Operational Business Change – Branch Operational Level Agreement
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Document Title:	Operational Business Change – Branch, Operational Level Agreement.
Document Type:	Joint Working Document – Operational Level Agreement
Release:	Not Applicable
Abstract:	This OLA covers the interaction between Post Office Ltd and Fujitsu Services, in the delivery of the OBC Branch Service for changes in branches. This document is a non-contractual agreement providing further clarification of the procedures used to deliver that service, and the measures that will be reviewed to assess its effectiveness
Document Status:	For Review
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Security Risk Assessment Confirmed	(YES/NO – delete as appropriate. See section 0.9, Security Risk Assessment.)

Approval Authorities:

Name	Role	Signature	Date
Tony Atkinson	RMGA Head of Service Operations		
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Kevin Parkin	Post Office Ltd; Field Resource and Process Manager		

Note: See Post Office Account HNG-X Reviewers/Approvers Role Matrix (PGM/DCM/ION/0001) for guidance.

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Ref: SVM/SDM/OLA/0001
Version: 1.3
Date: 01-Nov-2011
Page No: 1 of 1

POL00397932
POL00397932

Operational Business Change – Branch Operational Level
Agreement
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0 Document Control

0.1 Table of Contents

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FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

UNCONTROLLED IF PRINTED OR LOCALLY STORED

Ref:	SVM/SDM/OLA/0001
Version:	1.3
Date:	01-Nov-2011
Page No:	2 of 1

POL00397932
POL00397932

Operational Business Change – Branch Operational Level
Agreement
**FUJITSU RESTRICTED (COMMERCIAL IN
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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	28/02/07	Conversion of CS/OLA/035 to HNG-X Joint Working Document Template; Changes to Post Office Ltd Job Titles Removal of reference to ISDN Reduced Risk Installation Removal of reference to ISDN Express Installation	
0.2	12/10/2008	Annual Review	
1.0	27/05/2009	For Approval after review	
1.1	14/10/2010	Annual review (not issued)	
1.2	16-Dec-2010	New security classification, added security risk section (to be completed), change of author. Issued for review.	
1.3	21 Nov 2011	Updates to document, issued for further review.	
1.4	4-Mar-2013	Updated, issued for review	

0.3 Review Details

Review Comments by :	24-Mar-2013	
Review Comments to :	Leighton Machin	
Mandatory Review		
Role	Name	
POA Head of Service Transition & Change	Graham Welsh	
POA Chief Information Security Officer	Brad Warren	
POA System Support Centre Manager	Steve Parker; SSC Duty Manager	
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Post Office Ltd; Central Admin Team Manager	Patricia Stabler	
Optional Review		
Role	Name	
Network Service Delivery Manager	Andrew Hemingway	
Business Continuity	Indranil Banerjee; Sathish Ramalingam	
Post Office Ltd; OBC Reference Data Manager	Andrew Corbett	
Issued for Information – Please restrict this distribution list to a minimum		
Position/Role	Name	

(*) = Reviewers that returned comments

0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)	1.0	13/6/06	Fujitsu Services Post Office Account HNG-X Document Template	Dimensions
SVM/SDM/SD/0014	3.0		Operational Business Change – Branch, Service Descriptions and Schedule of Service Prices	Dimensions
SVM/SDM/STD/0001	2.0		Fujitsu Services/Post Office Ltd Operational Business Change – Branch, Interface Agreement	Dimensions
IM/REQ/055	4.4	16/03/09	Compliant Office Procedures	PVCS
CHE/NET/003	0.3		OBCNORF – Terms of Reference	Post Office Ltd
The Agreement between Fujitsu Services and Post Office Ltd dated 31/08/06 as agreed at date of signature CCN1200	1.0	31/08/06	The Schedules to the Agreement	Post Office Ltd or Fujitsu Services
ISO 27001;2005	2005		Information Security Management Standard	
SVM/SDM/PRO/0018	2.0	13/07/08	RMGA Customer Service Incident Management Process	Dimensions 9
RS/POL/002	12.0	12/02/08	Horizon Security Policy	PVCS

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

0.5 Abbreviations

Abbreviation	Definition
ACM	Post Office Ltd Area Change Manager
ADSL	Asynchronous Digital Subscriber Line
BSI	British Standards Institute
BC	Branch Code; formerly FAD (Finance Accounting Division code)
BCMS	Branch Configuration Management System
BT	BT (A Telecommunications provider)
C&W	Cable & Wireless (A Telecommunications provider)
CCN	Change Control Note
CP	Change Proposal

CR	Change Request
CS	Customer Service
HSD	Horizon On-LineHorizon Online Service Desk
ISDN	Integrated Services Digital Network
LAN	Local Area Network
MAC	Moves Adds and Changes – A C&W term for the ISDN order form
MID	Merchant Identifier – used to denote a branch for Debit Card and Bureau purposes
MSS	Management System Support (Fujitsu Services)
NBSC	Network Business Support Centre (Post Office Ltd)
NCA	Network Change Advisor
NCM	Post Office Limited Network Change Manager
OBC	Operational Business Change
OBCBORF	Operational Business Change Branch Operational Review Forum
OLA	Operational Level Agreement
PM	Problem Management
POL PPCAT	Post Office Ltd Property Projects Central Admin Team
PVCS	Professional Version Control System (Fujitsu Services)
RMGA	Fujitsu Services Royal Mail Group Account
SLA	Service Level Agreement
SMC	System Management Centre (Fujitsu Services)
SMR	(Horizon On-LineHorizon Online) Service Management Review
SSC	System Support Centre (Fujitsu Services)
TID	Terminal Identifier – used to denote an individual branch counter for Debit Card and Bureau purposes
UPS	Uninterruptible Power Supply
VSAT	Very Small Aperture Terminal – a term used to denote a branch using this type of satellite communications

0.6 Glossary

Term	Definition
Remedy	Post Office Ltd Issue Management System
Romec NPG	Royal Mail Engineering Contracting – Subcontractors for the supply of branch surveys and preparation work
Tivoli	A Fujitsu Services software system used to monitor parts of the service architecture and to distribute software to the live estate.
Triole for Service	Fujitsu Services Call Management System

0.7 Changes Expected

Changes
None

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

1.1   Document Description and Function

This document defines an Operational Level Agreement (OLA) between Post Office Ltd and Fujitsu Services.   It gives an overview of the processes used to order and deliver the OBC - Branch service, which governs physical change within the Post Office branches; it details agreed targets for performance against those processes, and the methods used to review and assess that performance.

1.2   Document Contractual Status

The OBC - Branch service is not directly subject to any Service Level Agreement (SLA). This OLA does not supersede or override any existing Service Level Agreements between Post Office Ltd and Fujitsu Services, or any contractual agreements between Fujitsu Services and external OBC - Branch service suppliers, and is therefore a non-contractual joint working document.

1.3   Document Change

This document should be subjected to regular joint reviews by Post Office Ltd and Fujitsu Services. It should be reviewed at least annually, and following any major change to the OBC - Branch processes.

2 Scope and Purpose

Planned physical changes to the Post Office Ltd estate that involve Horizon Online equipment configuration and movement are managed within the OBC Branch Service jointly by Fujitsu Services and Post Office Ltd, supported by sub-contractors to each party. SVM/SDM/STD/0001 (Fujitsu Services/Post Office Ltd Operational Business Change – Branch, Interface Agreement) defines the customer and supplier responsibilities necessary to support the delivery of the OBC Branch Service.

In general, Fujitsu Services manages:-

- the supply of refurbished Horizon Online equipment

- the provision of data communications network

- amendments to the Horizon Online System central infrastructure

- the configuration/commissioning of Horizon Online equipment within branches

- the physical and technical access to the hardware whilst stored with a sub-contractor before allocation to a scheduled install activity

Post Office Ltd manages:-

- the carriage of new Horizon Online equipment to branches and recovery of redundant Horizon Online equipment from branches which are closing

- any survey, preparation, electrical installation and LAN works necessary to support the Horizon Online installation

- the layout of Horizon Online equipment within branches to agreed ergonomic standards

However, there are certain types of OBC – Branch planned change where these responsibilities are altered. These include 'Event' Offices, Unplanned Closures, and changes to BRANCH CODE codes; in each of these cases some or all of the Post Office Ltd responsibilities listed above are undertaken by Fujitsu Services on behalf of Post Office Ltd.

This OLA defines the normal delivery of OBC Branch Service, supported by the associated documents in section 0.4. The supporting documentation details the description of each service offered, the price charged from Fujitsu Services to Post Office Ltd for the supply of the Fujitsu Services elements of those services, the interface between the businesses for the ordering of those services, and the description of a compliant counter. This document details the roles and responsibilities of each party, communications processes, service targets, performance measures, and processes that have been deployed and are continuing to be deployed to support the effective delivery of the OBC Branch service.

2.1 Objectives

The Objectives of this OLA are:

- To clarify the respective roles and responsibilities of all relevant groups involved in delivering the OBC - Branch services across the organisation boundaries.

- To facilitate the development of comprehensive and consistent working level procedures for the consistent and improved delivery of OBC - Branch services.

- To set and agree service performance targets

- To detail the methods by which the service performance targets will be monitored and reported

- To document the processes by which the OBC - Branch service is deployed effectively.

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Ref:	SVM/SDM/OLA/0001
Version:	1.3
Date:	01-Nov-2011
Page No:	9 of 1

3 Contractual Obligations

The following documents state the contractual obligations between Fujitsu Services and Post Office Ltd for the Operational Business Change – Branch Service: -

- Fujitsu Services/Post Office Ltd Operational Business Change – Branch, Interface Agreement [SVM/SDM/STD/0001]
- Operational Business Change – Branch, Service Descriptions and Schedule of Service Prices [SVM/SDM/SD/0014]
- The Agreement between Fujitsu Services and Post Office Ltd dated 31st August 2006 as amended, in particular by CCN1200 [on 31/08/06']
- Requirements for Compliance/Audit Standards ISO 27001 and possible audits from FSA/CNI/PCI

3.1 Assumptions

This OLA is based on the assumption that the services referred to are defined in the contractual documents listed in Section 3.0. It is a requirement of this OLA that the contractual obligations are understood and adhered to by Fujitsu Services and Post Office Ltd

It is also assumed that Post Office Ltd will request new variants of OBC Branch Services in the future, and that Fujitsu Services may wish to offer new OBC Branch Services to Post Office Ltd. The requirement for new OBC Branch services will be determined by Post Office Ltd and developed by Fujitsu Services on request from the originator. Any such change to the services provided will be implemented via the "soft change" process; this process requires the amendment of.SVM/SDM/SD/0014 OBC Branch Service Description, and SVM/SDM/STD/0001 OBC Branch Interface Agreement.

Fujitsu Services will also review the OBC Branch documents annually in order to comply with the OSI/BSI requirement and to incorporate changes such as changes in document references, services provided or the processes supporting their delivery, or agreed service price revisions.

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Ref:	SVM/SDM/OLA/0001
Version:	1.3
Date:	01-Nov-2011
Page No:	10 of 1

4 Service Description

Post Office Ltd has an ongoing requirement for physical changes to their branch network; the Operational Business Change (OBC) service is provided to deliver that change, where amendments are required to the Horizon Online system and/or its configuration. Post Office Ltd expresses their requirements through the submission of a form OBC20. This is translated into a set of services comprising of physical supply and configuration of hardware, software, network and data components, together with the administration and management tasks necessary for Fujitsu Services or associated third parties to deliver them to the post office branch. This OLA applies to the delivery of OBC Branch services described in the Operational Business Change – Branch, Service Descriptions and Schedule of Service Prices document SVM/SDM/SD/0014.

The information supplied on the OBC20 request by Post Office Ltd must be clear and unambiguous, and the service must be requested with due notice as defined in the Branch Interface Agreement (SVM/SDM/STD/0001). If the OBC20 request is unclear, ambiguous, or requests a service that is not covered within the Branch Service Description (SVM/SDM/SD/0014), Fujitsu Services will contact Post Office Ltd PPCAT and attempt to resolve the query. In the event that the query cannot be resolved, or the notice period is not observed, Fujitsu Services may reject the OBC20 request.

Exceptionally, Fujitsu Services, for 'special' projects would not require an OBC20/21, but it would need to have all of the details provided in a version controlled spreadsheet. This spreadsheet would be published and validated on a weekly basis and the integrity of the data would remain the responsibility of both parties in providing confirming and agreeing the details on a regular basis.

4.1 Service Delivery Hours

OBC Branch Service Delivery hours are detailed fully within the Branch Service Description (SVM/SDM/SD/0014).

The Fujitsu Services OBC Branch team provide service during the hours of 09:00 to 17:30 Monday to Thursday, and 09:00 to 17:00 on Fridays. There is an OOH service available for Conversions at the weekend and a member of the OBC team can be contacted on [GRO] The Fujitsu Services Engineer team provide service during the hours of 08:00 to 18:30 Monday to Friday. In both these cases, all public and bank holidays, as applicable on a regional basis within the United Kingdom are excluded.

Engineer support for OBC Branch Changes may be provided outside of the hours stated above, by prior arrangement. When service is provided outside these hours, the "out of hours" or "public holiday" rates detailed in the Branch Service Description (SVM/SDM/SD/0014) will be chargeable.

British Telecom engineers attend site on behalf of Fujitsu Services for the purpose of installation or relocation of Branch data communications lines. British Telecom will indicate an appointment to be "am", "pm" or "all day". In this context, "am" represents any time between 08:00 and 13:00, and "pm" represents any time between 13:00 and 17:00.

In all cases, escalation is available using the escalation matrix, as will be detailed in the latest version of the Fujitsu Services/Post Office Limited OBC – Branch Interface Agreement.(SVM/SDM/STD/0001)

4.2 Service Delivery Days

On receipt of the OBC20 request, Fujitsu Services will identify the necessary services required, and schedule and manage the delivery of those services to the post office branch in support of the requested target date. Where Post Office Ltd have indicated specific delivery days for individual service elements, Fujitsu Services guarantee that a Fujitsu engineer will attend site on the OBC Branch change scheduled date and will inform PPCAT where variance is unavoidable. Fujitsu

Services will provide to Post Office Ltd a work schedule showing clearly the dates on which each of those services will be delivered to the branch within 48 hours of receipt of the OBC20.

4.3 Service Delivery Times

The Fujitsu Services OBC service is designed to operate primarily during the hours of 09:00 to 17:30 Monday to Thursday, and 09:00 to 17:00 on Fridays, as these are the hours supported by the Fujitsu Services OBC Team. However, the Fujitsu Engineers, the Fujitsu Services SMC and BT engineers' standard hours of cover extend outside of these hours. Service may also be provided outside of standard hours of cover by prior arrangement. Further details on hours of cover are contained within the Branch Service Description (SVM/SDM/SD/0014), and escalation routes at all times are detailed within the Branch Service Description (SVM/SDM/SD/0014).

From 01/12/04, Fujitsu Services introduced as a service improvement, a guaranteed scheduled OBC 20 Fujitsu Services Engineer appointment service, at no additional cost to Post Office Ltd. The default attendance time is 09:00, to allow several hours for the downloading of data and the configuration/commissioning of Horizon Online kit. Exceptionally, Fujitsu will meet specific Fujitsu Engineer appointment times requested by Post Office Ltd at any time in the day to help Post Office Ltd deliver the complex area of Branch OBC works in association with numerous other sub-contractors. However for configuration/ commissioning works, only specific times between 08:00 and 12:00 are considered suitable by Fujitsu Services as beyond this time, there is the risk that the Fujitsu Engineer will not be able to complete all the work at the branch in the time available and will need to return the following day. (Note 09:00 – 12:00 for Counter Increases although it's important for engineers to be on site at 08:00 to be able to do any pre-work required).

Appointments will be kept by dedicated Fujitsu Services Engineers, who will not leave site (for example for break fix work) until the branch is operational.

From January 2007 Fujitsu Services introduced as a service improvement a guaranteed scheduled OBC engineering attendance on the "Open to Public" day for all "High Profile" openings and for those openings where this additional attendance has been specifically requested. This service will be referred to as the Horizon Online "Go-Live Support Service (GLSS)"

4.4 Service Delivery Duration

Within the Branch Service Description (SVM/SDM/SD/0014) and the Branch Interface Agreement (SVM/SDM/STD/0001), Fujitsu Services has provided indicative timings for software download and configuration of Horizon Online equipment. Fujitsu Services will work to complete all activities as efficiently as possible, taking into account local conditions.

4.5 Service Delivery Volumes

In the interests of delivering branch change as cost effectively to Post Office Ltd as possible, the Fujitsu Services OBC team has been sized to deliver a consistent rate of change on a regular basis. It is in the interests of both parties to predict changes to this demand rate and to work together to smooth out peaks and troughs in demand, in order to ensure that sufficient resource is available to meet increases in the demand for OBC service delivery, or that resource is not being retained needlessly.

Furthermore, the Fujitsu Services OBC controller role is a specialised task within Fujitsu Services, and makes use of a range of bespoke tools and systems that are not deployed elsewhere within the company; as such, additional staff need extensive training before becoming fully operational. Hence, both parties will work together to anticipate changes to the demand rate of OBC services.

As part of a monthly report on the OBC service delivery, Fujitsu Services will include details of service volumes to enable the demand rate to be monitored, and this will be reviewed at the regular OBC BORF meetings.

Further information on the actions to be taken by both parties when the Service delivery volume fluctuates is to be found in Document Reference 2.

5 Service Structure for OBC Branch

The service requirements of Post Office Ltd are composed of a set of discrete services, provided by a combination of Fujitsu Services and other sub-contractors to Post Office Ltd. At a lower level, Fujitsu Services delivers its own responsibilities by a combination of internal suppliers and external contractors (primarily BT via Cable & Wireless and Fujitsu Core Services).

This OLA details the relationship between Post Office Ltd and Fujitsu Services for the delivery of OBC Branch change activities; the diagram below is therefore limited to those activities where there is an interaction between these two parties.

In this OLA we consider the OBC Branch service to have a life cycle of four phases:

- Requirement Phase – Post Office Ltd is responsible for this phase
- Scheduling Phase – Fujitsu Services and Post Office Ltd are responsible for this phase
- Delivery Phase – Fujitsu Services suppliers are responsible for this phase
- Completion Phase – Fujitsu Services is responsible for this phase

5.1 Requirement Phase – Requesting an OBC Branch Change

Post Office Ltd must request a business change by submitting an OBC20 request to Fujitsu Services. The OBC20 request must be completed in full, contain all relevant information, and describe the change required in a clear and unambiguous way. The date requested for the business change must conform to the minimum notification period for the type of change requested. Fujitsu Services will accept or refuse the OBC20 request (see paragraph 5.4 below).

Exceptionally, Fujitsu Services, for 'special' projects would not require an OBC20/21, but it would need to have all of the details provided in a version controlled spreadsheet. This spreadsheet would be published and validated on a weekly basis and the integrity of the data would remain the responsibility of both parties in providing confirming and agreeing the details on a regular basis

5.2 Requirement Phase – Changing an Existing OBC Branch Request

Post Office Ltd may make a change to an existing OBC20 request by submitting an OBC21 request to Fujitsu Services. The OBC21 must conform to the same standards detailed in section 5.1, as well as showing clearly the amendment required. If the OBC21 requests a service delivery date that is earlier than previously stated on the OBC20, Fujitsu Services reserves the right to reject the OBC21 if it presents an unacceptable service risk due to a breach of the minimum notification period for the type of change requested, but will, nevertheless, continuously work closely and positively with Post Office Ltd to achieve the target date.

Post Office Ltd Change or Project Managers will monitor branch progress to ensure that OBC20 orders can be delivered on the dates requested. Every effort will be made to keep subsequent changes to orders to a minimum. Where an OBC21 is necessary, it should be submitted as soon as the requirement is known.

5.3 Requesting a New OBC Branch Requirement

The OBC Branch services that have been agreed are detailed within the Branch Service Description (SVM/SDM/SD/0014) and the End-to-End OBC Branch processes that have been agreed are

appended to the Branch Interface Agreement (SVM/SDM/STD/0001) . This document also details the processes to be followed in the delivery of those services. One of these services is for an "Ad Hoc" branch change – that is to say an exceptional requirement for a new service or for a variant on an existing service.

Where Post Office Ltd require the regular delivery of a new type of Branch Change, or envisage that usage of an existing type of Branch Change will cease, this can be introduced via the "soft change" process. That is to say, the amended requirement can be introduced via an update to the Branch Interface Agreement (SVM/SDM/STD/0001).

5.4 Scheduling Phase – Validating the OBC Branch Requirement

Fujitsu Services will acknowledge receipt of the OBC20 to Post Office Ltd. The OBC20 will be validated for conformity and checked for clarity and completeness by Fujitsu Services.

The OBC20 will be checked by Fujitsu Services to ensure that it complies with the requirements in paragraph 5.1 above. If the OBC20 passes this check, Fujitsu Services will accept the requirement; where the OBC20 is incomplete, unclear or ambiguous, Fujitsu Services will contact PPCAT to resolve any query. Where the change requested cannot be delivered; (due to reduced timescales or other reasons), Fujitsu Services reserve the option to reject the OBC20.

5.5 Scheduling Phase – Scheduling the Service Components

Following the acceptance of the OBC20 request, Fujitsu Services will translate the change requirement into the selected service components. A formally approved excel spreadsheet template will be completed and sent to the appropriate service delivery units and Post Office Ltd PPCAT for information within 48 hours, these spreadsheets will be version controlled and stored by Fujitsu for auditing purposes. Post Office Ltd PPCAT will inform the post office branch, and the Post Office Ltd Change or Project Managers, of the service delivery date(s). It is important to the overall success of the service that service components are ordered with the mandatory lead-time and delivered in the correct sequence. It is the responsibility of Post Office Ltd to inform the post office branch of the activities to be carried out in the branch, and to provide project management to assist the postmaster or branch manager.

Where appropriate (depending on the Branch Change type), Fujitsu Services will schedule:

- The provision of packaging material for collection by Post Office Ltd

- The supply of refurbished Horizon Online equipment (as detailed in Document Reference 2) commensurate with the planned Branch configuration

- The attendance of a BT engineer to install a communications solution, or to reposition an existing solution (ISDN line, VSAT kit, ADSL service)

- The attendance of a Fujitsu Services Engineer to configure/commission Horizon Online equipment

- The amendments to the Branch system configuration

- The receipt and checking of Horizon Online equipment returned to Fujitsu Services.

- The disposal of surplus Horizon Online equipment currently in storage, as requested by Post Office Ltd from time-to-time, at no cost to Post Office Ltd.

Where appropriate (depending on the Branch Change type), Post Office Ltd will schedule:

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

UNCONTROLLED IF PRINTED OR LOCALLY STORED

Ref: SVM/SDM/OLA/0001
Version: 1.3
Date: 01-Nov-2011
Page No: 15 of 1

- The attendance of a Post Office Ltd Change or Project Manager, Branch Manager, Migration officer and any other personnel detailed in the agreed processes

- The attendance of a BT engineer and any other works to install a communications solution, or to reposition an existing solution (PSTN line)

- The completion of any other works at the Branch upon which the planned Branch change is dependant (this would include survey and preparation activities undertaken by Romec NPG, counter supply and build, and any electrical installation or alteration works required).

- The collection of packaging material or Horizon Online equipment from Fujitsu Services and its delivery to the Post Office branch

- The collection of redundant Horizon Online equipment from branches and its return to Triage (for Fujitsu Services)

- The collection of surplus Horizon Online equipment from branches and its delivery to Fujitsu Services' nominated contractor, for the disposal of the Horizon Online equipment at no cost to Post Office Ltd.

5.6 Scheduling Phase – Re-scheduling the Service Components

Fujitsu Services recognises that, despite best intentions, circumstances may change which require Post Office Ltd to amend their original Branch Change requirement. In raising an OBC21 request (as detailed in section 5.2), Post Office Ltd must ensure that sufficient notice is given to Fujitsu Services to allow the service delivery to be rescheduled. Post Office Ltd has the responsibility of informing the affected post office branch of any changes to the service delivery date(s).

5.7 Delivery Phase – Supplying Physical Changes on Site

Physical changes delivered at the post office branch are vulnerable to unpredictable local circumstances that can be beyond the control of Fujitsu Services or its subcontractors. Fujitsu Services and their subcontractors will make reasonable endeavours to overcome any problems that arise on site when delivering service.

Fujitsu Services advises Post Office Ltd not to request a change in service delivery dates after the point at which service components have begun to be delivered (as shown on the work schedule), due to the service inter-dependencies. For example, the second site meeting during a Branch Opening includes placing a sticker to indicate the position for the ISDN terminal; if the second site meeting is rescheduled, the ISDN location sticker may not be in place when BT visits the site to install the ISDN line.

5.8 Delivery Phase – Applying System Build Changes

Some OBC Branch requirements depend on complex changes being applied to the Horizon Online software configuration. This activity is vulnerable to errors if date changes are applied to previously scheduled dates. BCMS is a complex database, which initiates action to amend system builds to a pre-determined schedule based on the expected change delivery date. It has been introduced to automate the system build and to reduce human error by restricting the opportunity for manual intervention. It is therefore not always possible to intervene manually and amend the BCMS timescales without extending the service delivery date by the minimum notification period.

Fujitsu Services OBC will work with Post Office Ltd PPCAT to accommodate any late change to requirements wherever possible, or to advise an alternative approach where necessary.

5.9 Completion Phase – Completing the Requested Change

This phase is achieved when all of the individual service components comprising the OBC Branch requirement have been successfully delivered, and the change at the branch is in live operation. Fujitsu OBC will inform Post Office Ltd on a weekly basis of all completed changes, Branches listed on this report will be deemed 'Signed Off' as complete. OBC20 requests that have been cancelled during the scheduling or delivery phases enter the completion phase for assessment of costs incurred prior to cancellation.

The output from this phase is used to produce a monthly spreadsheet of supporting charge information for Post Office Ltd to approve. Subsequently, this is used to calculate a quarterly invoice to Post Office Ltd.

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Ref:	SVM/SDM/OLA/0001
Version:	1.3
Date:	01-Nov-2011
Page No:	17 of 1

6 Service Management

6.1 Service Management Framework

Fujitsu Services and Post Office Ltd have jointly developed a Service Management Framework to support the end-to-end Horizon Online service. The framework defines the Service Management process and disciplines that both Post Office Ltd and Fujitsu Services have agreed.

6.2 Incident Management

Within the OBC Branch service, incidents are defined as day-to-day events that could affect a satisfactory completion of the service. Fujitsu Services will manage the relationship with its OBC Branch service suppliers and all OBC Branch service technical incidents; incidents will be recorded within an OBC Team database. Post Office Ltd will manage the relationship with its other service suppliers, and all issues with the post office branch; these incidents will be recorded within the Post Office Ltd PPCAT Issues Management Database on Remedy.

6.2.1 Forced Closure Incidents

Once notified by the NBSC of a Forced Closure incident (please also see Document Reference 2), Fujitsu Services will, if the Horizon Online equipment is at risk, remove (or replace, as applicable) the hardware in order to safeguard their asset. This will incur no cost to Post Office Ltd. If the Horizon Online equipment is reinstalled within 28 calendar days then the hardware will be provided free of charge. However, beyond this time period the normal OBC charges for the reopen will apply.

6.3 Problem Management

Problems are defined in OBC Branch terms as the underlying cause of one or more incidents with significant business impact. The Fujitsu Services problem management process will be used to resolve OBC Branch problems and if appropriate the joint Fujitsu Services and Post Office Ltd cross-domain problem management process will be invoked. This includes the maintenance of a record of action in resolution of the problem on a joint database, and regular review at a joint Problem Management meeting.

OBC Branch related problems will also be reviewed during the regular OBC BORF meeting.

6.4 Relationship Management

Post Office Ltd owns the business relationship with the post office branch and Fujitsu Services.

Post Office Ltd owns the business relationship with BT for the supply of suitable communications lines for which ADSL communications can be utilised

Fujitsu Services own the business relationship with their internal and external service suppliers. The external service suppliers include:

- BT, via Cable & Wireless, for providing ISDN lines
- BT, via Fujitsu Core Services for the provision of the ADSL service
- BT, via Fujitsu Core Services, for providing VSAT links
- Triage for the provision of Horizon Online packaging material

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- Various suppliers (including Triage) for the logistical supply, repair and refurbishment of the Horizon Online equipment

6.5 Risk management

On the submission of Change Requests, Post Office Ltd accepts there are certain pre-defined risks which may influence the outcome of change implementation.

Should any of the pre-defined risks to "Change" manifest then Post Office Ltd accepts the requirement to submit authorisation for the "Change" to continue. Authorisation to proceed will be received by Fujitsu OBC in the form of an authorisation e-mail to the Fujitsu OBC Team mailbox.

Assessment of Security risks will be carried out jointly between Post Office Ltd and Fujitsu Services Security teams.

Risk assessments will be performed periodically by both Post Office Ltd and Fujitsu Services to assess changes in requirements and in risk situations. These risk assessments will be undertaken in a methodical manner capable of producing comparable and reproducible results.

Either party may transfer risks to themselves and any associated third parties as deemed appropriate.

6.6 Service Review Procedures

Post Office Ltd and Fujitsu Services hold a regular OBC Branch Operational Review Forum at which Post Office Ltd management and Fujitsu Services management meet to discuss the effectiveness of the OBC Branch Service and any incidents specific to the delivery of the service and to identify and oversee the implementation of Service Improvements.

This forum has the authority to raise a problem for multiple or significant incidents by invoking the Cross-Domain Problem Management Process. Exceptionally, unresolved issues can be further escalated by reference to the Service Management Forum.

The terms of reference for the forum are detailed in the Post Office Ltd Document ref. CHE/NET/003. The main areas of business within the OBC BORF meeting will be:

- Review of planned service changes, to ensure that appropriate plans are in place to handle forecast OBC Branch volumes efficiently

- Review of issues, trends, lessons learnt, and service performance against agreed targets, ensuring that corrective action is taken where necessary.

- Review of the OBC BORF Problem and Service Risk registers

- Review of Service Improvement Opportunities

- Review of service definition documentation, to ensure that it is maintained and up-to-date

- Review of Monthly OBC Branch Statistics Summary

- Review of Service Improvement Plans

- Review of Security Processes and Risk Report

- Review of Fujitsu Scorecards

- Review of New Business Developments

- Completion of quarterly Workshops

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Ref:	SVM/SDM/OLA/0001
Version:	1.3
Date:	01-Nov-2011
Page No:	19 of 1

6.7 OBC Branch Service Reporting

Fujitsu Services will produce a weekly OBC branch service report which brings improved focus to addressing issues, at the earliest possible stage. Fujitsu Services will also produce a monthly OBC Branch Service Report, which will be distributed to the Post Office Ltd representatives for review and subsequent discussion at the OBC Branch Operational Review Forum.

The report will detail:

- Change type volumes delivered during the preceding month, split down by Post Office Ltd network segment, or by Individual Project (for example Rural Investment Grant etc) as agreed.

- The total number of changes delivered within the preceding month, and the proportion of those that achieved the planned target date

- The proportion of OBC Branch Change target date failures attributable to Fujitsu Services

- The proportion of OBC Branch Change target date failures attributable to Post Office Ltd.

- The number of changes that were the subject of one, or multiple, OBC21 amendments

- The ongoing performance against the targets listed in section 6.8

- An analysis and assessment of the service performance and incidents during that month

- The proportion of OBC Branch Change target date failures attributable jointly to Fujitsu Services and Post Office Ltd

- Updates on any security issues and changes to risk register

- Lessons Learnt

- Fujitsu failures are split into two categories (Avoidable or Unavoidable) for improved focus.

- The proportion of OBC Branch Change target date failures attributable to a "Normal Business Incident" where a normal business incident is deemed to be directly attributable to the age of the Horizon Online equipment.

6.8 Operational Level Targets

Fujitsu Services and Post Office Ltd will aim to achieve the following operational level targets. These targets have been set at levels to define an acceptable level of service delivery; however, as covered in section 1.2, the OBC Branch service is not the subject of any formal Service Level Agreements, and the targets listed herein are not intended to supersede or overwrite any existing SLAs between Post Office Ltd and Fujitsu Services, nor to impose additional ones.

- Fujitsu Services will provide monthly OBC Branch Statistics within the first five working days of each month. The content will be as agreed with Post Office Ltd.

- Fujitsu Services will provide weekly OBC Branch Statistics by close of business each Monday (or next working day following Bank or Public Holidays), covering the preceding week to enable both businesses to identify and address "problem areas" at the earliest possible stage. The content will be as agreed with Post Office Ltd

- Fujitsu Services will provide a monthly spreadsheet showing the OBC Branch activity and charges associated with each Change order within the first 10 working days of each month. The spreadsheet will include sufficient detail to enable Post Office Ltd to check the charges indicated. This will act as supporting information for an invoice for OBC Branch activity.

- Invoices for OBC Branch activities will be submitted to Post Office Ltd quarterly, on 4th Tuesday of the month, covering the preceding calendar quarter. The invoice will include sufficient detail to enable Post Office Ltd to check the sums charged. The content will be as agreed with Post Office Ltd. Invoices are to be payable 30 days from receipt by Post Office Ltd.

- Fujitsu Services will answer 100% of invoice queries within two weeks of receipt.

- Fujitsu Services will acknowledge receipt of 100% of OBC20 forms raised by Post Office Ltd within 48hours of receipt into the mailbox (working days only). The acknowledgement will take the form of a work schedule.

- 98% of ALL branch changes provided by Fujitsu Services will be delivered on the proposed target date, including Line Plant Issues. This will be measured against the total number of OBC Branch changes delivered within that month.

- (Secondary) 98% of branch changes provided by Fujitsu Services will be delivered on the proposed target date, including Line Plant issues. This will be measured against the total number of OBC Branch changes delivered within that month. The proposed target date will be the date supplied by Post Office Ltd as the "Open to Public date".

- (Secondary) 98% of branch changes provided by Fujitsu Services will be delivered on the proposed target date, not including "Closures".

- (Primary) 100% of Crown Branch changes provided by Fujitsu Services will be delivered on the proposed target date. This will be measured against the total number of OBC Crown Branch changes logged via the formal change control process.

- The Fujitsu Services OBC Team is to advise Post Office Ltd PPCAT by **16:00** hours daily if the Fujitsu Services engineer is unable to attend site that day – stating the reason why the Fujitsu Services engineer is unable to attend site on the scheduled day and providing Post Office Ltd PPCAT with the earliest possible alternative attendance time, which is also convenient to Post Office Ltd.

- The Fujitsu Services OBC Team is to advise Post Office Ltd PPCAT by **16:00** hours daily if there is a significant risk that the Fujitsu Services engineer already on site, or due to arrive shortly will not be able to complete the work scheduled for that day. A second attendance slot is to be agreed between the Fujitsu Services OBC Team and Post Office Ltd PPCAT, or "out-of-hours" work sanctioned, if/as appropriate

- A guaranteed Fujitsu Services Engineer appointment service will be provided on the scheduled date at no additional cost to Post Office Ltd and with a default attendance time of 09:00.

- Fujitsu Services will provide Post Office Ltd PPCAT with regular ISDN line installation status reports, via C&W so that Post Office Ltd can take action as appropriate.

- Fujitsu Services to provide Post Office Ltd with full details of the impacts on OBC Branch of software releases and data centre upgrades with 10 weeks advance notification to enable Post Office Ltd to reschedule its OBC Branch change activities without operational disruption being incurred.

6.9 Finance Management

Fujitsu Services will levy charges for the delivery of OBC Branch services in accordance with the Document Reference 2.

Fujitsu Services will provide a monthly spreadsheet showing the OBC Branch activity and charges associated with each Change order. This spreadsheet will include sufficient detail to enable Post Office Ltd PPCAT to check the charges indicated. This will act as supporting information for an invoice for OBC Branch activity. Where queries arise, these will be answered within two weeks.

The spreadsheet will be version controlled and will be checked against the months activity and approved before being sent to the client.

Invoices for OBC Branch activities will be submitted to Post Office Ltd quarterly, covering the preceding calendar quarter. The invoice will include sufficient detail to enable Post Office Ltd to check the sums charged. Invoices are to be payable 30 days from receipt by Post Office Ltd

OBC20 forms are considered firm orders for work. Upon receipt, orders are placed with Fujitsu Services suppliers, and a number of administration functions performed. Accordingly, if the order is subsequently cancelled, a charge will be made for this administrative work. Where an OBC21 form is submitted, Fujitsu Services will make a charge for the administrative work associated with processing those amended requirements with the exception of some orders deemed to be for Information only. If an order is cancelled during the service delivery period, Fujitsu Services will seek to recover from Post Office Ltd any costs that have been incurred prior to cancellation. Typically, this would encompass:

- Data and System Management charges after Day –20 (Day –7 for closures)
- ISDN line installation when installed (typically after Day –8)
- Total costs for any cancellations on the target day itself.
- Total costs for VSAT equipment as a result of termination of the project.

Post Office Ltd may request, and Fujitsu Services may meet, reimbursement of reasonable additional costs (typically staff, travel, and subsistence costs) on a case-by-case basis, in circumstances where severe operational disruption has been caused solely by a Fujitsu Services service delivery failure. Such claims are to be submitted to the Fujitsu Services Head of Service Delivery for individual consideration.

Where Fujitsu Services fail to install the ISDN line on the requested date and this results in the Post Office not opening to the public on the scheduled date (excluding line plant issues) then Fujitsu Services will waiver the ISDN installation charge.

Further details on the charging principles associated with OBC Branch may be found in the Branch Service Description (SVM/SDM/SD/0014)

6.10 Security

The Post Office Account is dependent on computer systems for the majority of its business activities. A high level of computer security must be maintained to ensure business continuity and minimise damage by preventing and reducing likelihood of security breaches. Information Security provides an enabling mechanism for information sharing and ensures the protection of information and computer assets.

Information assets are valuable and must be protected to ensure that their value is retained. Where information is held in computer systems, the information technology must also be protected for the security and integrity of the information to be maintained. An asset of the group includes buildings, computer hardware and software, communications equipment, personnel, data and documentation.

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Ref:	SVM/SDM/OLA/0001
Version:	1.3
Date:	01-Nov-2011
Page No:	22 of 1

Operational Business Change – Branch Operational Level Agreement
FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

The essential element involved in securing any technology-based system is to address how confidentiality, integrity and availability are to be assured against the known threats.

- **Confidentiality** is ensuring that the information held by Post Office Account is accessible only to those who are authorised to have access.

- **Integrity** is safeguarding the accuracy and completeness of information and processing methods.

- **Availability** is ensuring that information and services are available when required.

Operational Business Change – Branch Operational Level Agreement

7 Roles and Responsibilities

7.1 Organisational Relationships

Fujitsu Services and Post Office Ltd deliver their responsibilities under OBC Branch through a combination of internal teams and external sub-contractors.

Fujitsu Services OBC team manage the relationship with all internal Fujitsu Services teams and with Fujitsu Services OBC Branch sub-contractors. These include:

Fujitsu Services teams

- Horizon Online Service Desk (HSD), who provide 1st line technical support as well as a second line function via the Comms Management Team (CMT) who provide support on network and comms faults at branch.

- System Management Centre (SMC), who provide 2nd line technical support and systems monitoring capability.

- Management System Support (MSS), who manage the central Horizon Online systems and configuration of Branch equipment

- System Support Centre (SSC), who provide specialist 3rd line technical support in the event of complex issues with Branch configuration.

- Fujitsu Engineering Services, who provide field engineer resource for the installation, configuring or de-installation of Horizon Online equipment

- Fujitsu Core Services – who manage BT for the provision of ADSL services onto a suitable PSTN line supplied by Post Office Ltd and for the provision/installation of VSAT services.

External Suppliers:

- Cable & Wireless (who in turn manage BT), who provide communications solutions and Network systems for Branches, with the exception of suitable lines for provision of ADSL services as these are provided by Post Office Ltd.

- Triage who supply packaging material and logistical support for the distribution of Horizon Online equipment, and repair and refurbishment services for redundant Horizon Online equipment.

Post Office Ltd PPCAT manages the relationship with all internal Post Office teams and with their other OBC Branch sub-contractors. These include:

Post Office Ltd teams

- Post Office Ltd NCM's and NCA's, who manage the relationship with Branches

- Post Office Ltd Audit, who provide resource to audit Post Office branches, and to check the synchronisation of final cash accounts during Branch closures

External Suppliers:

- Romec NPG, who provide field engineer resource to conduct site survey and preparation activities in Branches, complete electrical and LAN installations, manage the carriage of Horizon Online equipment to and from Branches, and lay-out or de-installation of Horizon Online systems

- Various other suppliers required to support Branch Change activities, such as Romec Security; Avery Weightronix (scales); Insafe (Safes); Counter manufacturers.

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Ref:	SVM/SDM/OLA/0001
Version:	1.3
Date:	01-Nov-2011
Page No:	24 of 1

7.2 Responsibilities

Each party to the OLA has responsibilities to the other to help to ensure the consistent and assured delivery of the OBC Branch services defined within the Branch Service Description (SVM/SDM/SD/0014).

Within this are included Post Office Ltd's management of its branches and other sub-contractors, and Fujitsu Services' management of its internal and external suppliers.

7.3 Post Office Ltd Responsibilities

Post Office Ltd is responsible for:

- Submitting a clear and unambiguous OBC20 request to Fujitsu Services for OBC Branch services.

- Provision of a suitable communications line on which an ADSL service can be placed.

- Submitting a clear and unambiguous OBC21 request, where necessary, to change an existing OBC20 request.

- Supplying the mandatory information on the OBC20 and OBC 21 request.

- Requesting OBC Branch services that conform to the OBC Branch Service Description.

- Requesting OBC Branch services with sufficient lead-time to the delivery date(s) (Where the advance written notification is less than the agreed OBC Branch lead times Fujitsu Services will use reasonable endeavours to deliver the service but cannot guarantee it). Post Office Ltd provision of an e-mail advising acceptance of risk.

- Working with Fujitsu Services to implement a new OBC Branch Service addition via the "Soft Change" process.

- Working with Fujitsu Services to remove an OBC Branch Service via the "Soft Change" process.

- Ensuring that the branch is Horizon Online compliant, including sufficient counter space and a discrete electrical supply

- Management of the branch to ensure that:

- The scheduled dates for service delivery are adhered to

- The identity credentials of the OBC Branch service supplier will be checked on arrival. The OBC Branch service supplier will then be given access to the premises to deliver the service, and will be allowed to commence service delivery on arrival without undue delay except when exceptional circumstances prevail.

- A Post Office branch representative will be present throughout the delivery of the service, including out of hours attendance when scheduled. The OBC Branch service supplier will not be left unaccompanied at any time when delivering the service(s) at the post office branch.

- A Post Office branch representative will provide the Fujitsu Services Service Provider with information on any significant health and safety risks that may be present in the workplace, upon their arrival. The representative will work with the service provider to identify and manage any such risks arising from the work required.

- Post Office Ltd will keep the Branch Manager informed at all times about the planned changes and service delivery dates at the Post Office Branch, so that any disruption to business can be minimised.

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Ref:	SVM/SDM/OLA/0001
Version:	1.3
Date:	01-Nov-2011
Page No:	25 of 1

- Post Office Ltd will provide contact details to the Branch Manager so that in the event of a query the Branch Manager will be able to contact the Post Office Ltd Change or Project Manager.

- Post Office Ltd and, through them, Fujitsu Services, are informed if a service provider does not attend the post office branch on the scheduled date.

- Hosting a regular OBC Branch Operational Review Forum to discuss the OBC Branch service performance with the Fujitsu Services OBC Service Delivery Manager in accordance with the Forum Terms of Reference, and to provide Fujitsu Services, OBC Service Delivery Team Manager with a list of any specific OBC Branch service jobs that Post Office Ltd wish to discuss at the OBC BORF, at least 3 working days before the date of the OBC Branch Service Review.

- Maintain and update the OBC Branch documentation owned by Post Office Limited

- Using the OBC20 and OBC21 File Naming/Saving convention agreed with Fujitsu Services, showing the CCN, Site, and giving the Service Description etc.

- Ensuring that all OBC21's are correctly version controlled.

- Identifying high profile sites clearly on initial OBC20 form email, as follows: "OBC20 High Profile"

- Post Office Ltd will provide Fujitsu Services with a Business Impact Assessment of the risks associated with the provision of this service.

- Assisting Fujitsu to maintain all contractual, legislative and compliance requirements and accreditations that have been placed on it by Post Office Limited,

7.4 Fujitsu Services Responsibilities

Fujitsu Services is responsible for:

- Maintaining and updating all OBC Branch Service documentation owned by Fujitsu Services.

- Providing OBC Branch services on request

- Accepting a compliant OBC20 or OBC21 request or rejecting (only after discussing this with Post Office Ltd PPCAT) a non-compliant OBC20 or OBC21 request from Post Office Ltd

- Following any additional instructions from Post Office Ltd stated in the OBC20 or OBC21 request.

- Scheduling the individual Fujitsu Services OBC Branch service components within the agreed timescales to meet the requirements of Post Office Ltd.

- Providing a work schedule to Fujitsu Services suppliers and copied to Post Office Ltd for the purpose of informing the service recipient at the post office branch.

- Informing Post Office Ltd PPCAT via the NCA as the prime contact whenever there is a risk to a scheduled service activity, or if assistance is required to resolve a service issue.

- Managing the service suppliers to deliver the OBC Branch service components on the scheduled dates, and thereby meeting the requested target date

- Managing OBC Branch service incidents and problems, and escalating service issues within Fujitsu Services when necessary.

- Managing the internal and external service suppliers to ensure that they:

- Attend the post office branch on the scheduled service delivery date.

- Provide proof of identity to post office branch staff on arrival.

- Deliver the service with the minimum disruption to branch business.

- Deliver the service to a consistent standard, acting professionally at all times.

- Escalate any issues that prevent service delivery commencement as planned.

- Make all reasonable endeavours to overcome service delivery issues through the deployment of appropriate contingency arrangements to recover any date slippage and thereby meet the planned target go-live date.

- Escalate any issues that prevent service delivery completion as planned.

- Avoid situations that could compromise security or health and safety.

- Report any identified issues of security or health and safety.

- Providing monthly OBC Branch Statistics within the first five working days of each month. The content will be as agreed with Post Office Ltd.

- Providing representation to a regular OBC Branch Operational Review Forum with Post Office Ltd and therein provide a response to Post Office Ltd regarding queries on any specific OBC Branch service changes that have been previously advised at least 3 working days before the date of the OBC BORF.

- Manage exceptions to the Service targets.

- Assess any trends and propose improvements to address declining performance.

- Where target dates are not met, propose an alternative date within 48 hours (working days only). That alternative date will be as close as possible to the original target date.

- Provide a monthly spreadsheet of supporting information detailing the proposed charges for each Change Order, with sufficient detail to enable thorough checking by Post Office Ltd PPCAT.

- Provide a quarterly invoice in accordance with the principles detailed in Document Reference 2.

- Notification to Post Office Ltd PPCAT of any issues affecting OBC Branch within the Release Introduction process – i.e. Data Centre upgrades etc. – at the earliest possible stage (a minimum of 10 weeks), to give Post Office Ltd an opportunity to take appropriate action on re-scheduling future OBC Branch changes that may have long OBC Branch lead times.

- Notification to Post Office Ltd Central Scheduling Team of any Forced Closures.

- Provide a specialist team of Fujitsu Services Engineers for OBC Branch related work, particularly on Conversions and Luggables.

- Dispose of surplus Horizon Online equipment when requested at no charge to Post Office Ltd.

- Ensuring all of its suppliers, third parties and contractors maintain all contractual, legislative and compliance requirements that have been placed on Fujitsu by Post Office Limited.

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Ref:	SVM/SDM/OLA/0001
Version:	1.3
Date:	01-Nov-2011
Page No:	27 of 1

7.5 Joint Responsibilities

Within the OBC BORF, both parties will:

- Review the delivered service metrics against the targets contained in section 6.8

- Review those targets and seek continuous improvement

- Review forecast service demands or other circumstances that may impact on service delivery

- Review issues, problems and risks to the OBC Branch service delivery

- Consider service improvement proposals, and review any service improvement plans

- Exceptionally, any irreconcilable issues may be escalated to the Horizon Online Service Management Review

- Periodically review the OBC Branch Service Descriptors and processes contained with Document Reference 2, and progressing any amendments required via the "soft change" process.

- Review the performance of their respective suppliers against all the contractual, legislative and compliance requirements and accreditations that have been placed on Fujitsu by Post Office Limited.

- Review and act on lessons learnt.

8 Contact Details and Escalation Routes

8.1 Incident Management and Escalation Routes

Queries or issues may arise at any stage in the planning or delivery of the OBC Branch service, and will normally be managed as business as usual. In exceptional cases, escalation may be required to bring additional focus or resource in order to resolve complex issues.

8.2 Incident Management

Post Office branches should contact their Post Office Ltd Change or Project Manager to discuss changes to requirements, and to advise any non-delivery of scheduled services or issues arising from the delivery of those services.

The Post Office Ltd PPCAT should contact the relevant OBC controller for general enquiries. The preferred medium for non-urgent enquiries is via e-mail to the OBC team mailbox.

Fujitsu Services queries over the content of the OBC20 forms will be addressed with Post Office Ltd PPCAT.

Fujitsu Services will advise Post Office Ltd PPCAT about issues that will affect delivery of scheduled services

8.3 Fujitsu Contact Details

- **General enquiries about the OBC Branch Service**
- The primary contact is the Fujitsu Services OBC Service Delivery Manager.
- **Specific OBC Branch service query**
- The primary contact is the Fujitsu Services OBC Team .
- **Urgent service affecting issues out-of-hours**
- The primary contact is the Fujitsu Services Duty Manager via pager.
- **Invoicing query**
- The primary contact is the Fujitsu Services OBC Service Delivery Manager

Customer Service Director	James Davidson		
Head of Service Operations	Tony Atkinson		
Head of Service Transition & Change	Graham Welsh	**GRO**	
OBC Service Delivery Manager	Leighton Machin		
OBC Service Delivery Team Leader	Chris Bourne		
OBC Service Delivery Team	Hunt group number		
OBC Service Delivery	Deborah Lawrinson		

Controllers		
	Carol Roberts	
	Nigel Roberts	**GRO**
	Davey Braithwaite	
OBC Team Mobile (OOH)		
Out of Hours Duty Manager		
OBC Mailbox		OBCTeam GRO

8.4 Post Office Ltd Contact Details

- **General OBC Branch Service Enquiries**
- The primary contact is the Configuration & OBC Branch Process & Conformance Specialist.
- **Specific OBC Branch service query**
- The primary contact is Post Office Ltd PPCAT.

OBC Process Specialist	Debbie Arthur	**GRO**
Field Resource and Process Manager	Kevin Parkin	
PPCAT Team Manager	Patricia Stabler	**GRO**
PPCAT - General Enquiries		

9 OBC Branch Process for Horizon Online Installation

The following diagram illustrates the OBC Branch Process followed during Horizon Online installation.

The OBC Branch Change process starts in the top right box. Each descriptive box includes a code, for example "a1". This relates to the workflow table that follows the diagram, where a fuller description of the process step can be found.

The diagram is arranged in columns, showing the team responsible for delivering the process step, and in horizontal rows following a chronological timeline from top to bottom. Hence, the diagram flows from the top row to the bottom row, with the arrows showing the direction of process dependant on the circumstances affecting the change as it progresses to completion.

**HNG-X Operational Business Change – Branch Operational
Level Agreement**

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BT Engineer	Fujitsu Engineer	Triage	BT	Core Services Scheduling Team	Cable & Wireless or Fujitsu Core Services	Fujitsu Services OBC Team
						START
		b2 prepare counter kit		b1 inform Triage of requirements		a1 provide OBC work schedule
c3 perform comms installation				c2 schedule comms install	c1 manage BT	
comms complete ?					c4 inform OBC Team	a2 assess impact of reschedule
	d2 perform counter commisioning			d1 schedule Fujitsu Engineer		a3 reschedule counter kit install
	install complete ?			d3 inform OBC Team		a4 inform POL
	END					a5 inform POL

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Step	Description	Workflow
a1	Create a service work schedule and send it to the service suppliers and copy to Post Office Ltd Complete BCMS, Telepurchase, Triole for Service and OBC Database entries	Enact b1 & c1
b1	Raise request for service component from service supplier and deal with any issues.	Enact b2 &d1
b2	Deliver the service component (compile Horizon Online equipment and make available for collection)	End
a3	Reschedule the subsequent service component delivery date.	Re-enact c1
c1	Request resource for service component date from service supplier and deal with any issues.	Enact c2
c2	Schedule resource for delivering the service component on date provided on work schedule.	Enact c3
c3	Deliver the service component on the scheduled date, but if work is not completed go to c4.	Enact d2 or c4
c4	Inform Fujitsu Services that service component not complete.	Enact c1 & a2
a2	Assess the impact of c4 and inform Post Office Ltd if overall service completion date is at risk.	Enact a3
a3	Reschedule the date for the Horizon Online install.	Re-enact d1
d1	Schedule a Fujitsu Service engineer visit for the requested date.	Enact d2
d2	Deliver the service component on the scheduled date, but if work is not completed go to d3.	Enact a5 or d3
d3	Inform Fujitsu Services that service has not been completed.	Enact a4
a4	Inform Post Office Ltd. That service has not been completed on the scheduled date.	Re-enact a3
a5	Inform Post Office Ltd that service has been completed.	End

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10 Table 1 – Exceptions for Horizon Online Installation

COMPLIANCE		
Exception 1	The Post Office branch is not yet ready for the site survey, preparation or BT service.	Post Office Ltd
Exception 2	Licence or Planning Permission needed to operate as a Post Office business.	Post Office Ltd
Exception 3	The Post Office counter is OBC non-compliant.	Post Office Ltd
Exception 4	The Post Office counter has not been completed.	Post Office Ltd
PROCESS		
Exception 5	BT did not follow the process of calling Cable & Wireless when faced with an on site problem.	Fujitsu Services
Exception 6	OBC Team error	Fujitsu Services
Exception 7	Romec NPG Process Failure	Post Office Ltd
Exception 8	PM or 3rd Party removed Horizon Online equipment before engineer attended site.	Post Office Ltd
Exception 11	Insufficient lead time was given by Post Office Limited.	Post Office Ltd
Exception 12	Service Scheduling Issue	Post Office Ltd
Exception 13	Romec NPG engineer did not attend on scheduled date.	Post Office Ltd
Exception 14	Fujitsu Services engineer did not attend on scheduled date.	Fujitsu Services
Exception 15	Late change to Post Office Ltd requirements.	Post Office Ltd
Exception 16	Post Office Ltd cancelled service at short notice.	Post Office Ltd
Exception 17	Forced Closure conditions prevent installation activity.	Joint Ownership
Exception 19	The service supplier had no valid proof of identity.	Fujitsu Services

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HNG-X Operational Business Change – Branch Operational
Level Agreement

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Exception 20	BT did not follow the process of calling Cable & Wireless when faced with an on-site problem	Fujitsu Services
DOCUMENTATION		
Exception 21	OBC20 or OBC21 not raised by Post Office Ltd	Post Office Ltd
Exception 22	OBC20 or OBC21 not received by Fujitsu Services.	Joint Ownership
Exception 23	OBC20 or OBC21 contains incorrect information.	Post Office Ltd
ACCESS		
Exception 25	The Post Office branch is temporary closed.	Post Office Ltd
Exception 26	The Post Office branch refused access to the supplier.	Post Office Ltd
Exception 27	The Post Office branch objected to delivery of service whilst the service supplier was on site.	Post Office Ltd
HARDWARE		
Exception 28	The Horizon Online equipment was damaged in transit.	Joint Ownership
Exception 30	The Horizon On-LineHorizon Online hardware is not available on site.	Joint Ownership
Exception 31	The Horizon On-LineHorizon Online hardware is faulty.	Fujitsu Services
SOFTWARE		
Exception 33	There are unresolved software configuration issues.	Fujitsu Services
Exception 34	The Horizon On-LineHorizon Online hardware is the wrong build level.	Fujitsu Services
COMMUNICATIONS		
Exception 35	There is a LAN problem in the post office branch.	Post Office Ltd
Exception 36	No telecommunications or installed incorrectly.	Joint Ownership
Exception 37	BT did not attend on scheduled date.	Joint Ownership

HNG-X Operational Business Change – Branch Operational Level Agreement

Commercial in Confidence

Exception 38	ISDN line damaged by 3rd Party contractor.	Post Office Ltd
Exception 39	Planning permission is required before a telecommunications line can be installed.	Joint Ownership
Exception 41	ISDN is not available in the vicinity.	Fujitsu Services
Exception 42	VSAT signal is too weak for reception.	Fujitsu Services
Exception 43	Telecommunications line plant work is required.	Fujitsu Services
Exception 45	Postmaster objects to the position of VSAT dish.	Post Office Ltd
Exception 46	No Telecommunications or installed incorrectly	Joint Ownership
Exception 48	ADSL is not viable in the vicinity	Post Office Ltd
Exception 49	PSTN line damaged by third party contractor	Post Office Ltd
OTHER		
Exception 50	Normal Business Incident	None
Exception 52	Multiple problems involving all parties	Joint Ownership
Exception 53	The reference data for the Post Office Branch is incorrect	Joint Ownership