

**Definitions of Engineering Service Priority and Local / Remote Locations****Commercial in Confidence**

**Document Title:** Definitions of Engineering Service Priority and Local / Remote Locations

**Document Type:** Process – Contract Controlled Document

**Release:** HNG-X / HNG-X Application Roll Out Transitional Period / Pre HNG-X Application Roll Out Transitional Period

**Abstract:** Defines postal zone locations for which the location of PO branches is classified as Remote

**Document Status:** APPROVED

**Author & Dept:** Jan Ambrose: Fujitsu Services

**Internal Distribution:** N/A

**External Distribution:** N/A

UNCONTROLLED IF PRINTED

**Approval Authorities:**

Name	Role	Signature	Date
Dave Hulbert	Post Office: Head of Systems Operations		
Steve Denham	Fujitsu Services: Head of Service Management		

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



## 0 Document Control

### 0.1 Table of Contents

0	DOCUMENT CONTROL.....	2
0.1	Table of Contents.....	2
0.2	Document History.....	3
0.3	Review Details.....	3
0.4	Associated Documents (Internal & External).....	3
0.5	Abbreviations.....	3
0.6	Glossary.....	3
0.7	Changes Expected.....	3
1	SUMMARY.....	3
2	DEFINITION AND PROCESS.....	3
2.1	Remote Locations.....	3
3	CALCULATING SERVICE LEVEL PERFORMANCE.....	3



## 0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	10/11/06	For review	
1.0	06/02/07	Reference to Branch Network incidents removed and document issued for approval	

## 0.3 Review Details

Review Comments by :	N/A
Review Comments to :	(authors name) & PostOfficeAccountDocumentManagement (GRO)
<b>Mandatory Review</b>	
Role	Name
Post Office: Operations Support	Adam Martin (*V0.1)
Post Office: Commercial	Mike Hannon
Fujitsu Services: Commercial	Hilary Forrest
Fujitsu Services: CS	Richard Brunskill
Fujitsu Services: CS	Liz Melrose (*V0.1)
<b>Optional Review</b>	
Role	Name
Fujitsu Services: FMS	Nick Rignall
Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	Name
Post Office: Head of Systems Operations	Dave Hulbert

( \* ) = 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/0002			Engineering Service: Service Description	Dimensions

**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
CCD	Contract Controlled Document
SLT	Service Level Target

## 0.6 Glossary

Term	Definition

## 0.7 Changes Expected

Changes

UNCONTROLLED IF PRINTED



## 1 Summary

This document defines the classification of locations used in measuring Engineering Service Time to Repair Service Levels.

## 2 Definition and Process

The location of each Branch is classified as either Local or Remote. The following postal zone locations are classified as Remote. All other postal zone locations are classified as Local.

### 2.1 Remote Locations

Branches in the following postal zone locations are classified as Remote unless excluded specifically.

DG6 ***	DG7 ***	DG8 ***	DG9 ***		
BT47 ***	BT48 ***	BT49 ***	BT54 6RT	BT81 *** (excluding BT81 7AA)	
BT82 ***					
HS ***					
IV21 ***	IV22 ***	IV23 ***	IV24 ***	IV25 ***	IV26 ***
IV27 ***	IV28 ***	IV40 ***	IV41 ***	IV42 ***	IV43 ***
IV44 ***	IV45 ***	IV46 ***	IV47 ***	IV48 ***	IV49 ***
IV51 ***	IV52 ***	IV53 ***	IV54 ***	IV55 ***	IV56 ***
KA27 ***	KA28 ***				
KW ***					
PA20 ***	PA28 ***	PA29 ***	PA30 ***	PA31 ***	PA32 ***
PA33 ***	PA34 ***	PA35 ***	PA36 ***	PA37 ***	PA38 ***
PA39 ***	PA41 ***	PA42 ***	PA43 ***	PA44 ***	PA45 ***
PA46 ***	PA47 ***	PA48 ***	PA49 ***	PA60 ***	PA61 ***
PA62 ***	PA63 ***	PA64 ***	PA65 ***	PA66 ***	PA67 ***
PA68 ***	PA69 ***	PA70 ***	PA72 ***	PA73 ***	PA75 ***
PA76 ***	PA77 ***	PA78 ***	PA81 *** PA82 ***	PA85 ***	
PH15 ***	PH16 ***	PH17 ***	PH18 ***	PH19 ***	PH31 ***
PH32 ***	PH33 ***	PH34 ***	PH35 ***	PH36 ***	PH37 ***
PH38 ***	PH40 ***	PH41 ***	PH42 ***	PH43 ***	PH44 ***
PH49 ***					
SA70 7UJ					
TR21 ***	TR22 ***	TR23 ***	TR24 ***	TR25 ***	
ZE ***					



### 3 Calculating Service Level Performance

Counter Equipment and LAN related Incidents which prevent an individual Branch from using HNG-X Services shall be resolved in accordance with SLTs as defined in the CCD entitled: *"Engineering Service: Service Description"* (SVM/SDM/SD/0002). Fault priority is allocated to these Incidents following the receipt of calls to the Service Desk as follows:

- Calls from Local designated Branches will be allocated priority A, B or C in accordance with the Hardware component failure as defined in the CCD entitled: *"Engineering Service: Service Description"* (SVM/SDM/SD/0002);
- Calls from Remote designated Branches will be allocated priority C.

UNCONTROLLED IF PRINTED