

SERVICE SPECIFICATION / PHYSICAL INFRASTRUCTURE

Structured cabling

GHT-SVC-001 · Revision 1.0 · 06 September 2026 · 1 / 3

Copper or fiber links, outlets, patch panels, pathways, and labels for computers, Wi-Fi, cameras, phones, and building systems.

Intended outcome

Labeled outlets and patch-panel ports, per-link test results, and as-built records that match the installed cabling.

Service scope

Structured cabling is the standards-based permanent infrastructure between equipment rooms and outlets. It includes the cable, connectors, patch panels, outlets, pathways, labels and records, not just the cable itself.

Media and category are selected from application speed, distance, environment, pathway, power delivery and useful-life requirements. A higher category is not automatically the better design when another medium or topology fits the requirement more directly.

How the system fits together

01 Work area	Outlet or service point where the device connects
02 Horizontal link	Permanent copper or fiber segment through the approved pathway
03 Telecom room	Labeled patching, rack space, bonding and power coordination
04 Network edge	Switch port, policy and powered-device budget serving the link

Typical project triggers

- Unlabeled or abandoned cabling obscures active links
- New devices exceed available ports or pathway capacity
- Moves and remodels require repeatable outlet standards
- Link errors point to possible physical-layer faults



GHT-SVC-001 / STRUCTURED CABLING

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Requirements

Map devices, applications, distances, density, power needs and owner standards.

Acceptance evidence: Outlet schedule, media basis and assumptions register

02 Route and label plan

Coordinate rooms, pathways, identifiers, patching and future capacity before placement.

Acceptance evidence: Cable schedule, pathway notes and label convention

03 Install and terminate

Place cable within handling limits, terminate the permanent link and dress both ends for service.

Acceptance evidence: Progress photos and endpoint-to-panel mapping

04 Test and hand off

Test to the agreed link requirement, resolve exceptions and assemble the final record.

Acceptance evidence: Per-link test files, exception log, photos and as-built schedule

Handover deliverables

- Outlet and cable schedule
- Labeled patch-panel and work-area terminations
- Per-link test-result files
- As-built route and endpoint records
- Exception and remediation log

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-001 / STRUCTURED CABLING

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Floor plan and device locations
- Application speeds and power-over-Ethernet loads
- Cable distances and environmental conditions
- Room, pathway and ceiling access
- Owner labeling and test-report requirements

Constraints and coordination

- Distance and channel-component limits
- Pathway fill, bend radius and pulling tension
- Separation and coordination with other building systems
- Access windows, occupied-space protection and firestop responsibility

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Telecommunications Industry Association — TIA-568: Commercial Building Telecommunications Cabling Standards | Source review: 2026-08-20

Telecommunications Industry Association — TIA-569: Telecommunications Pathways and Spaces | Source review: 2026-08-20

BICSI — Telecommunications Distribution Methods Manual | Source review: 2026-08-20

IEEE 802.3 Working Group — IEEE 802.3 Ethernet | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL INFRASTRUCTURE

Pathways and containment

GHT-SVC-002 · Revision 1.0 · 06 September 2026 · 1 / 3

Trays, conduit, sleeves, raceway, and supports carry communications cable while accounting for fill, bend radius, separation, firestopping, and access.

Intended outcome

A coordinated route plan with the pathway type, capacity, penetrations, responsibilities, and closeout photos recorded by segment.

Service scope

A pathway may be tray, basket, conduit, sleeves, raceway, J-hooks, underfloor space or a coordinated combination. Containment is selected for cable quantity, media, environment, accessibility and architectural conditions.

Pathway design is also a construction-coordination task. Penetrations, fire-resistance boundaries, structural attachments, ceiling access and trade ownership must be resolved before installation.

How the system fits together

01 Origin	Telecom room, entrance facility or equipment zone
02 Primary pathway	Tray, conduit or route carrying the main cable group
03 Transition	Sleeve, pull point, drop-out or change in pathway method
04 Destination support	Final protected route to the outlet, device or enclosure

Typical project triggers

- Ceilings are crowded or access is limited
- Existing supports are full, damaged or shared improperly
- A renovation crosses rated walls or occupied areas
- Future phases need reserved route capacity



GHT-SVC-002 / PATHWAYS AND CONTAINMENT

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Route survey

Trace origin, destination, obstacles, ratings, access and existing pathway condition.

Acceptance evidence: Annotated route plan and obstruction photos

02 Capacity design

Estimate media count, size, bend needs, pulling access and growth allowance by segment.

Acceptance evidence: Segment schedule with pathway type and capacity basis

03 Trade coordination

Resolve attachment, penetration, firestop, lift, shutdown and restoration responsibilities.

Acceptance evidence: Coordination notes and responsibility matrix

04 Install and inspect

Verify support spacing, transitions, protection, identification and restored barriers.

Acceptance evidence: Inspection record, route photos and updated as-built

Handover deliverables

- Annotated route plan
- Pathway segment and penetration schedule
- Coordination/responsibility notes
- Installation inspection record
- Closeout photos and as-built route

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-002 / PATHWAYS AND CONTAINMENT

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Scaled route and ceiling information
- Cable types, counts and outside diameters
- Fire-rated and security boundaries
- Structural attachment and trade constraints
- Known future phases and growth allowance

Constraints and coordination

- Pathway capacity and cable handling limits
- Fire-resistance and penetration restoration
- Structural attachment and seismic requirements where applicable
- Shared-ceiling congestion and safe access

Commercial scope and responsibilities

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The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Telecommunications Industry Association — TIA-569: Telecommunications Pathways and Spaces | Source review: 2026-08-20

Telecommunications Industry Association — TR-42 Telecommunications Cabling Systems | Source review: 2026-08-20

BICSI — Telecommunications Distribution Methods Manual | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL INFRASTRUCTURE

Telecommunications rooms, racks, grounding and power

GHT-SVC-003 · Revision 1.0 · 06 September 2026 · 1 / 3

Racks, patching, network equipment, power, bonding, cooling, pathways, labels, and access, brought into one maintainable space.

Intended outcome

An organized room with usable rack space, traceable patching, verified power loads, and recorded electrical, cooling, and access dependencies.

Service scope

The telecommunications room is an infrastructure space, not simply a place to hang a switch. Its size, access, pathways, rack layout, bonding, dedicated power and cooling conditions affect every served link.

Electrical, mechanical, architectural and technology responsibilities overlap in this space. The technology design should state dependencies without assuming GHT owns work that belongs to a licensed or owner-designated trade.

How the system fits together

01 Entrance/pathways	Protected cable entry with serviceable transitions
02 Passive layer	Patch panels, enclosures and cable management
03 Active layer	Gateways, switches, controllers and uplinks
04 Facility support	Power, bonding, environment, access and monitoring dependencies

Typical project triggers

- Equipment is stacked, unsupported or blocked
- Patch cables cannot be traced or panels are unlabeled
- UPS load, runtime or receptacle ownership is unknown
- Heat, dust, water or shared storage threatens equipment



GHT-SVC-003 / TELECOMMUNICATIONS ROOMS, RACKS, GROUNDING AND POWER

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Room audit

Inventory racks, panels, equipment, power, bonding, pathways, environment and access.

Acceptance evidence: Room elevation, asset list and condition photos

02 Layout

Assign rack units, cable management, service clearances, patching and growth space.

Acceptance evidence: Rack elevation and port/capacity plan

03 Coordinate dependencies

Identify electrical, bonding, HVAC, structural and security work by responsible trade.

Acceptance evidence: Dependency and responsibility schedule

04 Build and hand off

Install, label, patch, verify loads and document the final state.

Acceptance evidence: As-built elevation, labels, load record and closeout photos

Handover deliverables

- Room and rack elevation
- Equipment and patch-panel schedule
- Power/load and UPS record
- Dependency and exception register
- As-built photos and labeling map

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-003 / TELECOMMUNICATIONS ROOMS, RACKS, GROUNDING AND POWER

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Room dimensions and access clearances
- Equipment list, depth, weight and rack units
- Circuit, receptacle, load and runtime information
- Pathway entry and cable quantities
- Bonding, cooling and access-control responsibility

Constraints and coordination

- Working clearance and safe access
- Electrical and bonding work by the appropriate trade
- Thermal load, airflow and environmental exposure
- Rack depth, weight, anchorage and pathway geometry

Commercial scope and responsibilities

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Technical references

Telecommunications Industry Association — TIA-569: Telecommunications Pathways and Spaces | Source review: 2026-08-20

Telecommunications Industry Association — TR-42 Telecommunications Cabling Systems | Source review: 2026-08-20

BICSI — Telecommunications Distribution Methods Manual | Source review: 2026-08-20

ASHRAE — Data Center Resources | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL INFRASTRUCTURE

Moves, adds, changes, audits and remediation

GHT-SVC-004 · Revision 1.0 · 06 September 2026 · 1 / 3

Moves, additions, repairs, tracing, testing, abandoned-cable review, network-room cleanup, and records updates for existing cabling.

Intended outcome

A verified before-and-after record, tested affected links, corrected labels, and an exception list for work that remains.

Service scope

A MAC request is small only when dependencies are known. Port capacity, VLAN or voice assignment, cable route, furniture, work hours and endpoint readiness can turn a simple move into a service-risk event.

An audit records observed state and evidence. It does not certify concealed conditions or convert assumptions into as-builts. Remediation priorities should separate immediate defects, operational risks and orderly cleanup.

How the system fits together

01 Observed state	What can be traced and evidenced before change
02 Disposition	Retain, repair, relocate, remove or investigate
03 Controlled change	Sequenced work with impact and rollback notes
04 Updated record	Final labels, tests, photos and remaining exceptions

Typical project triggers

- Ports, outlets or patching cannot be traced
- A move or refresh depends on undocumented services
- Abandoned cable or failed links obstruct active infrastructure
- Multiple sites need the same audit and closeout format



GHT-SVC-004 / MOVES, ADDS, CHANGES, AUDITS AND REMEDIATION

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Establish current state

Trace affected endpoints, ports, pathways, services and visible condition.

Acceptance evidence: Before photos, trace table and unknowns list

02 Classify change

Separate retain, relocate, add, repair, remove and owner-decision items.

Acceptance evidence: Disposition schedule and impact notes

03 Execute controls

Stage labels, patching, testing and rollback around the approved work window.

Acceptance evidence: Change log and tested affected-link results

04 Reconcile record

Confirm service, close exceptions and update schedules and photos.

Acceptance evidence: After-state schedule, photos and signed exception list

Handover deliverables

- Current-state audit table
- Before-and-after photo set
- Disposition and exception register
- Affected-link test results
- Updated port, cable and asset schedule

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-004 / MOVES, ADDS, CHANGES, AUDITS AND REMEDIATION

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Affected users, devices and business window
- Known port, circuit and application dependencies
- Available drawings, schedules and prior test files
- Definition of defect and acceptance criteria
- Removal, disposal and restoration responsibilities

Constraints and coordination

- Incomplete records and concealed routes
- Live-service impact during tracing
- Unverified ownership of abandoned material
- Ceiling, furniture, tenant and security access

Commercial scope and responsibilities

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The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Telecommunications Industry Association — TR-42 Telecommunications Cabling Systems | Source review: 2026-08-20

Telecommunications Industry Association — TIA-568: Commercial Building Telecommunications Cabling Standards | Source review: 2026-08-20

BICSI — Telecommunications Distribution Methods Manual | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL INFRASTRUCTURE

Campus and outside-plant fiber

GHT-SVC-005 · Revision 1.0 · 06 September 2026 · 1 / 3

Route and utility discovery, civil coordination, cable construction, splicing, testing, strand records, and restoration planning, combined into one build.

Intended outcome

A protected interbuilding route with identified strands, splice records, measured loss, route markers, and information needed for future repair.

Service scope

Outside-plant fiber begins where the cable leaves the protected building environment. Cable construction, water blocking, armor, strength, conduit, handholes, aerial support and building transition must match the route.

The optical design starts with the communications system, distance and loss budget. Fiber count should also account for resilience, restoration and credible growth because civil work usually dominates the difficulty of adding capacity later.

How the system fits together

01 Building entrance	Transition, protection and termination at each facility
02 OSP route	Conduit, handholes, direct-buried or aerial support system
03 Fiber cable plant	Cable, splices, closures, connectors and spare strands
04 Optical service	Transceivers and applications constrained by distance and loss

Typical project triggers

- Buildings depend on leased or bandwidth-limited links
- Conduit, handhole or route ownership is uncertain
- A new building or exterior system needs backbone connectivity
- Existing fiber lacks strand maps or baseline tests



GHT-SVC-005 / CAMPUS AND OUTSIDE-PLANT FIBER

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Route and utility discovery

Map endpoints, property limits, utilities, civil conditions, permits and access.

Acceptance evidence: Route exhibit, risk register and utility coordination record

02 Optical design

Select topology, cable construction, fiber count, closures, entries and link-loss budget.

Acceptance evidence: Strand plan, component schedule and calculated loss budget

03 Construct and place

Coordinate civil work, inspect pathway, place cable and protect building transitions.

Acceptance evidence: Daily route photos, footage/marker log and installation exceptions

04 Splice, test and document

Complete splicing, end-to-end testing and route/strand closeout.

Acceptance evidence: Splice records, OLTS results, OTDR traces where scoped and as-built map

Handover deliverables

- Route and entrance plan
- Strand, splice and closure schedule
- Calculated and measured loss records
- Route-marker and closeout photo set
- As-built map and restoration information

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-005 / CAMPUS AND OUTSIDE-PLANT FIBER

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Endpoint locations, distance and service requirements
- Property, easement, permit and utility information
- Existing conduit, handhole, pole and entrance condition
- Topology, fiber count and loss budget
- Restoration, outage and future-growth requirements

Constraints and coordination

- Utility locating, permitting and property rights
- Water, temperature, loading and cable-environment compatibility
- Pulling tension, bend radius and pathway condition
- Civil restoration, weather and controlled work windows

Commercial scope and responsibilities

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The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Fiber Optic Association — [Fiber Optic Network Design](#) | Source review: 2026-08-20

Fiber Optic Association — [Outside Plant Fiber Optic Installation](#) | Source review: 2026-08-20

Fiber Optic Association — [FOA-6a: Fiber Optic Cable Plants](#) | Source review: 2026-08-20

BICSI — [BICSI Library of ICT Manuals and Standards](#) | Source review: 2026-08-20

[Service guide and project discussion](#) | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL INFRASTRUCTURE

Inside-plant fiber backbones

GHT-SVC-006 · Revision 1.0 · 06 September 2026 · 1 / 3

Selected fiber types, connectors, polarity, panels, pathways, and terminations carry high-capacity links through the building.

Intended outcome

A protected, polarity-correct backbone with labeled strands, clean terminations, insertion-loss results, and an as-built route.

Service scope

Inside-plant fiber must match the installed environment and optical application. Fiber type, connector interface, polarity, panel density and transitions are designed as a link rather than chosen independently.

Preterminated assemblies can reduce field termination work in suitable pathways; field-spliced constructions can fit long, irregular or high-count routes. The right method depends on pathway access, pulling risk, density, schedule and repair strategy.

How the system fits together

01 Optical interface	Transceiver type, wavelength and supported reach
02 Patch field	Connector interface, polarity and panel density
03 Backbone cable	Rated construction and fiber type through the building pathway
04 Remote room	Labeled termination and corresponding active equipment

Typical project triggers

- Copper backbone distance or bandwidth is limiting service
- Telecommunications rooms need higher-capacity uplinks
- A building refresh changes optical interfaces or density
- Existing strands, polarity or loss are undocumented



GHT-SVC-006 / INSIDE-PLANT FIBER BACKBONES

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Link requirements

Confirm optics, data rate, distance, topology, fiber type and available ports.

Acceptance evidence: Link schedule and optical-interface matrix

02 Cable-plant design

Define pathway, construction, connectors, polarity, panels, strand count and loss budget.

Acceptance evidence: Fiber allocation, panel elevation and calculated loss budget

03 Place and terminate

Protect the cable through pulls and transitions, then splice or connect into labeled panels.

Acceptance evidence: Installation photos, termination map and splice record

04 Test and activate

Inspect/clean connectors, verify polarity and loss, then correlate strands to active links.

Acceptance evidence: Inspection/cleaning log, OLTS results and final strand schedule

Handover deliverables

- Optical link and strand schedule
- Panel and connector map
- Calculated link-loss budget
- Inspection, polarity and insertion-loss results
- As-built route and termination photos

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-006 / INSIDE-PLANT FIBER BACKBONES

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Transceiver type, speed, wavelength and distance
- Existing fiber, panels and connector interfaces
- Pathway length, access and fire-rating transitions
- Strand count, polarity and topology
- Loss-budget and test-format requirements

Constraints and coordination

- Optics and fiber compatibility
- Connector cleanliness and inspection access
- Bend radius, pulling method and pathway transitions
- Fire rating and protected building entry

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Telecommunications Industry Association — TIA-568: Commercial Building Telecommunications Cabling Standards | Source review: 2026-08-20

Fiber Optic Association — Fiber Optic Network Design | Source review: 2026-08-20

Fiber Optic Association — FOA-6a: Fiber Optic Cable Plants | Source review: 2026-08-20

IEEE 802.3 Working Group — IEEE 802.3 Ethernet | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL INFRASTRUCTURE

Fiber splicing and testing

GHT-SVC-007 · Revision 1.0 · 06 September 2026 · 1 / 3

Fusion splicing creates permanent strand connections. OLTS measures end-to-end insertion loss, and OTDR testing adds event-location detail when the route or acceptance plan calls for it.

Intended outcome

Labeled splice trays and strand records, insertion-loss results compared with the loss budget, and OTDR traces when specified.

Service scope

Fusion splicing aligns and joins prepared fibers, then protects and organizes the splice in a tray or closure. Splice workmanship, fiber compatibility, enclosure organization and documentation all affect restoration later.

An optical loss test set measures end-to-end insertion loss. An OTDR estimates event location and characteristics from backscatter. They answer different questions and should be specified deliberately.

How the system fits together

01 Reference plane	Defined test-cable and instrument setup for repeatable measurement
02 Connector events	Mated interfaces that contribute loss and reflectance
03 Splice events	Permanent joins organized in trays or closures
04 End-to-end path	Total cable-plant loss compared with the link budget

Typical project triggers

- New or repaired cable requires permanent joins
- Existing links fail, flap or lack baseline results
- A long route needs event-location evidence
- Owners need strand-level closeout for restoration



GHT-SVC-007 / FIBER SPLICING AND TESTING

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Test plan

Define fibers, wavelengths, references, directions, launch/receive use and acceptance limits.

Acceptance evidence: Approved fiber test matrix and calculated loss budget

02 Prepare and splice

Identify strands, prepare fiber, fusion splice and organize protection in the assigned tray.

Acceptance evidence: Splice-machine results and tray/closure photos

03 Inspect and measure

Inspect/clean connectors, verify continuity and polarity, then run the specified tests.

Acceptance evidence: Connector inspection log, OLTS files and OTDR traces where scoped

04 Resolve and close

Compare results to budget, investigate exceptions and publish final strand records.

Acceptance evidence: Pass/exception summary, corrected retests and final splice schedule

Handover deliverables

- Splice and tray schedule
- Fusion-splice result export where available
- End-to-end insertion-loss files
- OTDR traces where specified
- Exception, retest and final acceptance summary

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-007 / FIBER SPLICING AND TESTING

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Fiber type, count, route and connector interface
- Calculated loss budget and acceptance limits
- Test wavelengths, directions and file format
- Closure, tray and splice-allocation plan
- Access, outage and restoration priority

Constraints and coordination

- Connector contamination and reference uncertainty
- Mixed fiber/backscatter characteristics in OTDR analysis
- Launch/receive access at both ends
- Live-service windows and strand identification

Commercial scope and responsibilities

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The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Fiber Optic Association — Fiber Optic Testing | Source review: 2026-08-20

Fiber Optic Association — Optical Time Domain Reflectometers | Source review: 2026-08-20

Fiber Optic Association — FOA-6a: Fiber Optic Cable Plants | Source review: 2026-08-20

Telecommunications Industry Association — TR-42 Telecommunications Cabling Systems | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06



SERVICE SPECIFICATION / PHYSICAL INFRASTRUCTURE

Dark fiber and carrier demarcation

GHT-SVC-008 · Revision 1.0 · 06 September 2026 · 1 / 3

Dark fiber provides a passive optical path; carrier demarcation pins down the port, strand, inside extension, optics, power, testing, and repair responsibilities on each side.

Intended outcome

An identified handoff with mapped strands and ports, compatible interfaces, baseline test results, and named support contacts.

Service scope

Dark fiber provides a passive path; the owner or service customer supplies compatible optics and accepts responsibility for the optical design within the contract boundary. Availability, route diversity and repair terms come from the actual agreement, not the phrase dark fiber.

The demarc may be a carrier enclosure, patch panel, network interface device or documented port. Power, rack space, entrance conduit, inside extension and cross-connect work must be assigned before the carrier arrives.

How the system fits together

01 Provider network	Carrier-owned route and transmission responsibility
02 Entrance facility	Building entry, protection and provider equipment space
03 Demarcation	Explicit port or panel where responsibility changes
04 Customer extension	Customer-owned fiber, optics, power and network beyond the handoff

Typical project triggers

- A new carrier service needs an inside extension
- Multiple carriers share an undocumented entrance room
- Dark-fiber strands or route diversity cannot be confirmed
- Trouble tickets stall at an unclear ownership boundary



GHT-SVC-008 / DARK FIBER AND CARRIER DEMARCATION

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Read the service handoff

Confirm provider scope, demarc location, interface, strands, dates and customer dependencies.

Acceptance evidence: Responsibility matrix and service-handoff summary

02 Survey the entrance path

Verify conduit, building entry, room, rack, power, panels and inside extension route.

Acceptance evidence: Entrance-route photos and readiness checklist

03 Build and correlate

Install the customer-side extension or cross-connect and label every transition.

Acceptance evidence: Port/strand map and end-to-end label record

04 Test and turn up

Measure the agreed segment, preserve baseline results and record operational contacts.

Acceptance evidence: Test files, turn-up record and escalation/contact sheet

Handover deliverables

- Demarc and responsibility diagram
- Entrance/inside-extension readiness checklist
- Port, strand and cross-connect schedule
- Customer-side test baseline
- Turn-up, contact and escalation record

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-008 / DARK FIBER AND CARRIER DEMARCATION

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Carrier order, scope and demarc definition
- Interface, connector, optics and strand requirements
- Entrance, riser and inside-extension route
- Rack, power, grounding and access readiness
- Support contacts, repair terms and diversity claims

Constraints and coordination

- Carrier schedule and provider-controlled work
- Building entrance rights and landlord coordination
- Interface and optical-budget compatibility
- Unverified physical diversity or shared conduit risk

Commercial scope and responsibilities

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Technical references

Fiber Optic Association — [Fiber Optic Network Design](#) | Source review: 2026-08-20

Fiber Optic Association — [FOA-6a: Fiber Optic Cable Plants](#) | Source review: 2026-08-20

Telecommunications Industry Association — [TR-42 Telecommunications Cabling Systems](#) | Source review: 2026-08-20

[Service guide and project discussion](#) | Source review: 2026-09-06

SERVICE SPECIFICATION / DATA CENTER

Data-center white-space build-out

GHT-SVC-009 · Revision 1.0 · 06 September 2026 · 1 / 3

Racks, pathways, cabling, labels, access, and technology turnover, coordinated with the electrical, cooling, grounding, structural, fire, and security work owned by the responsible trades.

Intended outcome

Cabinet positions, pathways, labels, port plans, and open facility dependencies checked against a rack-ready checklist.

Service scope

White space is the controlled area occupied by IT cabinets and their supporting distribution. A successful build-out coordinates technology with architectural, structural, electrical, mechanical, fire-protection and security scopes.

GHT's role is defined at the project boundary: racks, pathways, cabling, labeling, technology coordination and documentation may be included, while licensed facility work is performed by and verified through the designated trades.

How the system fits together

01 Cabinet row	Equipment locations, rack units, weight and service clearances
02 Connectivity plane	Overhead or underfloor pathways and distribution zones
03 Facility plane	Power, bonding, cooling, fire and structural dependencies
04 Operations plane	Access, labeling, monitoring and change-control handoff

Typical project triggers

- New rows or cages are being added
- Power or cooling density changes with a hardware refresh
- Overhead and underfloor routes compete for space
- Cabinet delivery is ahead of documented readiness



GHT-SVC-009 / DATA-CENTER WHITE-SPACE BUILD-OUT

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Basis of design

Confirm cabinet schedule, loads, topology, density, resilience and owner/colo standards.

Acceptance evidence: Requirements matrix and responsibility boundary

02 Multidiscipline layout

Coordinate elevations, aisles, clearances, pathways, power feeds, airflow and security zones.

Acceptance evidence: Coordinated rack/pathway plan and issue log

03 Install and stage

Set approved technology infrastructure, labels and patching in the agreed construction sequence.

Acceptance evidence: Installation inspection sheets and progress photos

04 Readiness turnover

Verify cabinet, path, port, power and facility dependencies before equipment activation.

Acceptance evidence: Rack-ready checklist, as-builts and open-item register

Handover deliverables

- Coordinated rack and pathway layout
- Cabinet/rack-ready checklist
- Technology responsibility matrix
- Label, port and patching schedule
- As-built elevations, photos and open-item log

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-009 / DATA-CENTER WHITE-SPACE BUILD-OUT

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Cabinet, rack-unit, weight and delivery schedule
- Power feed, redundancy and load information
- Cooling design and expected IT heat load
- Network topology and cable-density forecast
- Security, fire, access and construction sequence

Constraints and coordination

- Facility work owned by licensed/designated trades
- Floor loading, anchorage and service clearances
- Power/cooling availability and commissioning sequence
- Live-room access, contamination control and change management

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Telecommunications Industry Association — TIA-942: Telecommunications Infrastructure Standard for Data Centers | Source review: 2026-08-20

BICSI — BICSI Library of ICT Manuals and Standards | Source review: 2026-08-20

ASHRAE — Data Center Resources | Source review: 2026-08-20

Telecommunications Industry Association — TIA-569: Telecommunications Pathways and Spaces | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / DATA CENTER

Data-center structured cabling

GHT-SVC-010 · Revision 1.0 · 06 September 2026 · 1 / 3

Carrier, distribution, and equipment areas connect through managed copper and fiber patch fields with planned topology, density, polarity, labels, and tests.

Intended outcome

Labeled panels, trunks, and ports with verified performance, controlled polarity, usable patching access, and an as-built connectivity record.

Service scope

Data-center cabling combines topology and administration with physical media. Main, horizontal, intermediate and equipment distribution areas can provide structured transition points appropriate to the facility scale.

Fiber type, connector format, polarity and breakouts must follow the planned switch and server interfaces. High density saves space only when technicians can still inspect, patch, trace and replace components safely.

How the system fits together

01 Core/distribution	Primary switching and inter-area connectivity
02 Structured patch field	Managed cross-connect or interconnect points
03 Row/rack distribution	Trunks, panels and breakouts serving equipment zones
04 Equipment link	Final patching to compute, storage or network ports

Typical project triggers

- Direct equipment-to-equipment runs obstruct change
- Port growth exceeds panel or pathway capacity
- A speed migration changes optics, polarity or connector density
- A/B cabling cannot be followed from rack to source



GHT-SVC-010 / DATA-CENTER STRUCTURED CABLING

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Port and topology model

Map equipment ports, speeds, media, patch points, A/B relationships and forecast growth.

Acceptance evidence: Port matrix and logical-to-physical topology

02 Physical design

Select panels, trunks, polarity, cable lengths, pathways, labels and maintenance access.

Acceptance evidence: Rack elevations, bill of material basis and polarity map

03 Stage and install

Prelabel, inspect and place cable systems in sequence with cabinets and network equipment.

Acceptance evidence: Installation/inspection log and end-to-end mapping

04 Test and reconcile

Run specified media tests, resolve exceptions and align records with live port assignments.

Acceptance evidence: Test files, port reconciliation and as-built patch schedule

Handover deliverables

- Physical connectivity and port matrix
- Rack/panel elevation and polarity map
- Labeled trunks, panels and patch fields
- Copper/fiber acceptance-test files
- As-built cable and patching schedule

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-010 / DATA-CENTER STRUCTURED CABLING

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Port count, speed, media and interface by equipment
- Topology, A/B and failure-domain requirements
- Rack elevations and pathway capacity
- Connector density, polarity and migration method
- Testing, labeling and change-record standards

Constraints and coordination

- Live-equipment access and approved maintenance windows
- Density versus inspection and serviceability
- Polarity and transceiver compatibility
- Pathway separation, airflow and cable-volume limits

Commercial scope and responsibilities

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Technical references

Telecommunications Industry Association — TIA-942: Telecommunications Infrastructure Standard for Data Centers | Source review: 2026-08-20

Telecommunications Industry Association — TIA-568: Commercial Building Telecommunications Cabling Standards | Source review: 2026-08-20

BICSI — BICSI Library of ICT Manuals and Standards | Source review: 2026-08-20

IEEE 802.3 Working Group — IEEE 802.3 Ethernet | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06



SERVICE SPECIFICATION / DATA CENTER

Data-center migrations and decommissioning

GHT-SVC-011 · Revision 1.0 · 06 September 2026 · 1 / 3

Services map to racks, ports, power, and owners; then cutover, validation, rollback, equipment release, media handling, removal, and final record updates run in sequence.

Intended outcome

A time-stamped cutover and acceptance record, matched assets and ports, and documented disposition for every released item.

Service scope

A migration plan connects logical services to physical ports, cables, power feeds, racks and owners. The sequence should include prerequisites, freeze points, acceptance tests, rollback criteria and escalation roles.

Decommissioning is not bulk removal. Equipment and media require positive identification, authorization and disposition. Data sanitization method and evidence are selected by the asset owner's information policy and current guidance.

How the system fits together

01 Source state	Services, assets, links and data before the change
02 Migration wave	Sequenced dependency group with owners and timing
03 Target state	Expected ports, services and acceptance observations
04 Disposition path	Reuse, return, sanitize, recycle or authorized destruction

Typical project triggers

- A site, room, cage or platform is closing
- Equipment must move during a limited outage
- Assets and cables cannot be matched to current services
- Retired media needs controlled sanitization or destruction



GHT-SVC-011 / DATA-CENTER MIGRATIONS AND DECOMMISSIONING

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Discover dependencies

Map services to assets, ports, links, power, owners, vendors and change restrictions.

Acceptance evidence: Dependency matrix, asset/port inventory and unknowns log

02 Plan waves and rollback

Group changes, define prerequisites, acceptance tests, stop criteria and recovery paths.

Acceptance evidence: Runbook, responsibility chart and approved rollback criteria

03 Execute and validate

Perform each authorized wave, observe services and record deviations before proceeding.

Acceptance evidence: Time-stamped change log and service acceptance results

04 Decommission and reconcile

Remove only released assets, control media disposition and restore the space.

Acceptance evidence: Disposition/chain record, sanitization evidence and final inventory

Handover deliverables

- Migration/decommission runbook
- Asset, port and cable reconciliation
- Time-stamped change and acceptance log
- Exception and rollback record
- Disposition, sanitization and space-restoration evidence

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Service, application and physical dependency map
- Asset, serial, rack, port and ownership inventory
- Target-state capacity and configuration readiness
- Change window, acceptance and rollback thresholds
- Data classification and disposition policy

Constraints and coordination

- Unknown shared dependencies
- Vendor, carrier and facility change approvals
- Live-service and rollback timing
- Data handling, chain of custody and authorized disposal

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Telecommunications Industry Association — TIA-942: Telecommunications Infrastructure Standard for Data Centers | Source review: 2026-08-20

BICSI — BICSI Library of ICT Manuals and Standards | Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-88 Rev. 2: Guidelines for Media Sanitization | Source review: 2026-08-20

ASHRAE — Data Center Resources | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / DATA CENTER

DCIM enablement

GHT-SVC-012 · Revision 1.0 · 06 September 2026 · 1 / 3

Sites, rooms, racks, assets, ports, circuits, and sensors get normalized, supported data sources connect, and physical changes gain a defined path into the model.

Intended outcome

Rack, asset, power, connectivity, and sensor records checked against the data-center floor, with import exceptions and update procedures assigned.

Service scope

A DCIM platform is only useful when rack, asset, port, circuit, and sensor identifiers match the floor and every physical change updates the record.

A staged rollout usually starts with one use case, such as rack inventory, power capacity, or environmental alarms, then expands after data quality and support ownership are proven.

How the system fits together

01 Sources	Assets, ports, power, sensors, network and facility systems
02 Normalization	Identifiers, relationships, units and data-quality rules
03 DCIM model	Physical hierarchy, capacity, connectivity and telemetry
04 Operations	Alarms, reports, planning, work orders and change reconciliation

Typical project triggers

- Rack, asset and port records disagree across systems
- Power or space capacity is estimated manually
- Environmental alarms lack location or escalation context
- A DCIM platform exists but operational adoption is low



GHT-SVC-012 / DCIM ENABLEMENT

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Use case and source

Choose the decisions to support and identify system owners and sources of record.

Acceptance evidence: Use-case charter, field dictionary and ownership matrix

02 Model and normalize

Define site, room, row, rack, asset, port, circuit, sensor and relationship identifiers.

Acceptance evidence: Data model, naming rules and import/reconciliation report

03 Integrate and validate

Connect supported APIs, telemetry and imports; compare samples against physical state.

Acceptance evidence: Integration map, validation sample and error/exception log

04 Operationalize

Build roles, alarms, reports and change procedures around maintained data.

Acceptance evidence: Runbook, role matrix, dashboard acceptance and update audit

Handover deliverables

- DCIM data and integration architecture
- Naming/identifier and field dictionary
- Normalized import with exception report
- Validation and reconciliation results
- Operations runbook, dashboards and ownership matrix

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-012 / DCIM ENABLEMENT

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Priority operational use cases and success measures
- Current systems, exports, APIs and data owners
- Physical hierarchy and identifier conventions
- Telemetry protocols, units, intervals and retention
- Roles, change process, alarm routing and security boundary

Constraints and coordination

- Incomplete or conflicting source records
- Vendor/API coverage and licensing
- Credentials, network segmentation and least-privilege access
- Ongoing ownership after adds, moves and removals

Commercial scope and responsibilities

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The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Distributed Management Task Force — Redfish Standard | Source review: 2026-08-20

Telecommunications Industry Association — TIA-942: Telecommunications Infrastructure Standard for Data Centers | Source review: 2026-08-20

BICSI — BICSI Library of ICT Manuals and Standards | Source review: 2026-08-20

ASHRAE — Data Center Resources | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / NETWORKS AND WIRELESS

Network core, routing, switching and segmentation

GHT-SVC-013 · Revision 1.0 · 06 September 2026 · 1 / 3

Switching, routing, VLANs, address plans, security policy, uplinks, PoE, management access, configuration backups, and recovery, designed together.

Intended outcome

Current physical and logical diagrams, a VLAN and policy matrix, validated configurations, tested allowed and blocked paths, and recovery access.

Service scope

Switching moves frames within network segments; routing moves traffic between networks; security policy controls allowed paths. VLANs create logical separation but are not a complete security control without correctly enforced routing, filtering, identity and management boundaries.

Core design starts with applications, users, devices, data flows and consequences. Hardware throughput matters, but so do port media, uplinks, power budgets, configuration ownership, observability and a recoverable change process.

How the system fits together

01 Edge networks	Users, guests, cameras, voice, servers, IoT and OT zones
02 Access switching	Ports, PoE, VLAN assignment and local uplinks
03 Core/routing	Inter-zone paths, upstream routing and failure domains
04 Policy/management	Filtering, identity, logging, administration and recovery access

Typical project triggers

- Guest, camera, user and operational devices share one flat network
- Core equipment is at port or throughput limits
- Network diagrams do not match current configuration
- A failure or change affects more systems than expected



GHT-SVC-013 / NETWORK CORE, ROUTING, SWITCHING AND SEGMENTATION

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Discover flows

Inventory users, devices, services, providers, management paths and required communications.

Acceptance evidence: Asset/data-flow map and dependency register

02 Design zones and capacity

Define subnets, VLANs, routing, policies, uplinks, failure domains and management access.

Acceptance evidence: Logical design, addressing plan and policy matrix

03 Stage and change

Build configurations, validate dependencies and execute within a controlled migration window.

Acceptance evidence: Reviewed configuration, change log and rollback checkpoint

04 Validate and hand off

Test allowed/denied paths, performance, failover where scoped and management recovery.

Acceptance evidence: Test matrix, configuration backup and final diagrams

Handover deliverables

- Physical and logical network diagrams
- Addressing, VLAN and policy matrix
- Port/uplink and capacity schedule
- Validated configuration backup
- Allowed/denied path and failover test record

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-013 / NETWORK CORE, ROUTING, SWITCHING AND SEGMENTATION

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Device, user, application and data-flow inventory
- Provider, WAN, server and cloud dependencies
- Port, media, PoE and throughput demand
- Security zones and permitted communications
- Availability, maintenance and recovery requirements

Constraints and coordination

- Legacy device and protocol behavior
- Shared provider, power and physical-path dependencies
- Maintenance windows and remote-access continuity
- Throughput impact of security inspection and logging

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Cybersecurity and Infrastructure Security Agency — Enhanced Visibility and Hardening Guidance for Communications Infrastructure | Source review: 2026-08-20

IEEE 802.3 Working Group — IEEE 802.3 Ethernet | Source review: 2026-08-20

Telecommunications Industry Association — TIA-568: Commercial Building Telecommunications Cabling Standards | Source review: 2026-08-20

BICSI — Telecommunications Distribution Methods Manual | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / NETWORKS AND WIRELESS

Business and guest Wi-Fi

GHT-SVC-014 · Revision 1.0 · 06 September 2026 · 1 / 3

Business Wi-Fi carries staff and operational devices; guest Wi-Fi gives visitors separated access.

Intended outcome

Measured coverage and service behavior, documented AP locations and settings, separated user and device networks, and a post-install issue record.

Service scope

Wi-Fi performance is shared airtime. Signal strength matters, but so do noise, interference, channel use, client capability, access-point load, uplink capacity, authentication and roaming behavior.

Predictive design estimates coverage from drawings and materials; on-site survey and post-install validation measure the real RF environment. Critical mobility workflows may also require application and client testing, not just signal readings.

How the system fits together

01 Client population	Managed users, guests, scanners, voice, IoT and specialty devices
02 RF cells	Channels, power, coverage overlap, interference and airtime
03 Wired edge	Cabling, switch uplinks and PoE serving each access point
04 Policy/services	Authentication, segmentation, DHCP/DNS and internet/application paths

Typical project triggers

- Dead zones, sticky clients or unstable roaming disrupt work
- Guest traffic shares business or device networks
- New scanners, tablets, voice or high-density areas are planned
- Access points were placed from convenience rather than RF requirements



GHT-SVC-014 / BUSINESS AND GUEST WI-FI

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Requirements and RF inputs

Document areas, materials, users, device radios, applications, density and target behavior.

Acceptance evidence: Coverage/capacity requirements and device profile

02 Predict and coordinate

Model access-point locations, channels, power, cabling, switch ports, PoE and mounting.

Acceptance evidence: Predictive plan, AP schedule and wired-dependency check

03 Configure and deploy

Build SSIDs, authentication, segmentation and radio settings; install at coordinated locations.

Acceptance evidence: Configuration baseline and installed-location photos

04 Validate service

Measure coverage, noise, channel use and agreed application/client behavior; tune exceptions.

Acceptance evidence: Post-install survey, issue map and final configuration backup

Handover deliverables

- Predictive RF and access-point plan
- AP/cable/switch/PoE schedule
- SSID, authentication and segmentation design
- Post-install validation report
- Final configuration, location and exception records

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-014 / BUSINESS AND GUEST WI-FI

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Scaled floor plan, materials and ceiling conditions
- User/device counts, radio capabilities and movement
- Application throughput, latency and roaming needs
- Existing RF survey and interference information
- Authentication, segmentation, internet and support policy

Constraints and coordination

- Client device capability and driver behavior
- Building materials, interference and changing occupancy
- Available channels and regulatory domain
- Wired uplink, PoE, internet and upstream service limits

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

IEEE 802.11 Working Group — About IEEE 802.11 | Source review: 2026-08-20

BICSI — BICSI Library of ICT Manuals and Standards | Source review: 2026-08-20

Telecommunications Industry Association — TR-42 Telecommunications Cabling Systems | Source review: 2026-08-20

Cybersecurity and Infrastructure Security Agency — Enhanced Visibility and Hardening Guidance for Communications Infrastructure | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / NETWORKS AND WIRELESS

Distributed antenna systems and ERRCS

GHT-SVC-015 · Revision 1.0 · 06 September 2026 · 1 / 3

A distributed antenna system carries radio signals through a building or campus.

Intended outcome

Coverage maps and commissioning results tied to the correct radio service, frequencies, headend, distribution, alarms, authority, and carrier dependencies.

Service scope

DAS is a distributed RF infrastructure of signal sources, distribution components and antennas. Passive, active and hybrid architectures have different reach, power, fiber, coaxial cable, space and monitoring needs.

ERRCS requirements are jurisdiction- and project-specific. The fire code official, radio-system owner and other authorities determine applicable criteria and acceptance. A commercial cellular design does not automatically satisfy public-safety requirements.

How the system fits together

01 RF source	Carrier signal, donor source, base station or public-safety radio system
02 Headend	Filtering, amplification, control and monitoring equipment
03 Distribution	Fiber, coaxial cable, remote units and splitters/taps
04 Antenna layer	Planned in-building or campus coverage zones

Typical project triggers

- Interior cellular service is unreliable or capacity-limited
- A project review identifies public-safety radio coverage requirements
- Large, below-grade, shielded or high-occupancy spaces are planned
- An existing booster/DAS lacks current test and monitoring records



GHT-SVC-015 / DISTRIBUTED ANTENNA SYSTEMS AND ERRCS

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Authority and use case

Identify radio systems, service goals, jurisdiction, stakeholders and acceptance authority.

Acceptance evidence: Requirements/authority matrix and meeting record

02 RF and infrastructure design

Survey/model coverage; define source, frequencies, antennas, distribution, pathways, power and monitoring.

Acceptance evidence: RF basis, floor design and coordinated infrastructure schedule

03 Provider/AHJ coordination

Obtain required carrier, frequency-owner, permit and authority reviews before activation.

Acceptance evidence: Review comments, approvals and responsibility log

04 Commission and document

Test the agreed grid/areas, alarms and operating conditions with required witnesses.

Acceptance evidence: Commissioning report, test maps, alarm results and as-builts

Handover deliverables

- RF survey/design basis and coverage maps
- Headend, pathway, antenna and riser plans
- Stakeholder/authority responsibility matrix
- Commissioning and alarm-test records
- As-built RF infrastructure and equipment schedule

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-015 / DISTRIBUTED ANTENNA SYSTEMS AND ERRCS

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Building plans, materials and below-grade areas
- Required radio services, bands and performance criteria
- Carrier, radio-owner and AHJ contacts
- Headend, riser, pathway, power and monitoring locations
- Test grid, witness, permit and closeout requirements

Constraints and coordination

- Carrier and radio-system-owner authorization
- Jurisdiction-specific code and AHJ interpretation
- RF interference, isolation and donor-signal conditions
- Pathway, fire-resistance, power and monitoring dependencies

Commercial scope and responsibilities

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Technical references

[BICSI — ANSI/BICSI 006-2026: Distributed Antenna Systems](#) | Source review: 2026-08-20

[Federal Communications Commission — FCC 13-21: Signal Booster Rules](#) | Source review: 2026-08-20

[BICSI — BICSI Library of ICT Manuals and Standards](#) | Source review: 2026-08-20

[Service guide and project discussion](#) | Source review: 2026-09-06



SERVICE SPECIFICATION / NETWORKS AND WIRELESS

Private 5G and CBRS

GHT-SVC-016 · Revision 1.0 · 06 September 2026 · 1 / 3

Private LTE or 5G combines compatible devices, SIM or eSIM identities, radios, transport, and a mobile core; many US deployments use CBRS spectrum under FCC Part 96.

Intended outcome

A measured pilot or production network with confirmed device and band compatibility, spectrum records, traffic paths, configuration, and support procedures.

Service scope

A private cellular network normally includes radio units, antennas, transport, a cellular core, subscriber identity management and integration to enterprise or operational networks. It is not simply a different kind of access point.

CBRS uses a three-tier shared-spectrum model coordinated by a Spectrum Access System. Device registration, location, operating parameters and possible channel changes are part of normal operation and must be designed into monitoring and support.

How the system fits together

01 Subscriber device	Band-compatible modem with provisioned SIM or eSIM identity
02 Radio access	CBSD/radio and antennas providing planned RF coverage
03 Mobile core	Authentication, sessions, mobility and traffic policy
04 Enterprise boundary	Controlled paths to applications, internet, IT or OT networks

Typical project triggers

- Wide-area mobile devices outgrow existing Wi-Fi behavior
- Deterministic identity and SIM/eSIM lifecycle are useful
- Outdoor, yard or industrial coverage needs managed mobility
- A neutral-host or carrier alternative is being evaluated



GHT-SVC-016 / PRIVATE 5G AND CBRS

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Use-case proof

Define devices, mobility, traffic, latency, coverage, identity and operational consequence.

Acceptance evidence: Use-case scorecard and device/band compatibility matrix

02 RF/core architecture

Design radios, antennas, transport, cellular core, subscriber identities and network boundaries.

Acceptance evidence: RF prediction, logical architecture and data-flow map

03 Spectrum and pilot

Coordinate compliant devices and SAS operation, stage a limited area, and validate real clients.

Acceptance evidence: Registration records, pilot log and measured coverage/service results

04 Operational handoff

Finalize monitoring, identity lifecycle, channel-event response, support and change ownership.

Acceptance evidence: Runbook, inventory, configuration backup and acceptance report

Handover deliverables

- Use-case and device-compatibility matrix
- RF and radio/core architecture
- Subscriber identity and network-policy design
- Pilot coverage/application test report
- Spectrum, inventory, monitoring and operations runbook

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Use cases, client count, mobility and application behavior
- Device modem, band, SIM/eSIM and certification support
- Coverage area, construction and interference environment
- Core location, backhaul, addressing and security boundaries
- SAS, spectrum tier, monitoring and operations model

Constraints and coordination

- Device and band compatibility
- FCC Part 96 and SAS operating conditions
- Core/backhaul availability and integration
- Specialized monitoring, identity and radio support skills

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Electronic Code of Federal Regulations — 47 CFR Part 96: Citizens Broadband Radio Service | Source review: 2026-08-20

BICSI — ANSI/BICSI 006-2026: Distributed Antenna Systems | Source review: 2026-08-20

Cybersecurity and Infrastructure Security Agency — Enhanced Visibility and Hardening Guidance for Communications Infrastructure | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / NETWORKS AND WIRELESS

Outdoor and point-to-point wireless

GHT-SVC-017 · Revision 1.0 · 06 September 2026 · 1 / 3

Outdoor wireless extends network service to remote buildings, cameras, gates, and equipment.

Intended outcome

A weather-ready radio link with a path profile, link budget, alignment and performance baseline, endpoint records, and a maintenance plan.

Service scope

A fixed wireless link depends on more than visual line of sight. Frequency, path length, Fresnel-zone clearance, terrain, foliage, structures, interference, antenna gain, mounting stability and legal operating limits affect the link budget.

The radio system also depends on cable entry, surge and bonding coordination, local power, network segmentation, enclosure/environment ratings, safe access and a recovery method if alignment or hardware fails.

How the system fits together

01 Network endpoint A	Switching, power, policy and physical cable entry
02 Radio path	Frequency, distance, Fresnel clearance and interference environment
03 Network endpoint B	Mount, radio, enclosure and local distribution
04 Service/fallback	Applications carried, monitoring, spares and alternate access

Typical project triggers

- A remote building or yard lacks a practical wired route
- Temporary construction or event connectivity is needed
- Outdoor cameras, gates or operational devices need coverage
- An existing bridge is unstable during weather or seasonal growth



GHT-SVC-017 / OUTDOOR AND POINT-TO-POINT WIRELESS

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Path study

Confirm coordinates, elevations, obstructions, Fresnel clearance, spectrum and access at both ends.

Acceptance evidence: Path profile, site photos and feasibility/risk record

02 Link and site design

Calculate the link, select radios/antennas, mounts, power, cable entry and network policy.

Acceptance evidence: Link budget, mounting details and endpoint schedule

03 Install and align

Mount securely, weatherproof transitions, coordinate bonding/surge work and align to planned levels.

Acceptance evidence: Installation photos, alignment values and configuration record

04 Validate and baseline

Measure signal, noise, modulation, throughput and application behavior under agreed conditions.

Acceptance evidence: Link-health baseline, performance results and maintenance runbook

Handover deliverables

- Path profile and RF link budget
- Endpoint/mounting and cable-entry plan
- Frequency/configuration and network-policy record
- Alignment and performance baseline
- As-built photos, inventory and maintenance/recovery runbook

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-017 / OUTDOOR AND POINT-TO-POINT WIRELESS

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Endpoint coordinates, heights and path distance
- Terrain, foliage, structures and seasonal obstruction
- Capacity, latency and application requirements
- Available spectrum and interference survey
- Mounting, structural, power, grounding and safe-access conditions

Constraints and coordination

- Fresnel obstruction, foliage and future construction
- Spectrum rules and changing interference
- Wind, water, temperature, lightning and mounting movement
- Safe roof/tower access, power and service restoration time

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

[IEEE 802.11 Working Group — About IEEE 802.11](#) | Source review: 2026-08-20

[Electronic Code of Federal Regulations — 47 CFR Part 15: Radio Frequency Devices](#) | Source review: 2026-08-20

[BICSI — BICSI Library of ICT Manuals and Standards](#) | Source review: 2026-08-20

[Service guide and project discussion](#) | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL SECURITY

Video surveillance

GHT-SVC-018 · Revision 1.0 · 06 September 2026 · 1 / 3

Camera placement, lighting, network capacity, recording, retention, permissions, health alerts, and evidence export, designed around the events each view must capture.

Intended outcome

Named camera views with accepted day and night samples, verified recording and retention, tested export, and administrator access.

Service scope

Video surveillance combines scene objectives, cameras, network transport, recording, time synchronization, retention, user permissions, and evidence export. Resolution alone does not determine usable detail; distance, field of view, motion, lighting, compression, and mounting angle all matter.

The design should also define who may view live or recorded video, how long recordings are retained, what happens when storage or a camera fails, and how exports are documented. Privacy and local notice or recording rules remain the owner's responsibility and should be reviewed with counsel where needed.

How the system fits together

01 Scene	Purpose, subject size, movement, light, weather, privacy boundary
02 Edge	Lens, sensor, mount, enclosure, illumination, local analytics
03 Transport	PoE budget, switching, segmentation, uplinks, time source
04 Record and review	Storage, retention, permissions, search, export, health monitoring

Typical project triggers

- Blind spots or images that lack incident detail
- Retention that is unknown or shorter than the investigation cycle
- Slow, inconsistent, or undocumented clip retrieval
- A move from isolated recorders to a managed multi-site platform



GHT-SVC-018 / VIDEO SURVEILLANCE

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Define the evidence question

Walk each scene with the owner, identify the event and subject detail required, and record lighting, privacy, retention, and operator needs.

Acceptance evidence: Annotated view-objective schedule with scene photos, risk notes, and retention assumptions.

02 Engineer the recording path

Select lens and placement, estimate bitrate and storage, map PoE and uplinks, and define recording, user, time, and alert settings.

Acceptance evidence: Camera schedule, coverage plan, storage calculation, network dependencies, and permission matrix.

03 Install and configure

Mount, focus, label, aim, update, name, and configure recording profiles without blocking egress, maintenance access, or required sightlines.

Acceptance evidence: Device inventory, labeled endpoints, configuration record, and installation photos.

04 Prove retrieval

Validate day and night views, motion, time alignment, retention behavior, health alerts, user access, and export on the owner's real workflow.

Acceptance evidence: Accepted sample clips and stills, export test, retention readout, administrator handoff, and exception list.

Handover deliverables

- Annotated coverage and camera schedule
- Bandwidth, PoE, and storage assumptions
- Named device and recording configuration record
- Day/night acceptance samples and export test
- Administrator guide, asset list, and unresolved exceptions

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-018 / VIDEO SURVEILLANCE

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- View objective and incident type for every location
- Day, night, glare, backlight, weather, and motion conditions
- Retention target and expected review frequency
- Authorized users, locations, and export procedure
- Existing pathways, PoE capacity, uplinks, storage, and time source

Constraints and coordination

- Cameras do not guarantee prevention, identification, or a specific investigative result
- Audio recording, facial recognition, license-plate use, and retention can trigger jurisdiction-specific obligations
- Image usability changes with lighting, distance, motion, obstructions, and maintenance
- Cloud features depend on licensing and available connectivity; local recording depends on protected on-site equipment

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

ONVIF — Profiles overview | Source review: 2026-08-20

Security Industry Association — Data Privacy Code of Practice: Video Surveillance | Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-53 Rev. 5: Security and Privacy Controls | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL SECURITY

Access control

GHT-SVC-019 · Revision 1.0 · 06 September 2026 · 1 / 3

Credentials, readers, controllers, locks, door contacts, request-to-exit devices, schedules, power, network, and administrator policy, with project-specific door-hardware and life-safety review.

Intended outcome

Controlled openings with tested credential, schedule, door-position, power-loss, network-loss, and approved emergency behavior.

Service scope

An access-controlled opening is more than a reader. It includes the door, frame, latch or lock, closer, hinges, power transfer, egress hardware, door contact, request-to-exit method, controller, power supply, network path, credentials, schedules, and event policy.

A qualified door-hardware and life-safety review may be required. The authority having jurisdiction, fire-alarm contractor, architect, or hardware specialist determines applicable requirements; an integrator should not replace that review with a generic wiring assumption.

How the system fits together

01 Opening	Door, frame, lock, closer, egress, contact, request to exit
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02 Field control	Reader, controller, supervised inputs, relays, protected power
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03 Platform	Identity, credentials, groups, schedules, events, audit trail
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04 Interfaces	Fire alarm, elevator, gate, intercom, video, visitor workflow
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Typical project triggers

- Keys are difficult to recover or audit
- Door events do not match the physical state of the opening
- Multiple credential systems create inconsistent access
- New tenant, department, restricted area, elevator, or gate workflows



GHT-SVC-019 / ACCESS CONTROL

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Survey the opening

Document door and frame condition, hardware, egress, fire rating, power, pathway, network, accessibility, and current key or credential workflow.

Acceptance evidence: Door-by-door survey with hardware photos, measurements, existing conditions, and issues requiring specialist or authority review.

02 Define states and policy

Map authorized groups, schedules, lock and unlock behavior, forced or held events, power loss, network loss, emergency interface, and credential lifecycle.

Acceptance evidence: Door function matrix, credential and schedule matrix, riser, power budget, and interface responsibility list.

03 Coordinate and implement

Sequence locksmith, electrical, fire-alarm, network, and security work; install and label devices; then configure roles and event rules.

Acceptance evidence: Labeled controller and field wiring, device inventory, configuration export, and coordination signoffs.

04 Exercise every state

Test valid and invalid credentials, schedules, door position, request to exit, forced and held events, power and network states, and approved emergency interfaces.

Acceptance evidence: Opening-by-opening acceptance sheet, event-log samples, exception register, administrator accounts, and training record.

Handover deliverables

- Door survey and function matrix
- Hardware, power, pathway, network, and interface design
- Credential groups, schedules, event rules, and administrator record
- State-by-state acceptance results and event-log samples
- As-built door schedule, labeled panels, asset list, and training

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-019 / ACCESS CONTROL

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Door, frame, hardware, egress, fire-rating, and accessibility conditions
- Users, groups, schedules, credential issue and revocation workflow
- Required behavior during power, network, fire-alarm, and lockdown states
- Available pathway, controller location, power, batteries, and network
- Integration, event retention, reporting, and administrator requirements

Constraints and coordination

- Door hardware, egress, accessibility, fire rating, and emergency release require project-specific review
- Access control records entry events; they do not prove a person's identity or prevent tailgating by themselves
- Cloud administration and mobile credentials depend on licensing, supported devices, and connectivity
- Existing doors may need locksmith, glazing, carpentry, electrical, or fire-alarm work outside the security scope

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Security Industry Association — Open Supervised Device Protocol | Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-53 Rev. 5: Security and Privacy Controls | Source review: 2026-08-20

United States Access Board — Guide to the ADA Standards: Entrances, Doors, and Gates | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL SECURITY

Intrusion alarms and monitoring

GHT-SVC-020 · Revision 1.0 · 06 September 2026 · 1 / 3

Sensors, zones, users, arming rules, communication paths, verification, notification, and response instructions, working as one system.

Intended outcome

Named zones and users, tested sensors and communication paths, current contacts, notification evidence, and documented response instructions.

Service scope

An intrusion system supervises defined conditions such as doors, windows, motion, glass breakage, duress, or equipment state. It needs zone naming, arming partitions, user permissions, communication paths, maintenance tests, and response instructions that reflect how the facility operates.

Monitoring is not automatically continuous or police dispatch. Coverage windows, verification steps, contacts, response targets, permits, and central-station services are contract- and jurisdiction-specific and must be stated explicitly.

How the system fits together

01 Detect	Contacts, motion, glass break, duress, environmental or equipment inputs
02 Control	Panel, zones, partitions, users, arming rules, local annunciation
03 Communicate	IP, cellular, or other supported paths with supervised failure states
04 Respond	Local procedure, owner notification, verification, and separately contracted monitoring

Typical project triggers

- Unknown zones or recurring nuisance alarms
- Changes in occupancy, perimeter, hours, or protected assets
- Dependence on a single aging communication path
- No current contact list, test record, permit owner, or response procedure



GHT-SVC-020 / INTRUSION ALARMS AND MONITORING

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Map risk and operation

Identify entry points, protected areas, hours, user behavior, pets or environmental motion, existing zones, communications, permits, and response ownership.

Acceptance evidence: Risk-and-zone survey, existing-device test notes, contact owner, and jurisdictional questions.

02 Design detection and response

Select zone types and placement, partitions, arming behavior, notification paths, verification steps, communication diversity, and documented coverage window.

Acceptance evidence: Zone list, device plan, communication diagram, event-to-response matrix, and monitoring assumptions.

03 Install and program

Install and label field devices, establish users and partitions, program event handling, coordinate any monitoring account, and train named administrators.

Acceptance evidence: Device inventory, zone text, user-role record, programmed event list, and monitoring account handoff where contracted.

04 Test the full signal path

Exercise sensors, tamper, low-battery, communications loss, arming, entry and exit timing, notifications, and contracted monitoring procedures without causing an unintended dispatch.

Acceptance evidence: Zone-by-zone test sheet, signal receipt evidence, notification samples, contact-list confirmation, and exception log.

Handover deliverables

- Zone and device schedule
- Partition, user, timing, and event-response configuration
- Communication and power diagram
- Zone-by-zone and end-to-end signal test evidence
- Contact list, administrator training, permit-owner notes, and maintenance plan

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-020 / INTRUSION ALARMS AND MONITORING

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Protected spaces, event types, operating hours, and arming owners
- Door, glass, motion, temperature, dust, pets, and other environmental conditions
- Local notification, owner contact, verification, and monitoring requirements
- Available IP, cellular, power, battery, and pathway conditions
- Jurisdictional permit, registration, dispatch, and false-alarm rules

Constraints and coordination

- Detection cannot guarantee prevention or a specific response outcome
- Central-station hours, verification, response targets, and dispatch processes are separately contracted and jurisdiction-specific
- Fire alarm, life safety, and intrusion are distinct scopes even when platforms can exchange status
- Wireless range, batteries, environmental motion, user behavior, and communication outages affect performance

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Security Industry Association — [ANSI/SIA CP-01-2019: Features for False Alarm Reduction](#) | Source review: 2026-08-20

Security Industry Association — [At-a-Glance Guide to SIA Standards](#) | Source review: 2026-08-20

Cybersecurity and Infrastructure Security Agency — [Physical Security](#) | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL SECURITY

Intercom, paging, and mass communication

GHT-SVC-021 · Revision 1.0 · 06 September 2026 · 1 / 3

Intercom handles two-way calls, paging distributes voice or tones, and mass communication coordinates urgent messages, each with its own coverage, priority, accessibility, and approval requirements.

Intended outcome

Named stations and zones with tested calls, audibility or intelligibility, priority behavior, permissions, and operator instructions.

Service scope

Intercom supports two-way conversations; paging distributes voice or tones to zones; mass communication coordinates urgent messages across one or more channels. A system may provide more than one function, but routine convenience audio should not be assumed to satisfy emergency or life-safety requirements.

Design inputs include ambient noise, acoustics, accessibility, message priority, supervision, network and power resilience, source authority, emergency plans, and interfaces to other systems. Required emergency systems need qualified design and authority review.

How the system fits together

01 Originate	Intercom station, console, handset, software, scheduled or integrated trigger
02 Control	Permissions, zones, priorities, queues, presets, logging
03 Transport	IP network, analog circuits, amplifiers, supervised pathways, resilient power
04 Receive	Speakers, displays, mobile endpoints, visual and audible entry stations

Typical project triggers

- Visitors cannot reliably reach a staffed responder
- Announcements are unintelligible or spill into the wrong zones
- Multiple disconnected notification tools create conflicting messages
- Emergency, operational, and routine priorities have never been exercised



GHT-SVC-021 / INTERCOM, PAGING, AND MASS COMMUNICATION

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Map messages and people

Document routine, operational, entry, and emergency messages; originators; target zones; ambient noise; accessibility; priorities; and existing plans.

Acceptance evidence: Message-and-zone matrix with originator roles, priority, target recipients, and site acoustic observations.

02 Engineer coverage and control

Select station, speaker, amplifier, network, power, and interface architecture; model zones and escalation; coordinate required emergency systems.

Acceptance evidence: Device and zone plan, load and network calculations, priority table, interface map, and required specialist reviews.

03 Install and tune

Install, label, address, configure permissions and presets, balance levels, and set priority and fallback behavior.

Acceptance evidence: Device inventory, labeled endpoints, configuration record, level settings, and installation photos.

04 Exercise real scenarios

Test entry calls, routine pages, priority overrides, zone selection, failed endpoints, accessibility features, and approved emergency scenarios.

Acceptance evidence: Scenario acceptance sheets, intelligibility or audibility observations, event logs, quick-start guides, and exception list.

Handover deliverables

- Message, permission, priority, and zone matrix
- Speaker/station plan and infrastructure calculations
- Interface and responsibility schedule
- Scenario-based acceptance evidence
- Operator quick guides, administrator documentation, and test schedule

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-021 / INTERCOM, PAGING, AND MASS COMMUNICATION

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Message types, originators, target groups, zones, and priorities
- Ambient noise, acoustics, indoor/outdoor conditions, and accessibility needs
- Existing emergency action plan and responsible design authorities
- Network, power, pathways, amplifier locations, and resilience requirements
- Interfaces to access, video, clocks, fire alarm, telephony, or mobile notification

Constraints and coordination

- Emergency and life-safety communication may require code-specific design, listed equipment, testing, and authority approval
- Audibility does not automatically mean intelligibility, especially in reverberant or noisy spaces
- Accessible communication can require visual, audible, and operable-part features beyond audio coverage
- Networked services depend on configured priority, bandwidth, endpoint health, power, and licensing

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Occupational Safety and Health Administration — Employee Alarm Systems | Source review: 2026-08-20

Federal Emergency Management Agency — IPAWS Program Planning Toolkit | Source review: 2026-08-20

United States Access Board — Guide to the ADA Standards: Entrances, Doors, and Gates | Source review: 2026-08-20

AVIXA — Published Standards | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL SECURITY

Security systems integration

GHT-SVC-022 · Revision 1.0 · 06 September 2026 · 1 / 3

Supported APIs and standards can correlate video, access, intrusion, intercom, visitor, and identity events.

Intended outcome

Tested event and identity connections with permission records, correlated logs, failure alerts, recovery tests, and an operator runbook.

Service scope

A security integration may correlate access events with video, issue temporary visitor credentials, trigger an intercom workflow, synchronize identities, or route alarms into a shared operating view. The supported API or standard, licensing, versions, data ownership, and permissions determine whether the design is sustainable.

Integration does not remove the need to commission each underlying system independently. Each automated action needs a defined trigger, authorization, audit record, retry or timeout behavior, and manual fallback.

How the system fits together

01 Systems of record	Identity, credentials, devices, schedules, visitors, incidents
02 Interface	Supported API, webhook, SDK, connector, ONVIF or SIA data model
03 Policy	Authorization, mapping, transformation, retry, deduplication, retention
04 Operations	Logs, health, alerts, manual fallback, upgrade and owner process

Typical project triggers

- Operators switch among systems to reconstruct one event
- Duplicate identity records create slow or inconsistent revocation
- An unsupported custom link breaks during upgrades
- Automated actions lack audit records, failure alerts, or a manual path



GHT-SVC-022 / SECURITY SYSTEMS INTEGRATION

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Map the current workflow

Identify systems, identities, event sources, operator steps, permissions, versions, licensing, data retention, and failure pain points.

Acceptance evidence: Current-state sequence diagram, data-owner matrix, interface inventory, and version/licensing record.

02 Design the contract

Define source of truth, events, fields, actions, authorization, rate limits, retries, deduplication, logging, fallback, and change ownership.

Acceptance evidence: Future-state sequence, field and event map, permission model, failure table, and acceptance cases.

03 Configure in stages

Build in a controlled environment, protect credentials, constrain privileges, enable logs, and release workflows in observable increments.

Acceptance evidence: Configuration record, secret-ownership record without secret values, change log, test identities, and rollback plan.

04 Prove normal and failed paths

Test success, duplicates, delay, unavailable systems, revoked access, unauthorized actions, retries, recovery, audit lookup, and manual fallback.

Acceptance evidence: Acceptance-case results, correlated event samples, alert evidence, rollback result, and owner runbook.

Handover deliverables

- Current- and future-state sequence diagrams
- Interface, event, field, and permission mapping
- Failure-mode and rollback plan
- Normal, exception, security, and recovery acceptance results
- Version, ownership, monitoring, and change runbook

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-022 / SECURITY SYSTEMS INTEGRATION

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- System owners, versions, licensing, supported interfaces, and update cadence
- Source-of-record identities, device records, event fields, and retention boundaries
- Trigger, action, approval, timing, retry, and duplicate behavior
- Service accounts, permissions, credential ownership, and audit requirements
- Failure notification, manual fallback, maintenance window, and rollback process

Constraints and coordination

- An integration is limited by documented vendor interfaces, licensing, versions, rate limits, and support policy
- Cross-system commands can amplify a bad identity, rule, or compromised account
- Biometric, video, visitor, and identity data can carry privacy and retention obligations
- Upgrades to either platform can require regression testing or connector changes

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

ONVIF — Profiles overview | Source review: 2026-08-20

Security Industry Association — At-a-Glance Guide to SIA Standards | Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-207: Zero Trust Architecture | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL SECURITY

Visitor and contractor entry

GHT-SVC-023 · Revision 1.0 · 06 September 2026 · 1 / 3

Pre-registration, arrival, identity checks, host approval, badges, temporary credentials, escort rules, emergency accounting, checkout, accessibility, and record retention, connected into one process.

Intended outcome

A tested arrival-to-departure process with named hosts, time-limited access, accessible alternatives, expiration evidence, and operating guides.

Service scope

Visitor and contractor entry spans people, policy, space, and technology. Kiosks, intercoms, badge printers, cameras, access credentials, notifications, and watchlists support the process but do not decide who may enter or what data should be collected.

The owner defines identity evidence, consent or notice, host responsibility, escort needs, retention, emergency accounting, accessibility, and exceptions. Contractor onboarding may also involve safety training or work authorization outside the visitor platform.

How the system fits together

01 Arrival	Pre-registration, signage, kiosk, desk, intercom, accessible alternative
02 Decision	Identity evidence, host approval, policy, watchlist or safety requirement
03 Temporary access	Badge, credential, zones, schedule, escort, expiration
04 Record	Arrival, host, access, checkout, emergency roster, retention and deletion

Typical project triggers

- Paper logs are incomplete, exposed, or difficult to search
- Hosts miss arrivals or temporary credentials outlive the visit
- Contractors move among sites without consistent approval or checkout
- Lobby congestion or inaccessible check-in blocks legitimate visitors



GHT-SVC-023 / VISITOR AND CONTRACTOR ENTRY

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Map people and policy

Document visitor types, hosts, entry points, identity checks, approvals, restricted areas, escorts, accessibility, emergency accounting, data, and retention.

Acceptance evidence: Visitor-type matrix, journey map, policy decisions, data inventory, and exception list.

02 Design the entry path

Define pre-registration, arrival, accessible alternatives, host notification, badge and credential issuance, expiration, denial, checkout, and offline fallback.

Acceptance evidence: Future-state workflow, screen and station locations, credential rules, integration map, and fallback procedure.

03 Configure and pilot

Set roles, sites, messages, badge fields, integrations, retention, and temporary-access rules; then pilot with representative visitor types.

Acceptance evidence: Configuration record, pilot transactions, permission tests, printed badge samples, and issue log.

04 Exercise exceptions

Test walk-ins, pre-registered visits, no host response, denied access, accessibility path, expired credentials, evacuation list, checkout, and unavailable services.

Acceptance evidence: Scenario results, expired-credential event, emergency roster sample, operator guide, and accepted exceptions.

Handover deliverables

- Visitor-type and decision matrix
- Arrival-to-departure workflow and accessible fallback
- Temporary credential, badge, host, and retention configuration
- Scenario-based acceptance and expiration evidence
- Reception, host, security, and administrator operating guides

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-023 / VISITOR AND CONTRACTOR ENTRY

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Visitor and contractor types, entry points, hosts, and operating hours
- Identity, approval, escort, safety, denial, and exception policies
- Badge, credential, accessible check-in, and emergency-accounting needs
- Access, directory, calendar, messaging, and identity integrations
- Notice, consent, privacy, retention, deletion, and record-owner decisions

Constraints and coordination

- Visitor technology does not establish legal identity or authorization policy by itself
- Identity documents, photos, watchlists, and visit history can create privacy, security, and retention obligations
- Accessible entry and communication need physical and procedural alternatives, not only a touchscreen
- Directory, calendar, messaging, and access integrations depend on supported interfaces and owner-managed permissions

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

National Institute of Standards and Technology — SP 800-53 Rev. 5: Security and Privacy Controls | Source review: 2026-08-20

Cybersecurity and Infrastructure Security Agency — Commercial Facilities Resources | Source review: 2026-08-20

United States Access Board — ADA Accessibility Standards | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / PHYSICAL SECURITY

Parking, perimeter, and vehicle entry

GHT-SVC-024 · Revision 1.0 · 06 September 2026 · 1 / 3

Lane geometry, credentials, gates, safety inputs, intercoms, cameras, lighting, outdoor networks, power, drainage, civil pathways, and manual release, engineered together.

Intended outcome

A tested vehicle-entry system with approved safe states, usable day and night views, working exception paths, and maintainable outdoor connections.

Service scope

Parking and perimeter systems may include gates, loops or other presence detection, safety edges and photo eyes, credential readers, intercoms, cameras, vehicle-detail imaging, lighting, call stations, outdoor switches, fiber or wireless links, and management software.

The scope crosses security, civil, electrical, gate-operator, accessibility, traffic, and life-safety responsibilities. Qualified trades and authorities should review their portions; the technology design must record interface and ownership boundaries.

How the system fits together

01 Approach	Lane geometry, queue, signage, lighting, pedestrians, accessible route
02 Decision	Credential, intercom, host, schedule, vehicle detail, exception policy
03 Barrier and safety	Operator, detection, safety edge or beam, manual and emergency behavior
04 Infrastructure	Power, grounding, surge protection, drainage, outdoor network, pathway, management

Typical project triggers

- Vehicle queues block public roads, fire lanes, or internal circulation
- Gate calls, credentials, and camera views are handled in separate workflows
- Long exterior links rely on exposed copper or unsupported wireless
- Weather, lighting, drainage, or vehicle speed makes detection unreliable



GHT-SVC-024 / PARKING, PERIMETER, AND VEHICLE ENTRY

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Observe the approach

Map lanes, queues, turns, speeds, vehicles, pedestrians, accessibility, lighting, weather, drainage, power, pathways, existing gate hardware, and response staff.

Acceptance evidence: Annotated site plan, approach photos, traffic and exception observations, and responsibility inventory.

02 Design states and interfaces

Define credential, intercom, visitor, delivery, denied-entry, emergency, power-loss, network-loss, gate safety, camera, and manual-release behavior.

Acceptance evidence: Lane-state matrix, device and view plan, pathway and network design, interface schedule, and safe-state decisions.

03 Coordinate field work

Sequence civil pathways, foundations, electrical, gate operator, safety devices, communications, cameras, access hardware, and labeling.

Acceptance evidence: Coordination record, labeled equipment, cable and fiber test results, device inventory, and installation photos.

04 Exercise the lane

Test each credential and visitor path, intercom call, camera view, vehicle class, safety input, manual release, power and network state, and after-dark condition.

Acceptance evidence: Scenario acceptance sheets, day/night vehicle samples, event records, safe-state tests, and operator handoff.

Handover deliverables

- Annotated lane and perimeter plan
- Vehicle workflow and safe-state matrix
- Civil, electrical, gate, network, camera, and access interface schedule
- Outdoor link and device acceptance evidence
- Day/night view samples, scenario tests, as-builts, and operator guide

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-024 / PARKING, PERIMETER, AND VEHICLE ENTRY

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Site plan, property line, lanes, queues, traffic classes, pedestrians, and accessible routes
- Credential, visitor, delivery, intercom, denial, and emergency workflows
- Gate operator, safety devices, manual release, required safe state, and authority inputs
- Day/night lighting, weather, drainage, mounting, trenching, power, and surge conditions
- Network distance, bandwidth, fiber or wireless options, recording, and system ownership

Constraints and coordination

- Gate operators, vehicle barriers, accessible routes, egress, fire access, and traffic control require discipline-specific and local review
- License-plate or vehicle analytics do not guarantee a read and may carry privacy or policy obligations
- Outdoor copper, electronics, mounts, and power require environmental, grounding, surge, and maintenance planning
- Civil conditions hidden below grade can change pathway scope after investigation or excavation

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Cybersecurity and Infrastructure Security Agency — [Venue Guide for Security Considerations](#) | Source review: 2026-08-20

United States Access Board — [Guide to the ADA Standards: Entrances, Doors, and Gates](#) | Source review: 2026-08-20

Security Industry Association — [Open Supervised Device Protocol](#) | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / OPERATIONAL SYSTEMS

Digital signage

GHT-SVC-025 · Revision 1.0 · 06 September 2026 · 1 / 3

Commercial displays, mounts, players, content management, templates, schedules, data feeds, permissions, power, network, accessibility, monitoring, and fallback content, treated as one system.

Intended outcome

Enrolled and labeled screens with approved templates, publishing permissions, tested schedules, offline behavior, restart recovery, and operator instructions.

Service scope

A signage endpoint includes the display, mount, player or system-on-chip, content platform, network, power, input path, scheduling, identity, and physical service access. Menu boards, dashboards, room signs, wayfinding, video walls, and promotional displays have different viewing and operating requirements.

The content plan should name who can create and approve content, which templates they can change, when content expires, how accessibility is reviewed, and what appears during a feed or player failure.

How the system fits together

01 Content	Templates, media, live data, approval, schedule, expiration, accessibility
02 Control	CMS, roles, device groups, audit, health, remote action
03 Endpoint	Player, display, inputs, orientation, mount, local cache
04 Facility	Power, data, structure, heat, service access, viewing conditions

Typical project triggers

- USB updates, personal logins, or undocumented players control business-critical screens
- Stale, blank, or inconsistent content appears across locations
- No owner is accountable for templates, schedules, data feeds, or approvals
- A rollout needs remote health, standard naming, and repeatable mounting and network rules



GHT-SVC-025 / DIGITAL SIGNAGE

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Map content and viewers

Define audience, viewing distance, dwell time, message type, authors, approvers, schedule, source data, accessibility, and fallback for every screen group.

Acceptance evidence: Screen-purpose matrix, content-owner map, sample assets, data-source inventory, and fallback decisions.

02 Engineer each endpoint

Select display class, brightness, orientation, mount, player, inputs, power, network, service access, platform, permissions, and content resolution.

Acceptance evidence: Screen schedule, elevations, mount and pathway plan, network and power requirements, and platform role matrix.

03 Install and stage content

Mount, label, connect, enroll, secure, name, update, load templates, assign schedules, and establish monitoring without shared personal accounts.

Acceptance evidence: Asset and credential-owner record, labeled endpoints, enrollment screenshots, template set, and installation photos.

04 Prove publishing and recovery

Test authoring, approval, scheduled change, expiration, data loss, player restart, network loss, fallback, accessibility review, and operator recovery.

Acceptance evidence: Published test campaign, schedule evidence, offline and restart results, screen photos, runbook, and accepted exceptions.

Handover deliverables

- Screen-purpose, content-owner, and publishing matrix
- Endpoint schedule, elevations, power/data/mount plan
- Platform roles, device groups, naming, and template set
- Publishing, schedule, offline, restart, and fallback acceptance evidence
- Asset list, operator guide, content standards, and support runbook

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-025 / DIGITAL SIGNAGE

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Audience, purpose, viewing distance, dwell time, and ambient light
- Content types, formats, templates, data feeds, schedules, and expiration
- Author, approver, administrator, local editor, and support roles
- Display class, orientation, mount, structure, power, network, heat, and access
- Accessibility, emergency-use boundary, security, offline behavior, and lifecycle expectations

Constraints and coordination

- Consumer displays may not be suitable for required duty cycle, brightness, orientation, environmental conditions, or service model
- Emergency messaging can trigger requirements beyond ordinary signage and must not be implied from a convenience display
- Web content and templates require accessibility review appropriate to the audience and use
- Cloud publishing, data feeds, and remote control depend on licensing, connectivity, source availability, and secured accounts

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

AVIXA — Published Standards | Source review: 2026-08-20

World Wide Web Consortium — WCAG 2 Overview | Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-128: Security-Focused Configuration Management | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06



SERVICE SPECIFICATION / OPERATIONAL SYSTEMS

Audiovisual and collaboration systems

GHT-SVC-026 · Revision 1.0 · 06 September 2026 · 1 / 3

Displays, cameras, microphones, speakers, acoustics, controls, meeting platforms, accounts, network, power, lighting, furniture, and support, coordinated as one room.

Intended outcome

A room tested for starting, joining, sharing, hearing, seeing, control, common failure recovery, and remote-participant experience.

Service scope

AV and collaboration scope can include displays or projection, cameras, microphones, loudspeakers, digital signal processing, switching, room compute, user devices, control, scheduling, mounts, furniture coordination, acoustics, lighting, network, and remote management.

The room should be designed from its use cases, such as meeting, training, presentation, hybrid instruction, divisible space, public meeting, or production. Platform certification, licensing, account ownership, accessibility, and support model are part of the system.

How the system fits together

01 People and room	Use, seating, accessibility, sightlines, acoustics, lighting, furniture
02 Capture and render	Cameras, microphones, displays, projection, speakers
03 Process and control	Room compute, DSP, switching, presets, touch or button interface
04 Platform and operations	Meeting service, accounts, licensing, network, monitoring, support

Typical project triggers

- Remote participants cannot hear questions or see the active speaker or content
- Every meeting begins with adapters, remotes, or input troubleshooting
- Room accounts, licenses, firmware, and support ownership are unclear
- A remodel changes seating, lighting, acoustics, furniture, or room purpose



GHT-SVC-026 / AUDIOVISUAL AND COLLABORATION SYSTEMS

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Observe the room and meeting

Document room use, seating, participant count, platforms, content, camera framing, speech, acoustics, light, accessibility, furniture, and support incidents.

Acceptance evidence: Use-case matrix, room survey, seating and sightline notes, platform list, and representative failure stories.

02 Engineer the experience

Size and place displays, cameras, microphones and speakers; select compute, switching and control; coordinate acoustics, lighting, network, power, mounts, and furniture.

Acceptance evidence: Signal-flow diagram, device and mount plan, sightline and pickup rationale, rack/power/network schedule, and control narrative.

03 Build and commission

Install, label, update, configure, tune audio, frame cameras, program controls, establish accounts and monitoring, and create user presets.

Acceptance evidence: Labeled system, configuration backups, audio and camera settings, account-owner record, and installation photos.

04 Run real meetings

Test start, join, share, camera, microphone, content audio, remote speech, local reinforcement where used, common failure recovery, and user handoff.

Acceptance evidence: Scenario acceptance results, representative room measurements or observations, remote-participant confirmation, quick-start guide, and punch list.

Handover deliverables

- Use-case and user-journey matrix
- Signal flow, elevations, reflected device plan, and rack schedule
- Control narrative, platform/account model, and configuration backups
- Scenario-based performance and recovery acceptance evidence
- Quick-start guide, administrator documentation, asset list, and support handoff

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-026 / AUDIOVISUAL AND COLLABORATION SYSTEMS

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Room use cases, participant count, seating, platforms, and supported user devices
- Speech, content, camera framing, sightlines, accessibility, acoustics, and lighting
- Display or projection surface, mounts, furniture, pathways, power, and rack location
- Network, account, licensing, calendar, security, and remote-management requirements
- Support owner, help path, operating hours, spares, and refresh expectations

Constraints and coordination

- Acoustic treatment, lighting, shades, furniture, structure, and electrical work may require separate disciplines
- Platform certification and supported features can vary by model, software version, tenant configuration, and license
- Wireless sharing and user devices introduce compatibility, security, and support variables
- A successful bench test does not prove camera framing, speech pickup, sightlines, or usability in the finished room

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

AVIXA — Published Standards | Source review: 2026-08-20

World Wide Web Consortium — Web Content Accessibility Guidelines | Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-128: Security-Focused Configuration Management | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06



SERVICE SPECIFICATION / OPERATIONAL SYSTEMS

Point-of-sale, ordering, and queue systems

GHT-SVC-027 · Revision 1.0 · 06 September 2026 · 1 / 3

Terminals, payment devices, printers, kitchen or service displays, accounts, software, segmented networks, internet, local services, power, vendor support, and fallback procedures, connected end to end.

Intended outcome

A tested order-to-fulfillment path with labeled endpoints, recorded dependencies, staged cutover, rollback readiness, payment boundaries, and operator fallback.

Service scope

The workflow may span attended or self-service ordering, card-present payment, receipt and label printing, kitchen or production routing, pickup displays, drive-through, inventory, loyalty, online aggregators, tax, identity, and reporting. Device count alone does not reveal these dependencies.

Payment scope and compliance are owned by the merchant and its payment partners. Network segmentation can help define boundaries but must be designed, validated, maintained, and reviewed within the organization's PCI DSS program.

How the system fits together

01 Order	Terminal, kiosk, web, mobile, service desk, menu or queue input
02 Pay and authorize	Payment device, processor path, identity, role, protected data boundary
03 Route and fulfill	Printer, kitchen display, workstation, pickup display, inventory or production
04 Operate	Network, power, internet, local service, monitoring, support, fallback and reporting

Typical project triggers

- Intermittent terminals, printers, kitchen displays, or payment devices stop service
- Guest, staff, payment, delivery, media, and operations traffic share an undocumented network
- A platform conversion has no staged test, rollback, or after-hours cutover plan
- Store openings rely on multiple vendors without a single dependency and responsibility map



GHT-SVC-027 / POINT-OF-SALE, ORDERING, AND QUEUE SYSTEMS

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Trace the transaction

Follow representative orders through entry, payment, routing, production or picking, status, handoff, refund, close, and reporting; record every device, service, account, and vendor.

Acceptance evidence: Transaction journey, device and dependency inventory, data-flow notes, failure history, and vendor responsibility map.

02 Design boundaries and fallback

Define network segments, ports and services, device placement, power, internet or local dependencies, user roles, offline behavior, support ownership, migration, and rollback.

Acceptance evidence: Physical and logical design, payment-scope assumptions, lane schedule, fallback matrix, cutover plan, and responsibility chart.

03 Stage and cut over

Bench devices, enroll and update endpoints, label connections, validate vendor services, pilot representative transactions, back up configuration, and execute the approved window.

Acceptance evidence: Staging checklist, labeled endpoints, configuration record, successful pilot transactions, change log, and rollback readiness.

04 Prove the whole shift

Test sale, payment, print, routing, status, refund or void as authorized, close, reporting, network separation, failover or offline process, recovery, and operator handoff.

Acceptance evidence: Accepted transaction set without real card data, segmentation test record, device-state evidence, recovery results, and shift quick guide.

Handover deliverables

- Transaction and dependency map
- Lane, endpoint, network, power, and integration design
- Payment-scope assumptions and vendor responsibility matrix
- Staging, cutover, rollback, transaction, separation, and recovery evidence
- Labeled asset list, operator quick guide, and support escalation map

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Order types, payment methods, lane or station count, throughput, and operating hours
- Device, printer, display, kitchen, pickup, inventory, loyalty, tax, and delivery integrations
- Payment provider, PCI responsibilities, segmentation, remote access, and account ownership
- Internet, local services, power, UPS, cabling, wireless, and environmental conditions
- Opening or cutover window, training, fallback, rollback, vendor contacts, and acceptance transactions

Constraints and coordination

- GHT does not determine PCI DSS compliance; the merchant, acquiring bank, payment brands, processors, and qualified assessors define applicable obligations
- Offline payment, store-and-forward, failover, and refund behavior are platform- and provider-specific and carry financial risk
- Electrical, mounting, food-area, drive-through, and accessibility work can require separate coordination
- Vendor updates, certificates, accounts, licenses, and API changes can affect the transaction path after closeout

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

PCI Security Standards Council — [PCI Data Security Standard](#) | Source review: 2026-08-20

PCI Security Standards Council — [Point-to-Point Encryption](#) | Source review: 2026-08-20

PCI Security Standards Council — [Guidance for PCI DSS Scoping and Network Segmentation](#) | Source review: 2026-08-20

[Service guide and project discussion](#) | Source review: 2026-09-06



SERVICE SPECIFICATION / OPERATIONAL SYSTEMS

Inventory workflows

GHT-SVC-028 · Revision 1.0 · 06 September 2026 · 1 / 3

Receiving, put-away, picking, transfer, count, sale, return, and disposal connect through identifiers, labels, scanners, printers, handhelds, wireless coverage, software transactions, and exception handling.

Intended outcome

A tested process that records the correct item, location, person, quantity, and status and reconciles exceptions to the main inventory record.

Service scope

Inventory technology can use linear or two-dimensional barcodes, labels, mobile computers, fixed scanners, printers, scales, cameras, or RFID. The right method follows item identity, unit level, read distance, throughput, environment, human workflow, data standard, and system integration.

Infrastructure is only one layer. Master data, identifier governance, label quality, transaction design, user roles, reconciliation, and exception ownership determine whether scan events improve inventory truth.

How the system fits together

01 Identify	Item, asset, location, logistics unit, person, lot, serial, status
02 Capture	Barcode, RFID, scanner, printer, handheld, fixed station, camera or scale
03 Transport and transact	Wireless or wired network, mobile app, validation, offline queue, API
04 Record and reconcile	ERP, WMS, POS or other system of record, exceptions, counts, audit

Typical project triggers

- Receiving, transfers, counts, or picks are re-keyed after the physical work
- Labels are unreadable, duplicated, ambiguous, or not tied to a location standard
- Handhelds lose coverage at docks, aisles, coolers, yards, or staging areas
- Software reports an item state that operators cannot reconcile to the floor



GHT-SVC-028 / INVENTORY WORKFLOWS

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Walk every movement

Observe receiving through disposition, record items, units, locations, roles, identifiers, devices, workarounds, exceptions, latency, and reconciliation points.

Acceptance evidence: Current-state swimlane, critical-event list, identifier and location inventory, exception log, and coverage observations.

02 Design identify, capture, share

Choose identifiers and carrier, label and print process, scan points, device type, wireless, transaction fields, validation, integration, and exception ownership.

Acceptance evidence: Future-state workflow, data dictionary, label samples, device and coverage plan, integration map, and acceptance metrics.

03 Pilot one defined flow

Configure devices, users, printers, labels, transactions, validation, and integration; train a representative group and run controlled inventory.

Acceptance evidence: Pilot labels, scans, system transactions, error samples, training record, and measured exception results.

04 Prove reconciliation

Test normal, damaged label, duplicate, unknown item, wrong location, offline device, delayed sync, return, reversal, count, and recovery paths.

Acceptance evidence: Accepted transaction set, before/after records, exception queue, reconciliation report, device inventory, and operator runbook.

Handover deliverables

- Current- and future-state inventory workflows
- Identifier, label, location, and data standards
- Device, printer, charging, network, and coverage plan
- Pilot and exception acceptance evidence
- Integration mapping, reconciliation method, operator guide, and asset inventory

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-028 / INVENTORY WORKFLOWS

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Critical tracking events, physical path, actors, throughput, and exception types
- Item, unit, lot, serial, asset, location, and logistics identifiers
- Label material, print quality, scan distance, environment, and device ergonomics
- Wireless coverage, charging, mobile-device management, offline behavior, and support
- System of record, API or import path, validation, permissions, reconciliation, and retention

Constraints and coordination

- Hardware cannot correct duplicate identifiers, weak master data, unclear ownership, or an undefined transaction
- RFID read performance changes with tag, material, orientation, reader geometry, interference, and local spectrum rules
- Offline workflows require explicit duplicate, conflict, loss, and resynchronization handling
- System integrations depend on available APIs, licenses, data quality, rate limits, and vendor support

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

GS1 — [GS1 Barcodes](#) | Source review: 2026-08-20

GS1 — [Global Traceability Standard](#) | Source review: 2026-08-20

GS1 — [How GS1 standards work](#) | Source review: 2026-08-20

[Service guide and project discussion](#) | Source review: 2026-09-06



SERVICE SPECIFICATION / OPERATIONAL SYSTEMS

Asset tracking

GHT-SVC-029 · Revision 1.0 · 06 September 2026 · 1 / 3

Scans, RFID, BLE, UWB, GPS, cellular, Wi-Fi, cameras, or custody events, chosen by required accuracy, update rate, environment, battery life, privacy, cost, and integration.

Intended outcome

Asset records that answer a defined location, custody, condition, utilization, or maintenance question with measured confidence and a visible exception process.

Service scope

Asset tracking begins with a managed asset identity and lifecycle: acquire, receive, commission, assign, move, maintain, audit, retire, and dispose. Location technology adds observations to that record; it does not replace the system of record or process ownership.

Zone-level presence, room-level location, doorway transitions, outdoor position, custody scans, and continuous real-time location are different requirements. A pilot should measure missed reads, false locations, latency, battery life, coverage, and reconciliation in the real environment.

How the system fits together

01 Identity	Asset class, unique identifier, owner, custodian, lifecycle, location hierarchy
02 Observation	Scan, tag, beacon, position, gateway, camera, sensor or human event
03 Interpretation	Zone, confidence, timestamp, transition, dwell, condition, alert rule
04 Action and record	System of record, work order, search, audit, exception, maintenance, disposal

Typical project triggers

- Teams spend meaningful time searching for mobile or shared equipment
- Custody, maintenance, calibration, or utilization records do not match the asset state
- A proposed real-time system has no required accuracy, latency, or action defined
- Existing tags or labels are duplicated, damaged, inconsistently applied, or detached from the lifecycle



GHT-SVC-029 / ASSET TRACKING

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Define asset decisions

Classify assets, value, movement, custody, location question, precision, latency, condition, maintenance, privacy, and actions triggered by an observation.

Acceptance evidence: Asset-class and decision matrix, lifecycle map, location hierarchy, current search or loss baseline, and privacy questions.

02 Select the observation method

Compare barcode, RFID, BLE, UWB, GPS, cellular, Wi-Fi, camera, and manual events against range, accuracy, latency, battery, environment, infrastructure, and cost.

Acceptance evidence: Technology trade study, tag and gateway plan, coverage model, system-of-record mapping, and pilot acceptance thresholds.

03 Pilot in the real path

Tag representative assets, install the limited pilot infrastructure, integrate events, train users, and run normal movement plus difficult materials, locations, and exceptions.

Acceptance evidence: Pilot inventory, observed read and location results, latency, missed and false events, battery assumptions, and operator feedback.

04 Prove the full lifecycle

Test receive, assign, move, search, alert, maintenance, lost tag, offline gateway, duplicate, audit, retirement, and data correction.

Acceptance evidence: Accepted scenario set, matched asset records, exception queue, coverage gaps, support runbook, and scale recommendation.

Handover deliverables

- Asset decision, lifecycle, and location hierarchy
- Technology trade study and pilot acceptance thresholds
- Tag, gateway, coverage, network, power, and maintenance plan
- Pilot measurement and exception evidence
- Integration map, matched sample records, support runbook, and scale recommendation

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-029 / ASSET TRACKING

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Asset classes, quantities, value, size, material, movement, owner, and lifecycle
- Decision, required location precision, update frequency, confidence, and alert action
- Indoor/outdoor environment, RF materials, coverage, gateways, power, network, and mounting
- Tag form factor, attachment, battery, replacement, tamper, privacy, and disposal
- System of record, event fields, integrations, retention, permissions, and exception reconciliation

Constraints and coordination

- Location accuracy, latency, and read rate vary with environment, tag, geometry, obstruction, interference, mounting, and movement
- Battery-powered tags add inspection, replacement, charging, inventory, and disposal work
- Tracking people, personal devices, vehicles, or customer-associated assets can trigger privacy, labor, consent, and retention obligations
- An observation is not a reliable asset record until matching rules and ownership are defined

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

GS1 — RFID standards | Source review: 2026-08-20

GS1 — How GS1 standards work | Source review: 2026-08-20

International Organization for Standardization — ISO 55000:2024: Asset management overview and principles | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06



SERVICE SPECIFICATION / OPERATIONAL SYSTEMS

Operational automation and integration

GHT-SVC-030 · Revision 1.0 · 06 September 2026 · 1 / 3

Supported APIs, webhooks, files, records, alerts, approvals, schedules, and devices connect with validation, limited permissions, duplicate protection, logs, retries, and manual recovery.

Intended outcome

A tested automated process that records each state, flags incomplete work, prevents duplicate effects, and can be paused, retried, reversed, or completed manually.

Service scope

Automation can connect APIs, webhooks, files, databases, message queues, notifications, schedules, identity platforms, and physical devices. The workflow needs a source of truth, schema, permissions, timing, validation, duplicate handling, error states, audit log, and owner.

Physical or safety-related actions deserve stricter boundaries than informational updates. A system should fail to a documented state and preserve a manual path rather than silently fabricating success or repeatedly issuing an unsafe command.

How the system fits together

01 Trigger	Event, schedule, threshold, user action, approved device state
02 Decision	Validation, policy, authorization, approval, idempotency, state
03 Action	API, webhook, message, record, notification, device or human task
04 Evidence	Audit, status, acknowledgement, exception, retry, rollback, manual close

Typical project triggers

- Staff copy the same data between systems or repeatedly chase the same status
- Alerts lack routing, acknowledgement, escalation, or closure evidence
- An existing script depends on one person, shared credentials, or invisible scheduled tasks
- Duplicate, delayed, partial, or failed workflows cannot be traced and resolved



GHT-SVC-030 / OPERATIONAL AUTOMATION AND INTEGRATION

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Observe and bound the work

Map trigger, actors, systems, data, decisions, approvals, timing, exceptions, volume, current evidence, and cost of failure.

Acceptance evidence: Current-state sequence, sample records, rule inventory, exception categories, owner, and success metric.

02 Design the control path

Define source of truth, schema, validation, least privilege, approval, idempotency, retry, timeout, logging, alerts, rollback, retention, and manual fallback.

Acceptance evidence: Future-state sequence, data contract, permission and secret-owner model, failure table, and acceptance cases.

03 Build and release progressively

Use test data and constrained accounts, log every transition, protect credentials, stage read-only or approval modes where useful, and release to a limited group.

Acceptance evidence: Versioned configuration, test records, audit events, deployment record, rollback method, and pilot results.

04 Attack the assumptions

Test duplicate, stale, missing, malformed, unauthorized, delayed, out-of-order, rate-limited, unavailable, partially completed, rollback, and manual completion cases.

Acceptance evidence: Acceptance results, alert and audit samples, resolved exceptions, recovery time observations, and owner runbook.

Handover deliverables

- Current- and future-state workflow diagrams
- Data contract, field mapping, rules, permissions, and owner matrix
- Failure-mode, retry, rollback, reconciliation, and manual-fallback design
- Normal, exception, security, load-bound, and recovery acceptance evidence
- Version, monitoring, change, credential-owner, and operator runbook

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-030 / OPERATIONAL AUTOMATION AND INTEGRATION

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Trigger, owner, frequency, volume, timing, business rule, and completion evidence
- Systems of record, supported interfaces, schemas, identifiers, and data quality
- Authentication, authorization, approvals, credential owner, rate limits, and retention
- Duplicate, stale, missing, failed, partial, timeout, retry, rollback, and manual paths
- Change windows, monitoring, alert routing, support ownership, test data, and acceptance metrics

Constraints and coordination

- Automation is limited by source-data quality, interface support, rate limits, licensing, and platform change
- Credentials and service accounts require protected storage, least privilege, rotation, and named ownership; secret values should never appear in documentation
- Automated external, financial, safety, or physical actions may require human approval and additional controls
- A workflow can be technically available while producing an incorrect business result; outcome reconciliation remains necessary

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

National Institute of Standards and Technology — SP 800-128: Security-Focused Configuration Management | Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-82 Rev. 3: Guide to Operational Technology Security | Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-207: Zero Trust Architecture | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06



SERVICE SPECIFICATION / OPERATIONAL SYSTEMS

Environmental and facility monitoring

GHT-SVC-031 · Revision 1.0 · 06 September 2026 · 1 / 3

Sensors, placement, gateways, power, network, timestamps, thresholds, persistence, alerts, acknowledgement, escalation, retention, and maintenance, assembled as one monitoring system.

Intended outcome

Condition data with known units and location, tested thresholds, working alert and escalation paths, stale-data detection, and maintenance records.

Service scope

Environmental monitoring is a chain: measurand, sensor, placement, sampling, gateway, timestamp, transport, storage, threshold, alert, acknowledgement, escalation, action, and record. A dashboard alone does not create an operational response.

Sensors should be placed for the protected process rather than convenience. Required accuracy, calibration, mapping, validation, redundancy, and record controls vary by use; regulated or safety-critical environments need discipline-specific requirements.

How the system fits together

01 Measure	Condition, range, accuracy, location, sensor, calibration assumption
02 Collect	Sampling, gateway, time, network, power, buffer, health state
03 Interpret	Units, threshold, persistence, hysteresis, trend, stale or invalid data
04 Respond	Notification, acknowledgement, escalation, action, work record, retention

Typical project triggers

- Equipment or product damage is discovered after the condition has passed
- Alerts are frequent, ignored, misrouted, or lack acknowledgement and escalation
- Sensors are mounted where installation is easy rather than where risk occurs
- No one tracks calibration, batteries, gateway health, time, or last successful test



GHT-SVC-031 / ENVIRONMENTAL AND FACILITY MONITORING

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Define condition and consequence

Identify what is protected, measured condition, range, accuracy, location, time sensitivity, persistence, consequences, response owner, maintenance, and record need.

Acceptance evidence: Condition-response matrix, site observations, current incidents, measurement requirements, and ownership list.

02 Design measurement and alerting

Select sensors, placement, mapping, gateways, network, power, time, sampling, thresholds, hysteresis, persistence, notifications, acknowledgement, escalation, and retention.

Acceptance evidence: Sensor and gateway plan, data-flow diagram, threshold rationale, alert matrix, maintenance schedule, and validation method.

03 Install and baseline

Label and place sensors, configure units and timing, establish users and routes, compare readings where appropriate, and observe normal variation before final thresholds.

Acceptance evidence: Asset and placement photos, configuration record, baseline trend, comparison observations, and alert contacts.

04 Exercise condition and failure

Safely simulate or test threshold, persistence, alert, acknowledgement, escalation, sensor loss, low battery, gateway loss, power loss, stale data, recovery, and reporting.

Acceptance evidence: End-to-end alert samples, timestamps, acknowledgement and escalation record, stale-data alarm, recovery result, and owner runbook.

Handover deliverables

- Condition, threshold, response, and ownership matrix
- Sensor, placement, gateway, network, power, and data-flow plan
- Baseline, threshold rationale, and configuration record
- End-to-end condition, stale-data, communication, power, escalation, and recovery evidence
- Asset list, maintenance and calibration assumptions, alert runbook, and reporting guide

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-031 / ENVIRONMENTAL AND FACILITY MONITORING

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Protected asset or process, condition, range, accuracy, location, time, and consequence
- Normal variation, thresholds, persistence, hysteresis, schedule, and rate of change
- Sensor environment, mounting, calibration, battery, gateway, network, power, and time source
- Recipients, acknowledgement, escalation, after-hours coverage, response target, and work ownership
- Data units, quality, retention, export, privacy, integration, reporting, and maintenance

Constraints and coordination

- Monitoring does not by itself control the condition or guarantee that a person responds
- Accuracy, calibration, placement, sampling, drift, condensation, interference, batteries, and connectivity affect data quality
- Regulated storage, clinical, food, industrial, environmental, or safety applications can require validated procedures and records beyond general facility monitoring
- Coverage windows, response targets, and escalation are contract- and owner-specific and must be documented explicitly

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

National Institute of Standards and Technology — SP 800-53 Rev. 5: Security and Privacy Controls | Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-82 Rev. 3: Guide to Operational Technology Security | Source review: 2026-08-20

National Institute of Standards and Technology — Cyber-Physical Systems and Internet of Things Program | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / OPERATIONAL SYSTEMS

Operational technology networks

GHT-SVC-032 · Revision 1.0 · 06 September 2026 · 1 / 3

Asset discovery, approved data paths, industrial switching, remote access, monitoring, backups, maintenance windows, testing, and rollback, all with process-owner approval.

Intended outcome

A current OT asset and communication map, tested network boundaries, approved remote access, recoverable configurations, and process-aware acceptance results.

Service scope

Operational technology includes programmable systems and devices that interact with the physical environment, such as industrial controls, building automation, transportation, utilities, physical access, and environmental monitoring. Their safety, timing, reliability, and availability needs can differ materially from office IT.

An OT project should begin with asset and data-flow discovery performed without disrupting production. Architecture, segmentation, monitoring, patching, remote access, backups, and incident response must be coordinated with process owners and equipment vendors.

How the system fits together

01 Process and assets	Controllers, sensors, actuators, HMIs, servers, building and physical systems
02 Zones and conduits	Criticality boundaries, industrial links, approved protocols and data paths
03 Controlled access	Identity, jump path, vendor session, least privilege, logging and approval
04 Operations and recovery	Monitoring, time, configuration backup, spares, change window, rollback and incident plan

Typical project triggers

- Controls, building systems, cameras, vendors, and office devices share a flat undocumented network
- Remote vendor access uses permanent shared credentials or unmanaged consumer hardware
- No one can produce current asset, firmware, network, backup, or communication-path records
- Changes are made without a process owner, maintenance window, backup, test, or rollback



GHT-SVC-032 / OPERATIONAL TECHNOLOGY NETWORKS

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Discover without disruption

Coordinate with process and safety owners; inventory assets, versions, protocols, dependencies, vendors, data flows, remote paths, network equipment, time, backups, and allowable methods.

Acceptance evidence: Owner-approved asset and communication inventory, current topology, criticality, maintenance constraints, and discovery limitations.

02 Design zones and controlled paths

Define security zones, conduits, industrial switching, routing, firewall policy, remote access, identity, logging, time, redundancy, monitoring, configuration backup, and recovery.

Acceptance evidence: Target architecture, approved communication matrix, access model, equipment and resilience schedule, backup plan, test plan, and rollback criteria.

03 Change in approved windows

Back up configurations, stage equipment, pretest rules, label connections, implement an approved segment at a time, observe process state, and retain a working rollback path.

Acceptance evidence: Pre-change backup checks, labeled assets and links, change log, owner observations, configuration record, and rollback readiness.

04 Validate process and recovery

Confirm approved communications, blocked paths, latency-sensitive functions, alarms, time, redundancy, monitoring, remote access, configuration restoration, and process-owner acceptance.

Acceptance evidence: Communication and segmentation test results, process acceptance, monitoring events, remote-access audit sample, restoration test, and exceptions.

Handover deliverables

- Approved OT asset, owner, version, criticality, and communication inventory
- Current and target zone/conduit architecture and policy matrix
- Remote-access, identity, monitoring, time, backup, change, and rollback design
- Communication, segmentation, process, monitoring, and restoration acceptance evidence
- Labeled as-builts, configuration archive, exception register, and operating runbook

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-032 / OPERATIONAL TECHNOLOGY NETWORKS

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Process, safety, availability, timing, environmental, regulatory, and maintenance-window constraints
- Assets, firmware, protocols, addresses, criticality, owners, vendors, and lifecycle status
- Current and required data flows, zones, remote access, identity, time, logging, and monitoring
- Industrial media, distances, redundancy, enclosures, power, grounding, spares, and support
- Configuration backups, restore method, test environment, change approval, validation, rollback, and incident response

Constraints and coordination

- OT changes can affect safety, production, warranties, validated processes, and vendor support; process-owner approval is required
- Active discovery, vulnerability scanning, failover, patching, or restoration tests can disrupt fragile equipment and must be explicitly approved
- Legacy protocols and devices may lack modern authentication, encryption, logging, or patch paths
- Security improvements must preserve required deterministic behavior, local control, safe states, and recovery

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

National Institute of Standards and Technology — SP 800-82 Rev. 3: Guide to Operational Technology Security | Source review: 2026-08-20

International Society of Automation — ISA/IEC 62443 Series of Standards | Source review: 2026-08-20

Cybersecurity and Infrastructure Security Agency — Cross-Sector Cybersecurity Performance Goals | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06



SERVICE SPECIFICATION / MANAGED OPERATIONS

Network operations and monitoring

GHT-SVC-033 · Revision 1.0 · 06 September 2026 · 1 / 3

Covered assets and services connect to health checks, telemetry, thresholds, tickets, escalation, authorized actions, change records, and review.

Intended outcome

A monitored asset and service inventory with tuned alerts, tested ticket and escalation routing, current contacts, exclusions, and an operating runbook.

Service scope

A monitoring platform can observe availability, latency, interface state, capacity, power, temperature, wireless, security, configuration, logs, and application or service checks. Useful monitoring begins with an accurate asset and service map so a device alert can be interpreted in operational context.

Monitoring is not the same as remediation or continuous staffing. Covered hours, telemetry, retention, alert severity, acknowledgement, escalation, response target, remote action, dispatch, third-party coordination, and exclusions must be defined by contract.

How the system fits together

01 Assets and services	Devices, sites, links, power, wireless, dependencies, owners and criticality
02 Telemetry	Health checks, metrics, events, logs, configurations, timestamps and data quality
03 Decision	Baseline, threshold, persistence, correlation, severity, suppression and maintenance mode
04 Action and evidence	Ticket, acknowledgement, escalation, authorized change, dispatch handoff, review and audit

Typical project triggers

- Users report outages before the infrastructure team sees them
- Alerts are noisy, duplicated, stale, or not tied to a service owner
- Device inventory, support status, topology, or escalation contacts are incomplete
- No one reviews recurring incidents, capacity, configuration drift, or unresolved risk



GHT-SVC-033 / NETWORK OPERATIONS AND MONITORING

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Establish monitored truth

Inventory covered assets, services, owners, dependencies, sites, versions, support status, telemetry sources, access, time, contacts, and existing incident history.

Acceptance evidence: Contract-scoped asset and service inventory, dependency map, access record, baseline, coverage window, and contact matrix.

02 Design signal and response

Define checks, collection intervals, thresholds, persistence, suppression, dependencies, severity, ticket routing, acknowledgement, escalation, authorized actions, and retention.

Acceptance evidence: Monitoring and alert catalog, severity and escalation matrix, response targets as contracted, dashboard plan, and exclusion list.

03 Onboard and tune

Configure supported collection, protect credentials, normalize names and time, establish dashboards and tickets, simulate events, and tune noise against observed baselines.

Acceptance evidence: Monitored-asset readback, credential-owner record without secret values, test alerts and tickets, baseline report, and tuned exceptions.

04 Operate and improve

Handle events within the contracted coverage and authority, preserve notes and changes, review false and missed alerts, track recurring conditions, and update the monitored inventory.

Acceptance evidence: Sample alert-to-ticket timeline, acknowledgement and escalation evidence, change record, recurring-issue review, and updated asset coverage report.

Handover deliverables

- Contract-scoped asset, service, owner, and dependency inventory
- Monitoring, alert, severity, escalation, action, and exclusion catalog
- Dashboard, ticket, notification, maintenance, and retention configuration record
- Test alert-to-ticket-to-escalation evidence
- Baseline and recurring-issue reports, coverage readback, and operating runbook

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-033 / NETWORK OPERATIONS AND MONITORING

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Covered sites, assets, services, dependencies, criticality, owners, and support state
- Telemetry sources, access method, polling or event intervals, time, retention, and data location
- Baseline, threshold, persistence, severity, maintenance windows, and suppression rules
- Contracted coverage window, channels, response targets, escalation, authority, and exclusions
- Ticketing, remote action, vendor handoff, dispatch boundary, reporting, review, and change process

Constraints and coordination

- Monitoring cannot guarantee availability, detect every fault, or repair a condition outside granted access, authority, support, or service scope
- Coverage windows, response targets, escalation, remote actions, vendor coordination, and dispatch are contract-specific; they must not be implied
- Encrypted, proprietary, legacy, or unsupported systems may expose limited telemetry or control
- Thresholds require tuning, asset inventories require maintenance, and maintenance windows must suppress expected changes without hiding real faults

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

National Institute of Standards and Technology — SP 800-137: Information Security Continuous Monitoring | Source review: 2026-08-20

National Institute of Standards and Technology — Cybersecurity Framework 2.0 | Source review: 2026-08-20

Cybersecurity and Infrastructure Security Agency — Cross-Sector Cybersecurity Performance Goals | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06



SERVICE SPECIFICATION / MANAGED OPERATIONS

Break-fix triage and field dispatch

GHT-SVC-034 · Revision 1.0 · 06 September 2026 · 1 / 3

Incident intake, remote checks, site access, vendor boundaries, technician skills, tools, parts, field work, acceptance testing, and cause notes form one connected path; timing, travel, and rates stay contract-specific.

Intended outcome

A complete incident record from the first symptom through triage, field work, tested restoration, owner confirmation, asset updates, and preventive follow-up.

Service scope

Break-fix begins with a symptom, not a diagnosis. Triage distinguishes user, endpoint, cable, power, network, carrier, platform, account, vendor, environmental, and change-related causes before deciding whether remote work, customer action, vendor escalation, or field dispatch is appropriate.

A field visit needs a site contact, access window, safety conditions, asset and location, known-good test, scope authority, parts plan, escalation contact, and restoration criteria. Coverage, arrival targets, travel, minimums, after-hours rates, parts, and third-party delays are contract-specific.

How the system fits together

01 Intake	Reporter, site, time, symptom, impact, service, safety, contacts and access
02 Triage	Dependencies, monitoring, history, remote tests, owner, severity and escalation
03 Field mission	Skill, tools, parts, site window, work authority, stop conditions and remote bridge
04 Restoration evidence	Service test, readings, photos, config, parts, cause, owner acceptance and prevention

Typical project triggers

- Repeat dispatches close with “working now” but no tests, cause, or change record
- Technicians arrive without site access, owner contacts, parts, drawings, or acceptance criteria
- Carrier, landlord, platform, equipment, and cabling ownership is disputed during an outage
- Remote teams cannot see current topology, labels, serials, photos, or configuration history



GHT-SVC-034 / BREAK-FIX TRIAGE AND FIELD DISPATCH

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Qualify the incident

Capture reporter, time, site, affected service and users, symptoms, scope, recent changes, alarms, safety, business impact, contacts, access, and current workaround.

Acceptance evidence: Timestamped incident record, impact statement, symptom evidence, change context, contacts, and severity under the contracted model.

02 Triage dependencies

Use approved remote checks, topology, monitoring, power, link, configuration, carrier, account, and vendor evidence to isolate the likely layer and define the next safe test.

Acceptance evidence: Triage timeline, tested hypotheses and results, dependency owner, escalation record, and dispatch decision.

03 Dispatch a defined task

Send site, contact, access, safety, asset, tools, parts, remote bridge, method, stop conditions, change authority, and acceptance tests to the assigned field resource.

Acceptance evidence: Dispatch brief, acknowledgement, part custody, arrival and access record, before photos, tests, and approved changes.

04 Prove restoration and learn

Validate the affected service with the owner, capture final readings and configuration, update assets and labels, document temporary or permanent repair, and open preventive follow-up.

Acceptance evidence: Owner-confirmed service test, after photos, test results, parts and change record, cause classification, exceptions, and follow-up owner.

Handover deliverables

- Incident intake, severity, escalation, and dispatch model
- Site, asset, dependency, vendor, contact, access, and spare readiness record
- Remote-triage and field-mission templates
- Timestamped test, change, parts, photo, and restoration evidence
- Cause and recurrence review, updated documentation, exception list, and preventive follow-up

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-034 / BREAK-FIX TRIAGE AND FIELD DISPATCH

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Sites, hours, contacts, access, safety, escort, parking, travel, and after-hours conditions
- Covered services, assets, dependencies, monitoring, remote access, vendors, warranties, and support status
- Severity, coverage window, response target, escalation, authority, rates, minimums, and exclusions
- Common spares, approved substitutions, custody, procurement, shipping, and return process
- Dispatch brief, communication cadence, acceptance tests, evidence, cause categories, and preventive follow-up

Constraints and coordination

- Coverage windows, arrival or response targets, travel, after-hours rates, minimums, parts, and third-party coordination are contract- and location-specific
- Restoration can be delayed by site access, unsafe conditions, hidden pathways, carrier or vendor ownership, unavailable parts, licensing, warranties, or required approvals
- A temporary workaround must be labeled, documented, risk-accepted by the owner, and assigned a permanent-resolution owner
- Remote access and changes require customer authorization, least privilege, protected credentials, logging, backup, and rollback appropriate to the system

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

National Institute of Standards and Technology — SP 800-61 Rev. 3: Incident Response Recommendations
| Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-128: Security-Focused Configuration Management
| Source review: 2026-08-20

Cybersecurity and Infrastructure Security Agency — Cross-Sector Cybersecurity Performance Goals | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / MANAGED OPERATIONS

Technology lifecycle and refresh

GHT-SVC-035 · Revision 1.0 · 06 September 2026 · 1 / 3

Asset records, support dates, licenses, vulnerabilities, capacity, failures, spares, compatibility, budgets, staged migration, rollback, data handling, and disposal feed one plan.

Intended outcome

A risk-ranked replacement plan with budget timing, compatibility evidence, staged configurations, recoverable backups, acceptance tests, and updated records.

Service scope

An asset reaches refresh priority through more than age. Vendor support, security exposure, failure history, capacity, environmental condition, spare availability, license status, compatibility, configuration recoverability, service criticality, and upcoming business change all affect the decision.

A refresh is a migration, not a swap. It needs configuration capture, dependency mapping, compatibility review, staging, change approval, maintenance window, rollback, acceptance tests, disposal or data sanitization, and documentation update.

How the system fits together

01 Portfolio truth	Asset, owner, site, dependency, version, support, license, configuration and cost
02 Risk and priority	Criticality, vulnerability, condition, capacity, incident, spare, lead time and change
03 Migration	Compatibility, staging, maintenance, configuration, backup, test and rollback
04 Retirement	Access removal, data handling, record update, reuse, return, recycling and disposal

Typical project triggers

- Critical devices are unsupported, unlicensed, unpatchable, capacity-bound, or without recoverable configuration
- Failure history and emergency purchases are rising
- No one can identify which services, sites, links, credentials, or vendors depend on an asset
- Budget planning starts only after a failure or end-of-sale notice



GHT-SVC-035 / TECHNOLOGY LIFECYCLE AND REFRESH

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Build lifecycle truth

Reconcile assets, sites, owners, models, versions, support, licenses, warranties, configurations, capacity, incidents, vulnerabilities, spares, dependencies, and costs.

Acceptance evidence: Verified asset and dependency inventory with evidence date, support and license state, configuration status, and unresolved gaps.

02 Prioritize and sequence

Score service criticality, support, exploit evidence, condition, capacity, recurrence, recoverability, compatibility, lead time, cost, and business change; group work into migration waves.

Acceptance evidence: Risk-ranked roadmap, decision rationale, budget ranges, compatibility questions, dependency order, and target windows.

03 Stage and migrate

Select supported replacements, validate compatibility and licensing, capture backups, bench and update equipment, prebuild configuration, approve change, and preserve rollback.

Acceptance evidence: Bill of materials, support evidence, staged configuration, backup and restore check, test results, change plan, and rollback gate.

04 Accept and retire

Test services, performance, management, alerts, failover where scoped, and user workflow; update records; remove access; sanitize data as required; and process return, reuse, recycling, or disposal.

Acceptance evidence: Acceptance results, owner signoff, updated as-builts and assets, configuration archive, access revocation, and disposition record.

Handover deliverables

- Verified lifecycle and dependency inventory
- Risk-ranked multi-period refresh roadmap and decision rationale
- Budget, procurement, compatibility, standard, and exception plan
- Staging, backup, migration, rollback, and acceptance evidence
- Updated as-builts and asset records, configuration archive, access revocation, and disposition record

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-035 / TECHNOLOGY LIFECYCLE AND REFRESH

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Asset, owner, location, model, serial, version, support, license, warranty, and condition
- Service dependency, criticality, redundancy, capacity, incidents, vulnerabilities, and configuration recovery
- Compatibility, subscriptions, integrations, standards, spares, lead time, skills, and vendor support
- Budget cycle, procurement, maintenance windows, change freezes, staging, tests, and rollback
- Access revocation, configuration archive, data sanitization, return, reuse, recycling, disposal, and record retention

Constraints and coordination

- End-of-sale, end-of-support, vulnerability, warranty, and license dates can change and require current manufacturer or publisher verification
- Replacement can expose hidden dependencies, unsupported integrations, undocumented configuration, lead-time, and maintenance-window limits
- A newer model does not guarantee compatibility, capacity, security, or a lower operating cost
- Disposal and reuse may require data sanitization, environmental handling, lease return, customer ownership, or regulated record controls

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

National Institute of Standards and Technology — SP 800-40 Rev. 4: Enterprise Patch Management Planning | Source review: 2026-08-20

Cybersecurity and Infrastructure Security Agency — Known Exploited Vulnerabilities Catalog | Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-128: Security-Focused Configuration Management | Source review: 2026-08-20

International Organization for Standardization — ISO 55000:2024: Asset management overview and principles | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / MANAGED OPERATIONS

Quarterly reviews, roadmaps, and vendor coordination

GHT-SVC-036 · Revision 1.0 · 06 September 2026 · 1 / 3

Periodic reviews reconcile service performance, recurring problems, monitoring, lifecycle, capacity, security, projects, contracts, vendors, budgets, prior actions, and business changes.

Intended outcome

A prioritized roadmap with evidence, decisions, owners, target dates, dependencies, vendor actions, budget timing, and unresolved data gaps.

Service scope

A quarterly review is not a required interval or a generic status meeting. The right frequency follows business change, risk, contract, budget, and operating tempo. Check the inputs before the meeting so the time is spent deciding instead of discovering basic facts.

Vendor coordination clarifies responsibility across carriers, software publishers, equipment manufacturers, landlords, contractors, internal teams, and managed providers. GHT can coordinate scoped work, but cannot control third-party dates, pricing, approvals, service performance, or contract obligations.

How the system fits together

01 Evidence	Service, incident, monitoring, asset, change, capacity, security, project, vendor and cost records
02 Interpretation	Trend, dependency, root or recurring condition, risk, lifecycle and business impact
03 Decision	Option, trade-off, authority, accepted risk, owner, target, budget and dependency
04 Roadmap	Now, next cycle, later, vendor actions, measures, review date and change history

Typical project triggers

- Recurring incidents remain visible but unowned
- Projects, renewals, support dates, budgets, and capacity decisions arrive as surprises
- Different vendors attribute the same problem to one another without shared evidence
- Leadership receives device counts and ticket totals without service, risk, or decision context



GHT-SVC-036 / QUARTERLY REVIEWS, ROADMAPS, AND VENDOR COORDINATION

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Check the operating record

Collect service outcomes, incidents, recurring problems, alerts, changes, assets, support and licenses, capacity, security, projects, vendors, spend, prior actions, and business changes.

Acceptance evidence: Dated source record with checked inputs, scope, trends, unresolved data gaps, prior-decision status, and vendor inputs.

02 Frame decisions and trade-offs

Translate evidence into service, risk, lifecycle, capacity, project, vendor, budget, and policy decisions with options, dependencies, consequence, timing, and recommendation.

Acceptance evidence: Decision register with options, evidence, risk, cost range where available, dependency, deadline, and recommended owner.

03 Decide and sequence

Review material changes, close prior actions, accept or reject recommendations, assign owners, resolve vendor boundaries, and sequence immediate, next-cycle, and longer-range work.

Acceptance evidence: Meeting decision log, accepted risk statements, owners, target dates, dependencies, vendor commitments, and approved priorities.

04 Publish and follow through

Update the roadmap, project and vendor actions, lifecycle plan, budgets, risk register, contract questions, and measurement plan; track execution until the next cadence.

Acceptance evidence: Versioned roadmap, action register, vendor handoff record, updated risk and lifecycle items, and next-review success measures.

Handover deliverables

- Checked source record and data-gap list
- Decision and accepted-risk register
- Vendor ownership, dependency, action, and escalation record
- Prioritized near-, mid-, and longer-range roadmap with budget timing
- Owner, target, measure, and follow-through action register

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-036 / QUARTERLY REVIEWS, ROADMAPS, AND VENDOR COORDINATION

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Review scope, cadence, decision makers, operating period, sites, services, and business changes
- Service outcomes, incidents, recurring problems, monitoring, changes, risks, and accepted exceptions
- Assets, support, licenses, capacity, lifecycle, standards, projects, and technical debt
- Vendor contracts, renewals, ownership, tickets, commitments, dependencies, and unresolved boundaries
- Budget timing, procurement, construction, openings, audits, policy decisions, measures, and prior actions

Constraints and coordination

- Review cadence, attendees, reporting, service levels, and vendor-coordination responsibilities are contract-specific
- Roadmap dates and cost ranges depend on scope validation, funding, procurement, lead times, access, approvals, and third-party commitments
- GHT can coordinate but cannot bind an external vendor without that vendor's confirmed commitment
- A review is only as reliable as its source records; unknowns and unverified vendor claims must remain visibly qualified

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

National Institute of Standards and Technology — [Cybersecurity Framework 2.0](#) | Source review: 2026-08-20

Cybersecurity and Infrastructure Security Agency — [Cross-Sector Cybersecurity Performance Goals](#) | Source review: 2026-08-20

National Institute of Standards and Technology — [SP 800-137A: Assessing Continuous Monitoring Programs](#) | Source review: 2026-08-20

International Organization for Standardization — [ISO 55000:2024: Asset management overview and principles](#) | Source review: 2026-08-20

[Service guide and project discussion](#) | Source review: 2026-09-06

SERVICE SPECIFICATION / BUSINESS SYSTEMS

Business server deployment

GHT-SVC-037 · Revision 1.0 · 06 September 2026 · 1 / 3

Plan, supply, install, configure, and validate the server environment that hosts a customer's approved business applications and records.

Intended outcome

An inventoried server environment with agreed application access, recorded configuration, tested recovery, and an identified support owner.

Service scope

The service covers workload discovery, a configuration-specific equipment schedule, physical installation, operating-system or virtualization setup, storage, network integration, administrative access, and the application prerequisites named in the project scope.

A grocery inventory application or a shared office system may use a tower server, rack server, hosted environment, or a combined design. Capacity, supported operating systems, power, storage resilience, licensing, and recovery requirements determine the selection.

How the system fits together

01 Applications	Named inventory, office, or operational workloads and supported software versions
02 Compute and storage	Processor, memory, drives, storage controller, and growth allowance
03 Network and power	Switch ports, address plan, secure management, rack or room, and UPS
04 Operations	Backups, restore testing, updates, monitoring, and support ownership

Typical project triggers

- A new internal application needs a dependable host
- An existing server needs replacement or migration
- Business records and access need a documented operating environment



GHT-SVC-037 / BUSINESS SERVER DEPLOYMENT

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Discover and size

Record workloads, concurrent users, data volume, performance needs, operating-system support, licenses, and recovery objectives.

Acceptance evidence: Customer-approved workload and capacity schedule.

02 Prepare and configure

Confirm the equipment configuration and site readiness; install hardware, supported firmware, storage, operating environment, network settings, and role-based administration.

Acceptance evidence: Asset list, firmware and configuration record, and controlled administrator handoff.

03 Connect and transition

Install the scoped application prerequisites, test client-device access, and execute an approved migration or cutover with a documented rollback.

Acceptance evidence: Application access tests, migration reconciliation, and cutover record.

04 Verify and hand over

Run representative business tasks, confirm monitoring and backup jobs, restore an agreed sample, and review the runbook with the owner.

Acceptance evidence: Accepted task results, restore evidence, operating guide, and exception register.

Handover deliverables

- Configuration-specific equipment and licensing schedule
- Installed and labeled server with documented network and storage configuration
- Authorized administration and scoped application connectivity
- Recorded backup and sample-restore results
- Operating runbook, support contacts, and cutover or migration record

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-037 / BUSINESS SERVER DEPLOYMENT

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Applications and vendor-supported platform versions
- User and device counts, data size, growth, and performance targets
- Exact processor, memory, storage, controller, network, rack, and power requirements
- Operating-system, access, virtualization, application, backup, and support licenses
- Approved maintenance window, recovery objectives, and customer acceptance owner

Constraints and coordination

- Lenovo ST50 V3, ST250 V3, and SR250 V3 are configuration families; the approved bill of materials defines the actual system.
- Redundant power, hot-swap storage, operating systems, and licenses are not assumed to be included in a base server.
- Electrical work, room cooling, carrier changes, application development, and data cleanup require explicit scope.
- Availability targets, ongoing monitoring, backup retention, and support response commitments are set in the signed agreement.

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

[Lenovo — ThinkSystem ST250 V3 product guide](#) | Source review: 2026-09-06

[Microsoft — Install Windows Server](#) | Source review: 2026-09-06

[Service guide and project discussion](#) | Source review: 2026-09-06

SERVICE SPECIFICATION / BUSINESS SYSTEMS

Handheld and business device deployment

GHT-SVC-038 · Revision 1.0 · 06 September 2026 · 1 / 3

Select, stage, connect, and validate handheld computers, scanning devices, charging equipment, and label printers for an agreed business workflow.

Intended outcome

Named devices that run the intended application, capture the correct records, connect in the required work areas, and have a repeatable setup and support process.

Service scope

The service brings together the handheld model, scan engine, operating system, application, connectivity, device management, charging, batteries, and accessories. The design follows the barcode, working distance, environment, shift, and task.

Zebra retail and warehouse devices are configured for the selected customer application. A scanner does not establish inventory accuracy by itself; identifiers, quantities, locations, duplicate handling, and transaction reconciliation must be defined with the application owner.

How the system fits together

01 Capture	Barcode type, range, scan engine, keypad or touchscreen, and trigger
02 Connect	Business Wi-Fi, approved cellular service, and application endpoints
03 Manage	Enrollment, profiles, application deployment, updates, and device inventory
04 Operate	Charging, spare batteries, labels, operator training, and replacement process

Typical project triggers

- Staff need to scan receiving, picking, counts, or asset movements
- Handhelds need a consistent configuration and application rollout
- A new device fleet needs charging, labeling, training, and support



GHT-SVC-038 / HANDHELD AND BUSINESS DEVICE DEPLOYMENT

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Observe the task

Record scan targets, labels, work areas, distances, shift duration, ergonomics, and current application behavior.

Acceptance evidence: Workflow, sample barcodes, environment record, and device requirements.

02 Specify the full kit

Confirm model, scan engine, radio, batteries, case, cradle, power supply, labels, printer, licenses, and software compatibility.

Acceptance evidence: Configuration-specific device and accessory schedule.

03 Stage and pilot

Enroll and configure a controlled pilot, connect the application, map scan input, apply policies, and test charging and printing.

Acceptance evidence: Repeatable staging profile and pilot transaction evidence.

04 Roll out and verify

Deploy approved profiles, validate coverage and task completion, test disconnect and resynchronization behavior, and train staff.

Acceptance evidence: Device inventory, accepted scan/print tests, operator guide, and support handoff.

Handover deliverables

- Device and accessory bill of materials
- Staging and management configuration record
- Tested application, scanning, connectivity, and printing workflow
- Asset inventory and charging/replacement procedure
- Operator training and acceptance results

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-038 / HANDHELD AND BUSINESS DEVICE DEPLOYMENT

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Application, Android support, login, and enrollment requirements
- Barcode formats, scan distance, label samples, and environmental conditions
- Device quantity, shifts, spare policy, and charging locations
- Wi-Fi coverage and any cellular carrier and plan requirements
- Exact cradles, power supplies, cables, batteries, protective accessories, and software licenses

Constraints and coordination

- TC22/TC27, TC53e/TC58e, and MC3400/MC3450 are distinct configurable families; scan engines, radios, and accessories must match the selected orderable parts.
- Charging cradles may require separate power supplies and cables; a boot-compatible cradle is not interchangeable with every bare-device cradle.
- Mobile device management, cellular plans, Zebra software features, and support contracts are separately scoped when required.
- Application development, inventory data cleanup, and a building-wide Wi-Fi redesign are included only when named in the project scope.

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Zebra — [StageNow device staging](#) | Source review: 2026-09-06

Zebra — [About DataWedge](#) | Source review: 2026-09-06

Service guide and project discussion | Source review: 2026-09-06



SERVICE SPECIFICATION / BUSINESS SYSTEMS

Custom business software development

GHT-SVC-039 · Revision 1.0 · 06 September 2026 · 1 / 3

Design, build, integrate, test, and hand over an internal application around the customer's named business workflow and operating responsibilities.

Intended outcome

An accepted application with defined user roles, traceable records, documented integrations, tested business tasks, and an agreed maintenance and ownership arrangement.

Service scope

The service can cover inventory tools, employee portals, order tracking, work orders, forms, approvals, and management dashboards. Scope is expressed as user tasks, data records, supported integrations, and acceptance criteria.

Discovery establishes who uses the system, which existing application owns each record, what the new software may change, and how exceptions are handled. A prototype and pilot confirm the workflow before wider release.

How the system fits together

01 Users and tasks	Roles, permissions, screens, input validation, and accessibility needs
02 Application	Business rules, transactions, audit records, and exception handling
03 Data and integration	System of record, interfaces, migration, reconciliation, and exports
04 Operations	Hosting, backups, logging, updates, documentation, and support

Typical project triggers

- A shared spreadsheet or manual process no longer supports the operation
- Existing applications need a supported connection or a missing workflow
- The business needs role-specific screens, records, and approvals



GHT-SVC-039 / CUSTOM BUSINESS SOFTWARE DEVELOPMENT

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Define the product

Map current and proposed workflows; agree on users, records, integrations, scope priorities, and measurable acceptance criteria.

Acceptance evidence: Approved requirements, data model, role matrix, and acceptance plan.

02 Prototype and agree

Demonstrate key screens and realistic sample tasks; resolve usability and integration dependencies before implementation expands.

Acceptance evidence: Reviewed prototype, task flows, and integration contracts.

03 Build and test

Implement the approved workflows, permissions, validation, auditability, and supported interfaces; run functional and agreed security tests.

Acceptance evidence: Versioned release candidate, test results, and resolved defect record.

04 Pilot and release

Reconcile migrated records, run user acceptance tests, prepare rollback and recovery, train the owner, and deploy the approved release.

Acceptance evidence: Acceptance signoff, release record, documentation, and support handover.

Handover deliverables

- Requirements, data dictionary, role matrix, and reviewed interface design
- Implemented and versioned application for the agreed scope
- Integration and data-reconciliation documentation
- Functional, access-control, recovery, and acceptance-test results
- Deployment/runbook, user training, and agreed source-code or licensing handover

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-039 / CUSTOM BUSINESS SOFTWARE DEVELOPMENT

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Named users, roles, workflows, and business acceptance owner
- Record definitions, data sources, volumes, retention, and migration scope
- Existing vendor APIs, licenses, test environments, and integration permissions
- Hosting, identity, backup, security, accessibility, and device requirements
- Feature priorities, project milestones, ownership terms, and maintenance coverage

Constraints and coordination

- Features, source-code ownership, licensing, warranties, hosting fees, and maintenance are defined in the signed agreement.
- Third-party integrations require supported interfaces and appropriate vendor access; vendor changes may require a separately scoped update.
- Payment processing uses the selected provider's approved integration; collection of payment-card data is not assumed.
- Unlimited revisions, historical data repair, external certifications, and ongoing support are not included unless expressly scoped.

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

NIST — Secure Software Development Framework | Source review: 2026-09-06

OWASP — Application Security Verification Standard | Source review: 2026-09-06

Service guide and project discussion | Source review: 2026-09-06

SERVICE SPECIFICATION / BUSINESS SYSTEMS

Business reporting and sales forecasting

GHT-SVC-040 · Revision 1.0 · 06 September 2026 · 1 / 3

Connect approved operational data to clear reports and evaluated forecasts that support purchasing, preparation, staffing, and location planning.

Intended outcome

Reconciled reporting and an evaluated forecasting workflow with understandable assumptions, refresh timing, access permissions, and decision ownership.

Service scope

The service defines the measures a manager needs, connects approved source records, checks data quality, and builds reports or dashboards. Forecasting may be added when the available history and intended decision support it.

Restaurant item demand, grocery replenishment, and location activity are example uses. Historical patterns inform a forecast; promotions, stockouts, seasonality, missing data, and changes in operations must be considered before a manager acts.

How the system fits together

01 Source records	Approved POS, inventory, ordering, staffing, or business-system data
02 Data preparation	Definitions, joins, dates, units, quality checks, and reconciliation
03 Analysis	Dashboards, baseline forecasts, evaluation, and uncertainty
04 Decision and review	Named owner, refresh schedule, overrides, and performance monitoring

Typical project triggers

- Managers retype or combine reports from different systems
- Purchasing or staffing decisions lack a consistent view of demand
- The business needs reporting across items, shifts, or locations



GHT-SVC-040 / BUSINESS REPORTING AND SALES FORECASTING

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Define the decision

Agree on users, measures, forecast horizon, reporting grain, decision cadence, and source-system responsibilities.

Acceptance evidence: Metric dictionary, reporting requirements, and evaluation plan.

02 Prepare and reconcile data

Connect permitted sources, document transformations, identify missing records and exceptional periods, and reconcile totals.

Acceptance evidence: Source mapping, quality report, and reconciled sample outputs.

03 Build and evaluate

Create reports and compare candidate forecasts with a relevant baseline using time-ordered holdouts or rolling evaluation.

Acceptance evidence: Reviewed dashboards, baseline comparison, and documented error measures.

04 Deliver and review

Set access and refresh behavior, explain uncertainty and limitations, train the decision owner, and agree on monitoring.

Acceptance evidence: Acceptance results, refresh/runbook, interpretation guide, and review cadence.

Handover deliverables

- Metric definitions and approved data-source map
- Data preparation and reconciliation record
- Configured dashboards or reports with access controls
- Forecast evaluation and limitations when forecasting is in scope
- Refresh schedule, interpretation guide, and acceptance record

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-040 / BUSINESS REPORTING AND SALES FORECASTING

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Decision, reporting audience, forecast horizon, and update cadence
- Historical records with timestamps, units, items, and location identifiers
- Known promotions, closures, stockouts, corrections, and business changes
- Source access, vendor licensing, privacy boundaries, and retention requirements
- Agreed reconciliation tolerance, evaluation baseline, error measures, and review owner

Constraints and coordination

- Forecasts are planning aids, not guaranteed revenue, demand, staffing, or savings outcomes.
- Sparse, inconsistent, or changing data may limit forecasting; data repair or longer collection periods may be required.
- Vendor API access, historical exports, integration subscriptions, and ongoing monitoring are separately scoped.
- Automatic purchasing or staffing actions require explicit approval rules and controls; reports do not authorize those actions by default.

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Hyndman and Athanasopoulos — [Evaluating point forecast accuracy](#) | Source review: 2026-09-06

Hyndman and Athanasopoulos — [Time series cross validation](#) | Source review: 2026-09-06

[Service guide and project discussion](#) | Source review: 2026-09-06