



Post Office Ltd

Commercial in Confidence



Reference Data System

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Issue 2.0b

Issue Date 22nd February 2002

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0. Control

0.1. Document History

Version	Date	Change Details
1.0 a	22-02-1999	Initial draft, following multiple OLA workshops between POCL and ICL Pathway.
1.0 b	04-03-1999	Draft issued for review by POCL & ICL Pathway.
1.0 c	23-03-1999	Draft containing initial comments from POCL & ICL Pathway.
1.0	26-03-1999	Initial issue.
1.1	21-06-1999	Revised initial issue, incorporating further changes from Pathway/Reference Data Team.
1.2	01-07-1999	Further revisions to incident management processes included.
1.3	19-07-1999	Issue for sign off, including correction to lead times document reference.
2.0 a	18-09-2001	Formal Review. Draft issued for review by PON & ICL Pathway.
2.0 b	08-01-2002	Revised review, containing initial comments from POL & ICL Pathway.

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0.2. Terms and Abbreviations

The following terms and abbreviations are used in this document:

AIS	Application Interface Specification
CCN	Change Control Number
Express Change	An express change describes a subset of change types which are to be implemented within an agreed timescale which is shorter than normal.
HSH	ICL Pathway Horizon System Helpdesk
NBSC	POL Network Business Support Centre
OLA	Operational Level Agreement
POCL	Post Office Counters Ltd - the former name of PON
PON	Post Office Network - the former name of POL
POL	Post Office Ltd - the name that supersedes PON
RDMC	ICL Pathway Reference Data Management Centre
Rework	Activity required to progress a change when an error correction file or amendment file is required / provided.
RDS	POL Reference Data System
RDT	ICL Pathway Reference Data Team
SLA	Service Level Agreement
TIS	Technical Interface Specification
Type A	Data transmitted electronically from RDS to RDMC over an automated interface ² .
Type B	Data transmitted electronically from OBC Service Provision Team to RDT over a non-automated interface ³ .
Type C	Data prepared by ICL Pathway.

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0.3. References

The following documents were either referred to or used during the production of this document:

	Reference	Title	Source
1.	TI/IFS/003	Pathway to Post Office Technical Interface Specification	POCL
2.	RDP/AIS/014	Application Interface Specification Reference Data to Pathway for CSR+	POCL
3.	RDP/AIS/011	Application Interface Specification Reference Data to Pathway Type B Data for CSR+	POCL
4.	RDP/TEC/903	Data Transfer File Protocol: POCL to Pathway	POCL
5.	PSGckbk.doc	FTP Logging Requirements – LAN Infrastructure Services	POCL ITS
6.	CS/IFS/001	Reference Data Change Catalogue	ICL Pathway
7.	CR/REQ/006	Outlet Change Requirements & Service Matrix	Pathway
8.	CR/PRD/029	Process for Operational Business Change – Outlet	Pathway
9.	CR/PRD/030	Process for Operational Business Change – Product	Pathway
10.	CS/PRD/033	POCL Verification of Reference Data Changes for NR2	ICL Pathway
11.	CS/PRD/058	ICL Pathway/POCL Interface agreement for Operational Business Change – Product	ICL Pathway
12.		Reference Data System Service Level Agreement	POCL Prod. Systems Services
13.	RDP/TEC/009	Version Control Rules	POCL
14.	csaref8.doc	Reference Data System Customer Support Agreement	POCL Prod. Systems Services
15.	RDP/TEC/951	Reference Data Rules And Values	POCL

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0.4. Contents

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0.5. Forecast Changes

Inclusion of Service Management Framework and Contract Change Control procedures documentation to baseline document set (section [REF _Ref447081997 \n]).

Inclusion of POL NBSC Roles & Responsibilities (section [REF _Ref447085778 \n]), Prioritisation (section [REF _Ref447082160 \n]) and Change Management (section [REF _Ref447082164 \n]) sections.

Revision of the primary type A automated interface in support of Network Banking release requirements.

Possible revision of contractual SLAs in the light of this OLA (section [REF _Ref444069333 \n]).

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1. Introduction

This document is an Operational Level Agreement (OLA) between POL and ICL Pathway. It outlines the practical arrangements that have been agreed between the two organisations for processing and maintaining reference data as part of the overall Horizon service.

2. Purpose

The OLA facilitates a joint approach to managing and supporting the operational interface.

POL and ICL Pathway will use the OLA as a firm basis for developing effective and consistent working level procedures.

3. Scope

This OLA applies only to the interface across which reference data is passed from the POL Central RDS to ICL Pathway (RDMC).

3.1. Exclusions

This OLA excludes:

- Detailed discussion of the content of reference data files. This is covered in the relevant application interface specification document².
- Any arrangements made between ICL Pathway and the POL OPTIP system;
- The Operational Business Change processes or procedures^{6, 7, 8, 9, 10, 11};
- Any other interfaces from the POL Central RDS (e.g. OPTIP, SAPADS LFS etc.).

3.2. Service Management Framework

Where appropriate, this OLA conforms to the concepts and principles of the joint Service Management Framework agreed between POL and ICL Pathway (*see* section [REF _Ref444068434 \n]).

3.3. Duration

The OLA will need to be reviewed, but not necessarily revised, every 12 months from sign off (*see* section [REF _Ref445192071 \n]).

4. Status

The OLA is a “Working Document”. As such it is without prejudice to any of the parties and nothing contained herein shall be deemed or construed as affecting existing contractual obligations (*see below*) or creating new contractual obligations between any of the parties.

5. Contractual Obligations

Schedule G10 of the Codified Agreement between POCL and ICL Pathway specifies the Service Level Agreements relating to reference data. Schedule G10 sets deadlines for POL delivering reference data to ICL Pathway. It also sets targets for ICL Pathway delivering reference data to Post Office outlets.

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A Technical Interface Specification (TIS) describes the physical nature of the RDS to ICL Pathway interface¹.

Two Application Interface Specifications (AIS) define the precise format and associated rules for passing data across the RDS to ICL Pathway interface^{2,3}.

Reference Data Rules and Values provides an agreed basis for the validation of reference data to be implemented in both the POL and ICL Pathway domains as part of the Operational Business Change process¹⁵.

6. Objectives of the OLA

- To provide a consolidated summary of all the day to day operational and support arrangements for delivering and maintaining Reference Data across the RDS/RDMC boundary.
- To clarify the respective roles and responsibilities of all relevant groups involved in delivering and maintaining Reference Data across the RDS/RDMC boundary.
- To facilitate the development of comprehensive and consistent working level procedures for delivering and maintaining Reference Data across the RDS/RDMC boundary.

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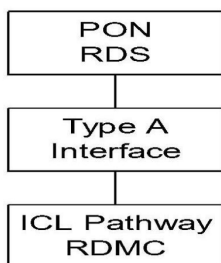
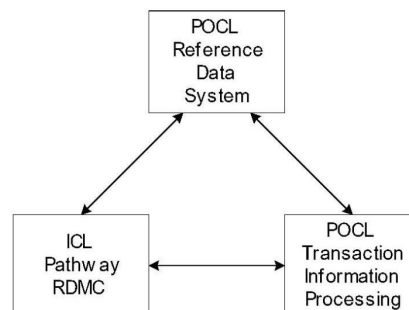
7. Normal Data Processing Arrangements

7.1. Interface Outline

The POL RDS stores business reference data concerning POL's organisational units and structure, its products, automated payment tokens and accounting structures. This data is primarily used to support the Horizon service - both ICL Pathway's systems and the POL OPTIP system.

All data in the RDS is driven by effective dates, hence the RDS acts as the mechanism used to manage the implementation of operational business changes (OBC) within the Horizon systems.

POL have undertaken to supply reference data in accordance with agreed OBC lead times^{6, 7, 8, 9, 10, 11}.



POL supplies ICL Pathway with distinct reference data - type A (*see* section [REF _Ref445008495 \n]).

The transfer of this data is achieved by POL placing reference data files on a gateway PC owned and maintained by ICL Pathway (*see* section [REF _Ref445008405 \n]).

ICL Pathway will perform an initial validation of the reference data placed on the gateway and either accept or reject it. The POL RDS team shall be responsible for analysing and resolving any errors arising from this validation process (*see* section [REF _Ref446227920 \n]).

Once accepted, the data will either be:

- (a) Processed and released to Post Office outlets, e.g. minor changes to outlet details; or
- (b) Processed and offered for further verification/authorisation by POL, prior to being released - e.g. new products being introduced.

7.1.1. Type A Data Files

Type A data files consist of wholly automated extraction's from the POL RDS. The precise content and structure of these files is defined in the relevant AIS².

Multiple files may be created each day, up to a maximum of 999.

Supply of type A data to ICL Pathway will be in accordance with agreed Operational Business Change procedures and timescales^{6, 7, 8, 9, 10, 11}.

Type A data files may consist of either:

- Data content records generated in support of one or a number of Help Desk changes.
- Data content records generated in support of one or a number of Advanced changes.
- Data content records generated in order to correct a single / multiple error.

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In any case, every type A file is allocated a unique Change Control Number (CCN), which identifies the specific change supported by the data content of the file. These CCN's are supplied to ICL Pathway within the data files themselves.

7.1.2. Type B Data Files

Type B (Scales) data files, the precise data content of these files is defined in a separate AIS³.

All type B data files will be accompanied by a delivery note detailing any associated CCN's.

Type B files are created whenever changes to the relevant reference data are received.

Supply of type B data to ICL Pathway will be in accordance with agreed Operational Business Change procedures and timescales^{6, 7, 8, 9, 10, 11}.

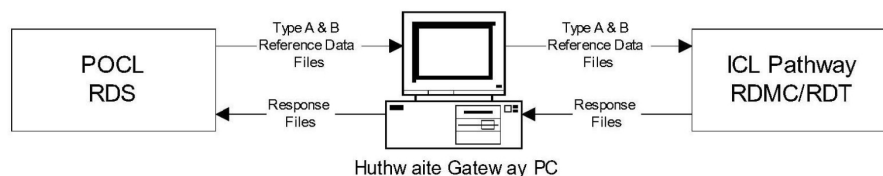
Multiple type B files may be created on any day, up to a maximum of 36 of each type.

On days where there are no changes to type B data, there will be no type B files sent to ICL Pathway.

Type B data files are currently supplied by Business Service Management Development, EPOSS Service Provision Team (Formerly Outlet Systems Group) .

7.2. File Transmission

Technical details concerning the transfer of reference data files are defined in FTP protocol documents^{4, 5}.



Both POL and ICL

Pathway use a gateway PC, situated in Huthwaite, as the common hardware infrastructure for the exchange of reference data files.

Whilst the gateway PC is situated at a POL site, ICL Pathway is responsible for its maintenance (see section [REF _Ref444069592 \n]), and for provision of back-up facilities (see section [REF _Ref444069596 \n]).

7.2.1. Response Files

Response files are generated automatically by the Gateway PC to RDS and indicate success (or failure) of the transfer of data to the Gateway PC. Response files are generated automatically by RDMC and indicate success (or failure) to load data into RDMC.

7.3. Processing Cycles

7.3.1. Normal Operational Hours

The POL RDS operations team typically operates from 7:30am to 5:30pm, Monday to Friday, with occasional late (8:00pm) and weekend working.

ICL Pathway's operational hours are from 9am to 5pm, Monday to Friday.

Business Systems National Helpdesk, for the resolution of incidents, from 8am to 6pm, Monday to Friday (see section [REF _Ref446227920 \n]).

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Contact details are specified in this document in section [REF _Ref444069942 \n].

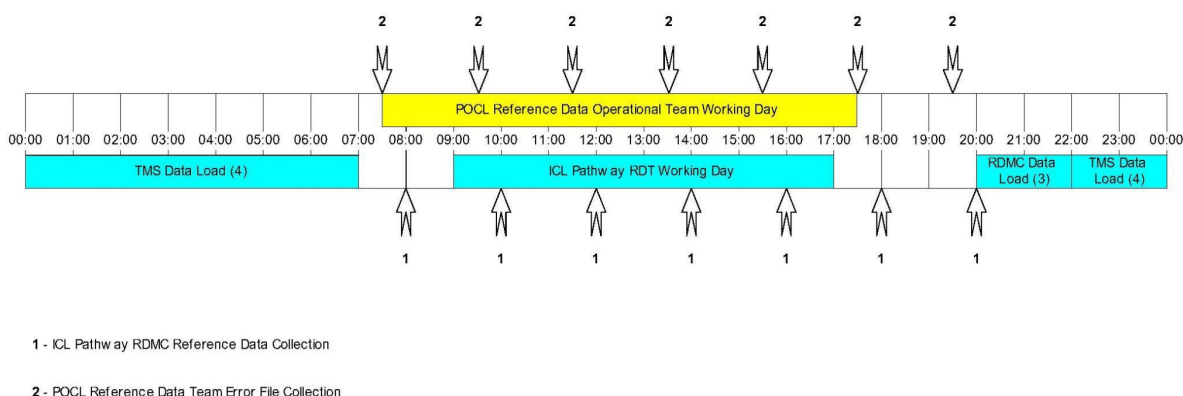
7.3.2. Out of Hours

Hours excluded from those specified in section [REF _Ref445190524 \n] shall be considered to be out of hours where only the following are expected:

- The POL RDS team will provide a 24-hour contact in case of a major business continuity incident.
- ICL Pathway shall similarly provide a 24-hour contact (via Horizon Systems Helpdesk) for the management of major business continuity incidents.

7.3.3. Daily Processing Cycles

The following diagram illustrates the business as usual activities relevant to the POL RDS / ICL Pathway RDMC interface in a typical working day.



1. The POL RDS operational team shall generate and transmit reference data files to ICL Pathway at the earliest practicable opportunity, with due regard to both agreed OBC procedures and those times when ICL Pathway file retrieval takes place.

At 8am, and at 2 hourly intervals thereafter until 8pm, a scheduled task commences ICL Pathway reference data file retrieval and RDMC data load.

2. The POL RDS operational team shall also collect and analyse response files generated by the ICL Pathway RDMC (*see* section [REF _Ref446227920 \n]).
3. For pre-authorised changes, the data is processed within the RDMC and TSM system and transmitted to the Outlets overnight.

7.3.4. RDS to OPTIP Transfer problems

RDT will not release any Reference Data to the Live environment before 10 a.m. to allow the POL Reference Data Operational Team to inform Pathway should any problem have occurred in the transfer of data from RDS to OPTIP. This will help to reduce the risk of data being sent to the Live counters before OPTIP has received it. Should there be any such problems, the POL

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Reference Data operational team will advise Pathway which (if any) files will be affected by the problem and the likely time to resolution.

7.3.5. Urgent Reference Data Changes

RDT will monitor RDMC for Reference Data changes which fall into the category of Basic Express or Migration Special until 10am and take the appropriate action. If a Migration Special is submitted to RDMC after 10am, and POL wish action to be taken, RDT should be contacted by telephone and requested to progress the change (this is not an option for Basic Express changes due to the processing times involved).

Should an incident occur which requires changes to Reference Data, the priority given to the delivery of the Reference Data will be governed by the priority of the incident.

7.3.6. Errors and Rework

Observed errors result in the change being suspended awaiting corrective action. For example, file(s) containing rejected records will not be processed by RDT until the rejected records have been corrected, this will be classified as Rework.

Rework files are files which are, or appear to be, either amendment or error correction files to a change that is currently being progressed.

Action will be taken in an attempt to establish and eliminate root causes for Rework.

7.4. Error Handling

For both Type A & Type B data files, ICL Pathway RDMC/RDT generates response files, the contents of which either confirms successful loading of the data, or notifies POL of any interface errors. In addition, file(s) acknowledging ICL Pathway's receipt of transmitted reference data file(s) are also generated.

POL shall expect to be in receipt of response files relating to Type A data files approximately 1½ hours, but not more than two hours after transmission, during the working day.

In the case of transmissions loaded at 8pm, response files will be expected by 8am the following day.

The following table classifies possible errors on the operational interface, and prescribes how they should be dealt with.

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N°	Error detected by	Error description	Action
1.	POL RDS operational team	RDS operational team unable to transmit file.	See section [REF _Ref455386313 \n]. Raise as an incident (see section [REF _Ref446816046 \n]
2.	POL RDS operational team	RDS software problems.	See section [REF _Ref455386313 \n]. Raise as an incident (see section [REF _Ref446816046 \n]
3.	ICL Pathway RDT	ICL Pathway RDMC unable to transmit response files.	See section [REF _Ref455386313 \n]. Raise as an incident (see section [REF _Ref446816046 \n]
4.	POL RDS operational team	Non receipt of response files, possibly indicating infrastructure problems.	See section [REF _Ref455386313 \n]. Raise as an incident (see section [REF _Ref446816046 \n]
5.	POL RDS operational team	Interface error, immediately resolvable by the POL RDS operational team with no impact upon business as usual.	POL RDS operational team to resolve, with advice from expert domains, as required.
6.	POL RDS operational team	Interface error, resolvable by the POL RDS operational team but with impact upon business as usual.	See section [REF _Ref455386313 \n]. Raise as an incident (see section [REF _Ref446816046 \n]
7.	ICL Pathway RDT	Technical difficulties, immediately resolvable by the ICL Pathway RDT with no impact upon business as usual.	ICL Pathway RDT to resolve.
8.	ICL Pathway RDT	Technical difficulties, impacting upon business as usual activities.	See section [REF _Ref455386313 \n]. Raise as an incident (see section [REF _Ref446816046 \n]
9.	ICL Pathway RDT	Incomplete data for a change, resulting in possible impact upon OBC timescales ⁶ .	See section [REF _Ref455386313 \n]. Raise as an incident (see section [REF _Ref446816046 \n]
10.	POL RDS operational team / ICL Pathway	Hardware infrastructure problems.	See section [REF _Ref455386313 \n]. Raise as an incident (see section [

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	RDT		REF _Ref446816046 \n]
11.	BS National Helpdesk	Hardware problems.	See section [REF _Ref455386313 \n]. Raise as an incident (see section [REF _Ref446816046 \n]

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7.4.1. Milestones at risk

If an error or errors might put at risk the implementation of a change within agreed OBC lead times¹¹, an incident must be raised (*see* section [REF _Ref446816046 \n]), as soon as the error is identified.

In all other cases, the party identifying the error must report it to the other party, detailing the nature of the error, at the earliest possible opportunity.

The best course of action to manage the error through to resolution shall then be identified and agreed. Again, if it is identified that the error may cause a change to fail to be implemented within agreed OBC lead times¹¹, an incident must be raised (*see* section [REF _Ref446816046 \n]).

7.4.2. Exceptional Circumstances

In exceptional circumstances, POL and ICL Pathway may agree to exchange files in other ways; and/or apply error correction data in other ways.

The primary fallback mechanism for supply of reference data files to ICL Pathway in the event of gateway PC failure shall be the use of e-mail.

For this purpose, the POL RDS operational team shall use the following e-mail addresses, prioritised in the order as listed:

OBC Product
OBCRefData@
OBC Network

GRO

Response files should be transmitted back to the RDS operational team via the e-mail addresses listed in section [REF _Ref447085468 \n].

The secondary fallback mechanism for supply of reference data files to ICL Pathway in the event of gateway PC failure shall be the use of CD ROM, sent via courier.

CD's shall be sent via courier to ICL Pathway's site at Bracknell (*see* section [REF _Ref447085389 \n]).

Response files should be sent back to the RDS operational team utilising the same ways and means.

7.5. Engineer Visits

If, as a result of a help desk call being raised, an ICL Pathway engineer is required to visit the POL Huthwaite site, ICL Pathway will inform POL BS National Helpdesk of the engineer's name at least half an hour before the engineer is due to arrive.

POL will ensure that the Reception Security at Huthwaite will have a pass organised to allow the engineer access to the site.

The engineer will carry an identity badge at all times whilst he is on site, and present it for inspection at the Huthwaite Reception desk.

This procedure will be the same for out of hours emergency access.

7.6. File Back-up and Retention

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7.6.1. Back-ups

The POL RDS is backed up 2 hourly (transaction logs only) with a complete back up to tape at the end of each normal operational processing day.

The ICL Pathway RDMC and RDDS databases are backed up after agent processing.

This ensures that in the event of a system failure (whether it be either the Reference Data, ICL Pathway or OPTIP systems failing) points of consistency exist between the systems that minimise the potential impact of a failure.

7.6.2. Archiving

All reference data files are archived by the Reference Data operational team, prior to transmission. In exceptional circumstances, ICL Pathway may request for a specific file or files to be resent.

In such circumstances POL will make its best endeavours to deliver the requested file(s) within a period of 72 hours.

In any case, POL shall leave files on the gateway for at least 7 days before deletion.

All files sent by the Reference Data operational team (reference data files, error correction files) shall be retained for a period of 18 months, this being determined by POL internal auditing requirements.

8. Disaster Recovery

In the event of a Major Business Continuity Incident (MBCI) the POL Central RDS team will invoke the Reference Data Operations Team Business Continuity Plan (Ref. CON/PLN/003) which covers :

- The relocation of the POL Central RDS and the Reference Data Operations Team within Transaction Processing to the Colvin Assured fixed Office Recovery site in Bradford.
- The restoration of service provided by the Reference Data Operations Team.

In addition to this, the completed daily back ups of the POL Central RDS are stored off site each night.

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9. Roles and Responsibilities

9.1. POL

9.1.1. RDS Operational Team

- The principal function of the RDS team is to ensure that the reference data required to support the operational business changes is entered into the POL Reference data system and forwarded to ICL Pathway in appropriate data files in an accurate and timely fashion.
- The RDS operational team will act as an expert domain for the purpose of resolving reference data incidents and/or problems (*see* section [REF _Ref444071193 \n]).

9.1.2. Change Authorisers

Change authorisers will act on behalf of the Business Centre Managers to manage operational business changes onto the Horizon platform^{6, 7, 8, 9, 10, 11}.

They shall:

- Ensure that the change information ultimately passed to the RDS team is accurate, complete and timely.
- Manage the allocation and recording of unique change control numbers (CCN's)¹¹.
- Aid the RDS team in the resolution of any reference data errors reported by ICL Pathway resulting from incorrect or incomplete data supplied to the RDS.
- Support ICL Pathway in the process of reference data verification/validation¹⁰.
- Confirm the completeness and availability of the reference data to ICL Pathway¹¹.
- Sign off the implementation of changes¹¹.

9.1.3. Business Systems National Helpdesk

The BS National Helpdesk provides a single point of contact for users of POL IT infrastructure^{12, 13}.

National Helpdesk shall guarantee ownership of user incidents until resolved either by the Helpdesk itself or by third party support providers managed by the Helpdesk.

For POL, Helpdesk shall be responsible for the following:

- The provision of Microsoft Office operational support.
- The diagnosis and resolution of Windows '95 incidents.
- The diagnosis and resolution of PC hardware and configuration problems.
- The diagnosis and resolution of printer hardware and configuration problems.
- The diagnosis and resolution of LAN critical hardware incidents.
- The diagnosis and resolution of TCP/IP incidents.
- The diagnosis and resolution of WAN critical hardware incidents.
- The diagnosis and resolution of incidents relating to the RDS application software.

Helpdesk shall have no responsibility for any ICL Pathway hardware or software.

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9.1.4. POL NBSC

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9.1.5. POL Business Service Management

POL Business Service Management are responsible for developing and maintaining the Service Management principles, processes and procedures that are being implemented across the whole business.

POL Business Service Management also provide the primary interface to ICL Pathway for developing and documenting the joint Service Management Framework that has been agreed between the two organisations.

In particular, POL Business Service Management undertake various centralised Service Management functions that provide operational support to a variety of POL Business Units and external Suppliers (*incl.* ICL Pathway), i.e.:

- Incident Management (via the Network Business Support Centre)
- Problem Management
- Change Management
- Business Continuity Planning
- Service Review (*incl.* the Horizon Service Review Forum with ICL Pathway)
- Performance Reporting and MIS
- Service Configuration Management

9.2. ICL Pathway

9.2.1. Reference Data Team

The ICL Pathway Reference Data Team (RDT) shall:

- Ensure that change information passed from POL meets the criteria specified in the change request.
- Release low risk (Help Desk) changes directly into the 'live' environment.
- Manage Advance reference data changes to the 'live' environment.
- Ensure that changes requiring authorisation are sent to relevant authority with appropriate supporting information (e.g. verification reports).
- Ensure that changes to reference data are properly implemented in ICL Pathway's systems.
- Provide an interface to register pre-Live incidents.
- Monitor and track Live incidents through to resolution.

9.2.2. Horizon Systems Help Desk

- Provide an interface to register Live incidents.
- Monitor and track Live incidents through to resolution.

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10. Service Management

POL and ICL Pathway have jointly developed a Service Management Framework to support the end to end Horizon service. The framework defines a variety of discrete but inter-dependant Service Management disciplines that both POL and ICL Pathway have agreed to deploy consistently across their respective organisations. These are all described in the Service Management Framework document set.

The following paragraphs describe how the disciplines of Incident Management, Business Continuity Management, Problem Management and Change Management are deployed to support the processing of Reference Data.

10.1. Incident Management

Incidents are day to day faults and failures in computer systems or related processes and procedures. For example, in the reference data environment these will include all of the following:

- Hardware, software, networking faults
- Interruptions to data processing
- Delayed or incorrect data
- Accounting and reconciliation errors

Fundamentally, the incident management discipline is aimed at ensuring all incidents are reported to an appropriate Help Desk service. Amongst other things, the Help Desk will record, allocate a unique identifier, prioritise and manage every incident through to a satisfactory resolution. There are three significant Help Desk services supporting the reference data environment, i.e. Horizon Systems Help Desk (ICL Pathway), National Helpdesk (BS) and the Network Business Support Centre (POL).

10.1.1. Incident Management within POL

If an incident arises within POL there will be a choice of Help Desk services to contact. National Helpdesk will field all incidents of a technical nature, excepting those that involve the Horizon equipment deployed in Post Office outlets. The Network Business Support Centre will field all business incidents.

Certain incidents may have technical and business aspects. These will be reported to both National Helpdesk and the Network Business Support Centre. The two Help Desks will co-operate over the management and resolution process.

10.1.2. Incident Management within ICL Pathway

All technical and business incidents arising within ICL Pathway will be reported to the Horizon Systems Help Desk. Post Office outlets will also contact the Horizon Systems Help Desk to report any incidents involving the local computer systems installed by ICL Pathway.

10.1.3. Cross Boundary Incident Management

The nature of this interface means that certain incidents will require action and investigation across the organisational boundaries of POL and ICL Pathway. The raising of incidents across boundaries can only be done by the respective Help Desks. Both National Helpdesk or the

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Network Business Support Centre are empowered to raise incidents with the Horizon Systems Help Desk (and *vice versa*). When an incident is passed between Help Desk services each will make a note of the unique identifier allocated by the other (for tracking and audit purposes).

10.1.4. Help Desk Call Matrices

The Horizon Systems Help Desk, BS National Helpdesk and the Network Business Support Centre will co-operate to develop a Help Desk Call Matrix for each service. These will categorise the likely incident scenarios, clarify the proper reporting routes, highlight the potential technical or business impacts of each incident and specify the anticipated call to fix times.

10.1.5. Prioritisation

The SLA with the RDS supplier, in conjunction with BS National Helpdesk, will allocate a status of High, Medium or Low for each incident.

10.1.6. Expert Domains

It may be necessary for various experts in ICL Pathway, ITS and POL to co-operate over the resolution of certain incidents. It is therefore important that the respective roles and responsibilities of the relevant expert domains are clearly defined and agreed. Sections [REF _Ref446229979 \n] and [REF _Ref446229984 \n] provide further information and contact details.

10.2. Business Continuity Management

Certain incidents may arise at the RDS/ICL Pathway interface which have the potential could cause major operational disruption and/or have serious impacts on customers and clients. These will be regarded as Major Business Continuity Incidents and identified as such within the Help Desk Call Matrices (see section [REF _Ref446230033 \n])

Major Business Continuity Incidents will be subject to the Cross Domain Business Continuity Management process. This supports immediate escalation of a Major Business Continuity Incident to senior managers in both organisations who will form a joint Business Continuity Management Team. The escalation route is available 24 hours a day, 7 days a week, 365 days a year.

The joint Business Continuity Management Team will co-ordinate the invocation of Recovery Plans and Contingency Procedures where necessary.

10.3. Problem Management

POL has established a Problem Management function within its Business Service Management organisation.

ICL Pathway has established a Problem Management function within their Customer Services organisation.

These functions exist to facilitate the escalation, management and resolution of problems that impact across the boundaries.

Consequently, all problems that arise across the RDS/ICL Pathway interface must be reported to and progressed via these routes.

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10.4. Change Management

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11. Documentation & Reporting

Should all necessary data required for the implementation of a change not be received by the necessary OBC milestone, an incident will be raised detailing what data was not received, and to what change the missing data relates.

The RDS operational team shall expect to receive a summary of all incidents logged with ITS from the POL Support Services team, on a monthly basis.

12. OLA Reviews

12.1. Ownership

This OLA shall be owned and maintained by the RDS operational team, who shall utilise suitable procedures to manage any changes to this document that may arise (*see* section [REF _Ref447094352 \n]).

12.2. Operational Review Forum

POL and ICL Pathway will review this OLA through operational review meetings.

These meetings shall be held at regular intervals, Reference Data Operational Review Forum held monthly, and the OLA will be addressed within these operational review meetings whenever it is considered necessary, during the period the OLA remains relevant.

In any case, this OLA should be reviewed within 12 months of sign off.

Any amendments to the OLA will remain non-contractual but will be agreed between POL and ICL Pathway through the Operational Review Meetings, and agreed representatives from POL and ICL Pathway shall formally sign off an updated hardcopy version.

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13. Contact Details

13.1. POL

13.1.1. Reference Data System Operational Team

Address: No1 Future Walk
West Bars
Chesterfield
S49 1PF

Primary Operational Contact

Name: Matt Warren
Telephone:
Fax:
Mobile:
E-mail:

GRO

Secondary Operational Contacts

Name: Paul Phillips
Telephone:
Fax:
E-mail:

GRO

Name: Lesley Evans
Telephone:
Fax:
E-mail:

GRO

13.1.2. POL Business Systems Services

National Helpdesk

Postline:
Telephone:

GRO

13.1.3. POL EPOSS Service Provision System Operational Team

Address: 1st Floor North,
Consignia,
Concept House,
250 Farnborough Road,
FARNBOROUGH,
GU14 7LU

Primary Contact

Name: Andy Corbett
Telephone:
E-mail:

GRO

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13.1.4. POL Business Service Management

OBC Service Provision Manager

Name: Rabia Cody

Telephone:

Fax:

E-mail:

GRO

Service Development Manager

Name: Nicholas Embling

Telephone:

Fax:

E-mail:

GRO

Service Quality Manager

Name: Kevin Lenihan

Telephone:

Fax:

E-mail:

GRO

General Enquiries

Telephone:

Fax:

GRO

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13.2. ICL Pathway

13.2.1. ICL Pathway Customer Service

Address: Lovelace Road,
Bracknell,
RG12 8SN

Primary Contact Details

Title: Reference Data Manager
Telephone:
Fax:
E-mail:

GRO

Secondary Contact Details

Title: Reference Data Administrator
Telephone:
Fax:
E-mail:

GRO

Out of hours Contact Details

Title: Duty Manager
Pager:

GRO

Title: Horizon Systems Helpdesk
Telephone:

GRO