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Service Level Agreement between Internal Account Management and Business Service Management

Author: Nick Embling, Head of Business Environment Team

Sponsor: Don Grey, Head of BSM

Authoriser: Don Grey, Head of BSM
Colleen Walsh, Head of IAM

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0.   DOCUMENT CONTROL

0.1   VERSION HISTORY

Version	Dated	Change Details
0.1		First Draft
0.2		Limited review within BSM
0.3	17/4/2001	Updated following initial BSM and IAM reviews
0.4	23/04/2001	Updated following IAM / BSM review meeting
0.5	04/06/2001	Amended following review comments from BSM and IAM.

0.2   DOCUMENT REFERENCES

Ref.	Title	Version Number	Reference
1.	ICL Pathway / PON Interface Agreement for Operational Business Change - Product	5.0	CS/PRD/058
2.	to be confirmed		

0.3   DISTRIBUTION LIST

Name	Title	Team
Colleen Walsh	Head of IAM	IAM
Martin Humphreys	Process and Planning Manager	IAM
Ijaz Bhatti	Automation Process Manager	IAM
Nick Embling	Head of Business Environment	BSM
Mark Haynes	Head of Network Business Support Centre	BSM
Liz Tuddenham	Head of Operational Performance	BSM
Julian White	Head of Operations	BSM
David McLaughlin	Head of OSG	BSM
Harvey Skipsey	Head of Business Service Management	BSM

0.4   DOCUMENT AND CHANGE CONTROL

The BSM Change Control Team is responsible for maintaining and changing all the documentation created in Business Service Management. For further information on existing documentation and procedure please contact the Change Control Manager.

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0.5   GLOSSARY

Abr.	Description	Details
BSM	Business Service Management	Organisation unit in Post Office Network
BSM EFC	Electronic Filing Cabinet	Lotus Notes database maintained by BSM
CRCS	Client Requirement Control System	Form to inform IAM of MFU requirement
HERF	Horizon Evaluation Review Forum	Service Review meeting between BSM and ICL Pathway
IAM, IAMT	Internal Account Management	Organisation unit in Post Office Network
IBRM	IAM / BSM Review Meeting	Service Review meeting between BSM and IAMT
MBS	Message Broadcasting Service	Horizon facility enabling messages to be sent to Horizon terminals.
MFU	Market Facing Unit	Organisation unit in Consignia
NBCS	Network Business Support Centre	Organisation unit in BSM, responsible for providing telephone support to outlets.
OBCS	Order Book Control Service	Service provided on behalf of the Benefits Agency
OLA	Operational Level Agreement	Non contractual working level agreement
OSG	Outlet Services Group	Organisational unit in BSM
PCR	Product Change Request	Standard format to raise changes as defined by the Product Implementation Process
SIP	Service Improvement Process	Operational process in Post Office Network
SLA	Service Level Agreement	Contractual level service agreement

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0.6   CONTENTS

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1. INTRODUCTION

1.1 PURPOSE

This document sets out the service level agreement between the Internal Account Management Team and Business Service Management in respect of all activities carried out by BSM as a supplier to IAMT. It details the services to be provided, the metrics of the services, and how the services and this agreement will be reviewed.

The intent of this agreement is to ensure that the contributing teams and functions:
- agree responsibilities and details of the interactions;
- establish effective co-operation to enable the delivery of the service.

1.2 SCOPE

The scope of the agreement encompasses all the business as usual interaction between the customer and the supplier.

1.2.1 Exclusions

This agreement does not cover one off activities that may be agreed from time to time.

1.2.2 Duration

The SLA is initially effective for a trial period which will take place between 1 June and 1 September 2001. If the trial is successful the SLA will be extended into business as usual.

1.3 OBJECTIVES

The objective of this service level agreement are as follows:
- To provide a consolidated summary of all the day to day operational and support arrangements for delivering and maintaining the service, and any contingency arrangements.
- To clarify the respective roles and responsibilities of all the relevant groups.
- Where they are required, to facilitate the development of comprehensive and consistent working level procedures between the customer and supplier.
- To assess and measure the effectiveness of the service received by the customers.
- To define the procedures for regular review and evaluation of operational levels.
- To identify procedures for future changes.
- To ensure a process is in place to enable advantage to be taken of any Service Improvements

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2. SUMMARY OF KEY REQUIREMENTS

This section describes those IAMT requirements that will be met by BSM. The responsibilities of both parties to the agreement are detailed at Annexe A.

2.1 CHANGE MANAGEMENT

BSM will manage the development and implementation of product change on the Horizon Service, where such changes can be implemented wholly by means of Reference Data and changes to Icons. Where changes can be partly implemented by means of Reference data, BSM will manage those aspects of the change. Future Horizon releases may see more aspects of the service brought under operational change control, which will be managed by BSM.

2.1.1 ICL Pathway Interface

BSM will manage the interface with ICL Pathway, in respect of ensuring that SLAs are reported on, and in respect of providing the information that ICL Pathway require in order to operate the Reference Data Management Centre.

2.1.2 PIP Stakeholder

Product Change requests are forwarded to BSM for impact assessment. BSM provide such assessments, and where required will undertake further work to clarify requirements and impacts.

2.1.3 Change Volume Forecasting

BSM will provide forecasts of change activity to ICL Pathway to the standards agreed in the Interface Agreement [REF.1]. BSM will work with IAMT to gather and to interpret the data needed to populate the forecasts.

2.1.4 Change Data Configuration

BSM (OSG) will receive completed OBC forms from IAMT, and using the data contained therein will configure reference data to meet the change requirements, validate the result of the implementation of the reference data on ICL Pathway test systems, and authorise the release of reference data to the live environment.

2.1.5 AP Client Take On

OSG receive CTO packs from IAMT and manage the systems Legacy and Horizon ready for the client go live and ensure that the go live is achieved. *Additionally it should be noted that a limit of 25 clients per CTO has been set and agreed (add to annexe).*

2.1.6 Change Implementation

BSM will provide instructions that relate to Horizon for new and amended transactions, will monitor and report on the impact of the introduction of such transactions, and will work with IAM on the

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production of Counter News articles, and to generate and implement Authorised Temporary Procedures against problems encountered in the implementation of such changes.

2.2 INCIDENT AND PROBLEM MANAGEMENT

BSM carry out Incident and Problem Management in respect of Incidents and Problems that that arise in the operation of counter transactions, and in the operation of reference data driven change and the AP client interface.

2.2.1 Incident Management

BSM will accept, record and resolve individual Incidents, referring when required to the IAM expert domain.

2.2.2 Problem Management

BSM will analyse Incident trends against various components of the business configuration, and will raise Problems in order to eliminate the underlying causes of Incidents. BSM will accept Problems raised by IAM. BSM will manage the analysis and resolution of Problems referring when required to the IAM expert domain. BSM will respond to IAM requests for information made in the course of the IAM problem co-ordinator and expert domain roles.

2.3 BUSINESS CONTINUITY

BSM maintains business continuity plans for all aspects of the Horizon Service. BSM will provide a documented overview of these plans. BSM will ensure that IAMT are consulted on those aspects of the plans that impact IAMT, MFUs and clients.

BSM will inform and consult IAMT on all major business continuity incidents. BSM will supply IAMT with the dates scheduled for Pathway business continuity tests.

BSM will respond to IAMT's requests for information and/or statements regarding PON's continuity capabilities (where these fall within BSM's scope).

2.4 SERVICE REVIEW

BSM will manage the review of services across the automated network including the management of ICL Pathway in relation to the provision of the Horizon services as defined within the Codified Agreement. This will include the analysis of performance data and the sourcing/provision of appropriate PON business information.

2.4.1 Business Automation Review

BSM will manage and support a hierarchy of Service and Operational

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Review forums, covering the full range of the Horizon Service, as well as, subject to business approval, other services and processes within the end to end process of which Horizon forms a part

2.4.2   Management Information

BSM will provide standard reports and, on request, ad hoc reports, detailing the performance of the Horizon Service.

2.4.3   Business Impact Index

BSM will produce and maintain the client impact scoring matrices on behalf of IAMT in relation to all POCL/ICL Pathway Service Level Agreements and any others that may subsequently be added to the Business Impact Model at a future stage.

2.4.4   Service Improvement Process

BSM will manage a process focused on Horizon Outlets, whereby proposals for improvements to any aspect of the Horizon Service can be raised, and will be assessed, and where appropriate developed and implemented. BSM will ensure that IAMT are consulted as appropriate during the assessment, and that SIPs proper to IAMT are referred to IAMT.

2.5   ORDER BOOK CONTROL SERVICE

BSM will manage various operational aspects of the OBCS service on behalf of IAMT, including the management of the relationship with ICL Pathway in respect of the provision of service s to support OBCS.

2.5.1   OBCS Service Review

BSM will represent PON on behalf of IAM at DSS run Service Review meetings to consider all operational aspects of the OBCS service and to manage resulting actions and escalation.

2.5.2   Information Provision

- Monthly Service Review Book incorporating performance satistics
- Transaction volumetrics for charging purposes
- Ad Hoc enquiries

2.5.3   Annual audit

BSM will provide resource and expertise to facilitate the annual external audit of the OBCS service in relation to PO network issues.

2.5.4   Non-Conformance Working Group

BSM will organise and a lead a working group in order to manage and

minimise non-conformance to OBCS procedures across the automated network.

3.   COMMUNICATION

3.1   OPERATIONAL HOURS

IAM and BSM operate normal office hours, and have in place arrangements to ensure that contacts are available during those hours. The following sections operate different arrangements:

3.1.1   Helpline / Incident Management

Mon, Tues, Thurs, Fri 8am-6pm
Weds 8am-10pm
Sat 8am-5.30pm

3.1.2   Problem Management

Whilst Problem Management operate normal office hours, a Duty Manager is provided to ensure that full coverage is provided from 9:00 to 17:00 Monday to Friday.

3.1.3   Business Continuity Management

In the event of Major Business Continuity Incidents the Business Continuity Manager can be contacted outside office hours by pager.

IAM provide support for the Business Continuity Process and the Co-ordinator within IAM is available on 24 hour call as per the agreed process.

3.2   CONTACT DETAILS (ROLES, NAMES, NUMBERS)

Contact details for all roles described in this document will be maintained separately, and will not be subject to change control. The contact list will be kept in Lotus Notes databases, for BSM, the BSM EFC, for IAM, the latest contact details will be emailed to the agreed BSM contact points as changes occur.

4.   ROLES AND RESPONSIBILITIES

4.1   OWNERSHIP OF SLA

IAM   Martin Humphreys
BSM   Liz Tuddenham

4.2   CHANGE CONTROL AND DOCUMENT MAINTENANCE

BSM   Eszter Meszaros

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5. PERFORMANCE MEASUREMENT AND REPORTING

5.1 GENERIC APPROACH

Both parties must agree which attributes are to be measured and how performance against each of the attributes will be measured and assessed. See Annexe A for details.

5.2 BSM REPORTS

BSM will produce monthly performance reports to the specifications agreed. The overall approach will be to use existing measures and sources of data where possible. Measures and reports will be reviewed regularly to ensure that they are still required. See Annexe A for details.

6. PERFORMANCE REVIEW AND ASSESSMENT

For the duration of the trial of this SLA it proposed that the reviews are held monthly. Following the trial reviews will be held quarterly.

The terms of reference for the review are at Annexe B, and specify the:

- meeting management process (agenda, action points, minutes, chair, secretariat, location, etc.)
- format and content of all input to this meeting (standard reports, ad-hoc reports, action points, problem register, service improvement register, etc.)
- attendees list
- outputs (agreed meeting minutes, monthly report to HERF,
- escalation route

7. CHANGE AND CONFIGURATION MANAGEMENT

Once the SLA has been agreed and signed off by all the parties, the document will be recorded in the BSM Service Configuration Database in accordance with the BSM Service Configuration Management process and the master copy will be deposited in the BSM Document Library. The SLA owner will retain overall ownership of the document but any changes will be undertaken in accordance with the BSM Change Control procedures.

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8. ANNEXE A - SERVICE LEVEL AGREEMENTS

REF.	CUSTOMER REQUIREMENT	NOMINATED OWNER	CUSTOMER CONTACT	SUPPLIER RESPONSIBILITIES	CUSTOMER RESPONSIBILITIES	OUTPUT	MEASUREMENT
8.1	Change Management	Nick Embling	Martin Humphreys				
8.1.1	ICL Pathway Interface	David Anders	Ijaz Bhatti	• Manage and maintain the ICL Pathway/PON Interface Agreement for Operational Business Change - Product. • Manage the strategic relationship with ICL Pathway, ensuring delivery of IAMT Ref Data business requirements. • Chair and facilitate the Reference Data Operational Review Forum. • Chair and facilitate the OBC Product Service Review Forum. • Manage the OBC Product process • Review OBC Procedures to identify and deploy improvements. • Act as expert contractual domain in event of OBC Product Incidents or Problems. • Train/educate all IAMT OBC users. .	• Review the Interface Agreement to ensure that the service meets the commercial requirements of the MFUs • Work with BSM to resolve ad hoc contractual issues, e.g. Icon issues. • Adhere to OBC contractual lead times. • Discharge all responsibilities, outlined in the OBC Product Interface Agreement. and OBC Product Procedures. • Synchronise Distribution arrangements with OBC lead times. Ensure CH&D and SAPADS reqts are met.	**IAM** • Sign off to agreed Interface Agreement • Provision of annual/quarterly OBC Product change volume forecasts. **BSM** • Interface Agreement Quality Reviews. • Meetings held, minutes produced, actions monitored. • Provide monthly Ref Data stats produced by Pathway, to Automatio	**IAM** • Forecast volumes delivered to agreed format and timescales. • Review Interface Agreement to agreed timescales • Input to Ad hoc contractual issues as required and within agreed timescales. • Notify BSM of number of late, inaccurate & incomplete OBC forms (& supporting material). **BSM** • Notify IAM of number of late/inaccurate /incomplete OBC forms (&

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							n Process Mngr.	• supporting material) received. • Number of ATPs issued.. • Products delivered on Horizon as specified (provided no issues) • Operationally & commercially acceptable Interface Agreement. • Customer Satisfaction Questionnaire • OBC Product Service Review Forum meeting feedback.

DECLARATION

This is to confirm that empowered representative of the contracting functions have completed the review of the SLA. The signatories are now satisfied that the document meets the requirements of both Internal Account Management and Business Service Management.	*Ijaz Bhatti* *David Stephen Anders*

REF.	CUSTOMER REQUIREMENT	NOMINATED OWNER	CUSTOMER CONTACT	SUPPLIER RESPONSIBILITIES	CUSTOMER RESPONSIBILITIES	OUTPUT	MEASUREMENT
8.1.2	PIP Stakeholder	Eszter Meszaros	Martin Humprheys	Ensure that input is gathered from across BSM in response to PCRs	Supply change request forms for impact assessment (PCR, CRCS	BSM PCR response and where	All outputs to be delivered by

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				and that feedback is delivered within timescales:- 1) Provide impact assessment on changes requested by the customer. General feedback to cover costs, risks, issue, options where applicable 2) Specific feedback to cover:- •Deadline to submit OBC forms (where applicable) •NBSC information needs* •User communication needs for Horizon (Change Implementation team)[1]** •Standard business continuity information	or other agreed format) as soon as it becomes available from the Market Facing Units. Provide clarification and update on progress for questions raised and address the risks identified within IAMT capability.	applicable:- •Feasibility study •Input to implementati on plan •BSM Concurrence •Input to Project Evaluation Report	BSM to agreed timescales. The standard timescale for returning PCR response is 3 working day. Quarterly customer satisfaction questionnaire ***

* Network Business Support Centre receives calls from automated offices only. Post Office Network External provides support to general public. NBSC is providing updates to PON External helpline.

Non automated offices are still required to call the Bangor using the old regional helpline number. There are no arrangements in place to share information between NBSC and Bangor for non automated enquiries.

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**The core activities of the Change Implementation Team (CIT) include drafting user instruction for Horizon enabled offices. For more detail see section 8.1.17. The CIT does not contact the TAPT team on behalf of the internal account managers. The process to obtain TAPT instruction is to contact the TAPT team directly who will than liaise with CIT for automated instructions. I understand that at the present this process is under review. There is no interface between CIT and the TIP.

***Establish baseline following the first review. Agree performance targets for follow up reviews.

OTHER POINTS OF CLARIFICATION:

Release management
Major, transformational releases are managed by dedicated projects under the Automation Directorate. It is the project manager's responsibility to liaise with all impacted parties, including IAM. At the time of writing this SLA there are no plans for major release in the foreseeable future.

If the product requires new functionality the existing Horizon Change Control procedures need to be evoked. Other minor releases consist of 'fixes' that by large have no impact on product implementation process.

OBC Issues

1) BSM to provide feedback to IAMT where there is an issue with delivering products to specification/
1) BSM to confirm that ICL Pathway can and has delivered the product to outlet.

Both points above are outside the scope of the PIP Stakeholder role.
Point 1) has been included in 8.1.4.
Point 2) ICL Pathway say this information can only be provided retrospectively at SLA level, i.e. they confirm % delivery against Day B, C , D targets. ICL Pathway cannot confirm delivery of specific reference data to a specific outlet. Positive confirmation of delivery (as opposed to data from polling failure reports) is a valuable measure for PON, but is still under discussion with ICL Pathway and must not be included in this version of the SLA.

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| This is to confirm that empowered representative of the contracting functions have completed the review of the SLA.

The signatories are now satisfied that the document meets the requirements of both Internal Account Management and Business Service Management. | *Martin Humphreys*

Eszter Meszaros |

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REF.	CUSTOMER REQUIREMENT	NOMINATED OWNER	CUSTOMER CONTACT	SUPPLIER RESPONSIBILITIES	CUSTOMER RESPONSIBILITIES	OUTPUT	MEASUREMENT
8.1.3	Change Volume Forecasting - operational activities	Eszter Meszaros	Mark Knight	Monitor the volume of EPOSS^2 OBC Product being processed by the delivery channel.	Provide a monthly report on EPOSS OBCs generated by the IAM team. Communication (to BSM) of any volume forecast changes within year.	Monthly report of actual EPOSS change volume. A copy of weekly change volume forecast for 6 weeks ahead.	Reports delivered to timescale. Forecast volumes delivered to agreed format and timescales.

DECLARATION

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 There is no real time monitoring of AP change volumes through the delivery channel due the constraint of business processes. There is an operational agreement between the OSG AP team (Gill Payne) and BSM Change Control to provide us with the final CTO pack once a month. From this information BSM Change Control can calculate the number of changes passed to ICL Pathway and update our rolling year profile. BSM Change Control is using historical information as a basis for forecasting future volumes in this area.

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REF.	CUSTOMER REQUIREMENT	NOMINATED OWNER	CUSTOMER CONTACT	SUPPLIER RESPONSIBILITIES	CUSTOMER RESPONSIBILITIES	OUTPUT	MEASUREMENT
8.1.4	Product Change Data Configuration	Dave Ireland	Martin Humphreys / Ijaz Bhatti	Ownership and development of the OBC forms Provide feedback to IAM where there is an issue with delivering products to specification Act as the expert domain for OBC and reference data issues Generate and communicate data to RDOT and ICL Pathway to OBC timescales as described in the PON/ICL Pathway Interface Agreement for OBC Product Verify OBC requests and provide authority for ICL Pathway to release to the live estate Manage the day to day relationship with ICL Pathway Customer Service team Maintain a robust Business Continuity Plan Maintain a database tracking the progress of all OBC requests	Supply accurate, complete, timely OBC forms and supporting material Provide clarification on specific OBC issues Ensure product catalogue is maintained to match live reference data Represent IAM/MFU in the development of Configuration Management	Product changes available at outlets on time	Reported instances of products not being available Reported instances of OBC non conformance Customer satisfaction scorecard

DECLARATION

This is to confirm that empowered representative of the contracting functions have completed the review of the SLA. The signatories are now satisfied that the document meets the requirements of both Internal Account Management and Business Service Management.	*Ijaz Bhatti* *Dave Ireland*

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REF.	CUSTOMER REQUIREMENT	NOMINATED OWNER	CUSTOMER CONTACT	SUPPLIER RESPONSIBILITIES	CUSTOMER RESPONSIBILITIES	OUTPUT	MEASUREMENT
8.1.6	AP Service	Suzanne Robson	Dean Bush David Leyshon	To inform support services within one hour for problems / disasters and 2 weeks in advance for planned / forthcoming changes. Client Managers informed about any incidents	**Agreement has been reached between KB & RC that the customer responsibilities will be identified/defined through a series of workshops and/or presentations, to be held between us, in the very near future.**	AP fault log completed and sent to Bill Payment Product Team within the timescales.	Financial Inpayments aware of problems or forthcoming changes within timescales
8.1.7	AP Service	Suzanne Robson	David Leyshon	To poll 95% of all legacy terminals within each routine poll. Polling problems will be reported on AP fault log.	**Therefore this SLA extract has been signed off on this understanding or proviso.**	Legacy terminals polled	Polling performance to be detailed in the daily three day poll failure report.
8.1.8	AP Service	Suzanne Robson	David Leyshon	To contact legacy offices that have not polled for three consecutive days and arrange poll. Offices not contacted after three consecutive poll failures should be polled as soon as operationally possible and reason for failure included on AP fault log		Offices contacted and polled and 3 day poll failure report produced.	3 day poll failure report produced and performance for the month included on the report.
8.1.9	AP Service	Suzanne Robson	David Leyshon Dean Bush	To send live "Smart" clients the legacy poll failure report daily, Monday - Friday. Contingency: Report produced as soon as operationally possible.		Daily report	Receipt of report with client by 11:00am
8.1.10	AP Service	Suzanne Robson	David Leyshon Dean Bush	To produce the Legacy smart failures report on previous nights routine poll Contingency: Produce report as		Daily report	Client to receive smart poll failure report by client by 11:00am each day.

				soon as operationally possible and record reason for failure on AP fault log			AP fault log produced for smart poll failure reports not received by Client by 11:30am each day.
8.1.11	AP Service	Suzanne Robson	David Leyshon Dean Bush	To contact 100% of "live" legacy Smart offices the day after the first poll failure. Contingency: Offices not contacted after a poll failure should be polled as soon as operationally possible and reasons for failure to be included on AP fault log.		Offices contacted and polled.	Smart poll failure reports retained and any not resolved the day after the first poll to appear on the 3 day poll failure report.
8.1.12	AP Service	Suzanne Robson	David Leyshon Dean Bush	To produce HAPS 3 day poll failure report to include office details, reason for poll failure (clear), action being taken. Schemes affected, days not polled, Txn's to be polled, date polled and PON Region, in standard EXCEL format. Contingency: Produce report as soon as operationally possible		Daily report produced and distributed.	Receipt of report by 10:00 am daily Monday - Friday

AP fault log produced when 3 day poll failure report is not received by 10:00 am |
| 8.1.13 | AP Service | Suzanne Robson | Dean Bush David Leyshon | To ensure Client transaction data transfers take place within client specified transfer window. Contingency: Client data transfers. sent as soon as operationally possible | | Data transferred | File transfer received by client to agreed timescales

AP fault log completed for any transfer failures |
| 8.1.14 | AP Service | Suzanne Robson Gill Payne | Dean Bush David Leyshon | Resolve queries generated by account teams via Bill Payment Product Team.within stated | | Resolution of query. | Accuracy and resolution review sheet sent to |

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REF.	CUSTOMER REQUIREMENT	NOMINATED OWNER	CUSTOMER CONTACT	SUPPLIER RESPONSIBILITIES	CUSTOMER RESPONSIBILITIES	OUTPUT	MEASUREMENT
				parameters that are supplied by Bill Payment Product Team Ad-hoc queries that cannot be resolved will need to be re-written or flagged up as an improvement opportunity			query originator.
8.1.15	AP Service	Gill Payne	David Leyshon	Manage the implementation of a maximun of 25 clients, within the Automated Payments Client Take On process, within agreed timescales. Contingency: Any slip in implementation to be communicated to customer contact and process implemented as soon as operationally possible		Systems ready for client go-live.	Go live date achieved.
8.1.16	AP Service	Suzanne Robson	David Leyshon	To send "Volume by day" report electronically each day by 10:00am Contingency: Report produced manually or as soon as operationally possible		Daily report	Receipt of report by 10:00am

DECLARATION

This is to confirm that empowered representative of the contracting functions have completed the review of the SLA. The signatories are now satisfied that the document meets the requirements of both Internal Account Management and Business Service Management, **with the caveat that the customer responsibilities will be identified & defined, through a series of workshops and/or presentations and the SLA will be updated as a result.**	*Kevin Brothwood* *Rabia Cody*

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8.1.17	Change Implementation	Kate Elliott	Mark Knight	Provide accurate and timely Horizon instructions for articles published in Counter News , Counter News Workaid, and for delivery via MBS:- • CN 5 days • CNW 7 days • MBS 2 hours	IAM - • Ensure that OBC product change Horizon instructions have been received prior to publication of Counter News articles. • To ensure that 'other' counter news articles are referred to CIT for Horizon instructions as appropriate BSM • Compliance with OBC timescales • Sufficient time to prepare articles	IAM - • Counter News articles issued on time. • CIT input to MBS obtained BSM: • Counter News articles • Workaids • MBS articles	IAM - • Counter News omission information provided by CIT • NBSC calls as a result of Counter News articles • NBSC calls as a result of MBS
8.1.18	Authorised Temporary Procedure	Kate Elliott	Mark Knight	BSM • Implementation of Authorised Temporary Procedures . Implemented 1 day from receipt of the Authorised version. • Follow up OBC failures to highlight potential problems	IAM • To work with CIT in the development of ATPs (involving other business areas MFU's TP as appropriate).	• ATP successfully implemented • Problem raised if necessary to resolve situation.	
8.1.19	Expert domain	Kate Elliott	Mark Knight	Act as an expert domain, including attending meetings with clients on request also act as an expert domain offering advice on the Horizon system , and assistance in the	IAM To ensure that CIT are included in the review of the Horizon System User Guides and the combining with the COM.	IAM • COM and Horizon User Guides re issued in	•

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				preparation of articles including re-writes	• To ensure that, where appropriate, emergency cascades for MBS are provided to CIT for review and input for Horizon instructions **BSM** • Understanding of why our presence is required, previous meetings minutes and agenda and confirmation that all previous PON action points have been completed prior to our attendance	• line with Work Schedule • CIT input to MBS obtained BSM Meeting atteendance	
8.1.20	Monthly Report	Kate Elliott	Mark Knight	Provide a monthly report detailing the relative success of changes implemented that impact on Horizon , based on call volumes to the NBSC. Call volumes over 10% of the relative network are analysed in detail and improvement opportunities issued via the Counter News Editor			• Mole report issued

DECLARATION

This is to confirm that empowered representative of the contracting functions have completed the review of the SLA. The signatories are now satisfied that the document meets the requirements of both Internal Account Management and Business Service Management.	*Ijaz Bhatti* *Kate Elliot*

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REF.	CUSTOMER REQUIREMENT	NOMINATED OWNER	CUSTOMER CONTACT	SUPPLIER RESPONSIBILITIES	CUSTOMER RESPONSIBILITIES	OUTPUT	MEASUREMENT
8.2	Incident and Problem Management	Mark Haynes / Julian White	tbc				
8.2.1	Incident Management	Jill Camplejohn	Ijaz Bhatti /IAM product managers	BSM • Provide correct information to callers to NBSC , to ensure clients products are properly administered. • To accurately log incidents under the appropriate categories, ensuring the query and the solution given are accurately recorded. • To identify incident trends to enable meaningful reporting by Service Review team. • To raise problems based on incident information captured.	IAM: Provide IAM expert domain input for all product areas in line with Incident Management process and within agreed timescales Provide timely and accurate information on new products and product changes to enable NBSC to carry out their job.	• Resolution of incidents • Incidents logged on Remedy Toolset • Problems raised on Remedy Toolset	• Incident status reports provided by BSM (MOLE)

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8.2.2	Problem Management	Kevin Lenihan	Ijaz Bhatti	To ensure visibility of all problems	• Provide a single point of contact problem co-ordinator facility within IAM. • To progress problems to resolution ensuring that IAM product managers are involved as appropriate • To impact assess new problems and feedback to BSM to agreed timescales • To provide regular updates on the progression of open problems allocated to IAM • To raise problems emanating from Iam or MFUs • To ensure that a deputy problem coordinator is in place to ensure continuity • Represent IAM at the monthly problem coordinators meeting	• Impact assessment provided within 48 hours • Problems resolved	• Number of problems resolved/open as reported by BSM (MOLE)
8.2.3	Problem Management	Kevin Lenihan	Ijaz Bhatti	Manage the analysis and resolution of problems including number of outlets affected.	When proposing a problem, describe the problem and provide sufficient information on its effect(s) and impact(s) to enable people unfamiliar with the problem to impact assess it.	Problems resolved (closed)	Agreed closure criteria met for IAM proposed problems
8.2.4	Problem Management	Kevin Lenihan	Ijaz Bhatti	Provide up to date record, via Remedy, of all problems	To respond to Update requests by the agreed date	Full record of problem is visible to Problem Co-ordinator and impacted parties	All activities and requests for information recorded as Updates on Remedy
8.2.5	Problem Management	Kevin Lenihan	Ijaz Bhatti	Train co-ordinator(s) to use Remedy	Make available a nominee for training 3 weeks prior to a co-ordinator leaving the role	IAM problem co-ordinator(s) are Remedy trained	Time when there is no Remedy trained IAM

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							Problem Co-ordinator = NIL
8.2.6	Problem Management	Kevin Lenihan	Ijaz Bhatti	Ensure all problems raised are impact assessed	To provide a timely response to all requests for problems to be impact assessed	Impacts recorded on Remedy	If an ATP is needed, all areas of the Business that need to be consulted re. The ATP should be identified within 72 Hours of the problem being opened.
8.2.7	Problem Management	Kevin Lenihan	Ijaz Bhatti	Facilitate the production of Authorised Temporary Procedures (ATPs)	To provide a timely response to requests to propose or authorise Temporary Procedures	Authorised Temporary Procedure	ATP available within 72 hours of need being identified by Problem Manager
8.2.8	Problem Management	Kevin Lenihan	Ijaz Bhatti	When requesting non-IAM originated problems to be impact assessed, ensure that the problem description and information on the problem's effect(s) and impact(s) are sufficient to enable the IAM co-ordinator to impact asses it.	To impact assess the problem within 48 hours of the request being made	Impact on IAM recorded on Remedy	? % of impact assessments provided without the need to obtain further information from Problem Management

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	REQUIREMENT	OWNER	CONTACT	RESPONSIBILITIES	RESPONSIBILITIES		
8.3	**Business Continuity**	Dave Hulbert	Ijaz Bhatti				
8.3.1		Dave Hulbert	Ijaz Bhatti	Production of an overview document to support the PON operating process and client team negotiations Provision of Business Continuity statements to support requests for information and information to tender (Generic statements where possible) Two weeks advanced notice of Pathway testing which is considered by the supplier to be of a medium or high risk and which may impact service to clients or customers	To provide a single point of contact for business continuity within IAM Ensure 24 hr by 365 days per annum support and availability for Major Business Continuity Incidents Provide input to the crisis management team in the management and resolution of Major Business Continuity Incidents Ensure that IAM and MFU's are aware of Business Continuity arrangements Where a client requests dedicated or unique continuity arrangements, IAM will specify the support needed from BSM at least three months in advance. To provide feedback on service quality to allow improvements to be made	BSM : 1. Overview document produced 2. Continuity statements provided 3. Business Continuity test schedule communicated 4. E-mails and calls for MBCI's IAM 5. Provide regular updates required during an MBCI	BSM : 6. Updated Quarterly 7. Provided within 5 working days of the request 8. At least 10 working days in advance of the test for medium and high risk tests 9. Ad hoc and to timescales agreed during IAM : 10. MBCI post incident review

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8.4	**Service Review**	Liz Tuddenham	Martin Humphreys				
8.4.1	Business Automation Review (ASF)	Sue Stewart	Martin Humphreys	a) Arrange meetings a) Provide relevant SLA measures / other information as input. a) Provide or arrange secretariat a) Circulate output a) Manage escalation	Provide empowered representative	Documented actions and escalated issues.	Meetings held to standard.
8.4.2	Management Information	Adele Kilcoyne		a) Provide monthly Management of Live Environment Report to nominated person(s) a) Provide information to satisfy ad-hoc queries in relation to the automated network	Cascade information as appropriate within IAMT. Participate in any review activity. Ensure ad-hoc query requests are made in appropriate way and within agreed times.	Report produced and issued. to agreed timescales. Ad-hoc query reports produced	Report produced and issued. to agreed timescales. Ad-hoc query reports produced to agreed timescales and satisfy original request.
8.4.3	Business Impact Index	Sue Stewart	Martin Humphreys	a) develop and maintain client scoring matrices in relation to all ICL Pathway SLAs a) perform quarterly reviews of client scoring matrices and identify appropriate amendments	a) act as business owner for client scoring matrices a) review / amend and agree all client scoring matrices a) review amend and agree all changes to client scoring matrices	Appropriate Client impact scoring Matrices for use in the Business Impact Index	Matrices developed and agreed for all ICLP SLAs within agreed times. Quarterly reviews performed and changes agreed within stated times

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8.4.4	Service Improvement Process	Sue Stewart	Ijaz Bhatti	BSM a) Provide details of Horizon SIPs relating to products and services a) Arrange and manage meetings to discuss and filter all SIPs a) Maintain records of SIPs and progress against them	IAM a) Complete impact assessments of SIPs a) Attend and participate in filtering meetings and provide empowered deputy when necessary IAM To provide a single point of contact for IAM SIP evaluation, ensuring that appropriate product management input is provided.	BSM Service Improvements actioned appropriately and tracked. IAM SIP assessed and communicated to BSM	BSM a) Agreed Timescales met a) Meetings held and attended monthly. Changes to frequency to be agreed by both parties a) Up to date Database exists IAM Attend SIP review forum

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8.5	**Order Book Control Service**	Liz Tuddenham	Phil Jeary				
8.5.1	OBCS Service Review	Liz Tuddenham	Phil Jeary	a) represent PON at OBCS Service review meetings run by the DSS	a) progress issues escalated to the contract board and provide feedback on outcomes	Meeting minutes circulated

Issues escalated as appropriate | Attend all monthly PON-DSS Service Meetings scheduled
Circulate amended and agreed Service Review meeting minutes 2 weeks after each meeting date
Escalate issues from Service Review meetings as appropriate, and to agreed timescales
All issues escalated as appropriate and updates given to agreed timescales |
| 8.5.2 | Information Provision | Ben Gildersleve | Phil Jeary | a) Produce monthly Service Review book reports to agreed timescales and format.
a) Produce volumetric information for charging purposes to agreed timescales and format
a) Produce Ad Hoc reports on request. | a) None
a) Facilitate the provision of source data from OpTIP as necessary
a) Provide clear specification and x days notice of requirement. | a) OBCS Service Review Book
a) Charging Volumes
a) Ad hoc reports produced | Monthly Service Review book produced 1 week prior to DSS/BSM Service review meeting in the agreed format.
Volumetric information for charging produced 2 weeks after month end
Ad-hoc request reports produced to agreed timescale and in agreed format. |
| 8.5.3 | Annual audit | Liz Tuddenham | Phil Jeary | a) participate in the annual external audit of OBCS in relation to operational procedures.
a) review and comment on | a) provide BSM with planned audit dates and TOR
a) provide BSM with any updates to plans or TOR
a) provide BSM with copies of draft | a) annual external audit report | Plans, TOR and dates for audit provided 4 weeks in advance of audit taking place
All parties to be notified immediately of any changes or updates to Plans, TOR and dates for audit
Full participation in the audit and with the auditors to their |

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				a) recommendations contained within the audit report	a) and final audit reports		satisfaction, including sharing all relevant information and updates on current activities Review completed and comments provided on draft and final audit reports within 2 weeks of the report being received.
8.5.4	Non-Conformance Working Group	Ben Gildersleve	Phil Jeary	a) Arrange and lead meetings a) Provide relevant data analysis as input. a) Provide or arrange secretariat a) Circulate output a) Manage escalation	a) Provide empowered representative a) Support and facilitate implementation of improvement initiatives	a) Documented actions. a) Conformance Improvement plans a) Escalated issues.	Arrange and lead monthly working group meetings, unless agreed jointly that a meeting is not required/feasible Provide relevant data analysis as input to each monthly meeting, or to agreed timescale outside of the monthly meeting. Provide secretariat for monthly meetings Manage escalation of issues as appropriate, and to agreed timescales

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9.   ANNEXE B - IAM / BSM REVIEW MEETING - TERMS OF REFERENCE

1   Introduction
The purpose of the IAM / BSM Review Meeting (IBRM) is to review the performance
of the service provided by BSM for IAM.
The forum consists of representatives from the two organisations.

2   Scope
The IBRM will act as the review body for all services provided by BSM for IAM, as
detailed in the Service Level Agreement between the two organisations. It will focus
on the achievement of the joint objectives of the organisations, and will review both
the performance of the supplier, and where the process is dependent on input from
the customer, it will review customer performance. It will also take a view on the
effectiveness of the support received from the business, and address any issues
preventing service operation by normal processes.
The scope of work covers a variety of services within BSM and IAM. It is important
that this body does not duplicate work reviewed by other Service Review groups
within the Horizon Service Review Framework.

2.1   Subjects to be reviewed
The main areas of business on which the IBRM will focus the review are described in
section 2 of the SLA.

2.2   Associated policies and processes
The Terms of Reference have been developed in line with the policies and processes
of the Post Office Management Model and with Service Management Framework
Service Review documentation.

3   Meeting process
3.1   Members
The core members are:
IAM - Process and Planning Manager
BSM - Head of Operational Performance
BSM - Meeting Secretary
Other attendees will be invited as and when required.
It is important that all representatives are suitably empowered to speak for and act
on behalf of their respective domains.
If a member can not attend a meeting, it is the responsibility of the member to
appoint a suitable substitute to take their place.

3.2   Inputs
1. Service Performance reports
2. Service Forecast reports
3. Service Improvement Proposals
3. Problem updates
4. Issues raised to the forum

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5. Minutes and actions of the previous meeting

3.3 Outputs
1. Action Log
1. Issues for Escalation
1. Status report

3.4 Agenda
The basic structure of the Agenda will remain constant. However, members or attendees can request items to be added to the agenda if appropriate.
The chairperson will ensure an agenda is prepared in accordance with all attendees' requirements and circulated before the meeting together with the statistics report. The basic structure of the agenda will be:

	Description
1	Introduction / agenda review
2	Agree minutes of last meeting and review action log
3	Review Delivered Service
4	Review Forecast Service - Forecast volumes and peak management (to be provided by IAM) - New Release impact - Business Change initiatives
5	Review live Problems
6	Consider Service Improvements - Process change - Procedures
7	Any Other Business
8	Review of meeting

3.6 Frequency of Meeting
For the duration of the trial of the SLA the meeting will be held monthly.
Subsequent to the trial the meeting will be held quarterly

4 Escalation and Referral

4.1 Escalation
Escalation from the IBRM will be decided on a case by case basis, to the manager or body considered to have authority over the issue in question.

Where agreement cannot be reached, the escalation route will be via the Head of Internal Account Management and the Head of Business Service Management to the Director of Customer and Network Specification and the Director of Operations.

Escalation should be considered to be an exceptional resort, and the reasons for resorting to escalation should be examined for each occurrence. Escalation to a

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higher level will normally occur either:

- When an issue is causing increased concern through time delay and consequent business impact, or
- When it has not been possible to reach agreement on some aspect of the definition, management or resolution of the issue.

4.2   Referral

The IBRM will refer to the appropriate body issues that are outside its scope.