

Fujitsu Services Fujitsu Services/Post Office Ltd Interface Agreement Ref: CS/IFS/007
Version: 5.0
Interface Agreement Date: 22nd September 2004

Document Title: Fujitsu Services /Post Office Ltd Interface Agreement for the Post Office Ltd Network Business Support Centre and Horizon System Helpdesk Interface.

Document Type: Interface Agreement

Release: N/A

Abstract: This document sets out the working relationship between Fujitsu Services and Post Office Limited at the Network Business Support Centre with the Horizon System Helpdesk interface. It defines the customer and supplier responsibilities, which both Post Office Limited and Fujitsu Services must undertake in order to support the delivery of incident management to the Post Office network.

Document Status: Approved

GRO

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	19/01/00	First draft	
0.2	06/02/00	Second draft	
1.0	25/02/00	First Working Release	
2.0	13/07/00	Revised	
2.1	04/07/02	Revised draft	
3.0	25/09/02	Document for signing	
3.1	04/11/02	Revised SPOC 2	CSCP401
3.2	03/12/02	Revised after comments	
3.3	08/01/03	Revised after comments	
3.4	24/02/03	Revised after comments,new additions to Appendix for electrics, internal complaints added, removal of Pathway name.	
4.0	01/07/03	Regular update of appendix contact lists and document for signing	
4.1	01/10/03	Regular update of appendix contact lists and minor changes in "grey areas".	
4.2	26/03/04	Regular update of appendix contact lists, new entries in grey areas for Bureau and ADSL	
4.3	20/08/04	Regular update of appendix contact lists, correction of bureau entry in grey area, VIP sites action included, tick list for desks proposed as appendix, team name change.	
5.0	22/09/04	Issued for Approval	

0.2 Review Details

Review Comments by :	
Review Comments to :	<i>Julie Welsh</i>

Mandatory Review Authority	Name
<i>See Review Role Matrix in PA/PRO/010</i>	

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Post Office Ltd Head of Network Support	Ruth Holleran
Post Office Ltd Support Centre Manager	Louise Bentley
Post Office Ltd Supplier and Service Manager	Bernadette O'Donnell
FS Core Services Operations Manager HSH	Mick Lait *
FS CS Business Support Management Manager	Richard Brunskill
Optional Review / Issued for Information	
FS CS Director	Martin Riddell
Post Office Ltd Supplier and Service Manager	Bernadette O'Donnell

(*) = Reviewers that returned comments

0.3 Associated Documents

Reference	Version	Date	Title	Source
PA/TEM/001	8.0	19/12/02	Fujitsu Services Document Template	PVCS
CS/PRD/074			Incident Management Process	Fujitsu Services
CS/PRD/021			Problem Management Process	Fujitsu Services
CS/PRD/081			E – to –E complaints	Fujitsu Services
CS/FSP/002			Horizon System Helpdesk Call Enquiry Matrix and Incident Prioritisation	Fujitsu Services
	1.8	30.10.01	NBSC/HSB - SPOC specification	POL (Andy Barnes)

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

0.4 Abbreviations/Definitions

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Abbreviation	Definition
BSM POA	Business Service Management POA
CC &TS	Core Services
CRU	Counter Remittance Unit
CS	Fujitsu Services Customer Service
HSH	Horizon System Helpdesk
IM	Incident Management
MIS	Management Information Statistics
NBSC	Network Business Support Centre
NS	Network Support, operational unit within POL
POL	Post Office Limited
PM	Post Master
PSE	Product Support Engineer (HSH)
SCT	Service Control Team (HSH)
SMF	Service Management Forum
SPOC	Single Point of contact
TM	Team Manager

0.5 Changes in this Version

Version	Changes
3.3	Comments from Reviewers
3.4	Pathway references removed/ amended. Appendices updated with contacts Appendices have new additions for electrics. Internal complaints included. Responses to comments
4.0	Updated after comment - issued for Sign off
4.2	Contact list updated and grey areas added to
4.3	Amendments as listed above
5.0	Changes as per comments, issued for approval

0.6 Changes Expected

Changes
ADSL "grey areas" as appropriate

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Chip and PIN grey areas as appropriate.

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1.0 Background

This document sets out the guidelines that govern the working relationship at the interface between NBSC and HSH. It defines the customer and supplier responsibilities which both POL and Fujitsu Services must undertake in order to support the delivery of incident management to the Post Office network.

2.0 Intent of this Agreement

The intent of the agreement is to:

- Establish effective co-operation between NBSC and HSH in the delivery of incident management to the Post Office network–
- Agree responsibilities and detail the interactions that must take place, between NBSC and HSH to ensure the successful delivery of a seamless incident management service to the Post Office network.
- Provide a recognised definition of the responsibilities of NBSC and HSH in respect of the delivery of incident management to the Post Office network.

3.0 Scope

This document defines:

- How the NBSC and HSH will provide a seamless incident management service to Post Office and agreed POL and Fujitsu Services Post Office Account support groups.
- The "grey" areas and associated responsibilities of each helpdesk with respect to those incidents (detailed in appendix A).
- The way in which NBSC and HSH will co-operate when working together to manage the resolution of complex incidents, where resolution responsibility is shared.

This document applies to the management of incidents, which occur during the everyday operation by post office branch staff and support of the Horizon solution by POL and Fujitsu Services Post Office Account support groups.

This document does not define or suggest how POL and Fujitsu Services Post Office Account support groups will resolve incidents. Incident resolution is therefore beyond the scope of this agreement.

The document defines an exceptional event as an event that may cause an increase in call volume and/or is likely to impact the operation of the call management process. Under these circumstances, direct communication will take place between HSH and NBSC. Regular contact will be maintained i.e. hourly calls until the problem is resolved.

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The specific areas described within this agreement are:

- Key Responsibilities & Roles
- Operating principles between NBSC and HSH
- Communications between NBSC and HSH
- Escalation of Incidents
- Business rules/solutions that impact the NBSC and HSH delivery of incident management

4.0 Change Control

This interface agreement will be formally registered and controlled through the Horizon Programme joint change control processes for document management.

5.0 Responsibilities – General

Responsibilities – General are those responsibilities POL and Fujitsu Services have that require successful completion to support NBSC and HSH in working together.

- a) POL NS and Fujitsu Services Post Office Account Business Service Management (BSM) are responsible for developing and agreeing changes to the incident management process, which may impact on procedures that affect both parties.
- b) POL NS and Fujitsu Services Post Office Account (BSM) are responsible for developing and agreeing business rules/solutions that impact on or govern how incidents will be managed.
- c) POL NS is responsible for advising NBSC and Post Office branches of agreed changes to the incident management process, which may impact on procedures.
- d) Fujitsu Services Post Office Account (BSM) is responsible for advising HSH of agreed changes to the incident management process, which may impact on procedures.
- e) POL NS is responsible for advising NBSC of agreed changes to business rules/solutions that impact on the successful delivery of incident management.
- f) Fujitsu Services Post Office Account (BSM) is responsible for advising HSH of agreed changes to business rules/solutions that impact on the successful delivery of incident management.
- g) Future system changes will be discussed at the Interface meeting and both parties will follow the tick list (to be agreed and added as an appendix) to ensure all communication actions have been completed in a timely manner.
- h) POL NS and Fujitsu Services Post Office Account (BSM) are responsible for ensuring that incident management process and practice employed fully supports the joint Problem Management process.
- i) POL NS and Fujitsu Services Post Office Account (BSM) are responsible for ensuring that known problems or events, that may impact on the everyday business of NBSC and HSH, are made known to both helpdesks. This includes any authorised temporary procedures.

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-
- j) **VIP sites** – A list not exceeding 50 branches (of particular importance to POL) has been provided to POA (BSM). This list has been used to note Powerhelp (HSH call logging system) that the branch requires an alert to the POA duty Manager, who will in turn alert POL duty Manager, if the site loses online services. The purpose of the alert is to ensure the branch is treated with increased importance and kept informed. The list is managed and maintained jointly between POL (NS) and POA (BSM). The list, or any change to the list is defined by POL.

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6.0 Responsibilities – Specific

6.1 NBSC

- a) NBSC Team Leaders are responsible for informing HSH of any exceptional event within 30 mins (known issues or problems) or a trend spotted that may cause incidents to be logged or increase call volumes. Communication of exceptional events is via a telephone call direct to the HSH Duty Manager (appendix B of this document). The communications should be maintained on an hourly basis until the incident is resolved.
- b) NBSC agents will raise an incident in response to a FADCODE telephone call from HSH giving the caller a unique incident number.
- c) NBSC will accept incidents into their management domain in accordance with the responsibility matrix detailed in appendix A. This rule is subject to two exceptions detailed in paragraphs g) and j) below.
- d) On acceptance of the incident NBSC will manage the incident in accordance with POL incident management processes.
- e) On acceptance of the incident by NBSC, HSH will close their incident. This closure occurs because management of the incident has moved from the HSH management domain to the NBSC management domain.
- f) When NBSC receive an inappropriate call, NBSC are responsible for ensuring the caller is redirected to the correct helpdesk. When a caller is redirected an incident will be logged and immediately closed.
- g) When NBSC receive a call for an incident redirected from HSH, and NBSC deem the call to be inappropriate, the incident must be accepted and resolved where possible using the knowledge database to address the issue.
- h) If NBSC receives a complaint call about the HSH service or Horizon Solution the complaint call must be logged and dealt with in accordance with the NBSC complaint procedure (customer relations). If T1 is unable to resolve, the incident is transferred to the Customer Relations team stack for resolution. Whenever possible impact on customer performance must be considered and the advisor is empowered to resolve the incident as appropriate.
- i) If NBSC wish to raise a complaint against a HSH agent who they deem to have acted inappropriately when transferring a call to them, an NBSC Team leader will notify a HSH Team Manager. A complaint will be logged at HSH, investigated and feedback given to NBSC.
- j) The NBSC is responsible for co-operating fully with HSH in the resolution of complex appropriate incidents. A complex appropriate incident is defined as “an incident that requires both NBSC and HSH action to resolve the incident”.
- k) The NBSC is responsible for accepting and logging ‘undefined incidents’. An ‘undefined incident’ is an incident that applies to the NBSC or HSH Service or the Horizon solution, but is not listed in appendix A. These incidents will be referred to the Team Leader or

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Manager to address. In addition 'undefined incidents' will be referred to the NBSC/SHS Review Forum for consideration and permanent inclusion within the responsibility matrix in appendix A.

- l) The NBSC is responsible for defining the use of IVR at the NBSC and informing Fujitsu Services Post Office Account of the content of messages; this will then be advised to HSH. Please refer to NBSC/SHS - SPOC specification for further details.
- l) IVR messages may be requested by either party if an emergency situation arises, the POL process for this action is referred to in the NBSC/SHS - SPOC specification

6.2 HSH

- a) HSH Team Managers are responsible for informing NBSC of any exceptional event within 30 minutes, (known issues or problems) or a trend spotted that may cause incidents to be logged or increase call volumes. Communications of exceptional events is via a telephone call direct to NBSC/team leader (appendix B of this document). The communications should be maintained on an hourly basis until issue is resolved.
- b) HSH will raise an incident in response to an authenticated telephone call from NBSC giving the caller a unique incident number.
- c) HSH will only accept incidents in to their management domain in accordance with the responsibility matrix detailed in appendix A below. This rule is subject to two exceptions detailed in paras (g and j) below.
- d) On acceptance of the incident HSH will manage the incident in accordance with Fujitsu Services Post Office Account incident management processes.
- e) On acceptance of the incident by HSH, NBSC will close their incident. This closure occurs because management of the incident has moved from the NBSC management domain to the HSH management domain.
- f) When HSH receive an inappropriate call (from the implementation of SPOC 2 this will be anything that does not fall into the following categories: Hardware, Software, Outlet Business Change, Emergency closure, Reference data, Implementation Network, Operational, Non polling, Reconciliation, Security or Environmental, as defined in the Horizon System Helpdesk Call Enquiry Matrix), HSH are responsible for ensuring the caller is redirected to the correct helpdesk. When a caller is redirected an incident will be logged and immediately closed.
- g) When HSH receive a call for an incident redirected from NBSC and HSH deem that call to be inappropriate the incident must be accepted and passed to team manager to address the issue. From SPOC 2 if these calls cannot be coded under one of the categories listed in f above, the call will be coded as inappropriate and answered if possible, the only exception is business related incidents where the call will be transferred back to the NBSC.
- h) If HSH receive any complaint calls about the Horizon service, the call will be logged as inappropriate and the caller will be transferred to the NBSC. The logged call will then be

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closed by HSH. Any unresolved complaint calls, which may have also been escalated through the agreed complaint process, will be discussed at the Helpdesk monthly review forum for any required action.

- i) If HSH wish to raise a complaint against a NBSC agent who they deem to have acted inappropriately when transferring a call to them, an HSH Team Manager will notify a NBSC Team Leader. The complaint will be investigated at NBSC by Customer Relations and feedback given to HSH when appropriate.
- j) The HSH is responsible for co-operating fully with NBSC in the resolution of complex appropriate incidents. A complex appropriate incident is defined as “an incident that requires both NBSC and HSH action to resolve the incident”.
- k) The HSH is responsible for accepting and logging undefined incidents - an undefined incident, is an incident that is not listed in appendix A below. Such incidents will be referred to the Team Manager to address. In addition undefined incidents will be referred to the NBSC/SHS review forum for consideration and permanent inclusion within the responsibility matrix at appendix A below. In this context the term undefined incidents applies to, undefined incidents that relate to the NBSC Service, HSH Service or Horizon solution.
- l) Fujitsu Services Post Office Account will agree with HSH the content of messages on the HSH referrals option or any IVR in place. HSH/Fujitsu Services Post Office Account can suggest appropriate options in the light of new incidents.

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7.0 Process Models for HSH and NBSC Interaction

Four process diagrams are shown on the following pages. The first two relate to the HSH. The third and fourth relate to the NBSC. The diagrams show the interfaces between the HSH & NBSC and how those interfaces are expected to work in support of business as usual activity.

The process diagrams include:

- (a) an anti-call-bouncing link which prevents callers being passed backwards and forwards between the two desks,

The process diagrams assume that:

- (a) there is a well defined list of appropriate incidents for both desks, which accommodate new unexpected incident types,
- (b) The desk transferring an incident closes their incident when the other desk accepts the transfer.
- (c) The MIS systems associated with the NBSC and HSH will record the correct incident type for incidents that are accepted via the anti-call-bouncing agreement.
- (d) The performance of the anti-call bouncing agreement will be reviewed at the Helpdesk Review forum to ensure the agreement does not impact on the contract

On the following four process diagrams only the sub-processes listed below relate directly to this Interface Agreement. The other sub-processes shown on the diagrams and their interactions are included for information purposes and may be subject to change solely at the discretion of Fujitsu Services Post Office Account (sub-processes with prefix H) and Post Office (sub-processes prefix N).

Processes relating directly to this interface agreement include:

H1, H5, H10, H11, H12, H13, H18, H19, H20, H21, H22, H23.

N1, N2, N10, N11, N12, N13, N18, N19, N20, N21, N22, N23.

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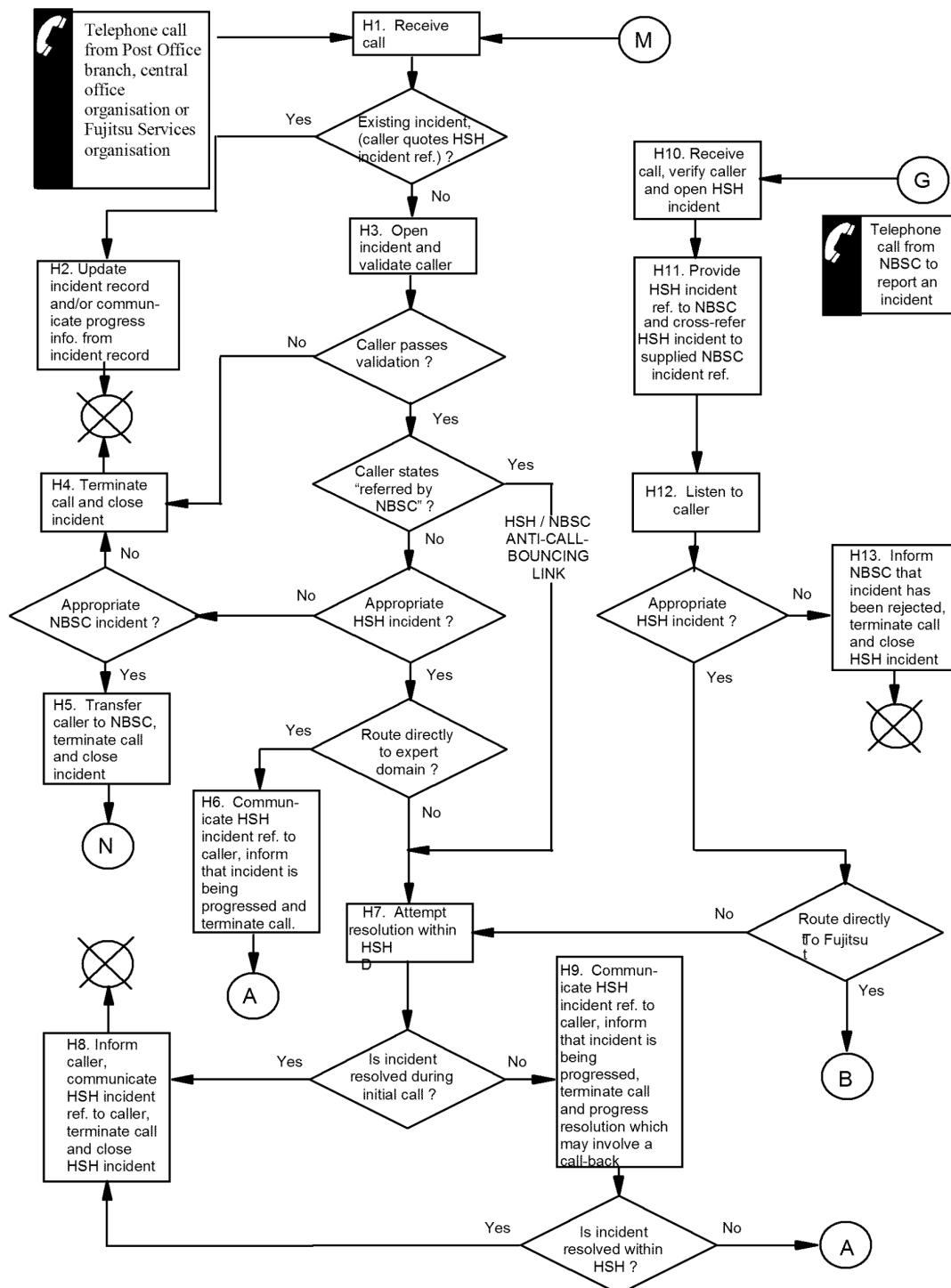
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7.1 Fujitsu Services Post office Account HSH Processes



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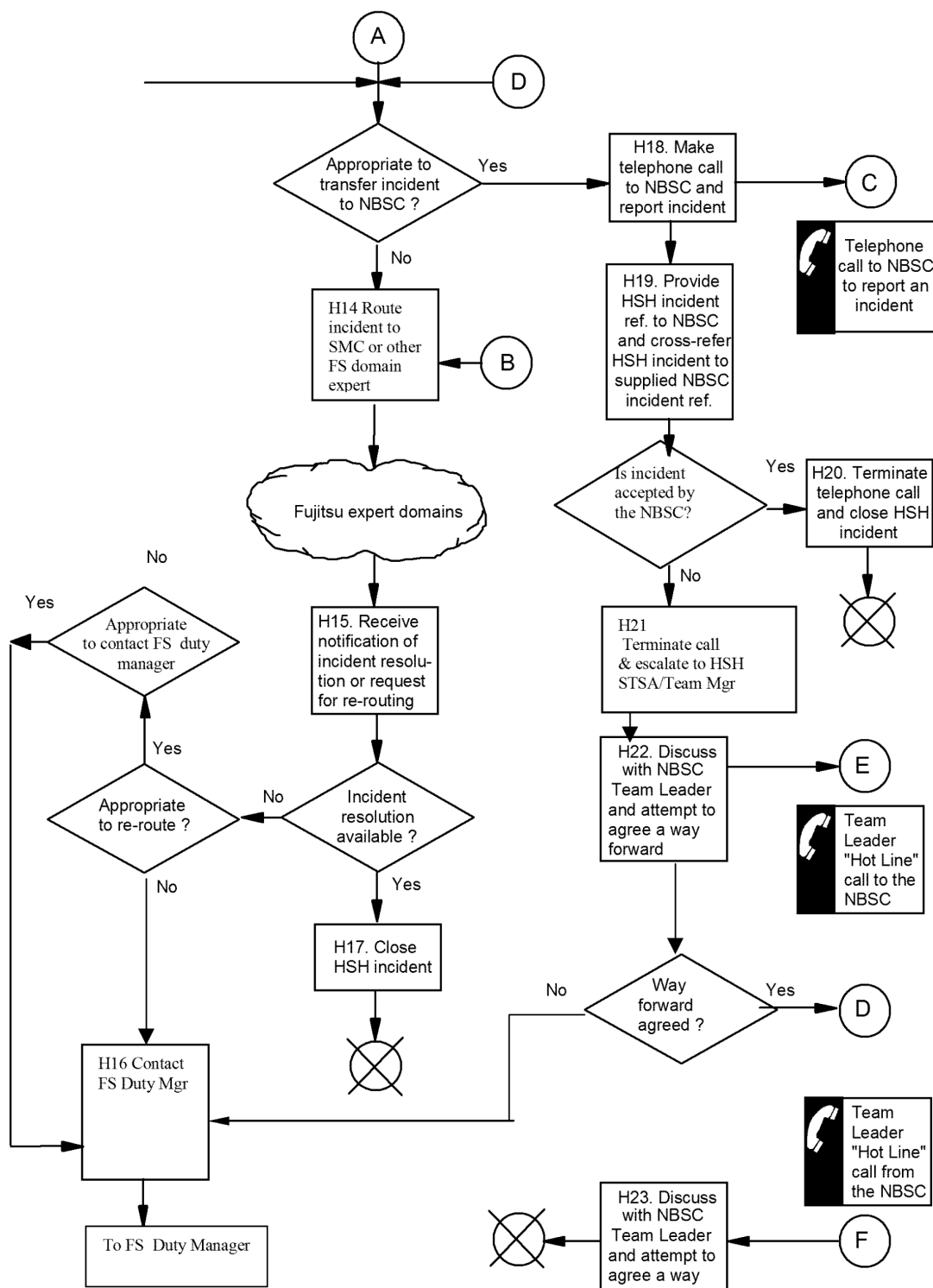
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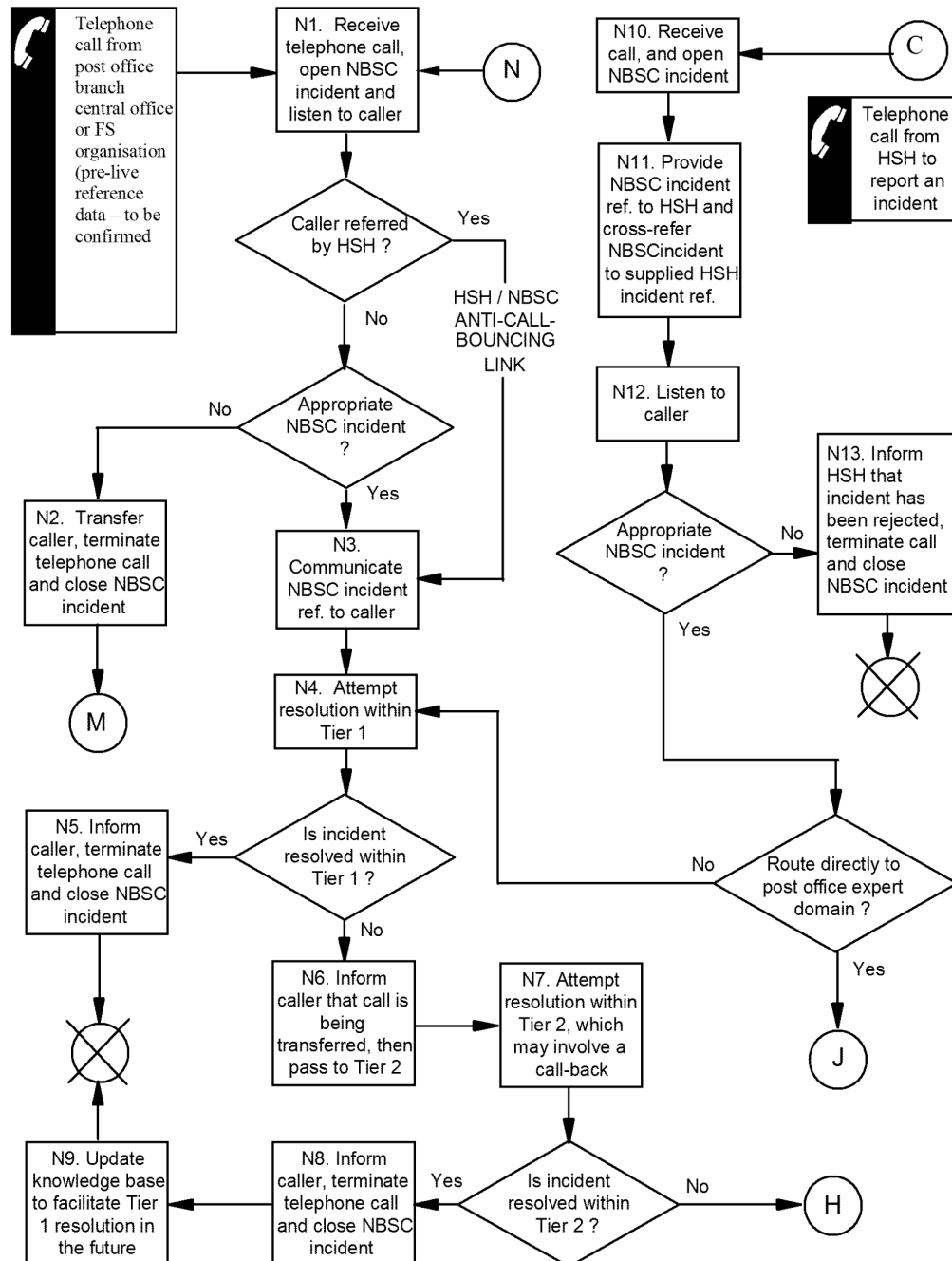
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7.2 Post Office NBSC Processes



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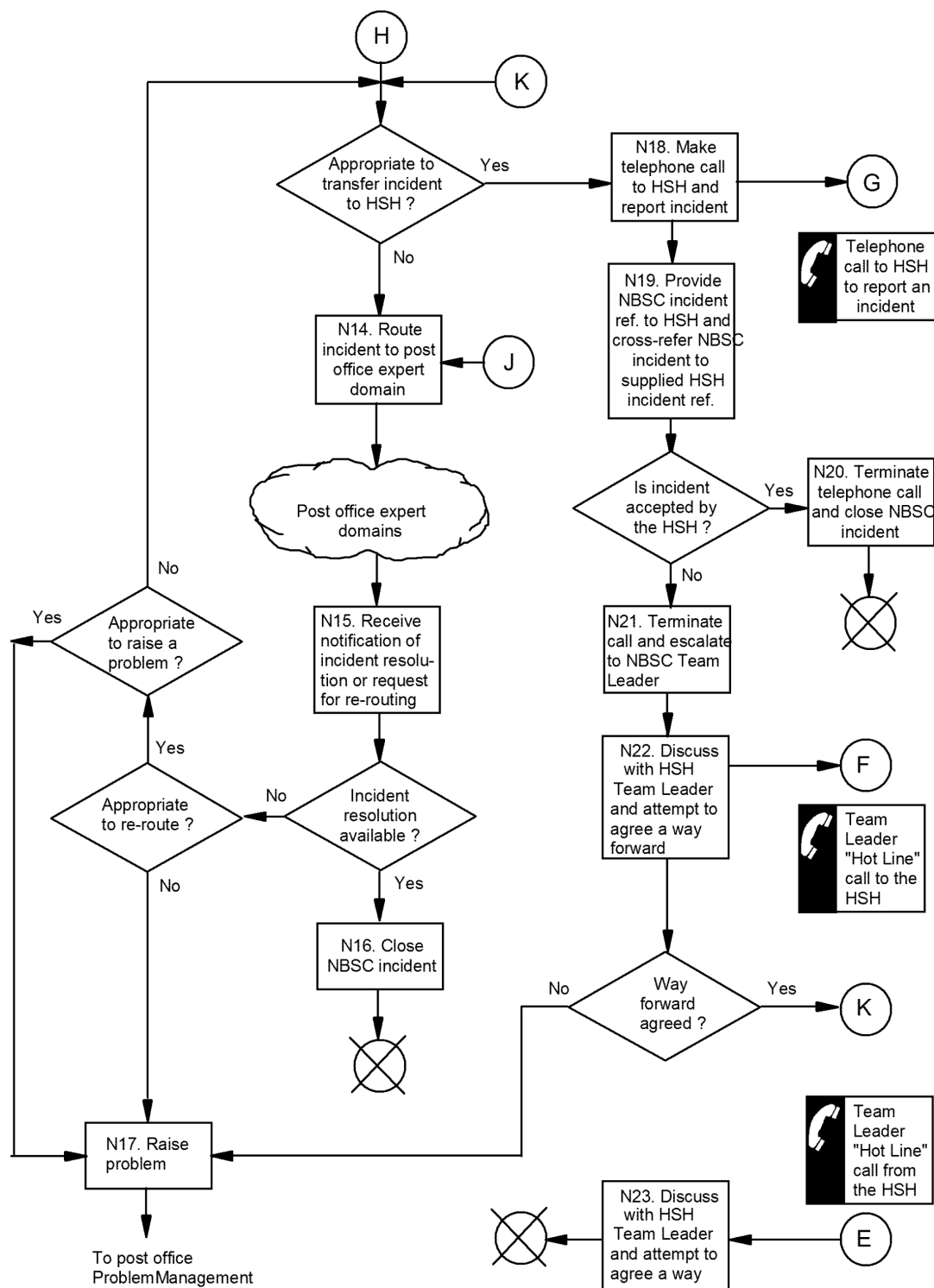
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8.0 Helpdesk Communications

Daily interaction between helpdesks will as a general principle be conducted in accordance with the process diagrams shown above.

- Incident Analysts at NBSC will communicate with the Service Control Team, PSE or TM
- Incident Analysts at NBSC will escalate issues to their NBSC Service Support Manager
- PSE's at HSH will communicate with incident analysts from NBSC
- PSE's at HSH will escalate issues to their Team Managers
- Team Managers from HSH and NBSC Team leaders will interact to resolve issues
- Team Leaders from NBSC will communicate issues to the NBSC Business Support Manager
- Team Managers from HSH will communicate issues to the HSH Duty Manager
- The NBSC Business Support Manager and HSH Duty manager interact to resolve issues
- Any issues that cannot be resolved within 24 hours must be escalated to the NBSC manager, POL and Business Service Management Manager from Fujitsu Services POA to resolve. Progress on these issues will be reviewed at hourly intervals between the two desks.

Monthly communications will be achieved through the NBSC/SHS Review Forum.

9.0 NBSC/SHS Review Forum

The performance of work undertaken across the NBSC/SHS interface will be the subject of monthly review. The output of the review forum will provide input to:

- The Service Management Forum

The NBSC/SHS Review forum will also accept input from the Service Management Forum.

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9.1 NBSC/HSH Review Forum Objectives

- *To Establish effective co-operation* between NBSC and HSH in the delivery of incident management to Post Office branches
- *To Work to continuously improve* the incident management service offered by the helpdesks to helpdesk customers
- *To Address matters of joint concern* that impact on the HSH and NBSC; and the services offered by the HSH and NBSC
- *To Invoke corrective action* where appropriate and ensure that incidents and issues of concern (e.g. complaints) to Post Office branch staff are dealt with properly, though the procedures established by POL and Fujitsu Services Post Office Account - within the bounds of the Service Management Framework
- To agree HSH and NBSC achievement and service improvement opportunities, which may be escalated to the SMF

9.2 NBSC/HSH Review Forum Agenda

1. Introduction
2. Confirm Meeting Purpose
3. Joint Review of Actions from Previous Meeting
4. Review of Service Issues & Achievements (outline of topics for discussion to be sent to the opposite desk contact, at least one week before the meeting date)
5. Review of incidents (all details of specific incidents should be sent to the opposite desk contact at least one week before the meeting date)
6. Forthcoming Service issues
7. Review of any unresolved complaints
8. Review of contact lists within Interface Agreement
9. AOB
10. Review (to identify any improvement opportunities for future meetings)

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9.3 Recommended Attendees at the NBSC/HSB Review Forum

Fujitsu Services

Business Service Management Manager (as NBSC Manager
appropriate)

Business Service Management - HSB Service Delivery Manager Service Support Manager/Capacity Manager.

2 Horizon Team Managers

2 Team Leaders

1 PSE

1 incident Analyst

Location: alternate months Dearne House and
Stevenage 09 and/or use of Video
conferencing

NBSC

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Appendix A: INCIDENTS – NBSC/HSB RESPONSIBILITY MATRIX

POST-MASTER INCIDENT	CAUSE	CORRECT CONTACT	COMMENTS
<i>Back office Printer/Counter printer is not working</i> <i>(May appear to be A&G or navigational queries i.e. how do I, I cannot print. There are numerous scenarios as to why such problems could occur, Paper Jam, Incorrect lights flashing, user error etc).</i>	<i>User error</i>	<i>NBSC</i>	<i>NBSC will carry out the following checks and if still unresolved transfer the call to HSB</i> <i>1. Confirmed power is switched on</i> <i>2. Clarified what is to be printed is correct</i> <i>3. Confirmed the form/paper is correctly aligned/inserted</i> <i>4. Ensure correct screen/icon is selected</i>
<i>Printer calls - I have tried to clear any paper jam and my printer is still not operational.</i>	<i>User error or Hardware fault</i>	<i>HSB</i>	<i>HSB will diagnose the problem and arrange an engineer if required</i>
<i>Consumables - how do I fit these.</i>	<i>User Knowledge</i>	<i>HSB/NBSC</i>	<i>HSB/NBSC to advise PM on correct method of replacement and refer to user instructions</i>
<i>Consumables - Where do I get these from i.e. Toner cartridge, Image drum?</i>	<i>User Knowledge</i>	<i>NBSC/HSB (as appropriate as part of Hardware call)</i>	<i>NBSC / HSB to advise PM to contact Dataform Supplier.</i>

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<i>Consumables i.e. I have tried to fit the toner cartridge, image drum and now the printer is not working.</i>	<i>User Knowledge</i>	<i>HSH</i>	<i>HSH to check correct procedure has been followed and then arrange engineer visit as appropriate</i>
<i>Magnetic /Smartcard transactions has not worked.</i>	<i>User Knowledge</i>	<i>NBSC</i>	<i>NBSC will ascertain: 5. Has card been inserted correctly 6. Has card been left in long enough 7. Has the correct Icon been selected.</i>
<i>Magnetic/Smartcard transactions has not worked and all agreed checks have been carried out by NBSC.</i>	<i>Hardware/ Software issue</i>	<i>HSH</i>	<i>HSH will arrange engineer as appropriate</i>
<i>Reference Data</i>	<i>Missing non core icons/products</i>	<i>NBSC</i>	<i>NBSC will check outlet qualifies for these icons/products. NBSC will then confirm if and when reference data has been sent to Fujitsu</i>
<i>Reference Data</i>	<i>Missing Core Icons/Products</i>	<i>HSH</i>	<i>HSH will check that reference data has been received and downloaded and/or investigate further as appropriate.</i>
<i>Electrical issues</i>	<i>PM calls to state no power to any part of the Horizon kit</i>	<i>HSH/NBSC</i>	<i>HSH/NBSC will confirm that none of the Horizon kit is operational and advise PM he will need to get a qualified electrician out to check the office electrics.</i>
<i>Bureau board not updating one currency</i>	<i>Pm calls to state rate board is not updating or shows different rates to printout</i>	<i>NBSC/First Rate</i>	<i>NBSC to refer caller to First Rate, First Rate to arrange engineer visit.</i>

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<i>Connections to the rate board</i>	<i>Pm calls to state rate board is not updating or shows different rates to printout</i>	<i>HSH/NBSC/First Rate</i>	<i>HSH will ask PM visually check the connection and reconnect if willing(HSH will not insist). NBSC to ask PM to check and reconnect, still not right, First Rate to attend</i>
<i>Numbers showing rather than exchange rate</i>	<i>PM calls to state incorrect figures showing on board</i>	<i>HSH/NBSC</i>	<i>HSH will carry out normal comms checks, ask PM to visually check cables and if no change arrange to swop base unit.</i>
<i>Bureau rates on the Horizon system are showing different rates to the board.</i>	<i>Pm calls to say the printout differs from the board.</i>	<i>HSH/NBSC</i>	<i>HSH will carry out normal comms checks, ask PM to visually check cables and if no change arrange to swop base unit.</i>
<i>ADSL</i>	<i>PM calls to state they have "Online Services unavailable message" or they are unable to perform Network Banking transactions.</i>	<i>HSH/NBSC</i>	<i>HSH will carry out normal checks and once all Fujitsu faults are eliminated log call with BT Helpdesk on behalf of the PM.</i>

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Appendix A: INCIDENT MANAGEMENT - KEY ROLES and CONTACT NUMBERS

The following key roles operate within the scope of this interface agreement.

NBSC

Role	Telephone Number	Location
Support Centre Manager	GRO	Dearne Valley
Service Support Manager		Dearne Valley
Scheduling Manager		Dearne Valley
Team Leader		Dearne Valley
Team Leader		Dearne Valley
Team Leader		Dearne Valley
Team Leader		Dearne Valley
Team Leader		Dearne Valley
Incident Analyst		Dearne Valley
Incident Analyst		Dearne Valley
NBSC Tier 2 Duty Manager		Dearne Valley
NBSC evacuations only		

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Horizon System Helpdesk

Role	Name	Telephone Number/Duty Manager Mobile	Location
HSH Service Control	Jane Kastenhofer	GRO	Stevenage
HSH Service Control	Jackie Wilcox		Stevenage
HSH Service Control	Liz Curtin		Stevenage
HSH Service Control	Roanne Murphy		Stevenage
HSH Service Control	Marion Gowans		Stevenage
Fax No.			

Alternate contacts: Role	Name	Telephone Number/Duty Manager Mobile	Location
HSH Ops Manager	Mick Lait	GRO	Stevenage
HSH Team Manager	Monica Smith		Stevenage
HSH Team Manager	Karen Harrod		Stevenage
HSH Team Manager	Mark Shaw		Stevenage
HSH Team Manager	Stefanie Collins		Stevenage
HSH PSE	Kuli Bhachu		Stevenage
HSH PSE	Stuart Bygrave		Stevenage
HSH PSE	Matt Saunders		Stevenage
HSH PSE	Tina Wiggins		Stevenage
HSH PSE	Katrina Brooks		Stevenage
HSH PSE	Steve Cooper		Stevenage

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Appendix C – New Functionality checklist

Change / Product type/Product value/Number of products

- Change / Product type: Will it influence volume of calls?
- Could it result in more cash discrepancies?
- More products - could it result in more errors?
- Does the location and reversal of errors become more complicated?
- Who will resolve the calls? HSH or NBSC

Day/ Date

- Day/date – Thursday /is the PM still completing their CA
- What effect will it have on the following Weds balance?
- Close to bank Holiday / End, beginning of month – PM's likely to be very busy
- Identify peak in call volume – use historical data
- Staffing requirements reviewed

PM awareness

- How are details of the changes being cascaded to the PM?
- Operational focus/ MBS
- When is the information being cascaded?
- Do HSH and NBSC have the same information?

Training

- HSH / NBSC
- Updating KEL's
- Timescales for training to be delivered to all agents
- Reference kits all working

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Contact points

- HSH/NBSC
- Interface for training
- Interface for problems on the day

Risks & Contingency

- Phone lines not working
- Phone lines busy at NBSC
- Phone lines busy at HSH
- IVR messages and where to implement them – front end or option /impacts to HSH/NBSC
- MBS – prepared in advance
- Escalations

Known problems

- HSH/NBSC agree call handling
- Historical information documented

Reports and analysis

- Coding and call content agreed
- Call monitoring to be set up

HSH/NBSC interface meeting review

- What went well
- Were there any problems – identify and update project plan for next change
- Review problem calls and agree solution and responsibility.