

Manager of Managers Discovery Questionnaire

Overview

The purpose of this questionnaire is to provide a starting point for the gathering of information to assist Kalibre in developing a high-level solution and scope of work for the implementation of a Manager of Managers (MoM) or Operations Bridge solution.

It is not expected that all information will be able to be provided, but the more data available the more accurate the solution and scope will be.

The questions are broken up into the following groups:

→→ Network Information

The more that is understood about the environment requiring monitoring the more accurate the solution scope can be.

→→ Integration Points

Understanding how the MoM needs to integrate to your environment is important is scoping the solution. These integrations include service management systems, portals etc.

→→ Business Drivers

What is driving the need for a MoM from the business' perspective? Contractual service levels, better customer service, high staffing overheads, security audit findings etc can all contribute toward the requirements for a MoM.

Network Information

→→ What are the details of the radio network?

- What type and version (eg ASTRO 25, SmartZone, Dimetra, HPD).
- What version of the network software is running?
- What is the size of the network in terms of zones, remote sites, dispatch sites etc?
- Is redundancy used in the radio network (eg light/dark cores, DSR).
- Is an element manager used for the network (eg FullVision, UEM).

→→ What are the details of the backhaul network?

- Is microwave used, and if so what type (eg Nokia, NEC, Aviat, Sagem)?
- Are multiplexer used, and if so what type (eg Nokia, NEC)?
- Are fibre links used between some or all of the sites?
- Do any or all of the above use element managers? If so, provide details.

→→ Are Bi-directional Amplifiers (BDAs) or Single Site Repeaters (SSRs) used in the network?

- If so provide details.

→→ How are environmental alarms provided for the sites?

- MOSCAD?
- Inputs on the multiplexers or microwave units?
- Dedicated environmental monitoring units?

- Is there a voice logging system deployed as part of the network?
 - What solution is in use (eg NICE, Higher Ground)?
 - What is the size of the system (number of recorders, replay stations etc)?
- What other equipment within the environment requires monitoring?
 - IP network devices such as routers, switches, firewalls etc?
 - Servers (domain controllers, application servers, database servers etc)?

Integration Points

- Does the MoM need to integrate with a service management or trouble-ticketing system for escalation of faults?
 - If so what are the systems requiring integration (eg Remedy, Service Now etc)?
 - Is the integration only for escalation of faults, or is inventory/configuration synchronisation required?
- Is integration with a notification system required?
 - If so what are the systems requiring integration (eg HipLink, xMatters, Everbridge etc)?
 - If there is no existing system, what are the requirements for notification (delivery method, rostering, escalation etc)?
- Are there any other systems that require integration, such as a GIS or other third-party system?
- Are there requirements for customer access to some of the MoM data?

Business Drivers

- What are the primary business drivers behind the requirement for a MoM?
 - Greater visibility into alarms leading to faster identification of faults?
 - Decrease in MTTR for faults?
 - Proactive notification of impending faults?
 - Increase in operator efficiency leading to reduction in OpEx?
 - Contractual or regulatory requirement around monitoring?
 - Increase in size and/or complexity of network?
 - Move from remote to local monitoring of network? What are the details of the backhaul network?
- Are there contractual SLAs and/or KPIs that need to be measured and reported on?
 - If so provide details of the services, measures and reporting requirements.
- What is the number of staff currently monitoring/managing the network?
- Are there specific challenges they currently face in monitoring and managing the network?