

# NORDUnet Operations : Service Order Workflow

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## 1. Objective

The scope of this document is to provide you with information about the services provided by Nordunet to its customers and the associated documents and work flows involved.

## 2. Target Audience

NORDUnet staff.

## 3. Introduction

Service Order Workflow is the generic framework for the work flow, documents and the interaction and interchange of documents between NORDUnet and the customer throughout the life time of an individual service.

**Please note that the legal contract, pricing and billing is handled outside the scope of this work flow.**

**There are several documents available:**

### a. Service Descriptions

The Service Description documentation contains one high level description being the "NORDUnet Network Services" and a number of detailed descriptions for each of the individual services.

- [NORDUnet Network Services](#)
- [SDH Service Description](#)
- [Ethernet Service Description](#)
- OTN Service Description
- IP VPN Service Description
- [Colocation Service Description](#)

### b. Service Order

When the Customer decide to order a service the Service Order Form shall be filled out. The service order form shall then be submitted to the NORDUnet NOC.

There are 2 seperate Service Order Forms

- [Network Service Order Form](#)
- Colocation Service Order Form

### c. Order Confirmation

When NORDUnet receives the completed Service Order Form, NORDUnet shall within 10 working days return the Service Order Form, filled out with the project number (Jira task ID), NORDUnet contact person and an estimated delivery date, thereby confirming the order.

### d. Ready For Service

When the service is ready for use, NORDUnet shall send the Ready For Service FORM(RFS) specifying the Service ID and technical details related to the service, including demarcation specifications.

- [Ready For Service Form](#)