**UniQuE**

Service-Impact-Report (Infra)

(Engagement Name and Id)

(Client)

**Document History**

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| Version | Date | Author | Changes |
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**Review And Approval**

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# Introduction

## Purpose of this Document

*The aim of this document is to describe the impact on the in scope services of WIP projects which may include either new applications, major new functionality within existing applications, or new or enhanced infrastructure. It identifies key areas that should be considered when reviewing a project to ensure that all ongoing service delivery costs are accounted for by the transition project and on-going service delivery teams and should be used to identify the impact of changes to service delivery procedures where appropriate. The level of detail required may differ from engagement to engagement dependent on the commercials and the size and scope of the service and projects portfolio.*

## Background of the Project/Business Change

*Describe, at a high level, the background of the project/business change and what the key objectives are. (e.g. extracts from Background, In Scope, Out of Scope sections of Project Governance Plan / Project Initiation Document or equivalent).*

## Project Deliverables

*State all the major deliverables of the project which are either being assessed for impact or are being used to assist in the assessment - some examples specific to IT projects are defined below (business changes may have different deliverables):*

|  |
| --- |
| **Deliverable** |
| *Software package with functionality for A,B,C* |
| *Interfaces to package from/to systems X, Y, Z* |
| *Decommissioned functionality A, B, C on legacy system.* |
|  |
|  |

## Key Application Components

*State the key components of any new/revised application service - some examples are defined below:*

|  |  |  |
| --- | --- | --- |
| **Component** | **Version** | **Supplier** |
| *Application Software Package* |  |  |
| *Database e.g. Oracle* |  |  |
| *Operating System* |  |  |
| *Development Language* |  |  |

## Key Hardware Components

*State the key components of any new/revised infrastructure:*

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Type** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## Proposed Support Requirements

*Identify any impact on support processes and resources as a consequence of the change in service.*

Business Users

*List all changes to the support activities that the business users will be expected to carry out, including metrics where possible/applicable. E.g.*

* *Log all problems/issues with the IT Service Desk. Anticipated volume xxx p.a*

Capgemini

*List all changes to the in-scope support activities that Capgemini provide, including metrics where possible/applicable. e.g. software, hardware, databases, super-user role, 1st line support. etc. E.g.*

* *Assist the business with resolution of business process issues*
* *Where appropriate, reproduce the problem from the information given by the business to provide further evidence and detail of the steps taken to create the problem, to aid resolution*

*Also include details of any service impact involving Capgemini managed third party (software, hardware, databases, upgrades and patches, 2nd/3rd line support etc), but without specifying the supplier details. E.g.*

* *Hardware maintenance for new hardware at Head Office.*
* *Data network links upgraded at all locations.*

Third Party Vendors

*Include in this section, any 3rd parties that are not managed by Capgemini.*

## <Client> Third Party Contact Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Supplier Name** | **Address** | **Contact Number** | **Availability** | **Escalation Contact Details** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# Support

## Scope of Support

*Describe the support model including any Client teams or 3rd parties that are not managed by Capgemini.*

## Support Model

*Include a simple diagram of the support model required.*

# Checklist

*The following are examples of the questions that should be considered and should be adjusted for the specific in-scope services that Capgemini are contracted to deliver. Work with the on-going service delivery team to identify the areas to consider.*

*A tick in a shaded box indicates that the action point below the question must be completed. Responses are optional if the box is not shaded, but it is good practice to include a response as this will often aid understanding.*

*Copy this ✓ and paste into the table as required.*

*The format is that the template comments are prompts to aid planning and should be deleted when the full response has been included.*

## Server Support

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** |  | **No** |
| Do hardware maintenance contracts with suppliers need to be modified/set-up? |  |  |  |
| *What are they for? Plan effort to set them up/modify (see also Contractual Amendments section).* |  |  |  |
| Is warranty on new hardware sufficient to meet production needs? |  |  |  |
| *Explain warranty term and from when maintenance costs will be incurred. Include cost for uplifting standard warranty if required.*  |  |  |  |
| Is new hardware being introduced or is existing hardware being upgraded in production as a result of this piece of work? |  |  |  |
| *Explain whether we need to introduce similar hardware/upgrades into the development/test environments and cost accordingly.* |  |  |  |
| Is disk capacity being increased? |  |  |  |
| Are tape units able to handle increased capacity or cost up replacements.Ensure we have sufficient backup media (e.g. tapes), or cost up. |  |  |  |
| Is the server going into a location that we already go to for picking up tapes? |  |  |  |
| *Identify any additional effort/outlay to handle routine pick up.* |  |  |  |
| Do we need to implement/configure automated software?  |  |  |  |
| *Identify need for purchase of additional modules and effort to implement e.g. buy TNG modules and define thresholds for alerts?**Estimate ongoing support renewal costs (see Section 3.1 Ongoing Charges)* |  |  |  |
| Do we need to buy backup software? |  |  |  |
| *Identify need for procurement/installation and cost of ongoing support.* |  |  |  |
| Does sizing take full account of performance criteria, growth rates, workload patterns etc? |  |  |  |
| *Document whether sizing does or does not and what metrics are.* |  |  |  |
| Have we established required backup routine to mitigate our data liabilities?  |  |  |  |
| *Cost tape cycle (taking into account longest period before issue may be detected)* |  |  |  |
| Does batch throughput/data volumes increase with this project/business change such that existing batch windows are insufficient to complete processing in the available time? |  |  |  |
| *Explain and identify consequences and actions.* |  |  |  |
| Does this project/business change alter the availability requirements of any application? |  |  |  |
| *Explain impact on housekeeping routines and batch window.* |  |  |  |
| Does this project/business change alter overnight operations schedules, e.g. stores nightly transmission? |  |  |  |
| *Explain and identify consequences and actions.**Ensure revised sequencing of jobs okay/modifications to schedule okay.* |  |  |  |
| Does this project/business change include additional business backup requirements? |  |  |  |
| *Describe requirements and ensure budget for initial purchase of all tapes in cycle (e.g. month end tapes to be kept for 2 years equals initial purchase of 24 tapes).* |  |  |  |
| Does this project/business change introduce new archiving requirements? |  |  |  |
| *Describe and plan for them.* |  |  |  |
| Does this project/business change introduce new or amended operational procedures? |  |  |  |
| *Describe and plan for documenting operational procedures inc. Systems Administration Guide* |  |  |  |
| Does this project/business change introduce new or amended existing business processes? |  |  |  |
| *Describe and plan for documenting business processes knowledge/application fit.* |  |  |  |
| Does the project/business change introduce a skills requirement not already in existence within the account support teams? |  |  |  |
| *Describe and cost up skills acquisition/training accordingly.* |  |  |  |
| Does any equipment need to be decommissioned as a result of this project/business change? |  |  |  |
| *Explain and identify consequences and actions.* *Assess whether any changes need to be applied to the Asset or Software registers.* *Can h/w or s/w maintenance be reduced? (e.g. take off TNG support).* *Include any cost to decommission/move (effort/insurance/network links/disposal)?* |  |  |  |

## Network Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** |  | **No** |
| Have any hardware components and their required locations been fully identified? |  |  |  |
| *Ensure network OS & protocol fully understood.**Describe and initiate a resolution.* |  |  |  |
| Have the number of network connections been clearly identified? |  |  |  |
| *Check the likely effect on port density in relation to the affected switch ports.* |  |  |  |
| Are updates to DHCP, WINS & DNS services required? |  |  |  |
| *Describe and plan accordingly.* |  |  |  |
| Have typical workloads been defined? (e.g. mix of transactions, volumes and concurrency) |  |  |  |
| *Identify the workload parameters and plan effort to document the “normal workload” – to give a baseline against which poor performance can be compared.* |  |  |  |
| Does end user performance need to be measured? |  |  |  |
| *Plan effort to establish non intrusive transactions and modify agreed list.* |  |  |  |
| Have performance criteria been proven? |  |  |  |
| *Identify what, if any, performance criteria have been set and whether this will be backed up by an SLA.**Is the anticipated number of users known?**Identify whether the workload parameters (identified above) are likely to have an adverse impact on the required performance criteria.* *Plan effort to test/prove.* |  |  |  |
| Do we know the anticipated impact the implementation of this project/business change has on the network? |  |  |  |
| *Plan/commission study by appropriate network staff.**Assess likely loading changes to network traffic.**Identify whether new hardware will need to be purchased.**Investigate Firewall/Security implications.* |  |  |  |
| Are pre and post backups of the network equipment configurations required? |  |  |  |
| *Identify backup strategy and whether these are LAN or WAN requirements.**Plan accordingly.* |  |  |  |
| Does any equipment need to be decommissioned as a result of this project/business change? |  |  |  |
| *Assess whether any changes need to be applied to the Asset or Software registers**Can h/w and s/w maintenance be reduced accordingly?(e.g. take off TNG support)**Include any cost to decommission/move (effort/insurance/network links/disposal)?* |  |  |  |

## Desktop Services

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** |  | **No** |
| Are there new licensable aspects for measurement/control on the desktop? |  |  |  |
| *Ensure any new licenses required are owned by <Client>.* *Ensure details are added s/w register.* |  |  |  |
| Is development project/business change passing over development assets to support team? |  |  |  |
| *Describe scope and cost up Support team assets.**Assess whether any changes need to be applied to the Asset or Software registers.* |  |  |  |
| Is usage against existing licence holding still going to be okay? |  |  |  |
| *If not ensure additional licences bought. If yes ensure records updated.* |  |  |  |
| Does the project/business change propose to add/change any software on the desktop? |  |  |  |
| *Modify desktop list of apps and incorporate change in s/w register.**Plan for modifying standard PC build(s).* |  |  |  |
| Does the project/business change require an upgrade to the minimum standard PC specification? |  |  |  |
| *Ensure upgrade cost for ALL relevant PCs is included in project/business change budget* |  |  |  |
| Does any equipment need to be decommissioned as a result of this project/business change? |  |  |  |
| *Assess whether any changes need to be applied to the Asset or Software registers**Can h/w and s/w maintenance be reduced accordingly?(e.g. take off TNG support)**Include any cost to decommission/move (effort/insurance/network links/disposal)?* |  |  |  |

## Service Desk

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** |  | **No** |
| Does project/business change require any new training of Service Desk staff? |  |  |  |
| *Describe and plan accordingly.* |  |  |  |
| Will project/business change resulting in increased support requirement by Service Desk? |  |  |  |
| *Quantify and plan for possible change in Service Desk shift patterns and any associated cost implications.* |  |  |  |
| Does the application need to be added to ITSM? |  |  |  |
| *Plan effort for setting up on* ITSM *system.**Plan effort to adding known faults/workarounds to support documentation.* |  |  |  |
| Do additional ITSM licences need to be obtained? |  |  |  |
| *Provide details and ensure funding has been agreed.* |  |  |  |
| Does this project/business change require the amendment/addition of Service Desk procedures? |  |  |  |
| *Identify the procedures and if these need to be communicated to the business.**Plan for any modifications to Service Desk knowledge base.* |  |  |  |
| Is hardware or software being procured for the Service Desk? |  |  |  |
| *Detail and Confirm appropriate asset inventories are updated.* |  |  |  |
| Are there special authorisation requirements/changes around the implementation of this Project/business change? |  |  |  |
| *Describe and plan effort to modify procedures.* |  |  |  |
| Are procedures in place for managing access, passwords and usage? |  |  |  |
| *Plan effort to introduce procedures.* *Plan effort to establish routine for reporting on non-usage/disablement.* |  |  |  |
| Does the project/business change require new/additional accounts to be set up? |  |  |  |
| *Plan effort to amend/set up appropriate accounts.* |  |  |  |
| Are other support teams affected by user admin changes for this project/business change? |  |  |  |
| *Identify and include in implementation plan.* |  |  |  |
| Does the project/business change affect the first line fix rate? |  |  |  |
| *Describe impact and quantify.* |  |  |  |
| Does the Service Desk Daily Activity Schedule need to be amended? |  |  |  |
| *Detail and plan accordingly.* |  |  |  |
| Will the management of 3rd parties for stores hardware and software be affected? (See Contractual Amendments section for more detailed questions about 3rd party management) |  |  |  |
| *Detail and initiate appropriate plan of action.* |  |  |  |
| Are daily/weekly/monthly reports affected by this project/business change? |  |  |  |
| *Detail and include effort to check/amend the reports.* |  |  |  |

## Applications Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** |  | **No** |
| Do any Capgemini/<Client> roles and responsibilities document need writing/amending? |  |  |  |
| *Detail and plan effort to write/modify (e.g. is any ‘out of hours’ support required?)**Is contact map updated to enable Fix on Fails involving third parties to be managed effectively?* |  |  |  |
| Are responsibilities for maintenance of interfaces/customisation clear? |  |  |  |
| *Describe and plan accordingly.* |  |  |  |
| Does the project/business change introduce an application skills requirement not already in existence on the within the Applications support team? |  |  |  |
| *Detail and cost up skills acquisition/training accordingly.* |  |  |  |
| Does the project/business change introduce database changes? |  |  |  |
| *Detail and plan effort to amend Data Model and any associated transition effort as appropriate.* |  |  |  |

## Project Work

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** |  | **No** |
| Have any non conformances to the Quality Gate deliverables been identified? (assuming that the Quality Gate template has been used to assess the conformance of this project/business change to the Quality Gate criteria agreed for changes to the core service)  |  |  |  |
|  |  |  |
| *Identify and quantify any risks to the core services associated with the non conformances identified.* |  |  |  |

## Disaster Recovery

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** |  | **No** |
| Does ESCROW need to be set-up? |  |  |  |
| *Detail and plan effort to do this.* |  |  |  |
| Are there DR requirements? |  |  |  |
| *Detail and plan effort to introduce into DR plans/procedures.* |  |  |  |

## Security

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** |  | **No** |
| Has a full security assessment been carried out? |  |  |  |
| *Assess the potential impact on the security of the service as a result of the implementation of the project/business change and plan effort to address.* |  |  |  |
| Does the business require additional resilience/availability? |  |  |  |
| *Detail and cost up additional resilience (e.g. disk mirroring), both in test and production, or nightly routine for disk to disk backups.* |  |  |  |
| Does the business require any specific SLAs on retrieving lost/deleted data? |  |  |  |
| *Detail and plan cost/effort to implement routine/mechanism accordingly.* |  |  |  |
| Is access required (via dial up or internet) by non-<Client> companies for operational use? |  |  |  |
| *Identify what changes may be required to the firewall rules.**Identify if a confidentiality agreement is required.**Plan effort to establish routine/ensure contractual liability clearly established.* |  |  |  |
| Is access required (via dial up or internet) by third party suppliers for support? |  |  |  |
| *Identify what changes may be required to the firewall rules.**Identify if a confidentiality agreement is required.**Plan effort to establish routine/ensure contractual liability clearly established.* |  |  |  |
| Do Capgemini require access to third party premises to fulfil SLAs? |  |  |  |
| *Ensure agreements in place with 3rd parties which covers the period of support.* |  |  |  |
| Is hardware situated in a secure location? |  |  |  |
| *Detail and plan to relocate or mitigate our risk.* |  |  |  |
| Does the business have a requirement to restore data more recently than last formal backup in case of server failure? |  |  |  |
| *Detail and plan for remote holding of ORACLE redo logs/Archive redo logs.* |  |  |  |
| Does the proposed project/business change/implementation comply with <Client> Security Policy and standards? |  |  |  |
| *Review and document. Clear with appropriate <Client> staff.* |  |  |  |

## Service Level Management & Reporting

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** |  | **No** |
| Does this project/business change bring changes to SLAs of existing/new daily/weekly/monthly reports? |  |  |  |
| *Include effort to change procedures and communicate these changes to affected staff.* |  |  |  |
| Will the implementation of the project/business change affect ability to meet the SLA measures? |  |  |  |
| *Discuss/review baselines with <Client> or make any special provisions.*  |  |  |  |
| Will the implementation of the project/business change introduce new SLAs? |  |  |  |
| *Describe and agree the measurement criteria and method for measurement.**Plan cost/effort for measurement including procurement of any specific tools required e.g. performance measurement tools.* |  |  |  |

## Skills

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** |  | **No** |
| Does the project/business change require the updating of existing skills set? |  |  |  |
| *Describe and plan/ forecast the cost/effort required to update existing skills through training and learning.* |  |  |  |
| Will the project/business change introduce a need for recruitment as existing skills are not sufficient to handle the specific change? |  |  |  |
| *Identify the level of skills required as in correlation to the skills matrix.* *Plan and identify costs accordingly .Internal/External recruitment* |  |  |  |
| Do the skills required for the project/business change exist in the Capgemini internal role competency table? |  |  |  |
| *Investigate and address accordingly.* |  |  |  |
| Does the project/business change introduce a skills requirement to be provided by a third party supplier? |  |  |  |
| *Investigate and address accordingly.* |  |  |  |
| Does the project/business change introduce skills supplied by Capgemini India? |  |  |  |
| *Investigate and address accordingly.* |  |  |  |
| Are there special authorisation requirements/changes around the implementation of theseSkills? |  |  |  |
| *Request and follow the necessary procedures with client.* |  |  |  |
| Are the new skills required going to make existing skills/knowledge redundant? |  |  |  |
| *Detail and evaluate the effort and transition process.*  |  |  |  |
| Does the skills matrix require updating? |  |  |  |
| *Plan effort to amend/set up changes.* |  |  |  |

## Contractual Amendments

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** |  | **No** |
| Is a new supplier being used for this project/business change? |  |  |  |
| *Describe service required and plan effort to establish new relationship.**Ensure 3rd party SLA backs off to main contract SLA (Schedule 4).*  |  |  |  |
| Do any new software support contracts need to be set-up/existing ones modified? |  |  |  |
| *Describe service required and plan effort to establish new relationship.* *Ensure 3rd party SLA backs off to main contract SLA (Schedule 4).*  |  |  |  |
| Do proposed 3rd party support contracts back off Capgemini obligations (back to back)? |  |  |  |
| *If not, ensure risk is understood and mitigated if appropriate.* |  |  |  |
| Is support agreement going to go through Capgemini books? |  |  |  |
| *Ensure that commercial terms are agreed and meet operational requirements.* |  |  |  |

## Summary of Additional Effort

This section includes all of the effort identified within the Service Impact Report which will be charged to the project via a Change Request following approval of the SIR.

The following are not ongoing charges, but are one off charges against Change Request **xxxxxxx** for the activities detailed.

|  |  |  |  |
| --- | --- | --- | --- |
| **Section** | **Brief Description** | **Effort** | **Value** |
| *E.g. Server Support* | *Additional cables for pre-production environment.* |  |  |
| *E.g. Desk-side Support* | *Site visit and survey for Head office.*  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Total** |  |  |

# Support and Maintenance Charges

*Estimates for ongoing support are calculated using the charges set out in the Agreement. This section should incorporate all the points identified in the questionnaire section.*

## Ongoing Charges

*The table below should specify the impact on any of the service costs drivers listed. Examples are set out below.*

*The date from which costs will be incurred should be included against each item.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Element** | **Service Cost Driver**  | **Description of Impact** | **Effort/Value** |
|  | *Usage (user competence, user volumes, user geography and transaction throughput)* |  |  |
|  | *Components taken (e.g. 3rd party & asset management)* | *E.g. Hardware Maintenance*  |  |
|  | *Volume of calls for existing software* |  |  |
|  | *Time recording data showing current levels of support activity* |  |  |
|  | *Levels of expected support activity e.g. administration /configuration* |  |  |
|  | *Stability* |  |  |
|  | *Hours of support/availability* |  |  |
|  | *Number and complexity of modules/interfaces* |  |  |
| **Total** |  |

The following future costs have been identified.

*Identify any future charges that will result from the expiry of warranty support. Although the value cannot be specified, the date from which additional charges will be incurred should be declared. Both Capgemini and <Client> 3rd party scenarios referenced in this document should be included. E.g.*

* *Specialist server warranty expires 2 years from acquisition date of July 2007 and therefore additional support costs will be incurred from Aug 2009.*

## One Off Charges

*These are costs that do not form part of the ongoing service but cover any additional costs required to support the project/business change during its transition into the core service (e.g. during the Early Life Support period.)*

*For example, include activities which are required as a result of any non-conformance to the Quality Gate such as the measurement of performance during the development phase. External costs such as software licence, tools etc should be estimated as a monetary value.*

|  |  |
| --- | --- |
| **Description of activity required** | **Effort/Value** |
|  |  |
|  |  |
|  |  |
| **Total** |  |

1. Capgemini Third Party Relationships
2. **Third Party Vendors**
* *E.g. British Telecom will support for VPN and all Network hardware provided for London office as part of agreed Support and maintenance contract.*
1. **Third Party Contact Details**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Supplier Name** | **Address** | **Contact Number** | **Availability** | **Escalation Contact Details** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |