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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

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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	

0.1   Review Details

Review Comments by :	22/07/03
Review Comments to :	Julie Welsh

Mandatory Review Authority	Name
See Review Role Matrix in PA/PRO/010	
POL	Ruth Holloran
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HSH	Philippa Whittington *
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Optional Review / Issued for Information	
Fujitsu Services Post Office Account	Peter Burden
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(*) = Reviewers that returned comments

0.1   Associated Documents

Reference	Version	Date	Title	Source
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/HSH - SPOC specification	POL (Jill Camplejohn)

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

0.1   Abbreviations/Definitions

Abbreviation	Definition
CC &TS	Core Services
CRU	Counter Remittance Unit
CS	Fujitsu Services Customer Service
HSH STSA	Horizon System Helpdesk Senior Technical Support Advisor
HSH	Horizon System Helpdesk
IM	Incident Management
NBSC	Network Business Support Centre
NS	Network Support , operational unit within POL
POL	Post Office Limited
PM	Post Master
SMF	Service Management Forum
SPOC	Single Point of contact
STSA	Senior Technical Support Advisor
TM	Team Manager

0.1   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

0.1   Changes Expected

Changes
Network Banking "grey areas" as appropriate

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0.1 Table of Contents

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.

The specific areas described within this agreement are:

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- 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 though 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 Infrastructure Services (IS) 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 (IS) 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 (IS) 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 (IS) is responsible for advising HSH of agreed changes to business rules/solutions that impact on the successful delivery of incident management.
g) POL NS and Fujitsu Services Post Office Account (IS) are responsible for ensuring that incident management process and practice employed fully supports the joint Problem Management process.
h) POL NS and Fujitsu Services Post Office Account (IS) 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.

6.0 Responsibilities - Specific

7.0 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 receive 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 Manager to address. In addition 'undefined incidents' will be referred to the NBSC/HSH

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/HSH - 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/HSH - 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.

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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 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 and feedback given to HSH.

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/HSH 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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8.0 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).
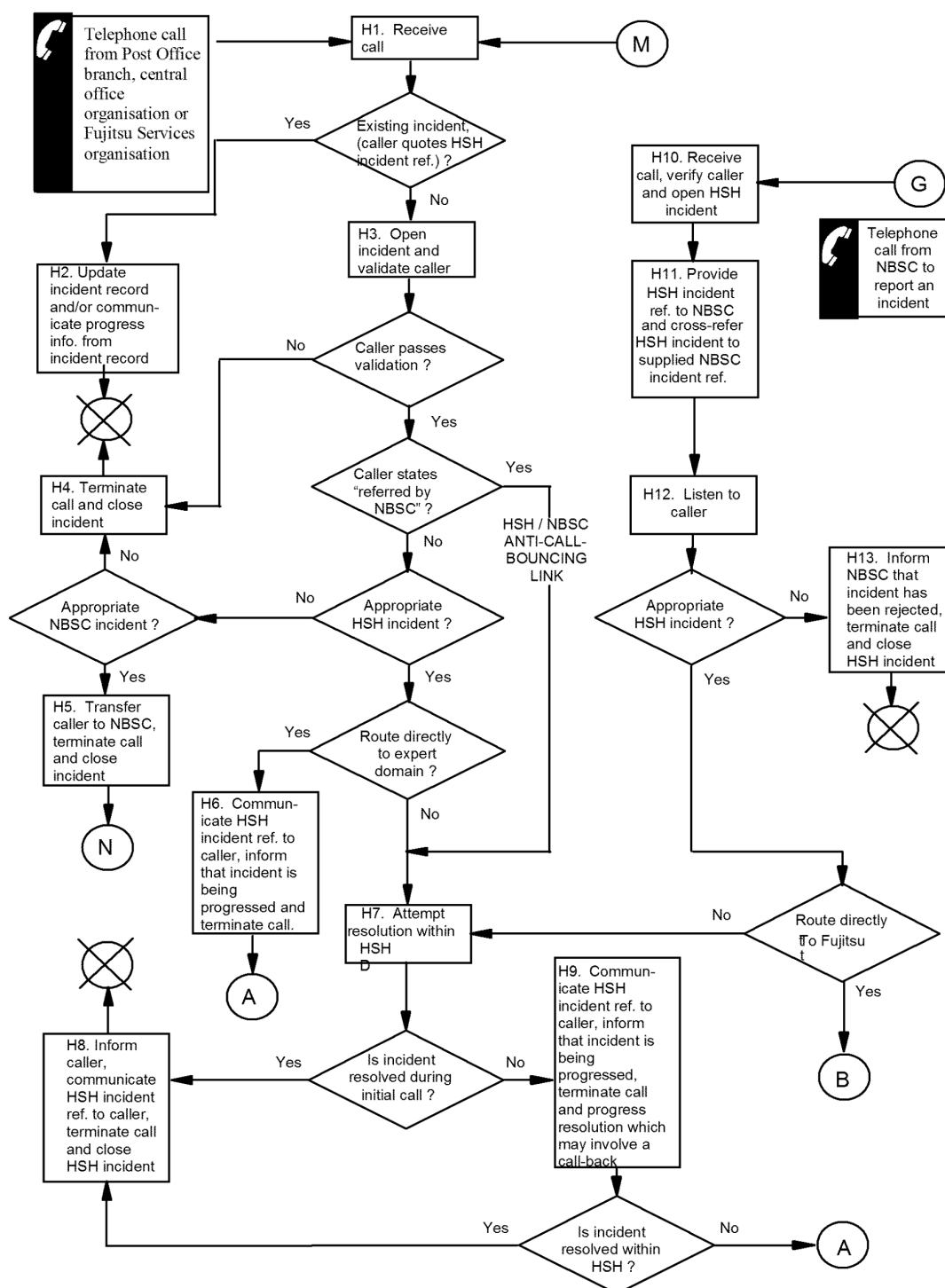
Processes relating directly to this interface agreement include:
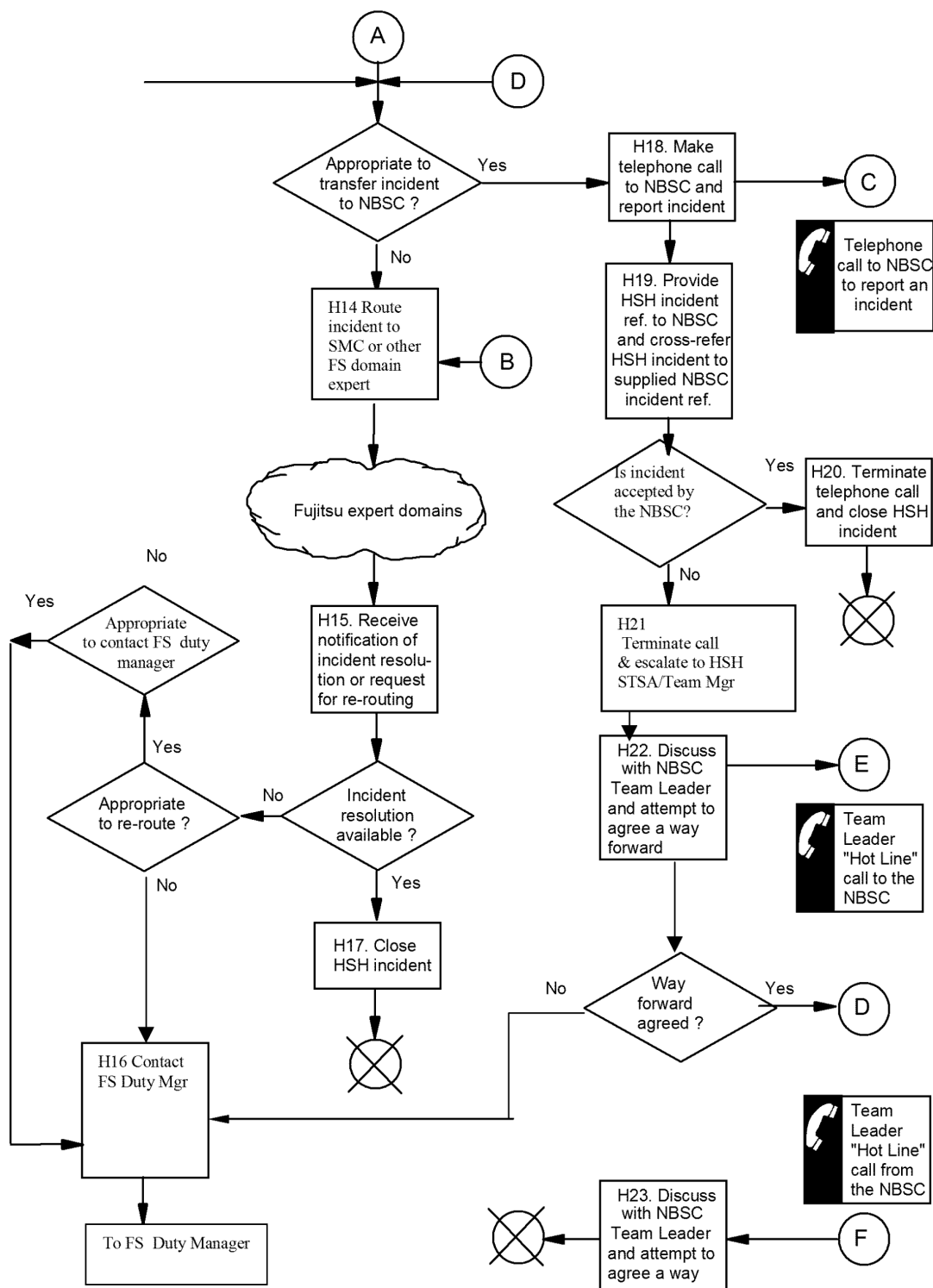
H1, H5, H10, H11, H12, H13, H18, H19, H20, H21, H22, H23.
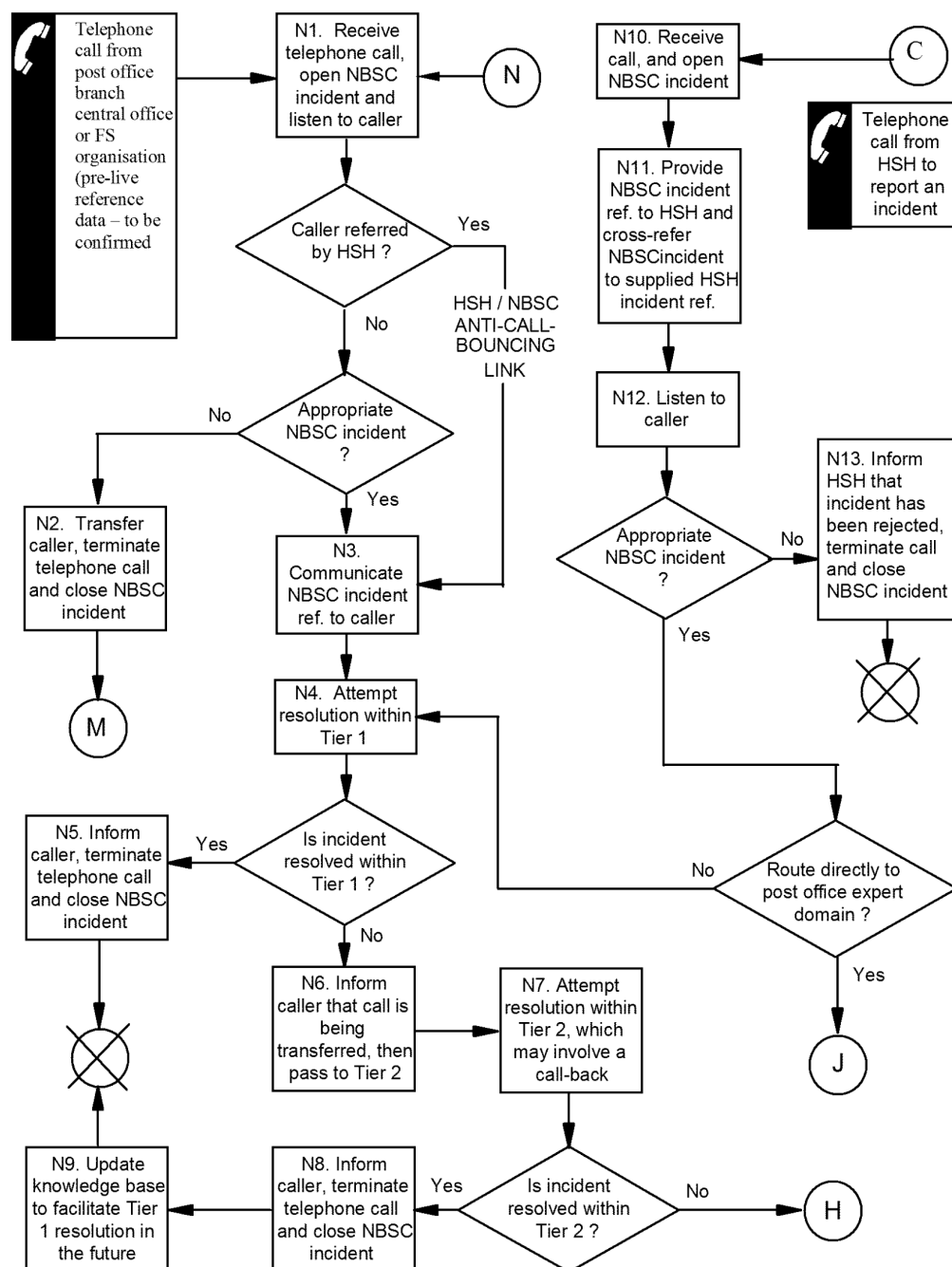
N1, N2, N10, N11, N12, N13, N18, N19, N20, N21, N22, N23.
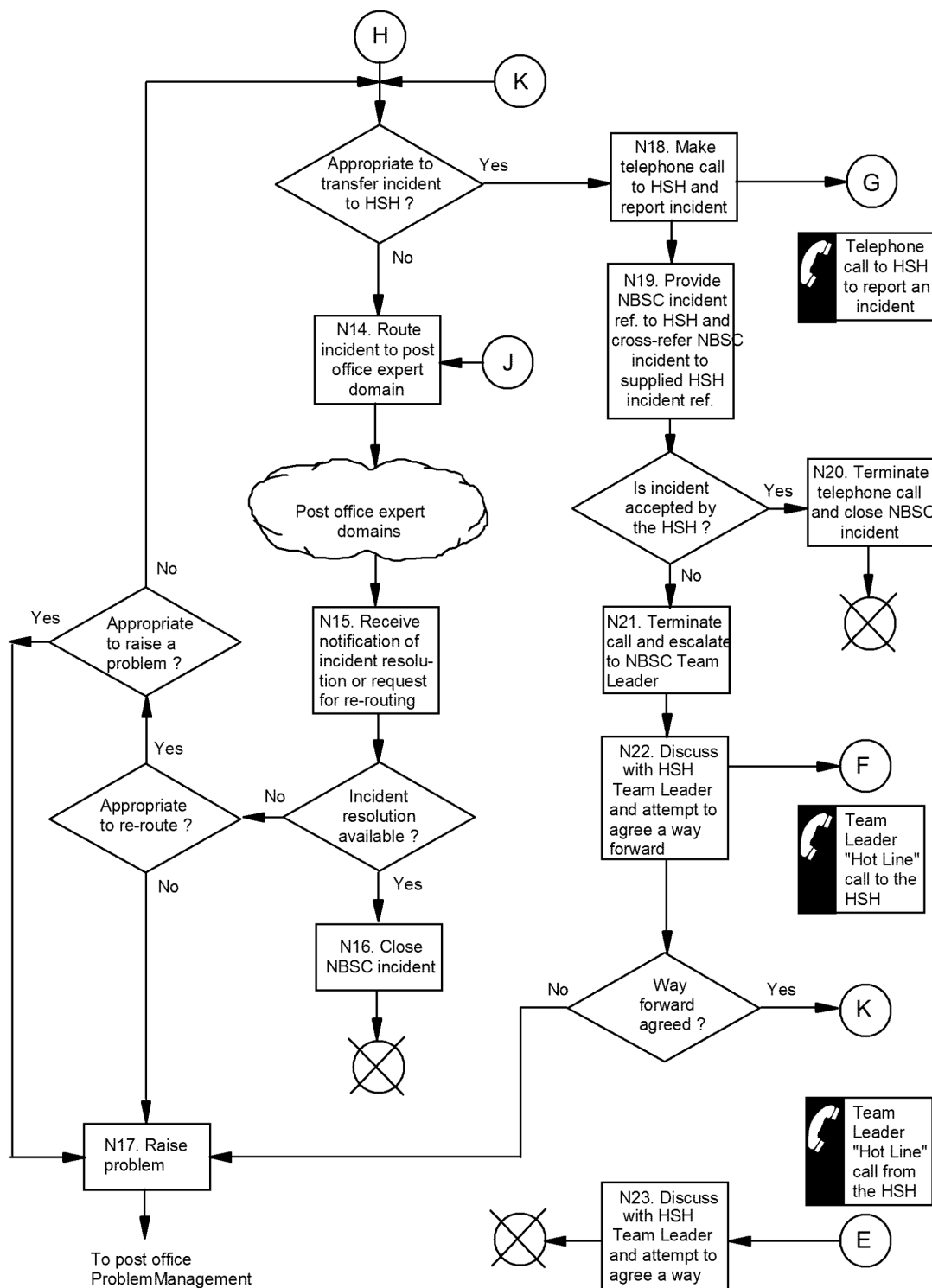

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7.1 Fujitsu Services Post office Account HSH Processes

Telephone call from Post Office branch, central office organisation or Fujitsu Services organisation

H1. Receive call → M

Existing incident, (caller quotes HSH incident ref.) ? — Yes → H2. Update incident record and/or communicate progress info. from incident record → H4. Terminate call and close incident

No → **H3. Open incident and validate caller**

Caller passes validation ? — No → H4. Terminate call and close incident

Yes → Caller states "referred by NBSC" ? — Yes → HSH / NBSC ANTI-CALL-BOUNCING LINK

No → Appropriate HSH incident ? — No → Appropriate NBSC incident ? — No → H4. Terminate call and close incident

Appropriate NBSC incident ? — Yes → **H5. Transfer caller to NBSC, terminate call and close incident** → N

Appropriate HSH incident ? — Yes → Route directly to expert domain ? — Yes → **H6. Communicate HSH incident ref. to caller, inform that incident is being progressed and terminate call.** → A

Route directly to expert domain ? — No → **H7. Attempt resolution within HSH**

H10. Receive call, verify caller and open HSH incident ← G

Telephone call from NBSC to report an incident

H11. Provide HSH incident ref. to NBSC and cross-refer HSH incident to supplied NBSC incident ref.

H12. Listen to caller

Appropriate HSH incident ? — No → **H13. Inform NBSC that incident has been rejected, terminate call and close HSH incident**

Appropriate HSH incident ? — Yes → Route directly To Fujitsu ? — No → H7. Attempt resolution within HSH

Route directly To Fujitsu ? — Yes → B

Is incident resolved during initial call ? — Yes → **H8. Inform caller, communicate HSH incident ref. to caller, terminate call and close HSH incident**

Is incident resolved during initial call ? — No → **H9. Communicate HSH incident ref. to caller, inform that incident is being progressed, terminate call and progress resolution which may involve a call-back**

Is incident resolved within HSH ? — Yes → H8. Inform caller, communicate HSH incident ref. to caller, terminate call and close HSH incident

Is incident resolved within HSH ? — No → A

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7.2 Post Office NBSC Processes

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9.0

To post office
ProblemManagement

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10.0 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 HIT agent, STSA or TM

- Incident Analysts at NBSC will escalate issues to their NBSC Service Support Manager

- Technical Support Analysts at HSH will communicate with incident analysts from NBSC

- Technical Support Analysts at HSH will escalate issues to their Senior Technical Support Advisors/Team Manager

- 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 Strategic Services Manager from Fujitsu Services Post Office Account to resolve. Progress on these issues will be reviewed at hourly intervals between the two desks.

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

11.0 NBSC/HSH Review Forum

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

- The Service Management Forum

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

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

1. 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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2. Recommended Attendees at the NBSC/HSH Review Forum

Fujitsu Services	*NBSC*
Strategic Services Manager (as appropriate)	NBSC Manager
Strategic Services HSH Service Manager	Service Support Manager/Capacity Manager.
Horizon Service Control Team Manager	2 Team Leaders
1 Team Manager	1 incident Analyst
1 STSA	Location: alternate months Dearne House and Stevenage 09 and/or use of Video conferencing

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Appendix A: INCIDENTS – NBSC/HSH RESPONSIBILITY MATRIX

POST-MASTER INCIDENT	CAUSE	CORRECT CONTACT	COMMENTS
Back office Printer/Counter printer is not working (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).	*User error*	*NBSC*	*NBSC will carry out the following checks and if still unresolved transfer the call to HSH* 1. *Confirmed power is switched on* 2. *Clarified what is to be printed is correct* 3. *Confirmed the form/paper is correctly aligned/inserted* 4. *Ensure correct screen/icon is selected*
Printer calls - I have tried to clear any paper jam and my printer is still not operational.	*User error or Hardware fault*	*HSH*	*HSH will diagnose the problem and arrange an engineer if required*
Consumables - how do I fit these.	*User Knowledge*	*HSH/NBSC*	*HSH/NBSC to advice PM on correct method of replacement and refer to user instructions*
Consumables - Where do I get these from i.e. Toner cartridge, Image drum?	*User Knowledge*	*NBSC/HSH (as appropriate as part of Hardware call)*	*NBSC / HSH to advise PM to contact Dataform Supplier.*

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

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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	Name	Telephone Number	Location
Business Support Manager	Jill Camplejohn	**GRO** Mobile **GRO**	Dearne Valley
Service Support Manager	Mick Ledger		Dearne Valley
Capacity Manager	Amanda Booth		Dearne Valley
Team Leader	Mark Haldane		Dearne Valley
Team Leader	Julie Edgley		Dearne Valley
Team Leader	Richard Littlewood		Dearne Valley
Team Leader	Andrew Price		Dearne Valley
Team Leader	Martin Foy	**GRO**	Dearne Valley
Team Leader	Richard Clark		Dearne Valley
Team Leader	Sandra Evans		Dearne Valley
Incident Analyst	David Wright		Dearne Valley
Incident Analyst	Russell Scott		Dearne Valley
Incident Analyst	Sam Hardwick		Dearne Valley
Incident Analyst	Wesley Rogers		Dearne Valley
NBSC Tier 2 Duty Manager	NBSC evacuations	**Irrelevant**	Dearne Valley

Horizon System Helpdesk

Role	Name	Telephone Number/Duty Manager Mobile	Location
HSH Ops Manager	Philippa Whittington	GRO	Stevenage
HSH Team Manager	Monica Smith	GRO	Stevenage
HSH Team Manager	Karen Harrod	GRO	Stevenage
HSH Team Manager	Debbie Hall	GRO	Stevenage
HSH Team Manager	Catriona McDonald	GRO	Stevenage
HSH Team Manager	Stephanie Collins	GRO	Stevenage
HSH STSA	Mary Rainbow	GRO	Stevenage
HSH STSA	Tanya Lomasney	GRO	Stevenage
HSH STSA	Heather Dryden	GRO	Stevenage

Fax No.	Stevenage	Irrelevant	