Post Office Account Services	Closure of Associated NBX Circuits	Ref:	CS/PRO/163
		Version:	1.0
	COMMERCIAL IN CONFIDENCE	Date:	18-JUL-2006

Document Title: *Closure of Associated NBX Circuits*

Document Type: *Procedure*

Release: *Network Banking*

Abstract: *Procedure to close down the NBX links (Capo, Link & Alliance & Leicester lings), in a controlled manner, or in an emergency situation.*

Controlled – For the purposes of maintenance, support, upgrade, repair or replacement of any equipment used to provide support for those links

Emergency - Should the service be under a threat that would put the POL services or service infrastructure for End to End Banking at risk of being materially impaired or degraded.

Document Status: APPROVED

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	01/12/04	Initial Draft	
0.2	01/06/06	Revised Draft	
1.0	18/07/06	Comments from Tony Wicks included in document. Submitted for Approval	

0.2 Review Details

Review Comments by :	
Review Comments to :	

Mandatory Review Authority	Name
POA Head of Service Management	Carl Marx
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Optional Review / Issued for Information	
POL Business Continuity Manager	Tim Vause
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0.3 Associated Documents

Reference	Version	Date	Title	Source
CON/MGM/005			Business Continuity Interface Agreement between Post Office Ltd and Post Office Account Services	PVCS
CS/PRD/074			POA Incident Management	PVCS

(CONTRACT CONTROLLED - Leave Blank if Not Applicable)

Post Office
Account Services

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			Process	

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
CS	Customer Service (Post Office Account)
DR	Disaster Recovery
HSD	Horizon Service Desk
FI	Financial Institution
MBCI	Major Business Continuity Incident
MI	Major Incident
NBX	Network Banking (Capo, Link & Alliance & Leicester)
OCP	Operational Change Process
POABCM	Post Office Account Business Continuity Manager
PIR	Post Incident Review
POA	Post Office Account
POANST	Post Office Account Network Support Team
POL	Post Office Ltd
POLBCM	Post Office Business Continuity Manager
POL SCT	Post Office Service Continuity Team
POLPM	Post Office Problem Manager
SMC	Systems Management Centre
SDM	Service Delivery Manager

0.5   Changes in this Version

Version	Changes
0.2	Roles / responsibilities & organisational changes updated
	NBS updated to NBX, to reflect change in infrastructure.
	Reference to Major Incident Process added.

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0.6   Changes Expected

Changes

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1.0 Introduction

This document describes the procedure to be adopted should there be a requirement by Post Office Account to close down one or more of the NBX links to end points (FI) (Capo, Link & Alliance & Leicester) from the Data Centres, either in a controlled or an emergency situation.

Controlled – For the purposes of maintenance, support, upgrade, repair or replacement of any equipment used to provide support for those links.

Emergency - Should the service be under a threat that would put the POL services or service infrastructure for End to End Banking at risk of being materially impaired or degraded.

The closure in any circumstances would be at both Data Centres.

2.0 Scope

The scope of this document is

- Detail examples of the causes/problems that would initiate either a controlled or emergency close down of the NBX Links.

- The processes (identification, notification, informing) surrounding the close down of the link for either situation controlled or emergency

- The technical procedure of how Post Office Account would close down the link.

- The management, escalation and reporting of the close down within Post Office Account and POL.

- The circumstances under which communications would be restricted or prevented (in respect of all or certain types of data).

3.0　Controlled Close Down

Controlled – Close down of an NBX link from one of the Data Centres (Wigan or Bootle, not both) for the purposes of, maintenance, support, upgrade, repair or replacement of any equipment used to provide support for those Links

(NB. Scheduled maintenance to any component of the Data Centres, which provide on-line service, will not be allowed during Network Banking core hours (0800 to 1730 Monday to Friday (inclusive) and 0800 to 1300 Saturday, excluding English Bank holidays). The time for the close down will also take into account times of bulk file transfers, and allocate a time in agreement with all parties. This will be scheduled via OCP (Operational Change Process).

3.1　Notification Procedure (Controlled)

- OCP to close down the NBX link (Wigan or Bootle) will be raised.

- The POA On-line Service Delivery Managers will be made aware of the OCP and the planned close down of the NBX link (Wigan or Bootle) and are mandatory approvers on the OCP.

- POA OCP Manager will notify Post Office Ltd Change Management of the OCP. Post Office Change Management will be asked to communicate to the impacted FI and within Post Office Ltd and to approve the OCP.

- Wherever possible, POA will endeavour to meet the discussed non-contractual target of 7 working days notice, however a minimum notice period of 24 hours for controlled close down will be given.

4.0 Emergency Close Down (Causes/Problems)

Emergency – Close down of the NBX link from both Data Centres (Bootle & Wigan) should the service be under a threat that would put the POL services or service infrastructure for End to End Banking at risk of being materially impaired or degraded.

Circumstances that would trigger such a close down can be summarised as follows:

- A threat to the Security of the POL Services or POL Service Infrastructure

- Data originating from any FI on the NBX could cause impairment or degradation.

- Data originating from the POL Service Infrastructure could cause impairment or degradation.

- Banking transactions could be incorrectly authorised, due to actual or suspected failure in End to End Banking

4.1 Notification Procedure (Emergency)

- The POA On-line Services SDM is alerted (via the normal route of HSD/SMC) to an "A" priority call giving evidence of the problem - Primarily, the "A" priority call will have been raised by the Post Office Account support teams, or by an FI logging call at the SMC. The POA On-line SDM will consult as appropriate within Post Office Account Services to make the decision to call Major Incident.

- PO On-line SDM informs the POABCM (Post Office Account Business Continuity Manager) who in turn contacts the POLBCM (Post Office Business Continuity Manager) to register a MBCI. This is in accordance with the agreed procedure for an MBCI **[DN: "Business Continuity Interface Agreement between Post Office Ltd and Post Office Account Services (CON/MGM/005)"].**

- The Major Incident Process (POA Major Incident Process, CS/PRD/074) will be initiated, and Major Incident Conference Call held to discuss the close down the link / links. The Major Incident Conference Call will include impacted parties, including representatives from Post Office Ltd.

- Following agreement on the MI Conference Call, the Network Support team will close down the impacted NBX link/s.

- Via the Major Incident process (MI Conference Call), all impacted parties informed that the links have been closed down.

- Major Incident Process continues until the links are restored.

5.0   Technical Close Down Procedure

The technical closing down of the Link or Links will be controlled and actioned by the POANST (Post Office Account Network Support Team) based in both Bootle and Wigan.

Wigan Outside Firewalls Names	Bootle Outside Firewall Names
wgn01-fw-26	btl01-fw-26
wgn01-fw-27	btl01-fw-27
Financial Institution Port assignments common on all Outside Firewalls	
LiNK	e2
Alliance and Leicester	e3
CAPO	e4
DMZ	e1

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Controlled and Emergency Close Down: For the controlled close down of one or more of the links to the Financial institutions, shut down the relevant firewall port across all Wigan and Bootle Outside firewalls, refer to **table 1** for names and port assignments.

For example to close down access to and from Link, close port e2 on btl01-fw-26/27 and wgn01-fw-26/27.

If Financial Institution have cause to be isolated due to a threat or otherwise, and the internal port into the DMZ on all outside firewalls is shut down, management of the firewalls will still be possible, as this is performed "out of band" for these firewalls. Therefore, although no application traffic flow will be possible, management of firewalls to re-enable the DMZ interface will be possible.

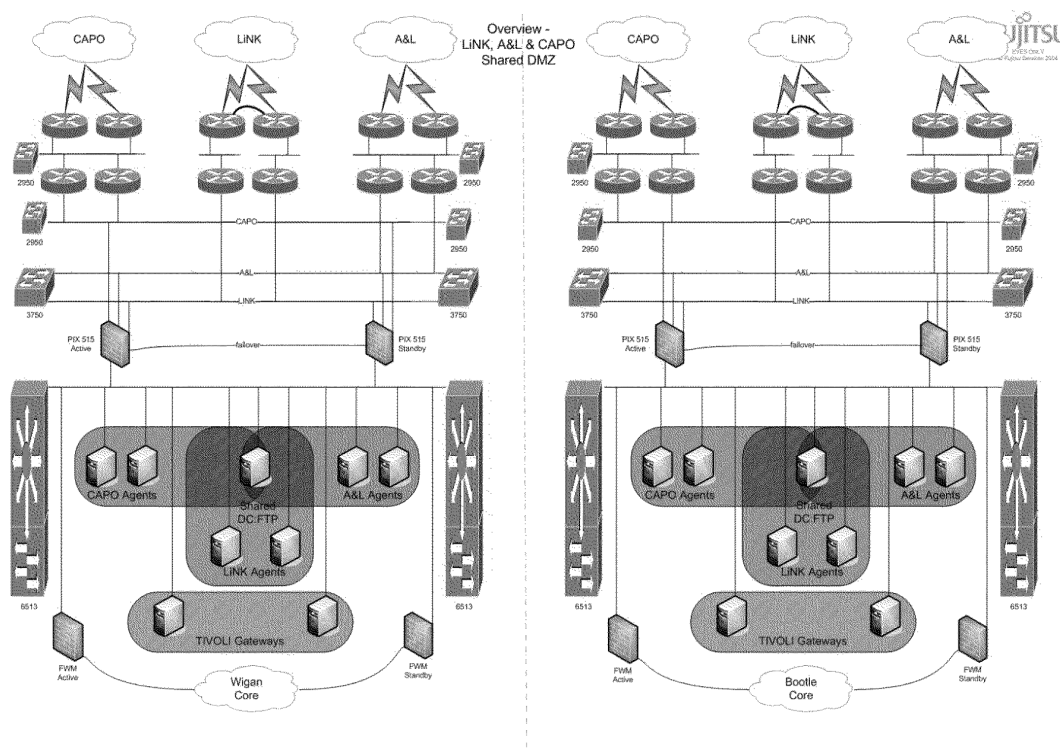The topology deployed for NBX is depicted in figure 1, **See Figure 1.**

Figure 1

6.0 Escalation Routes

Within the context of an emergency close down the escalation routes will follow the agreed MBCI procedures & Major Incident Process **[DN: See earlier note re CON/MGM/005]**

7.0 Reinstatement of the NBX Link

Within the context of an emergency close down the link will be reinstated when the resolution of the problem/cause for the close down has been identified and resolved. This will be in line with the MBCI / Major Incident procedure to complete the action plan.

Prior to the reinstatement of the link, Post Office Account may restrict or prevent communications (in respect of all or certain types of data) to undertake, for example, diagnostic or communications management functions.

8.0 Reporting

Within 1 working day of Post Office Account closing down the link between the Data Centres and the NBX under the emergency process, a Major Incident report will be sent to the POL BCM & POL SCT stating:

- Overview of the Incident, including why the action was necessary.

- Service, Estate and Business impact during the Incident.

- Incident Timeline

- Current Root Cause Analysis.

- Current state of the link

- If still closed, the further actions required by all parties to get the link back to an operational state.

- The further actions being undertaken to identify proposals that will prevent recurrence of the need to close the interface in such an emergency situation.

As part of the Major Incident Process a PIR (Post Incident Review) will be held at an appropriate time after the closure of the Incident & a report containing full action plan will be generated and distributed.   .