Fujitsu Services	Call Enquiry Matrix and Incident Prioritisation - Software	Ref:	CS/FSP/019
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Document Title: Call Enquiry Matrix and Incident Prioritisation - Software

Document Type: Functional Specification

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Abstract: This document details the prioritisation and call codes for Software incidents logged on PowerHelp

Document Status: APPROVED

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	22/01/07	Division of CS/FSP/002 v16.0 into separate documents to cover specific incident types	
1.0	23/04/07	For approval	

0.2 Review Details

Mandatory Review	Name
Customer Service	Jan Ambrose *
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Optional Review	Name
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 (*) = Reviewers that returned comments

0.3 Associated Documents

Reference	Version	Date	Title	Source
PA/TEM/001	7.0	2nd April 2002	Fujitsu Services Document Template	PVCS
CS/FSP/011			Call Enquiry Matrix and Incident Prioritisation - General	PVCS

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

0.4   Abbreviations/Definitions

Abbreviation	Definition
HSD	Horizon Service Desk
KEL	Known Error Log
KMS	Key Management System
NBSC	Network Business Support Centre
PIN	Personal Identification Number
PMMC	Postmaster's Memory Card
PO	Post Office
POLO	Post Office Log On
SLA	Service Level Agreement
SMC	System Management Centre
SSC	Software Support Centre

0.5   Changes in this Version

0.6   Changes Expected

0.7   Table of Contents

1.0 Introduction

This document describes the incidents logged on PowerHelp and is used to define the call codes for these incidents.

It also defines the priorities assigned to any incident. These priorities have been created to aid the HSD to manage incident escalation and have been agreed in conjunction with support units.

2.0 Scope

The document describes the types of incidents, incident prioritisation and call codes for the following call type:

       S   Software

Further details in respect of incident prioritisation and status and PowerHelp call codes are provided in 'Call Enquiry Matrix and Incident Prioritisation – General' [Ref. CS/FSP/011].

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3.0 Call Codes and Incident Prioritisation

Call Type Code:	S
Call Type:	Software
Description:	These calls are only those relating to the PO branch. For central/remote system software faults, see Operational codes OP02/06.
Calls raised by:	PO branch
SLA:	None
Priority:	B, unless the PO branch is unable to operate due to the software failure in which case the priority will be A

Problem Type Code		Cause Code		Repair Code	
SD06	System freeze / "System Busy" message	C22	Counter software error	R22	Fix applied by SSC
				R95	Fixed at future release
		CR4	No fault found / User error	R74	User advised by HSD
		CT6	Receipt/label printing	R70	Reboot by branch
		CT7	Report printing	R70	Reboot by branch
		CT8	Report previewing	R70	Reboot by branch
		CT9	Transaction processing	R70	Reboot by branch
		CU1	Riposte login	R70	Reboot by branch
		CU2	POLO process	R70	Reboot by branch
		CU3	Administration / Cash Account	R70	Reboot by branch
		CU4	Tivoli event	R70	Reboot by branch
SD08	"System Error" message	C22	Counter software error	R22	Fix applied by SSC
				R95	Fixed at future release
		CR4	No fault found / User error	R74	User advised by HSD
		CU5	PWWDCTR	R70	Reboot by branch
		CU6	Desktop initialisation failed	R70	Reboot by branch
		CU7	Error verifying desktop components	R70	Reboot by branch
		CU8	Post POLO failure	R70	Reboot by branch
		CU9	WINNT logon prompt	R70	Reboot by branch
		CV1	RPC Server is unavailable	R70	Reboot by branch
		CV2	Operational integrity violation	R70	Reboot by branch
		CV3	The received security data was unusable	R84	KMS system error resolved
		CV4	Other system error message	R70	Reboot by branch
SD09	Blue screen	C22	Counter software error	R22	Fix applied by SSC
				R95	Fixed at future release
		CR4	No fault found / User error	R74	User advised by HSD
		CT9	Transaction processing	R70	Reboot by branch

		CU2	POLO process	R70	Reboot by branch
		CU4	Tivoli event	R70	Reboot by branch
SD17	Key refresh – Update security data	CG9	Scheduled security data update	RA3	Key refreshed
				RH1	Security data update delayed
				RK8	Procedure advice required
		CV5	Communication with data centre failed	R85	KMS "Door opened"
				R86	Communication problem resolved
				RH1	Security data update delayed
SD19	POLO Support	C57	Active PMMC/PIN lost	R51	Spare PMMC activated
		CR4	No fault found / User error	R74	User advised by HSD
		CV6	Power up assistance required	R74	User advised by HSD
		CV7	Safe shutdown assistance required	R74	User advised by HSD
SD20	System slow / System delay	C22	Counter software error	R22	Fix applied by SSC
				R95	Fixed at future release
		CR4	No fault found / User error	R74	User advised by HSD
		CW7	Slow/delayed processing	R70	Reboot by branch
		CW8	Slow/delayed Riposte login	R74	User advised by HSD
SD21	Reported software error	CW5	Software error found	R22	Fix applied by SSC
				R70	Reboot by branch
				R74	User advised by HSD
				R95	Fixed at future release
				RH3	Unknown error - SSC KEL raised
				RH5	Fault resolved by SMC
		CW6	No software fault found	R58	Caller referred to NBSC
				R74	User advised by HSD
				RH2	Fault investigated by SSC