



Widelity Case Study

Operations Process Development for a Mobile Satellite Services Provider

Challenge/Opportunity

Identify, develop and implement the key operational processes required for successful service support and delivery by a mobile satellite services (MSS) provider. The client is preparing to launch two satellites providing next-generation MSS technology. The process framework is required to cohesively link the operational activities at 6 facilities across North America in support of the MSS. The facilities include 4 gateways housing satellite ground communications equipment and two Network Operations Centers (NOCs) functioning as primary and secondary service support and operations facilities. In addition, the processes must ensure rapid and effective communications and interactions among multiple 3rd parties participating in managing components of the MSS network.

Solution

Eleven operational processes were identified as critical in support of the client's objective to establish a vigilant approach to service management. The primary objective was to achieve unsurpassed service availability in monitoring the operational infrastructure, enabling rapid resolution of anomalies that could jeopardize service delivery, maintaining the health and tracking the status of the service assets, and establishing a culture of continual improvement. Among the operational processes developed are incident (fault), problem, change, configuration/ asset, maintenance, and release management. In addition, the processes were developed to work in concert with the client's next-generation OSS network and IT management tools by identifying and defining requirements necessary to ensure process and tool harmonization. The Widelity approach included the following activities and deliverables:

- Operational assessment of client goals and service objectives for requirements identification,
- Identification of the "players" including 3rd parties involved in MSS next-generation operations management,
- Operational organization assessment of roles and responsibilities in support of process execution,
- Identification, development and documentation of essential Level 1 and 2 MSS service operations processes,

- Initial rollout of a process subset to be used in support of current-generation services to develop familiarity and maturity for next-generation services,
- Training of operational staff in support of processes and tools.

Benefits

Implementation of a subset of the processes has been successfully applied to the client's current-generation satellite services covering incident, change, and release management. In response to positive feedback, Widelity was requested to expand the process implementation program to include the client's IT operations. The benefits include the ability to communicate and track operational and IT changes throughout the organization, successful identification and resolution of incidents jeopardizing service and business system availability, and positive progress in increasing the planned to unplanned work ratio in service and IT operations.

Widelity Services Utilized for MSS Process Development

The following Widelity skill sets contributed to the overall MSS process solution:

- Service Operations Program Management
- ITIL Service Management Process Development & Deployment
- OSS Tools Implementation & Program Management
- Broad Network & IT Operations Management Experience

For more information

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