

Fujitsu Services

**Call Enquiry Matrix and Incident Prioritisation -  
Hardware****Ref:** CS/FSP/014**Version:** 1.0**COMPANY IN-CONFIDENCE****Date:** 23/04/07

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**Document Title:** Call Enquiry Matrix and Incident Prioritisation - Hardware**Document Type:** Functional Specification**Release:** N/A**Abstract:** This document details the prioritisation and call codes for Hardware incidents logged on PowerHelp**Document Status:** APPROVED**Originator & Dept:** Adam Parker, Customer Service**Contributors:****Internal Distribution:** Post Office Account Library**External Distribution:****Approval Authorities:**

Name	Position	Signature	Date
Liz Melrose	POA Service Delivery Team Manager		
Paul Gardner	HSD Operations Manager		

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## 0.0 Document Control

### 0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.0	22/11/06	Division of CS/FSP/002 v16.0 into separate documents to cover specific incident types, and introduction and amendment of codes	
0.1	30/01/07	Amendment of reviewers list	
1.0	23/04/07	To include reviewers' comments and for approval	

### 0.2 Review Details

Mandatory Review	Name
Customer Service	Jan Ambrose *
SST	Chris Lewis
Optional Review	Name
POL	Lynne Fallowfield
HSD	Paul Gardner
Customer Service	Liz Melrose

( \* ) = Reviewers that returned comments

### 0.3 Associated Documents

Reference	Version	Date	Title	Source
PA/TEM/001	7.0	2 <sup>nd</sup> April 2002	Fujitsu Services Document Template	PVCS
CS/FSP/011			Call Enquiry Matrix and Incident Prioritisation - General	PVCS
SVM/SDM/SD/0002			Engineering Service: Service Description	Dimensions

**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
ISDN	Integrated Services Digital Network
PO	Post Office
PMMC	Postmaster's Memory Card
SLA	Service Level Agreement
SMC	System Management Centre

## 0.5 Changes in this Version

Version	Changes
0.1	<ul style="list-style-type: none"><li>• Amendment of cause code CS5 to "MLP feed issue"</li><li>• Amendment of cause code CS9 to "Smart card reader failure"</li><li>• Amendment of cause code CZ4 to "Unit fault – Cause unknown"</li><li>• Amendment of cause code CT3 to "Re-installation required (Do not use)"</li><li>• Introduction of cause code XXX "APOP feed issue"</li><li>• Introduction of cause code XXX "Gift voucher feed issue"</li><li>• Introduction of cause code XXX "Giro feed issue"</li><li>• Introduction of cause code XXX "Fishing license feed issue"</li><li>• Introduction of cause code XXX "All slips feed issue"</li><li>• Introduction of cause code XXX "Slow / No response (PINpad)"</li><li>• Introduction of cause code XXX "Software fault (PINpad)"</li><li>• Introduction of cause code XXX "Unit fault – Cause unknown (PINpad)"</li><li>• Introduction of repair code XXX "Re-installation by engineer"</li><li>• Introduction of repair code XXX "Re-installation by PO Branch"</li><li>• Introduction of repair code XXX "PSU replaced/repared/adjusted by engineer"</li><li>• Introduction of repair code XXX "Mains Adaptor replaced/repared/adjusted by engineer"</li><li>• Introduction of repair code XXX "Mobility Box replaced/repared/adjusted by engineer"</li></ul>
1.0	<ul style="list-style-type: none"><li>• PowerHelp codes allocated to new descriptions where applicable</li><li>• Kiosk codes removed</li><li>• Removal of cause code "Re-installation required (Do not use)"</li><li>• Amendment of repair code RM9 to "Reinstallation by branch"</li></ul>

0.6 Changes Expected

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## 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:

H Hardware

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:** H

**Call Type:** Hardware

**Description:** These calls are only those relating to the PO branch. For central/remote system hardware faults, see Operational codes OP01/05. If the PM is advised by HSD on how to correct a fault, the repair codes "User advised by HSD", "Reboot by branch" or "Re-installation by branch" must be used.

**Calls raised by:** PO branch

**SLA:** As defined in SVM/SDM/SD/0002

**Priority:** As defined in SVM/SDM/SD/0002

Problem Type Code		Cause Code		Repair Code	
HD01	Base unit fault	C01	Unit faulty	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
				R74	User advised by HSD
		C03	Unit damaged	R01	Unit replaced by engineer
				R02	Unit repaired by engineer
		C08	No hardware fault found/User error	R08	No action taken / User advised by engineer
				R74	User advised by HSD
				RC9	Engineer visit cancelled by user
		CR6	Power fault	R06	Cable replaced/repared/adjusted by engineer
				R74	User advised by HSD
				RM6	Mains adaptor/PSU replaced/repared/adjusted by engineer
				RM7	Mobility Box replaced/repared/adjusted by engineer
		CR7	Network fault	R01	Unit replaced by engineer
				R06	Cable replaced/repared/adjusted by engineer
				R68	Reboot by engineer
				R76	Hub replaced/repared/adjusted by engineer
		CR8	Software fault	R01	Unit replaced by engineer
				R68	Reboot by engineer
		CR9	Mirror disk (Node 31)	R68	Reboot by engineer
				R70	Reboot by branch
				R74	User advised by HSD
				RG5	Mirror disk replaced/repared/adjusted by engineer
		CS1	Duplicate issue raised by SMC	RG6	Resolved by SMC call

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		CX1 Rates board issue	R01 Unit replaced by engineer R06 Cable replaced/repared/adjusted by engineer R08 No action taken / User advised by engineer R68 Reboot by engineer R70 Reboot by branch R74 User advised by HSD RJ8 3 <sup>rd</sup> party issue identified
		CX2 Weigh scales issue	R06 Cable replaced/repared/adjusted by engineer R08 No action taken / User advised by engineer R68 Reboot by engineer R70 Reboot by branch R74 User advised by HSD RJ8 3 <sup>rd</sup> party issue identified
HD04	Bar code reader fault	C01 Unit faulty	R01 Unit replaced by engineer R03 Unit adjusted by engineer R74 User advised by HSD
		C02 Unit dirty	R74 User advised by HSD RG7 Unit cleaned by engineer
		C03 Unit damaged	R01 Unit replaced by engineer R02 Unit repaired by engineer
		C08 No hardware fault found/User error	R08 No action taken / User advised by engineer R74 User advised by HSD RC9 Engineer visit cancelled by user
		CN1 Slow / No response	R68 Reboot by engineer R70 Reboot by branch
		CR6 Power fault	R06 Cable replaced/repared/adjusted by engineer R74 User advised by HSD RM6 Mains adaptor/PSU replaced/repared/adjusted by engineer RM7 Mobility Box replaced/repared/adjusted by engineer
HD07	Counter printer fault	C01 Unit faulty	R01 Unit replaced by engineer R03 Unit adjusted by engineer R74 User advised by HSD
		C02 Unit dirty	R74 User advised by HSD RG7 Unit cleaned by engineer
		C03 Unit damaged	R01 Unit replaced by engineer R02 Unit repaired by engineer
		C08 No hardware fault found/User error	R08 No action taken / User advised by engineer R74 User advised by HSD RC9 Engineer visit cancelled by user



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CB2	Paper jam/feed	R01	Unit replaced by engineer
		R03	Unit adjusted by engineer
		R74	User advised by HSD
CN1	Slow / No response	R68	Reboot by engineer
		R70	Reboot by branch
CR6	Power fault	R06	Cable replaced/repared/adjusted by engineer
		R74	User advised by HSD
		RM6	Mains adaptor/PSU replaced/repared/adjusted by engineer
		RM7	Mobility Box replaced/repared/adjusted by engineer
CS3	Obstruction	R01	Unit replaced by engineer
		R03	Unit adjusted by engineer
		R74	User advised by HSD
CS4	Consumables issue	R03	Unit adjusted by engineer
		R08	No action taken / User advised by engineer
		R74	User advised by HSD
CS5	MLP feed issue	R01	Unit replaced by engineer
		R03	Unit adjusted by engineer
		R74	User advised by HSD
CS6	Sensor issue	R01	Unit replaced by engineer
		R03	Unit adjusted by engineer
		R74	User advised by HSD
CW3	APOP feed issue	R01	Unit replaced by engineer
		R03	Unit adjusted by engineer
		R74	User advised by HSD
CW4	Gift voucher feed issue	R01	Unit replaced by engineer
		R03	Unit adjusted by engineer
		R74	User advised by HSD
CX3	Giro feed issue	R01	Unit replaced by engineer
		R03	Unit adjusted by engineer
		R74	User advised by HSD
CX4	Fishing licence feed issue	R01	Unit replaced by engineer
		R03	Unit adjusted by engineer
		R74	User advised by HSD
CX5	All slips feed issue	R01	Unit replaced by engineer
		R03	Unit adjusted by engineer
		R74	User advised by HSD



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HD08	Back office printer fault	C01	Unit faulty	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
				R74	User advised by HSD
		C02	Unit dirty	R74	User advised by HSD
				RG7	Unit cleaned by engineer
		C03	Unit damaged	R01	Unit replaced by engineer
				R02	Unit repaired by engineer
		C08	No hardware fault found/User error	R08	No action taken / User advised by engineer
				R74	User advised by HSD
HD09	Keyboard fault			RC9	Engineer visit cancelled by user
		CB2	Paper jam/feed	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
				R74	User advised by HSD
		CN2	Slow / No response (BOP)	R68	Reboot by engineer
				R70	Reboot by branch
				R82	Printer buffer cleared
		CR6	Power fault	R06	Cable replaced/repared/adjusted by engineer
				R74	User advised by HSD
				RM6	Mains adaptor/PSU replaced/repared/adjusted by engineer
				RM7	Mobility Box replaced/repared/adjusted by engineer
		CS3	Obstruction	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
				R74	User advised by HSD
		CS4	Consumables issue	R03	Unit adjusted by engineer
				R08	No action taken / User advised by engineer
				R74	User advised by HSD
		C02	Unit dirty	R74	User advised by HSD
				RG7	Unit cleaned by engineer
		C03	Unit damaged	R01	Unit replaced by engineer
				R02	Unit repaired by engineer
		C08	No hardware fault found/User error	R08	No action taken / User advised by engineer
				R74	User advised by HSD
				RC9	Engineer visit cancelled by user
		CN1	Slow / No response	R68	Reboot by engineer
				R70	Reboot by branch

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		CR6	Power fault	R06	Cable replaced/repared/adjusted by engineer
				R74	User advised by HSD
				RM6	Mains adaptor/PSU replaced/repared/adjusted by engineer
				RM7	Mobility Box replaced/repared/adjusted by engineer
		CS1	Duplicate issue raised by SMC	RG6	Resolved by SMC call
		CS7	Key fault	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
				R74	User advised by HSD
		CS8	Magnetic card reader fault	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
HD11	Monitor fault			R74	User advised by HSD
				RG7	Unit cleaned by engineer
		C03	Unit damaged	R01	Unit replaced by engineer
				R02	Unit repaired by engineer
		C08	No hardware fault found/User error	R08	No action taken / User advised by engineer
				R74	User advised by HSD
				RC9	Engineer visit cancelled by user
		CN1	Slow / No response	R68	Reboot by engineer
				R70	Reboot by branch
		CR6	Power fault	R06	Cable replaced/repared/adjusted by engineer
				R74	User advised by HSD
				RM6	Mains adaptor/PSU replaced/repared/adjusted by engineer
				RM7	Mobility Box replaced/repared/adjusted by engineer
		CS1	Duplicate issue raised by SMC	RG6	Resolved by SMC call
		CT1	Touch screen fault	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
				R74	User advised by HSD
		CT2	Display fault	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
				R74	User advised by HSD

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		CZ4	Unit fault – Cause unknown	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
				R74	User advised by HSD
HD18	PINpad fault	C02	Unit dirty	R74	User advised by HSD
				RG7	Unit cleaned by engineer
		C03	Unit damaged	R01	Unit replaced by engineer
				R02	Unit repaired by engineer
		C08	No hardware fault found/User error	R08	No action taken / User advised by engineer
				R74	User advised by HSD
				RC9	Engineer visit cancelled by user
		CN3	Slow / No response (PINpad)	R68	Reboot by engineer
				R70	Reboot by branch
				RM8	Re-installation by engineer
				RM9	Re-installation by branch
		CR6	Power fault	R06	Cable replaced/repared/adjusted by engineer
				R74	User advised by HSD
				RM6	Mains adaptor/PSU replaced/repared/adjusted by engineer
				RM7	Mobility Box replaced/repared/adjusted by engineer
		CS1	Duplicate issue raised by SMC	RG6	Resolved by SMC call
		CS7	Key fault	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
				R74	User advised by HSD
		CS9	Smart card reader failure	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
				R74	User advised by HSD
		CT3	Software fault (PINpad)	R01	Unit replaced by engineer
				R68	Reboot by engineer
				RM8	Re-installation by engineer
				RM9	Re-installation by branch
		CT5	Unit fault – Cause unknown (PINpad)	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
				R74	User advised by HSD
				RM8	Re-installation by engineer
				RM9	Re-installation by branch
HD19	Secure ISDN box	CH1	Cabinet fault	R01	Unit replaced by engineer
				R03	Unit adjusted by engineer
HD21	Both/Spare PMMC lost	CP2	Both/Spare PMMC lost	R83	Replacement PMMC delivered by engineer
				RD4	Replacement PMMC posted
				RG8	Call cancelled by user

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**Note 1:** Where all the equipment is damaged, Closure/Environmental codes should be used.