

Ref:	NR/L3/TEL/30181/005
Issue:	1
Date:	05 March 2016
Compliance date:	04 June 2016

Level 3

Work instruction

Northgate call touch

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1 Scope

This module specifies the requirements for the maintenance of Northgate call touch. It applies to all competent staff carrying out maintenance of Northgate call touch.

2 Procedure

2.1 General

Maintenance of Nortgate call touch shall be conducted at the frequencies shown in table 1.

Maintenance shall be conducted in accordance with the services specified in 2.2 to 2.4.

Requirements may be completed remotely where access is permitted.

The Network Management Centre (NMC) shall be contacted prior to work commencing.

Service	Frequency
Service A	Weekly
Service B	6 Monthly
Service C	12 Monthly

Table 1 – Maintenance frequencies

2.2 Service A – Inspection and check of file servers

A1. Contact the NMC to check remote access and alarm gathering is available and working. Review and clear or task outstanding alarms as appropriate.

A2. Logon to the Witness PC and MX-One PABX and interrogate alarms currently on the system. Check the alarms correlate with the status viewed at the NOC.

A3. Check for blocked devices on the PABX and faulty lines on call touch and task faulty circuits.

A4. Check call queue monitors (CSTA monitored lines) on the MX-One PABX.

A5. Check that all disk drives are operating correctly within the RAID (redundant array of independent discs) on servers.

A6. Check the condition of the cabling between the Cisco ethernet switches and between the servers and the PABX. Check that all cabling is secure and no damage is visible.

A7. Check that all power supplies in all connected servers are healthy and not in an alarm state. Where dual PSUs are fitted in servers and Cisco switches, check that both PSUs have LED indication that they are operating.