



Datum  
11 Juli 2012

Auteur  
KPN

Telefoon  
[Redacted]

Versie  
1.0

# Alarmnummer 1-1-2 Betreffende het Communicatieplatform KLPD

*Service Level Rapportage juni 2012*

Vertrouwelijk



### Akkoordverklaring rapportage

Namens VtsPN

Namens KPN

Paraaf:

Paraaf:

Naam : [Redacted]  
Functie : Teamleider NEC MDC

Naam : [Redacted]  
Functie : Service Level Manager 1-1-2

Datum : -----2012

Datum : -----2012



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## 1 Inleiding

Dit document bevat de maandelijkse rapportage van het onderhoud op het 1-1-2 communicatieplatform van het KLPD.

### 1.1 Colofon

SLA ontvanger: vtsPN Teamleider NEC MDC

Contactpersoon klant: [REDACTED]  
Tel: [REDACTED]  
E-mail: [REDACTED]

Contactpersoon KPN: [REDACTED]  
Service Level Manager 1-1-2  
Tel.: [REDACTED]  
E-mail: [REDACTED]

Adres klant: Odijkerweg 19  
3972 NE Driebergen



## **1.2 Context en Scope**

Hierbij ontvangt u de Service Level Rapportage over de periode juni 2012. Deze rapportage geeft een beeld over de verschillende aspecten van het programma 1-1-2.

Deze rapportage geeft het 1-1-2 deel betreffende het communicatieplatform van het KLPD.

De rapportage is conform de afspraken in het DAP opgebouwd uit de volgende hoofdstukken en paragrafen:

### ***Service Support***

- Configuratiebeheer
- Incidentbeheer
- Escalatie
- Onderhoudswerkzaamheden
- Probleembeheer
- Wijzigingsbeheer
- 

### ***Service Delivery***

- Capaciteitsbeheer
- Beschikbaarheidsbeheer
- Kostenbeheer
- Beveiligingsbeheer
- Klachten procedure

### ***Bijlagen***

- Overzicht groei/afname mobiel;
- Aantal gesprekken per PE per maand van alle Telco's.
- Communicatieplatform KLPD



### 1.3 Documentbeheer

Bij KPN is Service Management (SLM) de partij die zorg draagt voor het opstellen, onderhouden en beheren van de rapportage.

Tevens verzorgt Service Management de distributie en het actueel houden van de rapportage.

#### 1.3.1 Historie document

Auteur	Versie	Datum	Opmerkingen
KPN	1.0	11-07-2012	Rapportage juni 2012

#### 1.3.2 Wijziging van rapportage

Zowel Service Management van KPN als vtsPN kunnen het initiatief nemen tot veranderingen m.b.t. de rapportage.

#### 1.3.3 Distributielijst

Organisatie	Naam	Functie
vtsPN MDC	[REDACTED]	Contractmanagement
vtsPN MDC	[REDACTED]	Teamleider NEC MDC
KPN CM	[REDACTED]	Client Director Veiligheid en Justitie
KPN CM	[REDACTED]	Service Level manager 1-1-2

#### Accorderen rapportage

De onderstaande contactpersonen zullen maandelijks controleren of de rapportage de juiste gegevens bevat en hierna de rapportage accorderen.

#### Namens vtsPN

vtsPN Teamleider NEC MDC

#### Namens KPN

Service Level Manager 1-1-2



## **2 Managementsamenvatting**

### **2.1 Service Support**

Er zijn in de rapportage periode 15 incidenten gemeld en 13 incidenten afgehandeld. Hiervan zijn er 13 binnennorm behandeld.

### **2.2 Service Delivery**

Er zijn in de rapportage periode geen Changes aangevraagd en 4 Changes afgerond.

### **2.3 Problem management**

Er is in de rapportage periode 1 problem aangemaakt.

3 Service Support

3.1 Incident management (open)

Aantal	UMS Ticket nummer	KPN Ticket nummer	Urgentie	Locatie	Meld datum/tijd	Eind datum/tijd	Netto doorlooptijd (hh:mm)	Omschrijving	Diagnose/Oplossing	Binnen/buiten norm	Configuratie Item

Totaal openstaande incidenten: ■

3.2 Incident management (afgerond)

Aantal	UMS Ticket nummer	KPN Ticket nummer	Urgentie	Locatie	Meld datum/tijd	Eind datum/tijd	Netto doorlooptijd (hh:mm)	Omschrijving	Diagnose/Oplossing	Binnen/buiten norm	Configuratie Item
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]



Aantal	UMS Ticket nummer	KPN Ticket nummer	Urgentie	Locatie	Meld datum/tijd	Eind datum/tijd	Netto doorlooptijd (hh:mm)	Omschrijving	Diagnose/Oplossing	Binnen/buiten norm	Configuratie Item
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Totaal afgesloten incidenten: [REDACTED]

3.3 Problem management (open)

MDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Eind datum/tijd	Omschrijving	Opmerking
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

[Redacted]

#### 3.4 Problem management (afgerond)

[Redacted]

3.5 Change management (open)

MDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Verwachte eind datum	Eind datum/tijd	Omschrijving	Opmerking
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]

MDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Verwachte eind datum	Eind datum/tijd	Omschrijving	Opmerking
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

In de rapportageperiode zijn geen Changes gemeld.

### 3.6 Change management (afgerond)

UMS Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Verwachte eind datum	Eind datum/tijd	Omschrijving	Opmerking
78660	S11232944047	PE00/PE26 Driebergen	2012-04-27	Q2 2012	2012-06-12	Aanpassen / Verwijderen Hulpdienst Labels in de Communicatie Manager 1-1-2	Offerte in ingelegd bij MDC. Wacht op akkoord klant.
nvt	20120618	PE00/PE26 Driebergen	2012-06-18	2012-06-19	2012-06-19	Werkzaamheden aan de Cross Connect in Utrecht	Spoed melding. Gereed gemeld.
78689	20120415	PE00/PE26 Driebergen	2012-04-19	2012-06-01	2012-06-25	Aanmaken van monitoring poort op coeswitch Stack en plaatsen analyzer	Voor beter inzicht van de gemiddelde lijn belasting is op de Dark Fibers. Is medebepalend benodigde architectuur / bandbreedte voor de koppelingen tussen de 3 nieuwe hoofdlokaties (Odijkerweg, Hoofdstraat en Hilversum). MDC akkoord met change. CCA ( ) aangestuurd voor plannen / uitvoeren iom TB112. Gereed.
78658-02	201204244	PE00/PE26 Driebergen	2012-04-24	2012-06-28	2012-06-27	Preventieve Reboot	Gereed. Op verzoek van mgt MDC uitgevoerd op 27 juni. Daardoor was combi met andere werkzaamheden mogelijk en minder impact voor KLPD.

In de rapportageperiode zijn 4 Changes afgerond.

4 Service Delivery

4.1 Beschikbaarheid beheer Avaya platform

Periode: Juni 2012		Beschikbaarheid														
vtsPN (KLPD-																
Klantnaam: 112)																
<b>Beschikbaarheid CM:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mai	Jun	Juli	Aug	Sept	Okt	Nov	Dec	Score
CM	99,99%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
<b>Beschikbaarheid AIC:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mai	Jun	Juli	Aug	Sept	Okt	Nov	Dec	Score
AIC	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
<b>Beschikbaarheid AES:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mai	Jun	Juli	Aug	Sept	Okt	Nov	Dec	Score
AES	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
<b>Beschikbaarheid CMS:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mai	Jun	Juli	Aug	Sept	Okt	Nov	Dec	Score
CMS	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
<b>Beschikbaarheid VP:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mai	Jun	Juli	Aug	Sept	Okt	Nov	Dec	Score
VP	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%

4.2 Beschikbaarheidsbeheer KPN Netwerk

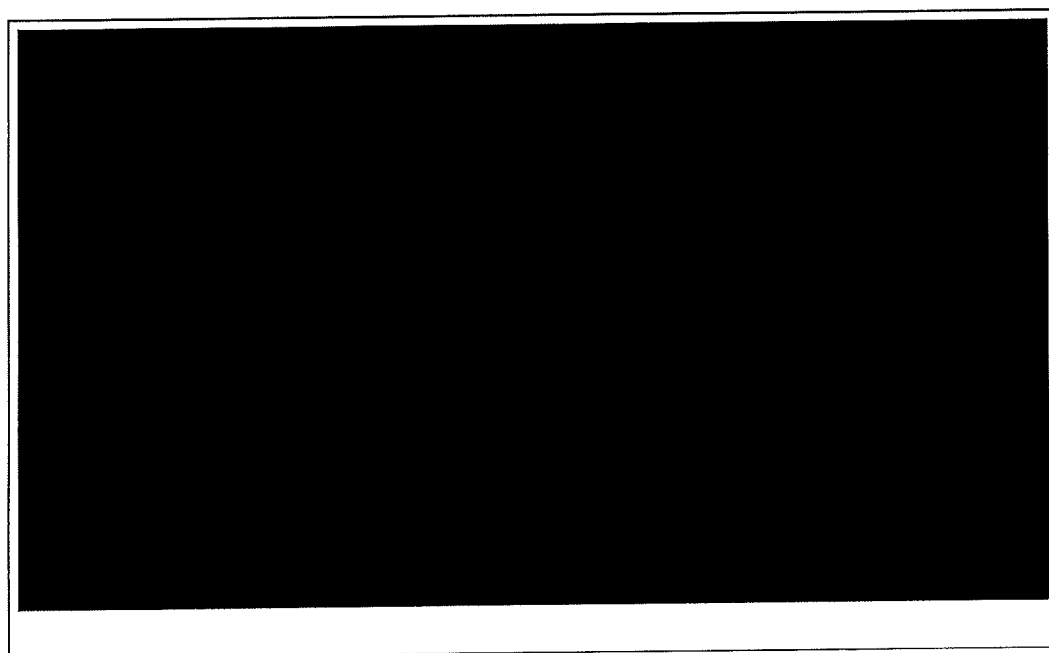
4.2.1 Bereikbaarheid 1-1-2

[Redacted text block]

[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]

4.2.2 Jaaroverzicht bereikbaarheid 1-1-2

[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

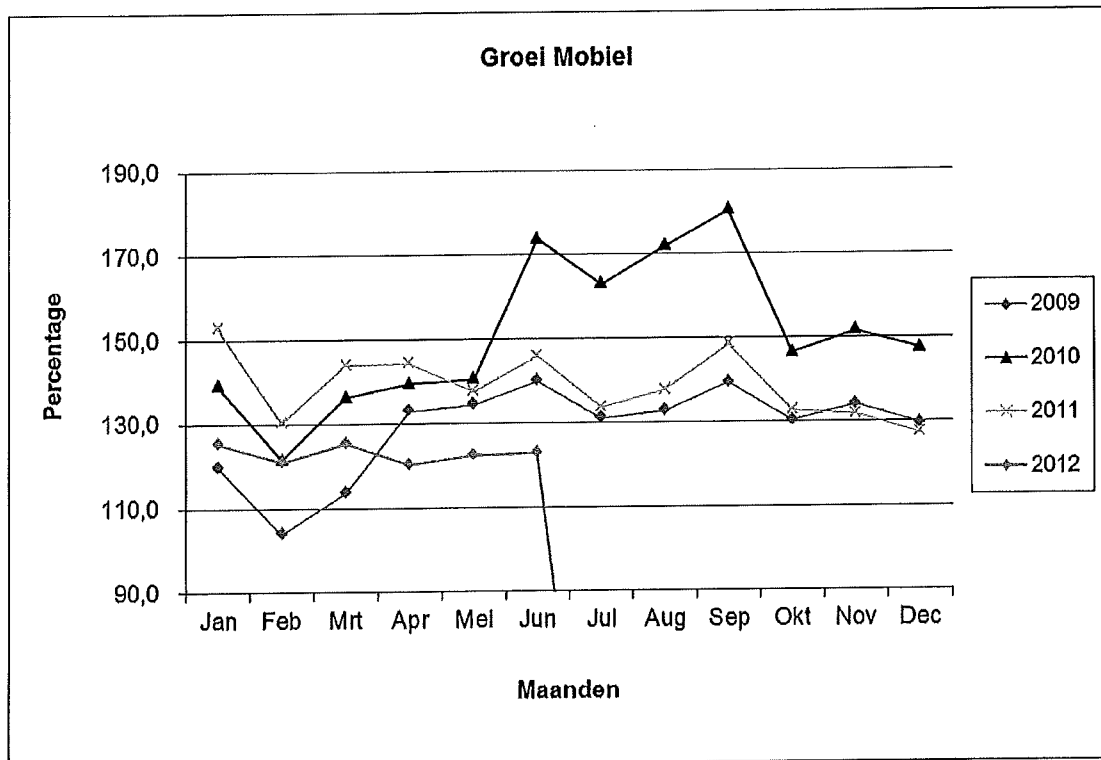




#### 4.2.3 Trend Groei/Afname oproepen

Jaar	Gem.	Jan	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sep	Okt	Nov	Dec
2009	128,6	119,8	104,1	113,8	133,0	134,5	140,0	131,2	132,8	139,5	130,3	134,1	129,5
2010	150,2	139,0	121,5	136,3	139,5	140,5	173,7	163,0	172,0	180,4	146,5	151,6	147,4
2011	138,8	152,9	130,4	144,1	144,4	137,6	146,0	133,7	137,8	148,5	132,7	131,7	127,3
2012	122,8	125,3	121,1	125,4	120,3	122,5	122,9	-	-	-	-	-	-

nuljaar 2004





## 5 Trunk CMS Rapportage

Trunk-1:

Trunk Group Summary Monthly - Inkomend A																
Report: Edit: Format: Tools: Options: Help																
Trunk Group Name: Inkomend A																
Number of trunks: 60																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	264164	200455	63554	155	:42	109890	17	5	0	12	:20	5	6	0	.85	1.46
6/1/2012	264164	200455	63554	155	:42	109890	17	6	0	12	:28	5	6	0	.85	1.46

Trunk-2:

Trunk Group Summary Monthly - ONE A																
Report: Edit: Format: Tools: Options: Help																
Trunk Group Name: ONE A																
Number of trunks: 90																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	49	0	1	40	1:59	59	73837	0	0	73837	2:17	101390	64898	0	.85	.85
6/1/2012	49	8	1	40	1:59	59	73837	0	0	73837	2:17	101380	64898	0	.85	.85

Trunk-4:

Trunk Group Summary Monthly - Noodnet A																
Report: Edit: Format: Tools: Options: Help																
Trunk Group Name: Noodnet A																
Number of trunks: 12																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	277	273	4	0	2:51	473	3764	0	0	3764	1:44	3926	2980	0	.85	.88
6/1/2012	277	273	4	0	2:51	473	3764	0	0	3764	1:44	3926	2980	0	.85	.88

Trunk-5:

Trunk Group Summary Monthly - Openbaar in uit 1																
Report: Edit: Format: Tools: Options: Help																
Trunk Group Name: Openbaar in uit 1																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	105	1	10	94	:19	30	69010	21047	1	48562	:29	20270	24214	0	.85	.88
6/1/2012	105	1	10	94	:19	30	69010	21047	1	48562	:29	20270	24214	0	.85	.88



Trunk-6: Niet in gebruik

Trunk-7: **Trunk Group Summary Monthly - KPN Inb A**

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: KPN Inb A  
Number of trunks: 30

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	1800	1485	392	11	:39	700	0	0	0	0		0	0	0	.85	.87
6/1/2012	1800	1485	392	11	:38	709	0	0	0	0		0	0	0	.85	.87

Double Click To Run Format Table

KLPD1

Trunk-21: **Trunk Group Summary Monthly - Inkomend B**

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: Inkomend B  
Number of trunks: 60

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	205669	201039	64162	468	:42	112211	0	0	0	0		0	0	0	.00	.00
6/1/2012	205669	201039	64162	468	:42	112211	0	0	0	0		0	0	0	.00	.00

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KLPD1

Trunk-22: **Trunk Group Summary Monthly - ONE C**

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: ONE C  
Number of trunks: 90

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85
6/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85

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KLPD1



Trunk-24:

Trunk Group Summary Monthly - Roodnet 0																
Report: Edit: Format: Tools: Options: Help																
Trunk Group Name: Roodnet 0																
Number of trunks: 12																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	.00	.02
6/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	.00	.02

Trunk-25

Trunk Group Summary Monthly - Openbaar in uit 2																
Report: Edit: Format: Tools: Options: Help																
Trunk Group Name: Openbaar in uit 2																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	113	3	17	93	:30	33	221	0	0	221	1:00	132	173	0	.00	.00
6/1/2012	113	3	17	93	:30	33	221	0	0	221	1:00	132	173	0	.00	.00

Trunk-26: Niet in gebruik

Trunk-27:

Trunk Group Summary Monthly - KPN Inb 0																
Report: Edit: Format: Tools: Options: Help																
Trunk Group Name: KPN Inb 0																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	1544	1211	327	0	:34	628	0	0	0	0		0	0	0	.02	.04
6/1/2012	1544	1211	327	0	:34	628	0	0	0	0		0	0	0	.02	.04



Trunk-31: **Trunk Group Summary Monthly - AMS**

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: AMS  
Number of trunks: 30

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85
6/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85

Double Click To Run Format Table

Trunk-41: **Trunk Group Summary Monthly - ROT**

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: ROT  
Number of trunks: 25

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	10806	0	0	10806	2.03	13276	0	0	.85	.85
6/1/2012	0	0	0	0		0	10806	0	0	10806	2.03	13276	0	0	.85	.85

Double Click To Run Format Table

Trunk-51: **Trunk Group Summary Monthly - IIAAG**

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: IIAAG  
Number of trunks: 25

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85
6/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85

Double Click To Run Format Table

Trunk-61: **Trunk Group Summary Monthly - UTR**

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: UTR  
Number of trunks: 25

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85
6/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85

Double Click To Run Format Table



Trunk-71: Trunk Group Summary Monthly - NIM

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: NIM  
Number of trunks: 12

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85
6/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85

Double Click To Run Format Table

KLPD1

Trunk-81: Trunk Group Summary Monthly - HAAR

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: HAAR  
Number of trunks: 12

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85
6/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85

Double Click To Run Format Table

KLPD1

Trunk-91: Trunk Group Summary Monthly - TIL

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: TIL  
Number of trunks: 15

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85
6/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	.86	.86

Double Click To Run Format Table

KLPD1

Trunk-101: Trunk Group Summary Monthly - APE

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: APE  
Number of trunks: 12

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	.85	.85
6/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	.86	.85

Double Click To Run Format Table

KLPD1



Trunk-111

Trunk Group Summary Monthly - CAMS																
Report Edit Format Tools Options Help																
Trunk Group Name: CAMS																
Number of trunks: 6																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	3057	0	0	3057	2:29	4550	20	0	.86	.85
6/1/2012	0	0	0	0		0	3057	0	0	3057	2:29	4550	20	0	.86	.85

Trunk Analyzer

Group	Trunks	Type	Avg. Pk Usage	Days	Model	GOS Object	Load Offered	Actual GOS	Needed Trunks	Recommendation
1	60	Isdn	260	29	ErlangB	0.001	7.2222	0.00000000	17	Remove 43 trunk(s)
2	90	Isdn	248	29	ErlangB	0.001	6.8889	0.00000000	16	Remove 74 trunk(s)
4	12	Isdn	16	29	ErlangB	0.001	0.4444	0.00000000	4	Remove 8 trunk(s)
5	30	Isdn	47	29	ErlangB	0.001	1.3056	0.00000000	6	Remove 24 trunk(s)
6	0	Isdn	0	29	ErlangB	0.001				
7	30	Isdn	5	29	ErlangB	0.001	0.1389	0.00000000	3	Remove 27 trunk(s)
21	60	Isdn	257	29	ErlangB	0.001	7.1389	0.00000000	16	Remove 44 trunk(s)
22	90	Isdn	0	29	ErlangB	0.001				
23	90	Isdn	0	29	ErlangB	0.001				
24	12	Isdn	0	29	ErlangB	0.001				
25	30	Isdn	2	29	ErlangB	0.001	0.0556	0.00000000	2	Remove 28 trunk(s)
26	0	Isdn	0	29	ErlangB	0.001				
27	30	Isdn	4	29	ErlangB	0.001	0.1111	0.00000000	3	Remove 27 trunk(s)
31	30	Isdn	0	29	ErlangB	0.001				
41	25	Isdn	40	29	ErlangB	0.001	1.1111	0.00000000	6	Remove 19 trunk(s)
51	25	Isdn	0	29	ErlangB	0.001				
61	25	Isdn	0	29	ErlangB	0.001				
71	12	Isdn	0	29	ErlangB	0.001				
81	12	Isdn	0	29	ErlangB	0.001				
91	15	Isdn	0	29	ErlangB	0.001				
101	12	Isdn	0	29	ErlangB	0.001				
111	5	Isdn	19	29	ErlangB	0.001	0.5279	0.00020149	4	Remove 1 trunk(s)



VDN Report – VDN 9112

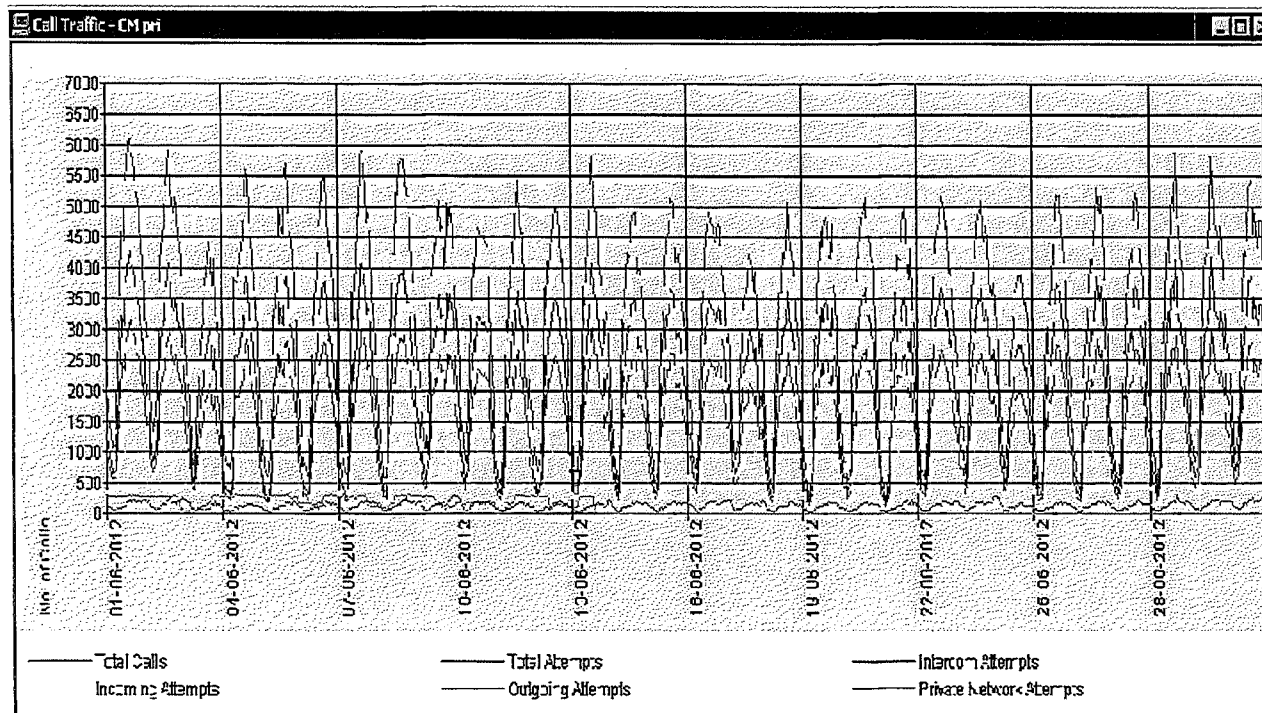
VDN Skill Preference Monthly - Alarmnummer 112															
Report: Edit Format Tools Options Help															
VDN: Alarmnummer 112															
Month Starting	Vector Inbound Calls	Avg Speed Ans	Aban Calls	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	1st Skill Pref	1st Skill ACD Calls	1st Skill Avg ACD Time	1st Skill ACW Time	2nd Skill Pref	2nd Skill ACD Calls	2nd Skill Avg ACD Time	2nd Skill ACW Time
Totals	287428	02040	0	0	0	0	0	0	0	0	0	0	0	0	0
6/1/2012	9 287428	62840	:01	0	0	0	0	0	0	0	0	0	0	0	0

Skill Report – Skill 1

Split/Skill Summary Monthly - Alarmcentrale 112															
Report: Edit Format Tools Options Help															
Split/Skill: Alarmcentrale 112															
Month Starting	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Exn Out Calls	Avg Exn Out Time	Dequeued Calls	Avg Time to Dequeue	% ACD	% Ans Calls
Totals	:03	:11	323965	:15	:01	18992	184:30	0	0378565	:01	0	22.37	94.46		
6/1/2012	:03	:11	323965	:15	:01	18992	184:30	0	0378565	:01	0	22.37	94.46		



Call Traffic





Datum  
13 september 2012

Auteur  
KPN

Telefoon  
[REDACTED]

Versie  
1.0

# Alarmnummer 1-1-2 Betreffende het Communicatieplatform KLPD

*Service Level Rapportage augustus 2012*

Vertrouwelijk



## Akkoordverklaring rapportage

Namens VtsPN

Namens KPN

Paraaf:

Paraaf:

Naam : [REDACTED]  
Functie : Teamleider NEC MDC

Naam : [REDACTED]  
Functie : Service Level Manager 1-1-2

Datum : -----2012

Datum : -----2012



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## 1 Inleiding

Dit document bevat de maandelijkse rapportage van het onderhoud op het 1-1-2 communicatieplatform van het KLPD.

### 1.1 Colofon

SLA ontvanger: vtsPN Teamleider NEC MDC

Contactpersoon klant:

██████████

Tel: ██████████

E-mail: ██████████

Contactpersoon KPN:

██

Service Level Manager 1-1-2

Tel.: ██████████

E-mail: ██████████

Adres klant:

Odijkerweg 19  
3972 NE Driebergen



## 1.2 Context en Scope

Hierbij ontvangt u de Service Level Rapportage over de periode augustus 2012. Deze rapportage geeft een beeld over de verschillende aspecten van het programma 1-1-2.

Deze rapportage geeft het 1-1-2 deel betreffende het communicatieplatform van het KLPD.

De rapportage is conform de afspraken in het DAP opgebouwd uit de volgende hoofdstukken en paragrafen:

### ***Service Support***

- Configuratiebeheer
- Incidentbeheer
- Escalatie
- Onderhoudswerkzaamheden
- Probleembeheer
- Wijzigingsbeheer
- 

### ***Service Delivery***

- Capaciteitsbeheer
- Beschikbaarheidsbeheer
- Kostenbeheer
- Beveiligingsbeheer
- Klachten procedure

### ***Bijlagen***

- Overzicht groei/afname mobiel;
- Aantal gesprekken per PE per maand van alle Telco's.
- Communicatieplatform KLPD



### 1.3 Documentbeheer

Bij KPN is Service Management (SLM) de partij die zorg draagt voor het opstellen, onderhouden en beheren van de rapportage.

Tevens verzorgt Service Management de distributie en het actueel houden van de rapportage.

#### 1.3.1 Historie document

Auteur	Versie	Datum	Opmerkingen
KPN	1.0	13-09-2012	Rapportage augustus 2012

#### 1.3.2 Wijziging van rapportage

Zowel Service Management van KPN als vtsPN kunnen het initiatief nemen tot veranderingen m.b.t. de rapportage.

#### 1.3.3 Distributielijst

Organisatie	Naam	Functie
vtsPN MDC	[REDACTED]	Contractmanagement
vtsPN MDC	[REDACTED]	Teamleider NEC MDC
KPN CM	[REDACTED]	Client Director Veiligheid en Justitie
KPN CM	[REDACTED]	Service Level manager 1-1-2

#### Accorderen rapportage

De onderstaande contactpersonen zullen maandelijks controleren of de rapportage de juiste gegevens bevat en hierna de rapportage accorderen.

#### Namens vtsPN

vtsPN Teamleider NEC MDC

#### Namens KPN

Service Level Manager 1-1-2



## **2 Managementsamenvatting**

### **2.1 Service Support**

Er zijn in de rapportage periode 9 incidenten gemeld en 9 incidenten afgehandeld. Hiervan zijn er 7 binnennorm afgerond.

### **2.2 Service Delivery**

Er zijn in de rapportage periode 3 Changes aangevraagd en 6 Changes afgerond.

### **2.3 Problem management**

Er zijn in de rapportage periode geen problem's aangemaakt / afgesloten.



3 Service Support

3.1 Incident management (open)

[REDACTED]

[REDACTED]



**3.2 Incident management (afgerond)**

aantal	MDC referentienummer	KPN Melding nr.	Urgentie	Locatie	Meld datum/tijd	Eind datum/tijd	Netto doorlooptijd (hh:mm)	Omschrijving	Diagnose/Oplossing	Binnen/buiten norm
1								[Redacted]	[Redacted]	[Redacted]
								[Redacted]	[Redacted]	[Redacted]
								[Redacted]	[Redacted]	[Redacted]
								[Redacted]	[Redacted]	[Redacted]
								[Redacted]	[Redacted]	[Redacted]

aantal	MDC referentienummer	KPN Melding nr.	Urgentie	Locatie	Meld datum/tijd	Eind datum/tijd	Netto doorlooptijd (hh:mm)	Omschrijving	Diagnose/Oplossing	Binnen/buiten norm
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Totaal afgesloten incidenten: 4

3.3 Problem management (open)

NDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Eind datum/tijd	Omschrijving	Opmerking	Binnen/buiten norm	eigenaar UMS	oplospartij KPN	ticket nr oplospartij	eigenaar oplospartij
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]

[REDACTED]

#### 3.4 Problem management (afgerond)

[REDACTED]

3.5 Change management (open)

MDC Ticket numm	KPN Ticket numm	Locatie	Meld datum/tijd	Verwachte eind datum	Eind datum/tijd	Omschrijving	Opmerking
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]

MDC Ticket numm	KPN Ticket numm	Locatie	Meld datum/tijd	Verwachte eind datum	Eind datum/tijd	Omschrijving	Opmerking
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]

[REDACTED]

### 3.6 Change management (afgerond)

UMS Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tij	Verwachte eind datum	Eind datum/tij	Omschrijving	Opmerking
76012a	RFC112-012	PE00/PE26 Driebergen	1-8-2012	2-8-2012	14-8-2012	Zichtbaar maken CLI informatie Rotterdam Rijnmond	Loopt via het project nav migratie RT MDC ticket 76012
75451-22	20120629	PE00/PE26 Driebergen	4-7-2012	24-7-2012	20-8-2012	Inregelen Monitoring en Signaleren routers Dark Fiber systeem.	Change uitgevoerd. Testrapport en PVO aangeboden aan klant.PVO ontvangen. Facturering opgestart.
78658-03	201204245	PE00/PE26 Driebergen	24-04-12	9 8-2012	9 8-2012	Preventieve Reboot	Gepland. Op verzoek van TB112 en iom [redacted] herpland naar 9 augustus. Reboot heeft niet plaatsgevonden [redacted] was niet op de hoogte. De PR zijn nu 2-wekelijks door gepland
78658-04	201204246	PE00/PE26 Driebergen	24-04-12	23-8-2012	23-8-2012	Preventieve Reboot	Gepland. Op verzoek van TB112 en iom [redacted] herpland naar 23 augustus. Uitgevoerd en gereedgemeld.
79702	RFC112-0012	PE00/PE26 Driebergen	20-8-2012	15-9-2012	27-8-2012	Aankondigingstoon GMS-skill	2e versie van RFC ingelegd bij MDC met wensdatum 30 aug. RFC is afgewezen door CAB voor productie omgeving. Change gesloten.
79703	RFC112-0012	PE00/PE26 Driebergen	20-8-2012	15-9-2012	27-8-2012	Implementatie Work Aroud Voice Bomb	2e versie van RFC ingelegd bij MDC met wensdatum 30 aug. RFC is afgewezen door CAB voor productie omgeving. Change gesloten.

In de rapportageperiode zijn 6 Changes afgerond.

4 Service Delivery

4.1 Beschikbaarheid beheer Avaya platform

Periode: Augustus 2012		Beschikbaarheid														
vtsPN (KLPD-																
Klantnaam: 112)																
<b>Beschikbaarheid CM:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
CM	99,995%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
<b>Beschikbaarheid AIC:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
AIC	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
<b>Beschikbaarheid AES:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
AES	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
<b>Beschikbaarheid CMS:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
CMS	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
<b>Beschikbaarheid VP:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
VP	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%

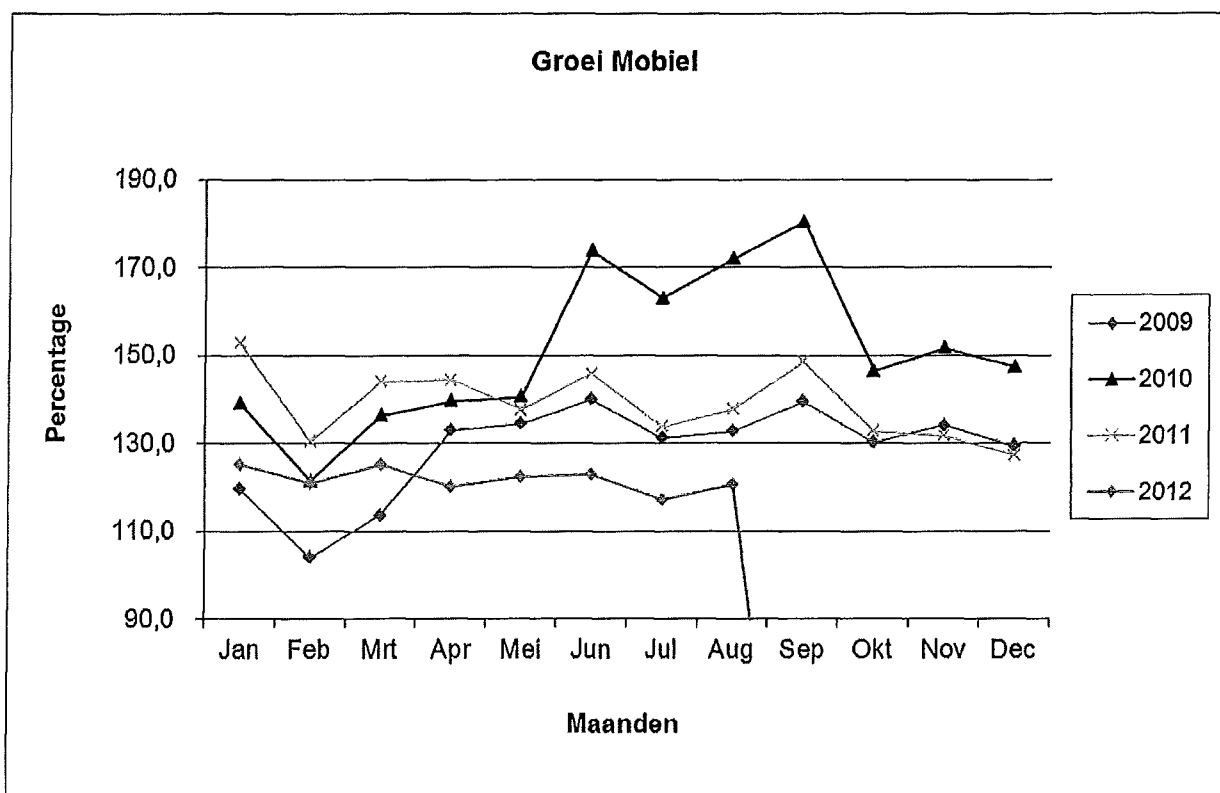




4.2.3 Trend Groei/Afname oproepen

Jaar	Gem.	Jan	Feb	Mrt	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dec
2009	128,8	119,8	124,1	133,8	133,0	134,5	140,0	131,2	132,5	139,5	130,3	134,1	129,5
2010	130,2	139,0	121,5	136,3	139,5	140,5	173,7	153,0	172,0	130,4	146,5	151,6	147,4
2011	138,8	152,9	130,4	144,1	144,4	137,6	146,0	133,7	137,5	148,5	132,7	131,7	127,3
2012	121,0	125,3	121,1	125,4	120,3	122,5	122,9	117,2	120,8	-	-	-	-

nuljaar 2004





5 Trunk CMS Rapportage

Trunk-1:

Trunk Group Summary Monthly - Inkomend A																
Report: Edit: Format: Tools: Options: Help																
Trunk Group Name: Inkomend A																
Number of trunks: 60																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Cells	% All Trunks Busy	% Maint Busy
Totals	256504	192837	63596	151	:44	111678	0	0	0	0	0	0	0	0	.59	.60
8/1/2012	256504	192837	63596	151	:44	111678	0	0	0	0	0	0	0	0	.59	.60

Trunk-2:

Trunk Group Summary Monthly - ONE A																
Report: Edit: Format: Tools: Options: Help																
Trunk Group Name: ONE A																
Number of trunks: 90																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Cells	% All Trunks Busy	% Maint Busy
Totals	61	11	1	39	2:34	78	84925	0	0	84925	2:12	123230	78421	0	.00	.00
8/1/2012	61	11	1	39	2:34	78	84925	0	0	84925	2:12	123230	78421	0	.00	.00



Trunk-7:

Trunk Group Summary Monthly - KPN Inb A																
Report: Edit Format Tools Options Help																
Trunk Group Name: KPN Inb A																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	2382	1894	484	14	:44	1049	0	0	0	0		0	0	0	.00	.02
8/1/2012	2382	1894	484	14	:44	1049	0	0	0	0		0	0	0	.00	.02

Trunk-21:

Trunk Group Summary Monthly - Inkomend B																
Report: Edit Format Tools Options Help																
Trunk Group Name: Inkomend B																
Number of trunks: 60																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	258630	194652	63400	490	:44	114410	0	0	0	0		0	0	0	.00	.01
8/1/2012	258630	194652	63400	490	:44	114410	0	0	0	0		0	0	0	.00	.01

Trunk-22:

Trunk Group Summary Monthly - ONE C																
Report: Edit Format Tools Options Help																
Trunk Group Name: ONE C																
Number of trunks: 90																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00
8/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00

Trunk-24:

Trunk Group Summary Monthly - Noodnet B																
Report: Edit Format Tools Options Help																
Trunk Group Name: Noodnet B																
Number of trunks: 12																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	.00	.00
8/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	.00	.00



Trunk-25

Trunk Group Summary Monthly - Openbaar in uit 2																	
Trunk Group Name: Openbaar in uit 2																	
Number of trunks: 30																	
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy	
Totals	95	0	10	85	:20	19	30	0	0	30	:56	17	30	0	0	.00	.00
8/1/2012	95	0	10	85	:20	19	30	0	0	30	:56	17	30	0	0	.00	.00

Trunk-27:

Trunk Group Summary Monthly - KPN Inb B																
Trunk Group Name: KPN Inb B																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	1939	1511	419	9	:37	725	0	0	0	0		0	0	0	.00	.02
8/1/2012	1939	1511	419	9	:37	725	0	0	0	0		0	0	0	.00	.02

Trunk-31:

Trunk Group Summary Monthly - AMS																
Trunk Group Name: AMS																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00
8/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00

Trunk-41:

Trunk Group Summary Monthly - ROT																
Trunk Group Name: ROT																
Number of trunks: 25																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	6.32	6.32
8/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	6.32	6.32



Trunk-51:

Trunk Group Summary Monthly - HAAG																
Report Edit Format Tools Options Help																
Trunk Group Name: HAAG																
Number of trunks: 25																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00
8/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00

Trunk-61:

Trunk Group Summary Monthly - UTR																
Report Edit Format Tools Options Help																
Trunk Group Name: UTR																
Number of trunks: 25																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00
8/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00

Trunk-71:

Trunk Group Summary Monthly - NJM																
Report Edit Format Tools Options Help																
Trunk Group Name: NJM																
Number of trunks: 12																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00
8/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00

Trunk-81:

Trunk Group Summary Monthly - HAAR																
Report Edit Format Tools Options Help																
Trunk Group Name: HAAR																
Number of trunks: 12																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00
8/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00



Trunk-91: Trunk Group Summary Monthly - TIL

Report Edit Format Tools Options Help

Trunk Group Name: TIL  
Number of trunks: 16

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00
8/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00

KLPD1

Trunk-101: Trunk Group Summary Monthly - APE

Report Edit Format Tools Options Help

Trunk Group Name: APE  
Number of trunks: 12

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00
8/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	100.00	100.00

KLPD1

Trunk-111: Trunk Group Summary Monthly - CAMS

Report Edit Format Tools Options Help

Trunk Group Name: CAMS  
Number of trunks: 6

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	2914	0	0	2914	2:20	4312	15	0	.02	.00
8/1/2012	0	0	0	0		0	2914	0	0	2914	2:20	4312	15	0	.02	.00

KLPD1



Trunk Analyzer

Group	Trunks	Type	Avg. Pk. Usage	Days	Model	GOS Object	Load Offered	Actual GOS	Needed Trunks	Recommendation
1	60	lsh	257	25	Erlang8	0.001	7.1389	0.00000000	16	Remove 44 trunk(s)
2	90	lsh	283	25	Erlang8	0.001	7.8611	0.00000000	17	Remove 73 trunk(s)
4	12	lsh	10	25	Erlang8	0.001	0.2778	0.00000000	4	Remove 8 trunk(s)
5	30	lsh	8	25	Erlang8	0.001	0.2222	0.00000000	3	Remove 27 trunk(s)
6	0	lsh	0	25	Erlang8	0.001				
7	30	lsh	6	25	Erlang8	0.001	0.1667	0.00000000	3	Remove 27 trunk(s)
21	60	lsh	257	25	Erlang8	0.001	7.1389	0.00000000	16	Remove 44 trunk(s)
22	90	lsh	0	25	Erlang8	0.001				
23	90	lsh	0	25	Erlang8	0.001				
24	12	lsh	0	25	Erlang8	0.001				
25	30	lsh	1	25	Erlang8	0.001	0.0278	0.00000000	2	Remove 28 trunk(s)
26	0	lsh	0	25	Erlang8	0.001				
27	30	lsh	5	25	Erlang8	0.001	0.1389	0.00000000	3	Remove 27 trunk(s)
31	30	lsh	0	25	Erlang8	0.001				
41	25	lsh	0	25	Erlang8	0.001				
51	25	lsh	0	25	Erlang8	0.001				
61	25	lsh	0	25	Erlang8	0.001				
71	12	lsh	0	25	Erlang8	0.001				
81	12	lsh	0	25	Erlang8	0.001				
91	15	lsh	0	25	Erlang8	0.001				
101	12	lsh	0	25	Erlang8	0.001				
111	5	lsh	17	25	Erlang8	0.001	0.4723	0.00012210	4	Remove 1 trunk(s)





VDN Report – VDN 9112

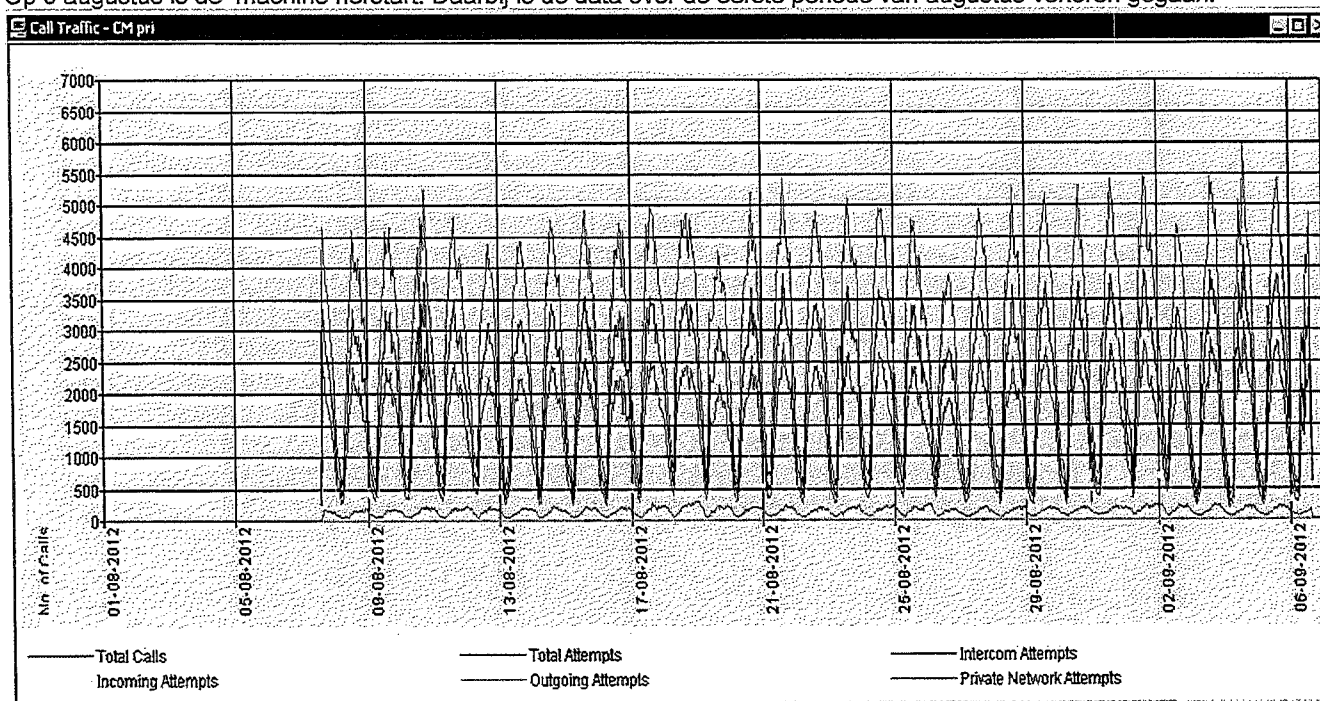
VDN Skill Preference Monthly - Alarmnummer 112																				
Report Edit Format Tools Options Help																				
VDN: Alarmnummer 112																				
Month	Vector	Inbound	Avg	Aban	Avg	ACD	Avg	Avg	1st SKill	1st SKill	1st	1st SKill	2nd	2nd	2nd SKill	2nd	3rd	3rd SKill	3rd	3rd
Starting		Calls	Speed	Calls	Aban	Calls	ACD	ACW	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time
Totals		260711		62980	:01	0				0					0					0
8/1/2012	0	260711		62980	:01	0			1	0				0					0	0

Skill Report – Skill 1

Split/Skill Summary Monthly - Alarmcentrale 112																
Report Edit Format Tools Options Help																
8plivSkill: Alarmcentrale 112																
Month	Avg	Avg	ACD	Avg	Avg	Aban	Calls	Max	Flow	Flow	Extn	Avg	Dequeued	Avg	%	%
Starting	Speed	Aban	Calls	ACD	ACW	Time	Time	Delay	In	Out	Out	Extn	Calls	to	ACD	Ans
	Ans	Time		Time	Time						Calls	Out	Time	Dequeue	Time	Calls
Totals	:04	:05	307642	:15	:01		21919	74:06	0	0362178	:01	0	25.10	93.35		
8/1/2012	:04	:05	307642	:15	:01		21919	74:06	0	0362178	:01	0	25.10	93.35		

## Call Traffic

Op 9 augustus is de machine herstart. Daarbij is de data over de eerste periode van augustus verloren gegaan.





Datum  
15 oktober 2012

Auteur  
KPN

Telefoon  
[REDACTED]

Versie  
1.0

## Alarmnummer 1-1-2 Betreffende het Communicatieplatform KLPD

*Service Level Rapportage september 2012*

Vertrouwelijk



### Akkoordverklaring rapportage

Namens VtsPN

Namens KPN

Paraaf:

Paraaf:

Naam : [REDACTED]  
Functie : Teamleider NEC MDC

Naam : [REDACTED]  
Functie : Service Level Manager 1-1-2

Datum : -----2012

Datum : -----2012

Locatie:  
112 service & beheer  
Filename: 112 SLM rapportage 2012-09

Printdatum  
15-10-2012

Versie  
1.1



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## 1 Inleiding

Dit document bevat de maandelijkse rapportage van het onderhoud op het 1-1-2 communicatieplatform van het KLPD.

### 1.1 Colofon

SLA ontvanger: vtsPN Teamleider NEC MDC

Contactpersoon klant: [REDACTED]  
Tel: [REDACTED]  
E-mail: [REDACTED]

Contactpersoon KPN: [REDACTED]  
Service Level Manager 1-1-2  
Tel.: [REDACTED]  
E-mail: [REDACTED]

Adres klant: Odijkerweg 19  
3972 NE Driebergen



## 1.2 Context en Scope

Hierbij ontvangt u de Service Level Rapportage over de periode september 2012. Deze rapportage geeft een beeld over de verschillende aspecten van het programma 1-1-2.

Deze rapportage geeft het 1-1-2 deel betreffende het communicatieplatform van het KLPD.

De rapportage is conform de afspraken in het DAP opgebouwd uit de volgende hoofdstukken en paragrafen:

### *Service Support*

- Configuratiebeheer
- Incidentbeheer
- Escalatie
- Onderhoudswerkzaamheden
- Probleembeheer
- Wijzigingsbeheer
- 

### *Service Delivery*

- Capaciteitsbeheer
- Beschikbaarheidsbeheer
- Kostenbeheer
- Beveiligingsbeheer
- Klachten procedure

### *Bijlagen*

- Overzicht groei/afname mobiel;
- Aantal gesprekken per PE per maand van alle Telco's.
- Communicatieplatform KLPD



### 1.3 Documentbeheer

Bij KPN is Service Management (SLM) de partij die zorg draagt voor het opstellen, onderhouden en beheren van de rapportage.

Tevens verzorgt Service Management de distributie en het actueel houden van de rapportage.

#### 1.3.1 Historie document

Auteur	Versie	Datum	Opmerkingen
KPN	1.0	15-10-2012	Rapportage september 2012

#### 1.3.2 Wijziging van rapportage

Zowel Service Management van KPN als vtsPN kunnen het initiatief nemen tot veranderingen m.b.t. de rapportage.

#### 1.3.3 Distributielijst

Organisatie	Naam	Functie
vtsPN MDC	[REDACTED]	Contractmanagement
vtsPN MDC	[REDACTED]	Teamleider NEC MDC
KPN CM	[REDACTED]	Client Director Veiligheid en Justitie
KPN CM	[REDACTED]	Business Manager 1-1-2
KPN CM	[REDACTED]	Service Level manager 1-1-2

#### Accorderen rapportage

De onderstaande contactpersonen zullen maandelijks controleren of de rapportage de juiste gegevens bevat en hierna de rapportage accorderen.

#### Namens vtsPN

vtsPN Teamleider NEC MDC

#### Namens KPN

Service Level Manager 1-1-2



## **2 Managementsamenvatting**

### **2.1 Service Support**

Er zijn in de rapportage periode 14 incidenten gemeld en 15 incidenten afgehandeld. Hiervan zijn er 13 binnen norm afgerond. Daarmee is 86,67 % van de incidenten binnen norm afgehandeld.

### **2.2 Service Delivery**

Er zijn in de rapportage periode 5 Changes aangevraagd en 2 Changes afgerond.

### **2.3 Problem management**

Er is in de rapportage periode geen Problem aangemaakt.

### **2.4 Update NAWP server**

De maandelijkse update van de NAWP server is uitgevoerd in week 40.



### 3 Service Support

#### 3.1 Incident management (open)

Aantal	UMS Ticket nummer	KPN Ticket nummer	Urgentie	Locatie	Meld datum/tijd	Eind datum/tijd	Netto doorlooptijd (hh:mm)	Omschrijving	Diagnose/Oplossing
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Totaal openstaande incidenten: 1

**3.2 Incident management (afgerond)**

Aantal	UMS Ticket nummer	KPN Ticket nummer	Urgentie	Locatie	Meld datum/tijd	Eind datum/tijd	Netto doorlooptijd (hh:mm)	Omschrijving	Diagnose/Oplossing	Binnen/buiten norm	Configuratie Item
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Aantal	UMS Ticket nummer	KPN Ticket nummer	Urgentie	Locatie	Meld datum/tijd	Eind datum/tijd	Netto doorlooptijd (hh:mm)	Omschrijving	Diagnose/Oplossing	Binnen/buiten norm	Configuratie Item

Totaal afgesloten incidenten: [redacted]

Toelichting op tickets die buiten norm zijn:

[redacted]

[redacted]

[redacted]

[redacted]

**3.3 Problem management (open)**

MDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Eind datum/tijd	Omschrijving	Opmerking	Relatie met RFC
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]

MDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Eind datum/tijd	Omschrijving	Opmerking	Relatie met
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

#### 3.4 Problem management (afgerond)

[Redacted content]

## 3.5 Change management (open)

MDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Verwachte eind datum	Eind datum/tijd	Omschrijving	Opmerking
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]

MDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Verwachte eind datum	Eind datum/tijd	Omschrijving	Opmerking
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]

[REDACTED]



**3.6 Change management (afgerond)**

UMS Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Verwachte eind datum	Eind datum/tijd	Omschrijving	Opmerking
78818	RFC112-04	PE00/PE26 Driebergen	2012-05-10	juli 2012	2012-09-11	Oplossen Spofs in driehoek Odijkerweg <-> Hoofdstraat <-> Hilversum.	Wordt uitgevoerd binnen IBN112. ONE Odijkerweg naar Regionetwerk is op 19 juli ontspot. Uitgevoerd
78819	RFC112-05	PE00/PE26 Driebergen	2012-05-10	juli 2012	2012-09-11	Ophogen bandbreedte in driehoek Odijkerweg <-> Hoofdstraat <-> Hilversum.	Wordt uitgevoerd binnen IBN112. Uitgevoerd

In de rapportageperiode zijn geen Changes afgerond.

4 Service Delivery

4.1 Beschikbaarheid beheer Avaya platform

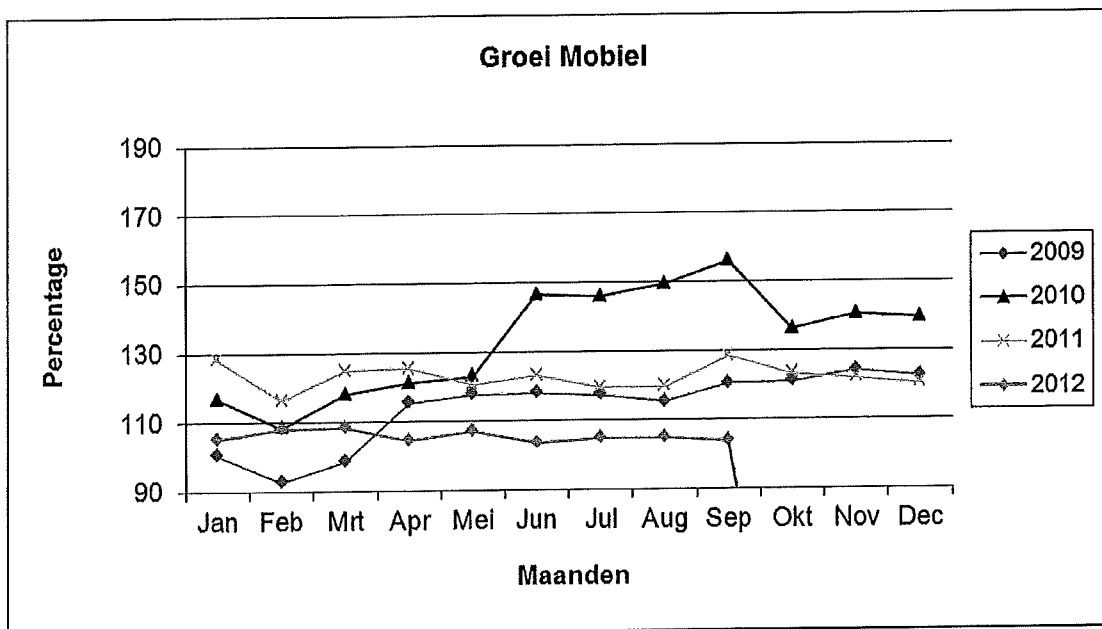
Periode: September 2012		Beschikbaarheid														
Klantnaam: visPN (KLPD-112)																
<b>Beschikbaarheid CM:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
CM	99,995%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
<b>Beschikbaarheid AIC:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
AIC	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
<b>Beschikbaarheid AES:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
AES	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
<b>Beschikbaarheid CMS:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
CMS	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
<b>Beschikbaarheid VP:</b>																
	Beschikbaarheid	Meetperiode	Service Window	Jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
VP	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%



4.2.3 Trend Groei/Afname oproepen

Jaar	Gem.	Jan	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sep	Okt	Nov	Dec
2009	118,6	100,5	92,8	98,5	115,6	117,7	118,1	117,4	115,4	120,6	121,0	124,1	122,4
2010	112,7	115,6	108,4	118,0	121,2	123,0	116,5	115,9	119,4	155,9	138,1	140,4	139,4
2011	122,7	128,2	118,3	124,8	125,4	120,5	123,1	119,6	119,7	128,3	123,3	121,9	120,4
2012	106,6	105,0	108,0	108,6	104,5	107,2	103,7	104,9	105,0	103,7	-	-	-

nuljaar 2008





5 Trunk CMS Rapportage

Trunk-1:

Trunk Group Summary Monthly - Inkomend A																
Report : Edit : Format : Tools : Options : Help																
Trunk Group Name: Inkomend A																
Number of trunks: 60																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	262632	196347	66108	177	:43	112938	0	0	0	0		0	0	0	,00	,00
1-9-2012	262632	196347	66108	177	:43	112938	0	0	0	0		0	0	0	,00	,00

Trunk-2:

Trunk Group Summary Monthly - ONE A																
Report : Edit : Format : Tools : Options : Help																
Trunk Group Name: ONE A																
Number of trunks: 00																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	28	10	1	11	2:50	48	82400	0	0	82400	2:15	122543	79265	0	,00	,00
1-9-2012	20	16	1	11	2:50	48	82409	0	0	82409	2:15	122543	79265	0	,00	,00

Trunk-4:

Trunk Group Summary Monthly - Hoofnet A																
Report : Edit : Format : Tools : Options : Help																
Trunk Group Name: Hoofnet A																
Number of trunks: 42																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	222	219	1	2	3:35	478	1714	0	0	1714	1:16	1311	1102	0	,00	,00
1-9-2012	222	219	1	2	3:35	478	1714	0	0	1714	1:16	1311	1102	0	,00	,00

Trunk-5:

Trunk Group Summary Monthly - Openbaar In-uit 1																
Report : Edit : Format : Tools : Options : Help																
Trunk Group Name: Openbaar In-uit 1																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	80	0	13	67	:16	13	3120	0	0	3120	:54	1684	2593	0	,00	,00
1-9-2012	80	0	13	67	:16	13	3120	0	0	3120	:54	1684	2593	0	,00	,00



Trunk-7:

Trunk Group Summary Monthly - KPN Inb A																
Report: Edit Format Tools Options Help																
Trunk Group Name: KPN Inb A																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	1033	1681	343	0	:40	772	0	0	0	0		0	0	0	,00	,01
1-9-2012	1933	1681	343	9	:40	772	0	0	0	0		0	0	0	,00	,01

Trunk-21:

Trunk Group Summary Monthly - Inkomend B																
Report: Edit Format Tools Options Help																
Trunk Group Name: Inkomend B																
Number of trunks: 60																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	263394	197111	65810	464	:43	113779	0	0	0	0		0	0	0	,00	,00
1-9-2012	263394	197111	65819	464	:43	113779	0	0	0	0		0	0	0	,00	,00

Trunk-22:

Trunk Group Summary Monthly - ONE C																
Report: Edit Format Tools Options Help																
Trunk Group Name: ONE C																
Number of trunks: 00																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00
1-9-2012	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00

Trunk-24:

Trunk Group Summary Monthly - Noodnet B																
Report: Edit Format Tools Options Help																
Trunk Group Name: Noodnet B																
Number of trunks: 12																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	,00	,00
1-9-2012	0	0	0	0		0	0	0	0	0		0	0	0	,00	,00



Trunk-25

Trunk Group Summary Monthly - Openbaar in uit 2																
Report: Edit Format Tools Options Help																
Trunk Group Name: Openbaar in uit 2																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	69	1	13	55	:15	11	42	0	0	42	:37	10	38	0	,00	,00
1-9-2012	69	1	13	55	:15	11	42	0	0	42	:37	10	38	0	,00	,00

Trunk-27:

Trunk Group Summary Monthly - KPN Inb B																
Report: Edit Format Tools Options Help																
Trunk Group Name: KPN Inb B																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	1538	1233	300	5	:37	673	0	0	0	0		0	0	0	,00	,02
1-9-2012	1538	1233	300	5	:37	673	0	0	0	0		0	0	0	,00	,02

Trunk-31:

Trunk Group Summary Monthly - AMS																
Report: Edit Format Tools Options Help																
Trunk Group Name: AMS																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00
1-9-2012	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00

Trunk-41:

Trunk Group Summary Monthly - ROT																
Report: Edit Format Tools Options Help																
Trunk Group Name: ROT																
Number of trunks: 25																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00
1-9-2012	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00



Trunk-51:

Trunk Group Summary Monthly - HAAG																
Report: Edit Format Tools Options Help																
Trunk Group Name: HAAG																
Number of trunks: 25																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00
1-9-2012	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00

Trunk-61:

Trunk Group Summary Monthly - UTR																
Report: Edit Format Tools Options Help																
Trunk Group Name: UTR																
Number of trunks: 25																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00
1-9-2012	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00

Trunk-71:

Trunk Group Summary Monthly - NIJM																
Report: Edit Format Tools Options Help																
Trunk Group Name: NIJM																
Number of trunks: 12																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00
1-9-2012	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00

Trunk-81:

Trunk Group Summary Monthly - HAAR																
Report: Edit Format Tools Options Help																
Trunk Group Name: HAAR																
Number of trunks: 12																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00
1-9-2012	0	0	0	0		0	0	0	0	0		0	0	0	100,00	100,00





Trunk-91:

Trunk Group Summary Monthly - TIL																	
Report: Edit Format Tools Options Help																	
Trunk Group Name: TIL																	
Number of trunks: 15																	
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy	
Totals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100,00	100,00
1-9-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100,00	100,00

Trunk-101:

Trunk Group Summary Monthly - APE																	
Report: Edit Format Tools Options Help																	
Trunk Group Name: APE																	
Number of trunks: 12																	
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy	
Totals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100,00	100,00
1-9-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100,00	100,00

Trunk-111:

Trunk Group Summary Monthly - CAMS																
Report: Edit Format Tools Options Help																
Trunk Group Name: CAMS																
Number of trunks: 5																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0	0	0	3115	0	0	3115	2:28	4604	22	0	,01	,00
1-9-2012	0	0	0	0	0	0	3115	0	0	3115	2:28	4604	22	0	,01	,00



Trunk Analyzer

Group	Trunks	Type	Av. Pk. Usage...	Days	Model	GOS Object...	Load Offered...	Actual GOS	Needed Tr...	Recommendation
1	60	Isdn	268	29	Erlang8	0.001	7.4444	0.00000000	17	Remove 43 trunk(s)
2	90	Isdn	292	29	Erlang8	0.001	8.1111	0.00000000	18	Remove 72 trunk(s)
4	12	Isdn	10	29	Erlang8	0.001	0.2778	0.00000000	4	Remove 8 trunk(s)
5	30	Isdn	9	29	Erlang8	0.001	0.2500	0.00000000	4	Remove 26 trunk(s)
6	0	Isdn	0	29	Erlang8	0.001				
7	30	Isdn	5	29	Erlang8	0.001	0.1389	0.00000000	3	Remove 27 trunk(s)
21	60	Isdn	268	29	Erlang8	0.001	7.4444	0.00000000	17	Remove 43 trunk(s)
22	90	Isdn	0	29	Erlang8	0.001				
23	90	Isdn	0	29	Erlang8	0.001				
24	12	Isdn	0	29	Erlang8	0.001				
25	30	Isdn	0	29	Erlang8	0.001				
26	0	Isdn	0	29	Erlang8	0.001				
27	30	Isdn	5	29	Erlang8	0.001	0.1389	0.00000000	3	Remove 27 trunk(s)
31	30	Isdn	0	29	Erlang8	0.001				
41	25	Isdn	0	29	Erlang8	0.001				
51	25	Isdn	0	29	Erlang8	0.001				
61	25	Isdn	0	29	Erlang8	0.001				
71	12	Isdn	0	29	Erlang8	0.001				
81	12	Isdn	0	29	Erlang8	0.001				
91	15	Isdn	0	29	Erlang8	0.001				
101	12	Isdn	0	29	Erlang8	0.001				
111	5	Isdn	18	29	Erlang8	0.001	0.5001	0.00015807	4	Remove 1 trunk(s)



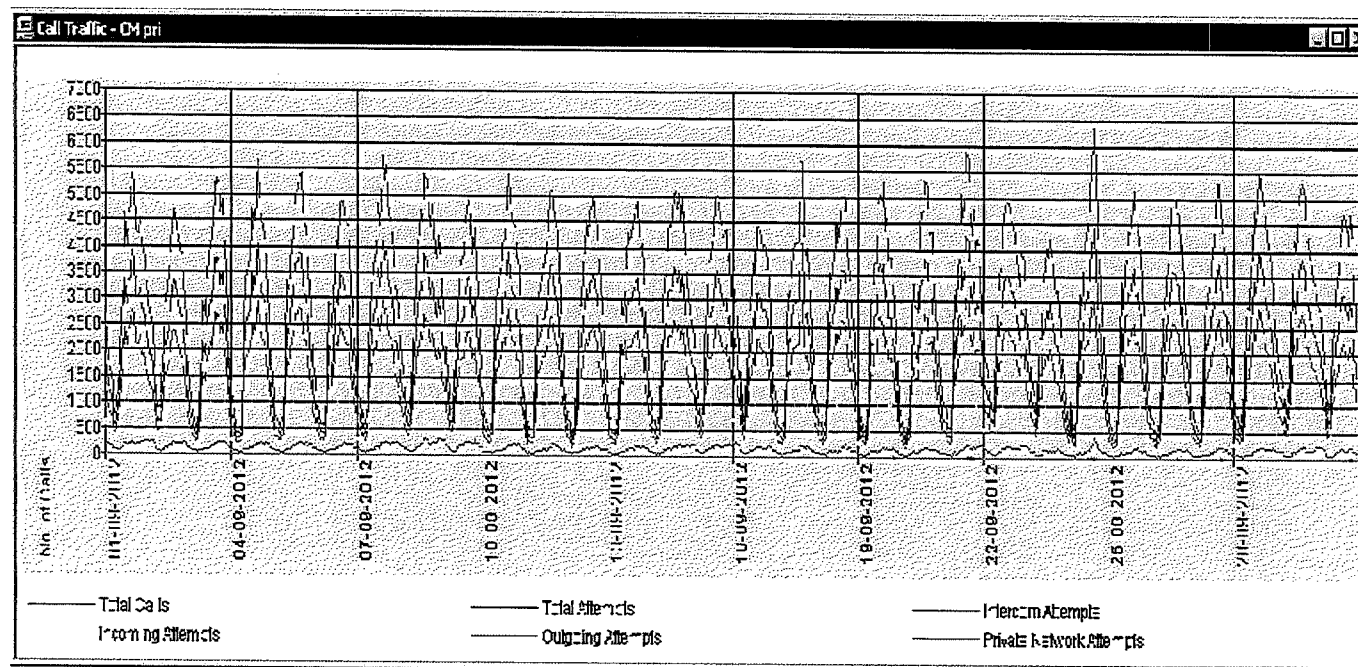
VDN Report – VDN 9112

VDN Skill Preference Monthly - Alarmnummer 112																			
Month Starting	Vector Inbound Calls	Avg Speed Ans	Aban Calls	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	1st Skill Pref	1st Skill ACD Calls	1st Skill Avg ACD Time	1st Skill ACW Time	2nd Skill Pref	2nd Skill ACD Calls	2nd Skill Avg ACD Time	2nd Skill ACW Time	3rd Skill Pref	3rd Skill ACD Calls	3rd Skill Avg ACD Time	3rd Skill ACW Time
Totals	265912		65253	:01	0				0				0				0		0
1-9-2012	9	265912		65253	:01	0		1	0			0	0				0		0

Skill Report – Skill 1

Split/Skill Summary Monthly - Alarmcentrale 112															
Month Starting	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Extn Out Time	Dequeued Calls	Avg Time to Dequeue	% ACD	% Ans Calls
Totals	:04	:04	314382	:15	:01	21318	1:39	0	0363701	:01	0	25,17	93,65		
1-9-2012	:04	:04	314382	:15	:01	21318	1:39	0	0363701	:01	0	25,17	93,65		

Call Traffic





Datum  
14 november 2012

Auteur  
KPN

Telefoon  
[REDACTED]

Versie  
1.0

# Alarmnummer 1-1-2 Betreffende het Communicatieplatform KLPD

*Service Level Rapportage oktober 2012*

Vertrouwelijk



## Akkoordverklaring rapportage

Namens VtsPN

Namens KPN

Paraaf:

Paraaf:

Naam : [REDACTED]  
Functie : Teamleider NEC MDC

Naam : [REDACTED]  
Functie : Service Level Manager 1-1-2

Datum : -----2012

Datum : -----2012



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## 1 Inleiding

Dit document bevat de maandelijkse rapportage van het onderhoud op het 1-1-2 communicatieplatform van het KLPD.

### 1.1 Colofon

SLA ontvanger: vtsPN Teamleider NEC MDC

Contactpersoon klant: [REDACTED]  
Tel: [REDACTED]  
E-mail: [REDACTED]

Contactpersoon KPN: [REDACTED]  
Service Level Manager 1-1-2  
Tel.: [REDACTED]  
E-mail: [REDACTED]

Adres klant: Odijkerweg 19  
3972 NE Driebergen



## 1.2 Context en Scope

Hierbij ontvangt u de Service Level Rapportage over de periode oktober 2012. Deze rapportage geeft een beeld over de verschillende aspecten van het programma 1-1-2.

Deze rapportage geeft het 1-1-2 deel betreffende het communicatieplatform van het KLPD.

De rapportage is conform de afspraken in het DAP opgebouwd uit de volgende hoofdstukken en paragrafen:

### ***Service Support***

- Configuratiebeheer
- Incidentbeheer
- Escalatie
- Onderhoudswerkzaamheden
- Probleembeheer
- Wijzigingsbeheer
- 

### ***Service Delivery***

- Capaciteitsbeheer
- Beschikbaarheidsbeheer
- Kostenbeheer
- Beveiligingsbeheer
- Klachten procedure

### ***Bijlagen***

- Overzicht groei/afname mobiel;
- Aantal gesprekken per PE per maand van alle Telco's.
- Communicatieplatform KLPD





### 1.3 Documentbeheer

Bij KPN is Service Management (SLM) de partij die zorg draagt voor het opstellen, onderhouden en beheren van de rapportage.

Tevens verzorgt Service Management de distributie en het actueel houden van de rapportage.

#### 1.3.1 Historie document

Auteur	Versie	Datum	Opmerkingen
KPN	1.0	14-11-2012	Rapportage oktober 2012

#### 1.3.2 Wijziging van rapportage

Zowel Service Management van KPN als vtsPN kunnen het initiatief nemen tot veranderingen m.b.t. de rapportage.

#### 1.3.3 Distributielijst

Organisatie	Naam	Functie
vtsPN MDC	[REDACTED]	Contractmanagement
vtsPN MDC	[REDACTED]	Teamleider NEC MDC
KPN CM	[REDACTED]	Client Director Veiligheid en Justitie
KPN CM	[REDACTED]	Business Manager 1-1-2
KPN CM	[REDACTED]	Service Level manager 1-1-2

#### Accorderen rapportage

De onderstaande contactpersonen zullen maandelijks controleren of de rapportage de juiste gegevens bevat en hierna de rapportage accorderen.

#### Namens vtsPN

vtsPN Teamleider NEC MDC

#### Namens KPN

Service Level Manager 1-1-2



## **2 Managementsamenvatting**

### **2.1 Service Support**

Er zijn in de rapportage periode 14 incidenten gemeld en 18 incidenten afgehandeld. Hiervan zijn er 15 (83,33%) binnen norm afgehandeld en 3 (16,67%) buiten norm afgehandeld.

### **2.2 Service Delivery**

Er zijn in de rapportage periode 2 Changes aangevraagd en 7 Changes afgerond.

### **2.3 Problem management**

Er is in de rapportage periode geen Problem aangemaakt.

Er vindt overleg plaats tussen MDC en KPN over het format zoals er in deze rapportage wordt meegenomen. Zodra dit format met beide partijen is afgestemd, zal dit in deze rapportage worden meegenomen.

### **2.4 Update NAWP server**

De maandelijkse update van de NAWP server is uitgevoerd in week 40.

3 Service Support

3.1 Incident management (open)

Aantal	UMS Ticket nummer	KPN Ticket nummer	Urgentie	Locatie	Meld datum/tijd	Eind datum/tijd	Netto doorlooptijd (hh:mm)	Omschrijving	Diagnose/Oplossing

Totaal openstaande incidenten: ■

3.2 Incident management (afgerond)

Aantal	MDC Ticket nummer	KPN Ticket nummer	Urgentie	Locatie	Meld datum/tijd	Eind datum/tijd	Netto doorlooptijd (hh:mm)	Omschrijving	Diagnose/Oplissing	Binnen/buiten norm	Configuratie Item
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Aantal	MDC Ticket nummer	KPN Ticket nummer	Urgentie	Locatie	Meld datum/tijd	Eind datum/tijd	Netto doorlooptijd (hh:mm)	Omschrijving	Diagnose/Oplossing	Binnen/buiten norm	Configuratie Item

Totaal afgesloten incidenten: █

Toelichting op tickets die Buitennorm zijn:

█  
 █  
 █  
 █  
 █  
 █  
 █

**3.3 Problem management (open)**

MDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Eind datum/tijd	Omschrijving	Opmerking
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]

MDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Eind datum/		
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

#### 3.4 Problem management (afgerond)

[Redacted content]



3.5 Change management (open)

MDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Verwachte eind datum	Eind datum/tijd	Omschrijving	Opmerking
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]

MDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Verwachte eind datum	Eind datum/tijd	Omschrijving	Opmerking
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]

[redacted]

### 3.6 Change management (afgerond)

MDC Ticket nummer	KPN Ticket nummer	Locatie	Meld datum/tijd	Verwachte eind datum	Eind datum/tijd	Omschrijving	Opmerking
nmb	S1957429036	Hilversum Utrechtseweg	15-9-2011	Q3 2012	10-10-2012	Installeren 5 19 inch kasten (vtsPN levert de kasten, KPN installeert ze).	Kasten zijn geïnstalleerd. Verrekening met klant via meenwelijklijst van project IBN112. Na afstemming met MDC changes (op 10 okt 2012) deze RFC gesloten.
nmb	S11093131045	PE00/PE26 Driebergen	27-2-2012	Q3 2012	10-10-2012	Offerte voor Hardware maintenance op de clients.	Betreft een change op het project IBN112. Na afstemming met MDC changes (op 10 okt 2012) deze RFC gesloten.
75451-02	S1843840788	PE00/PE26 Driebergen	15-03-12	Q4 2012	10-10-2012	Leveren van Standaard Changes.	Is opgenomen in het concept van de nieuwe DAP. Implementatie bij vaststelling van DAP. Na afstemming met MDC changes (op 10 okt 2012) deze RFC gesloten.
78083	nmb	PE00/PE26 Driebergen	15-03-12	Q3 2012	10-10-2012	Offertevraag voor 6 extra werkplekken aan de Hoofdstraat.	Wordt uitgevoerd binnen IBN112. Bumicom is niet meegenomen voor licenties. Actie binnen project. Na afstemming met MDC changes (op 10 okt 2012) deze RFC gesloten.
Geen	Geen	PE00/PE26 Driebergen	26-4-2012	Q3 2012	10-10-2012	Opheffen EVPN verbindingen	Ophef order voor 7 locaties ingelegd in Leverstraat. 2 x EVPN Asd CPA blijft over. Na afstemming met MDC changes (op 10 okt 2012) deze RFC gesloten.
80050	RFC112-015	PE00/PE26 Driebergen	1-10-2012	3-10-2012	11-10-2012	Voorbereiding koppeling Meldkamer Driebergen	Akkoord ontvangen van MDC en CCA (Co) geïnformeerd. Is uitgevoerd in aanloop naar swap. Gereed gemeld.
79841	RFC112-013	PE00 Driebergen	5-9-2012	1-10-2012	15-10-2012	Tijdelijk verplaatsen van ISDN30 testbundel tbv testen nieuwe platform.	Spoedchange, goedgekeurd bij MDC. Uitgevoerd. Getekend PVO ontvangen.

In de rapportageperiode zijn 7 Changes afgerond.

4 Service Delivery

4.1 Beschikbaarheid beheer Avaya platform

Periode: Oktober 2012	<b>Beschikbaarheid</b>
Klantnaam: vtsPN (KLPD-112)	

Beschikbaarheid CM:																
	Beschikbaarheid	Meetperiode	Service Window	jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
CM	99,995%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%

Beschikbaarheid AIC:																
	Beschikbaarheid	Meetperiode	Service Window	jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
AIC	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%

Beschikbaarheid AES:																
	Beschikbaarheid	Meetperiode	Service Window	jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
AES	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%

Beschikbaarheid CMS:																
	Beschikbaarheid	Meetperiode	Service Window	jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
CMS	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%

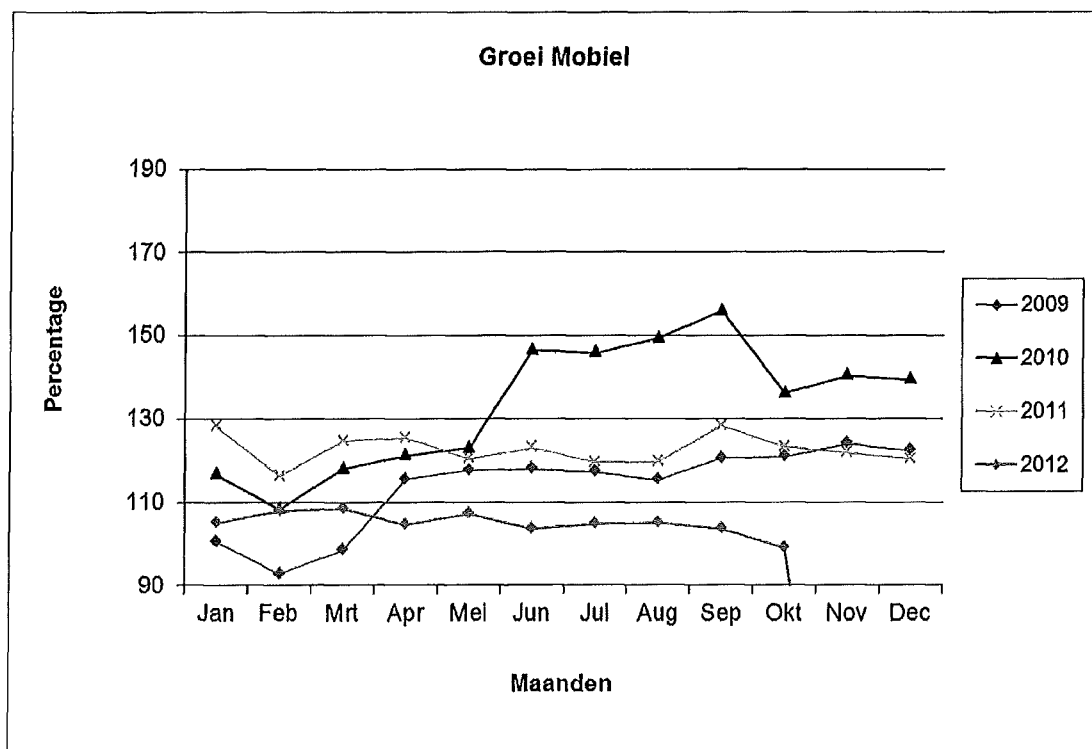
Beschikbaarheid VP:																
	Beschikbaarheid	Meetperiode	Service Window	jan-11	Feb	Mrt	Apr	Mei	Jun	Jul	Aug	Sept	Okt	Nov	Dec	Score
VP	98,50%	maandelijks	24x7	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%



4.2.3 Trend Groei/Afname oproepen

Jaar	Gem.	Jan	Feb	Mrt	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dec
2009	118,6	100,6	92,8	98,5	115,8	117,7	118,1	117,4	115,4	120,8	121,0	124,1	122,4
2010	132,7	118,6	128,4	118,0	121,2	123,0	118,5	115,9	119,4	155,9	138,1	140,4	139,4
2011	122,7	128,2	118,3	124,8	125,4	120,6	123,1	118,0	118,7	128,3	123,3	121,9	120,4
2012	125,9	125,0	128,0	128,8	124,5	127,2	123,7	124,8	125,0	123,7	99,0	-	-

nuljaar 2008





5 Trunk CMS Rapportage

Trunk-1:

Trunk Group Summary Monthly - Inkomend A																
Report Edit Format Tools Options Help																
Trunk Group Name: Inkomend A																
Number of trunks: 60																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	249002	179881	68971	160	:42	105090	0	0	0	0		0	0	0	8.01	8.02
10/1/2012	249002	179881	68971	160	:42	105090	0	0	0	0		0	0	0	8.01	8.02

Double Click To Run Format Table KLPD1

Trunk-2:

Trunk Group Summary Monthly - ONE A																
Report Edit Format Tools Options Help																
Trunk Group Name: ONE A																
Number of trunks: 90																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	47	10	1	38	1:44	49	70053	0	0	70053	2:17	108256	67190	0	.05	.05
10/1/2012	47	10	1	38	1:44	49	70053	0	0	70053	2:17	108256	67190	0	.05	.05

Double Click To Run Format Table KLPD1

Trunk-4:

Trunk Group Summary Monthly - Noodnet A																
Report Edit Format Tools Options Help																
Trunk Group Name: Noodnet A																
Number of trunks: 12																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	220	222	2	4	3:15	445	1973	0	0	1973	1:14	1481	1279	0	5.92	6.95
10/1/2012	220	222	2	4	3:16	445	1973	0	0	1973	1:14	1481	1279	0	5.92	6.95

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Trunk-5:

Trunk Group Summary Monthly - Openbaar in uit 1																
Report Edit Format Tools Options Help																
Trunk Group Name: Openbaar in uit 1																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	112	0	14	98	1:17	19	9515	0	0	9515	1:53	10788	3065	0	6.04	6.04
10/1/2012	112	0	14	98	1:17	19	9515	0	0	9515	1:53	10788	3065	0	6.04	6.04

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Trunk-7:

Trunk Group Summary Monthly - KPN Inb A																
Report: Edit Format Tools Options Help																
Trunk Group Name: KPN Inb A																
Number of trunks: 30																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	1711	1409	289	13	:39	661	0	0	0	0		0	0	0	6.01	6.02
10/1/2012	1711	1409	289	13	:39	661	0	0	0	0		0	0	0	6.01	6.02

Trunk-21:

Trunk Group Summary Monthly - Inkomend B																
Report: Edit Format Tools Options Help																
Trunk Group Name: Inkomend B																
Number of trunks: 60																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	247210	178184	68552	483	:42	104554	0	0	0	0		0	0	0	6.42	7.18
10/1/2012	247210	178184	68552	483	:42	104554	0	0	0	0		0	0	0	6.42	7.18

Trunk-22:

Trunk Group Summary Monthly - ONE C																
Report: Edit Format Tools Options Help																
Trunk Group Name: ONE C																
Number of trunks: 80																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	1	0	0	1	1:16	2	0	0	0.42	0.42
10/1/2012	0	0	0	0		0	1	0	0	1	1:16	2	0	0	0.42	0.42

Trunk-24:

Trunk Group Summary Monthly - Noodnet B																
Report: Edit Format Tools Options Help																
Trunk Group Name: Noodnet B																
Number of trunks: 12																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	.00	.00
10/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	.00	.00





Trunk-25

Trunk Group Summary Monthly - Openbaar in uit 2

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: Openbaar In uit 2  
Number of trunks: 30

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	98	0	11	87	:14	14	71	0	0	71	:52	37	59	0	6.48	6.48
10/1/2012	98	0	11	87	:14	14	71	0	0	71	:52	37	58	0	6.48	6.48

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Trunk-27:

Trunk Group Summary Monthly - KPN Inb B

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: KPN Inb B  
Number of trunks: 30

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	1884	1378	301	6	:30	644	0	0	0	0		0	0	0	6.43	6.46
10/1/2012	1884	1378	301	5	:38	644	0	0	0	0		0	0	0	6.43	6.46

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Trunk-31:

Trunk Group Summary Monthly - AMS

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: AMS  
Number of trunks: 30

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100.13	100.13
10/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	100.13	100.13

Double Click To Run Format Table

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Trunk-41:

Trunk Group Summary Monthly - ROT

Report: Edit: Format: Tools: Options: Help

Trunk Group Name: ROT  
Number of trunks: 25

Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0		0	0	0	0	0		0	0	0	100.13	100.13
10/1/2012	0	0	0	0		0	0	0	0	0		0	0	0	100.13	100.13

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Trunk-51:

Trunk Group Summary Monthly - HAAG																	
Report Edit Format Tools Options Help																	
Trunk Group Name: HAAG																	
Number of trunks: 25																	
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy	
Totals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.13	100.13
10/1/2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.13	100.13

Double Click To Run Format Table

Trunk-61:

Trunk Group Summary Monthly - UTR																	
Report Edit Format Tools Options Help																	
Trunk Group Name: UTR																	
Number of trunks: 25																	
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy	
Totals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.13	100.13
10/1/2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.13	100.13

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Trunk-71:

Trunk Group Summary Monthly - NIJM																	
Report Edit Format Tools Options Help																	
Trunk Group Name: NIJM																	
Number of trunks: 12																	
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy	
Totals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.13	100.13
10/1/2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.13	100.13

Double Click To Run Format Table

Trunk-81:

Trunk Group Summary Monthly - HAAR																	
Report Edit Format Tools Options Help																	
Trunk Group Name: HAAR																	
Number of trunks: 12																	
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCB	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCB	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy	
Totals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.13	100.13
10/1/2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.13	100.13

Double Click To Run Format Table



Trunk-91:

Trunk Group Summary Monthly - TIL																	
Report: Edit Format Tools Options Help																	
Trunk Group Name: TIL																	
Number of trunks: 15																	
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy	
Totals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.13	100.13
10/1/2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.13	100.13

Trunk-101:

Trunk Group Summary Monthly - APE																	
Report: Edit Format Tools Options Help																	
Trunk Group Name: APE																	
Number of trunks: 12																	
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy	
Totals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.13	100.13
10/1/2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.13	100.13

Trunk-111:

Trunk Group Summary Monthly - CAMS																
Report: Edit Format Tools Options Help																
Trunk Group Name: CAMS																
Number of trunks: 5																
Month Starting	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Maint Busy
Totals	0	0	0	0	0	0	2813	0	0	0	2:25	4067	10	0	.00	.00
10/1/2012	0	0	0	0	0	0	2813	0	0	0	2:25	4067	10	0	.00	.00



Trunk Analyzer

Geen data als gevolg van herstart van de server



VDN Report – VDN 9112

VDN Skill Preference Monthly - Alarmnummer 112																	
Month Starting	Vector	Inbound Calls	Avg Speed Ans	Aban Calls	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	1st Skill Pref	1st Skill ACD Calls	1st Skill Avg ACD Time	1st Skill Avg ACW Time	2nd Skill Pref	2nd Skill ACD Calls	2nd Skill Avg ACD Time	2nd Skill Avg ACW Time	
Totals		252229		67947	:01	0				0				0			0
10/1/2012	0	252229		67947	:01	0			1	0				0			0

Skill Report – Skill 1

Split/Skill Summary Monthly - Alarmcentrale 112															
Month Starting	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Exn Out Calls	Avg Exn Out Time	Dequeued Calls	Avg Time to Dequeue	% ACD	% Ans Calls
Totals	:03	:03287766	:15	:01	17602	342	0	0	0	0316520	:02	0	22.90	04.24	
10/1/2012	:03	:03287766	:15	:01	17602	342	0	0	0	0316520	:02	0	22.90	04.24	



Call Traffic

Geen data als gevolg van herstart van de server