

Fujitsu Services / Post Office Limited Interface Agreement for the
Problem Management Interface
[SUBJECT * MERGEFORMAT]

Document Title: Fujitsu Services / Post Office Limited Interface Agreement for the Problem Management Interface

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Abstract: This document sets out the working relationship between Fujitsu Services and Post Office Limited for the Problem Management interface between ATOS, on behalf of POL, and Fujitsu Services Post Office Account. It defines the interaction required between ATOS, on behalf of POL and Post Office Account when cross-domain problems are raised and reviewed.

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External Distribution: For information
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Security Risk Assessment Confirmed YES, security risks have been assessed, see section 0.9 for details.

Approval Authorities:

Name	Role	
Steve Bansal	Senior Service Delivery Manager	See Dimensions for record

See POA Reviewers/Approvers Matrix (PGM/DCM/ION/0001) for guidance on who should approve.

This document, and anything contained within, has no contractual significance nor constitutes an agreement or amendment to any of the Related Agreements between Fujitsu Services or Post Office Ltd.



0 Document Control

0.1 Table of Contents

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0.2 Document History

Only integer versions are authorised for development.

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change CP, CCN or PEAK Reference
0.1	07/06/00	Working draft	
0.2	07/07/00	Draft containing input from Dave Fletcher and Kevin Lenihan to address diary notes in V0.1	
0.3	04/09/00	Updated to include 'Problem Outlets' report, and prepared for formal before approval	
0.4	Updated November 2002	Updated jointly by POL and Fujitsu Services to reflect current working relationships but not issued through Fujitsu Services Document library	
0.5	20/11/02	Above version issued through Fujitsu Services Document Library.	
1.0	23/12/02	Updated to include Universal Banking problems and the SCT	
1.1	15/04/05	Reviewed in light of establishment of HSD and SDM reorganisation. Please note that this review has ONLY taken account of FJ organisation changes. There have been no amendments to POL responsibilities except that TSD has been replaced by SCT.	
1.2	09/03/16	First draft of an amended Problem Management Interface Agreement which has been produced to reflect the current working cross-domain processes that have evolved over time.	Include if known

0.3 Review Details

See POA Reviewers/Approvers Matrix (PGM/DCM/ION/0001) for guidance on completing the lists below. You may include additional reviewers if necessary, but you should generally **not exclude** any of the mandatory reviewers shown in the matrix for the document type you are authoring.

Review Comments by:	(date by which comments should be returned)
Review Comments to:	[HYPERLINK "mailto:Tony.wicks@GRO"] + POA Document Management

If preferred you can delete the following Mandatory and Optional reviewer tables and paste in the appropriate list copied from POA Reviewers/Approvers Matrix (PGM/DCM/ION/0001).

Mandatory Review	
Role	Name
Senior Service Delivery Manager	Steve Bansal
POA Acceptance Manager	Steve Evans
Post Office Limited	Andrew Garner
ATOS Problem Management	Richard Benton

Optional Review

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Role	Name
POA Operations Director	Pete Thompson
POA Problem Manager	Stephen Gardiner
ATOS Problem Manager	Rob Shaw

(*) = Reviewers that returned comments

Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	Name

0.4 Associated Documents (Internal & External)

References should normally refer to the latest approved version in Dimensions; only refer to a specific version if necessary.

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)	See note above	See note above	POA Generic Document Template	Dimensions
PGM/DCM/ION/0001 (DO NOT REMOVE)			POA Document Reviewers/Approvers Role Matrix	Dimensions
BMS/ Manage Problems Process			Manage Problems Process	BMS
SVM/SDM/PRO/0025			POA Problem Management Procedure	Dimensions
SVM/SDM/WKI/2399			Problem and Major Incident Management Team Work Instructions.	Dimensions
CON/MGM/005			Post Office Limited and Fujitsu (UK & Ireland) Business Continuity Interface Agreement	Post Office Limited

0.5 Abbreviations

Abbreviation	Definition
ATP	Authorised Temporary Procedures
BCP	Business Continuity Plan
BMS	Business Management System
ISO	International Standards Organisation
ITIL	Information Technology Infrastructure Library
KEDB	Known Error Database
KEL	Known Error Log
MAC	Major Account Controllers
MBCI	Major Business Continuity Incident
MIM	Major Incident Manager
MICM	Major Incident Communications Manager
MIR	Major Incident Report

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Abbreviation	Definition
MSC	Manage Service Change
MSU	Management Support Unit
OOH	Out Of Hours
PCI	Payment Card Industry (as per Security Standards Council)
PIR	Post Incident Review
PO	Post Office
POA	Fujitsu Post Office Account
POL	Post Office Limited
PPIR	Post Problem Implementation Review
SDM(s)	Service Delivery Manager(s)
SDU	Service Delivery Unit
SLT	Service Level Targets
SISD	Service Integrator Service Desk (Atos Service Desk)
SMC	Systems Management Centre
SMS	Short Message Service (as known globally within Mobile Telephone Networks)
SRRRC	Service Resilience & Recovery Catalogue
SSC	Software Support Centre
TB	Technical Bridge
TP	Temporary Procedures
TRM	Technical Recovery Manager

0.6 Glossary

Term	Definition

0.7 Changes Expected

Changes
Changes to reflect process, interface or organisational changes.

0.8 Accuracy

Fujitsu Services endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same.

0.9 Security Risk Assessment

Security risks have been assessed and it is considered that there are no security risks relating specifically to this document.



1 Introduction.

This document is intended to be a working level document that establishes the working practices that exist between ATOS, on behalf of POL, and Fujitsu. The document sets out the guidelines that govern the working relationship at the interface between Fujitsu and ATOS in relation to problem management. This agreement is owned on behalf of Fujitsu by Post Office Account Customer Services. It defines the customer and supplier responsibilities that both ATOS, on behalf of POL, and Fujitsu must undertake in order to support the delivery of problem management to POL.

2 Scope.

This document defines how ATOS, on behalf of POL, and Fujitsu will report and manage problems that have an impact on the service provided to POL. The document covers problem notification, acceptance, control and resolution. Also contained within this document are the escalation and reviews surrounding problem management.

3 Change Control.

This interface agreement is a working level operations document and therefore will not become a contract controlled document. It will however be subject to controlled change once it has become definitive at version 1.0. After which, changes will be managed through formal document review meetings and be subject to agreement by both parties. The signatories to this document will arbitrate upon any disputes concerning subsequent changes to the document required by either party.

This document, nor anything contained within, has any contractual significance nor constitutes an agreement or amendment to any of the Related Agreements between Fujitsu and POL.

The document will be reviewed on an annual basis.

4 Intent of This Agreement

The intent of the agreement is to define responsibilities and detail the interactions that must take place, between Fujitsu and ATOS on behalf of POL to ensure the successful delivery of a seamless problem management service to the Post Office retail network.

4.1 Definition

Problem - A Problem is an underlying cause of one or more incidents that may result in further incidents.

A Problem potentially exists when a defect in the specification, design, production, implementation, or use of any of the service components results in any aspect of the service not meeting expectations.

A Problem will be raised when the impact of the defect (e.g. the level and severity of the related incidents) is substantial enough to warrant action to eradicate it.

A Problem will also be raised following a Major Incident to ensure that the actions identified in the Major Incident Report are actioned to completeness.

A Problem will be closed when it has been mutually agreed that the underlying cause has been fixed or removed. Root cause analysis will identify the underlying defect and full details will be recorded on the Problem Management database.



A problem may be closed if ATOS, on behalf of POL, is satisfied that everything has been done to minimise the effect of the problem therefore the impact is negligible.

A problem may be closed if only one solution is available but POL decides not to implement it and agree to live with the problem.

Many problems will have knock-on impacts or effects beyond the organisation/domain in which they occur. These are known as Cross Domain Problems.

Example of a Cross Domain Problem:

Problem: Due to a faulty POL AP-ADC script First Rate branch order files are failing transformation.

1. Potential issue reported, analysed by the POA support teams, and a problem identified.
2. The problem reported by POA Problem Management to ATOS Problem Management team.
3. Problem logged, allocated unique number and prioritised.
4. ATOS Problem Management refer the problem to ATOS Reference Data team for analysis and resolution.
5. ATOS Problem Management team monitor and review the progress on problem resolution and feedback at the weekly cross-domain problem record reviews.
6. ATOS Reference Data team carry out change control process.
7. Proposed solution formally approved by POL or ATOS on their behalf.
8. Solution Implemented by ATOS Reference Data Team.
9. FJ POA and ATOS Problem Management team monitor implementation of the revised AP-ADC script.
10. Problem closed if the First Rate branch order file transformation failures are eliminated.
11. Records maintained for future reference.



5 Responsibilities.

5.1 Joint.

Each party is responsible for maintaining and updating their own problem databases.

When a new cross-domain problem is identified in either domain the party who identified the problem is to submit a new Problem Record Template (See Appendix 1) to the other party, thereby ensuring a consistent problem record exists in both domains.

Both parties will maintain a shared cross-domain Problem Management spreadsheet which is independently updated on a weekly basis by both parties and reviewed on a weekly basis at a cross-domain Problem Management review. This spreadsheet is to detail the problem record reference for both domains.

Each party will nominate a problem manager for all cross-domain problems.

Each party will ensure their counterpart problem manager is appraised as appropriate of the current situation/status of the problems.

Both parties will authorise Temporary Procedures/Authorised Temporary Procedures impacting on the Post Office operating process for cross-domain problems.

Both parties will provide incident reference(s) from their respective service desk calls to the associated cross-domain problems.

Each party will ensure their counterpart problem manager is notified if problem ownership changes (i.e. if ownership changes from one FJ POA problem manager to another the original problem manager must notify their counterpart problem manager and vice versa).

5.2 ATOS Specific Responsibilities.

ATOS Problem Management will own the weekly problem report spreadsheet, which should detail all 'open' problems, including those that it has been jointly agreed should be on 'monitoring'.

POL will manage aspects of any problem relating to the operating process within the Post Office front line e.g., office process & back end systems e.g. CFS, etc.

POL own management of any planned communication with the branches, e.g., Message Broadcast Service.

5.3 Fujitsu POA Specific Responsibilities

Fujitsu Services POA will update and maintain individual problem records in their Problem Management Database.

Fujitsu Services POA will manage any problems technical and physical originating in the Fujitsu domain.

Fujitsu Services POA will undertake an annual review of problem records from the perspective of identifying from those records any trends for which underlying cause corrective actions could be implemented. E.g., Process improvements, additional test methodologies, etc.



6 Problem Notification

6.1 ATOS (POL) to Fujitsu Services

Any cross-domain problem arising from within Post Office Limited or Post Office Limited Third Party supplier domains (excluding Fujitsu POA) will be registered with ATOS Problem Management and an ATOS Problem Manager will be assigned to manage the problem.

All problems that are passed from ATOS into Fujitsu POA are documented on the Problem Record Template. ATOS Problem Management will e-mail the completed template to the Major Account Change team within Fujitsu Services at MAC@[GRO](mailto:MAC@GRO)

The Major Account Controllers are available between 0800 to 20.00 hours Monday to Friday and 0800 to 14.00 hours Saturday, excluding bank holidays.

The MAC Team are responsible for logging the new problem record in TfS and e-mailing the POA Problem Management team with the Fujitsu problem record TfS reference so that a POA Problem Manager can be assigned.

6.2 Fujitsu Services (POA) to ATOS (POL)

Any cross-domain problem arising from within the Fujitsu domain will be registered in the Fujitsu Services TfS POA Problem Management database and a POA Problem Manager will be assigned.

The POA Problem Manager will complete the attached problem record template and e-mail it to the MAC team requesting a new problem record is raised. The e-mail will also request that the MAC team sends the template on to the ATOS Problem Management team [[HYPERLINK](#) "mailto:postofficeproblemmanagement.it-solutions@GRO] requesting that a corresponding problem record is raised in the ATOS domain.

7 PROBLEM ACCEPTANCE

Once the problem has been registered and allocated to a Problem Manager in Fujitsu or ATOS the Problem Manager in the notified domain will make contact with the Problem Manager in the originating domain and agree acceptance.

Both Problem Managers will ensure that the problem title is the same on both databases, that the reference numbers of both problems are registered on each database and that they both agree that a problem exists.

The originating party should provide evidence to support the case such as incident numbers, impact and extent of the problem and provide information on any temporary procedures that are in place.

Ownership of the problem (responsibility for resolution) will then be agreed. Both parties must agree for the problem to be accepted. As part of the acceptance the Problem Managers will broker and agree the problem priority, closure criteria, and a provisional target date. These of course may change as the problem investigation develops.

When a new problem is accepted ATOS Problem Management will update the weekly problem report spreadsheet to include the new cross-domain problem record.

If the problem is rejected at this stage the originating party may escalate the problem to senior service managers who can discuss the issue with their opposite number and provide arbitration.



8 PROBLEM CONTROL

Management of any cross-domain problem will include the following stages:

- Analysis (to determine root cause)
- Control (TP or ATP implementation, escalation)
- Resolution (review and closure)

Analysis –

The relevant domain will carry out the analysis to determine the extent and impact of any specific problem. It may also mean the implementation of “traps” to pick up any further occurrences before the root cause can be established. Once the root cause has been established, a description and date identified will be disseminated to the other business as an effective measure of the Problem Management process. As the analysis progresses initial perceived root causes may change.

Incident Matching – Both domains will exchange volumes of incidents to associated problems to an agreed timescale which would normally be on a weekly basis (dependant on the problem).

Control – This covers escalation of problems as necessary and the introduction of Temporary Procedures (TP - exclusive to each domain but does not impact the other domain in conducting it's business as usual) or Authorised Temporary Procedures (ATP - Agreed between each party). Audit trails will also be maintained within each domain that enable tracking of actions or interaction between the two domains.

Resolution – Cross domain problems can only be closed when both domains agree that the closure criterion has been met without compromising any other services
Both domains will provide a review of all problems to determine if the solution provided has actually removed the problem. Closure may be after a monitoring period and will be agreed by both parties.

9 PROBLEM STATUS

The status of any problem will be maintained in one of the following conditions:

Open – A problem has been raised and an assessment of the problem is still underway or evidence is being collected. An update schedule has been agreed and developed. A plan has been developed, agreed and is in progress, this may include the development of diagnostic traps to provide further evidence as required for investigation.

Monitor – The solution has been implemented and the problem is believed to be resolved, it has been placed under monitor to see if the solution is effective.

Closed – All actions have been completed and the both parties agree that the closure criteria have been satisfied. A problem will only be closed when it has been agreed that the underlying root cause has been fixed or removed. This should be agreed between all impacted parties and the originator.

Note: The above statuses define the status fields of mutual interest to both parties. In order to manage the progress of problems either party may wish to subdivide the statuses e.g., Open for the purposes of monitoring progress may also include:

- Undergoing root cause analysis
- Root cause analysis complete but implementation not forecast
- Resolution allocated to release or implementation date forecast (these two are broadly the same status but allows for implementation which is not connected to a specific release and is therefore not dependent on a release date)



- Resolution in progress
- Problem dormant (root cause is known but it has been decided not to resolve it in the short term. A decision has therefore been taken to shelve it. It remains open however in case the business impact changes and any new incidents arising from this problem will be attached to it)

10 REVIEW MEETINGS

10.1 Problem Management Operational Review Forum

The Cross Domain Problem Management Forum is held on a weekly basis and discusses all problems on the shared weekly problem report spreadsheet. The meeting is generally held at 11.30 on a Friday and after discussing the open problem records any other business is covered. This may include incidents which are having a cross-domain impact.

Atos Problem Management chair this meeting.

10.2 Post Problem Implementation Review Meeting (PPIR)

A PPIR is carried out if the Problem Manager from either domain or any impacted party was unhappy with the way the problem was resolved or managed. This review may be held as a conference call.

The PPIR reviews the way the problem was handled and looks to highlight the areas that did not operate well and require improvement, either within the operation of the process or the process itself.

The output of the PPIR is to initiate improvement actions to ensure that the process is operated as it should be or ultimately improved.

A PPIR should be held at an appropriate time after the fault has either been placed on monitor or as near to the problem solution as possible.

The requesting Problem Manager chairs the PPIR. The attendees should include the major players within the resolution of the problem being reviewed.

Details of the PPIR will be documented in the 'closed' problem record. Any action points arising from a PPIR will become agenda items of the Cross Domain Problem Management Forum.



11 ESCALATION

Any problem requiring escalation will be as per the table below initially to the first level manager. Each manager escalated to will then be responsible for escalating to the next manager listed, it is also expected that escalation to the next level on either side will be agreed with the opposite manager so that Managers of similar levels in either domain are made aware of any issues. The Problem Manager should notify the Problem Manager in the other domain before the escalation process is initiated.

The escalation process is also used if there is debate over the validity of a problem.

Escalation Level	ATOS/POL	Fujitsu Services	Timescales
1 st Level	ATOS Senior Service Manager	POA Senior Service Manager	Immediate dependent on business impact
2 nd Level	ATOS Service Operations Director	POA Service Operations Director	The lower level manager will judge timing based on business impact

12 MAJOR BUSINESS CONTINUITY INCIDENTS

Potential Major Business Continuity Incidents and Major Business Continuity Incidents are managed under the Post Office Limited and Fujitsu (UK & Ireland) Business Continuity Interface Agreement, CON/MGM/005.



A Appendix 1 Problem Record Template



Problem Report



In order to raise a Problem, fill in this form and submit only the first page to MAC.

Affected End User	(E.g., branch affected by this problem)
Reported by	(your name)
Problem Manager	(SDM affected by the problem)
Classification	Choose from: • B BNR • C Change • D D Digital Media • E Closure • F Reference Data • G Post Shop • H Hardware • K Kiosk • M System Management Centre • N Network • O Operational • P Non Polling • S Software • Z Security
Number of Users affected	Choose from: • >70% of user base • 40-70% of user base • 10-40% of user base • <10% of user base • Single user
Urgency	Choose from 1, 2, 3, 4 or 5 as described below
Priority	Choose from 1, 2, 3, 4 or 5 as described below
Problem Summary	(brief description of the problem with service/geographical area/number of users affected)
Problem Description	(fuller description of the problem)
Assignee/Group	(Person/SDU to whom problem should be assigned)
Tenant	POA-Horizon Tenant
Linked Incidents	(list the incidents which are linked to the problem)