



PEAK and KEL Process Document

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1. Summary

In 2019 the process implemented by Post Office and Fujitsu to address issues with Horizon was mapped. This supporting document sets out each step for ease of review, and the process map has been updated to include step numbers for cross-referencing. A PDF version and an editable Visio version are also embedded for ease of reference.

Please note the Branch Resilience Manager referred to is a new role in recruitment. The process is being managed temporarily until the new post is filled, with an anticipated start date in early August.

2. Process

Ref No	Process	Refer to	Notes	Current Owner	Document
	PDF Version		Branch Resilience Manager role sits in Operations within the Branch Operations Engagement Team (BOET)	Branch Resilience Manager	 KELs Process Map updated June 2020.i
	Visio Version		Editable in Visio	Branch Resilience Manager	 PEAK and KEL process Swimlanes.v
1.0	Branch report an issue with Horizon that could be a bug		BSC is Branch Support Centre formerly known as NBSC	BSC	
1.1	Is there an existing case for this issue?	Y – 1.2 N – 1.3		BSC	
1.2	Update added to existing case held on operations team			BSC	
1.3	Case raised on Dynamics and assigned to Operations Team			BSC	
1.4	Branch informed to raise the case with IT service Desk, and that a case has been raised to monitor and manage the issue			BSC	
2.0	Case received from Branch Support indicating a potential Horizon Bug			Branch Resilience Manager	
2.1	Existing KEL?	Y – 2.2 N – 2.4	KEL is Known Error Log	Branch Resilience Manager	
2.2	(Yes) BSC Informed of existing KEL and request that branch contacted to confirm			Branch Resilience Manager	
2.3	Case updated to add further branch if necessary			Branch Resilience Manager	



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2.4	(No) Issue raised with IT Retail to escalate investigation/resolution and request details on potential impact across network			Branch Resilience Manager	
2.5	Request for further details on ALL KELS and escalate with Fujitsu			IT Retail/ Branch Resilience Manager	
2.6	Request received and details provided to IT Retail			Fujitsu	
2.7	Details received and passed to Branch Resilience Manager			IT Retail/ Branch Resilience Manager	
2.8	Case updated with network list and details of issue			Branch Resilience Manager	
2.9	BSC informed of new KEL case			Branch Resilience Manager	
2.10	Draft Comms put together detailing the incident/symptoms and what to do if found in branch – Passed to BOET and Comms to review with network list			Branch Resilience Manager	
2.11	Inform relevant internal parties of the issue/update (piggyback virtual team)		Virtual team set up to respond quickly with comms about branch impacting issues (This is not the Business Continuity Process - BCP)	Branch Resilience Manager	 20200103 Branch Incident Management
2.12	Is the issue resolved	Y – 2.13 N – 2.11		Branch Resilience Manager	
2.13	(Yes) Dynamics case closed and all parties informed			Branch Resilience Manager	
2.16	Branch impacting Horizon issue draft comms received for review			BOET/ Comms	
2.17	Make changes as necessary and feed back to Branch Resilience Manager			BOET/ Comms	
2.18	Agree changes and if appropriate request it is sent to the network of affected branches.			Branch Resilience Manager	
2.19	Send Message			BOET/ Comms	
3.0	IT Retail informs Branch Resilience Manager of the KEL	4.0	Start of IT process from 4.0 start of Fujitsu process	IT Retail/ Branch Resilience Manager	



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3.1	IT Retail informs Ops Transformation BA of the KEL		Redundant – Ops Transformation closed		
3.2	Case logged on Dynamics of the branch impacting KEL/BUG			Branch Resilience Manager	
3.3	IT Retail engaged to fully understand impact and Network List of potential affected branches	2.5		Branch Resilience Manager	
4.0	Fujitsu detect branch impacting KEL and Inform Post Office	3.0		Fujitsu	
4.1	Operational activity to investigate and resolve the KEL if identified as fix required			Fujitsu	
4.2	Are incidents P1 or P2?			Fujitsu	
4.3	Provide Monthly update on progress and status of KELs			Fujitsu	
4.4	Provide daily/weekly update on progress and status of KELs			Fujitsu	
4.5	Update Branch Resilience Manager on progress of ALL KELs			IT Retail/ Branch Resilience Manager	
4.6	Update received and case updated			Branch Resilience Manager	
4.7	Is further comms required to network?	Y - 4.8 N - 2.12		Branch Resilience Manager	
4.8	(Yes) Comms drafted and added to case			Branch Resilience Manager	

3. Glossary

BOET Branch Operations Engagement Team (formerly Network Gateway)

BSC Branch Support Centre (formerly NBSC)

KEL Known Error Log (Horizon)

PEAK Product Enhancement ... (Horizon) - Problem Record