

# SWIM-SERV-008 Service provider

- [Requirement](#)
- [Guidance](#)
  - [Examples](#)
- [Guidance for JSON service description](#)
  - [JSON Schema](#)
  - [JSON Guidance](#)
    - [Service Provision - Mandatory](#)
    - [PointOfContact - Mandatory - one or more](#)
  - [JSON example](#)

## Requirement

<b>Title</b>	Service provider
<b>Identifier</b>	SWIM-SERV-008
<b>Requirement</b>	<p>A service description <b>shall</b> include the following information about the service provider:</p> <ul style="list-style-type: none"><li>• the name and description of the organisation responsible for the service; and</li><li>• one or more points of contact where additional information can be obtained, including name, contact information and role.</li></ul>
<b>Rationale</b>	<p>Knowing the service provider is essential to business experts.</p> <p>Point of contact allows getting additional information regarding the service.</p>
<b>Verification</b>	<p>Completeness: Verify that the elements are included.</p> <p>Consistency: Not Applicable.</p> <p>Correctness: Not Applicable.</p>
<b>Examples/Notes</b>	<p>Example contact information:</p> <ul style="list-style-type: none"><li>• email address;</li><li>• postal address;</li><li>• phone number;</li><li>• URL.</li></ul> <p>Example points of contact:</p> <ul style="list-style-type: none"><li>• "Customer Relations, to request access to the service, <a href="http://www.donlon-airport.com/swim/service-request">http://www.donlon-airport.com/swim/service-request</a>";</li><li>• "Service Desk, to report incidents on services in operation, contact [24/7] +693 555 01 <a href="mailto:service-desk@donlon-airport.com">service-desk@donlon-airport.com</a>".</li></ul> <p>Note: Consider including information on provider certification when relevant for the service being described (e.g. for a Meteorological service).</p>
<b>Level of Implementation</b>	Mandatory

## Guidance

### Examples

See the [Service Provider](#) section within the [Donlon TOBT Setting Service Description](#).

## Guidance for JSON service description

Unable to render {include}

 The included page could not be found.

### JSON Schema

The guidance concerns JSON Schema v0.0.3 (see [Schema releases](#)).

```
    "ServiceProvision" :
    {
        "description" : "Description of who provides the service, when and how it is
supported.",
        "type": "object",
        "additionalProperties": false,
        "required": ["provider", "providerDescription", "providerType",
"dateInOperation", "pointOfContact"],
        "properties":
        {
            "provider":
            {
                "description" : "The full official name of the organisation.
[SWIM-SERV-008]",
                "type" : "string",
                "minLength":1
            },
            "providerDescription":
            {
                "description" : "Description of the organisational unit
responsible for the service. [SWIM-SERV-008]",
                "type" : "string",
                "minLength":1
            },
            "providerType":
            {
                "description" : "The type of service provider.",
                "type" : "array",
                "items" : { "$ref":"#/definitions/CodeStakeholderType" },
                "minItems": 1
            },
            "dateInOperation":
            {
                "description" : "Date at which the service went into operation
or is planned to become operational.",
                "type" : "string",
                "pattern": "^[0-9]{4}\\-(0?[1-9]|1[012])\\-(0?[1-9]|[12][0-9]|3
[01])$",
                "minLength":1
            },
            "serviceSupport":
            {
                "description" : "Provision of material and guidance necessary
for the use of the information service.",
                "type" : "string"
            },
            "pointOfContact":
            {
                "description" : "A person or group within the service provider
organization, suitable for making a human contact for any purpose. [SWIM-SERV-008]",
                "type" : "array",
                "items" : { "$ref":"#/definitions/PointOfContact" },
                "minItems": 1
            }
        }
    }

    "PointOfContact" :
    {
        "description" : "A person or group within an organization, suitable for making a
human contact for any purpose. [SWIM-SERV-008]\n",
        "type": "object",
        "additionalProperties": false,
        "required": ["name", "description"],
        "properties":
        {
            "name":

```

```

{
    "description" : "The name of the point of contact.",
    "type" : "string",
    "minLength":1
},
"description":
{
    "description" : "The description of the point of contact.",
    "type" : "string",
    "minLength":1
},
"email":
{
    "description" : "An electronic mail address used to correspond
in writing with the point of contact.",
    "type" : "string"
},
"phoneNumber":
{
    "description" : "A telephone number used to communicate orally
with the point of contact.",
    "type" : "string"
}
}

```

Rules expressed for the cases as defined in Registry URD.

case	rules
COMPLIANT	mandatory
CANDIDATE	same
DEFINITION	(not relevant)

## JSON Guidance

Within field serviceProvision, itself within field informationService, fill all fields of ServiceProvision.

### Service Provision - Mandatory

attribute name	description	type	guidance	rule
provider	The full official name of the organisation. [SWIM-SERV-008]	string	Provide the name of the organisation responsible for the service  Rationale: Knowing the service provider is essential to business experts.	Mandatory
providerDescription	Description of the organisational unit responsible for the service. [SWIM-SERV-008]	string	Provide a small description of the organisation and/or the unit responsible for the service  Consider including information on provider certification when relevant for the service being described (e.g. for a Meteorological service).	Mandatory

providerType	The type of service provider.	<div>A code listing types of stakeholders.</div> <table><tr><td>CIVIL_AIRSPACE_USER</td><td></td></tr><tr><td>MILITARY_AIRSPACE_USER</td><td></td></tr><tr><td>CIVIL_AIR_NAVIGATION_SERVICE_PROVIDER</td><td></td></tr><tr><td>MILITARY_AIR_NAVIGATION_SERVICE_PROVIDER</td><td></td></tr><tr><td>AIR_TRAFFIC_SERVICE_PROVIDER</td><td></td></tr><tr><td>REGULATED_METEOROLOGICAL_SERVICE_PROVIDER</td><td></td></tr><tr><td>AERONAUTICAL_INFORMATION_SERVICE_PROVIDER</td><td></td></tr><tr><td>COMMUNICATION_NAVIGATION_AND_SURVEILLANCE_SERVICE_PROVIDER</td><td></td></tr><tr><td>PROVIDER_OF_DATA_SERVICES</td><td></td></tr><tr><td>NETWORK_MANAGER</td><td></td></tr><tr><td>AIRPORT_OPERATOR</td><td></td></tr><tr><td>AIRSIDE_GROUND_HANDLER</td><td></td></tr><tr><td>MILITARY_DEFENCE_CENTRE</td><td></td></tr></table>	CIVIL_AIRSPACE_USER		MILITARY_AIRSPACE_USER		CIVIL_AIR_NAVIGATION_SERVICE_PROVIDER		MILITARY_AIR_NAVIGATION_SERVICE_PROVIDER		AIR_TRAFFIC_SERVICE_PROVIDER		REGULATED_METEOROLOGICAL_SERVICE_PROVIDER		AERONAUTICAL_INFORMATION_SERVICE_PROVIDER		COMMUNICATION_NAVIGATION_AND_SURVEILLANCE_SERVICE_PROVIDER		PROVIDER_OF_DATA_SERVICES		NETWORK_MANAGER		AIRPORT_OPERATOR		AIRSIDE_GROUND_HANDLER		MILITARY_DEFENCE_CENTRE		Select <b>one or more</b> code values	Mandatory, min1, max1
CIVIL_AIRSPACE_USER																														
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CIVIL_AIR_NAVIGATION_SERVICE_PROVIDER																														
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AIRPORT_OPERATOR																														
AIRSIDE_GROUND_HANDLER																														
MILITARY_DEFENCE_CENTRE																														
dateInOperation	Date at which the service version went into operation (or is planned to become operational.)	string	<div>Provide the date at which this service version became operational.</div> <div>Note: The date at which the service became operational for the first time may be mentioned in the service abstract.</div>	Mandatory, format is "yyyy-mm-dd"																										
serviceSupport	Provision of material and guidance necessary for the use of the information service.	string	<div>Specify days and hours the information service provider can be contacted by users requiring support for the provided service.</div> <div>A description of the support a provider is offering to consumers on all relevant aspects related to the information service. Rationale: Consumer needs will vary and may require different levels of provider support.</div>	Optional																										
pointOfContact	A person or group within the service provider organization, suitable for making a human contact for any purpose. [SWIM-SERV-008]	PointOfContact	Provide <b>one or more</b> points of contact where additional information can be obtained, including name, contact information and role.	Mandatory, min1, max1																										

## PointOfContact - Mandatory - one or more

attribute name	description	type	guidance	rule
name	The name of the point of contact.	string		Mandatory
description	The description of the point of contact.	string	Describe the role / function of the point of contact.  When applicable add contact info such as URL link or postal address.	Mandatory
email	An electronic mail address used to correspond in writing with the point of contact.	string	Provide email address if available.	Optional
phoneNumber	A telephone number used to communicate orally with the point of contact.	string	Provide phone number if available.	Optional



#### contact info is required

At least one contact information is required for each point of contact.

- provide email address and/or phone number in corresponding field(s)
- provide other contact info, such as postal or URL, in field description

## JSON example

```
"informationService": {  
  "serviceProvision": {  
    "provider": "Donlon Airport Operator",  
    "providerDescription": "Donlon Airport Operator is the organisation responsible for all  
operations at Donlon airport.",  
    "providerType": [  
      "AIRPORT_OPERATOR"  
    ],  
    "dateInOperation": "2019-05-15",  
    "serviceSupport": "For Incidents on services in operation, contact the Service desk [24/7]: +693  
555 01 service-desk@donlon-airport.com",  
    "pointOfContact": [  
      {  
        "name": "Customer Relations",  
        "description": "to request access to the service, use following link http://www.donlon-  
airport.com/swim/service-request",  
        "email": "",  
        "phoneNumber": ""  
      },  
      {  
        "name": "service support",  
        "description": "For any issues relate to the operation of the Donlon service",  
        "email": "service-desk@donlon-airport.com",  
        "phoneNumber": "+693 555 01"  
      }  
    ]  
  }  
}
```

A complete JSON example is available in page [JSON example - Donlon TOBT Setting service description](#).