

Service Management in Practice

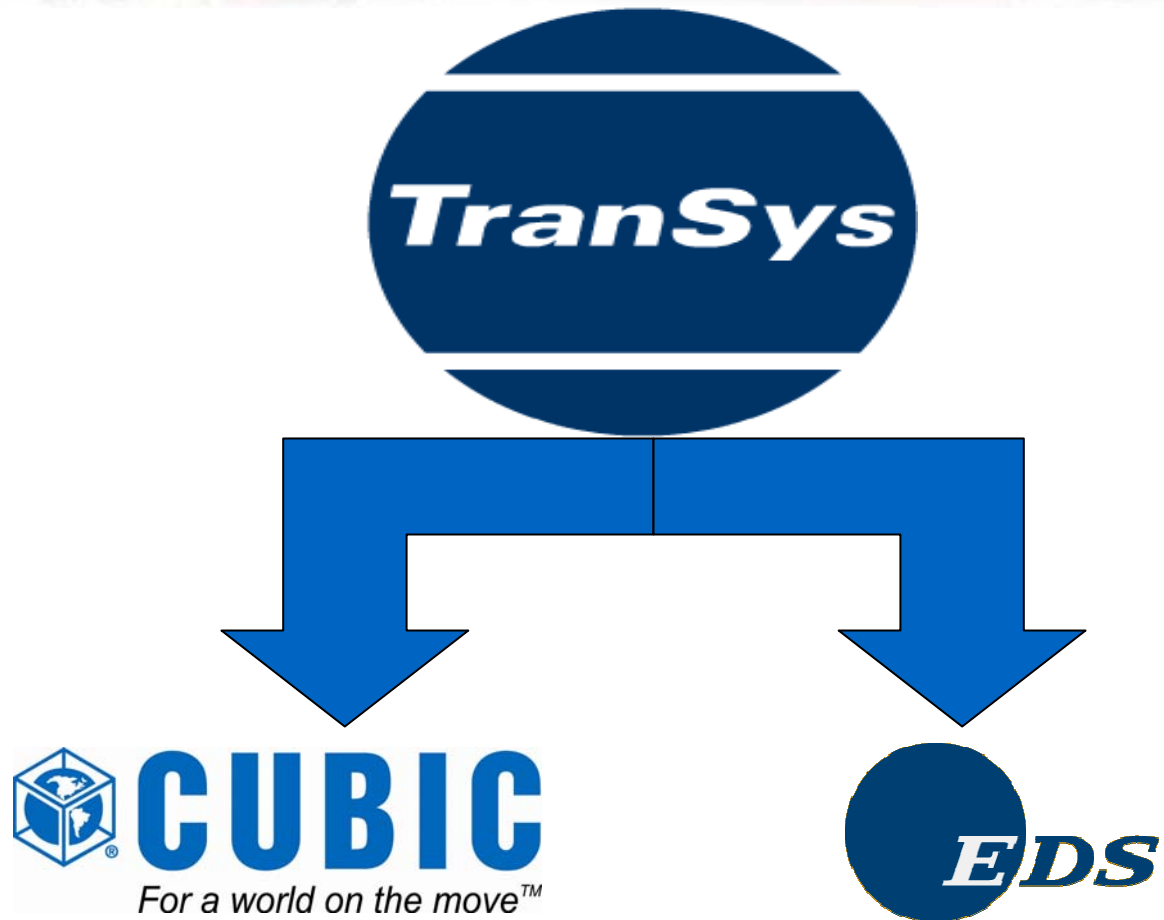


CUBIC

For a world on the move™

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TranSys



- To provide the world's largest fully integrated managed smartcard transportation service
- PFI - design, build and operate - over 17 years

UK Infrastructure



**Oldham
Service Centre**

**Wells
Service Centre**

**Park Royal
Major Facility**

**Merstham
Major Facility**

**Salfords
European HQ**





Assets

- **Prestige**
 - Buses (8000 buses / 100 depots) - In excess of 60,000
 - Underground Ticketing (268 stations) - In excess of 5,500
- **National Railways**
 - Gating - In excess of 1,000
 - Ticketing - In excess of 6,500
- **Heathrow Express**
 - Ticketing - In excess of 200

Systems

- **Prestige Back Office**

- Credit card transaction
- Smartcard transactions
- Fare tables



- **Heathrow Express Back Office**

- Credit card transactions
- Fare tables
- Ticket on Departure
- Transaction Reports and Reconciliation



Service Performance

- Contract runs for 364 days per year, 20 hours each day
- Performance is measured against prime ticket selling/validating equipment only
- Individual Asset type with variable performance requirement measured with bonus and abatements applied
- All risk contract
- Devices self report failures remotely onto Engineering Report Centre “ERC” screens monitored by LUL and Cubic Help Desk

Service Integration

• Service Functionality, Pricing, Governance, Quality

• Day-to-day Management. Oversight of Regional Service and Outsource contractors

• Technology Infrastructure and Operations

• Business Process Support

• Hardware, Software, Telecoms

Operational Support

• Application Subsystems

AFC

Card Issue

Distribution

Call Center

Dr / Cr Gateway

Clear & Settle

Policy

Management

Service Delivery

Business Operations

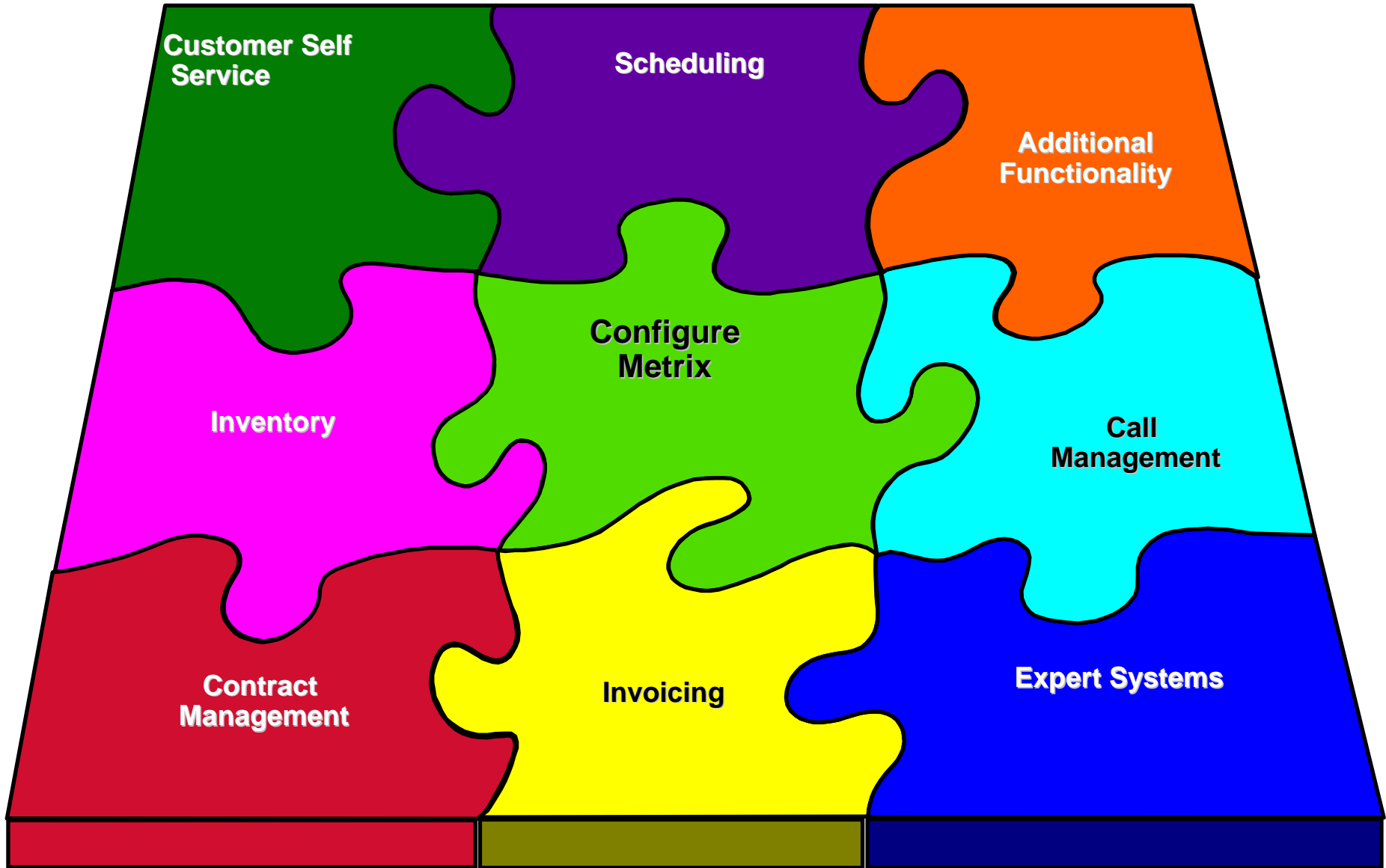
Technical Op'ns / Data Centers

Systems Platforms

INTEGRATION

INTEGRATION

Metrix

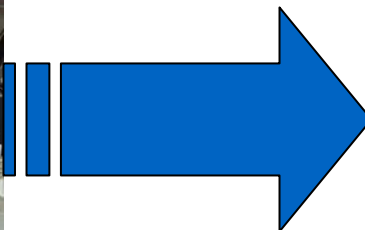


Operating Model

Technical Support



Task Management



Response



Crisis Event Management

- Crisis Management Plan
 - Define a Crisis Event
 - Associate an appropriate Service Recovery Action Plan (SRAP)
 - Define Subsystems
 - LUL – London Underground
 - LTB – London Transport Buses
 - Sales System – Retail Sales Agents
 - Disaster events can include: -
 - Damage to sites
 - Staff unavailability

The incidents of July 7th, 2005

- **08:30** – telephone calls received from the Prestige client regarding a power surge affecting City area including Liverpool Street, Aldgate & Kings Cross stations.
- **08:51** – reports of an explosion in a tunnel between Liverpool Street & Aldgate Prestige client advises they believe this to be power related.
- **08:55** – A field engineer reports a suspect bomb at Aldgate East. At the same time reports of another explosion between Kings Cross & Russell Square.
- **09:17** – Report of a train crash involving 2 trains at Edgware Road station (later identified as a bomb on one train which also damaged the second train).
- Prestige Client advises the underground network is shut down

The incidents of July 7th, 2005

- **09:47** – Report of an explosion on a bus in Tavistock Square
Client advises that all buses are being returned to garages as situation is developing into a terrorist event.
- The call centre then ensure that emergency back up equipment is available to assist in returning the bus sub system to full service. The early shift engineers are sent home as the next shift start to call in. Contact is maintained until the engineers are confirmed safely home.
- **11:00** – In line with the Prestige Crisis Management Plan, London Buses Ticket technology contacted, and they are offered accommodation at either Cubic's Park Royal facility or AFC House at Salfords. The Salfords option is chosen and arrangements set up to allow them to continue operations there.

Summary

- Cubic delivers SLA driven services to the Infracos these fall into the Communications Equipment sector also – CCTV etcetera.
- Information Management delivered through the Single Point of Entry concept (Call Centre) provides a clear structure for service delivery and response focused resource management.
- Formalised processes that have good people / system balance engender a flexible environment which drives positive performance and empowers individuals to participate.
- Service Management in Practice occurs in the strangest of environments.

Questions

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