

xserve



respect > commitment > teamwork

COR1000.9 IX Upgrade UK Link Committee

9th February 2012

Agenda

- Xoserve Engagement
- Service Management Take-on
- AOB

Xoserve Engagement

Initial Engagement

- Xoserve have initiated direct communication with IX customers to request detailed information for the Business, Site and IT Contacts (names, email addresses and telephone numbers)
- A large response has been received and Xoserve would like to thank customers for their cooperation
- However Xoserve is still awaiting a response from a number of IX customers. Any further delays will cause an impact to:
 - The ordering process of the new kit
 - Cable and Wireless Worldwide (CWW) unable to determine what kit to provide
 - The Rollout Process
- All IX customers who have responded with contact information should expect further communication from the Xoserve IX Project Team within coming weeks regarding the next steps

Service Management Take-on

Day 1 Activities

- The IX Service will be transitioned from National Grid to Xoserve, the Xoserve Service Desk will be required to resolve all IX related issues from Thursday 1st March 2012
- CWW have been working with Xoserve in preparation of "Service Management Take-on" to ensure all processes have been defined and agreed
- The telephone number that all IX customers will need to call for any IX related issues from Thursday 1st March 2012 is **0845 600 0506**
- Please can you ensure that the National Grid Service Desk number (**0870 521 6121**) is used for all IX related issues until Wednesday 29th February 2012

AOB

Any Questions?