

Fujitsu Services Horizon Systems Helpdesk: Service Description Ref: CS/SER/002
Version: 1.0
COMMERCIAL IN CONFIDENCE Date: 20-Dec -2002

Document Title: Horizon Systems Helpdesk: Service Description

Document Type: Service Description

Release: N/A

Abstract: Service description of the Horizon Systems Help-Desk Service provided under contract to Post Office Limited

Document Status: APPROVED

Originator & Dept: Reg Barton, Fujitsu Services Customer Service

Contributors: Reg Barton; Martin Riddell; Richard Brunskill

Internal Distribution: PVCS, Reviewers

External Distribution: Post Office Ltd

Approval Authorities:

Name	Position	Signature	Date
Liz Tuddenham	Post Office: Network Support – Supplier & Service Performance Manager		
Richard Brunskill	Fujitsu Services: Pathway – Infrastructure Services Manager		

Fujitsu Services

Horizon Systems Helpdesk: Service Description

Ref: CS/SER/002

Version: 1.0

COMMERCIAL IN CONFIDENCE

Date: 20-Dec -2002

0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
1.0	20/12/02	First authorised version introduced under contract negotiations and agreed between Fujitsu Services and Post Office	

0.2 Review Details

Review Comments by :	<i>Date</i>
Review Comments to :	<i>Originator</i>

Mandatory Review Authority	Name
Post Office: Network Support – Supplier & Service Performance Manager	Liz Tuddenham
Post Office: Network Support – Network Business Support Manager	Mark Haynes
Fujitsu Services: Pathway – Infrastructure Services Manager	Richard Brunskill
Fujitsu Services: Pathway – Customer Service Director	Martin Riddell
Fujitsu Services: Pathway – Strategic Services Manager	Reg Barton
Fujitsu Services: Horizon Systems Helpdesk Manager	Philippa Whittington
Optional Review / Issued for Information	
Fujitsu Services: Pathway – Management Support Unit Manager	John Moran
Post Office: Network Support – Head of Network Support	Don Grey

(*) = Reviewers that returned comments

0.3 Associated Documents

Fujitsu Services

Horizon Systems Helpdesk: Service Description

Ref: CS/SER/002

Version: 1.0

COMMERCIAL IN CONFIDENCE

Date: 20-Dec -2002

Reference	Version	Date	Title	Source
CS/IFS/007			HSH/Post Office Support Desk Interface Agreement	
CS/PRD/074			Incident Management 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

Unless the context otherwise requires, the following terms have the following meanings:

Abbreviation	Definition
Expert Domain	A further line of support beyond the Helpdesk, such as technical support or Branch Engineering Service
First Line (Agent)	A technical support agent, who will answer the telephone, log a call, and undertake basic diagnostics in response to a reported fault
HSH	Horizon Systems Helpdesk
HSH Customer	Post Office staff and staff of Post Office Clients having a direct interface with the Horizon Service Infrastructure, providing that they satisfy the relevant validation criteria.
HSH Voicemail System	Out of hours voicemail facility provided by the HSH to allow callers to leave details relating to incidents discovered outside of the HSH core operating hours
ISDN NTE	Integrated Services Digital Network Termination Equipment
IVR	Interactive Voice Response
LAN	The Branch Local Area Network; specifically, the cable connecting a Gateway processor to the communications solution (ISDN NTE or Satellite PES); the cross-over cable connecting a Gateway processor to a single slave processor; the data cabling and hub(s) connecting a Gateway processor to two or more slave processors.
NBSC	Network Business Support Centre – the current Post Office helpdesk
PES	Personal Earth Station
Post Office™	Post Office Ltd
SPOC	Single Point of Contact
SRB	Service Review Book: A document published on a monthly basis by Fujitsu Services, detailing the previous months achievement to target against SLA(s) and managerial comment when appropriate, as further described in this CCD
WAN	The Branch Wider Area Network ; specifically, the communications infrastructure existing between the Branches and the Fujitsu Services Network

Fujitsu Services

Horizon Systems Helpdesk: Service Description

Ref: CS/SER/002

Version: 1.0

COMMERCIAL IN CONFIDENCE

Date: 20-Dec -2002

0.5 Changes in this Version

Version	Changes
1.0	First Version

0.6 Changes Expected

Changes

0.7 Table of Contents

1.0	SERVICE SUMMARY.....	6
2.0	SERVICE PRINCIPLES.....	6
2.1	GENERAL.....	6
3.0	SERVICE DEFINITION.....	8
3.1	GENERAL.....	8
3.2	INCIDENT CLASSIFICATION.....	10
3.3	INFORMATION REPORTING.....	11
4.0	SERVICE AVAILABILITY.....	12
4.1	GENERAL.....	12
4.2	HSH VOICEMAIL SERVICE.....	12
5.0	SERVICE TARGETS & LIMITS.....	13
5.1	TARGETS.....	13
5.2	LIMITS.....	13
5.3	URGENT LEVEL OF SERVICE CHANGES.....	13
6.0	SERVICE DEPENDENCIES & POST OFFICE RESPONSIBILITIES.....	13
6.1	POST OFFICE RESPONSIBILITIES.....	13

1.0 Service Summary

1.1.1 General

- 1.1.2 The Horizon Systems Helpdesk (HSH) Service provides a first line support to Post Office Branches and other designated groups (defined in paragraph 2.0) through provision of a support desk function. Branches experiencing difficulties with their Horizon equipment will call the HSH and log an incident, reporting the circumstances.

2.0 Service Principles

2.1 General

- 2.1.1 Fujitsu Services shall provide a dedicated HSH as described in this CCD. Fujitsu Services may wish to provide the HSH service via a non-dedicated HSH. Any such change from a dedicated to non-dedicated HSH can only be by agreement between the Post Office and Fujitsu Services using the Hard Change Control procedure.
- 2.1.2 The HSH shall:
- 2.1.2.1 act as a central point for information on the working state of the Services;
 - 2.1.2.2 keep customers notified of any scheduled interruptions;
 - 2.1.2.3 assist in any negotiations with Post Office where interruptions to the Services provided are scheduled;
 - 2.1.2.4 keep Post Office informed of when the affected Service will be restored.
- 2.1.3 The HSH will receive calls relating to incidents detailed within paragraphs 3.2.1 and 3.2.2. The HSH shall provide the facility to receive redirected calls from Post Office helpdesks and helplines.
- 2.1.4 Fujitsu Services shall provide appropriate levels of support services through the HSH to cover the operation of interfaces with the Post Office Service Environment.
- 2.1.5 Fujitsu Services shall maintain User, asset, problem and change management databases.
- 2.1.6 Fujitsu Services shall manage the resolution of any incident using procedures that are defined in the document Horizon System Helpdesk PPD.

Fujitsu Services	Horizon Systems Helpdesk: Service Description	Ref:	CS/SER/002
		Version:	1.0
	COMMERCIAL IN CONFIDENCE	Date:	20-Dec -2002

- 2.1.7 The HSH will only accept calls from HSH Customers.
- 2.1.8 The HSH will accept calls from internal Fujitsu Services Pathway personnel provided that they satisfy the relevant validation criteria.
- 2.1.9 Branches wishing to contact the HSH will do so by telephoning a Single Point of Contact (SPOC) telephone number. The management and control of the Single Point of Contact telephone number is undertaken by the Post Office. An Interactive Voice Response system will enable the caller to select an option to connect to the HSH for circumstances where there is an issue relating to the call types identified in paragraphs 3.2.1 and 3.2.2.
- 2.1.10 The HSH will provide a first level service, second level service and a third level service:
- The First Level Service shall own the incident from initial logging through to resolution to the HSH Customer's satisfaction. Fujitsu Services shall cater for First Level Service members being off duty;
 - The Second Level Service shall provide a diagnostic and fixing service for all incidents that cannot be resolved by the First Level Service but can be resolved without reference to the technical experts within the Third Level Service. Calls shall be referred electronically from the First Level Service to the Second Level Service. Second Level Service staff shall have access to a prioritised list of outstanding incidents and details on the incident recorded by the First Level Service staff; and
 - If the HSH cannot resolve the incident at either the First or Second Level Service, Fujitsu Services shall categorise and prioritise the incident so that it can be actioned and completed within a standard timescale. This will be completed by the Software Support Centre or the Engineer Service.
- 2.1.11 All HSH staff will have suitable and appropriate skills and training, and act in a professional manner whenever dealing with callers, complying with agreed help service behavioural standards. Fujitsu Services shall ensure that sufficient skilled resources are available to cater for holidays, sickness and natural wastage within Fujitsu Services.
- 2.1.12 The HSH and the NBSC processes for dealing with enquiries from Post Office Branches in connection with the Network Banking Service (NBS) shall be enhanced by Fujitsu Services and Post Office respectively to support the NBS and each party shall ensure that it follows any related new procedures. [NBR248, NBR046, NBR047, NBR452, NBR272]
- 2.1.13 Fujitsu Services shall, on request, provide on-line access to the incident management system. Post Office shall inform Fujitsu Services of who is authorised to access the system.

Fujitsu Services	Horizon Systems Helpdesk: Service Description	Ref:	CS/SER/002
		Version:	1.0
	COMMERCIAL IN CONFIDENCE	Date:	20-Dec -2002

- 2.1.14 Fujitsu Services shall retain HSH records for a minimum of eighteen (18) months.
- 2.1.15 Fujitsu Services shall be responsible for ensuring that a contingency plan is in place and maintained to cater with any Horizon System Helpdesk continuity incident, e.g. loss of staff, loss of telephone system, loss of problem/configuration management system. The HSH contingency plan shall be a Contract Controlled Document and shall state how quickly this HSH Service will be restored in the event of a HSH continuity incident.
- 2.1.16 Fujitsu Services shall ensure that the HSH is available in line with applicable Service Levels before activation of new Horizon Service Infrastructure in the Horizon estate, except that Fujitsu Services shall not be required to provide the HSH support specific to PIN Pads in Branches at which PIN Pads are not installed.

3.0 Service Definition

3.1 General

- 3.1.1 Branches will contact the HSH by contacting the Post Office SPOC telephone number.
- 3.1.2 Other HSH Customers will have a direct telephone number, and Fujitsu Services personnel will have an internal dialling number, by which to contact the HSH. Both these numbers will by-pass the SPOC telephony system.
- 3.1.3 The HSH First Line Agent will answer the call and welcome the caller. The caller will be asked questions to validate their identity and to ensure that they are authorised to speak to the HSH.
- 3.1.4 If the call has been referred to the HSH by the NBSC, caller validation will already have been completed by the NBSC. Further caller validation will not be performed by the HSH. Should the caller subsequently be found or shown to be unauthorised, then the liability for the giving of information or advice to such callers will rest with the Post Office.
- 3.1.5 When validation is required, the caller will be asked to confirm selected details relating to their identification and location. Where callers are unable to successfully complete this validation, the call will be terminated.
- 3.1.6 Those callers who pass the validation check, or have been transferred from the NBSC, will then be asked the nature of their call, and the equipment or functionality affected.
- 3.1.7 The HSH First Line Agent will then open an incident record to record the details of the caller and the incident itself. The incident record will assign a unique reference number to the call.
- 3.1.8 The incident record will contain the following information:

- a) Unique incident serial reference number, generated automatically by the incident management system
- b) Date and time the incident occurred
- c) HSH Customer contact, address, location and telephone number
- d) Date and time the incident was reported to the HSH
- e) A description of the incident, including the frequency of occurrence
- f) Serial references of similar faults and previous occurrences
- g) Hardware equipment involved, serial numbers etc.
- h) Software products and release versions
- i) The assessed impact upon the HSH Customers business
- j) The priority for resolution
- k) Agreed access times if engineer visit required
- l) The incident category
- m) The estimated elapsed time to resolve the incident
- n) Any change of referral point
- o) The date and time of any referral

3.1.9 The HSH First Line Agent will take the details of the reported fault, and then refer to a knowledge-base and undertake simple diagnostics. These diagnostics may resolve the fault, in which case the First Line Agent will close the call, with the agreement of the caller.

3.1.10 The HSH First Line agent shall then update the incident management system with the following information as appropriate:

- a) The date and time of the update
- b) HSH contact updating the record
- c) A textual description of the work completed, or the fact that the incident had to be referred elsewhere, and where this has been referred to
- d) The date and time the solution was accepted by the HSH Customer
- e) The actual elapsed time to resolve the incident

3.1.11 On concluding the call, the HSH First Line Agent will offer the caller the unique reference number associated with the call record.

3.1.12 If the fault remains unresolved, the HSH First Line agent will refer the call to an Expert Domain for further investigation.

3.1.13 Throughout the life of the incident the HSH will monitor the progress to resolution and inform the HSH Customer at regular intervals.

- 3.1.14 Calls that do not fall into those categories listed in paragraphs 3.2.1 or 3.2.2 below but that are relevant to the NBSC will be classed as inappropriate to the HSH, and the caller will be referred to the NBSC for further advice. The call will be transferred directly to the Post Office NBSC by the HSH using the telephony system with the caller expected to remain on line.
- 3.1.15 Calls that do not fall into those categories listed in paragraphs 3.2.1 or 3.2.2 below and are not relevant to the NBSC will be classed as inappropriate and the call will be terminated.

3.2 Incident Classification

- 3.2.1 Incidents reported to the HSH by Post Office Branches, will be classified under the following call types:
- a) Hardware – a physical fault with the Horizon equipment
 - b) Software – a perceived failure in the normal functionality of the Horizon system, not related to physical breakage
 - c) Network – a fault with the branch LAN or WAN, indicated by a loss of connectivity to the Fujitsu Services network
 - d) Emergency Closure - notification of the unplanned temporary closure, and subsequent re-opening, of a Branch (advised by the NBSC)
 - e) Reference Data – the non-availability of Horizon system desktop icons at the Branch
 - f) Complaints or Compliments – raised with reference to services provided by Fujitsu Services
 - g) Environmental Issues – an environmental issue is affecting, or has affected, the availability of the Horizon system, for example following a power cut
 - h) One-Shot Password requests – required by Post Office audit or investigation staff, engineers requiring access to test functions, Post Office managers
 - i) System Access problems – where users have forgotten their passwords or deleted their own access permissions
- 3.2.2 Incidents reported to the HSH from other Post Office Customers, or internally from within Fujitsu Services will also be accepted in the following areas:
- a) Change – administering changes to the branch infrastructure as detailed in the document CS/SER/003
 - b) Installation issues – associated with the rollout of new hardware products
 - c) Operational issues – related to the performance or availability of central, i.e. non Branch related, Horizon systems
 - d) Reconciliation queries – to manage issues relating to the accounting status of branches

3.3 Information Reporting

3.3.1 If required by Post Office, Fujitsu Services shall on not more than a monthly basis produce service information, in electronic form and/or paper, and shall deliver this information to Post Office within five (5) working days from the end of the period to which they relate. The following describes the information which may be required:

- a) number of calls outgoing/received/number of calls not answered;
- b) percentage of calls answered within target times;
- c) number of problems/queries logged;
- d) number and percentage of problems/queries solved within target times;
- e) number of problems / queries assigned to first level that were not cleared within ten (10) minutes;
- f) number of problems/queries with secondary complications (e.g. repeat calls);
- g) number of problems/queries escalated;
- h) percentage of time full Horizon System Helpdesk Service was available;
- i) Contractor performance against Service Levels for response.

6.9.2 Post Office may wish to analyse the information by:

- a) category of operational problem/query;
- b) level and solving group at which the problem/query was solved;
- c) customer group and location;
- d) mean time to closure.

4.0 Service Availability

4.1 General

4.1.1 The HSH service is available between the hours of 08.00 – 18.30 Monday to Saturday, excluding Christmas Day.

4.2 HSH Voicemail Service

4.2.1 Outside the HSH Day, the “HSH Voicemail Service” will be provided to take messages. Messages left on the HSH Voicemail Service will be actioned by the HSH commencing at 08.00hrs on the following working day in accordance with the following procedure:

- a) The HSH will note the number of messages left during the last HSH Voicemail Service period from the prompt displayed / recited by the HSH Voicemail system
- b) The HSH will retrieve all messages from the HSH Voicemail System and reconcile the number of actual messages left with the prompt supplied by the HSH Voicemail system. If there is any discrepancy, this will be reported via the monthly Service Review Book (SRB) and discussed at the Service Management Forum.
- c) The HSH will log all messages retrospectively on the incident management system (Powerhelp)
- d) The HSH will route any incidents where there is a positive indication of the fault to the appropriate support area
- e) For any incidents where the fault is unclear or no indication has been left by the caller as to the nature of the fault, the HSH will attempt to call the Branch and obtain further information.
- f) If the Branch cannot be reached on this initial call, the HSH will (call back up to 3 times at 15 minute intervals. (NB: As this call back activity will start at 08.00hrs, if after the initial call there is no answer from the Branch, the second call will take place at 09.00hrs or the published opening time of the Branch).
- g) Incidents will be suspended at any time between attempts by the HSH to call the Branch should the Branch be unavailable, this will be recorded within the incident text. After the first three attempts one final call will be made after midday – if this is unsuccessful the incident will be closed with an appropriate resolution code.
- h) All incidents will count towards the SLTs for Call to resolution and Engineer Support, as appropriate, from 08.00hrs unless they have been suspended as detailed above.

5.0 Service Targets & Limits

5.1 Targets

5.1.1 Schedule 15 includes SLTs within the following areas against this service:

- Call to answer,

Fujitsu Services

Horizon Systems Helpdesk: Service Description

Ref: CS/SER/002

Version: 1.0

COMMERCIAL IN CONFIDENCE

Date: 20-Dec -2002

- Call to resolution
- Voicemail availability
- Voicemail retrieval

5.1.2 SLT's are detailed within the CCD entitled: *Service Level Targets for Horizon Services* SRP/MTG/007

5.1.3 For the purpose of service level measurement in accordance with para 5.1.2 above all incidents resolved by the First Line Agents, except One Shot Password related queries, will be deemed to be level one calls. One Shot Password queries will be deemed to be level two type calls.

5.2 Limits

Call volumetric limits are detailed within Schedule 15, Annex 5

5.3 Urgent Level of Service Changes

If circumstances arise such that Post Office requires urgent changes to the level of service for the HSH, Fujitsu Services shall use all reasonable endeavours to extend the level of service as soon as reasonably practicable to whatever is required by Post Office for a price to be agreed between the Parties.

6.0 Service Dependencies & Post Office Responsibilities

6.1 Post Office responsibilities

6.1.1 Post Office Branches will ring in and provide validation details, followed by as clear and accurate description of the fault as is possible when using the HSH service.

6.1.2 Post Office Branches may be asked by the HSH to participate in basic diagnostic tests to clarify the nature of the fault. Whilst co-operation is not obligatory, Post Office should be aware that this may help speed up the resolution of the incident in many cases.

6.1.3 Post Office will provide the initial telephony SPOC system. Post Office may choose to use an Interactive Voice Response (IVR) and call routing facilities to allow callers to select to speak to the HSH automatically. Alternatively, Post Office may wish to take all calls directly and manually route those calls to the HSH where they are deemed to be applicable.

6.1.4 Post Office will provide relevant validation details when referring calls across from the NBSC to the HSH, such that further validation of the Branch is not required

Fujitsu Services

Horizon Systems Helpdesk: Service Description

Ref: CS/SER/002

Version: 1.0

COMMERCIAL IN CONFIDENCE

Date: 20-Dec -2002

- 6.1.5 Post Office shall be responsible for providing a support desk service which in respect of the Network Banking Engine (NBE) and its associated links to LINK and/or Banks, shall act as a central point for obtaining information on the working state of the NBE, and shall be responsible for notifying Fujitsu Services of any scheduled interruptions. Such support desk service shall be the reporting point for Fujitsu Services to log faults in systems and services outside the Horizon Service Infrastructure and shall be responsible for progressing the resolution of faults and for notifying Fujitsu Services when faults have been resolved. A description of the service operation of such support desk shall be documented.
- 6.1.6 Where Post Office chooses to carry out User satisfaction surveys, in the event that any such survey results are pertinent to Fujitsu Services' provision of the HSH, the relevant survey results shall be shared with Fujitsu Services at the next relevant service management forum.