

Horizon Support Knowledge Base Review Forum

Terms of Reference

Scope

The scope of this document relates purely to the Horizon Support Knowledge Base (KB), and the Knowledge Base Review Forum held weekly with Post Office.

The Knowledge Review Base Forum does not replace the functions of the Business Impact Forum (BIF), or the PEAK Targeting Forum (PTF).

Horizon Support Knowledge Base

The Horizon Support Knowledge Base (KB) is the master knowledge base for all incidents being progressed through the support chain. The Knowledge Base records support knowledge intended to assist staff in the support and understanding of the Horizon system.

Knowledge Base does not contain the history of an incident, this is found in the relevant incident management system (PEAK / TFS). A Knowledge Base is a living document that reflects support knowledge at a given point in time. Knowledge Bases are not designed to provide a history of a particular symptom or a support process, and a particular Knowledge Base cannot be considered the definitive source containing all possible information regarding the problem it addresses. It is up to the technician to check other potentially relevant Knowledge Base's and information sources (e.g. Support Guides) and use their analytical skills to determine the right course of action to take in a given situation.

Knowledge Base entries are generated for a number of reasons:

- to explain system behaviour or messages that originate from central and counter systems
- to record symptoms and outcomes from incidents referred by help desks
- to record symptoms and outcomes identified as a result of Fujitsu's reconciliation processes
- to record information on issues seen in test environments (resolved ahead of release to live).

The Knowledge Base system was developed by the Software Support Centre (SSC), who also maintain the server it runs on. The Software Support Centre are the arbiters of the information within the Knowledge Base.

The Software Support Centre provide access to the register to all other Fujitsu support units, so that they can enter details within their area. All support units are expected to search, create, update and maintain the information in the Horizon Support Knowledge Base. The Knowledge Base contains community sourced knowledge to assist staff involved in the support of the Horizon solution.

A new Knowledge Base should be generated for any new incident that is raised on the live system. Before any new Knowledge Base is generated, it is essential that an extensive search is performed to ensure that a duplicate is not being created. All incidents should be referenced to a Knowledge Base. It is not essential to populate all fields when generating a new Knowledge Base, a skeleton may be produced when the symptoms are known, and then completed when the problem and solution is determined.

A minimum standard for a Knowledge Base would consist of:

- Title
- Summary
- Type
- Product / Platform
- Incident Reference (PEAK / TFS)
- Symptoms

The remaining fields are:

- Problem
- Impact
- Solution

There is a concept to 'deactivate' a Knowledge Base, where a successful solution has been implemented. The Knowledge Base is removed from the default searches support people use although the user interface allows the user to explicitly request a search to include deactivated KELs.

There are multiple Knowledge Base entry types, consisting of:

- KBF - Fault entry
- KBA - Actionable entry (e.g. workaround)
- KBI - Information only

Additions have been made to the Horizon Product / Platform list to include:

- SPM Financial Impact - Entries which contain information which has a potential for Sub-Postmaster financial impact
- SPM Experience - Entries which contain information which has a potential for Sub-Post master poor experience impact

Knowledge Base Review Forum

The Forum is held on a weekly basis with Post Office Service Management Team and representatives from the Fujitsu Service Management Team and the Software Support Centre.

The purpose of the Forum is to provide Post Office with timely information relating to any new incident. A description of the problem is provided to Post Office, along with an impact statement and the proposed resolution or resolution options when they are known.

The Knowledge Base Review Forum does not determine or assign an incident to a Release, which is the function of the Release Management Business Impact Forum and Peak Targeting Forum.

The Knowledge Base entries that are within scope for the Forum are:

- SPM Financial Impact
- SPM Experience
- KBF – Fault Entry

Each Knowledge Base has a RAG status assigned to the progress of the incident:

- Red – Issue still to be diagnosed and understood
- Amber – Issue understood / Work-around in place / Under development
- Green – Target date of solution advised (dependent on Release date)

A RAG status is also provided for the Monitoring / Reporting that can be provided to Post Office for the incident:

- Red – Unable to Report / Monitor at this current time
- Amber – Possible but needs further detail
- Green – Possible to Report / Monitor

Each Knowledge Base remains on the Review Forum agenda until a solution has been released to live, along with Post Office confirming the incident for closure, at which point the Knowledge Base is a candidate deactivated.

An example of information format provided to the Forum is detailed below;

Potential for financial impact	Current Volumes	No potential for financial impact (but could result in poor experience to branch)	Current Volumes
Red	<n>	Red	<n>
Amber	<n>	Amber	<n>
Green	<n>	Green	<n>
Total	<n>	Total	<n>

Details of Open KBI's with Potential for Financial Impact

RAG	Opened	PC Reference	Description	Proposed Resolution	Impact (in branches)	Target/Release	Monitoring RAG	KB Reference
	dd/mm/yyyy	PC0nnnnnn	Text	Text	n	Target Release: POL decision required		Text

No potential for financial impact – but could result in poor experience for branches

RAG	Opened	PC Reference	Description	Proposed Resolution	Impact (in branches)	Target/Release	Monitoring RAG	KB Reference
	dd/mm/yyyy	PC0nnnnnn	Text	Text	n	Target Release: POL decision required		Text