

Schedule 2

Services Description

MCX Dispatcher and Related Services

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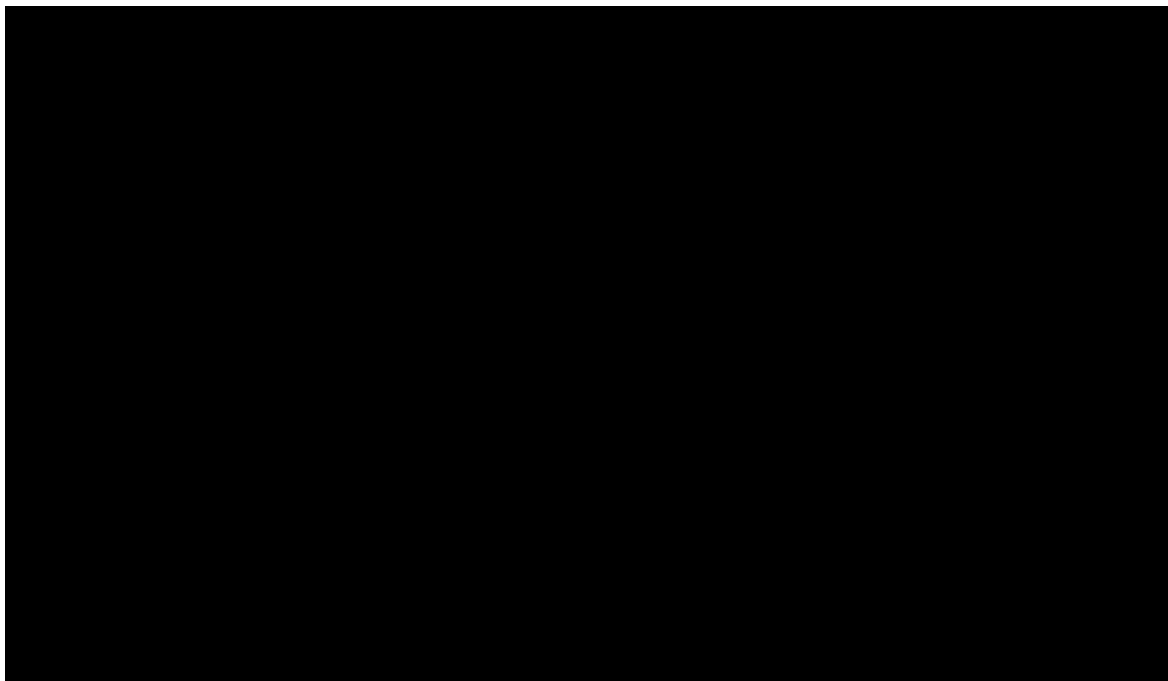
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Acronyms

This Schedule sets out the intended scope of the Services to be provided by the Supplier and provides a description of what each Service entails.

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4.2 MCData Requirements

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Requirement Reference	Short Requirement	Details	Phase
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4.3 MCVideo Requirements

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Category	Percentage
Category 1	10%
Category 2	25%
Category 3	35%
Category 4	40%
Category 5	45%
Category 6	50%

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MCX Management and Encryption Requirements

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Security Requirements

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8. MCX Recording and 3rd Party Interfaces

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9. Non-Functional Requirements

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11. Availability & KPI's

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12. Training & Documentation

Requirement Reference	Short Requirement	Details	Phase
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13. Test and Certification

Refer to Schedule 14.

Requirement Reference	Short Requirement	Details	Phase
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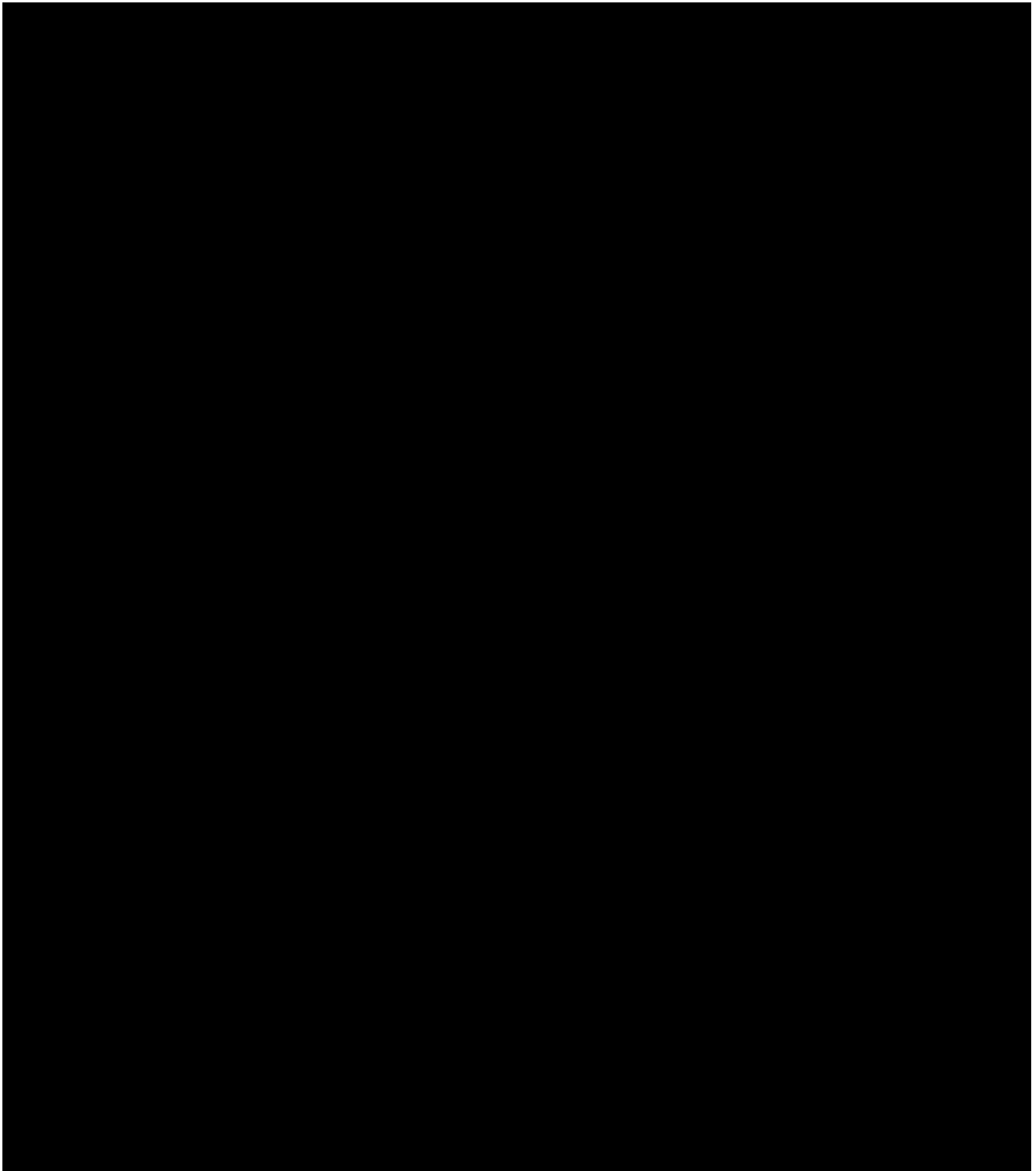
14. Standards

Requirement Reference	Short Requirement	Details	Phase
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Annex 1 - Simplified Concept of Service management

For illustrative purposes the ESN concept of operations is show below in Diagram A.



For illustrative purposes ITIL support tiers are aligned in the Diagram B



For illustrative purposes defect management process for different delivery phases is shown in Diagram C

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Annex 2 - Service Definitions

Definition	Description
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MCX Dispatcher and Related Services

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Definition	Description
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Definition	Description
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MCX Dispatcher and Related Services

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Definition	Description
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Annex 3 – Training Summary

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Annex 4 – Hearing aid adaption diagram

