FUJITSU FUJITSU SERVICES	**Call Enquiry Matrix and Incident** **Prioritisation - Implementation** **COMPANY IN-CONFIDENCE**	**Ref:** **Version:** **Date:**	**CS/FSP/015** **1.0** **17/04/2007**

Document Title: Call Enquiry Matrix and Incident Prioritisation - Implementation

Document Type: Functional Specification

Release: N/A

Abstract: This document details the prioritisation and call codes for Implementation incidents logged on PowerHelp

Document Status: Approved

Originator & Dept: Graham Welsh, Customer Service

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Approval Authorities: (*See PA/PRO/010 for Approval roles*)

Name	Role	Signature	Date
Liz Melrose	POA Service Delivery Team Manager		
Paul Gardner	HSD Operations Manager		

0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PEAK/PPRR Reference
0.1		Division of CS/FSP/002 v16.0 into separate documents to cover specific incident types	
1.0	17/04/07	Document sent for approval after minor changes as follows as listed in section 0.5	

0.2 Review Details

Review Comments by :	
Review Comments to :	

Mandatory Review	
Customer Service	Jan Ambrose (*)
SST	Aston Allen
Optional Review	
Post Office Ltd	Lynne Fallowfield
HSD	Paul Gardner (*)
Customer Service	Liz Melrose
Issued for Information – **Please restrict this distribution list to a minimum**	
Position	Name

(*) = Reviewers that returned comments

0.3 Associated Documents

Reference	Version	Date	Title	Source
PA/TEM/001			Fujitsu Services Document	PVCS

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			Template	
CS/FSP/001			Help Desk Call Enquiry Matrix	PVCS

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

N.B. Printed versions of this document are not under change control.

0.4 Abbreviations/Definitions

Abbreviation	Definition
ADSL	Asymmetric Digital Subscriber Line
HSD	Horizon Service Desk
NBSC	Network Business Support Centre
POL	Post Office Limited
SLA	Service Level Agreement
SMC	System Management Centre

0.5 Changes in this Version

Version	Changes
0.1	None – initial version
1.0	• Mandatory reviewer's name corrected for SST • Input of new Problem Type Codes IM03 & IM04 • Repair code R82 added to cause code CB3 for IM03 • Instances of repair code R70 amended to Reboot by Branch

0.6 Changes Expected

Changes
Population of new Problem Type Codes for in section 3.0 for Hardware Rollout for Branch Routers and Epson Printers.

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1.0 Introduction

This document describes the incidents logged on PowerHelp and is used to define the call codes for these incidents.

It also defines the priorities assigned to any incident. These priorities have been created to aid the HSD to manage incident escalation and have been agreed in conjunction with support units.

2.0 Scope

The document describes the types of incidents, incident prioritisation and call codes for the following call type:

      I   Implementation

Further details in respect of incident prioritisation and status and PowerHelp call codes are provided in 'Call Enquiry Matrix and Incident Prioritisation – General' [Ref. CS/FSP/011].

3.0 Call Codes and Incident Prioritisation

Call Type Code:	I
Call Type:	Implementation
Description:	Incidents related to implementation
Calls raised by:	HSD/SMC
SLA:	Not applicable
Priority:	D, unless otherwise requested by the originator in accordance with the business impact

Problem Type Code		Cause Code		Repair Code	
IM03	Hardware Rollout – Branch Router	CA1	Call inappropriate for HSD	R08	No action taken / User advised by engineer

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		CB3	Implementation issue	R01	Unit Replaced by Engineer
				R02	Unit Repaired by Engineer
				R03	Unit Adjusted by Engineer
				R06	Cable Replaced/Repaired/Adjusted by Engineer
				R66	Implementation issue resolved
				R68	Reboot by Engineer
				R70	Reboot by Branch
				R82	Printer Buffer Cleared
				R90	No Fault in Product
				R91	Published KEL
				R93	Administrative Closure
				R94	Duplicate Call
				R95	Fixed at Future Release
				RG1	Call cancelled
				RG2	Engineer unable to complete
IM04	Hardware Rollout – Epson Printer	CA1	Call inappropriate for HSD	R08	No action taken / User advised by engineer
		CB3	Implementation issue	R01	Unit Replaced by Engineer
				R02	Unit Repaired by Engineer
				R03	Unit Adjusted by Engineer
				R06	Cable Replaced/Repaired/Adjusted by Engineer
				R66	Implementation issue resolved
				R68	Reboot by Engineer
				R70	Reboot by Branch
				R82	Printer Buffer Cleared
				R90	No Fault in Product
				R91	Published KEL
				R93	Administrative Closure
				R94	Duplicate Call
				R95	Fixed at Future Release
				RG1	Call cancelled
				RG2	Engineer unable to complete