CUSS network changes for airlines using SITA APH

At Heathrow the CUSS service in T2, T3 and T4 is managed by Heathrow and supported by Collins Aerospace (Arinc).

Heathrow will agree automation requirements with airlines, including use of CUSS, Bag Drop and Self Boarding. For CUSS this will include agreeing which kiosks will be used and whether bag tags will be printed from CUSS.

When an airline starts using CUSS at Heathrow, or if an airline moves terminals, there may be network changes required. For airlines whose connectivity is through SITA Airport Hub (APH) then the airline will need to initiate both an APH change and a Heathrow firewall change.
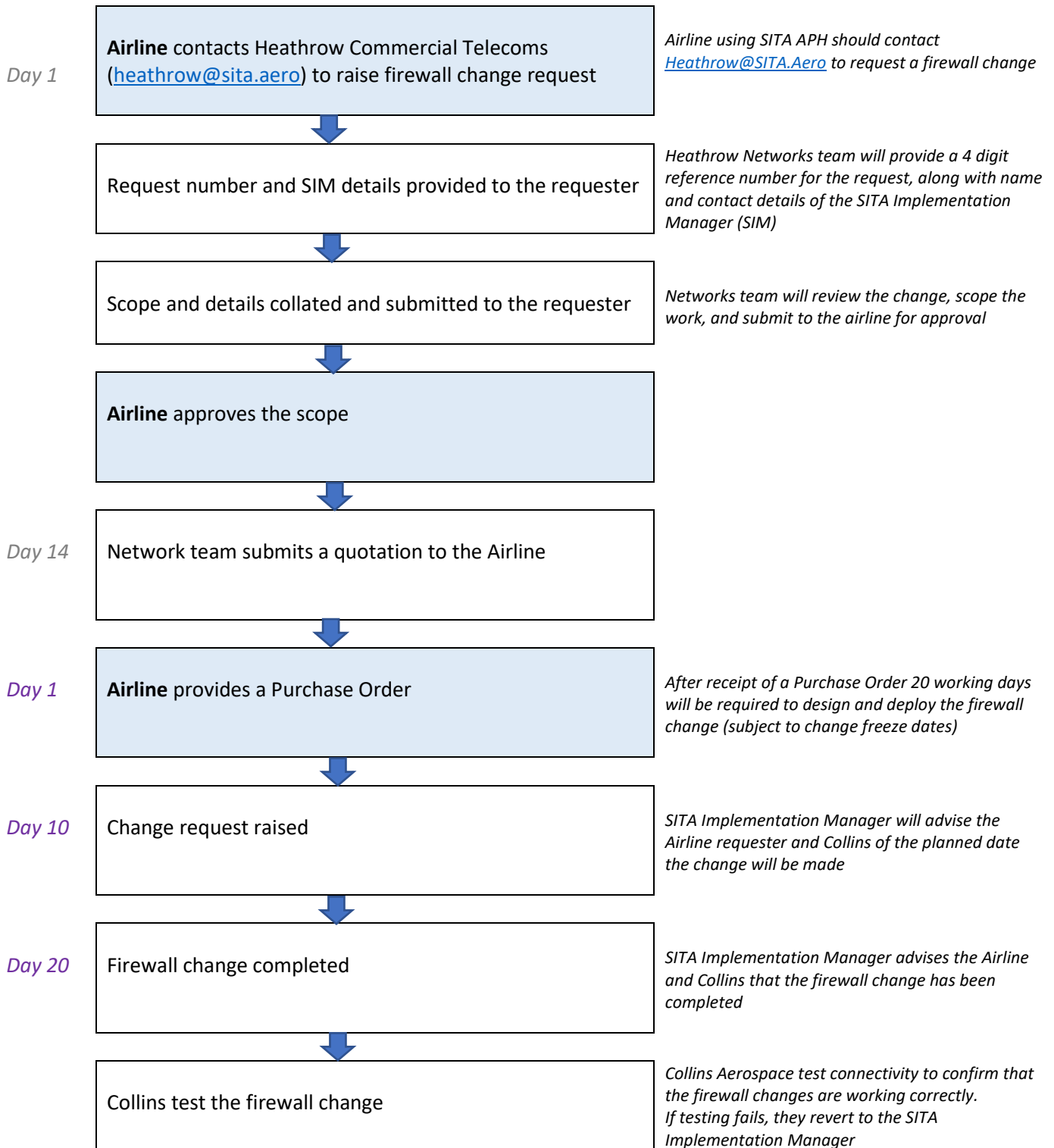
The table below outlines the key end to end activities.

Steps:	Details	Responsible
1. SITA APH change	Airline needs to contact their SITA APH account manager ("Customer Success Specialist") to find out whether there is a change needed to the SITA APH subnet in order for them to start using CUSS at Heathrow or to use it in a different terminal. It is normally the Airline's IT team at HQ who hold this relationship.	Airline
2. Heathrow firewall change	Airline needs to raise a firewall request via Heathrow Commercial Telecoms – detailed process flow follows. There will be a charge to the airline. **Note: If Heathrow is to pay for any firewall change (eg if it results from a forced terminal move) then the Heathrow project lead will initiate this step directly with the Heathrow SITA networks team, rather than the airline raising a request through Commercial Telecoms.** This activity can happen in parallel with 1)	Airline
3. Host changes	The airline needs to make host changes their end for the kiosks being used. Once Heathrow has confirmed which kiosks the airline will use Collins will advise the necessary information from the CUSS end to enable the airline to do this. This activity can happen in parallel with 1) and 2)	Airline / Collins
4. Testing	Once 1,2 and 3 are complete Collins can enable the airline application on a kiosk and test with the Airline.	Collins / Airline
5. Rollout	When testing has completed successfully Collins can enable the Airline application on additional kiosks. This will be done gradually to minimise risk. Changes will not be made on Fridays or at weekends.	Collins / Airline

Process flow for Step 2) Heathrow network firewall change (if airline is funding)
(Shaded boxes identify airline actions)

Timescales: 14 days from initial contact to quote; 20 days from PO to implementation of change

Day 1

Airline contacts Heathrow Commercial Telecoms (heathrow@sita.aero) to raise firewall change request

Airline using SITA APH should contact Heathrow@SITA.Aero to request a firewall change

Request number and SIM details provided to the requester

Heathrow Networks team will provide a 4 digit reference number for the request, along with name and contact details of the SITA Implementation Manager (SIM)

Scope and details collated and submitted to the requester

Networks team will review the change, scope the work, and submit to the airline for approval

Airline approves the scope

Day 14

Network team submits a quotation to the Airline

Day 1

Airline provides a Purchase Order

After receipt of a Purchase Order 20 working days will be required to design and deploy the firewall change (subject to change freeze dates)

Day 10

Change request raised

SITA Implementation Manager will advise the Airline requester and Collins of the planned date the change will be made

Day 20

Firewall change completed

SITA Implementation Manager advises the Airline and Collins that the firewall change has been completed

Collins test the firewall change

Collins Aerospace test connectivity to confirm that the firewall changes are working correctly.
If testing fails, they revert to the SITA Implementation Manager

Timescales: 14 days from initial contact to quote; 20 days from PO to implementation of change