

Fujitsu Services

End to End Support Process, Operational Level  
Agreement

Ref: CS/FSP/006

Version: 2.0

Company in Confidence

Date: 17-Jun-2003

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**Document Title:** End to End Support Process, Operational Level Agreement

**Document Type:** Specification

**Release:** N/A

**Abstract:** Defines the operational responsibilities of the units involved in the end to end support of the Pathway solution software in relation to each other.

**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	12/9/97	First Draft	
0.2	23/9/97	Draft including comments from SSC Manager	
0.3	8/12/97	Draft incorporating comments from Development Manager	
1.0	10/10/99	Administrative change to version 1.0 Addition of one sentence in the Introduction (section2) confirming that support is required at all times.	
1.1	25/07/02	Review of document and inclusion of OLA measures for event monitoring	
1.2	30/08/02	Inclusion of comments from SMC	
2.0	17/06/2003	For Approval	

### 0.2 Review Details

Review Comments by :	<i>3<sup>rd</sup> July 2003</i>
Review Comments to :	<i>Mik Peach</i>

Mandatory Review Authority	Name
<i>See Review Role Matrix in PA/PRO/010</i>	
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Optional Review / Issued for Information	

( \* ) = Reviewers that returned comments

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### 0.3 Associated Documents

Reference	Version	Date	Title	Source
PA/TEM/001	8.0	19/12/02	Fujitsu Services Document Template	PVCS
PA/TEM/001	6.0	26 <sup>th</sup> March 2002	Fujitsu Services (Pathway) Limited Document Template	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
SSC	Software Support Centre
SMC	Systems Management Centre
HSH	Horizon Systems Helpdesk
HIT	HSH Incident Team
Incident	A packet of support work usually taking the form of a single problem call, recorded on the relevant call management system
Resolution	That which provided a permanent fix for an incident
Workround	A temporary fix for an incident
KEL	Known Error Log
PinICL	Fujitsu Services Proprietary Call Management System

### 0.5 Changes in this Version

Version	Changes
2.0	For Approval – no amendments required from 1.2 review

### 0.6 Changes Expected

Changes

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## 1.0 Introduction

The purpose of this process agreement is to formally document the objectives and responsibilities which each unit involved in the support of the Horizon solution has towards the other units similarly involved.

This process agreement specifically excludes the management of Operational problems for which CORE SERVICES is wholly responsible, and all hardware related calls.

This process agreement also documents the measures by which each unit will be measured in its performance of those objectives and responsibilities.

This document does not attempt to define the processes by which each unit will function, since these are documented elsewhere, although it does outline briefly parts of those processes where they relate specifically to the obligations between the units.

The document is laid out in the form of specific obligations between each level of support, and the other level (s) of support to which it relates, with specific measures in ***bold italics*** after each obligation.

Note that support for the Pathway system is required 24hrs \* 365 days per year and therefore there is likely to be a requirement for some or all lines of support to provide the service on this basis.

## 2.0 Scope

The scope of this document is limited to the units responsible for the support of the software in the Pathway Solution

## 3.0 HSH/HIT/SMC obligations to SSC

From the point of view of the SSC, the HSH, SMC and HIT units can be treated as one “unit” since incidents reported to the SSC should always have been passed from the HSH to the HIT prior to being received. Only the HIT and the SMC has a direct interface to the SSC. Each unit has separate responsibilities, however for the purpose of this document and interface agreement the SMC will act as a single point of contact for all units and report accordingly to the SSC. Whilst 100% conformance is generally expected and strived for in all areas a 5% deficit ( i.e. 95%conformance) in the overall performance on a rolling three month basis is accepted by all parties.

The functions of this unit are -

- a) To receive calls from the customer, whether this be Postmasters, APS Clients,TIP, Pathway internal staff etc. This includes raising calls as a result of events monitored from the live system.

- b) To log all calls on a call management system (currently Powerhelp)

*No justified complaints from customers regarding calls not being logged.*

- c) To “filter” all hardware calls and route them to the appropriate unit for hardware support

*No hardware calls passed to SSC except in circumstances where Fujitsu services Pathway need to be made aware, e.g. recurrent hardware problems which need to be addressed between Fujitsu services Pathway and a supplier.*

- d) To “filter” all calls for which the problem is already known to the support community and for which a resolution is already known or has been generated. In this context the term “resolution” can take a number of forms, including

- i) The statement that the problem is resolved in release xxx of the Horizon solution
- ii) There is a documented workaround for the problem.
- iii) The documentation relating to that part of the system is under review or being changed.

*No calls passed to the SSC which are subsequently resolved as known errors, except in cases where the symptoms reported by the customer did not match the symptoms recorded in the known error documentation, and which therefore the HSH/HIT/SMC could not reasonably have been expected to find.*

- e) To retain in the Powerhelp systems duplicate incidents - i.e. incidents which are repetitions of an incident which has already been passed to the SSC, and to ensure that when the resolved incident is received from the SSC, the duplicated calls are closed.



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*No duplicated incidents passed to the SSC, except in cases where the symptoms reported by the customer did not match the symptoms recorded in the original incident, and which therefore the HSH/HIT/SMC could not reasonably have been expected know as a duplicate .*

- f) To ensure that the correct evidence for any problem is collected prior to the incident being passed to the SSC for investigation.

*No calls rejected by the SSC on the basis that the evidence was inadequate. Specifically excluded from this measure are instances where, although the evidence was inadequate, the SSC had not documented the evidence required and occasions where the evidence required was unobtainable.*

- g) To ensure that any incident which requires investigation by the SSC is passed onto the call management system used by Fujitsu Services Pathway (currently PinICL) assigned to the correct SSC team (EDSC).

*No calls lost because of incorrect assignment by HSH/HIT/SMC*

- h) To ensure that if there are any updates made to incidents passed to the SSC which will assist the SSC in diagnosis, then these are sent to the SSC in the same manner as g).

*No justified complaints from SSC staff regarding updated calls not being received by the SSC.*

- i) To ensure that any calls passed to the SSC are passed in a timely manner. The exact timings will be defined in the final version of this document. The timings will be a vary according to the total time allowed for resolution of the problem in the contract between Fujitsu Services Pathway and the customer. These timings will therefore be dependant on the priority of the incident, with less time will be allowed for an "A" priority call than will be permitted for (for example) a "C" priority.

*Specific targets for timescales are documented in appendix B of this document.*

- j) To ensure that the priority of any incident is assessed and recorded correctly.

*No calls passed to the SSC whose priority does not conform to the specification defined in appendix A*

- k) To ensure that reports are available to the SSC concerning –  
number of calls received

number of calls passed to SSC by priority

time taken between receipt of the call and transfer to SSC by priority

time between receipt of the call by SSC and the resolution passed back to HSH/HIT/SMC by priority.

*No justified complaints from SSC management concerning inadequacies of call handling statistics*

- l) Review SSC reports of incorrectly diagnosed calls. Agree and arrange regular reviews of this OLA and the achievements based on the reports

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*No justified complaints from SSC management concerning inadequacies of call management reviews.*

- m) To “filter” all user error calls and ensure that they are closed

*No calls passed to SSC which are subsequently closed as “user error”*

- n) To “filter” all advice and guidance calls and ensure that they are closed

*No calls passed to SSC which are subsequently closed as “advice and guidance”*

- o) To “filter” all calls for which the Pathway software is not at fault.

*No calls passed to SSC which are subsequently closed as “No fault in product”*

- p) To monitor events effectively on the live estate

*No “red” events on the live system to go unnoticed, with appropriate action taken for each one. In this context, a “red” event is one which is logged as critical, and appears in red on the Tivoli screens and with a red marker in NT event logs*

- q) To take corrective action for all red events

*HSH/HIT/SMC to check for the event in the event list for the relevant system subsection (which is held on the SSC web site) and to take the documented action. No event calls passed to the SSC without this documentation having been consulted.*

*New call to be raised for each red event that is not already known on the “known errors” database, and passed to the SSC for action, with a skeleton KEL.*

- r) To ensure that event-related issues have been correctly documented

*No calls passed to the SSC for event-related issues without a KEL having been created to document the symptoms.*

- s) To ensure that “event storms” are correctly handled

*Where an event storm is being produced by a server, or by a subsystem in the Pathway solution, AND where the cause of that event has already been documented, then HSH/HIT/SMC should, where possible, take appropriate action to prevent the system becoming “swamped” with repeat events. No complaints from customer or from other supporting units concerning system performance or support issues caused by inadequately handled event storms.*



## 4.0 SSC Obligations to HSH/HIT/SMC

- a) To receive incidents passed from the HSH/HIT/SMC
- b) To ensure that any incidents so received are maintained on the call management system used by Fujitsu Services Pathway (PinICL). Where updates are made to the calls which are of relevance to the HSH/HIT/SMC, then the SSC will ensure that these updates reach the Powerhelp system.
- c) To ensure that the incident reported is correctly resolved and the resolution recorded on the PinICL system and the incident and resolution passed back to the HSH/HIT/SMC call management system (Powerhelp). The resolution should include a full explanation of the problem and the action taken to resolve it, be this a workaround or a code change, or other action.

*No justified complaints regarding incorrect diagnosis of problems from HSH/HIT/SMC*

*No complaints regarding calls closed on PinICL not subsequently transferred back to Powerhelp.*

- d) To ensure that the incident is resolved within the total time allowed by the contract between the customer and Fujitsu Services Pathway.

*No justified complaints from the CORE SERVICES regarding late resolution of problems, no invocation of penalty clauses by the customer because of slow resolution of incidents.*

- e) To ensure that the HSH/HIT/SMC is made aware of the evidence requirements for any form of incident and that this documentation is fully maintained.

*No complaints from the HSH/HIT/SMC that they did not know the evidence required to be collected for any call. A specific exception to this would be the situation in which a completely new type of call was received, causing the SSC to update the relevant documentation.*

- f) To create and maintain a register of known deficiencies with the Pathway solution, and the resolution for these problems (where known), and to allow access to this register to HSH/HIT/SMC so that they can fulfil the function of filtering known errors.

*"known error" system to be maintained, up to date with the current SSC knowledge. System to be available at all times, except when backup is in progress.*

- g) To ensure that any resolutions or workarounds that are passed to the SMC have been tested and have been correctly authorised via the Release Authorisation process.

*No untested workarounds or resolutions to be passed from SSC to HSH/HIT/SMC.*

*The exception to this rule would be the case where resolutions are being passed to the SMC specifically to be downloaded to the Pathway rigs for testing prior to general release.*

- h) To ensure that the HSH/HIT/SMC is supplied with documentation relating to new releases of the Pathway solution in sufficient time to enable HSH/HIT/SMC staff to become familiar with the product prior to its release.

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*HSH/HIT/SMC to be supplied with such documentation for any release prior to MOR for that product release.*

- i) To ensure that for any incident which has been resolved and passed back to the Powerhelp system, the customer has been contacted and made aware of the closure.

*No complaints from HSH/HIT/SMC to SSC regarding failure to ensure customer agreement with the closure of an incident.*

- j) To hold workshops and skills transfer sessions relating to technical aspects of the Pathway solution and diagnostic techniques.

*No justified complaints from HSH/HIT/SMC with regard to lack of technical training where this training could have been supplied by the SSC.*

- k) To ensure that the following figures are available to the HSH/HIT/SMC on demand.

- i) Number of calls currently outstanding at the SSC by priority
- ii) Number of calls where resolution has been deferred to the next release
- iii) Number of calls against age in the SSC or 4<sup>th</sup> line support units.
- iv) Number of calls including PINICL reference numbers for calls perceived to have been erroneously passed to SSC

*No justified complaints from HSH/HIT/SMC management concerning inadequacies of call handling statistics*

## 5.0 SSC Obligations to 4<sup>th</sup> line support

- a) To ensure that all calls passed to 4<sup>th</sup> line are logged on a call management system (currently PinICL)
- b) To “filter” all calls for which the problem is already known to the support community and for which a resolution is already known or has been generated. This includes problems for which a resolution is known to the SSC but not yet incorporated into the known deficiencies register available to HSH/HIT/SMC.

*No calls passed to 4<sup>th</sup> line support which are subsequently identified as known errors, except in cases where the resolution was known to 4<sup>th</sup> line, but this information had not been passed to the SSC.*

- c) To retain in the PinICL system, under the SSC “stack” duplicate incidents - i.e. incidents which are repetitions of an incident which has already been passed to the 4<sup>th</sup> line support, and to ensure that when the resolved incident is received by the SSC, the duplicated calls are closed. Under normal circumstances, where a duplicate incident is identified by the SSC, this will be reported back to the HSH/HIT/SMC and closed as a duplicate incident on PinICL.

*No duplicated incidents passed 4<sup>th</sup> line support.*

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- d) To ensure that the correct evidence for any problem is collected prior to the incident being passed to 4<sup>th</sup> line support for investigation. Where appropriate, this should also contain the method of recreation of the problem.

*No calls rejected by 4<sup>th</sup> line support on the basis that the evidence was inadequate. Specifically excluded from this measure are instances where, although the evidence was inadequate, 4<sup>th</sup> line support had not indicated to the SSC the evidence that would be required for such an incident.*

- e) To ensure that any incident which requires investigation by 4<sup>th</sup> line support is assigned to the correct PinICL team dependent on the specific product in which the incident has occurred.

*No calls misrouted because of incorrect assignment by SSC*

- f) To ensure that if there are any updates made to incidents passed to the SSC, then these are sent to the 4<sup>th</sup> line support units in the same manner as e).

*No cases of incident updates received by the SSC not being passed to 4<sup>th</sup> line support.*

- g) To ensure that any calls passed to 4<sup>th</sup> line support units are passed in a timely manner. The exact timings are detailed in appendix B of this document. The timings will vary according to the total time allowed for resolution of the problem in the contract between Fujitsu Services Pathway and the customer. These timings will therefore be dependant on the priority of the incident, with (for example) less time allowed for an "A" priority call than will be permitted for a "C" priority.

*No cases of incidents passed to 4<sup>th</sup> line outside of the specified times in appendix B*

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h) To ensure that the priority of any incident is assessed and recorded correctly.

***No calls passed to 4<sup>th</sup> line support whose priority does not conform to the specification defined in appendix A***

i) To “filter” all calls for which the problem is not one of the following -

- i) software error
- ii) documentation error.

***No calls passed from the SSC to 4<sup>th</sup> line units to be subsequently resolved as anything other than software errors or documentation issues.***

j) To ensure that for any incident passed to 4<sup>th</sup> line support, the exact area of the problem has been identified, and wherever possible a workaround already produced and passed to the release authorisation process.

***No cases identified by 4<sup>th</sup> line support staff of inadequate diagnosis by SSC***

k) To ensure that for any code error a probable solution is indicated prior to passing to 4<sup>th</sup> line support, and wherever possible, the possible solution has undergone limited testing.

l) For areas of the Pathway solution where the product has “matured”, i.e. no further releases of the product are expected, accept full responsibility for the product (including 4<sup>th</sup> line support and responsibility for the production of any code required to resolve incidents).

m) To create and maintain a register of known deficiencies with the Pathway solution, and the resolution for these problems (where known), and to allow access to this register to 4<sup>th</sup> line units so that they can enter details of resolutions created within their area

***“known error” system to be created and populated by the SSC with access provided to all of the support community.***

n) To ensure that for any incident which has been resolved and passed back to the SSC , the customer has been contacted and made aware of the closure.

***No instances of the SSC failing to ensure customer agreement with the closure of an incident.***

## 6.0 4<sup>th</sup> line support Obligations to SSC

- a) To receive incidents passed from the SSC
- b) To ensure that any incidents so received are maintained on the call management system used by Fujitsu Services Pathway (PinICL).

*No cases of lack of updates on incidents on PinICL.*

- c) To ensure that the incident reported is correctly resolved and the resolution recorded on the PinICL system and the incident and resolution passed back to the SSC. Where appropriate, this should also contain the method of recreation of the problem.

*No cases of incorrect diagnosis of problems from SSC staff*

- d) To ensure that the incident is resolved within the total time allowed by the contract between the customer and Fujitsu Services Pathway.

*No justified complaints from the HSH/HIT/SMC regarding late resolution of problems, no invocation of penalty clauses by the customer because of slow resolution of incidents.*

*Specific targets for timescales are documented in appendix B of this document. However, in most cases the provision of the fix is at the discretion of the Release Management forum, and the target for the provision of any fix therefore is as specified in this forum*

- e) To ensure that the SSC is made aware of the evidence requirements for any form of incident. This will be documented by the SSC and maintained in accordance with the SSC obligations to HSH/HIT/SMC.

*No cases to arise of SSC not knowing the evidence required to be collected for any call. A specific exception to this would be the situation in which a completely new type of call was received, causing the SSC to update the relevant documentation following specification of the evidence from 4<sup>th</sup> line support.*

- f) To enter resolution information into the known error register maintained by the SSC.

*No discrepancy to arise between the known resolutions for problems and those, which are documented, on the known error system.*

- g) To ensure that any resolutions or workarounds that are passed to the SSC have been tested and have been correctly authorised via the Release Authorisation process.

*No untested workarounds or resolutions to be passed to SSC from 4<sup>th</sup> line support. The exception to this would be the situation in which 4<sup>th</sup> line support requested the SSC to test and report back on a resolution.*

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- h) To ensure that the SSC is supplied with documentation relating to new releases of the Pathway solution in sufficient time to enable SSC staff to become familiar with the product prior to its release, and in sufficient time to enable the SSC to adequately train HSH/HIT/SMC staff. The SSC preference for this documentation would be a support guide. An outline description of the contents of a support guide is given in Appendix C

*SSC to be supplied with such documentation for any release at least 3 weeks prior to MOR for that product release, and preferably as a continual process during the course of development.*

- i) To ensure that the SSC is supplied with access to source code developed within Pathway development (with the exception of Riposte).

*All source code for a release to be made available to the SSC prior to the Release of that product*

- j) To ensure that where a “mature” product is being passed to the SSC for the SSC to accept full responsibility, documentation, source code, and training are made available to the SSC.

## Appendix A - Definition of call priorities

- A - BUSINESS STOPPED, a Post Office down, unable to process any business, or central system failure which will result in a number of Post Offices being unable to process work.
- B - BUSINESS RESTRICTED, a Post Office restricted in its ability to transact business, e.g. one counter down.
- C - NON-CRITICAL, a Post Office working normally but with a known disability, e.g. an interim solution (workround) has been provided.
- D - INTERNAL, an internal HSH/HIT/SMC problem, e.g. a help desk PC or a phone set inoperable.



## Appendix B - Definition of call priorities

The commitment to the customer with regard to resolving software calls is as follows -

A Priority - 2 working days

B Priority - 4 working days

C Priority - 7 working days

D Priority - 28 working days

It is expected that although calls may enter the SSC at high priority, in the majority of cases the SSC will produce a workaround for the problem, and at this stage the priority of the call will be reduced in order to provide 4<sup>th</sup> line support with sufficient time to seek a code resolution.

Since it is incumbent upon the SSC to produce a workaround, and on 4<sup>th</sup> line support units to produce the final code solution to any software problem, for the majority of its “life” any incident should be with those units.

The target times within each line of support for each call therefore should be...

### A priority

SHS / HIT/SMC to be transferred to SSC not later than 0.5 hour after being logged

SSC to be transferred to 4<sup>th</sup> line not later than 1 working day after initial logging

4<sup>th</sup> line to resolve not later than 2 working days after initial logging.

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## B priority

HSH / SMC	to be transferred to SSC not later than 1 hour after being logged.
SSC	to be transferred to 4 <sup>th</sup> line not later than 2 working days after initial logging
4 <sup>th</sup> line	to resolve not later than 4 working days after initial logging.

## C priority

HSH / /HIT/SMC	to be transferred to SSC not later than 2 hours after being logged.
SSC	to be transferred to 4 <sup>th</sup> line not later than 3 working days after initial logging
4 <sup>th</sup> line	to resolve not later than 7 working days after initial logging. If a workaround has been generated for the problem, then this may be deferred to the next release of the software if agreed with the customer.

## D priority

HSH / HIT/SMC	to be transferred to SSC not later than 4 hours after being logged.
SSC	to be transferred to 4 <sup>th</sup> line not later than 14 working days after initial logging
4 <sup>th</sup> line	to resolve not later than 28 working days after initial logging. If a workaround has been generated for the problem, then this may be deferred to the next release of the software if agreed with the customer.

## **Appendix C - Outline definition of the contents of a support guide**

- a) Outline of the purpose of the product
  - function
  - the way in which it performs the function
  - outline of the code standards used, and the language used
  
- b) Code paths
  - which procedures call which other procedures
  - what parameters are passed, and what the procedures do.
  - what is output from each procedure
  
- c) Errors
  - what errors the software can produce
  - which procedures produce them
  - what events/activities cause them to be produced
  - what to do about them when they are produced.
  - list of known deficiencies in the product
  - expected clearance dates for known deficiencies
  - workarounds in place to overcome known deficiencies.
  
- d) Messages
  - where a product uses an internal message format then details of the message format and examples of decoding these

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e) API

- Either in the support guide or as a separate document
- details of all of the functions that can be called
  - what they do
  - what parameters can be passed to them
  - what the parameters mean
  - what options/defaults for each parameter
  - what is output from these functions

f) Support route

- How to contact support
- what hours they work
- what level of service is offered
- expected clearance timescales for problems of different severities