

## Business Service Management - Problem Co-ordinator Matrix - Version 3.0

Business Unit	Co-ordinator Name	User I/D		Phone Number	Location	Area(s) of Responsibility
Business Service Management	Any Problem Manager	PC	See list	See table at foot of document	Dearne House Barnsley	<ul style="list-style-type: none"> <li>Gateway to ICL Pathway</li> <li>Custodians of OBC processes</li> <li>Business Continuity planning</li> <li>NBSC</li> <li>Problem Management Discipline</li> <li>Incident Management Discipline</li> <li>Change Implementation Processes</li> <li>Documentation Configuration</li> </ul>
Internal Account Management	Mark R Knight	PC IA PV	knigma01 knigma02 knigma	GRO	Gavrelle House, London	<ul style="list-style-type: none"> <li>Gateway into Network Banking</li> </ul>
Outlet System Group	Suzanne Robson	PC IA PV	robssu01 robssu02 robssu	GRO	Concept House, Farnborough	<ul style="list-style-type: none"> <li>Non Horizon: - ECCO+, Capture, ALPS, APT, HAPS</li> <li>Horizon: - HAPS, OBC-AP and EPOSS</li> <li>CSR+ - HAPS file transfers to ICL Pathway</li> </ul>
Transaction Processing	Malc Heeley	PC IA PV	heelma01 heelma02 heelma04	GRO	Future Walk, Chesterfield	<ul style="list-style-type: none"> <li>Error resolution</li> <li>Cash accounting</li> <li>Supporting documents</li> <li>Ledger reconciliation</li> <li>Settlement</li> <li>File and data transfers</li> <li>Reference data</li> </ul>
National Communications	Lorraine Finnigan	PC IA PV	finnigl01 finnigl finnigl02	GRO	Gavrelle House, London	<ul style="list-style-type: none"> <li>External communications</li> <li>Internal communications, excluding Operational Publications (Counter News, Ops Manual, User Guide, etc)</li> </ul>
Security & Investigations	Charles Leighton (temp)	PC IA PV	leigch02 leigch01 leigch03	GRO	Impact House, Croydon	<ul style="list-style-type: none"> <li>Policy &amp; Standards of physical security within outlets</li> <li>Policy in respect of Internal Crime</li> </ul>

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						(Fraud) <ul style="list-style-type: none"> <li>Policy issues which impact upon the Investigation process</li> </ul>
Operating Process	Phil Norton  NB Steve Cowburn for Impact Assessment	PC IA PV PC IA PV	nortph02 nortph01 nortph cowbus02 cowbus01 cowbus	GRO  GRO	Future Walk Chesterfield	<ul style="list-style-type: none"> <li>Anything that may change the Operating Process, especially where this change impacts more than one area</li> </ul>
NBSC	Dean Russell Shaun Turner Jane Wigfield David Wright Wesley Rogers	PC  IA (all)	russeld3  analyst2	GRO	Dearne House Barnsley	<ul style="list-style-type: none"> <li>NBSC</li> </ul>
Your Guide	Paul Sumner	PC IA PV	sumnpa02 sumnpa01 sumnpa	GRO mob GRO GRO	Concept House Farnborough	<ul style="list-style-type: none"> <li>Your Guide Problems</li> </ul>
Network Policy & Transformation	Chris Harker	PC IA PV	TBA TBA TBA	GRO	Brockbourne House, Tunbridge Wells	<ul style="list-style-type: none"> <li>All issues related to Horizon and how they affect the agency network.</li> <li>All issues related to the management of the agency network, e.g. recruitment, advertising etc.</li> <li>All issues relating to mailwork offices</li> <li>Issues relating to network transformation including OBC (operational business change)</li> <li>Support mechanisms for subpostmasters, e.g. Counters Club etc.</li> <li>All issues related to our contractual relationship with the agency network.</li> <li>All issues relating to the legal and taxation status of agents</li> <li>All issues related to the management of PON's exposure to National Insurance Contributions on agents'</li> </ul>

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						<b>remuneration (NIPOC)</b> <ul style="list-style-type: none"> <li>Nominee VAT, Deferred MSPO licence fees, Introductory Payments"</li> <li>All agency pay issues.</li> </ul>
Stock Operations	John Brownsill	PC IA PV	brownsj brownsj02 brownsj01	GRO	Prospero House, London	<ul style="list-style-type: none"> <li>All stock operations</li> <li>Swindon</li> <li>LFS - related issues</li> <li>Cash Handling &amp; Distribution</li> </ul>
Network Audit	Charles Leighton (temp)	PC IA PV	leigch02 leigch01 leigch03	GRO	Impact House, Croydon	<ul style="list-style-type: none"> <li>Delivery of risk based audit plan</li> <li>Verification of Post Office Counters Ltd assets <ul style="list-style-type: none"> <li>on planned audit</li> <li>at transfer between agents</li> <li>at office closure</li> <li>following a robbery/burglary incident</li> <li>at Postshops</li> </ul> </li> <li>Attendance at Postshop stocktakes</li> <li>Verification of assets at Distribution Centres in support of POIAT.</li> <li>Compliance testing of Post Office Counters Ltd financial and operating procedures</li> </ul>
Network East	Hazel Ginger	PC IA PV	TBA TBA TBA	GRO	Verulam Point St Albans	<ul style="list-style-type: none"> <li>Territorial deployment of national policies</li> <li>Outlet performance ie budgets, KPIs</li> <li>Communication with outlets</li> <li>Monitoring supplier performance</li> <li>Contingency plans for continuity of service</li> <li>Managing relationships with senior union officials</li> </ul>

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Network North	Mike Baxter	PC IA PV	baxtmi01 baxtmi02 baxtmi	GRO	The Athenaeum, Glasgow	<ul style="list-style-type: none"> <li>• Territorial deployment of national policies</li> <li>• Outlet performance ie budgets, KPIs</li> <li>• Communication with outlets</li> <li>• Monitoring supplier performance</li> <li>• Contingency plans for continuity of service</li> <li>• Managing relationships with senior union officials</li> </ul>
Network West	Jane Hall	PC IA PV	hallja02 hallja01 hallja	GRO	Lionel St, Birmingham	<ul style="list-style-type: none"> <li>• Territorial deployment of national policies</li> <li>• Outlet performance ie budgets, KPIs</li> <li>• Communication with outlets</li> <li>• Monitoring supplier performance</li> <li>• Contingency plans for continuity of service</li> <li>• Managing relationships with senior union officials</li> </ul>

Quality Service Manager	User I/D	Speciality	Phone Number	Location
Kevin Lenihan	N/A	N/A	GRO	Dearne House

Problem Managers	User I/D	Speciality	Phone Number	Location
Paula Astles	astlesp	Problem Offices	GRO	Dearne House
Andy Barnes	barnesa	EPOSS		Dearne House
Richard Benton	bentonr	Infrastructure		Dearne House
Des Hansbury	hansde01	Contracts		Dearne House
Ed Jones	jonese	Infrastructure		Dearne House
Wendell Jones	jonesws	EPOSS		Dearne House
Paul Smith	smithp1	APS		Dearne House



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<i>Problem Managers</i>	<i>User I/D</i>	<i>Speciality</i>	<i>Phone Number</i>	<i>Location</i>
Mick Theobald	theomi01	Infrastructure	<b>GRO</b>	Dearne House
Theresa Walsh	walsth01	EPOSS		Dearne House
Nicola Wood	woodn	LFS		Dearne House
Mary Wright	wrightm1	OBCS		Dearne House

<i>P.O. Support</i>	<i>User I/D</i>	<i>Speciality</i>	<i>Phone Number</i>	<i>Location</i>
Neil Rimington	N/ A	N/ A	<b>GRO</b>	Dearne House