Introduction
Effective 1ˢᵗ April 2014, ITSO will be billing ISAM connection fees based on the information contained within the ISMS. This information is maintained by Licensed Members' (LMs) HOPS providers and therefore it is in LMs' own interests to ensure that their ISAM records in the ISMS are up-to-date and accurate, in conjunction with their HOPS provider. This paper shows the actions required for each ISAM status within the ISMS.

ISAM statuses recognised within the ISMS
The ISMS recognises 4 statuses that an ISAM can have:
-   OPERATIONAL
-   FAULTY
-   LOST/STOLEN
-   OUT OF SERVICE

ITSO will only charge the annual connection fee for ISAMs with status marked in the ISMS as "OPERATIONAL" – this happens when the ISAM is commissioned (i.e. when the ISAM receives an ISAMID).

If an ISAM is to be marked as "FAULTY"
The LM must advise their HOPS provider of the ISAM's IRN/ISAMID so that they can advise the ISMS via an ISMS_SREQ_STATE_CHANGE message.

The faulty ISAM must be returned to ITSO[1] within 10 working days of the status change, accompanied by a letter stating the IRN/ISAMID and the fault experienced. ITSO will then perform a thorough examination of the ISAM to determine the fault and if any further action is applicable.

It is important to note that ITSO will perform reconciliation against the ISMS records to ensure that all ISAMs marked as "FAULTY" have been returned. If ISAMs marked as "FAULTY" are not returned within 10 working days of the status change, they will be reset to "OPERATIONAL" and the connection fee will be charged.

If an ISAM is to be marked as "LOST/STOLEN"
The LM must advise their HOPS provider of the ISAM's IRN/ISAMID so that they can advise the ISMS via an ISMS_SREQ_STATE_CHANGE message.

If the ISAM is subsequently found and the LM wishes to reinstate the ISAM to service, they must again advise their HOPS provider who can update the ISMS accordingly. Note that the LM may decide not to reinstate the ISAM for operational reasons – this is perfectly acceptable.

If an ISAM is to be marked as "OUT OF SERVICE"
The LM must advise their HOPS provider of the ISAM's IRN/ISAMID so that they can advise the ISMS via an ISMS_SREQ_STATE_CHANGE message.

If the LM is not in possession of the ISAM, no further action is required – however, if the LM is in possession of the ISAM, a form 5T must be completed in the ITSO Service Management Tool (http://www.itso.org.uk/servicedesk). The ISAM must then be returned to ITSO[1] accompanied by the 5T and the ITSO Service Management Tool reference. Alternatively, evidence of secure destruction is acceptable.

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[1] For the attention of: Service Management, ITSO Limited, Luminar House, Deltic Avenue, Rooksley, Milton Keynes, MK13 8LW

My HOPS provider cannot perform an ISAM state change, what can I do?
It may be that ITSO can help on a case-by-case basis – however this service will be chargeable.

What about the ITSO Specification? Part 4 mentions more statuses than the ISMS recognises.
This is true and a result of the ISMS not being designed as a billing system. However, the ISMS is secure storage for the "record of truth" of an ISAM's status.

ITSO will need to correct this discrepancy in the longer term, but in the shorter term we suggest the following ISMS statuses corresponding to each Specification status:

Specification status	Corresponding ISMS Status
Not Deployed	n/a – "Not Deployed" is an ISAM status prior to commissioning
Deployed but Not Yet In Service	OPERATIONAL
In Service – Operational	OPERATIONAL
In Service - Lost / Stolen	LOST/STOLEN
In Service – Faulty	FAULTY
In Service - Not owned	OPERATIONAL
In Service – Suspended	OPERATIONAL
Deployed but taken Out Of Service	OUT OF SERVICE
Returned and stored	OPERATIONAL
Not yet in service – lost/stolen	LOST/STOLEN
Not yet in service – faulty	FAULTY
Not yet in service – not owned	OPERATIONAL
Not yet in service – suspended	OPERATIONAL
Unknown	OPERATIONAL
Hotlisted	OUT OF SERVICE
Destroyed	OUT OF SERVICE

I have a query, who do I contact?
Please email finance@itso.org.uk or smtadmin@itso.org.uk

ITSO Ltd
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