

## Annex A

## Transport Canada Sites

Region	Address	City	Province
TC Atlantic	275 Main Street	Bathurst	NB
TC Atlantic	189 Prince William St	Saint John	NB
TC Atlantic	95 Foundry Street	Moncton	NB
TC Atlantic	396 Main Street	Lewisporte	NF
TC Atlantic	8 Myers Pl	Clareville	NF
TC Atlantic	961 Topsail Road	Mount Perl	NF
TC Atlantic	110 Vulcan Road	Goose Bay	NF
TC Atlantic	130 Ville de Marie Drive	Marystown	NF
TC Atlantic	Fortis Towers, 4 Herald Ave	Corner Brook	NF
TC Atlantic	John Cabot Bldg (10 Barbers Hill)	St John's	NF
TC Atlantic	St Anthony Airport	St Anthony	NF
TC Atlantic	100 New Gower Street	St. John's	NF
TC Atlantic	Wabush Airport	Wabush	NF
TC Atlantic	198 George Street	Sydney	NS
TC Atlantic	248 Pleasant Street	Yarmouth	NS
TC Atlantic	811 Reeves Street	Port Hawkesbury	NS
TC Atlantic	50 Selfridge Way	Enfield	NS
TC Atlantic	45 Alderney Drive	Dartmouth	NS
TC Atlantic	Dominion Bldg, 97 Queen Street	Charlottetown	PEI
TC NCR	1 Lindbergh Place	Ottawa	ON
TC NCR	1-5 Timberview Way	Nepean	ON
TC NCR	100 Kent Street	Ottawa	ON
TC NCR	1007 Broken Oak Drive	Orleans	ON
TC NCR	120 Clarence Street	Kingston	ON
TC NCR	122 Bank Street	Ottawa	ON
TC NCR	14 Kimdale Street	Nepean	ON
TC NCR	15 Lilac Lane	Michurst	ON
TC NCR	17 Buttonwood Trail	Stittsville	ON
TC NCR	17 McArthur Lane	Renfrew	ON
TC NCR	170 Heather Crescent	Mississippi Mills	ON
TC NCR	1749 Queensdale Ave	Ottawa	ON
TC NCR	1762 Summerlands Crescent	Cumberland	ON
TC NCR	1848 Robinwood Place	Ottawa	ON
TC NCR	19 Kimmins Court	Kanata	ON
TC NCR	199 Kent Street	Ottawa	ON
TC NCR	1991 Falker Cres.	Ottawa	ON
TC NCR	2391 Pine Avenue	Manotick	ON
TC NCR	25 Rickey Place	Kanata	ON
TC NCR	255 Albert Street	Ottawa	ON
TC NCR	2615 Blackwell Court	Ottawa	ON
TC NCR	2620 Marchurst Road	Ottawa	ON
TC NCR	275 Slater Street	Ottawa	ON
TC NCR	276 3rd Avenue #0276	Gloucester	ON
TC NCR	276 Third Ave.	Ottawa	ON

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Region	Address	City	Province
TC NCR	2780 Sheffield Road	Ottawa	ON
TC NCR	29 Biscayne Crescent	Nepean	ON
TC NCR	3 Raymond Street	Ottawa	ON
TC NCR	300 Sparks Street	Ottawa	ON
TC NCR	33 Santa Cruz Private	Ottawa	ON
TC NCR	333 Laurier Avenue	Ottawa	ON
TC NCR	360 Laurier (Narano Bldg)	Ottawa	ON
TC NCR	38 Avoca Street	Toronto	ON
TC NCR	393 3rd Avenue	Ottawa	ON
TC NCR	4022 Indian Creek Road	Hammond	ON
TC NCR	4492 Harper Avenue	Gloucester	ON
TC NCR	45 O'Connor	Ottawa	ON
TC NCR	475 Kenwood Ave	Ottawa	ON
TC NCR	4900 Yonge Street	Toronto	ON
TC NCR	53 Shetland Way	Kanata	ON
TC NCR	55 Metcalfe Street	Ottawa	ON
TC NCR	556 Laurier Ave W	Ottawa	ON
TC NCR	58 Service Road	Gloucester	ON
TC NCR	712 Kent Street	Ottawa	ON
TC NCR	77 Metcalfe	Ottawa	ON
TC NCR	77 Presland Drive West	Ottawa	ON
TC NCR	776 Laval Street	Casselman	ON
TC NCR	790 Hauteview Crescent	Orleans	ON
TC NCR	795 Lalande Terrace	Orleans	ON
TC NCR	830 Iroquois Road	Ottawa	ON
TC NCR	85 Albert Street	Ottawa	ON
TC NCR	880 Balsam Drive	Ottawa	ON
TC NCR	90 Elgin Street	Ottawa	ON
TC NCR	99 Bank Street	Ottawa	ON
TC NCR	ANS Building	Ottawa	ON
TC NCR	Aviation Center	Ottawa	ON
TC NCR	Bldg 276-3rd Avenue	Ottawa	ON
TC NCR	Brock Building	Ottawa	ON
TC NCR	Data Center	Ottawa	ON
TC NCR	East Block	Ottawa	ON
TC NCR	Lorne Building	Ottawa	ON
TC NCR	58 Service Road	Ottawa	ON
TC NCR	Tower C	Ottawa	ON
TC NCR	12 Mill Road	Wakefield	PQ
TC NCR	1254 Elzear	Gatineau	PQ
TC NCR	33 Portneuf	Cantley	PQ
TC NCR	60 Des Hetres	Gatineau	PQ
TC NCR	604 O'Neill	Buckingham	PQ
TC NCR	700 Leigh Capreol	Dorval	PQ
TC NCR	Place du Portage	Gatineau	PQ

## Annex A

## Transport Canada Sites

Region	Address	City	Province
TC Ontario	1 Lindberg Place	Ottawa	ON
TC Ontario	100 Front Street South	Sarnia	ON
TC Ontario	100 Princess Street	Thunder Bay	ON
TC Ontario	100 Seaway Rd.	Sarnia	ON
TC Ontario	105 CHRISTINA STREET SOUTH	Sarnia	ON
TC Ontario	1106 Len Birchall Way	Kingston	ON
TC Ontario	120 Clarence Street (Kingston)	Kingston	ON
TC Ontario	122-100 Rideau Street	Oshawa	ON
TC Ontario	131 Copley street	Pickering	ON
TC Ontario	14 Elmeroy Court	Whitby	ON
TC Ontario	155 Marlee Ave	Toronto	ON
TC Ontario	1666 Beaton Way	Pickering	ON
TC Ontario	168 Banner Lane	King City	ON
TC Ontario	17 Foxrun Rd	Brantford	ON
TC Ontario	180 Renfrew Drive	Markham	ON
TC Ontario	1847 Oldham Place	Sarnia	ON
TC Ontario	20 Toronto Street	Toronto	ON
TC Ontario	210-56 Aberfoyle Crescent	Etobicoke	ON
TC Ontario	2190 -1 Observer Road	London	ON
TC Ontario	223 Beta Street	Toronto	ON
TC Ontario	240 Emery Street	Port Stanley	ON
TC Ontario	256 Periwinkle Road	London	ON
TC Ontario	2709 Willow Place	Thunder Bay	ON
TC Ontario	28 Johnstone Blvd.	Walkerton	ON
TC Ontario	29 Lakeside Drive	Parry Sound	ON
TC Ontario	2939 Fairlea	Ottawa	ON
TC Ontario	2939 Fairlea Cres	Ottawa	ON
TC Ontario	3302 Victoria Street	Oakville	ON
TC Ontario	3405 American Drive	Mississauga	ON
TC Ontario	39 Camelot Drive	Nepean	ON
TC Ontario	39 Knowles Crescent	Aurora	ON
TC Ontario	7 Mossbank Drive	Brampton	ON
TC Ontario	17 Foxrun Rd	Brampton	ON
TC Ontario	404 Northshore Blvd West	Burlington	ON
TC Ontario	43 Church Street	St. Catherines	ON
TC Ontario	47 Kendleton Drive	Toronto	ON
TC Ontario	4900 Yonge	Toronto	ON
TC Ontario	4900 Yonge Street	North York	ON
TC Ontario	53 Melbourne Av	Toronto	ON
TC Ontario	53 Yonge Street	Kingston	ON
TC Ontario	538 Laundry Street	Newmarket	ON
TC Ontario	5431 Flightline Dr.	Mississauga	ON
TC Ontario	56 Aberfoyle Crescent	Toronto	ON
TC Ontario	58 Airport Road	Gloucester	ON
TC Ontario	7 Mossbank Drive	Brampton	ON

**Annex A**

**Transport Canada Sites**

<b>Region</b>	<b>Address</b>	<b>City</b>	<b>Province</b>
TC Ontario	925 Airport Road	Peterborough	ON
TC Ontario	9300 Airport Rd (Mt Hope)	Mount Hope	ON
TC Ontario	Hangar Hamilton Airport	Hamilton	ON
TC Ontario	Pearson Airport	Mississauga	ON
TC Ontario	Peterborough Satellite Office	Peterborough	ON
TC Ontario	Sarnia Airport	Sarnia	ON
TC Ontario	Sudbury Airport	Sudbury	ON
TC Ontario	Thunder Bay Airport	Thunder Bay	ON
TC Pacific	12 Erie Street	Victoria	BC
TC Pacific	1230 Government Street	Victoria	BC
TC Pacific	1962 Canso Road	Sidney	BC
TC Pacific	202 Harbour Road	Victoria	BC
TC Pacific	280 Victoria Street	Prince George	BC
TC Pacific	3000 Airport Rd	Penticton	BC
TC Pacific	30470 Approach Drive	Abbotsford	BC
TC Pacific	318 Cowley Crescent	Richmond	BC
TC Pacific	3211 Grant McConachie Way	Richmond	BC
TC Pacific	344 Edmonton	Winnipeg	BC
TC Pacific	3884-192 Street	Surrey	BC
TC Pacific	4-5583 Kelowna Airport	Kelowna	BC
TC Pacific	4141 Airport Road	Prince George	BC
TC Pacific	4160 Cowley Crescent	Richmond	BC
TC Pacific	5455 G Airport Road South	Richmond	BC
TC Pacific	60 Front Street	Nanaimo	BC
TC Pacific	625 Agnes Street	New Westminster	BC
TC Pacific	800 Burrard Street	Vancouver	BC
TC Pacific	International Building	Vancouver	BC
TC Pacific	Kelowna Airport	Kelowna	BC
TC Pacific	Port Hardy	Port Hardy	BC
TC Pacific	Prince George Airport	Prince George	BC
TC Pacific	Richmond	Richmond	BC
TC Pacific	Sandspit Airport	Sandspit	BC
TC Pacific	Seal Cove Base	Prince Rupert	BC
TC PNR*	TCC Edm. Canada Place 1100-9700 Jasper Ave	Edmonton	ALTA
TC PNR*	TCC Calgary Airport 800-1601 Airport Rd. NE	Calgary	ALTA
TC PNR*	Calgary Airport Security Office 2000 Airport Road N.E.	Calgary	ALTA
TC PNR*	City Centre Airport C61 Airport Rd.	Edmonton	ALTA
TC PNR*	Harry Hays Building 220-4 Ave SE	Calgary	ALTA
TC PNR*	EIA Security Office P.O. Box 9846	Edmonton	ALTA
TC PNR*	A/C Services Edm. 11936 - 109 Street Building 5	Edmonton	ALTA
TC PNR*	TCC Winnipeg McDonald Bldg.	Winnipeg	MAN

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## Transport Canada Sites

Region	Address	City	Province
	344 Edmonton St.		
	<b>A/C Services Winnipeg 20 Hanger</b>		
TC PNR*	Line Road	Winnipeg	MAN
	WIA Security Office Room 1037A		
TC PNR*	Box 36	Winnipeg	MAN
TC PNR*	Churchill Airport P/O Box 1059	Churchill	MAN
	TCC Yellowknife 3 <sup>rd</sup> Flr. 3915 -		
TC PNR*	48 <sup>th</sup> St. P/O Box 1439	Yellowknife	NWT
	TCC Federal Building Room 305 -		
TC PNR*	101 22nd Street E	Saskatoon	SASK
	TCC Saskatoon Airport Ste. 4		
TC PNR*	2625 Airport Dr.	Saskatoon	SASK
	TCC Whitehorse 60 Norsman		
TC PNR*	Drive	Whitehorse	YK
TC Quebec	10 Avenue Gascogne	Candiac	PQ
TC Quebec	100 St. Joseph	Alma	PQ
TC Quebec	1130 St. Antoine	Lachine	PQ
TC Quebec	1772 Delorme	Vimont	PQ
TC Quebec	180 de la Cathedrale	Rimouski	PQ
TC Quebec	2 Belanger	Gatineau	PQ
TC Quebec	250 rue de la Meteo	Val D'Or	PQ
TC Quebec	274 Ch Du Quai	Cap-aux-Meules	PQ
TC Quebec	28 Olivier-Brodeur	Val des Monts	PQ
TC Quebec	311-5025 boul. Des Sources	Pirrefonds	PQ
TC Quebec	3201 Duquesne	Montreal	PQ
TC Quebec	392 Notre Dame	Montebello	PQ
TC Quebec	40 Anse de Miquelon	Laval	PQ
TC Quebec	4545 Cornwall	St. Hubert	PQ
TC Quebec	4900 route de l'Aerport	St. Hubert	PQ
TC Quebec	500 Principale Road	Ste-Foy	PQ
TC Quebec	5700 Route de L'Aeroport	St Hubert	PQ
TC Quebec	590-D Albert de Niverville	Dorval	PQ
TC Quebec	690 Albert de Niverville	Dorval	PQ
TC Quebec	700 Leigh Capreol	Dorval	PQ
TC Quebec	701 Boulevard Laure	Sept-Iles	PQ
TC Quebec	800 Rene Levesque Ouest	Montreal	PQ
TC Quebec	804 Andrien	Greenfield Park	PQ
TC Quebec	875 Jacques-Cartier Boulevard	Mont-Joli	PQ
TC Quebec	90 Cap Diamant	Quebec	PQ
TC Quebec	901 Cap Diamant	Québec	PQ
TC Quebec	901 cap Diamant	Quebec City	PQ
TC Quebec	94 Dalhousie	Quebec	PQ
TC Quebec	Aeroport de Sept Iles	Sept Iles	PQ
TC Quebec	Jean Lesage Int. Airport	Ste-Foy	PQ
TC Quebec	Mirabel Airport	Mirabel	PQ

## NCR Telecom Suppliers

SERVICE	SUPPLIER	ACCOUNT	CONTRACT	PRICING SCHEDULE
<b>Pagers</b>	Rogers Wireless 11 Greensboro Drive Etobicoke, Ontario M9W 1C7 1-800-305-7907(Major Accounts)	701321	No contract Month to Month	Section 1.2 refers
<b>Pagers</b>	Christie & Walther 570 Industrial Avenue Ottawa, Ontario K1G 0Y9 613-739-7243 Contact: Kathy Shaw	99144	No contract Month to Month	Section 1.2 refers
<b>Pagers</b>	Pagenet M.I.P. CP. 1000 St. Laurent, QC H4L 5L6  Contact: Norm Landry 613-761-3995	1506018496	No Contract Month to Month	Section 1.2 refers
<b>Pagers</b>	Bell Mobility/Bell Mobilite 200 Bouchard Boulevard 3 <sup>rd</sup> Floor, Dorval, Quebec H9S 5X5 Attn: Service Transit 613-742-7243	OT-301732	No Contract Month to Month	Section 1.2 refers
<b>Cablevision</b>	Rogers Cablevision 475 Richmond Road Ottawa, Ontario K2A 3Y8 613-725-3592	Various see Section 1.2	Month to Month	Section 1.2 refers
<b>Voice Messaging</b>	Rogers Business Solutions 1600 Laperriere Avenue Suite 201	N/A		No service charges

**Annex B**

**Telecom Services Inventory**

<b>SERVICE</b>	<b>SUPPLIER</b>	<b>ACCOUNT</b>	<b>CONTRACT</b>	<b>PRICING SCHEDULE</b>
	Ottawa, Ontario K1Z 8P5 613-798-1500			
<b>Calling Cards International</b>	Telus 1-888-202-3912 Calgary, Alberta GOC@telus.com			
<b>1-800/888 Service</b>	ITSB Kathy Delage - 819-956-3506 PWGSC - Shared Telecom Services Place du Portage Phase III 5A1, 11 Laurier St Gatineau, Quebec KIA 0S5	Various	ITSB contract	Install - quote Usage charge
<b>Telephone Lines</b>	ITSB Alexandre Viau - 819-956-1552 PWGSC - Shared Telecom Services Place du Portage Phase III 5A1, 11 Laurier St Gatineau, Quebec KIA 0S5	999-0440 999-1646	N/A	Bell rates
<b>Telephone Features</b>	ITSB - Software Changes (CDC) Michel Huard - 819-956-5120 Louise Osborne - 819-956-5120 PWGSC - Shared Telecom Services Place du Portage Phase III 5A1, 11 Laurier St Gatineau, Quebec KIA 0S5	999-0440 999-1646	N/A	\$9 per change \$54 per swap
<b>Telephone Sets</b>	Bell Canada	999-0440	N/A	Bell rates

**Annex B****Telecom Services Inventory**

<b>SERVICE</b>	<b>SUPPLIER</b>	<b>ACCOUNT</b>	<b>CONTRACT</b>	<b>PRICING SCHEDULE</b>
<b>Leased</b>	Anna Amato – 613-364-2365 160 Elgin St. Floor 5 Ottawa, Ontario K1G 3J4	999-1646		
<b>Telephone Sets Owned</b>	TC NCR  Telecom, Tower C, Place de Ville 21st floor, 330 Sparks Street Ottawa, Ontario Attn: Monique Laroche 613-998-1889		N/A	No charge
<b>ISDN Lines</b>	ITSB Alexandre Viau - 819-956-1552 PWGSC - Shared Telecom Services Place du Portage Phase III 5A1, 11 Laurier St Gatineau, Quebec KIA 0S5	999-0440 999-1646	N/A	As per quote
<b>Data Cabling</b>	Bell Canada 160 Elgin St, 5th floor Ottawa, Ontario	999-0440	N/A	As per quote
<b>Data Circuits</b>	ITSB Alexandre Viau - 819-956-1552 PWGSC - Shared Telecom Services Place du Portage Phase III 5A1, 11 Laurier St Gatineau, Quebec KIA 0S5	999-0440 999-1646	N/A	As per quote
<b>Satellite TV</b>	Bell Express Vu			



**Annex B**

**Telecom Services Inventory**

<b>SERVICE</b>	<b>SUPPLIER</b>	<b>ACCOUNT</b>	<b>CONTRACT</b>	<b>PRICING SCHEDULE</b>
	Starchoice			
<b>Cell Phone</b>	Telus			
	Rogers			
	Bell			
<b>Blackberry</b>	Telus			
	Rogers			
	Bell			

**Atlantic  
Telecom Suppliers**

<b>SERVICE</b>	<b>SUPPLIER</b>	<b>PRICING SCHEDULE</b>
<b>Pagers</b>	Not applicable at this time	N/A
<b>Cablevision</b>	Not applicable at this time	N/A
<b>Satellite Telephone Service</b>	Not applicable at this time	N/A
<b>Telex - TFACS</b>	Not applicable for this region	N/A
<b>Voice Messaging</b>	Teleco provided service	Teleco rates
<b>Calling Cards International</b>	Telus	Usage charge
<b>1-800/888 Service</b>	ITSB	Install quote Usage charge
<b>Telephone Lines/Features</b>	Telco	Teleco rates
<b>Telephone Sets Leased &amp; Purchased</b>	Telco	Teleco rates

**Quebec  
Telecom Suppliers**

<b>SERVICE</b>	<b>SUPPLIER</b>	<b>PRICING SCHEDULE</b>
<b>Pagers</b>		N/A
<b>Cablevision</b>	Not applicable at this time	N/A
<b>Satellite Telephone Service</b>	Not applicable at this time	N/A
<b>Telex - TFACS</b>	Not applicable for this region	N/A
<b>Voice Messaging</b>	Bell Canada	Bell rates
<b>Calling Cards International</b>	Telus	Usage charge
<b>1-800/888 Service</b>	ITSB	Install quote Usage charge
<b>Telephone Lines/Features</b>	Bell Canada	Bell rates
<b>Telephone Sets Leased</b>	Bell Canada	Bell rates

**Ontario  
Telecom Suppliers**

<b>SERVICE</b>	<b>SUPPLIER</b>	<b>PRICING SCHEDULE</b>
<b>Pagers</b>	Not applicable at this time	N/A
<b>Cablevision</b>	Not applicable at this time	N/A
<b>Satellite Telephone Service</b>	Not applicable at this time	N/A
<b>Telex - TFACS</b>	Not applicable for this region	N/A
<b>Voice Messaging</b>	Bell Canada	Bell rates
<b>Calling Cards International</b>	Telus	Usage charge
<b>1-800/888 Service</b>	ITSB	Install quote Usage charge
<b>Telephone Lines/Features</b>	Centrex - ITSB Non-Centrex - Bell Canada	Bell rates
<b>Telephone Sets Leased</b>	Bell Canada	Bell rates

<b>Prairie and Northern Telecom Suppliers</b>		
<b>SERVICE</b>	<b>SUPPLIER</b>	<b>PRICING SCHEDULE</b>
<b>Pagers</b>	Not applicable at this time	N/A
<b>Cablevision</b>	Not applicable at this time	N/A
<b>Satellite Telephone Service</b>	Not applicable at this time	N/A
<b>Telex - TFACS</b>	Not applicable for this region	N/A
<b>Voice</b>	Manitoba - ITSB and Telco	ITSB rates and Telco rates
<b>Messaging</b>	Alberta - Telco Sask - Telco NWT - Telco	Telco rates
<b>Calling Cards</b> International	Telus	Usage charge
<b>1-800/888 Service</b>	ITSB	Install quote Usage charge
<b>Telephone Lines/Features</b>	Telco	Telco rates
<b>Telephone Sets Leased</b>	Telco	Telco rates

<b>Pacific Telecom Suppliers</b>		
<b>SERVICE</b>	<b>SUPPLIER</b>	<b>PRICING SCHEDULE</b>
<b>Pagers</b>	Not applicable at this time	N/A
<b>Cablevision</b>	Not applicable at this time	N/A
<b>Satellite</b>	Glentel Inc., P.O. Box 80650	ITSB
<b>Telephone Service</b>	Burnaby, B.C. V5H 3Y1 1-888-211-1110 Customer Service	contract
<b>Telex - TFACS</b>	Not applicable for this region	N/A
<b>Voice Messaging</b>	BC Tel	BC Tel rates
<b>Calling Cards</b>	Telus	Usage charge
<b>1-800/888 Service</b>	ITSB	Install quote Usage charge
<b>Telephone Lines</b>	BC Tel and ITSB	BC Tel rates
<b>Telephone Software Features</b>	BC Tel and ITSB	BC Tel rates
<b>Telephone Sets Leased</b>	BC Tel	BC Tel rates

WILL BE PROVIDED UPON REQUEST

## Annex D      Transport Canada Problem Escalation Procedures

### Problem Handling Flow

#### Elements of a Problem Control Process

- Recognition:** The detection and identification of problems through monitoring, trend analysis or direct observation. Passive and active problem recognition can occur. Passive recognition occurs when problems result in an observable impact, such as outage or degradation. Active recognition occurs as the result of monitoring the system for potential problems or output for invalid results/data.
- Reporting/Logging:** The notification to a central point (Help Desk) of a detected problem for handling and resolution. Problems get entered into the Problem Management System when a problem is recognized and reported. Status information is logged through the life of the problem.
- Problem Determination:** The identification of the source of a problem to component level. It also includes problem source identification. Problem Determination (P.D.) includes an assessment of whether the problem is hardware, software, or application.
- Bypass/Recovery:** The partial or complete resolution of a problem, whereby service is restored to the client, usually prior to final resolution.
- Resolution:** The final corrective action, which repairs, replaces or modifies the system.
- Management Review:** The purpose of the management review is to evaluate the Problem Management System for effectiveness, efficiency and quality control. Pre-established targets for resolution should be established and measured.



## **Annex D      Transport Canada Problem Escalation Procedures**

### **TC/ASSIST and Regional Informatics Support Unit (RISU)**

TC/ASSIST is the primary interface into the Technology and Information Management Services Directorate (TIMSD) support organization, and is the central point for the management of problems. TC/ASSIST, along with the Corporate Systems Support Group (CSSG) and Regional Informatics Support Unit (RISU) ensure that clients have a point of contact for reporting problems and recording information in the problem management system.

The help desk function at the regional level is provided by the Regional Informatics Support Unit (RISU). For Regional Office users/clients, the first point of contact for reporting problems is the Regional Informatics Support Unit (RISU) who will perform the same Problem Management function as TC/ASSIST or CSSG. TC/ASSIST, CSSG and the RISUs are also responsible for tracking problems, and ensuring that problem escalation procedures are followed when problems are not resolved within the specified time frames.

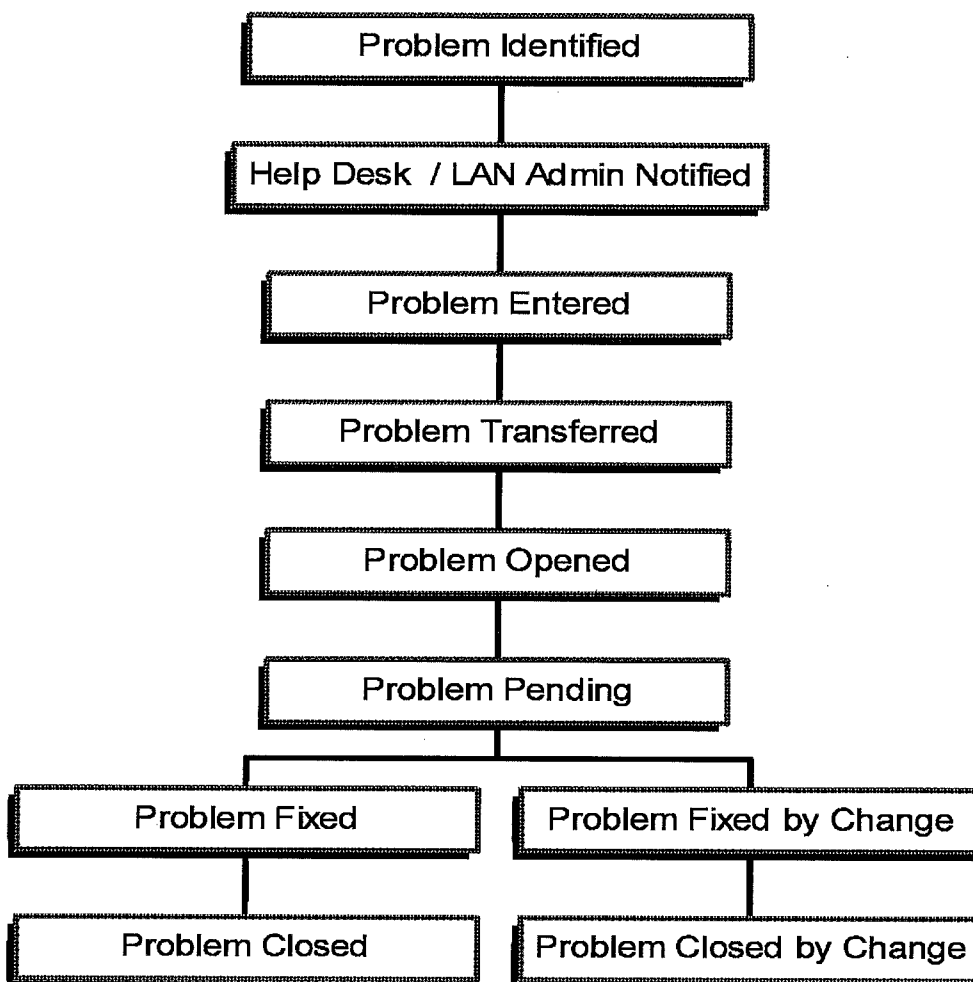
## Annex D      Transport Canada Problem Escalation Procedures

### Problem Management Process

Tivoli Service Desk (TSD) is the vehicle used to record, manage and transfer problems to either the TIMSD or Regional support organization. By recording all problems and change requests, trend analysis can be conducted from the reporting process (i.e. repeated equipment or software problems, training requirements, etc.).

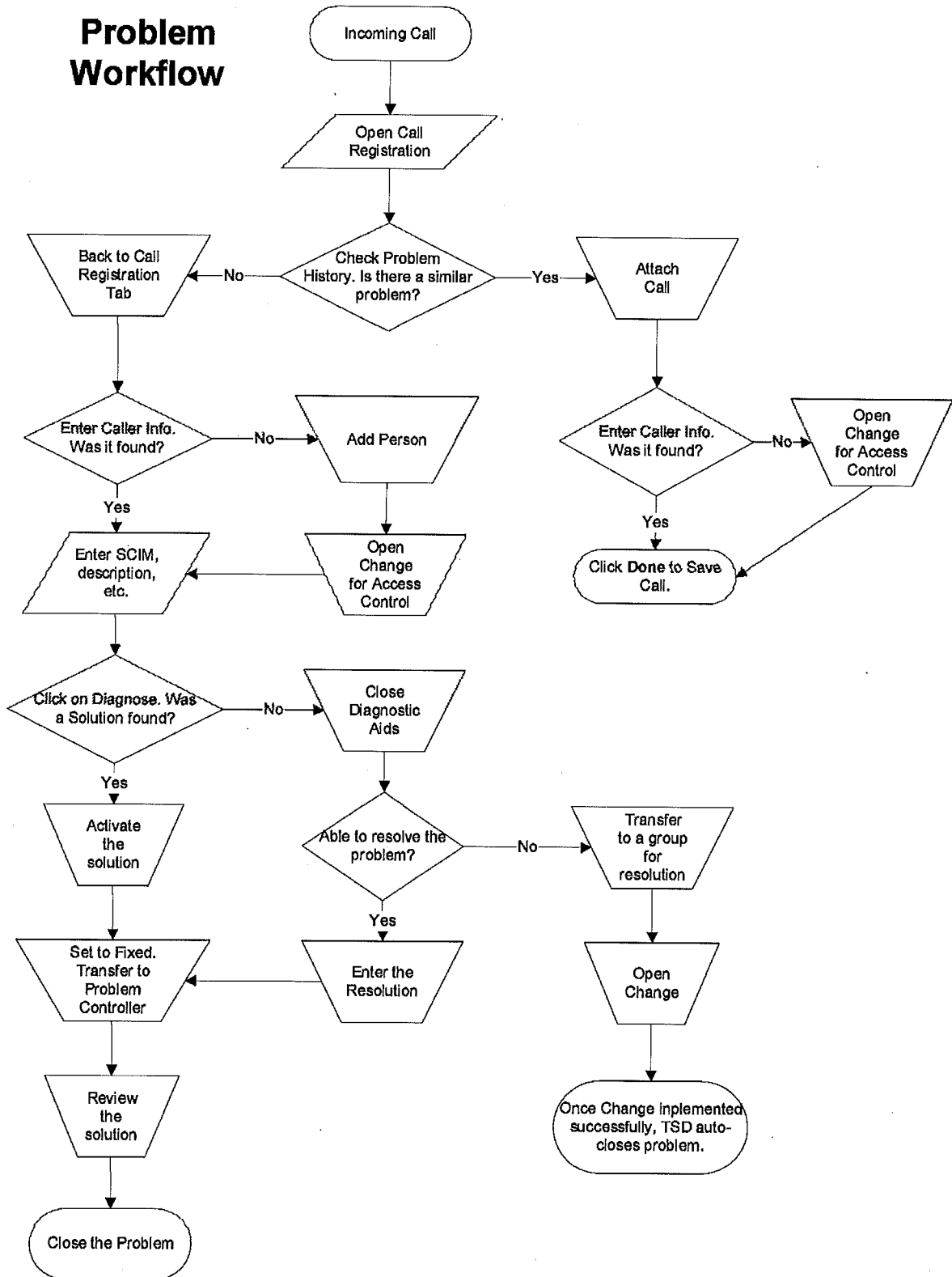
TC/ASSIST monitors Severity 1 and 2 problems during off-hours and provides regular updates to the TC Duty Manager on a regular basis.

### **Problem Management Process**



# Annex D Transport Canada Problem Escalation Procedures

## Problem Workflow



## **Annex D      Transport Canada Problem Escalation Procedures**

### **Levels of Support for Problem Resolution**

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Problems are routed to the appropriate level for action based on the type of problem and the job responsibility/skills required to address the particular problem.

#### **1st Level**

- problems relating to procedures, applications or user terminal operations; usually recognized by end-users of the system
- usually take only a short time to resolve
- handled by Help Desk personnel following established Help Desk procedures

#### **2nd Level**

- problems of a more severe nature which affect hardware, software, applications and environment, and which are normally resolved by internal support resources
- problems which cross multiple technical specializations or are intermittent and not easily isolated.
- resolution can take from a few minutes to several days
- handled by systems programmers, application programmers, software, database, or regional local support

#### **3rd Level**

- problems with hardware, software, network and environment which require the intervention of vendors
- handled by vendor hardware engineers and vendor software support

#### **4th Level**

- Problems requiring management notification or involvement and re-allocation of personnel because of the critical nature of an application or length of time the problem has remained unresolved.

## **Annex D      Transport Canada Problem Escalation Procedures**

### **Problem Severity Levels**

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A system of severities is in place in order to ensure that high impact problems are escalated to management and that resources are allocated where required most.

#### **Initial Severity Levels for TSD Problem Management**

##### **Severity Zero (0) – Scheduled**

A severity zero level will be assigned to a problem based on the following criteria; the TSD application is unavailable due to scheduled maintenance. Support personnel must provide a minimum of 24 hours advanced notice to clients and have an approved change request.

##### **Severity One (1) - Critical**

A severity one level will be assigned to a problem based on the following criteria; a severity one level is assigned to a problem based on management direction and client requirements. Response to a severity one problem is immediate.

##### **Severity Two (2) - High**

A severity two level will be assigned to a problem based on the following criteria; the TSD application is unavailable due to physical or application component failure, a critical technical or functional problem is impacting all TSD clients or application data is corrupted. Response to a severity two problem is less than one hour.

##### **Severity Three (3) – Medium**

A severity three level will be assigned to a problem based on the following criteria; application or physical component slowdowns, technical or functional problems of a minor nature, backup failure or a physical component failure impacting a small group of clients. Response to a severity three problem is one to two hours.

##### **Severity Four (4) - Low**

A severity four level will be assigned to a problem based on the following criteria: a single client is experiencing a problem, there is a TSD problem with a work around, minor TSD application errors, or a group of users were down but have a work around. Response to a severity four problem is two to twenty-four hours.

## Annex D Transport Canada Problem Escalation Procedures

### Transport Canada Escalation Procedures

**Normal Business Day**  
**Monday - Friday (08:00 - 17:00 EST/EDT)**

<b>Level</b>	<b>TC Assigned Severity</b>	<b>Timeframe From Problem Occurrence</b>	<b>TC Contact</b>	<b>Contractor Contact</b>
1	Severity 1/ Severity 2	Immediate notification, hourly updates	Chief, NTIS	Manager, VC Support Services
2	Severity 1  Severity 2	1 hour  2 hours	Director, CONS	Client Operations Support Rep (COSR).
3	Severity 1  Severity 2	4 hours  8 hours	Director, CONS	Customer Relationship Manager (CRM)
4	Severity 1  Severity 2	6 hours  10 hours	Director General, TIMSD	President/ CEO,

Contractor will provide initial notification and status updates to the TC escalation contacts according to the above timeframes.

TC may escalate a problem at any time to the above contacts. If a Contractor escalation contact is not reachable, TC may escalate to the next higher level.

## **Annex D Transport Canada Problem Escalation Procedures**

### **Off-Hours**

**Monday-Friday (17:01-07:59 EST/EDT)  
Saturday & Sunday**

<b>Level</b>	<b>TC Assigned Severity</b>	<b>Timeframe From Problem Occurrence</b>	<b>TC Contact</b>	<b>Contractor Contact</b>
1	Severity 1/ Severity 2	1 Hour	TC Duty Manager	Duty Manager
2	Severity 1/ Severity 2	2 hours	Director, CONS	Client Operations Support Representative (COSR)
3	Severity 1  Severity 2	4 hours  8 hours	Director, CONS	Customer Relationship Manager (CRM)
4	Severity 1/ Severity 2	24 hours	Director General, TIMSD	President/CEO

### **Contractor Escalation Contact Responsibilities**

The responsibilities of the Contractor escalation contacts are as follows:

1. Determine status of problem and inform the appropriate TC contact
2. According to timeframes, during the course of the problem.
3. Ensure that Contractor is taking appropriate actions for solving the problem such as escalating to service providers.
4. Notify next level of Contractor escalation according to timeframes.

## Annex E      Transport Canada Change Management Process

### Change Management Flow

#### Elements of a Change Management System

**Request to Implement Change (RIC):** The RIC is the initial entry of information about a planned change and the initiation of the change process. A change request may be initiated as a result of a problem, to satisfy new business requirements, or as part of the evolutionary process to improve the quality of services delivered to clients. The Change Requester must obtain the necessary management approval for the change process to be initiated.

**Plan / Schedule:** A detailed plan and schedule is developed during this process. The plan includes any required testing, training, and back out/contingency plan. The plan must also include any pre-requisites or co-requisites, and consider operational schedules.

**Assign Approvers:** Each change request must involve all parties the change may impact. The "Approvers" are added based on a variety of factors including system component, application, locations affected, etc..

**Assess and Approve:** Upon assessing the impact of the change on their particular areas of interest, approvers can either approve or reject the change request. A rejection can be caused by a variety of reasons. If a change is rejected, the reasons are recorded and the change can be rescheduled or closed without completion.

**Implement / Activate / Test:** Once the change request is approved, the implementation process is initiated by the implementer. Complex changes may be installed in a series of phases, with testing being performed as part of each phase. If the testing is successful, the implementation is confirmed by documented comments by the implementer. If the testing is unsuccessful, backout procedures are initiated and the change record is either closed or rescheduled.

**Close Change:** When the installation is completed, the change record is closed as per the current status of the Change.



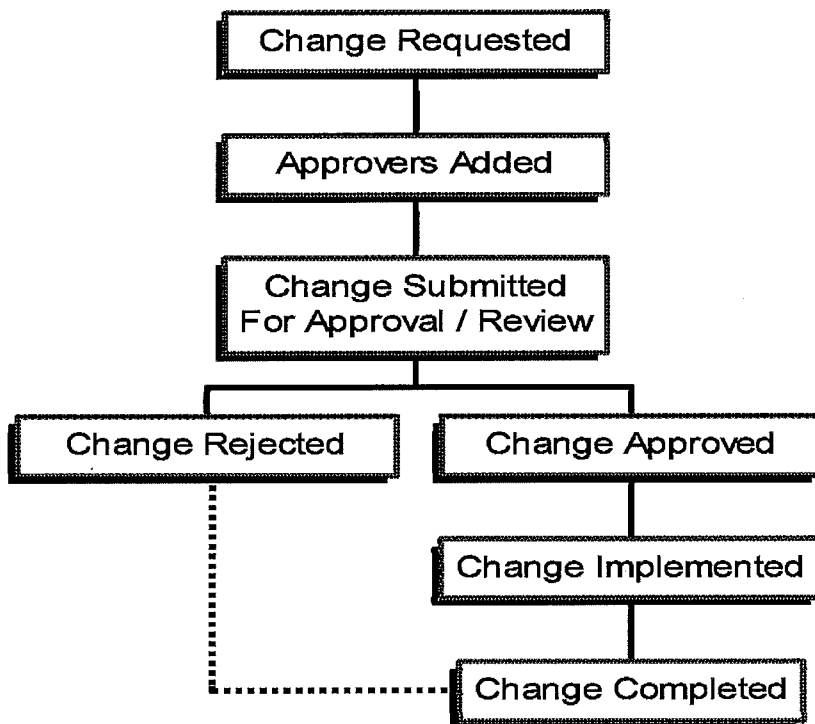
## **Annex E            Transport Canada Change Management Process**

### **Change Process Description**

The following is a brief overview of the process, which would normally take place when a change is requested.

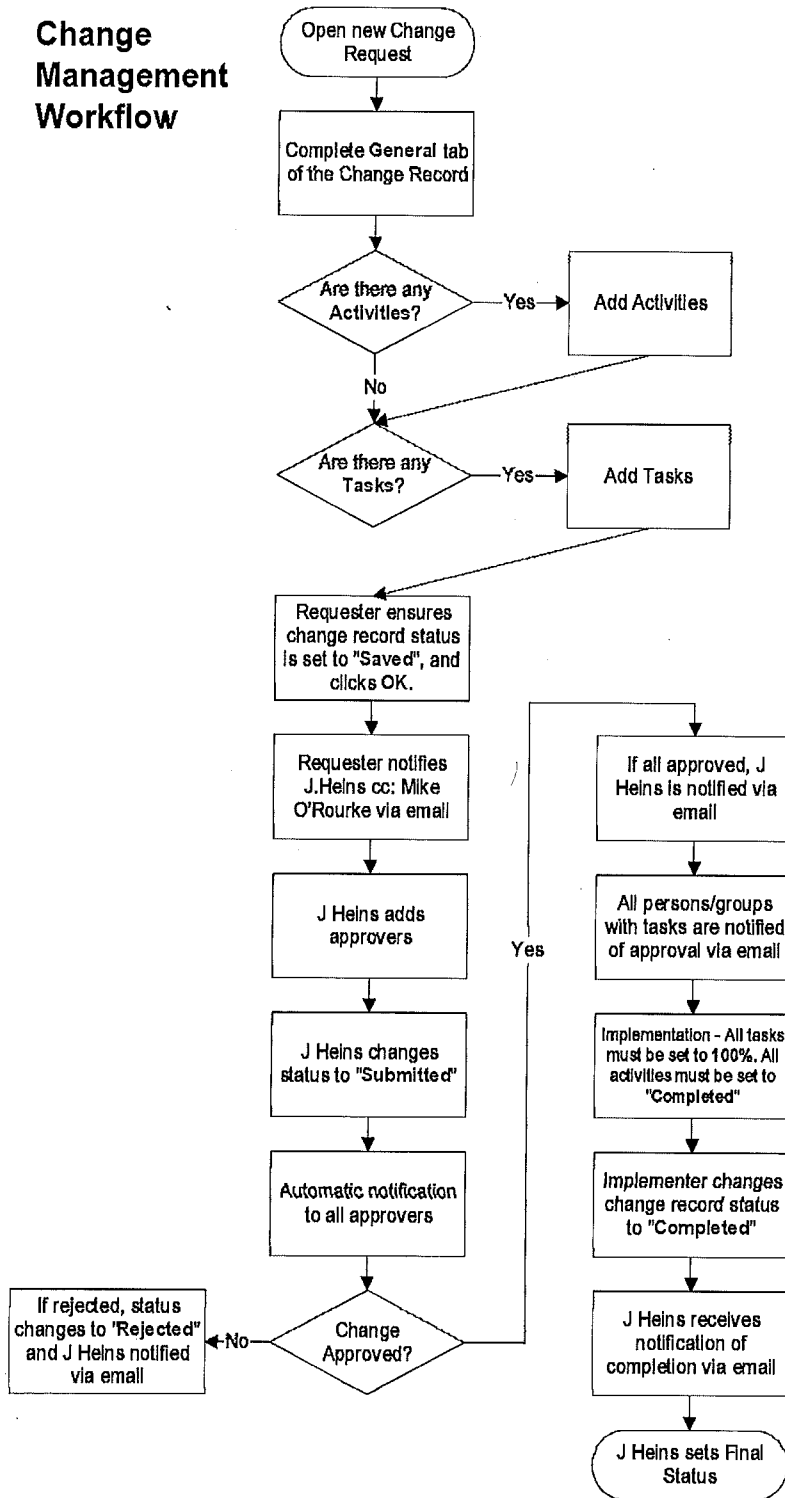
- Change Author:** Creates the change record. Can be the same person as the Change Requester, or can be a different person.
- Change Requester:** When a change is initiated as a result of a problem, to satisfy new business needs, or to improve the quality of service, the Requester will ensure the change request includes the following information: an implementation plan and schedule (i.e. testing, training, etc.); groups the change may impact; supporting justification. The Requester then notifies the Change Controller.
- Change Controller:** Upon notification that a change request has been recorded in TSD, the Change Controller reviews and adds approvers by priority. Sets change records to "Submitted". Notification is then sent automatically.
- Managers / Approvers:** The Managers / Approvers review and assess the impact of the change on their particular areas of interest, and elect to approve or reject the change request. If rejected, the reasons must be identified in the Reasons field of the Approve windows for the change record. Once approved, the record continues through the priority of approvers, and once approved by every group TSD notifies the appropriate groups.
- Implementer Groups** Once notified by TSD that the change request is approved, the installation process is initiated as per the schedule. If the implementation is successful, the implementer documents comments about the implementation and closes the record. If testing or the install is unsuccessful, backout procedures are initiated and the change record can be either rescheduled or closed.

## Change Management Process



# Annex E Transport Canada Change Management Process

## Change Management Workflow



**Annex F**

**Telecommunications Service Level Standards**

Service	Support Service Availability (1)	Service Restoration (2 & 3)	Service Changes (2 & 3)
Telephone service	During normal working hours	1 to 2 business days depending on nature of the problem	<p>Telephone lines</p> <ul style="list-style-type: none"> <li>• 6 business days (1 – 5 lines)</li> <li>• 10 business days (6 – 14 lines)</li> <li>• 15 business days (15 – 20 lines)</li> <li>• Coordinated due date (&gt; 20 lines)</li> </ul> <p>Telephone features (software changes)</p> <ul style="list-style-type: none"> <li>• 3 business days (up to 20 lines)</li> <li>• Coordinated due date (&gt; 20 lines)</li> </ul>
Telephone sets	During normal working hours	1 business day	<p>Transport Canada owned sets</p> <ul style="list-style-type: none"> <li>• 1 business days</li> </ul> <p>Leased sets</p> <ul style="list-style-type: none"> <li>• Same times as telephone lines above</li> </ul>
Voice messaging	During normal working hours	1 business day	6 business days
Pagers	During normal working hours	2 business days	3 business days
Calling cards	During normal working hours	1 business day	<p>15 business days (adds, changes or deletions)</p> <p>1 business day (lost card)</p>

**Annex F**

**Telecommunications Service Level Standards**

Service	Support Service Availability (1)	Service Restoration (2 & 3)	Service Changes (2 & 3)
Toll free service	During normal working hours	1 business day	5 business days
Cable & Satellite TV	During normal working hours	1 business day	5 business days
Cellular Telephones	During normal working hours	1 business day	3 business days
Blackberry	During normal working hours	1 business day	3 business days

**NOTES:**

1. "Support Service Availability" refers to support for any questions or problems. For example, while telephone "service" is typically available 24 hours per day, the "support" for the service is typically available during normal business hours.
2. "Service Restoration" and "Service Changes" times are measured after confirmation of requirements with the client.
3. The "Service Restoration" and "Service Changes" standards indicated in this document are the standards for Bell Canada and other suppliers in the National Capital Region. These standards may vary with different telephone operating companies and in different communities due to factors such as remoteness.

**Annex G**

**Telecommunications Products / Features Standard**

Description	Basic	Enhanced
Telephone Set <ul style="list-style-type: none"> <li>• Owned – M9216</li> <li>• Leased – MBS or equivalent</li> </ul>	Yes  No	No  Yes
Telephone Line <ul style="list-style-type: none"> <li>• Multiple</li> <li>• Modem</li> <li>• Residential</li> <li>• STU III (security)</li> </ul>	No No No No	Yes Yes Yes Yes
Hands Free (M93** & M53**)	No	Yes
Voice Messaging	Yes	Yes
Local Calling	Yes	Yes
Long Distance <ul style="list-style-type: none"> <li>• North America</li> <li>• International</li> </ul>	Yes No	Yes Yes
Pagers	Yes	Yes

**Annex G**

**Telecommunications Products / Features Standard**

Description	Basic	Enhanced
Calling Card <ul style="list-style-type: none"> <li>• ITSB</li> <li>• Other (e.g. Bell Canada) when cost effective</li> </ul>	No No	Yes No
Access to: <ul style="list-style-type: none"> <li>• 1-800/888</li> <li>• 911</li> <li>• 0, 411, 611 (Bell Operating Companies)</li> </ul>	Yes Yes No	Yes Yes Yes
Cablevision	No	No
Cellular Telephone	No	Yes
Blackberry	No	Yes

**NOTES:**

1. This document is intended as a guideline for the vast majority of requirements for telecommunications services in Transport Canada. In all cases, a financially prudent approach should be taken – if a service or feature is not required for the normal performance of a job function, then it should not be implemented.
2. Every staff has access to telephone service. The majority of staff will have a dedicated telephone set and line, under some circumstances, sharing of a set or line may be implemented. The typical configuration is direct dial to the desktop.
3. The BASIC standard indicates the minimum set of services and/or features. The ENHANCED standard is typically implemented for Director General level and above in HQ and for Regional Director General and above for regions.
4. Any service or feature may be obtained for any staff member with appropriate justification. Typically, the authorization for ENHANCED services is by the Manager, TCI & Telecommunications Services or the Regional Telecom Contact and the staff member's Director or Director General as specified in Annex C, since the majority of services and features have a cost impact