context of the SIDC;
- **TSO MPLS XBID Solution:** the MPLS communication network TSOs use in the context of the SIDC.

2 Terms under which the IC SPOC shall provide the Colt SPOC services

2.1 Appointment of the IC SPOC for Colt SPOC services

IC SPOC provider should provide also the below described Colt SPOC services.

2.2 Service description

In the context of the MPLS incident management the IC SPOC shall perform the actions listed in Table I List of Colt SPOC services actions and responsibilities.

These actions shall be performed in accordance with the modalities foreseen for the IC SPOC services.

Response times for different criticality levels are:

[REDACTED]

[REDACTED]

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Table I List of Colt SPOC services actions and responsibilities

ID	Action	Availability	Criticality	From	To
0	Incident management - Reporting Global Issue on behalf of DBAG to Colt	[REDACTED]	[REDACTED]	DBAG	Colt
0	Incident management - Reacting to Global Issues reported by Colt	[REDACTED]	[REDACTED]	Colt	NEMOs and/or Orange and/or DBAG and/or Colt DC
0	Rack access - Authorizing emergency access to the racks for Colt	[REDACTED]	[REDACTED]	Colt	Colt DC or Orange
0	Rack access - Authorizing planned access to the racks for Colt	[REDACTED]	[REDACTED]		
0	Rack access - Update of site access register at Colt DC for Orange contacts	[REDACTED]	[REDACTED]	Orange	Colt DC
0	Rack access - Forwarding information about site access by Orange to all NEMOs	[REDACTED]	[REDACTED]	Orange	All NEMOs

3 Procedure

3.1 General overview

3.1.1 Incident management

There are three different scenarios of incident management process related to Colt depending on who is reporting the issue:

1. If the Global Issue is found by a NEMO and reported to IC SPOC, then IC SPOC has to support and coordinate the incident management process. This is described in chapter

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- Case 1: Incident management - issue reported by a NEMO.
- 2. If the Global Issue is found by DBAG, then IC SPOC has to report the issue to Colt and support and coordinate the incident management process. This is described in chapter Case 2: Incident management - issue reported by DBAG.
- 3. If the Global Issue is reported by Colt itself, then IC SPOC has to support and coordinate the incident management process. This is described in chapter Case 3: Incident management - issue reported by Colt.

Issue reporting has to follow process set by Colt which can be found in Attachment 1. Colt Customer passport for in-life management. The link and the details to Colt's helpdesk are described also there.

3.1.2 Rack access

IC SPOC acts as a coordinator and single point of contact for issues and requested related to management of access of physical persons to the racks at the central data centres. When the need to access the site in order to perform maintenance or installation actions is identified either by Colt or Orange, IC SPOC has to support granting of the access of person(s) who needs to access the racks.

[Redacted text block]

Request to access the sites may arrive from Colt or from Orange.

Request from Colt:

[Redacted text block]

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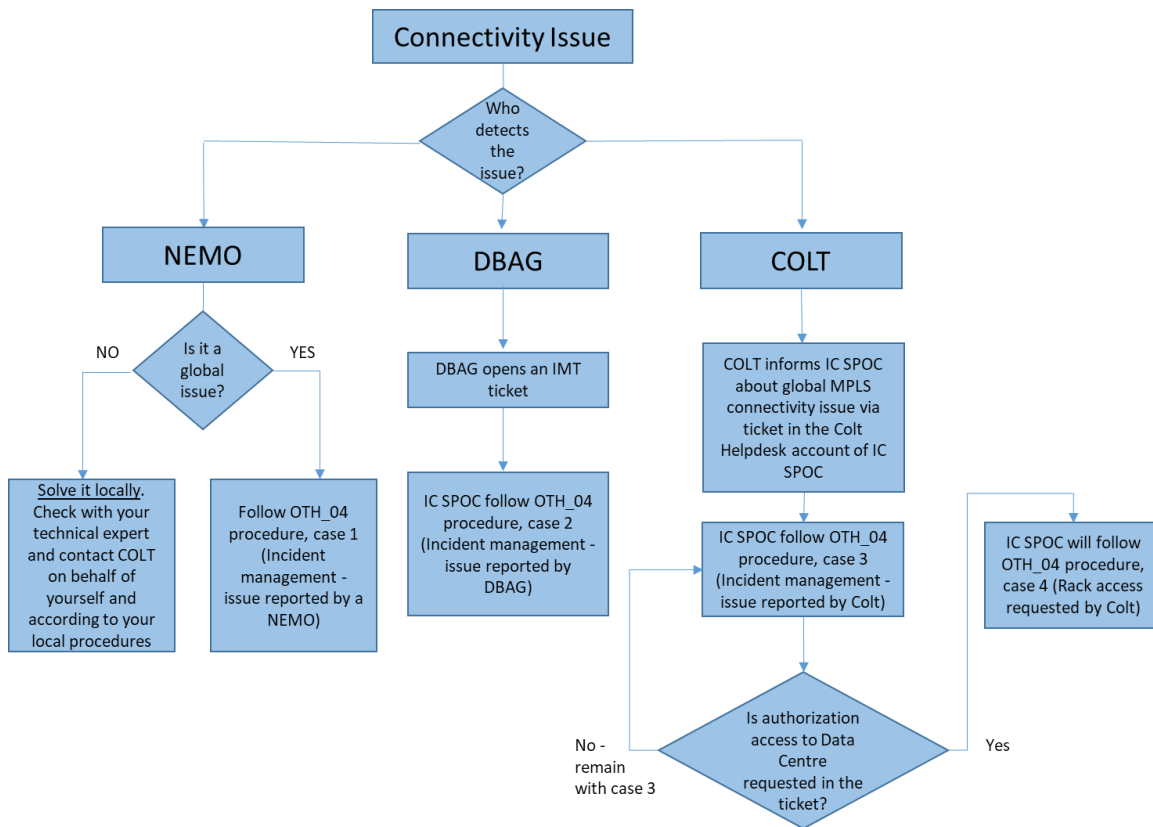
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[Redacted]

Request from Orange:

[Redacted]

3.2 Process description



Case 1: Incident management - issue reported by a NEMO

Step	Action	From	To
1	Global Issue is reported by a NEMO to IC SPOC	NEMO	IC SPOC

2	Global Issue is reported by IC SPOC to Colt	IC SPOC	Colt
3	IC SPOC to follow the Incident Management Procedure (without DBAG).	IC SPOC	All NEMOs
4	IC SPOC to trigger the Incident Committee	IC SPOC	All NEMOs

Process details

- Example of a Global Issue reported by a NEMO:

[Redacted]

1. Global issues can be reported to Colt only by IC SPOC. Therefore, the NEMO which experience the Global issue has to contact IC SPOC by phone and provide the description of the issue.

2. IC SPOC then reports the Global Issue [Redacted]

[Redacted]

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[REDACTED]

3. IC SPOC has to follow the procedure set forth in chapter 2.4 “Other Incidents” of the document with title “XBID_JOINT_FAL_01 Incident Management”, as part of exhibit 6 to the IDOA which describes the principles of an Incident Committee without involvement of DBAG.

4. This Incident Committee without DBAG has to be started by IC SPOC and the solving of the issue is coordinated with all participants of the Incident Committee.

[REDACTED]

Case 2: Incident management - issue reported by DBAG

Step	Action	From	To
1	Global Issue is identified by DBAG	DBAG	All NEMOs and TSOs
2	The IC SPOC follows the XBID incident management process.	IC SPOC	All NEMOs, DBAG
3	The IC SPOC forwards IC invitation to Colt (whose presence in IC is not mandatory)	IC SPOC	Colt
4	DBAG provides technical information about the issue via IMT tool	DBAG	All NEMOs, IC SPOC

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5	IC SPOC will report the issue via Colt helpdesk to Colt	IC SPOC	Colt
6	IC SPOC coordinates communications between Colt and DBAG. If approved by all parties in IC, DBAG and Colt information's exchange can happen bilaterally	IC SPOC	DBAG, Colt

Process details

1. In case the issue is found by DBAG, the procedure described in the document with title "XBID_JOINT_FAL_01 Incident Management will be triggered and all Parties will be informed about the issue.

[Redacted]

2. IC SPOC has to follow the procedure of the document with title "XBID_JOINT_FAL_01 Incident Management", as part of exhibit 6 to the IDOA. Solving of the issue is coordinated with all participants of the Incident Committee.

[Redacted]

4. DBAG has to provide detailed technical description of the issue in the IMT.

5. IC SPOC (or other nominated party agreed in the IC) reports the issue to Colt - following the process Case 1: Incident management - issue reported by a NEMO.

6. Further communication between DBAG and Colt is by default coordinated by IC SPOC. If there's a need to pass information between these parties, IC SPOC is responsible to do this.

[Redacted]

Case 3: Incident management - issue reported by Colt

Step	Action	From	To
1	Global Issue is reported by Colt.	Colt	IC SPOC
2	IC SPOC to trigger the Incident Committee.	IC SPOC	All NEMOs

Process details

1. Colt can identify and report a Global Issue. [Redacted]

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[Redacted]

2. IC SPOC has to follow the procedure set forth in section 2.2 of the document with title “XBID_JOINT_FAL_01 Incident Management” which describes the principles of the Incident Committee without involvement of DBAG. This Incident Committee without DBAG has to be started and the solving of the issue is coordinated with all participants of the Incident Committee.

IC SPOC invites Colt to the IC [Redacted]

Case 4: Rack access requested by Colt

Step	Action	From	To
1	Colt requests site access by reporting Global Issue.	Colt	IC SPOC
2	IC SPOC to trigger the Incident Committee.	IC SPOC	All NEMOs
3	IC to approve the request. IC is closed.	All NEMOs	
4	[Redacted]	IC SPOC	-
5	[Redacted]	IC SPOC	Colt
6	[Redacted]	Colt	IC SPOC
7	[Redacted]	IC SPOC	Orange

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	[REDACTED]		
8	[REDACTED]	Orange	IC SPOC
9	[REDACTED]	IC SPOC	Colt
10	[REDACTED]	IC SPOC	Colt
11	[REDACTED]	Colt	IC SPOC
12	[REDACTED]	IC SPOC	Colt DC portal
13	[REDACTED]	Colt DC portal	
14	[REDACTED]	IC SPOC	Colt
15	IC SPOC asks Colt to close the ticket reported in step 1.	IC SPOC	Colt

Process details

1. When Colt has to access one of the Central Data Centres, this request will be submitted by Colt into Colt helpdesk account [REDACTED]

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[REDACTED]

2. IC SPOC has to follow the procedure set forth in section 2.2 of the document with title “XBID_JOINT_FAL_01 Incident Management” which describes the principles of the Incident Committee without involvement of DBAG. This Incident Committee without DBAG has to be started and the solving of the issue is coordinated with all participants of the Incident Committee.

IC SPOC invites Colt to the IC [REDACTED]

3. The IC will formally approve the request if it is considered valid. Afterwards the IC can be closed and IC SPOC can proceed with next steps.

4. The following steps are different depending on which Central Data Centre Colt wishes to access.

[REDACTED]

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[Redacted text block]

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[Redacted text block]

[Redacted text] IC
SPOC then asks for closure of the ticket reported by Colt in IC SPOC's Colt helpdesk account.
Colt shall close the ticket as soon as the issue is fixed.

Case 5: Rack access list modification requested by Orange

Step	Action	From	To
1	Orange sends request for access list modification to the IC SPOC following the Colt DC access procedure	Orange	IC SPOC
2	The IC SPOC to trigger the Incident Committee (within working hours only).	IC SPOC	All NEMOs
3	IC to approve the request. IC is closed.	All NEMOs	
4	IC SPOC proceeds with the access list modification following the Colt DC access procedure	IC SPOC	

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5	IC SPOC informs all NEMOs and Orange about completion of the task.	IC SPOC	All NEMOs
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Process details

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

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[Redacted text block]

Case 6: Rack access performed by Orange

Step	Action	From	To
1	Orange informs the IC SPOC ex post about access of their personnel at the site B (Colt DC).	Orange	IC SPOC
2	IC SPOC will forward the e-mail from Orange to all operational NEMOs.	IC SPOC	NEMOs

Process details

[Redacted text block]

4 Attachments

4.1 Attachment 1. Colt Customer passport for in-life management

[Redacted text block]

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[Redacted]

[Redacted]

4.2 Attachment 2. Colt DC access procedure

[Redacted]

4.3 Attachment 3. Equinix DC access procedure

[Redacted]

5 Annex I. Hub sites details and identifiers

[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]