Fujitsu Services	Call Enquiry Matrix and Incident Prioritisation - Change	Ref:	CS/FSP/012
		Version:	1.0
	COMPANY IN-CONFIDENCE	Date: 16/04/07	

Document Title: Call Enquiry Matrix and Incident Prioritisation - Change

Document Type: Functional Specification

Release: N/A

Abstract: This document details the prioritisation and call codes for Operational Business Change incidents logged on PowerHelp

Document Status: APPROVED

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Approval Authorities:

Name	Position	Signature	Date
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0.0　Document Control

0.1　Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.0		Division of CS/FSP/002 v16.0 into separate documents to cover specific incident types	
0.1	30/01/07	Changes to list of reviewers	
1.0	16/04/07	For approval after review	

0.2　Review Details

Mandatory Review	Name
SST	Chris Lewis
Optional Review	Name
POL	Lynne Fallowfield *
Customer Service	Liz Melrose
Customer Service	Jan Ambrose

(*) = Reviewers that returned comments

0.3　Associated Documents

Reference	Version	Date	Title	Source
CS/FSP/011			Call Enquiry Matrix and Incident Prioritisation - General	PVCS
SVM/SDM/SD/ 0014			Operational Business Change (Branch Change) Service: Service Description	POA

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

0.4　Abbreviations/Definitions

Abbreviation	Definition
ADSL	Asymmetric Digital Subscriber Line
HSD	Horizon Service Desk

ISDN	Integrated Services Digital Network
OBC	Operational Business Change
PO	Post Office
POA	Post Office Account
POL	Post Office Limited
SLA	Service Level Agreement
SMC	System Management Centre

0.5 Changes in this Version

| 0.1 | Revised list of reviewers |
| | Change of description for code CC32 to "Hardware Exchange" |

0.6 Changes Expected

| | None |

0.7 Table of Contents

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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:

C   Change

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:	C
Call Type:	Change
Description:	All relate to OBC changes. Codes are not used by HSD.
Calls raised by:	POA OBC (CC34 calls may also be raised by SMC)
SLA:	Not applicable
Priority:	C, unless otherwise requested by the originator in accordance with the business impact

Problem Type Code		Cause Code		Repair Code	
CC04	Close PO branch	CA6	OBC change requested	R61	OBC change complete
				RG3	Fujitsu engineer revisit
				RG4	Romec engineer visit
				RH4	Cancelled by POL
CC05	Close PO branch VSAT	As for CC04			
CC06	Decrease number of terminals	As for CC04			
CC07	Decrease number of terminals - 2 -1	As for CC04			
CC08	Open PO branch	As for CC04			
CC09	Open PO branch VSAT	As for CC04			
CC11	Re-open PO branch	As for CC04			
CC12	Re-open PO branch VSAT	As for CC04			
CC13	Re-open PO branch with relocation	As for CC04			
CC14	Re-open PO branch with relocation VSAT	As for CC04			
CC15	Increase number of terminals	As for CC04			
CC16	Simple refurbishment	As for CC04			
CC17	Complex refurbishment – ISDN/ADSL move only	As for CC04			
CC18	Complex refurbishment – VSAT move only	As for CC04			
CC19	Complex refurbishment - Increase number of terminals	As for CC04			
CC21	Complex refurbishment - Increase terminals & ISDN/ADSL move	As for CC04			
CC22	Complex refurbishment - Increase terminals & VSAT move	As for CC04			
CC23	Complex refurbishment - Decrease number of terminals	As for CC04			

CC24	Complex refurbishment - Decrease terminals & ISDN/ADSL move	As for CC04
CC25	Complex refurbishment - Decrease terminals & VSAT move	As for CC04
CC26	Simple relocation	As for CC04
CC27	Simple relocation VSAT	As for CC04
CC28	Complex relocation - Increase number of terminals	As for CC04
CC29	Complex relocation - Increase terminals VSAT	As for CC04
CC30	Complex relocation - Decrease number of terminals (not 2 - 1)	As for CC04
CC31	Complex relocation - Decrease terminals (not 2 - 1) VSAT	As for CC04
CC32	Hardware exchange	As for CC04
CC34	Ad hoc PO branch change	As for CC04