TORO 500- Incident

- INC must cover the date / time of the actual outage or request to lockdown will be rejected
- Site visitors must have booked in via VF site diary or request to lockdown will be rejected
- Onsite engineer must isolate the site locally.
- Ensure that all safe systems of work are suitable and sufficient for the work being carried out
TORO 500- Change

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

Outage required

Change

Raise CRQ for approval
Book Site Access

Visit Site

Set actual end time
Book out of site via VF site diary
Update/ Close CRQ

Complete CRQ details
Book onsite using VF site diary
Set CRQ in progress and enter actual start time
Call NOC to lock Tech ads required
Confirm Site is locked down
Complete Activities
Call NOC to unlock
Confirm site unlocked with NOC and locally

NOC to check CRQ details & lock Technologies as required
Isolate Locally
Recover locally if required

Insert Confidentiality Level in slide footer
TORO 500 – Site Access

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