ICL Pathway	ICL Pathway / POCL Interface Agreement for Operational Business Change - Product	Ref:	CS/PRD/058
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Document Title: ICL Pathway / POCL Interface Agreement for Operational Business Change - Product

Document Type: Interface Agreement

Release: CSR

Abstract: This agreement defines for CSR the requirement, the service solution and the obligations of POCL and ICL Pathway for delivering Operational Business Changes – Product.

Document Status: APPROVED

Author & Dept: David Wilcox, Alison Peacock, ICL Pathway Customer Service

Contributors:
Stephen Muchow
Martin Riddell
David Wilcox
John Wright

Reviewed By:

Comments By: N/A

Comments To: N/A

Distribution:

0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL No.
0.1	09/02/99	First Draft	
0.2	18/02/99	Second Draft – supersedes first draft	
0.3	22/03/99	Third Draft – incorporates comments from Alison Peacock and David Fletcher	
0.4	23/03/99	Fourth Draft – incorporates changes from David Wilcox	
0.5	31/03/99	Fifth draft – correction to section numbering and other comments	
0.6	23/4/99	Sixth draft – following comments from POCL as discussed with Geoff Darby.	
0.7	25/5/99	To include changes proposed in the POCL/ICL Pathway meeting of the 30/4/99 and the acceptance review meeting of the 25/5/99. To include comments following ICL Pathway commercial review.	
0.8	18/6/99	To include changes proposed in the POCL/ICL Pathway acceptance review meeting of 9/6/99.	
1.0	25.6.99	Baseline version	
1.1	7.7.99	Incorporate comments from POCL and Pathway	
2.0	8.7.99	Updated baseline	CCN 496a
2.1	29.7.99	Incorporated comments from POCL following rejection of CCN 496a	
2.2	23/8/99	Incorporated comments from POCL / ICL Pathway review meeting of 5/8/99.	
2.3	27/8/99	Incorporated comments from POCL (David Anders) review of 25/8/99. Amended elements in line with proposed method of product removal	
2.4	14/9/99	Identification that the maximum volume of change could be agreed outside of this document.	

THIS DOCUMENT WAS FORMALLY WITHDRAWN BY ICL PATHWAY

2.5	3/12/99	Re-issued following significant ICL Pathway / POCL discussions.	
2.6	22/12/99	Reviewed after POCL / ICL Pathway meeting on 20/12/99.	
2.7	5/1/00	Changed to include ICL Pathway commercial comments.	
2.8	11/1/00	Changes following POCL /ICL Pathway review on the 10/1/2000	
2.9	13/1/2000	Changes following POCL.ICL Pathway review on 13/1/2000	
3.0	20/01/2000	Updated baseline.	CCN 496b

0.2 Approval Authorities

Name	Position	Signature	Date
Stephen Muchow	ICL Pathway Customer Service Director		
Andrew Radka	POCL Head of Business Service Management		

                        Operational Business Change - Product

                        COMMERCIAL IN CONFIDENCE   Version: 3.0
                                                            Date: 20/1/2000

0.3   Associated Documents

Please see library for details of latest versions of documents.

	Reference	Vers	Date	Title	Source
1	CS/PRD/030	2.0	7/6/99	Process for Operational Business Change - product	ICL Pathway
2	CS/IFS/001	2.0	7/6/99	Reference Data Change Catalogue	ICL Pathway
3	AP/PRD/001	1.0	5/1/99	APS Client Take-on process	ICL Pathway
4	CR/FSP/016	2.0	14/7/99	APS Token Verification Service Description – NR2	ICL Pathway
5	RDP/AIS/001	3.3	2/2/98	AIS Reference Data to Pathway Type A Data	POCL
6	RDP/AIS/008	0.2	23/12/98	AIS Reference Data to Pathway Type B Data	POCL
7	CS/PRD/048	1.0	23/6/99	Changing Reference Data to Tight Timescales	ICL Pathway
8	IM/MAN/012	0.5	6/7/99	HFSO Guide – Manual Outlets	ICL Pathway
9	IM/MAN/013	0.5	6/7/99	HFSO Guide - ECCO	ICL Pathway
11	CS/IFS/002	1.0	1/10/98	Reference Data Change Class 1 Analysis	ICL Pathway
12	CS/PRD/063	0.3	27/8/99	Generic Service Management Processes	ICL Pathway
13	RDS/OLA/001	1.0	26/3/99	Reference Data - POCL / ICL Pathway Operational Level Agreement	POCL
14	CS/PRD/028	1.3	6/5/99	Process for Changing Menu Hierarchies and Icons	ICL Pathway
15	CS/IFS/003	3.0	19/7/99	ICL Pathway / POCL Interface Agreement for Operational Business Change – Outlet	ICL Pathway
16	Tba			Pre-fixes for Reference Data files	ICL Pathway
17	Tba			POCL OSG / ICL Pathway Operational Level Agreement	

ICL Pathway	ICL Pathway / POCL Interface Agreement for Operational Business Change - Product	Ref:	CS/PRD/058
	COMMERCIAL IN CONFIDENCE	Version:	3.0
		Date:	20/1/2000

| 18 | OSG/OPS/001 | 1.1 | 14/01/ 2000 | Operational Business Change Product Verification Procedures | POCL |

0.4 Abbreviations/Definitions

Abbreviation	Definition
Advanced Change	Business changes available through the OBC processes that require a notice of change to be delivered to ICL Pathway before implementation. They may or may not be supported by Reference Data files from POCL. Advanced Changes can be subdivided into Complex, Standard, Simple or AP. [see sections 3.1 and 4].
Adow	Any day of the week, as opposed to working weekdays
After the event changes	Changes which need to be made to complete an OBC, but are not needed before the release of the OBC e.g. documentation updates.
AP	Automated Payments

Authorisation Form	A document that is sent from POCL to ICL Pathway to say the following for the named OBC.
	
	• The Verification Report has been checked.
	
	• The Verification Counters have been tested and:
	
	  ➢ The **Identity** and **Name** of the Business Test performed to verify the changes,
	
	  ➢ The **Date** and **Time** the Business Test was conducted,
	
	  ➢ The **Name** of the person who conducted the Business Test,
	
	  ➢ The **Conclusion** of the Business Test, whether **Pass** or **Fail**,
	
	    • If Fail, the **Failure Reason** and **Mitigating Action**
	
	    • If Pass, indicate whether the **Comparison Report** had been checked **Yes** or **No**.
	
	The form provides the notice of authorisation.

Authorisation	The Authorisation process results in ICL Pathway being directed by POCL to implement in the live estate those authorised Reference Data changes that are covered by the notice of authorisation. Authorisation is an assertion by POCL that they have diligently and conscientiously performed the specified **[ref. n18]** Business Tests, and that within the bounds of the specified tests the results indicate that the effects of the authorised Reference Data change is the effect that POCL intended. ICL Pathway is responsible for ensuring that all other effects on the system are consistent with the stated requirement.

ICL PATHWAY | **ICL Pathway / POCL Interface Agreement for Operational Business Change - Product** | Ref: CS/PRD/058

COMMERCIAL IN CONFIDENCE

Version: 3.0
Date: 20/1/2000

	Each party accepts responsibility for those aspects of a change for which it has responsibility to test. The notice of authorisation shall be communicated via an Authorisation Form.
Authorised Change	An OBC which has passed through the Authorisation process and has been authorised.
Basic Change	Changes available through the OBC processes that DO NOT require a notice of change to be delivered to ICL Pathway. They always consist of Class 1 Reference Data.
BAU	Business As Usual. Processes within POCL that occur regardless of whether the Horizon system is in use.
BCR	Business Change Request (referred to in POCL as "Change Control Number"). A unique identification number for an OBC.
BSM	Business Service Management – includes the unit currently known as OSG (Outlet Systems Group).
Business Tests	Tests used by POCL to ensure a change seen on the Verification Counter and/or described in the Verification and Comparison reports meets the requirement. Where Business Tests fail to identify problems that were apparent at the time the tests were carried out, the specified tests will be improved by joint review and change control.
CCD	Contract Controlled Document
CCN	Change Control Note as defined in the Codified Agreement
CCN	Change Control Number (referred to in ICL Pathway as "Business Change Request")
Change Type	For example, Basic Pure, Advanced Simple, Advanced AP etc.
Class 1	Class 1 Reference Data is the subset of data items which have no impact on any other part of the Horizon system and changes containing only Class 1 Reference Data (Basic Changes) can be implemented by ICL Pathway without advance notice [see ref. 11]. Basic Changes may be HD, HR or Pure.
Comparison Report	The output from ICL Pathway's software tool which is used for identifying the changes that have occurred on a Horizon counter. It provides information to POCL for verification purposes.
Complex Advanced Changes	OBCs that require advance notice to be given to ICL Pathway in order for Type C Reference Data to be created.
CR	Change Request as defined in the Codified Agreement.
CSR	Core System Release
CSR+	Core System Release Plus

ICL Pathway   **ICL Pathway / POCL Interface Agreement for**   Ref: CS/PRD/058
Operational Business Change - Product

Version: 3.0
COMMERCIAL IN CONFIDENCE   Date: 20/1/2000

CTO	Client Take On (AP)
Deviation to the service	A single instance of an agreed (by CR) variation to the workload which falls outside of specified levels e.g. to volumes or timescales.
Error	A part of a change that does not meet the requirement or specifications, whether Reference Data definitions, file format, milestones, delivery route or other aspect of the OBC processes.
Error correction file	Is any file containing records changing previously received Reference Data that must be released with the original file.
Exception	A change that falls outside of the agreed levels e.g. to lead times or volumes and is not a 'Deviation to the service'.
HD (Basic)	Reference Data changes are 'HD' when the change is relevant in ICL Pathway only to the HelpDesk e.g. telephone number
HFSO	Horizon Field Support Officer
HR (Basic)	Reference Data changes are 'HR – High Risk' when verification is required by POCL (but are not subject to advanced notification)
Incident	An error once it is logged on an Incident Management System (e.g. helpdesk).
Interface Agreement	This document (except where the Interface Agreement for **Outlet** is specifically referred to, then see [ref. 15]).
Migration Special	See section 4.3.2 for the definition.
MIS	Management Information System
OBC	Operational Business Change.

Any change, usually supported by Reference Data changes, that is implemented through the OBC process e.g. Advance and Basic Changes, excluding changes specifically required to implement software changes. |
OBC forms	Forms used to interchange information relating to OBCs between POCL and ICL Pathway e.g. OBC 2.
PM	Postmaster
POUNC	Post Office Users National Council
Pre-authorised change	A pre-authorised change is a Reference Data change that by agreement [see section 4] does not require verification by POCL and can be released by ICL Pathway without additional notification from POCL over and above the delivery of a conformant file.
Product Changes	Changes to the products or appearance of products available through the Horizon system implemented wholly or in part, through changes to Reference Data.
Pure (Basic)	When used in reference to a Reference Data Change 'Pure' indicates Reference Data which is considered to be of low risk to business integrity

Pway	ICL Pathway
RDCC	Reference Data Change Catalogue
RDMC	ICL Pathway Reference Data Management Centre
RDOT	POCL Reference Data Operational Team
RDP	POCL Reference Data Project
RDS	POCL Reference Data System
RDT	ICL Pathway Reference Data Team
Release Day	The day on which Reference Data is Released to the live system
Released to the live system	Reference Data released by ICL Pathway into the TMS system. The end point for the process defined in this document. The SLA [see section 3.2] covers the delivery of Reference Data to the outlets.
REM	Remittance
Required Date	The date on the OBC form (Advanced Changes) or the date in the Reference Data (Basic Changes) that specifies when the change needs to be available at the outlets, subject to the date given being in accordance with the lead times defined in [section 5]. If the date provided is not appropriate for the lead time for that change, another date may be agreed.
RM	ICL Pathway Release Management
Simple Advanced Changes	Changes that require advanced notice to be given to ICL Pathway, where the additional activities required can be carried out after the OBC has been released and therefore do not extend the lead time for that OBC.
Standard Advanced Changes	Changes that require advanced notice to be given to ICL Pathway, where the additional activities required do extend the lead time for that OBC, but the change does not require Type C Reference Data.
TMS	Transaction Management System.
Type A	Data transmitted electronically from RDS to RDMC over an automated interface
Type B	Data transmitted electronically from RDS to RDMC over a non-automated interface
Type C	Data prepared by ICL Pathway, usually derived from Type B Data
Unauthorised change	An OBC that has been released to the live environment but has not been authorised.
Verification (Verify)	Confirming that the observed result of the change implemented is the same as that expected and fulfils the requirements of the business.
Verification Counter	A non-live Horizon counter provided to POCL to which OBCs are applied in order for POCL to verify the change, before its release to the live estate.
Verification	A report produced from the RDMC to show which Reference Data records

ICL Pathway   **ICL Pathway / POCL Interface Agreement for**   Ref: CS/PRD/058
                   Operational Business Change - Product
                                                              Version: 3.0
                   COMMERCIAL IN CONFIDENCE   Date: 20/1/2000

Report	have changed.
Working weekdays	9am to 5pm, Monday to Friday, excluding public holidays.

0.5 Changes in this Version

Version	Changes
2.5	Incorporates the output from the ICL Pathway / POCL Reference Data Review meetings. Reformatted.
2.6	Incorporates output of POCL / ICL Pathway Verification & Authorisation meeting of 20/12/99. - Introduction of summary sheet - Clarification of some details - Clarification of Tight Timescales - New definition of verification & authorisation - Addition of new predictive volumes from POCL - Amendment of wording in Volumes chapter - Addition of 1 day to lead times to allow for the generation of the Comparison Report.
2.7	- Expand process step 3 in section 3.4.2. - Included section **Error! Reference source not found.** on peaks in the volume of Reference Data. - Removed a redundant example in section 5.1.
2.8	- Clarified definitions of terms. - Incorporated output from POCL / ICL Pathway meeting of 10/1/00.
2.9	Changes as agreed at POCL/ICL Pathway meeting of 13/1/2000

0.6 Changes Expected

Changes
- Introduction of scope and definition of data entry verification by POCL.   - Introduction of process dependencies on the production and communication of Counter News articles that relate to Reference Data changes.

0.7 Table of Contents

ICL Pathway   **ICL Pathway / POCL Interface Agreement for**   Ref: CS/PRD/058
                         Operational Business Change - Product

                                                                        Version: 3.0
                         COMMERCIAL IN CONFIDENCE   Date: 20/1/2000

ICL Pathway

**ICL Pathway / POCL Interface Agreement for
Operational Business Change - Product**

COMMERCIAL IN CONFIDENCE

Ref: CS/PRD/058

Version: 3.0
Date: 20/1/2000

1 SUMMARY SHEET

This section summarises the content of this agreement as a "quick reference" guide to change types. It does not replace the detail contained in the following chapters (should there be differences, the latter shall prevail).

Change Category	Definition (see section 4)	Lead time (working weekdays)
Standard:		
• Basic Change - pure	Type A Reference Data only (no POCL verification required)	5
• Basic Change – high risk	Type A Reference Data only (POCL verification is required)	10
• Advanced, simple Change	Type A Reference Data, plus after-the-event changes	10
• Advanced, standard Change	Type A & Type B Reference Data, MIS change & ICL Pathway testing required	14
• Advanced, complex Change	Requires Type C Reference Data from ICL Pathway	30
• AP Change	AP Client Take On	[see refs. 3&4]
Fastracks:		
• Basic express	An agreed lead time for a specific requirement to change specific Reference Data quickly	2
• Migration special	An addition to the product mappings for an outlet	1
• Tight Timescales	A contractual requirement (Reqt 539/3) to make any kind of Reference Data change quickly, in specified circumstances.	Agreed when requested
• Error correction	The method of changing Reference Data for Error Correction purposes is described in [ref. 12].	Defined by the incident priority

• see abbreviations / definitions

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2 Introduction

This document, when approved, will be a Contract-Controlled Document (CCD).

2.1 Intent of agreement

The intent of this interface agreement is to establish effective co-operation between ICL Pathway and POCL for the timely efficient and cost effective delivery of Operational Business Change – Product using Reference Data to Horizon enabled Post Office Counters.

This agreement identifies:
- POCL's and ICL Pathway's requirement for Product changes introduced via Reference Data,
- the agreed end-to-end service solution of ICL Pathway and POCL, both separately and jointly, for implementing such changes and
- the obligations of both parties, both separately and jointly, that must be met in order to deliver the solution.

There are a number of documents (which are not CCDs) that describe the interfaces and agreements made between ICL Pathway and POCL for the management of Operational Business Changes [refs. 1, 2, 11, 13, 14, 16, 17]. This document provides an "umbrella" agreement for those others and they will comply with the agreements made within this Interface Agreement.

2.2 Maintenance of this agreement

This agreement is applicable to the CSR Horizon release. It will be reviewed for the CSR+ release and regularly after that on an on-going basis. It is maintained by ICL Pathway on behalf of both parties.

2.3 Future Developments

POCL and ICL Pathway agree to work jointly to improve the quality and effectiveness of the Reference Data interface as follows:

- Enhance the functionality, scope and effectiveness of the Reference Data test environment
- Continuously improve the toolset available in the test environment. In particular ICL Pathway will further develop its Reference Data comparison tool for identifying impact of planned Reference Data changes
- Continuously improve the Reference Data Change Catalogue (RDCC) relating to business rules. A consolidated set of business rules and procedures will be jointly developed and implemented

- Continuously improve the scope and effectiveness of Business and System tests

The programme for delivery of each of the above will be overseen by the Horizon Delivery forum.

3 Scope

3.1 Interfaces

This agreement covers all the interfaces between ICL Pathway and POCL that support the Operational Business Change process for pre-defined product changes.
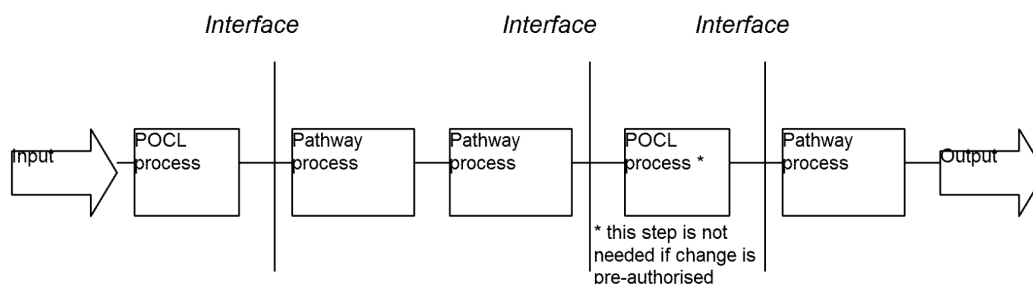
The start is the point where an OBC form has been completed and issued within POCL, and the end point is where the Reference Data has been released within ICL Pathway for delivery to the live counters.

The delivery of the Reference Data to counters is covered by the SLA [see section 3.2].

It applies to both Advanced and Basic Product Changes where:

- a Basic Change is a change which consists solely of Reference Data which requires no additional ICL Pathway actions and may be submitted to ICL Pathway without notice
- an Advanced Change is a change which requires additional ICL Pathway activity and is subject to advanced notification.

3.2 Outlet Changes

This Interface Agreement does not cover Reference Data for Outlet Change [see ref. 15].

3.3 SLA

The contractual provisions relating to the distribution of Reference Data are defined in the SLA in Schedule G10 of the contract.

ICL Pathway	ICL Pathway / POCL Interface Agreement for Operational Business Change - Product	Ref:	CS/PRD/058
		Version:	3.0
	COMMERCIAL IN CONFIDENCE	Date:	20/1/2000

Where the required date for delivery is not the day following authorisation, the SLA requirement to release the next day does not apply as long as the Reference Data change is delivered before the required date.

3.4 Operational Business Change processes

The Operational Business Change (OBC) process for product change is defined in [ref. 1] and the types of change that qualify for the OBC process are defined in the Reference Data Change Catalogue (RDCC) [ref. 2]. Changes not found in the RDCC must be requested via the normal Change Control mechanism (CR/CCN).

A summary of the process is given below.
Note: not every Change Type follows every step of the process [see section 5].
The timescales for each stage of the process are defined in [section 5].
The types of change that the process applies to are defined in [section 4].
The responsibilities of each party are defined in [section 8].

ICL Pathway   **ICL Pathway / POCL Interface Agreement for**   Ref: CS/PRD/058
Operational Business Change - Product

Version: 3.0
COMMERCIAL IN CONFIDENCE   Date: 20/1/2000

3.4.1 Process Diagram

Note: feedback loops exist at all stages for error correction, but are not shown,
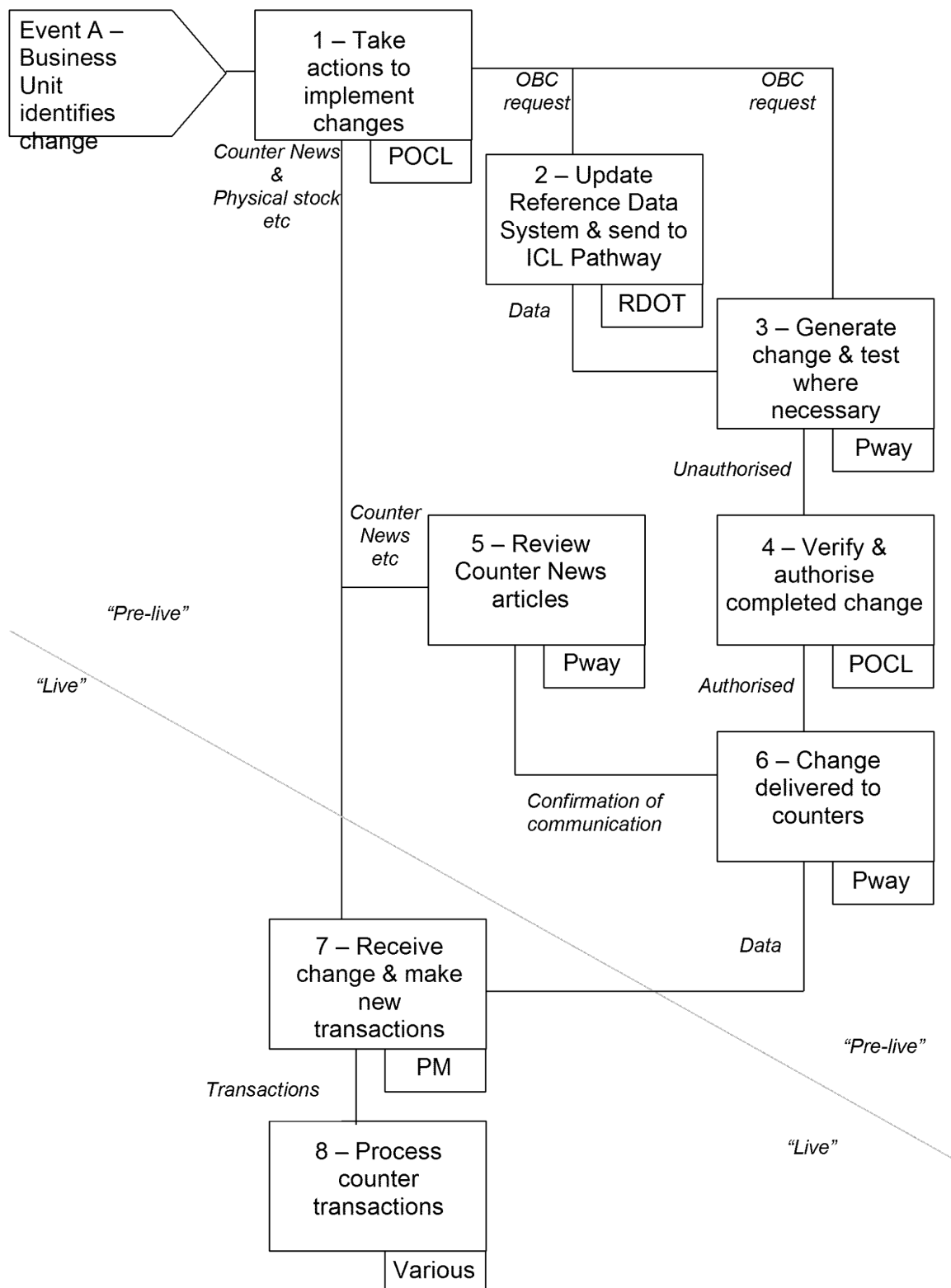
3.4.2 Process Steps

	Step	Taken by	Description
A	Event A – Identify change	POCL Business Unit	The Business Centres in POCL identify the business need to change details for or to introduce a product.
1	Take actions to implement the changes	POCL Business Unit	The Business Centres in POCL identify if the change is a Basic Reference Data change, or an Advanced OBC change. The relevant business unit raise the required OBC forms to: • Request POCL Reference Data Operations Team (RDOT) to change the Reference Data (for both Basic and Advanced Changes) • and to request BSM to request an OBC –Product Change from ICL Pathway (for Advanced Changes). BSM confirm the change requested is an Advanced OBC change and request ICL Pathway to make the change. BSM supply any required additional information to support the Advanced OBC change. POCL ensure that all necessary communications and supporting actions for the OBC are complete.
2	Update Ref. Data system & send to Pathway	POCL RDOT	POCL Reference Data Operations Team changes the Reference Data to meet the OBC requested and send it to ICL Pathway and other users within POCL.
3	Generate Change and test where necessary	ICL Pathway	ICL Pathway receives the Reference Data from RDOT (for all changes) and receives the OBC form and necessary additional information from BSM (for Advanced Changes). ICL Pathway initiates any required internal actions e.g. ensure Reference Data is appropriate for the OBC requested as defined in the RDCC [ref. 2], generate Type C Reference Data, test changes. Changes are tested and validated by ICL Pathway where necessary.

ICL Pathway | **ICL Pathway / POCL Interface Agreement for Operational Business Change - Product** | Ref: CS/PRD/058

COMMERCIAL IN CONFIDENCE

Version: 3.0
Date: 20/1/2000

			ICL Pathway generates and delivers the RDMC Verification Report and the Comparison Report to BSM and delivers the actual Reference Data change to the verification counters, as appropriate. Note: ICL Pathway does not send Pure Basic and Migration Special Changes to BSM for authorisation, as they are pre-authorised by POCL.
4	Verify & authorise completed change	POCL Business Unit	BSM verifies the OBCs on the counter / reports (as appropriate) and confirms the change as delivered is the change required, and authorises the release of the OBC to the live estate. Note: for Migration Special changes, BSM are only confirming the authorisation, as the OBC is pre-authorised.
5	Review Counter News articles	ICL Pathway	ICL Pathway needs to review all relevant Counter News or other Horizon update articles before distribution (when required) to confirm that the contents correctly reflect the system and will not have an unnecessary impact on helpdesk resources. . POCL shall accept all amendments reasonable requested by ICL Pathway in pursuit of the delivery of contractual services.
6	Change delivered to counters	ICL Pathway	ICL Pathway releases Reference Data for all authorised OBCs to the live estate. Where agreed, the release may be held pending communication to the Outlets e.g. via Counter News.
7	Receive change & make new transactions	Postmaster	Postmasters receive and read communications, such as Counter News, and stock and other Business As Usual items. Changes to the Horizon terminals arrive at the outlets and Postmasters make transactions as normal, using the new product details.
8	Process counter transactions	Various	Transactions are reported from the counters to POCL central systems and eventually to clients. The reported transactions are validated against expectations.

4 Types of Change

4.1 Introduction

Change types are pre-defined for inclusion into the OBC – product process. This definition can be found in the Reference Data Change Catalogue (RDCC) [ref. 2]. Each pre-defined change type also can be grouped into one of the following:

Standard:	
• Basic Change – Pure	Type A Reference Data only, does not required verification
• Basic Change – High Risk	Type A Reference Data only, requires verification
• Advanced, Simple Change	Type A Reference Data, plus after-the-event changes
• Advanced, Standard Change	Type A & Type B Reference Data, MIS change & testing required
• Advanced, Complex Change	Requires Type C Reference Data from ICL Pathway
• AP changes	AP Client Take On
Fastracks:	
• Basic Express	An agreed lead time for a specific requirement to change specific Reference Data quickly
• Migration Special	An addition to the Product mappings for an outlet
• Tight Timescales	A contractual requirement (Reqt 539/3) to make any kind of Reference Data change quickly, in specified circumstances.
• Error Correction	The method of changing Reference Data for Error Correction purposes is described in [ref. 12].

The RDCC Product Change categories that apply to these changes are listed (section numbers provided, based on release 2.2 of the RDCC [ref. 2]) in [sections 4.2 and 4.3] below. The assumptions listed in the RDCC must be adhered to in order to apply these categorisations.

4.2 Standard Changes

(with cross-references to RDCC section numbers)

4.2.1 Basic - Pure

Basic Changes do not require advanced notification from POCL to ICL Pathway (OBC form). The delivery of the Reference Data file using agreed mechanisms [see section 0.3] is the request for change. The file must identify that its contents are Basic Pure changes. The file may contain more than one change of the same type. All Basic files contain only Class 1 Reference Data items. ICL Pathway checks the contents of the file are appropriate for the type of change. Pure changes do not require verification and are pre-authorised for release.

6.7.9   Change clerk instructions

[DN: it is currently under discussion whether increasing product availability (non core) can be a Pure Basic change].

4.2.2 Basic – High Risk

Basic Changes do not require advanced notification from POCL to ICL Pathway (OBC form). The delivery of the Reference Data file using agreed mechanisms [see section 0.3] is the request for change. The file must identify that its contents Basic High Risk changes. The file may contain more than one change of the same type. All Basic files contain only Class 1 Reference Data items. ICL Pathway checks the contents of the file are appropriate for the type of change. High Risk changes require a Verification and a Comparison report and authorisation by POCL before release.

6.4.1	Change to product price
6.4.6	Revaluation
6.5.2	Increase product availability (non-core)
6.4.3, 6.7.1, 6.7.5	Change to min/max quantity/value
6.7.2, 6.7.3	Change whether voidable or reversible
6.7.6	Change between existing methods of payment
6.6.1 - 6.6.3, 6.10.6	Change product names

ICL Pathway   **ICL Pathway / POCL Interface Agreement for**   Ref: CS/PRD/058
                          Operational Business Change - Product

                                                                         Version: 3.0
                          COMMERCIAL IN CONFIDENCE   Date: 20/1/2000

4.2.3 Advanced simple

Advanced Simple changes require advanced notification from POCL to ICL Pathway (an OBC form) to request the change. Associated Reference Data files must be identifiable as such through the BCR number. ICL Pathway checks the contents of the file are appropriate for this type of change. ICL Pathway has actions to take to implement the change (in addition to processing the Type A Reference Data file from POCL) e.g. update documentation, but these actions can occur after the change has been released and therefore do not extend the leadtime for the change. These changes require a Verification and a Comparison report and authorisation by POCL before release.

6.2.1 - 6.2.5	Cease non-value product*
6.2.1 - 6.2.3	Cease Sell and Remit In/Out of value product (at same time)*
6.5.3	Non core product becomes core
6.7.8	Change to use of additional fields

* see appendix A

4.2.4 Advanced standard

Advanced Standard changes require advanced notification from POCL to ICL Pathway (an OBC form) to request the change. Associated Reference Data files must be identifiable as such through the BCR number. ICL Pathway checks the contents of the file are appropriate for this type of change. ICL Pathway has actions to take to implement the change (in addition to processing the Type A Reference Data file from POCL) e.g. process Type B files, and these actions must occur before the change has been released, therefore the leadtimes are longer than for Simple or Basic changes. These changes require a Verification and a Comparison report and authorisation by POCL before release.

6.4.2	Change to discount indicator
6.6.4	Change ability to print receipt
6.6.5	Change from value to non-value stock
6.9.1	Change to client name – non AP
6.13.5	Change to calendar
6.8.11	Remove AP client
6.10.1	Change picklist for existing product

4.2.5 Advanced, complex

Advanced Complex changes require advanced notification from POCL to ICL Pathway (an OBC form) to request the change. Associated Reference Data files must be identifiable as such through the BCR number. ICL Pathway checks the contents of the file are appropriate for this type of change. ICL Pathway must generate Type C Reference Data to implement the change and test that the change works as requested in the OBC form. These changes require a Verification and a Comparison report and authorisation by POCL before release.

6.1(all)	Add new product - non value stock
6.1.1 - 6.1.4	Add new product - make value stock available to rem-in (up to 6 weeks prior to it being made available for sale)
6.3(all), 6.8.7	Remove product permanently (not available at CSR)*
6.2.1 - 6.2.3	Cease value product and leave on Rem Out screen*
6.4.4, 6.4.5	Change to scales matrix /tariff change (no Type C required but BSM need extra time to verify the OBCs).
6.10.2 - 6.10.5, 6.10.7	Change to screen layout
6.12.3, 6.12.5	Change to accounting node
6.5.4	Change product categorisation i.e. making a non-core product core (making a core product non-core at CSR is implemented through the introduction of a new product).
6.6.7	Change to Best Fit screens
6.5.1	Temporary withdrawal of a product

* see appendix A

4.2.6 AP

AP changes require advanced notification from POCL to ICL Pathway (an OBC form) to request the change. Associated Reference Data files must be identifiable as such through the BCR number. ICL Pathway checks the contents of the file are appropriate for this type of change. ICL Pathway has actions to take to implement the change e.g. test Tokens and supply test files to HAPS for POCL End to End testing of changes. These changes require a Verification and a Comparison report, additional testing and authorisation by POCL before release.

(as agreed in AP CTO & Token Verification documents)

6.8.1 - 6.8.5	Introducing new AP client, service or token
6.8.9	Change to client name (new token data)
6.8.7, 6.8.10, 6.8.11	Ceasing AP Client, product or token

Notes on AP change:
- Changing AP product details is treated the same way as changing EPOSS products.

ICL Pathway   **ICL Pathway / POCL Interface Agreement for**   Ref: CS/PRD/058
Operational Business Change - Product

COMMERCIAL IN CONFIDENCE   Version: 3.0
Date: 20/1/2000

- Ceasing AP Client, product or token may be implemented as an Advanced Simple change if required, with the client service list being amended after the event.

4.3 Fast track changes

(with cross-references to RDCC [ref. 2] section numbers)

4.3.1 Basic express

A Basic Express change is a subset of Basic High Risk changes and must comply with the definitions in [section 4.2.1]. However, the leadtimes [see section 5] specified for a Basic Express change can only be achieved where verification can be performed on the basis of the Verification Report and not a Comparison Report. The type of change must be such that there is minimal risk of error occurring elsewhere within the system as a result of applying the change and is therefore limited to:

6.4.1	Change to price of non-value stock
6.4.6	Change to price of revaluable value stock (must still allow 3 days 'warning' period at the counter for PMs)
6.7.1	Change to min/max quantity/value
6.6.1 – 6.6.3	Change to Long/ Medium / Short name

The limits for use are:

◊ only for the categories of change which conform to the above e.g. 'Ticket and Travel' products or to meet the requirement for Tight Timescales
◊ only OBCs that must be active on completion of the change within 48hrs (note: for revaluations, the 48hrs must be in advance of the 3 days 'warning ' period at the counter)
◊ OBCs must be received by Pathway by 10am on a working weekday and
◊ only normal volumes of change as defined in [section 6]
◊ the Change Number must start with defined prefixes [ref. 16]. If a Change is delivered to ICL Pathway with this prefix but the contents do not meet the specified criteria it will be processed according to the normal leadtimes.

4.3.2 Migration special

A Migration Special change is a specific subset of Basic High Risk changes and must comply with the definitions in [section 4.2.1] except that Migration Specials are pre-authorised for release. They are verified by POCL after release, requiring Verification and a Comparison report, so the authorisation can be confirmed.

Migration Special changes are additions to the Reference Data defining which non-core products a particular outlet can sell, where the outlet has been selling the item but the Reference Data does not reflect this. This Reference Data is needed so that the cash account can record those sales, when it is migrated to the Horizon system.

The limits for use are:

◊   additions to Non-core Product to Outlet mappings only
◊   Reference Data must be received by Pathway by 10am
◊   Reference Data files must be identifiable as Migration Specials

If the HFSO discovers that there is a discrepancy in the Product to Outlet mapping (also referred to as non-core items or local products) at the Outlet which he is currently migrating he will follow the procedure set down in references [8 & 9] for the HFSO to contact RDOT with the requested OBC. This Reference Data file will be recognised by ICL Pathway by the fact that the Change Number is in the defined form [ref 16] and the file only contains additions to Product to Outlet mapping Reference Data for an outlet currently being migrated. If the file sent contains any other Reference Data or does not have a Change Number of the prescribed format the file will be treated as a Migration Special change but shall instead be categorised as appropriate and be dealt with accordingly.

This process may also be used immediately following migration where mapping errors are subsequently found.

Once ICL Pathway has confirmed that the Reference Data is of the required type it will be released to the 'Live' environment. The authorisation for this release is implied by the pre-fix to the Change Number and will be confirmed by BSM as soon as possible after the event.

4.3.3 Tight Timescales

4.3.3.1 Requirement

Requirement 539/3 states there is a need to "implement changes to Reference Data to tight timescales. As an example of such timescales, it shall be possible to implement Reference Data changes consequent on a [Treasury] Budget by start of business on the following day".

4.3.3.2 Definition

A Tight Timescale change is caused by either:
- an emergency situation where normal leadtimes cannot be adhered to because of legal circumstances outside of POCL control, or
- to allow POCL to exploit commercial opportunities.

Each instance of such change must be notified in writing by POCL to ICL Pathway and agreed between POCL Head of Business Service Management and ICL Pathway Head of Operations Management or their nominated authorised deputies.

4.3.3.3 Types

Analysis by POCL of the business requirements indicates that the types of change that require to be actioned in tight timescales are:

- Price changes
- Emergency cessation of a product
- Product introduction or change where the product has been created in advance with interim details.

4.3.3.4 <u>a)   Price Change</u>

The most frequent tight timescale changes are price changes. These will be processed via the fastrack Basic Express route.

4.3.3.5 <u>b)   Emergency cessation</u>

Normally, cessation of a product (i.e. ending the ability to transact a product) is an Advanced Simple change with a lead time of 2 weeks*. By agreement, it will be dealt with as if it were a Basic Express, with a lead time of 2 working weekdays. The normal processing will occur after the event e.g. generation of Comparison Reports.
* see Appendix A

4.3.3.6 <u>c)   Product introduction or change (with interim details)</u>

A new product (or product change) can be introduced in advance of all details being available e.g. to meet a late-breaking business opportunity. Mandatory details should be provided initially, although some will have interim values

e.g.

- product name may be set to "test name" or other identifiably interim name
- the cash account mapping may be to a line marked as "temporary"
- the button for the product may not be introduced until a later date, and the product only available to be sold by PLU initially.

The "interim" product should be verified using standard processes for product change [see sections 3.4 and 5.6].

To set up the interim product the normal leadtimes should be adhered to (e.g. 31 working weekdays for a new product). When the interim product cannot be set up with the normal lead times, it will be dealt with as a high priority exception [see section 9.2].

The interim details will be later replaced using:

- a Basic Express change for the final information relating to price and name. This must be identifiable as part of the tight timescale change, and will be verified via the Verification Report for Basic Express, before the change is released

- standard changes that occur after the go live of the product e.g. the introduction of the button, or the change of the cash account mapping.
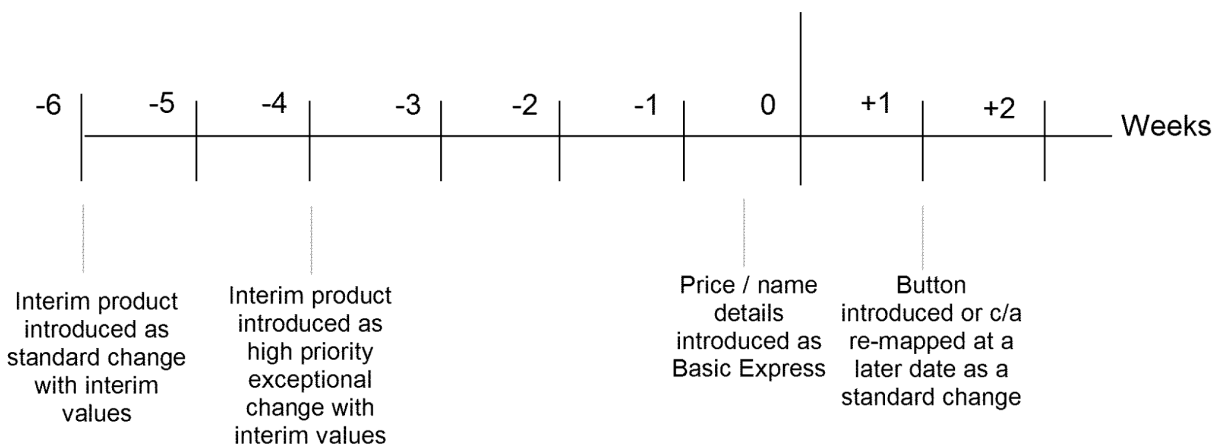
4.3.4 Error Correction

All incidents are managed through the incident management process [ref. 12] and the time scale for its correction is driven by the impact of the incident and the go live date of the change [see section 9.3].

5 Lead time for changes

5.1 Introduction

The lead times quoted in this section are the end-to-end times covering both POCL and ICL Pathway activities. Each party must meet each milestone applicable to it in order that the subsequent milestones and the end-to-end lead times are achieved. The types of change that relate to each category are defined in [section 4].

These lead times apply for the volumes given in [section 6].

The lead time runs from initiating a change until the change is released to the live system.

For information only, the SLAs to be achieved as set out in the Codified Agreement, Schedule [G10], are shown at the end of each model. The SLA applies to the delivery of the released Reference Data not to the delivery of the OBCs.
<u>Notes:</u>

For simplicity, the models used do not show activities that occur in parallel.

day = working weekday (Mon-Fri, excluding public holidays)
adow = any day of the week, includes non working weekdays (Mon-Sun)
times = latest time action can occur to meet the schedule

Where a time is given next to a milestone, the time is critical to achieving that milestone. Where the time is not given, the default is for the handover between organisations to be complete by 8am. Failure to achieve a milestone by the given (or default) time potentially extends the lead time of the change.

5.2 Basic - Pure

Changes that involve changing Type A Reference Data only and do not require verification.

Action	Duration	Result	Milestone	Owner
Business generates change	1 day	Deliver to BSM	Day 1	POCL
BSM processes change	1 day	Deliver Reference Data to RDOT	Day 2	POCL
RDOT input Reference Data	2 days	Send to Pathway	Day 4 (8pm)	POCL
System processes overnight		*Available to Pathway*	*Day 5 (8am)*	
Pathway process change	1 day	Release change (Pure) (release day)	Day 5 (8pm)	ICL Pathway
System processes overnight		*Data at counters 97%*	*(release day +1 adow)*	
		Data at counters 99%	*(release day +2 adow)*	
		Data at counters 100%	*(release day +3 adow)*	

5.3 Basic – High Risk

Changes that involve changing Type A Reference Data only and required verification.

Action	Duration	Result	Milestone	Owner
Business generates change	1 day	Deliver to BSM	Day 1	POCL
BSM processes change	1 day	Deliver Reference Data to RDOT	Day 2	POCL
RDOT input Reference Data	2 days	Send to Pathway	Day 4 (8pm)	POCL
System processes overnight		*Available to Pathway*	*Day 5 (8am)*	
Pathway process change	2 days	Handover to RM (HR)	Day 6 (6pm)	ICL Pathway
Pathway generate RDMC verification & comparison reports	2 day	Deliver for verification to BSM	Day 8 (6pm)	ICL Pathway
BSM check reports	2 days	Notifies Pathway of authorisation	Day 10 (8pm)	POCL
Pathway process authorisation	Immediate	Release change (release day)	Day 10 (8pm)	ICL Pathway
System processes overnight		*Data at counters 97%*	*(release day +1 adow)*	
		Data at counters 99%	*(release day +2 adow)*	
		Data at counters 100%	*(release day +3 adow)*	

ICL Pathway   **ICL Pathway / POCL Interface Agreement for**   Ref: CS/PRD/058
Operational Business Change - Product

Version: 3.0
COMMERCIAL IN CONFIDENCE   Date: 20/1/2000

5.4 Advanced simple

Changes requiring advanced notification that involve Type A Reference Data changes only before release.

Action	Duration	Result	Milestone	Owner
Business generates change	1 day	Deliver to BSM	Day 1	POCL
BSM processes change	1 day	Deliver notification to Pathway	Day 2	POCL
	1 day	Deliver Reference Data to RDOT	Day 2	POCL
RDOT input Reference Data	2 days	Send to Pathway	Day 4 (8pm)	POCL
System processes overnight		*Available to Pathway*	*Day 5 (8am)*	
Pathway process request for change	2 days	Preparations complete	Day 4	ICL Pathway
Pathway processes Reference Data	2 days	RDT hand over to RM	Day 6	ICL Pathway
Pathway generate RDMC verification & comparison reports	2 day	Deliver for verification to BSM	Day 8	ICL Pathway
BSM check reports	2 days	Notifies Pathway of authorisation	Day 10 (8 pm)	POCL
Pathway process authorisation	Immediate	Release change (release day)	Day 10 (8 pm)	ICL Pathway
Update systems & documentation	Varies		Day 11+	ICL Pathway
System processes overnight		*Data at counters 97%*	*(release day +1 adow)*	
		Data at counters 99%	*(release day +2 adow)*	
		Data at counters 100%	*(release day +3 adow)*	

ICL Pathway   **ICL Pathway / POCL Interface Agreement for**   Ref: CS/PRD/058
                    Operational Business Change - Product

                                                                Version: 3.0
                    COMMERCIAL IN CONFIDENCE   Date: 20/1/2000

5.5 Advanced standard

Changes that, in addition to Type A Reference Data, require activities such as loading Type B (scales and discount indicator) Reference Data, managing additional information, MIS updates or testing.

Action	Duration	Result	Milestone	Owner
Business generates change	1 day	Deliver to BSM	Day 1	POCL
BSM processes change	1 day	Deliver notification to Pathway	Day 2	POCL
BSM processes Reference Data	3 days	Deliver Reference Data to RDOT	Day 4	POCL
RDOT input Reference Data	3 days	Send to Pathway	Day 7 (8pm)	POCL
System processes overnight		*Available to Pathway*	*Day 8 (8am)*	
Pathway process request for change	2 days	Preparations complete	Day 4	ICL Pathway
Pathway process Reference Data	2 days	Ready for testing	Day 9	ICL Pathway
RDT test change	1 days	RDT handover to RM	Day 10	ICL Pathway
Pathway generate RDMC verification & comparison reports	2 day	Deliver for verification to BSM	Day 12	ICL Pathway
BSM check reports	2 days	Notifies Pathway of authorisation	Day 14 (8 pm)	POCL
Pathway process authorisation	Immediate	Release change (release day)	Day 14 (8 pm)	ICL Pathway
Amend MIS mapping	1 day		Day 14	ICL Pathway
Update documentation	Varies		Day 12+	ICL Pathway
System processes overnight		*Data at counters 97%*	*(release day +1 adow)*	
		Data at counters 99%	*(release day +2 adow)*	
		Data at counters 100%	*(release day +3 adow)*	

ICL Pathway   **ICL Pathway / POCL Interface Agreement for**   Ref: CS/PRD/058
                    Operational Business Change - Product

                                                                        Version: 3.0
                    COMMERCIAL IN CONFIDENCE   Date: 20/1/2000

5.6 Advanced, complex

Changes that require update Type C Reference Data (and Type B Cash Account).

Action	Duration	Result	Milestone	Owner
Business generates change	2 days	Deliver to BSM	Day 2	POCL
BSM processes change	3 days	Deliver notification to Pathway	Day 5	POCL
BSM processes Reference Data	4 days	Deliver Reference Data to RDOT	Day 6	POCL
RDOT input Reference Data	5 days	Send to Pathway	Day 11 (8pm)	POCL
System processes overnight		*Available to Pathway*	*Day 12 (8am)*	
Pathway process request for change	2 days	Preparations complete & notify CD	Day 7	ICL Pathway
Pathway processes Reference Data	2 days	RDT handover to CD	Day 13	ICL Pathway
Create Type C Reference Data	10 days	Ready for testing	Day 23	ICL Pathway
RDT Test changes	2 days	RDT handover to RM	Day 25	ICL Pathway
Pathway generate RDMC verification & comparison reports	2 day	Deliver for verification to BSM	Day 27	ICL Pathway
BSM check reports	3 days	Notifies Pathway of authorisation	Day 30 (8 pm)	POCL
Pathway process authorisation	Immediate	Release change (release day)	Day 30 (8 pm)	
Amend MIS mapping	1 day		Day 30	ICL Pathway
Update documentation	Varies		Day 30+	ICL Pathway
System processes overnight		*Data at counters 97%*	*(release day +1 adow)*	
		Data at counters 99%	*(release day +2 adow)*	
		Data at counters 100%	*(release day +3 adow)*	

5.7 AP Client Take On

As agreed in AP Client Take On & Token Verification documents [ref. 3 & 4].

5.8 Basic Express

Changes that involve only Type A Reference Data and are one of the named change types in [section 4.3.1].

Action	Duration	Result	Milestone	Owner
Business generates change	2 hours	Deliver to BSM	Day 1 (10am)	POCL
BSM processes change	3 hours	Deliver Reference Data to RDOT	Day 1 (1pm)	POCL
RDOT input Reference Data	7 hours	Send to Pathway	Day 1 (8pm)	POCL
System processes overnight		*Available to Pathway*	*Day 2 (8am)*	
Pathway process change	1 hour	Handover to RM (HR)	Day 2 (10am)	ICL Pathway
Pathway generate verification reports	2 hours	Deliver for verification to BSM	Day 2 (noon)	ICL Pathway
BSM check reports	4 hours	Notifies Pathway of authorisation	Day 2 (4pm)	POCL
Pathway process authorisation	2 hours	Release change (release day)	Day 2 (6pm)	ICL Pathway
System processes overnight		*Data at counters 97%*	*(release day +1 adow)*	
		Data at counters 99%	*(release day +2 adow)*	
		Data at counters 100%	*(release day +3 adow)*	

5.9 Migration special

To meet the need to apply a quick change to the Product to Outlet mappings for an outlet which is currently being migrated

Action	Result	Milestone	Owner
HFSO identifies required change	Notify RDOT	*	POCL
RDOT input Reference Data	Send to Pathway	*	POCL
Pathway process change	Release change (release day)	*	ICL Pathway
Pathway generate Verification and Comparison Reports	Deliver for verification to BSM	*	ICL Pathway
BSM check reports	Notifies Pathway of confirmation of authorisation	*	POCL
System processes overnight	*Data at counters 97%*	*(release day +1 adow)*	
	Data at counters 99%	*(release day +2 adow)*	
	Data at counters 100%	*(release day +3 adow)*	

* Note:

Migration Special Reference Data files (identifiable as such by virtue of the OBC prefix used) arriving by 10am on a working weekday will be released by Pathway for distribution that night, for delivery by the next morning (any day).

Migration Special Reference Data files received by Pathway by 4pm and accompanied by a notifying 'phone call, will be released that working weekday for delivery to the counter by the next morning (any day).

6 Volume of change

6.1 Introduction

The POCL forecast volume of Operational Business Change is shown in Appendix B

On a 3 monthly basis the Operational Service Review Forum will review actual and forecast volumes to estimate the impact on future capacity and lead times.

6.2 Committed volumes

The parties agree that the POCL Dec '99 estimate in [Appendix B] is deemed to be the baseline volume of OBCs for this agreement for the year 2000. The baseline for Reference Data record changes is given in the AIS [ref. 5].

Where:

- the quarterly forecast figures (or observed actuals) for a rolling 12 month period, show an increase of more than 15% on the baseline for the (aggregated) total of all OBCs or for all Reference Data records or
- Fastrack changes (excepting Migration Specials) exceed 10% of the rolling annual total volume of changes, then

a Change Request (CR) is required for full impacting of the resource needed to deliver the end-to-end process and to establish a new baseline.

Where these limits are exceeded changes will be processed as exceptions [see section 9.2].

6.2.1 Peaks in Business Change activity

- Where the total volume of Business changes raised in any week is no more than 15% above the baseline, the changes will be processed to meet the agreements specified in this document.
- Where the total volume of Business changes raised in any week is more than 15% above the baseline, this is termed a 'peak'.
- Where the 'peak' is between 15% and 30% above the baseline notification must be given at least 1 week in advance, for the changes to be processed to meet the agreements specified in this document.
- Where the 'peak' is between 30% and 50% above the baseline notification must be given at least 4 weeks in advance, for the changes to be processed to meet the agreements specified in this document.

ICL Pathway   **ICL Pathway / POCL Interface Agreement for**   Ref: CS/PRD/058
Operational Business Change - Product

Version: 3.0
COMMERCIAL IN CONFIDENCE   Date: 20/1/2000

- Where the total volume of Business changes raised in any week is anticipated to be greater than 50% above the baseline, or where a the notice period of a peak is not possible, the changes will be treated as an exception [see section 9.2].
- Where sufficient notice of an increase in volume over 50% above the baseline is available, a CR can be raised to change the baseline.
- Where the total volume of Business changes is greater than 20% above the baseline, over a 3-month period, a CR is required to change the baseline volumes.

The operational reviews will ensure that there is careful co-ordination of each component of the change(s) and will prioritise between current work, where necessary.

Examples of peak activity are end of year and tariff changes.

a)   End of year

The end of financial year changes will normally represent a peak in change activity. Changes that can be expected at this time of year include:
- cash account changes (which are not covered by OBC processes but do need to be co-ordinated with the OBC activity)
- changes caused by budget decisions
- other product changes, e.g. Tariff Change or the introduction of new Homecare Stamp Changes.

POCL and ICL Pathway will plan and manage these changes as separate peak change projects.

b)   Tariff changes

A Tariff change may include new product introduction, revaluation, price changes and/or scales data changes, with multiple changes of each type. It may cause a large overhead on verification, particularly of scales data, and requires careful co-ordination, as well as being open to last minute amendment by POUNC.

7 Deliverables

To ensure milestones are met all deliverables must be:

- Complete and identifiable e.g. cross referencing change numbers
- Error free [see section 9.3 for managing errors]
- Delivered by the relevant deadlines set out in the Interface Agreement [see section 5 for required milestones]
- Delivered through the agreed mechanisms.

7.1 POCL to ICL Pathway

POCL shall deliver to ICL Pathway:

1) Reference Data for Advanced and Basic changes
2) Operational Business Change forms for Advanced changes
3) Supporting items and/or information appropriate for changes e.g. AP tokens, Counter News
4) Authorisation for Advanced and High Risk Basic changes
5) Volumetric forecasts, including peaks

7.2 ICL Pathway to POCL

ICL Pathway shall deliver to POCL:

1) Reference Data to Verification Counters for OBCs to be verified that:
   - include Type C Reference Data for Advanced changes when necessary
   - have been tested to ensure changes work as requested on the OBC forms.
2) Verification and Comparison Reports (as appropriate) that identify exactly what changes to the counter have been implemented
3) Reference Data to live counters for OBCs that have been (pre) authorised by POCL
4) Reports on volumetrics, including observed peaks.

8 Roles & Responsibilities

8.1 POCL – General

POCL shall, without limitation:

8.1.1 Administration and Control

a) Appoint and communicate to ICL Pathway the name of an owner for this interface agreement. The owner shall maintain and communicate to ICL Pathway the list of change authorisers.
b) Measure & report on the performance of processes carried out by POCL under this Interface Agreement.
c) Participate in the Service Review process, to cover all aspects of the process and its operation, including the provision of regular forecasts of volumes, at least annually.
d) Review the OBC process and forms to identify improvements.
e) Maintain details of the POCL contacts relevant to these processes within the change contacts list in the OLAs [ref. 13 & 17].

8.1.2 Implementation

a) Ensure Post Office staff and clients are aware of changes in time to make the necessary preparations
b) Resolve queries from ICL Pathway that are material to an OBC
c) Communicate issues and exception information to ICL Pathway, as reasonably necessary to assist them, to enable them to manage and control all their relevant change activity on the ICL Pathway side of the change interface.
d) Provide the Postmaster communication (e.g. Counter News) to ICL Pathway for comment before release and make any amendments reasonably required by ICL Pathway
e) Identify potential variations to the service as soon as known e.g. peak activity
f) Process and communicate advanced product changes, in accordance with timescales in [section 5], to ICL Pathway ensuring, where necessary, that changes are submitted separately in units of release.
g) Verify changes and provide authorisation ready for release [in accordance with section 8.6]
h) Maintain POCL copy of reference documents e.g. copy of the menu hierarchy
i) Maintain and ensure the security of the OBC product and Reference Data verification mailboxes on POCL servers

8.1.3 Files & Reference Data

a)   Ensure the date contained in the Reference Data is in accordance with the required lead times [see section 5]

b)   Where possible, all Reference Data which should be applied as a unit, as defined by business rules or the OBC, should be supplied in a single file. Where this is not possible, subsequent files must be identifiable as the same unit of release.

c)   Recognise that the file is the unit of release and all changes within one file are constrained by the longest lead time.

d)   Allocate unique Business Change Request number (Change Control Number).

e)   Ensure all required change information and data is submitted to ICL Pathway e.g. menu hierarchy information [ref. 14] AP CTO packs etc.

f)   Ensure the accuracy and integrity of the change information and Reference Data provided to ICL Pathway

8.2 POCL - Reference Data Operational Team

POCL RDOT shall, without limitation:

a)   Process and transmit basic Reference Data changes to ICL Pathway over routes & timetables, as specified in the OLA [ref. 13].

b)   Supply Reference Data to support advanced change in accordance with specified standards [see section 0.3].

c)   Allocate unique Business Change Request number (Change Control Number) where necessary.

d)   Ensure that the content of any file is consistent with the change identifier e.g. corrections in file with an identifier of 'OBC12345c' are all corrections for 'OBC12345'.

8.3 POCL Network Business Support Centre (NBSC)

NBSC shall, without limitation:

a)   Provide an interface to log POCL incidents raised by POCL or ICL Pathway.

b)   Monitor, track and provide updates on POCL incidents to resolution.

8.4 ICL Pathway responsibilities

ICL Pathway shall, without limitation:

8.4.1 Administration and Control

a) Appoint and communicate to POCL the name of an owner for this interface agreement.
b) Measure & report on the performance of ICL Pathway processes carried out under this Interface Agreement.
c) Participate in the Service Review process, to cover all aspects of the process and its operation, including the provision of 3 monthly reports on the volume of change received over the previous year.
d) Review the OBC process and forms to identify improvements.
e) Maintain the details of the ICL Pathway contacts relevant to these processes within the OBC Product Change contacts list in the OLAs [ref. 13 and 17].

8.4.2 Implementation

a) Ensure ICL Pathway staff and suppliers are aware of changes in time to make the appropriate preparations, where necessary
b) Review the Postmaster communication (e.g. Counter News) and notify POCL of any amendments reasonably required, before issue.
c) Communicate issues and exception information to POCL, as reasonably necessary to assist POCL, to enable them to manage and control all their relevant change activity on the POCL side of the change interface.
d) Receive and progress basic Reference Data change requests through the Reference Data change procedures
e) Receive and progress advanced Reference Data change requests. These may be sent electronically by POCL to the OBC Product Change Mailbox or via fallback routes (e.g. fax)
f) Assess advanced changes and identify and deliver the change services needed to satisfy specific changes
g) Ensure that supporting ICL Pathway processes are implemented to manage the delivery of change services
h) Provide invoices for the completion of work, when appropriate [see section 9.5]
i) Release correctly authorised changes to meet the Agreed Date [see section 9.3]

8.4.3 Files & Reference Data

a) Provide changed Reference Data, Verification and Comparison Reports in accordance with agreed procedures [see section 0.3]

ICL Pathway   **ICL Pathway / POCL Interface Agreement for**   Ref: CS/PRD/058
Operational Business Change - Product

Version: 3.0
COMMERCIAL IN CONFIDENCE   Date: 20/1/2000

8.5 Horizon Service Helpdesk (HSH)

HSH shall, without limitation:

a)   Provide an interface to log ICL Pathway incidents raised by POCL or ICL Pathway.

b)   Monitor, track and provide updates on ICL Pathway incidents to resolution.

8.6 Verification, authorisation & release

Note: for details of the process [see section 3.4].

1)   POCL shall
   - Verify the OBC form before keying the Reference Data.
   - Use the RDS system built in validation rules on the Reference Data keyed in.
   - Verify the Reference Data once it has been keyed, before it is sent to ICL Pathway.

2)   ICL Pathway shall
   - Check that all the Reference Data required for an OBC has been received.
   - Check that the contents of a file are appropriate for that file / change type.
   - Confirm that the Postmaster communication e.g. Counter News is appropriate
   - Raise any queries with POCL relevant to the progression of an OBC
   - Produce a Verification and Comparison Report (where necessary) for changes delivered to the verification counters.
   - Confirm that the change works technically, before sending data and reports to POCL for verification.

3)   POCL shall
   - Perform Authorisation
   - Gain the agreement of ICL Pathway, where POCL wish to release a change that contains a known deviation from the original intention (including an inappropriate communication).

4)   ICL Pathway shall
   - Explain to POCL's reasonable satisfaction any queries which POCL have arising from the tests carried out, or, where the change is part of the technical implementation, accept responsibility for that element of the change.
   - Not unreasonably withhold its agreement to release changes which POCL approve as acceptable deviations from the original intention.
   - Release the Reference Data for authorised changes to the live system provided POCL has complied with it obligations set out in [section 8.6 para 3].

Each party accepts responsibility for those aspects of a change for which it has responsibility to test.

9 Orders and exceptions

9.1 Orders

- The receipt by the OBC Product Mailbox of the OBC form is the confirmed request from POCL to ICL Pathway, for Advanced Changes.

- The receipt of a Reference Data file containing only Basic (Class 1 Reference Data) in the RDMC, is the confirmed request for change from POCL to ICL Pathway.

- The receipt of a correctly completed Authorisation Form from POCL is the confirmed authorisation to release the change.

- The receipt of pre-authorised change files (e.g. Migration Special or Pure Basic) clearly identified as such and containing that type of change, is the authorisation for release of the changes.

- Requests for non-OBC changes (i.e. those not defined in the RDCC [ref. 2]) will not be accepted and need to be submitted as a Change Request. However, the change request may also initiate an update to the RDCC so that new changes are introduced to the OBC process, where agreed.

9.2 Exceptions

Exceptions, e.g. to volumes or lead-times, will be processed using available resources without any guarantee of service delivery. Both POCL and ICL Pathway shall notify the other party when a request is recognised to be an exception.
Note: An agreed Deviation to the Service is not an exception.

POCL may wish to change the priority of an exceptional change so that it is given preference over normal changes. In this instance the agreed lead times will be extended pro rata for displaced activities.

9.3 Errors

All errors will be raised as incidents once identified (using the process [ref. 12]) and the change will be suspended awaiting corrective action, potentially delaying the achievement of that milestone e.g. files containing records that are rejected will not be processed until the rejected records are corrected. Where the achievement of a milestone is at risk, corrective action will be taken by the appropriate party or parties, by agreement, in order to achieve the final milestone, where possible

An incident will also be raised for late deliverables.

If the Start Date contained within Reference Data record is set to a date prior to the Required Date an incident will be raised i.e. it is either prior to the date on the OBC form, or is not consistent with the lead times defined in [section 5].

If it is known that the final milestone will not be achieved, the incident management process will trigger contingency action to be taken by POCL e.g. notifying outlets of delay in issuing a change.

The Operational Review forum shall review the number of error files transmitted to ICL Pathway by POCL with the aim of reducing the total number to less than 0.1% of the total number of files in any quarter. Appropriate steps shall be taken to establish and eliminate the root cause of such errors.

9.4 Escalation

Disagreements about the service e.g. whether a change is exceptional, will be resolved using the Service Management processes [ref. 12].

9.5 Charging

- AP Client Take On is charged as specified [see ref. 3].
- Deviations to the service will be charged as per the CCN.
- Invoices will be raised and paid in accordance with Schedule A10.

10 Appendix A

The implementation of Remove/cease a product can be summarised as follows.

Action	Type of product	Position on screen	Type of change
Remove permanently	Value & Non-Value products	Button & Picklist	Complex (n/a for CSR)
Cease Sell	Non-Value products	Button & Picklist	Simple (use Type A Reference Data & Pathway tidy up afterwards)
Cease Sell leave Rem	Value products	Button	Complex
Cease Sell leave Rem	Value products	Picklist	Complex
Cease Sell & Cease Rem	Value products	Button & Picklist	Simple (use Type A Reference Data & Pathway tidy up afterwards)

11 Appendix B

POCL's estimated volume of change for the year 2000 is as follows.

Change	Type	OBC Volume
Date provided **Period of estimate**		**Dec 99** **Year 2000**
Add EPOSS product	C	516
Add AP client	AP	251
Add AP service	AP	111
Change product start date	n/a CSR	77
Increase non core product availability in outlets	B	432
Temporary cessation of product	n/a CSR	32
Permanent cessation of product	C	363
Remove AP client	AP	26
Remove AP service	AP	41
Change product between core & local	n/a CSR	18
Change product name	B	22
Change client name	AP	37
Change price & min/max price/volume	B	660
Change customer sales rules	B	27
Change voidable / reversable	B	5
Change stock reconciliation	CR	15
Change mapping to c/a	C	24
Change additional fields	Si	18
Change Parcelforce tariff (limited range)	C	1
Change Royal Mail tariff	C	3
Change MOP for product (existing MOPs)	B	86
Change printed forms	CR	32
Change VAT	CR	-
New VAT	CR	-
New currency	CR	-
Change currency	CR	-
Change Menus	C	13
Change accounting calendar	St	-

CR	= Change Request	St	= Advanced Standard
B	= Basic Change	C	= Advanced Complex
Si	= Advanced simple	AP	= Advanced AP change

ICL Pathway   **ICL Pathway / POCL Interface Agreement for**   Ref: CS/PRD/058
Operational Business Change - Product

Version: 3.0
COMMERCIAL IN CONFIDENCE   Date: 20/1/2000

12 Appendix C

Business tests for the purpose of verifying changes to Reference Data are conducted by POCL and are described in [ref. 18]. These tests include, where appropriate, review of Verification and Comparison Reports and the functional testing of Reference Data on test counters supplied by ICL Pathway. Authorisation from POCL to ICL Pathway to release Reference Data is made on the basis of these tests.