Horizon Service Desk Joint Working Document

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Abstract:	Joint Working Document to support the Service Desk Service provided to Post Office by Fujitsu Services
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Adam Martin	Post Office Ltd – Service Improvement (Systems)		

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

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0   Document Control

0.1   Table of Contents

0.2   Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	15/2/07	Draft	

0.3   Review Details

Review Comments by :	16th April 2007	
Review Comments to :	Liz Melrose & PostOfficeAccountDocumentManagement **GRO**	
Mandatory Review		
Role	Name	
HSD Operations Manager	Paul Gardner (*)	
Systems Service Improvement Manager	Adam Martin (*)	
Optional Review		
Role	Name	
IMT Team Manager	John Casey	
POA HSD Service Management	Mike Woolgar (*)	
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)			Fujitsu Services Post Office Account HNG-X Document Template	Dimensions

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Reference	Version	Date	Title	Source
CS/IFS/007			Service Desk / NBSC Interface Agreement"	HSD / POL
SVM/SDM/SD/0001			Service Desk Service Description	DIM9
SVM/SDM/PRO/0018			POA Incident Management Process	DIM9
SVM/SDM/PRO/0003			Customer Services End-to-End Complaints Management Process	DIM9
SVM/SDM/SD/0016			Management Information Service: Service Description	DIM9
SVM/SDM/PRO/0020			Enforced Closure Process	DIM9

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
CMT	Communication Management Team
HSD	Horizon Service Desk
IMT	Incident Management Team
MACs	Major Account Controllers
MI	Management Information
MIS	Management Information Service
NBSC	National Business Support Centre
OLT	Operational Level Target
POL	Post Office Ltd
POA	Post Office Account: Fujitsu Services
SDU	Service Delivery Unit
SLT	Service Level Target
SRB	Service Review Book
TSMF	TRIOLE for Service Management Function

0.6 Glossary

Term	Definition

0.7 Changes Expected

Changes
Changes due to the introduction of TSMF

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 Copyright

1 Introduction

1.1 Purpose of Document

The purpose of the document is to detail the working procedures and practises as agreed between Fujitsu Services and Post Office Ltd to support the Service Desk Service as detailed in the Service Desk, Service Description.

1.2 Document Owner

This document is owned by the POA Service Desk Manager, HSD Operations Manager and Post Office Live Service & Service Improvement Manager, as detailed below:

CONTACT	CONTACT DETAILS	COMPANY
Liz Melrose (Service Delivery Team Manager)	GRO	Fujitsu Services
Mike Woolgar (HSD Service Delivery Manager)	GRO	Fujitsu Services
Paul Gardner (HSD Operations Manager)	GRO	Fujitsu Services
Gary Blackburn (Live Service Manager)	GRO	Post Office Ltd
Adam Martin (Service Improvement Manager, Systems)	GRO	Post Office Ltd

1.3 Change control

Changes to this document can be made by either Fujitsu Services or Post Office Ltd, and must be agreed by either party. The revised document must be submitted to POA Document Management and entered in the Fujitsu Services Document Management systems – Dimensions.

2   Service Summary

2.1   The Service Desk Service provides a first level support, including end to end Incident management, to Branches and other designated groups, as defined in this Working Document through the provision of a Service Desk function. Branches or other designated groups within Post Office or Fujitsu Services experiencing difficulties with any part of the Counter Equipment, Software or Operational and Call Off Services will call the Service Desk and log an Incident reporting the circumstances of such Incident.

2.2   The Service Desk Service also interfaces with the Change Management, Asset Management and Configuration Management systems required to support the Branch Infrastructure and HNG-X Central Infrastructure.

2.3   The Service Desk Service also acts as an initiator within the Problem Management process due to its ability to monitor Incident trends against the severity received.

2.4   The Service Desk Service acts as the help desk interface for the PostShop Service which is described in the Contract Controlled Document (CCD) entitled: *"Service Integration Service, Service Description" (SVM/SDM/SD/0010)*.

2.5   Fujitsu Services may provide a non dedicated service desk function sharing the resource with other Fujitsu Services customers as described within this Service Desk, Service Description.

2.6   The Service Desk Service will act as a central point for information on the working state of the Services and be responsible for informing Post Office of any service affecting Incidents.

2.7   The Service Desk Service will keep Post Office notified of any scheduled interruptions to the Operational or Call Off Services where those interruptions are service affecting and will inform Post Office when the affected services will be restored as documented within the Working Document entitled: *"Service Desk / NBSC Interface Agreement" (CS/IFS/007)*.

2.8   The Service Desk Service will resolve all calls relating to Incidents as detailed within this Working Document..

2.9   The Service Desk Service shall provide the facility to receive re-directed calls from other Post Office helpdesks and help lines as required.

2.10   The Service Desk Service shall manage the resolution of any Incident using procedures that are defined within the Working Document entitled: *"POA Incident Management Process" (SVM/SDM/PRO/0018)*.

2.11   The Service Desk Service will accept calls from Branches, Post Office internal departments, Post Office Clients, NBSC and the POL Live Service Desk.

2.12   The Service Desk Service will accept calls from internal Fujitsu Services capability and support units as referred to in section 2.1.1.3 of the Service Desk, Service Description.

2.13   Branches wishing to contact the Service Desk will do so by telephoning a Single Point of Contact (SPOC) telephone number. Post Office undertakes the management and control of this SPOC telephone number. An Interactive Voice Response (IVR) system will enable the caller to select an appropriate option to connect to the Service Desk for circumstances where there is an issue relating to the call types referred to in this Working Document.

2.14   Calls destined for the NBSC which have been answered by the Service Desk will be transferred to the NBSC in accordance with the processes identified within the Working Document entitled: *"Service Desk / NBSC Interface Agreement" (CS/IFS/007)*.

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2.15   Calls destined for the Service Desk which have been answered by the NBSC will be transferred to the Service Desk in accordance with the processes identified within the Working Document entitled: *"Service Desk / NBSC Interface Agreement"* *(CS/IFS/007).*

2.16   All Service Desk staff will have suitable and appropriate skills and training and act in a professional manner whenever dealing with callers, complying with agreed Service Desk behavioural standards. Fujitsu Services shall ensure sufficient skilled resources are available to cover for holidays, sickness and natural wastage within Fujitsu Services.

2.17   Fujitsu Services shall provide on line access to the Incident Management System call-handling tool to Post Office. Post Office shall inform Fujitsu Services as necessary of all Post Office staff who are authorised to access the tool.

2.18   Fujitsu will monitor the quality of the Service Desk Service to ensure that it meets the Post Office specifications as documented within this Working Document. This may include the recording of calls, where this is reasonably possible, for the purposes of monitoring call control, customer satisfaction, knowledge and system use. Post Office will agree the method and timescale with Fujitsu Services and reserve the right of audit of any internal quality scoring.

2.19   Where Post Office chooses to carry out user satisfaction surveys, in the event that any such survey results are pertinent to Fujitsu Services' provision of the Service Desk Service, the relevant survey results shall be shared with Fujitsu Services at the next meeting of the Service Management Relationship.

2.20   Fujitsu Services will provide information to support the response to Branch complaints to Post Office.

2.21   Fujitsu Services will escalate to Post Office any Incident that occurs in high profile Branches, in accordance with this Working Document.

2.22   The Service Desk Service will accept and pass on Banking Transaction Record Queries to the Security Management Service in accordance with paragraph 2.4.1.8 of the *Security Management Service, Service Description (SVM/SDM/SD/0017).*

3 Service Availability

The Service Desk Service is available via telephone to Branches from 08:00hrs to 18:30hrs Monday to Saturday (Service Desk Day) excluding Christmas Day. During this period, the Service Desk front line Agent will be available to take calls from Branches that are received via the SPOC telephone number.

Arrangements for Bank Holidays shall only vary from a normal Service Desk Day where agreed with Post Office, having regard to their applicability throughout the United Kingdom.

3.1 Contacting the HSD

There are several groups of people who are entitled to service from the HSD as detailed below in Table One, and two types of calls can be raised:

FAD: call is subject to SLT

PATH: call not subject to SLT & is generally raised internally

Table One

Caller Group	Contact Number (see Table Two)	Specific Information required	Type of Call raised
Branches	Desk	Branch Code / nature of fault	FAD
Post Office Ltd	IMT / Desk	As relevant	FAD / PATH
NBSC	Desk / IMT	As relevant	PATH
Fujitsu / Romec Engineering	Engineering number	Branch Code / nature of fault	PATH
SDU	Desk / IMT	As relevant	PATH
Post Office Account	IMT / CMT / Team Leaders	As relevant	FAD / PATH

Table Two: Desk Contact numbers

Name	Number
MACs	GRO
Engineering Number	GRO
Desk Number	GRO
IMT	GRO
CMT	GRO

3.2 Voice mail

In the event that the caller calls outside the working hours of the HSD, an option is provided to leave a voicemail. Voicemail is checked at 08:00 and voicemails left are responded to within 60 minutes. All details about voicemails are recorded on a call logging form which are stored electronically, and then added to the Incident Management System.

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3.3 Appropriate Calls

The designated groups of people detailed in 3.1 who have the right of service from the HSD can log the following incidents:

- Counter Hardware
- Branch & Central network faults
- Software
- Postshop
- Central Infrastructure
- Changes
- Reference Data
- BIM Visits
- Non-Polling queries
- Security
- Operational Business Change – Branch & Reference Data.

3.4 Inappropriate Calls

Inappropriate calls are defined as below; all inappropriate calls are logged on the Incident Management System. If the incident has been investigated by an Agent and the call is deemed to be an inappropriate call, the desk Agent will give the Post Master an Incident number and either transfer the Post Master to the NBSC or cold transfer the PostMaster.

- Calls that are Post Office business issues.
- Calls that require training/advice.
- Any issue that is not related to a fault on the Horizon system – eg operational / procedural issue.
- Caller requests advice on cash account/discrepancy issues

Below are examples of the issues the NBSC are responsible for advising on:

- If a caller requires a telephone number
- If a caller wants to order consumables
- If a caller is having issue with another unit for example scales, safe alarms etc
- If a caller has any issue that is NOT related to a fault on the Horizon system
- If a caller wants to issue a Vault card
- If a caller reports a SWAP icon
- If a caller reports NO entry signs on log out
- If a caller advises they are in training mode
- If a caller requires AP recovery advice
- If a caller reports they cannot log in or out

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- • If a caller reports problem with their username or password
- • If a caller requests advice on cash account/balancing/discrepancy issues[1]
- • If a caller requires advice on navigation round the system or transaction advice
- • If a caller requires advice on stock units/adding users etc [1]

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[1] In the event that NBSC have confirmed that there is no procedural issue and that there is a technical fault, the call will be returned to HSD for progression.

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4 End to End Incident Management

All incidents reported to the HSD are managed in accordance with the "POA Incident Management Process" (SVM/SDM/PRO/0018). Calls are logged in the incident management system

4.1 Incident Logging

4.1.1 Receiving & Diagnosing a Call

HSD Agents will always ensure that they are always ready and able to take a service call, unless they are doing call related work, when they must set their telephone to Desk Work or away from their desk on a break, when they must set their telephone to Desk Work. The Agent should also ensure that their headset is on their head ready for use BEFORE the call is answered to ensure there is no delay or background noise before greeting the caller & that the call management system is up and running.

This will minimise the delay to a caller when the Agent is retrieving/recording the caller's details and thus allow more time for the Agent to speak to the caller regarding the problem.

The moment an Agent receives an incoming telephone call, they will greet the customer with the example shown below. All spoken words are marked in Italics and in "*quotes*".

> *"Good Morning/Afternoon/Evening, Horizon System Helpdesk, [AGENT NAME] speaking".*

> *"May I take your Branch code please?"*

Branch Code Validation Failure

If a Branch code cannot be given, the caller immediately fails validation. If the reason why the Branch code cannot be provided is because the PO employee cannot remember, or does not know the Branch code, the incident will be logged under '999999' as *Other Queries, QU04 Caller fails initial verification, Cause: CD3 Unauthorised caller, Repair R40: Service Refused*, taking all the details of the caller. The Agent must then politely decline the call directing the caller to the NBSC for example:

> *"Unfortunately without a branch code we are unable to assist further. You could contact NBSC for further assistance."*

If the caller is not entitled to service from the HSD but was given the HSD number to use in terms of PO-related business i.e., "my pension book has not arrived at the Post Office and the PM said to call you to ask you for further information about it", the Agent must take down the details of the caller, name and number and details about who provided them with the HSD telephone number. Service to the caller must then be politely declined for example:

> *"Unfortunately I cannot recall any information on our system regarding your details which means I am unable to help you further "*

The call should be coded as *Other Queries, QU04 Caller fails initial verification, Cause: CD3 Unauthorised caller, Repair R40: Service Refused.*

Branch Code Validated

(a) For each call where the Branch code is provided, the Agent must verify the caller with the information retrieved from the PowerHelp system. The Agent should confirm the following with the caller:

- Site name (e.g. Post Office name)

- Telephone number

- Caller's full name (recording it in the logged call)

- Position of the caller

NB: If the telephone number is different from the number listed in PowerHelp, the Agent MUST ask the caller to confirm that the number is the MAIN telephone number for the Post Office.

(b)   If any of the above details given differ from that displayed in PowerHelp, ask the caller to confirm the:

- Post code

- Postal address

Details of any changes should be escalated to a PSE and the PM should be advised to inform the NBSC of the change.

c)   If the caller cannot be verified from this information then the AGENT should log the call as *Other Queries, QU04 Caller fails initial verification, Cause: CD3 Agent caller, Repair R40: Service Refused*, on the Problem Management System.

The AGENT will then end the call politely, an example of which is shown below.

"Unfortunately I cannot recall any information on our system regarding your details so I am unable to help you further. You may wish to contact the NBSC for assistance by dialling [**GRO**] *and pressing option 3.*

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Taking Information about the Problem

The Agent must establish the reason for the call from the customer; an example of how to obtain this information might be to ask:

"Which part of the Horizon equipment may I help you with?"

Whilst noting the problem, the Agent must check the red telephone 📞 in the Call Tracking Information window if it is visible to make sure that there isn't an incident already open for the caller's current problem. If there is already an open incident, the Agent must open this call to add an update.

If the call(s) in the red telephone is not related or there is no red telephone, the Agent must record details regarding the problem and enter it on the Call Management system by raising a new call.

Alerts & Trends

The Agent must look out for key words that may identify a trend whilst noting the problem. Key words might be 'usual problem' or 'it has happened again'. If Agent believes that there might be a recurring problem they must check the site history by looking through the calls on the red and yellow telephones 📞 📞 and note any associated closed call reference numbers in the incident log. The Agent will also assign the PowerHelp incident record appropriate codes and a priority (See HSD Call Coding and Routing Document, FS/PRO/HSD/002).

When entering a Branch code, the Agent should also pay attention to any "Alerts" 🔊 that may appear on the Query Form. If there is an alert message, the Agent should follow the instructions in the alert text. If the Agent is not clear on what action to take they should seek advice from a PSE. Should the Agent believe that the problem being logged raises concerns about the efficient operation of the site (or the Helpdesk) they should raise these concerns immediately with their PSE or Team Manager, who will, in turn, immediately escalate to the IMT.

Ending the Call

Whether the incident is going to be closed or progressed, the Agent must always give the caller a unique incident record number, taken from the PowerHelp system, to that problem when ending the voice call, as follows:

"Your incident reference number is E-0xxxxxxxx. Please always use this as a future reference of this incident and if you require further information regarding this problem."

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Receiving & Diagnosing a Call

Process	Activity	
Receiving a Call	Validating a call	1. Desk Agent will ask branch for the Branch Code & input into the Call box and log call 2. If the Branch Code is invalid number will be rechecked with customer and re input. 3. If Branch Code number is still invalid caller is advised to contact NBSC to be validated with the correct Branch Code.
	Confirm call details	1. Desk Agent will confirm with the caller that the site details are correct, namely site address, post code, contact name and telephone number. 2. If contact name and site telephone number are different to that displayed, these will be overtyped. 3. If address is incorrect, HSD will escalate call to NBSC to have these details amended on database. 4. Agent will check any alert boxes if present as these will highlight any important site information for example VIP status and also identify trends.
	Identify Product and problem	1. Caller will be asked for product which appears to have the problem and details of the fault.
	Diagnose Call	1. Agent will diagnose problem using own knowledge or web based tools – there may be a series of diagnostic questions which the Agents will have to ask the caller.. 2. If the Agent is unable to diagnose the fault, the call will be routed to appropriate SDU – see section 4.1.2. The Caller will be provided with an unique reference number & provided with expected resolution time, in accordance with SLA. 3. If the Agent is able to diagnose fault, this should be resolved using own knowledge or web based tools..

4.1.2   Routing Call To Other Service Delivery Units

If following diagnosis the HSD cannot resolve the call, the call will be routed to the appropriate SDU.

Process	Activity	
	Advice and Guidance Call	Caller has phoned in with a query or that is not a Hardware/Software or network related issue. The caller requires advice & guidance only for example how to use the Horizon kit etc.
	Inappropriate Helpdesk	1. Agent will log the call as in section 4.1.1.

Process	Activity	
		2. Caller will be advised they have come through to the wrong Helpdesk and advised to call the NBSC
		3. The HSD call will be closed.
	Software/Network Call	This may be a call where the caller is unable to use the system due to a software or network issue, in this incidence:
		1. Agent will log the call as in section 4.1.1. (input appropriate call type ie network or software)
		2. Call log will be updated with diagnostics
		3. Call reassigned to the appropriate SDU (EDSC for Software Issues/CMT Network)
	Hardware Call	1. Agent will log the call as in section 4.1.1.
		2. Call log will be updated with diagnostics
		3. Call reassigned to default Engineer action group UKSS1
	PO Closure	1. Call logged as PO closure Call
		2. Enforced Closure Process (SVM/SDM/PRO/0020) followed

4.1.3 Updating Existing Call – Repeat Call

Process	Activity	
	Identify Call	1. Call Identified as an existing call.
		2. Agent will obtain the customers Branch Code and if possible the call number.
		3. If a call number is not available, the Agent will look through the open calls against that Branch Code and select the one the customer is calling about.
		4. Agent will identify reason for phone call for example customer providing update, additional information etc.
	Update call	1. Agent will update call log using a 'Repeat call' action box stating that there had been an enquiry on the call.
		2. If caller is phoning to give an update on the call, activities log will be updated with relevant information.
		3. If further action is required then the call will be actioned accordingly.

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Process	Activity	
		4. If the existing call has been updated on multiple occasions then this will be escalated to PSE or SDM.
	Engineer Support Call	1. If caller is an engineer calling on the support line, the Agent will update the call log with an 'Engineer Support' action box.
		2. The information of the engineer's support request will be noted and actioned.

4.1.4 Closing Incident Record

Process	Activity	
Call Closure	Identify Call	Agent will identify whether call is a closure or clearance.
		(Closure being call is completed no further action is required and it has been agreed with the customer to close the call)
	Call Closure	1. Agent will close the call within Powerhelp entering the relevant call information (cause, repair codes etc), including details of what actions and SDU resolved the reported issue.

4.1.5 Managing Customer Expectation

The HSD are responsible for updating the PM on Engineer arrival time and progess of long running calls. When a Hardware call is logged, the ETA for the engineer arrival time should be given as when the SLA expires – where possible the desk should take into consideration the opening hours of the branch. The communication to the branch should be an am or pm estimation.

For long running calls – hardware calls for which the SLA has expired or Comms calls, the branch should be contacted when a) there is a significant update OR b) every couple of days. Branches should be called even if there is no update in order to reassure the branch that work is still continuing on the fault.

4.2 Master Incident

In the event that an incident is identified which could generate multiple calls to the HSD, a master working call is raised and all calls will be logged against this master record. This record will then be used to capture the progress of the incident.

This can occur as a result of:

- <u>High Call Volumes:</u> If HSD notice high call-volumes (benchmark of 15 calls waiting) the IMT will investigate if there is a trend in calls and Incidence, using the Incident Management System. In the event that a trend is identified, a working master call will be raised and sent to the relevant SDU for investigation.

- <u>SMC / SDU Identify Incident:</u> SMC/SDUs will notify IMT in the event of an incident, who will raise a working master call and assign to the relevant SDU for investigation. HSD will be provided with the call reference number.

- <u>Major Incident:</u> If an MIR is required, IMT raise an A Priority Powerhelp call and reassign it to the HSD IMT action group

Raising Master Incident

In the event that a master record is raised, IMT will gather as much information as possible regarding the incident and log it all in the problem text. This will include information on what is down, how many sites are affected, and who has been notified of the incident. Once the area of responsibility is identified, the corresponding Service Delivery Manager will be contacted

The Service Delivery Manager will advise on actions to be taken.

Updating Master Incident

The Master Incident will continue to be checked and updated during the lifecycle of the incident and all calls to the desk will be logged on this incident.

Closure of Master Incident

Once the incident has been resolved, the master record will be closed.

4.3 Communication of Business Impacting / Major Incident

The Service Delivery Manager will review the master record and identify if the incident is or is potentially Business / Service Impacting. If these criteria are met, extended communication will take place as detailed below.

4.3.1 Updates to POL Live Service Desk

Following review of the master record, the Service Delivery Manager will confirm if and when POL Live Service Desks to be notified, in accordance with the Major Incident Process (SVM/SDM/PRO/0001). IMT are responsible for the communication to POL Live Service Desk and all updates must be checked in advance with the Service Delivery Manager.

The frequency of verbal updates must be agreed with POL Live Service Desk and strictly adhered to; i.e. if updates are agreed to be hourly, then a conversation must take place, even if there is no further update.

4.3.2   SMS

All communications on MIRs and Business Impacting Incidents are communicated via the SMS process using Outlook and each message has a maximum capacity of 160 characters.

- The first and the last SMS must be sent to POA SMS INTERNAL and POA VIP GROUP.

- Interim SMS updates must ONLY be sent to POA SMS INTERNAL.

The SMS to the TECHNICAL BRIDGE is an alert to the Technical experts to attend a conference call to discuss the incident to identify an action plan.

The Service Delivery Manager must authorise which Dlist is to be utilised and the message is agreed by the Service Delivery Manager and sent out by IMT.

4.4 IVR

<u>Activation</u>

If determined necessary by the Service Delivery Manager or HSD Team Managers an IVR can be installed on the phone system. There are numerous pre-recorded IVR options which can be selected which are detailed in the Incident Management process (PRO/HSD/005), however until the root cause is determined the high call volume IVR (reference HSD_DR1) should be put on the system. IVRs are activated by

- IMT call the Network Business Support Centre on [GRO], selecting option 2.

- IMT advise the NBSC Agent that they wish to invoke the IVR, quoting the IVR reference relating to the appropriate message, on the following number ([GRO] option 2).

- IMT ensure that they enter the name of the Agent and the time they activated the IVR in the MIR.

<u>Updating IVR</u>

Once IMT has liaised with the Service Delivery Manager and is aware of exactly what the problem is, then the IVR can be changed to a more specific message as detailed below. The IVR references can be found in the Incident Management process (PRO/HSD/005)

- IMT call the Network Business Support Centre on [GRO], selecting option 2.

- IMT advise the NBSC Agent that they wish to change the IVR, quoting the IVR reference relating to the appropriate message, on the following number ([GRO] option 2).

- IMT ensure that they enter the name of the Agent and the time they changed the IVR in the MIR.

<u>Removing IVR</u>

Once the incident has been resolved the IVR needs to be removed.

- IMT call the Network Business Support Centre on [GRO] selecting option 2.

- IMT advise the NBSC Agent that they wish to remove the IVR, on the following number ([GRO] [GRO] option 2).

- IMT ensure that they enter the name of the Agent and the time they changed the IVR in the MIR.

5 VIP / Hot Sites Escalation

5.1 VIP Process

VIP Branches are sites where POL would like increased focus and enhanced communication in the event of an Incident. The list is controlled by POL. The Branches listed may be changed by POL without formal change control via local agreement i.e email to the Branch Network Services Team.

Any branch on the VIP list has a flag marker in the Incident Management System so that the HSD are aware that the branch should follow the process below:

- HSD alert IMT when call comes into the desk.
- As soon as IMT are aware, IMT contact POL Live Service Desk 09:00 to 17:30 only & POA DM and advise of the incident. SMS sent.
- Updates will be provided to both POA DM and POL between 09.00 and 17.30 hrs Mon to Sat, **every hour**. If any other updates are required, this will be at the sensible discretion of the POA DM.
- Once fault resolved IMT confirm fault closed to POL Live Service Desk. POL Live Service Desk inform Service Improvement Team. SMS sent

Should a VIP Site go down outside of these core hours, POA DM and POL will be notified as soon as is possible between 08.00 and 09.00 hrs.

The list of VIP sites is located M:\HSH Documents\Service Control\VIP Site list.

5.2 Hot Sites Process

Hot sites are sites which POL would like increased focus on and enhanced communication in the event of an Incident. The Hot Site list is transient and can be updated by POL or Fujitsu Services. The Hot Site list is made up of 3 types of Hot-sites:

1) Ad-Hoc Hot Sites (those which have experienced significant issues / high profile complaints / history of issues.) The addition of these will be at the request of POL, and the removal of them will be discussed at the BS ORF.

2) High Profile OBC activity. The OBC team will request the addition of high profile openings, relocations, or conversions to the hot sites list. These branches should remain on the list for 2 weeks.

Any branch on the hot sites list has a flag marker in the Incident Management System so that the HSD are aware that the branch should follow the process below:

- HSD alert IMT when call comes into the desk.
- As soon as IMT are aware, IMT contact POL Live Service Desk 09:00 to 17:30 only & POA DM and advise of the incident. SMS sent.
- Updates will be provided to both POA DM and POL between 09.00 and 17.30 hrs Mon to Sat, **every hour**. If any other updates are required, this will be at the sensible discretion of the POA DM.
- Once fault resolved IMT confirm fault closed to POL Live Service Desk. POL Live Service Desk inform Service Improvement Team. SMS sent

Should a HOT Site go down outside of these core hours, POA DM and POL will be notified as soon as is possible between 08.00 and 09.00 hrs.

6 Post Shop

Geller is a 3rd party company that supply standalone tills for 160 Post Shops sites.

Geller supply all hardware, except for the back office printer, which Fujitsu supply and Geller repair. The PostShops hardware will not be linked to Horizon in any way, however, Cash Account has to be entered manually into Horizon daily.

HSD acts as a single point of contact for PMs and staff using Geller. Support is provided during the following periods:

HARDWARE SUPPORT: 0830 - 1800 Monday - Friday
SOFTWARE SUPPORT: 0830 - 1800 Monday – Saturday

6.1 Post Shops Incident Management

- Branches with Postshops faults, should contact the HSD as detailed in Section 3.1.

- Front line Agents will run through checks with the caller. If the fault is still unresolved HSD reassign the call to the Geller action group and voice IMT. NB. Any hardware calls logged on a Saturday should be passed to Geller action group and IMT will pick these up on the Monday morning.

- IMT will contact the Geller helpdesk on [GRO   ] and provide details of the incident. IMT will obtain the Geller reference and enter onto the Fujitsu Incident Management system.

- If an Geller engineer is required to rectify a fault, Geller will notify the PM and IMT of ETA. IMT will update the call. If Geller has no communication with IMT, IMT will chase Geller for daily updates as appropriate. (8 hour SLA for site down. 2 day fix on all other calls)

- Once the call has been resolved, Geller will notify IMT, who will then close the Fujitsu Services Incident.

6.2 Post Shops Management Information

IMT are responsible for tracking the Post Shops Incidents and providing the MI for the monthly reporting to Post Office Ltd, via the Service Review Book.

The information provided is:

- Number of calls received

- Number of calls resolved within 8 hrs

- Number of calls resolved next day

- Number of hardware / software faults

- Number of outstanding calls

Information is captured by IMT on the Geller Stats spreadsheet stored on M:\HSH Documents\Service Control\Geller\year\geller stats. In order to calculate the SLT, IMT also classify the faults as

Critical: Post shops terminal down

Non Critical: Post shops terminal able to trade

7 Service Desk Service Metrics

7.1 SLTs

The SLTs are specified in the Service Desk Service Description (SVM/SDM/SD/0001), and are measured and reported as detailed in Service Description section 3.3.1.1.1. The specific method of calculation for each target is detailed below.

SLT	Method of Calculation
Calls Answered within 30 seconds	*(Calls Answered within 30s/Total Calls Answered)*100%*
Average Time to Answer	*Sum (Time agent picks up a call - Time call assigned to agent)/Total calls (Seconds)*
Calls not answered (Abandoned)	*((Total calls abandoned – calls abandoned < 10 s)/Total calls offered))*100%*
First Time Fix	*(Total Incidents – Number incidents where a piece of equipment has failed twice in 24 hrs)/Total Incidents))*100%*
Availability of Service Desk Voicemail Service outside of Service Desk Standard hours	*((Total number of non-std hours – Number Hours VM not available)/Total number non-std hours))*100%*
Voicemail calls raised out of the Service Desk Day on the Fujitsu Services call logging system responded to next Working Day with ring back commencing at 08:00hrs.	*((Total VM calls raised – Number of VM not responded to next day)/ (Total Number VM calls raised))*100%*
Software incidents resolved by re-boot or the application of a work-around <= 15 minutes	*((Total number of SW incidents resolved by re-boot or workaround - Total number of SW incidents resolved by re-boot or workaround resolved in <= 15 minutes)/ (Total number of SW incidents resolved by re-boot or workaround))*100*
Software incidents resolved by re-boot or the application of a work around < = 30 minutes	*((Total number of SW incidents resolved by re-boot or workaround - Total number of SW incidents resolved by re-boot or workaround resolved in <= 30 minutes)/ (Total number of SW incidents resolved by re-boot or workaround))*100%*

7.2 OLTs

The OLTs associated with the Service Desk relate to the Complaints Process as documented in "POA Customer Services End-to-End Complaints Process" (SVM/SDM/PRO/0003).

OLT	Method of Calculation
Standard Complaint Response time	*Details of the date complaint arrived & returned to POL is captured in spreadsheet – difference between is captured & calculated.*
High Profile Complaint Response	*Time of arrival of complaint & return of complaint is capture & difference between is calculated.*

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7.3 Service Desk MIS

7.3.1 Daily Reporting

The HSD provide daily SLA numbers and weekly average call duration via email to POL. The HSD use reasonable endeavours to supply these stats by midday on the next working day.

		Sun 04 Feb 2007		Mon 05 Feb 2007		Tue 06 Feb 2007		Wed 07 Feb 2007		Thu 08 Feb 2007		Fri 09 Feb 2007		Sat 10
	Target	Volume	Achieved	Volume	Achieved	Volume	Achieved	Volume	Achieved	Volume	Achieved	Volume	Achieved	Volume
Call Answering Performance														
Actual Calls Offered		0		1157		927		947		0		0		0
Calls Engaged														
Total Inbound Calls		0		1157		927		947		0		0		0
Calls Abandoned < 40 seconds		0		27		13		10		0		0		0
Total Calls Avail to be Ans		0		1157		927		947		0		0		0
Calls Answered		0		1100		887		934		0		0		0
Calls Abandoned > 40 seconds	5%	0		30	2.59%	27	2.91%	3	0.32%	0		0		0
Calls Answered < 30 seconds	80.0%	0		829	75.36%	820	92.45%	854	91.43%	0		0		0
Voice Mail SLT														
Voice Mail Calls Responded		0		2		20		0		3				
Total Voice Calls Registered		0		2		23		0		8				
Total Voice Calls Logged	100%	0		2	100.00%	20	100.00%	0		3	100.00%			

	Forecast	Week to date	Month to date
Actual Calls offered	14500	3031	5014
Calls Answered		2921	4826
SLA Conformance	SLA Target	ACTUAL	ACTUAL
Answered < 30 seconds	>=80%	85.69%	85.04%
Abandonment Rate	<=5%	1.98%	1.91%
Total Voice Calls Registered		33	37
Total Voice Calls Logged		25	29
Voice Mail SLT	100%	100.00%	100.00%
Voice Mail Calls Responded		25	29

7.3.2 Monthly Reporting

The HSD provide a monthly report of all metrics as depicted below – this report is distributed via email & also provided in a different format in the Service Review Book.

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SVM/SDM/PRO/0021

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Monthly Report

Desk / Customer: Month:	Target	Sep-06	Oct-06	Nov-06	Post Office February Dec-06		Jan-07		Feb-07
Volume New Incident tickets raised on Call Management System:		15,843	17,267	18,265	15,696		17,306		16,414
Number of Seats or equivalent supported by the desk:		35,032	34,542	34,516	34,488		34,516		34,488
Service Desk Performance Data / SLA Achievement									
Total Inbound Calls Offered Volume:		19,540	23,708	25,305	21,573		23,102		20,723
Total Inbound Calls answered Volume:		18,631	22,541	23,757	19,431		21,690		19,842
Total Outbound Calls Volume:		4,698	5,143	5,042	4,457		5,237		4,090
Call Multiplier: (Contacts to new Call/Incident tickets ratio):		1.47	1.60	1.58	Recalculated · 1.52	Recalculated	1.56	Recalculated	1.46
Call abandonment SLA achieved:	5%	2.44%	2.56%	3.27%	0.62% · 5.97%	0.62%	3.21%	2.57%	2.00%
Call answered SLA achieved:	80%	80.42%	79.32%	75.33%	90.22% · 82.82%	89.71%	79.47%	83.61%	82.77%
Average Time To Answer:	10 secs	8	9	8	7		7		7
Voicemail SLT:	100%	100%	100%	100%	100%		100%		100%
Service Desk First Time Fix Rate achieved:		88.3%	89.0%	88.0%	88.1%		88.5%		89.7%
Complaint Calls Volume:		65	29	46	34		46		31
Justified Complaint Calls Volume:		18	16	15	3		9		2
Non Polling Calls Volume:		1,086	1,108	995	1,010		1,073		911
OTI Failures Volume:		16	18	10	4		10		4
Breakdown Calls Answered									
HSD Pathway:		15705	17926	17562	14824		16395		14886
HSD NBSC:		2926	3150	3277	2660		2742		2738
HSD Engineering:		0	2018	2226	1376		1691		1523
CMT Engineering:		0	614	692	571		862		695
IMT:		770	801	792	792		931		820
IO39 Call Type Volumetrics									
Hardware:		8,803	9,464	10,887	9,421		9,997		9,124
Software:		2,885	3,218	3,227	2,998		2,861		3,812
System Management System:		173	187	171	48		120		279
Inappropriate:		1,335	1,240	1,326	963		1,725		1,147
Emergency Closure:		129	138	139	174		111		136
Security:		299	282	293	215		261		198
Network:		1,317	1,664	1,189	825		1,098		1,027
Other Queries:		194	236	326	226		251		218
Environmental:		101	130	135	82		153		103
Branch Network Resilience:		132	127	111	76		116		84
Change:		0	2	0	1		4		8
Reference Data:		0	1	0	0		0		0
Post Shop:		32	27	80	57		45		39
BIM Visits:		0	0	0	0		0		0
Operational:		23	18	34	25		22		66
Implementation:		1	1	0	0		0		0
Total:		15423	16734	17918	15111		16764		16241
Total plus 999999:		15,522	16,861	18,062	15,227		16,871		16,318
Total plus Updates:		18,696	21,500	22,910	19,302		21,315		19,763
Answered Vs Logged (Inc Updates):		100.35%	95.38%	96.43%	99.34%		98.27%		99.60%
Proactively Raised Calls									
Non Polling:		1,086	1,108	993	1,010		1,073		911
Counter Eventing:		0	0	0	701		1,083		884
Call Updates									
Engineering Support:		525	1,744	2,060	1,622		1,949		1,699
Repeat Calls:		2,649	2,895	2,788	2,453		2,495		1,746
Total:		3,174	4,639	4,848	4,075		4,444		3,445
Called In Error									
999999:		99	127	144	116		107		77
System Service Performance Data									
SLA level achieved in month: A Priority 4 hours:	95%	63.00%	61.70%	64.50%	62.10%		68.90%		TBC
SLA level achieved in month: B Priority 8 hours:	95%	76.30%	72.50%	Not measured	Not measured		Not measured		Not measured
SLA level achieved in month: C Priority 18:30 next working day:	95%	90.50%	93.70%	93.00%	88.30%		92.40%		TBC
SLA level achieved in month: C Priority 18:30 next working day plus 2 hours:	100%	91.70%	95.10%	93.90%	89.10%		93.00%		TBC

7.3.3   Adhoc Reporting

When requested, the HSD will use reasonable endeavours to produce service information, in electronic / and or hard paper copy, and shall deliver this information to POL within five days or to agreed timescales. In the event that significant incremental resource or system cost may be incurred by Fujitsu in carrying out this request, there may be a charge associated with this request as detailed in the Management Information Service: Service Description (SVM/SDM/SD/0016).

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8   Contact Details

8.1   Service Delivery Managers, Areas of Responsibility & Contact Details.

OOH Duty Manager Pager [GRO   ] **is to be used between the hours:**

17.30 - 09.00 Monday to Thursday

17.00 - 09.00 Friday

24 hour i.e. all day Saturday/Sunday

Outside of these times, please use the contacts list below

AREA OF RESPONSIBILITY	EXAMPLE INCIDENTS	ESCALATION TO:	CONTACT DETAILS	BACK UP
Infrastructure issues. NT / UNIX / Data Centres All network issues	Network Incidents Data centre issues Storage Incidents NT /UNIX Incidents	**Alex Kemp**	GRO	Pete Thompson **GRO**
Banking and Online Services (Inc: DVLA, Debit Card, EPAY)	Online Service outages	**Mike Stewart** 1st point of contact	Pager **GRO** Mobile **GRO**	Liz Melrose 3rd Point of Contact **GRO**
Banking and Online Services (Inc: DVLA, Debit Card, EPAY)	Online Service outages	**Mike Woolgar** 2nd point of contact	Pager **GRO** Mobile **GRO**	Liz Melrose 3rd Point of Contact **GRO**
Reference data escalations	New product not functioning	**Dave Wilcox**	**GRO**	Kevin McKeown **GRO**
APS/TPS/SAP/POLFS, LFS	Files Not delivered, Data Transfer	**Kirsty Walmsley** 1st Point of Contact	**GRO**	Liz Melrose 3rd Point of Contact **GRO**
APS/TPS/SAP/POLFS, LFS	Files Not delivered, Data Transfer	**Mike Woolgar** 2 nd point of contact	Pager **GRO** Mobile	Liz Melrose 3rd Point of Contact **GRO**

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AREA OF RESPONSIBILITY	EXAMPLE INCIDENTS	ESCALATION TO:	CONTACT DETAILS	BACK UP
			GRO	
Business Continuity	Invoking business continuity incident	**Tony Wicks**	GRO	Pete Thompson GRO
Engineering	Major issue with engineering service	**Leighton Machin** 1st Point of contact	GRO	Liz Melrose 3rd Point of Contact GRO
Engineering	Major issue with engineering service	**Adam Parker** 2nd Point of Contact	GRO	Liz Melrose 3rd Point of Contact GRO
Branch services	Potential environmental issues at individual branches	**Denise Miller**	GRO	Nick Crow GRO
OBC Escalations	OBC job going wrong/ press involved /unhappy postmaster	**Ian Venables**	GRO	Chris Bourne GRO
Major software problem	Major software problem	**Mik Peach**	GRO	John Simpkins GRO
HSD/SMC/PostShops	Major Powerhelp call logging issues. Major PostShop outage	**Liz Melrose**	GRO	Steve Denham GRO
Security	Security Issues Virus Alerts	**Brian Pinder**	GRO	Naomi Elliott GRO
Release Management / Service Introduction	Issues caused by Releases	**Graham Welsh**	GRO	Naomi Elliott GRO