AviNet/Other - Airlines Firewall CUSS Change Process Flow

Timescale

Day 1

Day 2

Day 7
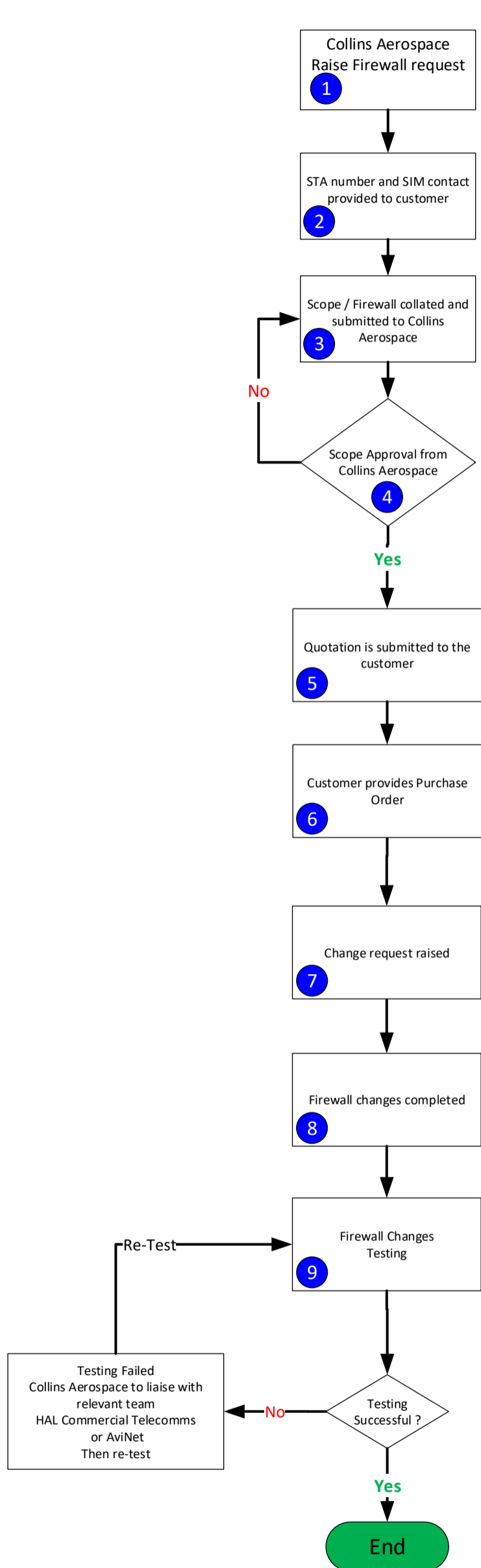
Day 8

Day 9

Day 14

Day 1

Day 10

Day 20

Collins Aerospace Raise Firewall request — 1

1 Network – AviNet/Other
For AviNet/Other Customer – Collins Aerospace/Arinc will raise the firewall request to HAL Commercial Telecomms (heathrow@sita.aero)

STA number and SIM contact provided to customer — 2

2 HAL Commercial Telecomms will provide the customer an STA (Specific project 4 digit ref. number), Together with SITA Implementation Manager contact details.

Scope / Firewall collated and submitted to Collins Aerospace — 3

3 Review the firewall change, scope and submit the works for Collins Aerospace/Arinc to approve

Scope Approval from Collins Aerospace — 4 — No

4 Collins Aerospace to approve or decline scope. If declined, it will revert to the HAL Commercial Telecoms design team to review any amendments/changes, (which may delay the process).

Yes

Quotation is submitted to the customer — 5

5 Quotation will remain with the Airline Customer until a valid Purchase Order is provided By the Airline for all Firewall Changes

Customer provides Purchase Order — 6

6 Once Purchase Order Has been received, **20 working days Will be required to design and deploy the Firewall Change**, (subject to any change freezes dates see link below) https://heathrowtelecoms2.force.com/calypso_service_desk_hcc Any queries please email: heathrow@sita.aero

Change request raised — 7

7 Change request raised by HAL Commercial Telecomms.

Firewall changes completed — 8

8 Collins Aerospace Advised of the Firewall Change completion and Test requested

Firewall Changes Testing — 9 — Re-Test

9 Testing completed by Collins Aerospace with confirmation Firewall Changes are working correctly. If testing fails, Collins Aerospace to revert to HAL Commercial Telecoms, or AviNet as required.

Testing Failed
Collins Aerospace to liaise with relevant team
HAL Commercial Telecomms or AviNet
Then re-test

Testing Successful ? — No

Yes

End

KEY:

Day 14	Pre Purchase Order countdown (subject to any approval delays)
Day 20	Post Purchase Order countdown

Heathrow