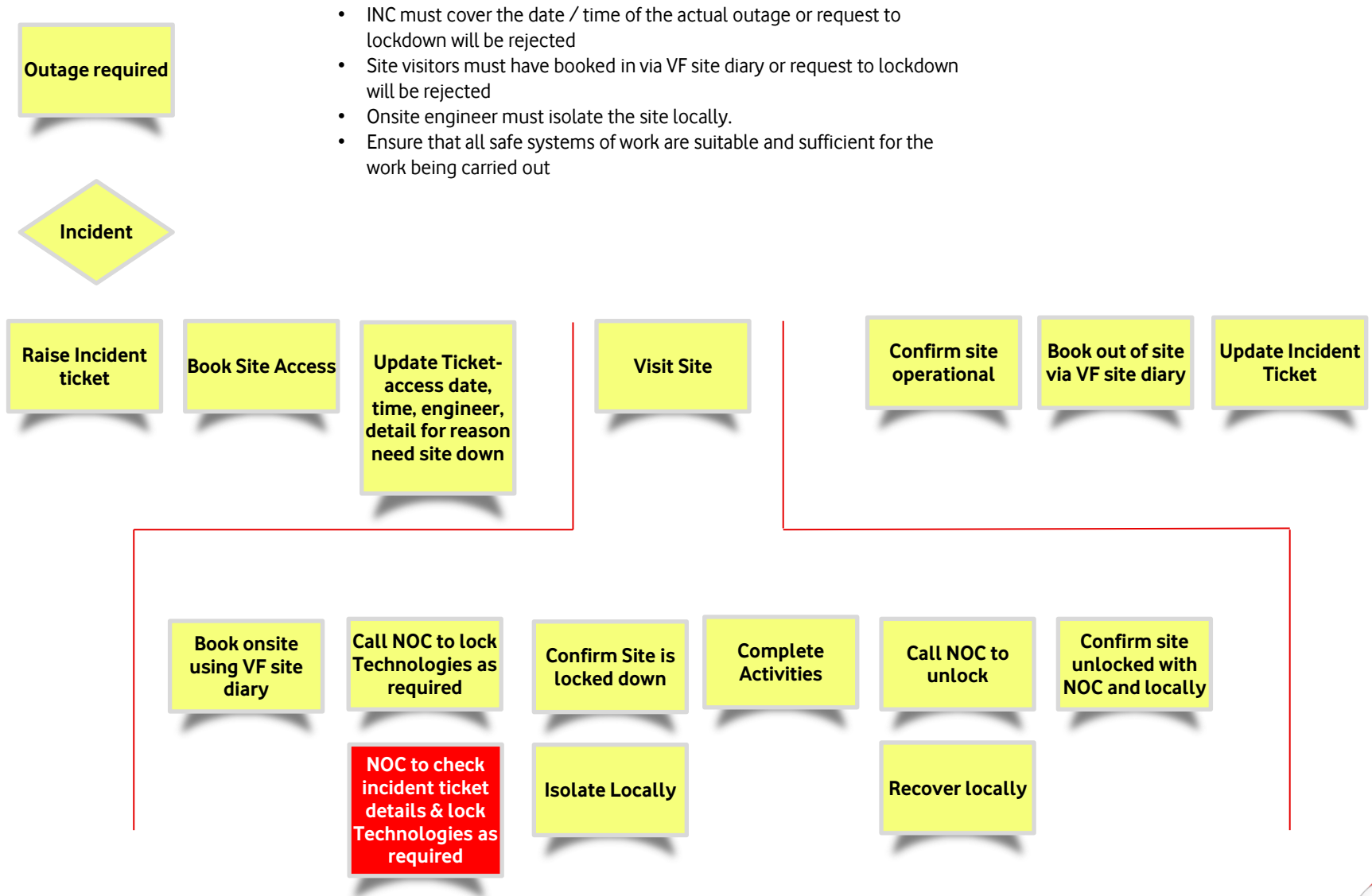


# TORO 500- Incident



# TORO 500- Change

Outage required

- CRQ must cover the date / time of the actual outage or request to lockdown will be rejected
- Site visitors must have booked in via VF site diary or request to lockdown will be rejected
- Onsite engineer must isolate the site locally.
- Ensure that all safe systems of work are suitable and sufficient for the work being carried out

Change

Raise CRQ for approval

Book Site Access

Visit Site

Set actual end time

Book out of site via VF site diary

Update/ Close CRQ

Complete CRQ details

Book onsite using VF site diary

Set CRQ in progress and enter actual start time

Call NOC to lock Tech ads required

Confirm Site is locked down

Complete Activities

Call NOC to unlock

Confirm site unlocked with NOC and locally

NOC to check CRQ details & lock Technologies as required

Isolate Locally

Recover locally if required



# TORO 500 – Site Access

- When visiting a Vodafone cell site you must comply with the Vodafone requirement to book in and out of the site
- Book in has to be done before entering the site and the book out no later than 15 minutes after leaving the site
- Failure to comply with this procedure will result in your work being rejected
- Continued non compliance may result in a project being suspended and individuals refused access to any Vodafone location

## Vodafone Site Diary Address = +447786200470

Registration	Booking In to a Site	Extending Visit Duration	Booking Out of a Site
<p>Before booking in to a site you must first register on the system. You are only required to update your registration if your details change eg change of phone number or company</p>	<p>You must book in via the VF Site Diary everytime you visit a Vodafone Cell Site</p> <p>Send a text message to VF Site Diary Address in the following format: site.reference.fault or planned (f or p). Duration (in hours)</p> <p>example: 1760.123456.f.3</p>	<p>Send a text message in the same format as booking in to site with a revised duration. The system will revise the duration from the time it receives the request, eg if you book in at 9am with a 3hr duration and then extend the visit at 11am for 2hrs your visit will expire at 1pm</p>	<p>You must book out via the VF Site Diary everytime you leave a Vodafone site</p> <p>Send a text message to VF Site Diary Address in the following format: site.reference.fault or planned (f or p). off</p> <p>NB - the first 3 fields must be identical to the booking on site message otherwise you will not be booked off site</p>
<p><b>New Registration</b></p> <p>Send a text message to VF Site Diary Address in the following format: USER.forename.surname.company example: USER.john.smith.vodafone</p> <p>User.john.smith.vodafone</p> <p>The system will respond with: New engineer added</p> <p>New engineer added</p>	<p>Site = 1760 Reference 123456 (if you have a VFUK INC, TSK or CRQ reference please use this. If you do not have this enter the reason eg: Beacon Audit Survey Project Name etc Fault = F Duration = 3hrs The system will respond with a confirmation of your booking and your departure time</p> <p>Site 1760 (visit 100) updated till 2014-02-28 10:11:47 GMT.</p>	<p>The system will respond with a confirmation of your booking and your departure time</p> <p>Site 1760 (visit 100) updated till 2014-02-28 10:11:47 GMT.</p>	<p>example: 1760.123456.f.off</p> <p>1760.123456.f.off</p> <p>The system will respond with a confirmation of your booking and your departure time</p> <p>You have now successfully booked out of site</p> <p>Site 1760 (visit 100) left at 2014-02-28 08:16:16 GMT.</p>
<p><b>Registration Update</b></p> <p>If you are making a change to an existing registration you will receive the following response:</p> <p>Updated engineer.</p>	<p>Site 1760 (visit 100) updated till 2014-02-28 10:11:47 GMT.</p>	<p>Site 1760 (visit 100) updated till 2014-02-28 10:11:47 GMT.</p>	<p>Site 1760 (visit 100) left at 2014-02-28 08:16:16 GMT.</p>

