

1.0 Purpose and Objective

The purpose of this document is to define and specify sets of Information Technology Standards for Airports Company South Africa (ACSA) to be adhered to by Potential Service provides.

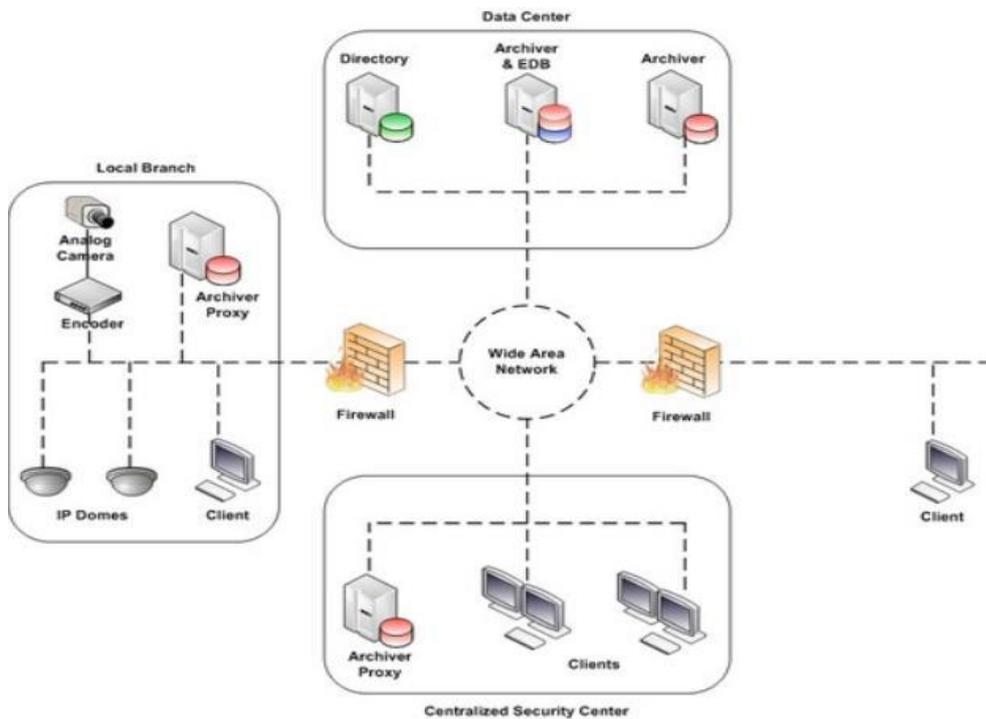
This is done to ensure a compatible, integrated and standardised environment and the optimisation of the technology.

Only the Standards, Technologies, Products and compilation of products described in this document may be purchased, installed, used and supported within the organisation.

Any other products, upgrades and enhancement to the current accepted standards must be approved via Information Technology Architecture Council (ITAC) and noted by Information Management Committee (IT MANCO).

All CCTV and software maintenance and warranties must be handed over to the current incumbent maintenance service providers of ACSA where an existing contract exists. This is not applicable to completely new services. Costing for this maintenance and warranties must be included into the bid.

Basic Flir System Architectural Design



Dome:

- 1/3" 4Megapixel progressive scan CMOS.
- H.265&H.264 triple-stream encoding.
- 25/30fps@4Mp(2688×1520)
- WDR(120dB), Day/Night(ICR), 3DNR, AWB, AGC, BLC.
- Multiple network monitoring: Web viewer, CMS(DSS/PSS) & DMSS.
- 2.7mm~12mm motorized lens.
- Max. IR LEDs Length 50m.
- IP67,IK10, PoE.

Bullet (Normal)

- 4-MP 1/2.9" CMOS image sensor, low luminance and high definition image.
- 2.7-13.5 mm Motorized Vari-focal Lens
- Field of View: H: 104°-29°; V: 54°-16° ; D: 125°-34°

- DORI Distance (W): D: 64.0 m ; O: 25.6 m ; R: 12.8 m ; I: 6.4 m
- DORI Distance (T): D: 210.0 m ; O: 84.0 m ; R: 42.0 m ; I: 21.0 m
- Illumination Distance: Up to 60 m (IR LED)
- Illuminator On/Off Control: Auto; Manual
- Illuminator Number: 4 (IR LED)
- Outputs max. 4 MP (2688 × 1520)@20 fps, and supports 2560 × 1440 (2560 × 1440)@25/30 fps.
- H.265 codec, high compression rate, ultra-low bit rate.
- Built-in IR LED, and the max. illumination distance is 60 m.
- ROI, SMART H.264+/H.265+, flexible coding, applicable to various bandwidth and storage environments.
- Rotation mode, WDR, 3D NR, HLC, BLC, digital watermarking, applicable to various monitoring scenes.
- Intelligent monitoring: Intrusion, tripwire (the two functions support the classification and accurate detection of vehicle and human).
- Abnormality detection: Motion detection, video tampering, audio detection, no SD card, SD card full, SD card error, network disconnection, IP conflict, illegal access, and voltage detection.
- Supports max. 256 G Micro SD card.
- Built in Mic.
- 12 VDC/PoE (802.3af) power supply, easy for installation.
- IP67 protection.
- SMD Plus.

4k Bullet (High End)

- 5MP, 1/2.7" CMOS image sensor, low illuminance, high image definition
- Outputs max. 5MP (2592 × 1944) @20 fps, and supports 4MP (2688 × 1520) @25/30 fps
- H.265 codec, high compression rate, low bit rate
- Built-in warm illuminator, and the max. illumination distance: 40 m
- ROI, SMART H.264+/H.265+, flexible coding, applicable to various bandwidth and storage environments
- Rotation mode, WDR, 3D DNR, HLC, BLC, digital watermarking, applicable to various monitoring scenes
- Intelligent detection: Intrusion, tripwire (support the classification and accurate detection of vehicle and human)

- Abnormality detection: Motion detection, video tampering, scene changing, audio detection, no SD card, SD card full, SD card error, network disconnection, IP conflict, illegal access, and voltage detection.
 - Supports sound and light alarm linkage. When an alarm is triggered, the camera links sound alarm and light flashing.
 - Supports one-tap disarming. You can disarm the events of alarm output, sending email, audio, and light in the configured period
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 - Supports sound and light alarm linkage. When an alarm is triggered, the camera links sound alarm and light flashing.
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Network cameras specification related to IT specification.

Cameras operating on the Flir 8.0 and higher platform.

2.0 Service Management (service Desk)

The ACSA IT Service Desk utilises the ITIL framework and serves as the first line of support for users experiencing issues or requesting IT services. Acting as a central point of contact, the service desk resolves issues, fulfils requests, and ensures the smooth operation of technology within the organisation. Key responsibilities include:

- **Incident Reporting and Escalation:** The ACSA IT Service Desk documents all user interactions, tracking trends in reported issues, and escalating complex problems to higher-level IT support (internal or external) when needed.

- **Fulfilling Service Requests:** The ACSA IT Service Desk handles requests for new software installations, hardware replacements, access permissions, and other IT-related needs.
- **IT Change Management:** All required changes follow the ACSA IT Change Process. Changes are requested and implemented by internal or external parties.
- **Communication and Customer Service:** The ACSA IT Service Desk effectively communicates with users from diverse technical backgrounds, clearly explaining solutions, and keeping users updated on the progress of their issues and requests.

To fulfil these responsibilities, the ACSA IT Service Desk monitors tickets logged and assigned to third-party Service Providers (SPs). Achieving SLA targets and minimizing breaches require collaboration among all parties. The following aspects support this collaboration:

- **Ticketing Systems:** The ACSA IT Service Desk utilises an ITSM tool (ServiceNow) for ticket logging. Any Service Provider contracted to ACSA IT is required to integrate into the ITSM tool using the REST API Explorer method. These details on how to set up the integration are found on the following URL

https://docs.servicenow.com/bundle/vancouver-api-reference/page/integrate/inbound-rest/task/t_GetStartedAccessExplorer.html

This integration allows for seamless information flow, where incidents can be routed to the appropriate technician (internal IT or SP) based on the issue. It also creates a central repository for tracking issue resolution and maintaining communication history.

- **Clearly Defined Roles and Responsibilities:** A documented Service Level Agreement (SLA) outlines the specific services provided by the SP, communication protocols for issue escalation, and response time expectations.
- **Troubleshooting and Problem-Solving:** IT service desk agents diagnose and resolve a wide range of user issues at the first level, from fixing printer problems to resetting passwords to tackling software glitches. The contract defines the roles and responsibilities, specifying the extent of first-level troubleshooting within the Service Desk.
- **Knowledge Management:** The ACSA IT Service Desk maintains a knowledge base or self-service portal containing solutions to common issues and guides for users to troubleshoot problems themselves. Sharing a centralized knowledge base is highly beneficial, with the SP contributing solutions to common issues they handle, and the Service Desk leveraging this information to assist users or direct them to self-service solutions.

- **Regular Communication:** Maintaining open communication channels is essential. This involves scheduled meetings, dedicated communication channels, or utilizing features within the ticketing system for updates and discussions.

Overall, the ACSA IT Service Desk plays a vital role in keeping an organisation's technology running smoothly and ensuring a positive user experience. They are the first line of defence for user issues and the bridge between users and the broader IT department and its Service Providers.