

ICL Pathway

ICL Pathway Customer Service Process Manual

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Abstract: This document forms part of the ICL Pathway Customer Service Quality Management System. It provides a top-level process view of the CS business and partitions the CS business into a number process areas.

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0.1 Document History

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0.2 Approval Authorities

Name	Position	Signature	Date
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0.3 Associated Documents

	Reference	Version	Date	Title	Source
1	CS/QMS/001			ICL Pathway Customer Service Policy Manual - Currently under development	ICL Pathway
2	CS/PRD/074			ICL Pathway Customer Service Incident Management Process	ICL Pathway
3	CS/PRD/021			ICL Pathway Customer Service Problem Management Process	ICL Pathway
4	CS/PRD/031			End-to-end Business Continuity Management Process	ICL Pathway
5	CS/PRD/081			ICL Pathway Customer Service End-to-end Customer Complaint Process	ICL Pathway
6	CS/PRD/030			Process for Operational Business Change - Product	ICL Pathway
7	CS/PRD/050			Process for Operational Business Change - Outlet Reference Data	ICL Pathway
8	CS/PRD/033			Reference Data Verification	ICL

				Process	Pathway
9	CS/PRD/077			Reference Data Alert Process	ICL Pathway
10	CS/PRD/029			The Management Process for Operational Business Change - Outlet	ICL Pathway
11	CS/PRD/086			Release Management process for Fast-track Software Release	ICL Pathway
12	CS/PRD/050			Process for Operational Changes - Outlet Reference Data	ICL Pathway
13	CS/MAN/006			CS General Information Operations Manual	ICL Pathway

0.4 Abbreviations/Definitions

Abbreviation	Definition
ATP	Authorised Temporary Procedure
BET	ICL Pathway Business Effectiveness Team
BIMS	Business Incident Management System
CCN	Contract Control Notice
CP	Change Proposal
CR	Change Request
CS	ICL Pathway Customer Service
CSD	Customer Service Director
ISM	Infrastructure Services Manager
MBCI	Major Business Continuity Incident
OSM	Operations Services Manager
SSM	Support Services Manager
TP	Temporary Procedure

0.5 Changes in this Version

Version	Changes
1.0	Changes expected information added at section 0.6.
1.0	Cross-reference to ref. 1. removed from section 3.
1.0	First point of contact for process X11 in section 5.1 changed from ISM to

	SSM.
1.0	Additional inputs from and outputs to PON, i.e. In B6 request for ad hoc report from PON central operations, In B7 request for ad hoc report from PON central support functions, Out B7 ad hoc report to PON central operations and Out B8 ad hoc report to PON central support functions, added in diagram in section 5.0, tables 3 and 4 in section 5.3, second page of diagram in section 7 and in 7.6.

0.6 Changes Expected

Changes
<p>It is expected that the following will be added at a later data:</p> <ul style="list-style-type: none">- Information on customer satisfaction;- Information on process record retention times;- Additional information on AP, Menu and Icon change processes;- Updated and expanded process information on release management;- Information on the management of the implementation tail-end;- Involvement of Filed Service Managers in Problem Management;- Additional information on the management of business incidents;- Expanded definition of the CS Process Engineering Methodology.

0.7 Table of Contents

1 INTRODUCTION	10
2 SCOPE	11
2.1 Operational processes	11
2.2 Support processes	11
2.3 Change processes	12
2.3.1 Pre-defined change	12
2.3.2 Ad hoc change (CR and CP driven change)	12
2.4 Scope exclusions	12
3 CS PROCESS ENGINEERING METHODOLOGY	13
4 CONTEXT DIAGRAM	14
5 CS TOP LEVEL PROCESSES	15
5.1 External processes	16
5.2 CS Processes and Process Ownership	18
5.3 Key inputs that initiate CS or CS supplier business processes	20
5.4 Key outputs that complete CS or CS supplier business processes or initiate business processes in other organisations	25
6 EXPANSION OF PROCESS CS1 - OPERATE AND MONITOR THE LIVE ENVIRONMENT	30
6.1 Process CS 1.1 - Operate ICL Pathway central systems (including in-built software routines and automated processes)	31
6.1.1 Process status	31
6.1.2 Process overview	31
6.1.3 Process controls	31
6.1.4 Process records	31
6.1.5 Process measures	31
6.1.6 Inputs and outputs	31
6.2 Process CS 1.2 - Monitor ICL Pathway central systems	34
6.2.1 Process status	34
6.2.2 Process overview	34
6.2.3 Process controls	34
6.2.4 Process records	34
6.2.5 Process measures	34

6.2.6 Inputs and outputs	34
6.3 Process CS 1.3 - Record changes to ICL Pathway central systems	36
6.3.1 Process status	36
6.3.2 Process overview	36
6.3.3 Process controls	36
6.3.4 Process records	36
6.3.5 Process measures	36
6.3.6 Inputs and outputs	36
6.4 Process CS 1.4 - Manage software distribution	38
6.4.1 Process status	38
6.4.2 Process overview	38
6.4.3 Process controls	38
6.4.4 Process records	38
6.4.5 Process measures	38
6.4.6 Inputs and outputs	38
7 EXPANSION OF PROCESS CS2 - DEVELOP, MANAGE AND SUPPORT THE LIVE ENVIRONMENT	40
7.1 Process CS 2.1 - Manage live incident	43
7.1.1 Process status	43
7.1.2 Process overview	43
7.1.3 Process controls	43
7.1.4 Process records	44
7.1.5 Process measures	44
7.1.6 Inputs and outputs	44
7.2 Process CS 2.2 - Manage live problem	47
7.2.1 Process status	47
7.2.2 Process overview	47
7.2.3 Process records	47
7.2.4 Process measures	47
7.2.5 Process controls	47
7.2.6 Inputs and outputs	48
7.3 Process CS 2.3 - Manage business continuity	50
7.3.1 Process status	50
7.3.2 Process overview	50
7.3.3 Process records	50
7.3.4 Process measures	50
7.3.5 Process controls	50
7.3.6 Inputs and outputs	51
7.4 Process CS 2.4 - Manage unresolved complaint	52
7.4.1 Process status	52
7.4.2 Process overview	52
7.4.3 Process controls	52
7.4.4 Process records	52
7.4.5 Process measurements	52
7.4.6 Inputs and outputs	53
7.5 Process CS 2.5 - Resolve business incident	55
7.5.1 Process status	55
7.5.2 Process overview	55

7.5.3 Process controls	55
7.5.4 Process records	55
7.5.5 Process measures	55
7.5.6 Inputs and outputs	55
7.6 Process CS 2.6 - Analyse service and performance data and produce reports	57
7.6.1 Process status	57
7.6.2 Process overview	57
7.6.3 Process controls	57
7.6.4 Process records	57
7.6.5 Process measures	57
7.6.6 Inputs and outputs	57
7.7 Process CS 2.7 - Manage and review service	59
7.7.1 Process status	59
7.7.2 Process overview	59
7.7.3 Process controls	59
7.7.4 Process records	59
7.7.5 Process measurements	59
7.7.6 Inputs and outputs	59
7.8 Process CS 2.8 - Develop and introduce service	61
7.8.1 Process status	61
7.8.2 Process overview	61
7.8.3 Process controls	61
7.8.4 Process records	61
7.8.5 Process measures	61
7.8.6 Inputs and outputs	62
7.9 Process CS 2.9 - Manage business effectiveness and quality	63
7.9.1 Process status	63
7.9.2 Process overview	63
7.9.3 Process controls	63
7.9.4 Process records	63
7.9.5 Process measures	63
7.9.6 Inputs and outputs	64
7.10 Process CS 2.10 - Manage communication with PON	65
7.10.1 Process status	65
7.10.2 Process overview	65
7.10.3 Process controls	65
7.10.4 Process records	65
7.10.5 Process measures	65
7.10.6 Inputs and outputs	66
7.11 Process CS 2.11 - Manage miscellaneous requests or claims	68
7.11.1 Process status	68
7.11.2 Process overview	68
7.11.3 Process controls	68
7.11.4 Inputs and outputs	68
8 EXPANSION OF PROCESS CS3 - MANAGE PRE-DEFINED CHANGE	70
8.1 Process CS 3.1 - Manage change to product reference data	70
8.1.1 Process status	70
8.1.2 Process overview	70
8.1.3 Process controls	71

8.1.4 Process records	71
8.1.5 Process measures	71
8.1.6 Inputs and outputs	71
8.2 Process CS 3.2 - Manage change to outlet reference data	73
8.2.1 Process status	73
8.2.2 Process overview	73
8.2.3 Process controls	73
8.2.4 Process records	73
8.2.5 Process measures	73
8.2.6 Inputs and outputs	73
8.3 Process CS 3.3 - Manage menu hierarchy change	75
8.3.1 Process status	75
8.3.2 Process overview	75
8.3.3 Process controls	75
8.3.4 Process records	75
8.3.5 Process measures	75
8.3.6 Inputs and outputs	75
8.4 Process CS 3.4 - Manage introduction of new Icons	77
8.4.1 Process status	77
8.4.2 Process overview	77
8.4.3 Process controls	77
8.4.4 Process records	77
8.4.5 Process measures	77
8.4.6 Inputs and outputs	77
8.5 Process CS 3.5 - Manage AP change	79
8.5.1 Process status	79
8.5.2 Process overview	79
8.5.3 Process controls	80
8.5.4 Process records	80
8.5.5 Process measures	80
8.5.6 Inputs and outputs	80
8.6 Process CS 3.6 - Manage post office outlet change	82
8.6.1 Process status	82
8.6.2 Process overview	82
8.6.3 Process controls	82
8.6.4 Inputs and outputs	82
9 EXPANSION OF PROCESS CS4 - MANAGE FAST-TRACK INTRODUCTION OF SOFTWARE FIX OR SMALL CHANGE	84
9.1 CS 4.1 - Schedule fix or small change	85
9.1.1 Process status	85
9.1.2 Process overview	85
9.1.3 Process controls	85
9.1.4 Process records	85
9.1.5 Process measures	85
9.1.6 Inputs and outputs	85
9.2 CS 4.2 - Develop fix or small change, unit test and link test	87
9.2.1 Process status	87
9.2.2 Process overview	87

9.2.3 Process controls	87
9.2.4 Process records	87
9.2.5 Process measures	87
9.2.6 Inputs and outputs	87
9.3 CS 4.3 - Manage release of fix or small change	89
9.3.1 Process status	89
9.3.2 Process overview	89
9.3.3 Process controls	89
9.3.4 Process records	89
9.3.5 Process measures	89
9.3.6 Inputs and outputs	89
9.4 CS 4.4 - Approve release of fix or small change	91
9.4.1 Process status	91
9.4.2 Process overview	91
9.4.3 Process controls	91
9.4.4 Process records	91
9.4.5 Process measures	91
9.4.6 Inputs and outputs	91
10 EXPANSION OF PROCESS CS5 - MANAGE RELEASE OF MAINTENANCE OR NEW SOFTWARE RELEASE	93
11 PROCESS CS6 - MANAGE THE ICL PATHWAY CS BUSINESS	94

1 Introduction

This document forms part of the ICL Pathway Customer Service Quality Management System. It provides a top-level process view of the ICL Pathway CS business and partitions the CS business into a number of process areas. Decomposition (drill-down) to lower-level processes is applied selectively. Cross-reference is made to other more detailed process definitions.

Within this document, processes that fall within the scope of the CS business are shown as “white boxes”. Processes that are outside the scope of the CS business are shown as “grey boxes”.

This document will be reviewed and updated periodically (at least twice each year) at the discretion of the ICL Pathway CS Business Effectiveness Manager. A CP will not be required. Free-standing CS Process Manual Supplements will be used to record any significant process changes that occur in the periods between reviews of this document. This means that the “current status” of ICL Pathway CS processes, at any point in time, will equate to the CS Process Manual plus relevant supplements. Supplements will be incorporated within the CS Process Manual at the time of the periodic review and update.

The layout of this document has been designed to enable revisions to be easily incorporated, e.g. tables are used to define inputs and outputs, thereby enabling the process diagrams to remain relatively stable.

2 Scope

The scope of this document includes the processes associated with:

- a) the operation of the ICL Pathway systems within the live environment;
- b) the support of the ICL Pathway systems within the live environment;
- c) ICL Pathway CS involvement in pre-defined changes, i.e. changes that do not require a Change Request (CR) or Change Proposal (CP) to initiate the change;
- d) ICL Pathway CS involvement in ad hoc changes that are initiated by a PON raised CR or a ICL Pathway raised CP;

Note: The management of CRs and CPs is handled by the ICL Pathway Programme Office and is therefore excluded from the scope of this document.

- e) the proving and release of software fixes, either by fast-track or maintenance release;
- f) the proving and release of any software changes that result from a PON raised CR or a ICL Pathway raised CP;
- g) the proving and release of any future major new software releases;
- h) CS general management, e.g. organisation and resource management, planning, financial control, business effectiveness and quality, general admin., etc.;
- i) CS miscellaneous activities, e.g. ad hoc financial claim administration (included for completeness, not expected), responding to requests for Data Protection information (Subject Access Requests).

2.1 Operational processes

The operational processes referred to in (a) above include:

- j) the operation of ICL Pathway Data Centres, including in-built software routines and automated processes;
- k) the operational interfaces between ICL Pathway and:
 - Post office outlets
 - PON
 - PON Clients
- l) the recording of changes to ICL Pathway central systems;
- m) monitoring of systems by Tivoli and other system management tools;
- n) software distribution via Tivoli or other means.

2.2 Support processes

The support processes referred to in (b) above include the:

-
- o) management and resolution of live incidents;
 - p) management and resolution of live problems;
 - q) application of business continuity plans;
 - r) management of unresolved complaints;
 - s) resolution of business incidents;
 - t) analysis of service and performance data and the production of reports;
 - u) service management and review;
 - v) service development and the introduction of service improvements;
 - w) business effectiveness and quality;
 - x) communication between ICL Pathway and PON on customer service matters;
 - y) the handling of miscellaneous requests and claims.

2.3 Change processes

2.3.1 Pre-defined change

The pre-defined change processes referred to in (c) above include:

- z) product reference data changes;
- aa) outlet reference data changes;
- bb) menu hierarchy changes when a CR or CP is not required to initiate the change (see Ref. 1 for policy);
- cc) the introduction of new Icons when a CR or CP is not required to initiate the change (see Ref. 1 for policy);
- dd) AP related change when a CR or CP is not required to initiate the change (see Ref. 1 for policy);
- ee) post office outlet changes, e.g. post office moves and closures;

2.3.2 Ad hoc change (CR and CP driven change)

The change processes referred to in (d) above include the CS activities that follow the approval of a CP.

2.4 Scope exclusions

The scope specifically excludes:

- ff) post office outlet roll-out and implementation processes;
- gg) post office outlet training related processes;
- hh) the development and maintenance of post office counter procedures and related documentation, e.g. PPDs;

-
- ii) the detailed activities associated with the development of software fixes and the subsequent unit testing and link testing.

Note: The development and testing of software fixes is considered to be a service supplied to ICL Pathway CS by ICL Pathway Development. The related CS “Service Management” activities are included within the scope;

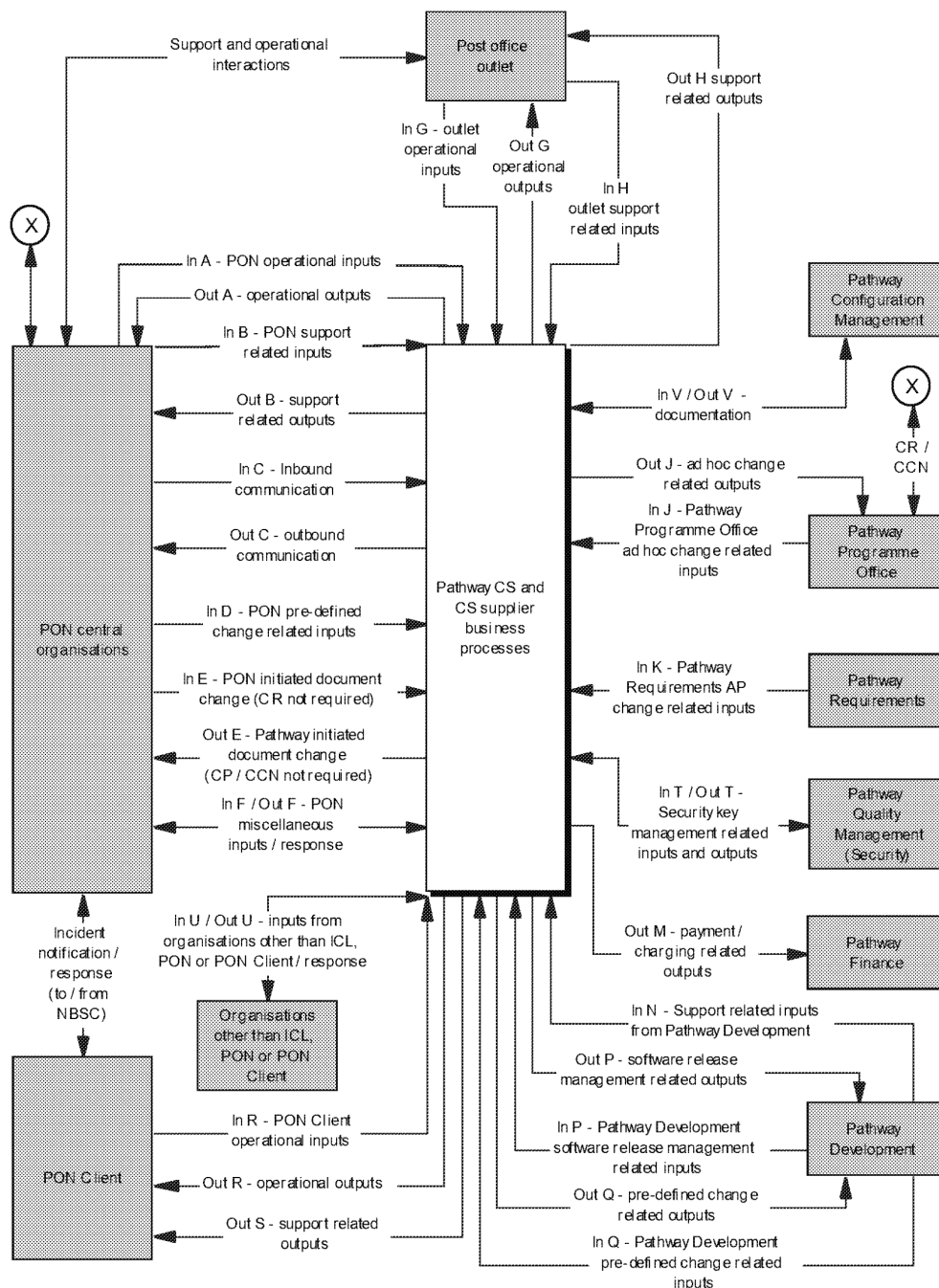
- jj) ICL Pathway sales, requirements definition, contractual definition and development processes associated with new software production;
- kk) ICL Pathway requirements definition and implementation processes associated with AP client migration and new AP client take-on;
- ll) the administration of change associated with CRs, CPs and CCNs;
- mm) the implementation of change, i.e. the raising of Change Orders;
- nn) configuration management processes, e.g. the linking and provision of safe storage for software and documentation;
- oo) security related processes, e.g. the management of security keys.

3 CS Process Engineering Methodology

The CS process engineering methodology uses a top-down hierarchical approach to decompose the CS business into an integrated set of process definitions, which are supported by policy definitions. The process definitions at the bottom of the process hierarchy provide a framework for the development and maintenance of CS operational procedures.

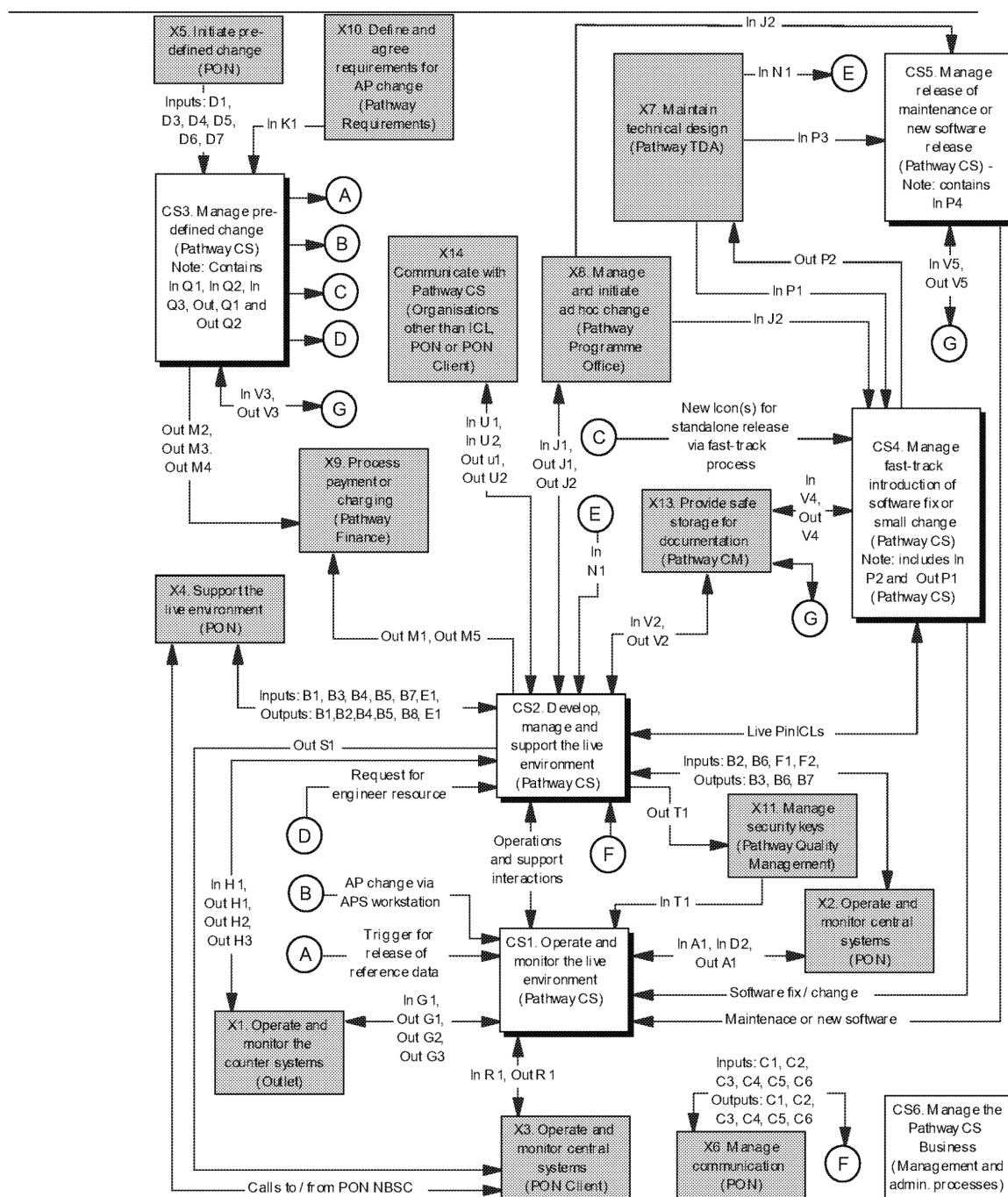
4 Context diagram

The following diagram shows how the CS business is positioned relative to other organisations. More detailed information is provided in later sections of this document.



5 CS Top Level Processes

CS interacts with a number of external processes, X1 to X14 (see Table 1 for descriptions and ownership). The CS business is considered to consist of six key processes, CS1 to CS6 (see Table 2 for descriptions and ownership). The key inputs and outputs to the CS processes are listed in Tables 3 and 4.



5.1 External processes

External processes are by definition not owned by ICL Pathway CS. However, ICL Pathway CS has an interest in all processes that interact with the CS business because non-conformance to agreed Interface Agreements or OLAs may have an adverse effect

on CS performance. Therefore, to safeguard the CS business, each key external process that interacts with the CS business has a nominated member of the CS Management Team who acts as a “first-point-contact” for any process issues that may arise.

The following abbreviations are used in the following table.

CSD = Customer Service Director

ISM = Infrastructure Services Manager

OSM = Operations Services Manager

SSM = Support Services Manager

TABLE 1

Ref.	Description	Owner	CS “first- point-of contact”
X1	<u>Operate and monitor the counter systems</u> Controlled by PON counter procedures, Counter News and, by exception, electronic messages distributed via the ICL Pathway systems. ICL Pathway interest limited to: ensuring that outlet systems are operated correctly.	PON	ISM
X2	<u>Operate and monitor central systems</u> Controlled by PON procedures, Interface Agreements and / or OLAs. ICL Pathway interest limited to: (a) ensuring conformance to Interface Agreements and /or OLAs and (b) ensuring that ICL Pathway’s business interests are not adversely affected by incorrect operation of the PON systems.	PON	OSM
X3	<u>Operate and monitor central systems</u> Controlled by PON Client procedures, Interface Agreements and / or OLAs. ICL Pathway interest limited to: (a) ensuring conformance to Interface Agreements and /or OLAs and (b) ensuring that ICL Pathway’s business interests are not adversely affected by incorrect operation of the PON Client systems.	PON Client	OSM
X4	<u>Support the live environment</u> Controlled by PON procedures, Interface Agreements and / or OLAs. ICL Pathway interest limited to: (a) ensuring conformance to Interface Agreements and /or OLAs and (b) ensuring that ICL Pathway’s business interests are not adversely affected by incorrect PON actions.	PON	ISM
X5	<u>Initiate pre-defined change (Post Office moves)</u> Controlled by PON procedures, Interface Agreements and / or OLAs. ICL Pathway interest limited to: (a) ensuring conformance to Contract, Interface Agreements and /or OLAs and (b)	PON	ISM

	ensuring that ICL Pathway's business interests are not adversely affected by incorrect PON actions.		
X5	<u>Initiate pre-defined change (Reference data, AP related change)</u> Controlled by PON procedures, Interface Agreements and / or OLAs. ICL Pathway interest limited to: (a) ensuring conformance to Contract, Interface Agreements and /or OLAs and (b) ensuring that ICL Pathway's business interests are not adversely affected by incorrect PON actions.	PON	OSM
X6	<u>Manage communication</u> For convenience, within this document, all PON activities associated with Counter News and Messaging are grouped within a single high-level PON process "Manage communication".	PON	ISM
X7	<u>Maintain technical design</u> Provides information on pre-live incidents and pre-live problems. Records deferred PinICLs and feeds them back into maintenance or new software releases.	ICL Pathway TDA	SSM
X8	<u>Manage and initiate ad hoc change</u> Controlled by ICL Pathway Programme Office procedures.	ICL Pathway Programme Office	OSM
X9	<u>Process payment or charging</u> Controlled by ICL Pathway Finance procedures.	ICL Pathway Finance	ISM
X10	<u>Define and agree requirements for AP change</u> Controlled by ICL Pathway Requirements procedures.	ICL Pathway Requirements	OSM
X11	<u>Manage security keys</u> Controlled by ICL Pathway Quality Management procedures.	ICL Pathway Quality Management	SSM
X12	Not used.		
X13	<u>Provide safe storage for documentation</u> Controlled by ICL Pathway CM procedures.	ICL Pathway CM	OSM
X14	<u>Communicate with ICL Pathway</u> Included for completeness.	Organisations other than ICL Pathway, PON or PON Client	ISM

5.2 CS Processes and Process Ownership

The key CS processes are owned by nominated members of the CS Management Team. Ownership of some of the CS processes is sub-divided between members of the CS Management Team. The following abbreviations are used in the following table.

CSD = Customer Service Director

ISM = Infrastructure Services Manager

OSM = Operations Services Manager

SSM = Support Services Manager

TABLE 2

Ref.	Description	Owner
CS1	OPERATE AND MONITOR THE LIVE ENVIRONMENT	
CS 1.1	Operate ICL Pathway central systems (includes manual activities, in-built software routines and automated processes)	OSM
CS 1.2	Monitor ICL Pathway central systems	OSM
CS 1.3	Record changes to ICL Pathway central systems	OSM
CS 1.4	Manage software distribution	OSM
CS2	DEVELOP, MANAGE AND SUPPORT THE LIVE ENVIRONMENT	
CS 2.1 Part A	<u>Manage live incident (PowerHelp)</u> Scope: All activities associated with live incidents that are performed by the HSH, SMC and the expert domains responsible for hardware or network support. HSH activities include: (a) opening incidents on PowerHelp and subsequent updating of PowerHelp records, (b) provision of advice and guidance, © routing of incidents to expert domains, (d) reporting of problems or MBCIs to ICL Pathway and (e) incident closure. Excludes: All PinICL supported activities.	ISM
CS 2.1 Part B	<u>Manage live incident (PinICL)</u> Scope: All PinICL supported activities associated with the handling and resolution of live incidents that are passed across the OTI link between PowerHelp and PinICL. Includes: The communication of known errors to the SMC and the link with the RMF.	SSM
CS 2.2	<u>Manage live problem</u> Scope: CS-wide generic problem management activities, including: (a) interactions between ICL Pathway Duty Manager and HSH, (b) interactions between ICL Pathway Duty Manager and PON, © allocation of Problem Managers, (d) recording of problems on the ICL Pathway Problem Management Database, (e) handling of Authorised Temporary Procedures, (f) updating of problem records as problem resolution progresses, (g) the holding of Post Implementation Reviews, (h) problem closure and (I) by exception, and if required, the escalation of unresolved problems to CS management.	OSM
CS 2.3	Business continuity management.	OSM

CS 2.4	Manage unresolved complaint	ISM
CS 2.5	Resolve business incidents	ISM
CS 2.6	Analyse service and performance data and produce reports	ISM
CS 2.7	Manage and review service	ISM
CS 2.8	Develop and introduce service	CSD
CS 2.9	Manage business effectiveness and quality	CSD
CS 2.10	Manage communication with PON	ISM
CS 2.11	Manage miscellaneous requests or claims	ISM
CS3	MANAGE PRE-DEFINED CHANGE	
CS 3.1	Manage product reference data change	OSM
CS 3.2	Manage outlet reference data change	OSM
CS 3.3	Manage menu hierarchy change	OSM
CS 3.4	Manage introduction of new Icons	OSM
CS 3.5	Manage AP related change	OSM
CS 3.6	Manage post office outlet change	ISM
CS4	MANAGE FAST-TRACK INTRODUCTION OF SOFTWARE FIX OR SMALL CHANGE	
CS 4.1	Schedule fix or small change (includes RMF activities)	SSM
CS 4.2	Develop fix or small change, unit test and link test. Note: This is a service provided to ICL Pathway CS by ICL Pathway Development.	SSM
CS 4.3	Manage release of fix or small change	SSM
CS 4.4	Approve release of fix or small change	SSM
CS5	MANAGE RELEASE OF MAINTENANCE OR NEW SOFTWARE RELEASE	
CS 5.1	Develop maintenance or new software release, unit test and link test. Note: This is a service provided to ICL Pathway CS by ICL Pathway Development.	SSM
CS 5.2	Manage release of maintenance or new software release.	SSM
CS 5.3	Approve maintenance or new software release.	SSM
CS6	MANAGE THE ICL PATHWAY CS BUSINESS (General management and admin. processes)	CSD

5.3 Key inputs that initiate CS or CS supplier business processes

TABLE 3

Ref.	Input	From process	To process
In A	PON operational inputs		
In A1	Transferred data file	X2 (PON) - Operate and monitor central systems	CS 1.1 - Operate ICL Pathway central systems
In B	PON support related inputs		
In B1	Telephone call to request incident transfer	X4 (PON) - Support the live environment (NBSC)	CS 2.1 - Manage live incident (HSH)
In B2	Telephone call to report an incident or make a complaint	X2 (PON) - Operate and monitor central systems	CS 2.1 - Manage live incident (HSH)
In B3	Telephone call to notify cross-domain problem	X4 (PON) - Support the live environment (PON Problem Manager)	CS 2.2 - Manage live problem (ICL Pathway CS Duty Manager)
In B4	Telephone call to notify cross-domain Major Business Continuity Incident	X4 (PON) - Support the live environment (PON Business Continuity Manager)	CS 2.3 - Manage business continuity (ICL Pathway CS Duty Manager)
In B5	NBSC communicated complaint	X4 (PON) - Support the live environment (NBSC)	CS 2.4 - Manage unresolved complaint (ICL Pathway CS SSU)
In B6	Request for ad hoc report	X2 (PON) - Operate and monitor central systems	CS 2.6 - Analyse service and performance data and produce reports
In B7	Request for ad hoc report	X4 (PON) - Support the live environment	CS 2.6 - Analyse service and performance data and produce reports
In C	Inbound communication		
In C1	Approval for release to live (response to notification of planned software release)	X6 (PON) - Manage communication	CS 2.10 - Manage communication with PON (ICL Pathway CS SSU)
In C2	Counter News (draft)	X6 (PON) - Manage communication	CS 2.10 - Manage communication with PON (ICL Pathway CS SSU)
In C3	Counter News (published)	X6 (PON) - Manage communication	CS 2.10 - Manage communication with PON (ICL Pathway CS SSU)

In C4	Counter News (published)	X6 (PON) - Manage communication	CS 2.1 - Manage live incident (HSH)
In C5	Request for electronic message to be sent to specified outlets, including words to be used	X6 (PON) - Manage communication	CS 2.10 - Manage communication with PON (ICL Pathway CS SSU)
In C6	Approval for release of electronic message to specified outlets - response to ICL Pathway CS request	X6 (PON) - Manage communication	CS 2.10 - Manage communication with PON (ICL Pathway CS SSU)
In D	PON pre-defined change related inputs		
In D1	Not used.		
In D2	Product reference data (electronic data)	X2 (PON) - Operate and monitor central systems (PON RDOT)	CS 1.1 - Operate ICL Pathway central systems
In D3	Request for new Icon (form)	X5 (PON) - Initiate pre-defined change (PON OSG)	CS 3.4 - Manage introduction of new Icons (ICL Pathway CS RDT)
In D4	Request for menu change (form) Note: Only applies to situations where a CR is not required.	X5 (PON) - Initiate pre-defined change (PON OSG)	CS 3.3 - Manage menu hierarchy change (ICL Pathway CS RDT)
In D5	Request for new AP Client take-on to HAPS (form) Note: Only applies to situations where a CR is not required.	X5 (PON) - Initiate pre-defined change (PON OSG)	CS 3.5 - Manage AP change via APS workstation (ICL Pathway CS RDT)
In D6	ICL ICL Pathway CS accepted change to the AP Client Migration Plan (movement of PON Clients from HAPS to ICL ICL Pathway) Note: Only applies to situations where a CR is not required.	X5 (PON) - Initiate pre-defined change (PON Horizon Client Migration Manager)	CS 3.5 - Manage AP change via AP workstation (CS AP Client Migration Manager)
In D7	Request for outlet change, e.g. move, closure, etc. (OBC20 form)	X5 (PON) - Initiate pre-defined change (PON Network Change Authoriser)	CS 3.6 - Manage post office outlet change (ICL Pathway CS SSU)
In E	PON initiated document change (CR not required)		
In E1	PON initiated change to joint documentation, e.g. Service Management Framework, Interface Agreement, OLA, etc.	X4 (PON) - Support the live environment (PON Business Service Management)	CS 2.8 - Develop and introduce service (relevant CS Manager) or CS 2.9 - Manage business effectiveness and quality (Business Effectiveness Manager)

ICL Pathway

ICL Pathway Customer Service Process Manual

Ref: CS/QMS/002

Version: 1.0

Company In Confidence

Date: [DATE *
MERGEFORMAT]

In F	PON miscellaneous inputs		
In F1	Written complaint from PON (received directly or via another ICL Pathway Directorate) - not expected, included for completeness	X2 (PON) - Operate and monitor central systems (any PON operational manager)	CS 2.4 - Manage unresolved complaint (ICL Pathway CS SSU)
In F2	Ad hoc financial claim (received directly or via another ICL Pathway Directorate) - not expected, included for completeness	X2 (PON) - Operate and monitor central systems (a relevant PON operational manager)	CS 2.11 - Manage miscellaneous requests or claims (ICL Pathway CS MSU)
In G	Outlet operational inputs		
In G1	Harvested data	X1 (Outlet) - Operate and monitor counter systems)	CS 1.1 - Operate ICL Pathway central systems
In H	Outlet support related inputs		
In H1	Telephone call to report a fault, make a complaint or request advice and guidance	X1 (Outlet) - Operate and monitor counter systems	CS 2.1 - Manage live incident (HSH)
In I	Not used		
In J	ICL Pathway Programme Office ad hoc change related inputs		
In J1	Approved CP to initiate change within the ICL Pathway live environment	X8 (ICL Pathway Programme Office) - Manage and initiate ad hoc change	CS 2.8 - Develop and introduce service (Relevant CS Manager)
In J2	Approved CP specifying a software change	X8 (ICL Pathway Programme Office) - Manage and initiate ad hoc change	CS4 - Manage fast-track introduction of software fix or small change
In K	ICL ICL Pathway Requirements AP change related inputs		
In K1	Signed Client Specification for new AP client take-on (initiated by a PON raised CR)	X10 (ICL Pathway Requirements) - Define and agree requirements for AP change	CS 3.5 - Manage AP change
In L	Not used		
In M	Not used		
In N	Support related inputs from ICL Pathway Development		
In N1	Pre-live problem	X7 - Maintain technical design (ICL Pathway TDA)	CS 2.9 - Manage business effectiveness and quality
In O	Not used		
In P	ICL Pathway Development software release management related inputs		
In P1	Pre-live PinICL specifying a	X7 - Maintain	CS4 - Manage fast-

	software deficiency	technical design (ICL Pathway TDA)	track introduction of software fix or small change
In P2	Developed fix or small change (for fast-track release) Note: This is a lower-level input from ICL Pathway Development which is a component of Process CS4.	ICL Pathway Development (via Configuration Management) (included within Process CS4).	ICL Pathway CS Release Management (included within Process CS4)
In P3	Deferred PinICLs for maintenance or new software release.	X7 - Maintain technical design (ICL Pathway TDA)	CS5 - Manage release of maintenance or new software release
In P4	Developed software release	ICL Pathway Development (via Configuration Management) (included within Process CS5)	ICL Pathway CS Release Management (included within Process CS5)
In Q	ICL Pathway Development pre-defined change related inputs		
In Q1	New Icons for CS testing and subsequent release (response to CS request for new batch of Icons or new fast-track Icon) Note: This is a lower-level input from ICL Pathway Development which is a component of Process CS 3.4.	ICL Pathway Development (included in Process CS 3.4)	ICL Pathway CS RDT (included in Process CS 3.4)
In Q2	Not used.		
In Q3	Notification of completion of ICL Pathway Development menu change activities (response to PON raised CR and subsequently impacted and approved CP) Note: This lower-level input from ICL Pathway Development is a component of Process CS 3.3.	ICL Pathway Development (included in Process CS 3.3)	ICL Pathway CS RDT (included in Process CS 3.3)
In R	PON Client operational inputs		
In R1	Transferred data file	X3 (PON Client) - Operate and monitor central systems	CS 1.1 - Operate ICL Pathway central systems
In S	Not used. Note: There are no direct support related inputs to ICL Pathway from PON Clients. The PON NBSC acts as an intermediary.		
In T	Security key management		

ICL Pathway

ICL Pathway Customer Service Process Manual

Ref: CS/QMS/002

Version: 1.0

Company In Confidence

Date: [DATE *
MERGEFORMAT]

	related inputs		
In T1	Cryptographic keys	X11 (ICL Pathway Quality Management - security)	CS 1.1 Operate ICL Pathway central systems
In U	Inputs from organisations other than ICL, PON or PON Client		
In U1	Written complaint from general public (received directly or forwarded by another ICL Pathway Directorate).	X14 (General public) - Communicate with ICL Pathway CS (received directly or forwarded by another ICL Pathway Directorate)	CS 2.4 - Manage unresolved complaint (ICL Pathway CS SSU)
In U2	Subject access request (data protection)	X14 (General public) - Communicate with ICL Pathway CS (received directly or forwarded by another ICL Pathway Directorate)	CS 2.11 - Manage miscellaneous requests or claims
In V	Documentation		
In V1	Not used		
In V2	ICL Pathway documents	X13 (Configuration Management) - Provide safe storage for documentation	CS2. - Develop, manage and support the live environment
In V3	ICL Pathway documents	X13 (Configuration Management) - Provide safe storage for documentation	CS3 - Manage pre-defined change
In V4	ICL Pathway documents	X13 (Configuration Management) - Provide safe storage for documentation	CS4 - Manage fast-track introduction of software fix or small change
In V5	ICL Pathway documents	X13 (Configuration Management) - Provide safe storage for documentation	CS5 - Manage release of maintenance or new software release

5.4 Key outputs that complete CS or CS supplier business processes or initiate business processes in other organisations

TABLE 4

Ref.	Output	From process	To process
Out A	Operational outputs to PON		
Out A1	Transferred data file	CS 1.1 - Operate ICL Pathway central systems	X2 (PON) - Operate and monitor central systems
Out B	Support related outputs to PON		
Out B1	Telephone call to request incident transfer	CS 2.1 - Manage live incident (HSH)	X4 (PON) - Support the live environment (NBSC)
Out B2	Telephone call to report an incident for onward communication to a central PON organisation or a PON Client organisation	CS 2.1 - Manage live incident (HSH)	X4 (PON) - Support the live environment (NBSC)
Out B3	Engineer visit to rectify fault in ICL Pathway provided PC used for file transfer	CS 2.1 - Manage live incident (System Service)	X2 (PON) - Operate and monitor central systems (site on which PC resides)
Out B4	Telephone call to notify cross-domain problem	CS 2.2 - Manage live problem (ICL Pathway CS Problem Manager)	X4 (PON) - Support the live environment (PON Duty Manager)
Out B5	Telephone call to notify cross-domain Major Business Continuity Incident	CS 2.3 - Manage business continuity (ICL Pathway CS Business Continuity Manager)	X4 (PON) - Support the live environment (Duty Manager)
Out B6	Reconciliation report (BIMS report)	CS 2.5 - Resolve business incident (ICL Pathway CS MSU)	X2 (PON) - Operate and monitor central systems (originator of business incident)
Out B7	Ad hoc report	CS 2.6 - Analyse service and performance data and produce reports	X2 (PON) - Operate and monitor central systems
Out B8	Ad hoc report	CS 2.6 - Analyse service and performance data and produce reports	X4 (PON) - Support the live environment
Out C	Outbound communication		
Out C1	Notification of planned release (may be combined with Out C2)	CS 2.10 - Manage communication with PON (ICL Pathway CS SSU)	X6 (PON) - Manage communication

Out C2	Input to Counter News	CS 2.10 - Manage communication with PON (ICL Pathway CS SSU)	X6 (PON) - Manage communication
Out C3	Comments on draft counter news	CS 2.10 - Manage communication with PON (ICL Pathway CS SSU)	X6 (PON) - Manage communication
Out C4	Request for electronic message to be sent to specified outlets, including words to be used	CS 2.10 - Manage communication with PON (ICL Pathway CS SSU)	X6 (PON) - Manage communication
Out C5	Comments on PON request for electronic message (by exception)	CS 2.10 - Manage communication with PON (ICL Pathway CS SSU)	X6 (PON) - Manage communication
Out C6	Non-polling report (indicates outlets that have not yet received electronic messages)	CS 2.6 - Analyse service and performance data and produce reports (ICL Pathway CS MSU)	X6 (PON) - Manage communication
Out D	Not used		
Out E	ICL Pathway initiated document change (CR/ CP / CCN not required)		
Out E1	ICL Pathway CS initiated change to joint documentation, e.g. Service Management Framework, Interface Agreement, OLA, etc.	CS 2.8 - Develop service (relevant CS Manager) or CS 2.9 - Manage business effectiveness and quality (Business Effectiveness Manager)	X4 (PON) - Support the live environment (PON Business Service Management)
Out F	Response to PON miscellaneous inputs		
Out F1	Written response (to written complaint from PON)	CS 2.4 - Manage unresolved complaint	X2 (PON) - Operate and monitor central systems
Out F2	Written response (to ad hoc financial claim)	CS 2.11 - Manage miscellaneous requests and claims	X2 (PON) - Operate and monitor central systems
Out G	Operational outputs to outlets		
Out G1	Downloaded data	CS 1.1 - Operate ICL Pathway central systems	X1 (Outlet) - Operate and monitor counter systems
Out G2	Downloaded software change	CS 1.2 - Manage software distribution	X1 (Outlet) - Operate and monitor counter systems
Out G3	Electronic message	CS 1.1 - Operate ICL Pathway central	X1 (Outlet) - Operate and monitor counter

ICL Pathway

ICL Pathway Customer Service Process Manual

Ref: CS/QMS/002

Version: 1.0

Company In Confidence

Date: [DATE *
MERGEFORMAT]

		systems	systems
Out H	Support related outputs to outlets		
Out H1	Telephone advice and guidance	CS 2.1 - Manage live incident (HSH)	X1 (Outlet) - Operate and monitor counter systems
Out H2	Engineer visit to rectify hardware or LAN fault	CS 2.1 - Manage live incident (System Service)	X1 (Outlet) - Operate and monitor counter systems
Out H3	Engineer visit to make post office change (included within incident management for convenience)	CS 2.1 - Manage live incident (System Service)	X1 (Outlet) - Operate and monitor counter systems
Out I	Not used		
Out J	Ad hoc change related outputs to ICL Pathway Programme Office		
Out J1	Draft CP to progress resolution of a problem within the ICL Pathway live environment	CS 2.2 - Manage live problem (Problem Manager)	X8 (ICL Pathway Programme Office) - Manage and initiate ad hoc change
Out J2	Draft CP to progress service improvement	CS 2.8 - Develop and introduce service (Relevant Service Manager)	X8 (ICL Pathway Programme Office) - Manage and initiate ad hoc change
Out K	Not used		
Out L	Not used		
Out M	Payment / charging related outputs		
Out M1	Remedy related payment instruction	CS 2.6 - Analyse service and performance data and produce reports (ICL Pathway CS MSU)	X9 (ICL Pathway Finance) - Process payment or charging
Out M2	Charging instruction relating to post office change	CS 3.6 - Manage post office change (ICL Pathway CS SSU)	X9 (ICL Pathway Finance) - Process payment or charging
Out M3	New Icon charging instruction	CS 3.4 - Manage introduction of new Icons (ICL Pathway CS RDT)	X9 (ICL Pathway Finance) - Process payment or charging
Out M4	New AP Client charging instruction DN: Charging rules tba	CS 3.5 - Manage AP change (ICL Pathway CS AP Manager)	X9 (ICL Pathway Finance) - Process payment or charging
Out M5	Ad hoc payment instruction	CS 2.11 - Manage miscellaneous requests or claims	X9 (ICL Pathway Finance) - Process payment or charging
Out M6	Business incident related payment instruction	CS 2.5 - Resolve business incident	X9 (ICL Pathway Finance) - Process payment or charging
Out N	Not used		

ICL Pathway

ICL Pathway Customer Service Process Manual

Ref: CS/QMS/002

Version: 1.0

Company In Confidence

Date: [DATE *
MERGEFORMAT]

Out O	Not used		
Out P	Software release management related outputs to ICL Pathway Development		
Out P1	Scheduled fix or small change. Note: This lower-level output to ICL Pathway Development is a component of Process CS4.	ICL Pathway CS Release Management (included within Process CS4)	ICL Pathway Development (included within Process CS4)
Out P2	Deferred PinICLs for future release	CS 4.1 Schedule fix or small change	X7 - Maintain technical design (TDA)
Out Q	Pre-defined change related outputs to ICL Pathway Development		
Out Q1	Request for menu change Note: This lower-level output to ICL Pathway Development is a component of Process CS3. DN: If CRs are required for all menu changes, this input becomes "not used".	ICL Pathway CS RDT (included within Process CS3)	ICL Pathway Development (included within Process CS3)
Out Q2	Request for new Icon development Note: This lower-level output to ICL Pathway Development is a component of Process CS3.	ICL Pathway CS RDT (included within Process CS3)	ICL Pathway Development (included within Process CS3)
Out R	Operational outputs to POCL Clients		
Out R1	Transferred data file	CS 1.1 - Operate ICL Pathway central systems	X3 (PON Client) - Operate and monitor central systems
Out S	Support related outputs to PON Client		
Out S1	Engineer visit to rectify fault in ICL Pathway provided PC used for file transfer	CS 2.1 - Manage live incident (System Service)	X3 (PON Client) - Operate and monitor central systems (site on which PC resides)
Out T	Security key management related outputs		
Out T1	Security key query.	CS 2.1 - Manage live incident	X11 (ICL Pathway Quality Management - security)
Out U	Outputs to organisations other than ICL, PON or PON Client		
Out U1	Written response (to written complaint from general	CS 2.4 - Manage unresolved complaint	X14 (General public) - Communicate with

ICL Pathway

ICL Pathway Customer Service Process Manual

Ref: CS/QMS/002

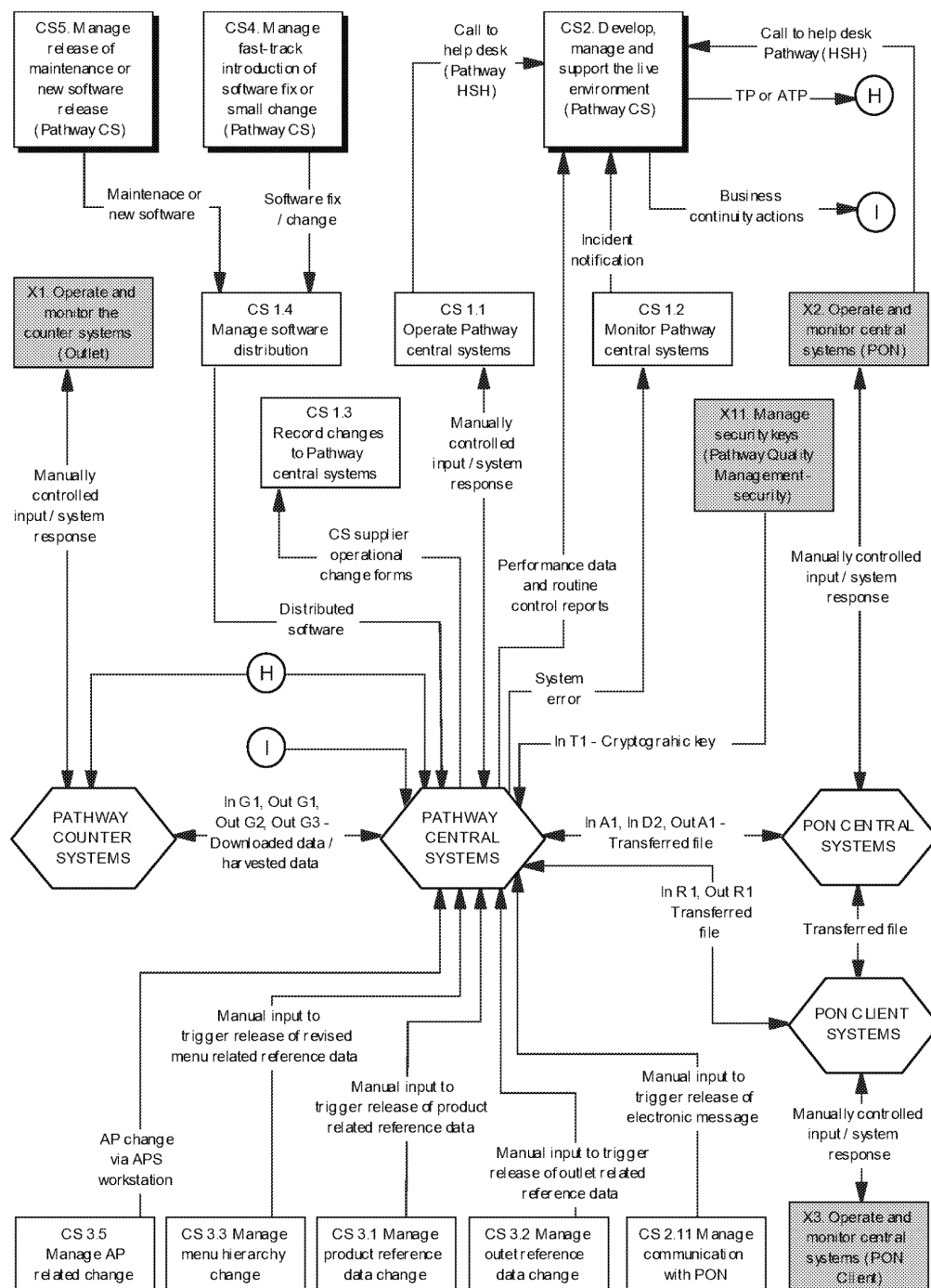
Version: 1.0

Company In Confidence

Date: [DATE *
MERGEFORMAT]

	public)		ICL Pathway CS
Out U2	Written response (to subject access request)	CS 2.11 - Manage miscellaneous requests and claims	X14 (General public) - Communicate with ICL Pathway CS
Out V	Documentation		
Out V1	Not used		
Out V2	New or revised ICL Pathway documents	CS2 - Develop, manage and support the live environment	X13 (ICL Pathway Configuration Management) - Provide safe storage for documentation
Out V3	New or revised ICL Pathway documents.	CS3 - Manage pre-defined change	X13 (ICL Pathway Configuration Management) - Provide safe storage for documentation
Out V4	New or revised ICL Pathway documents.	CS4 - Manage fast-track introduction of software fix or small change	X13 (ICL Pathway Configuration Management) - Provide safe storage for documentation
Out V5	New or revised ICL Pathway documents.	CS5 - Manage release of maintenance or new software release	X13 (ICL Pathway Configuration Management) - Provide safe storage for documentation

6 Expansion of Process CS1 - Operate and monitor the live environment



Process CS1 components

Ref.	Name
CS 1.1	Operate ICL Pathway central systems
CS 1.2	Monitor ICL Pathway central systems
CS 1.3	Record changes to ICL Pathway central systems
CS 1.4	Manage software distribution

6.1 Process CS 1.1 - Operate ICL Pathway central systems (including in-built software routines and automated processes)

6.1.1 Process status

Fully implemented.

6.1.2 Process overview

This process includes the key manual activities involved in the operation of the central systems. It also includes, (a) in-built software routines and (b) calls to the HSH when system errors are observed.

6.1.3 Process controls

TABLE 5A

	Name	Source
	Software routines within ICL Pathway central systems	ICL Pathway Development
	ICL Pathway CS supplier procedures	ICL Pathway CS supplier

6.1.4 Process records

The operate process moves data between systems. The process records are therefore the data that is distributed within the central ICL Pathway systems and counter systems.

6.1.5 Process measures

SLAs that relate to ICL Pathway data processing.

6.1.6 Inputs and outputs

TABLE 5B - Inputs from external processes

Ref.	Name	From process
------	------	--------------

In A1	Transferred file (AP data)	X2 (PON) - Operate and monitor central systems
In D2	Transferred file (Product reference data)	X2 (PON) - Operate and monitor central systems
In G1	Harvested data	X1 (Outlet) - Operate and monitor counter systems
In R1	Transferred file (AP data)	X3 (PON Client) - Operate and monitor central systems

TABLE 5C - Outputs to external processes

Ref.	Name	To process
Out A1	Transferred file (EPOSS and AP data)	X2 (PON) - Operate and monitor central systems
Out G1	Downloaded data	X1 (Outlet) - Operate and monitor counter systems
Out G2	Downloaded software change	X1 (Outlet) - Operate and monitor counter systems
Out G3	Downloaded electronic message	X1 (outlet) - Operate and monitor counter systems
Out R1	Transferred file (AP data)	X3 (PON Client) - Operate and monitor central systems

TABLE 5D - Inputs from other components of CS Process CS1

	Name	From process
	Distributed software	CS 1.4 Manage software distribution

TABLE 5E - Outputs to other components of CS Process CS1

	Name	To process
	System error	CS 1.2 Monitor ICL Pathway central systems
	CS supplier operational change forms	CS 1.3 Record changes to ICL Pathway central systems

TABLE 5F - Inputs from other CS processes

	Name	From process
	AP change via AP workstation	CS 3.5 - Manage AP related change
	Manual input to trigger release of revised menu related reference data to the live environment	CS 3.3 - Manage menu hierarchy change
	Manual input to trigger release of product related reference data to the live environment	CS 3.1 Manage product reference data change
	Manual input to trigger release of electronic message	CS 2.11 Manage communication with PON

TABLE 5G - Outputs to other CS processes

	Name	To process
	Performance data and routine control reports	CS 2.6 - Analyse service and performance data and produce reports
	Call to help desk (HSH)	CS 2.1 - Manage live incident

6.2 Process CS 1.2 - Monitor ICL Pathway central systems

6.2.1 Process status

Fully implemented.

6.2.2 Process overview

This process uses system management tools, e.g. Tivoli, to detect system errors. Certain types of system error result in an incident being notified to the HSH.

6.2.3 Process controls

TABLE 6A

	Name	Source
	ICL Pathway CS supplier procedures	ICL Pathway CS supplier

6.2.4 Process records

Tivoli events. BMC alerts.

6.2.5 Process measures

HSH incidents that are raised as a result of a Tivoli event.

6.2.6 Inputs and outputs

TABLE 6B - Inputs from external processes

Ref.	Name	From process
	None	

TABLE 6B - Outputs to external processes

Ref.	Name	To process
	None	

TABLE 6C - Inputs from other components of CS Process CS1

	Name	From process
	System error	CS 1.1 Operate ICL Pathway central systems

TABLE 6D - Outputs to other components of CS Process CS1

	Name	To process
	None	

TABLE 6E - Inputs from other CS processes

	Name	From process
	None	

TABLE 6F - Outputs to other CS processes

	Name	To process
	Incident notification	CS 2.1 - Manage live incident

6.3 Process CS 1.3 - Record changes to ICL Pathway central systems

6.3.1 Process status

Fully implemented.

6.3.2 Process overview

This process is a component of the CS ICL Pathway supplier Operational Change Process. Individual changes are proposed by the ICL Pathway CS supplier and approved by ICL Pathway CS. Approved changes are recorded in a central location, thereby providing an audit trail.

6.3.3 Process controls

TABLE 7A

	Name	Source
	ICL Pathway CS supplier procedures	ICL Pathway CS supplier

6.3.4 Process records

OCF forms, which have a unique reference.

6.3.5 Process measures

Instances of process failure, e.g. instances when the change needs to be regressed.

6.3.6 Inputs and outputs

TABLE 7B - Inputs from external processes

Ref.	Name	From process
	None	

TABLE 7C - Outputs to external processes

Ref.	Name	To process
	None	

TABLE 7D - Inputs from other components of CS Process CS1

	Name	From process
	CS supplier operational change forms	CS 1.1.

TABLE 7E - Outputs to other components of CS Process CS1

	Name	To process
	None	

TABLE 7F - Inputs from other CS processes

	Name	From process
	None	

TABLE 7G - Outputs to other CS processes

	Name	To process
	None	

6.4 Process CS 1.4 - Manage software distribution

6.4.1 Process status

Fully implemented.

6.4.2 Process overview

This process takes approved software fixes, small software changes or new software releases and distributes them to the live environment using service management tools, e.g. Tivoli, or other means.

6.4.3 Process controls

TABLE 8A

	Name	Source
	ICL Pathway CS supplier procedures	ICL Pathway CS supplier

6.4.4 Process records

Release notes.

6.4.5 Process measures

Distribution success rate.

6.4.6 Inputs and outputs

TABLE 8B - Inputs from external processes

Ref.	Name	From process
	None	

TABLE 8C - Outputs to external processes

Ref.	Name	To process
	None	

TABLE 8D - Inputs from other components of CS Process CS1

	Name	From process
	None	

TABLE 8E - Outputs to other components of CS Process CS1

	Name	To process
	Distributed software	CS 1.1 - Operate ICL Pathway central systems

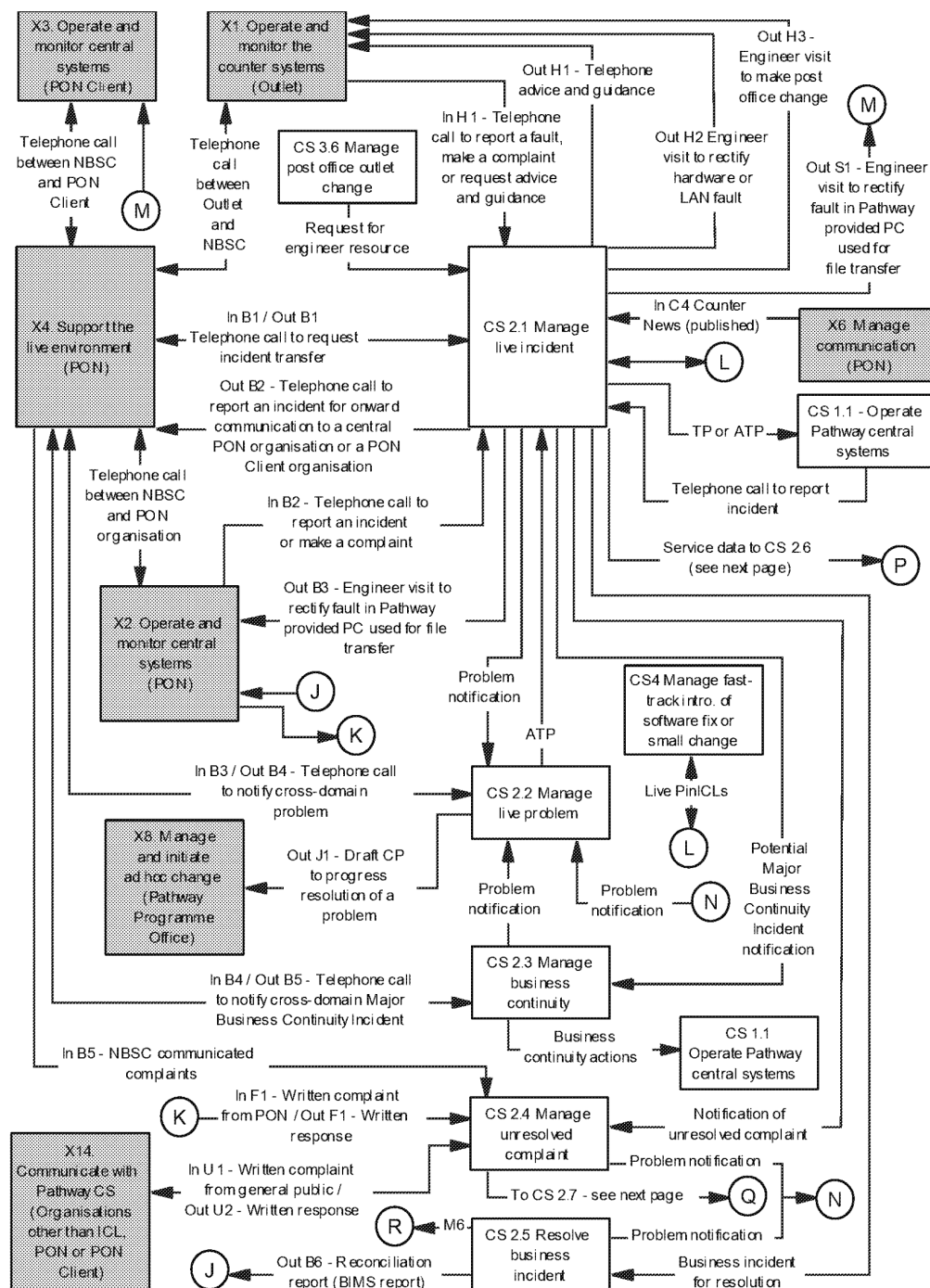
TABLE 8F - Inputs from other CS processes

	Name	From process
	Software fixes and small changes	CS4 - Manage the introduction of fixes for live environment software deficiencies
	Maintenance or new software	CS5 - Prove and manage release of new software

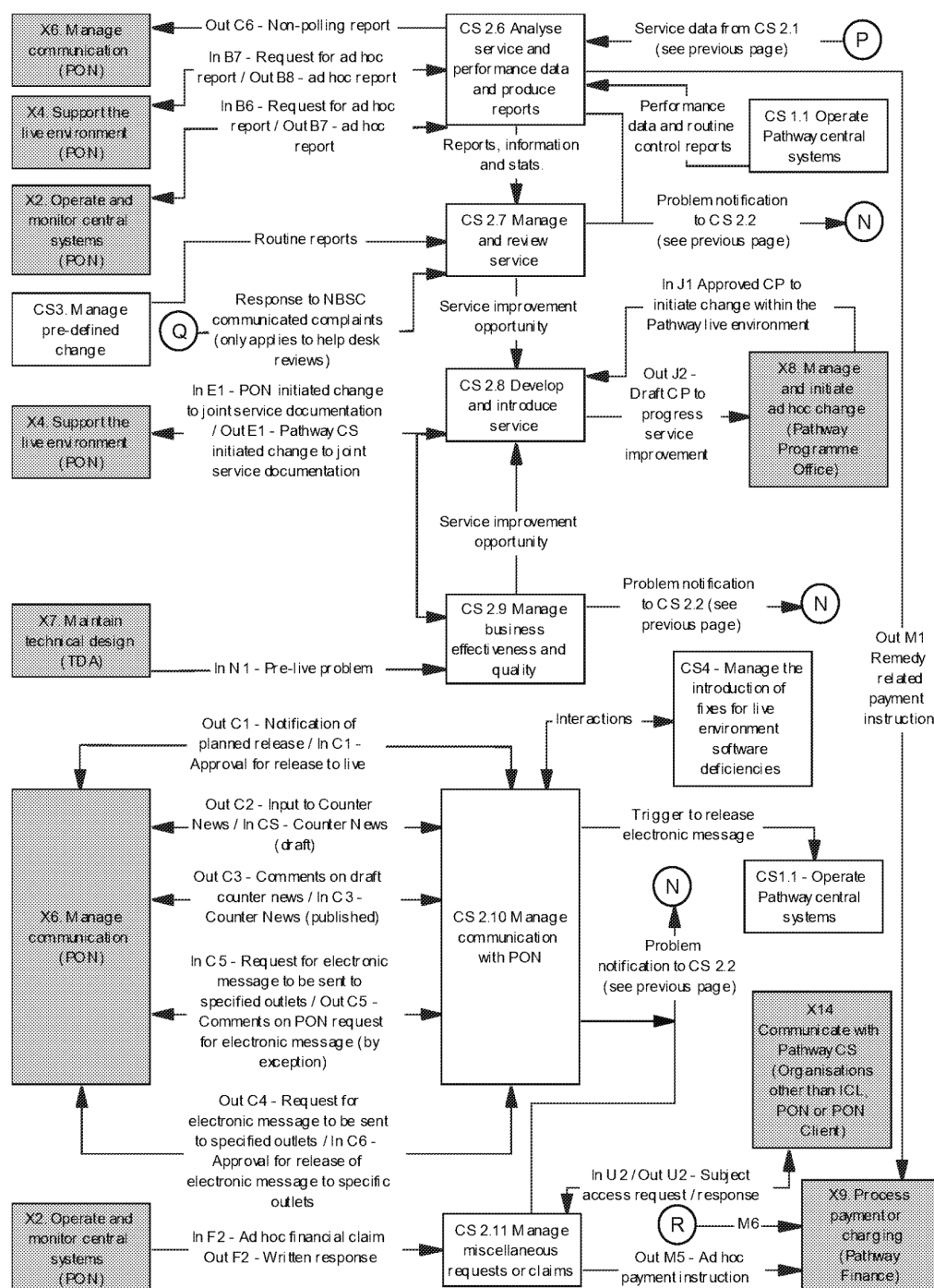
TABLE 8G - Outputs to other CS processes

	Name	To process
	None	

7 Expansion of Process CS2 - Develop, manage and support the live environment



MERGEFORMAT 1



CS2 components

Ref.	Name
CS 2.1	Manage live incident
CS 2.2	Manage live problem
CS 2.3	Manage business continuity
CS 2.4	Manage unresolved complaint
CS 2.5	Resolve business incident
CS 2.6	Analyse service and performance data and produce reports
CS 2.7	Manage and review service
CS 2.8	Develop and introduce service
CS 2.9	Manage business effectiveness and quality
CS 2.10	Manage communication with PON
CS 2.11	Manage miscellaneous requests or claims

7.1 Process CS 2.1 - Manage live incident

Summary information is provided below. Ref. [2] defines the internal workings of process CS 2.1.

7.1.1 Process status

Fully implemented.

7.1.2 Process overview

This process has well-defined links with the PON Incident Management process. ICL Pathway CS and PON have agreed cross-domain procedures which facilitate the transfer of incidents between the two organisations.

Incidents are raised by the HSH in response to valid telephone calls. Some ICL Pathway CS or ICL Pathway CS supplier organisations can raise incidents directly on the HSH systems without needing to use the telephone. Incidents are resolved by the HSH or routed to the appropriate expert domain. Appropriate incidents are transferred between the PON help desk (the NBSC) and the ICL Pathway help desk (the HSH) in both directions. Some incidents may result in a software fix, which if urgent is released to the live environment by the fast-track release process. Otherwise, the fix is deferred to a future software release.

TPs may be used to contain a situation while a fix is developed and implemented. TPs that affect the PON business processes are authorised via Problem Management.

Service data is provided by the incident management process to facilitate analysis and reporting.

The incident management process provides triggers to Problem Management, Business Continuity Management, Unresolved Complaint Management and Business Incident Resolution.

Difficulties in resolving incidents may be escalated up the HSH management chain or the expert domain management chain.

7.1.3 Process controls

TABLE 9A

	Name	Source
	ICL Pathway / PON Interface Agreement for the NBSC and HSH Interface	ICL Pathway CS
	CS supplier procedures (help desks, first line support, second line support, network support)	ICL Pathway CS supplier
	ICL Pathway CS incident management procedures (third line software support)	ICL Pathway CS

7.1.4 Process records

PowerHelp records. Live PinICL records.

All incidents are given an unique reference and recorded on a central database (PowerHelp), which is maintained by the HSH and updated as incident resolution is progressed. Incidents that are transferred between the ICL Pathway help desk (HSH) and the PON help desk (NBSC) are cross-referred.

Incidents that require the involvement of third-line software support (SSC) are copied to a database maintained by ICL Pathway (PinICL). Records on PinICL are cross-referred to the original PowerHelp incident reference, i.e. the two systems are locked together.

7.1.5 Process measures

SLAs that relate to the time to resolve incidents.

The contract between ICL Pathway and PON includes a number of SLAs. The performance of the incident management process is monitored on an ongoing basis using the SLAs as measures. Non-conformance against SLAs is reported to ICL Pathway CS Management and relevant service reviews.

7.1.6 Inputs and outputs

TABLE 9B - Inputs from external processes

Ref.	Name	From process
In B1	Telephone call to request incident transfer	X4 (PON) - Support the live environment
In B2	Telephone call to report incident or make complaint	X2 (PON) - Operate and monitor central systems
In C4	Counter News (published)	X6 (PON) - Manage communication
In H1	Telephone call to report a fault, make a complaint or request advice and guidance	X1 (Outlet) - Operate and monitor the counter systems

TABLE 9C - Outputs to external processes

Ref.	Name	To process
Out B1	Telephone call to request incident transfer	X4 (PON) - Support the live environment (NBSC)
Out B2	Telephone call to report incident for onward communication to a central PON organisation or a PON Client organisation	X4 (PON) - Support the live environment (NBSC)
Out B3	Engineer visit to rectify fault in ICL Pathway provided PC used for file transfer	X2 (PON) - Operate and monitor central systems
Out H1	Telephone advice and guidance	X1 (Outlet) - Operate and monitor the counter systems
Out H2	Engineer visit to rectify hardware or LAN fault	X1 (Outlet) - Operate and monitor the counter systems
Out H3	Engineer visit to make post office change (included with Incident Management for convenience)	X1 (Outlet) - Operate and monitor the counter systems
Out S1	Engineer visit to rectify fault in ICL Pathway provided PC used for file transfer	X3 (PON Client) - Operate and monitor central systems

TABLE 9D - Inputs from other components of CS Process CS2

	Name	From process
	Authorised Temporary Procedure	CS 2.2 - Manage live problem

TABLE 9E - Outputs to other components of CS Process CS2

	Name	To process
	Problem notification	CS 2.2 - Manage live problem
	Potential Major Business Continuity Incident notification	CS 2.3 - Manage business continuity
	Notification of unresolved complaint	CS 2.4 - Manage unresolved complaint
	Business incident for resolution	CS 2.5 - Resolve business incidents
	Service data	CS 2.6 - Analyse service and performance data and produce reports

TABLE 9F - Inputs from other CS processes

	Name	From process
	Telephone call to report incident	CS 1.1 - Operate ICL Pathway central systems
	New incident (knock-on effect caused by fix or change)	CS 4.3 - Manage release of fix or small change

TABLE 9G - Outputs to other CS processes

	Name	To process
	TP (Temporary Procedure)	CS 1.1 - Operate ICL Pathway central systems
	ATP (Authorised Temporary Procedure)	CS 1.1 - Operate ICL Pathway central systems
	Live PinICL specifying a software deficiency	CS 4.1 Schedule fix or small change (includes RMF activities)

7.2 Process CS 2.2 - Manage live problem

Summary information is provided below. Ref. [3] defines the internal workings of process CS 2.2.

7.2.1 Process status

Fully implemented.

7.2.2 Process overview

This process has well-defined links with the PON Problem Management process. ICL Pathway CS and PON have agreed cross-domain procedures which facilitate the notification of problems between the two organisations.

This process receives problem notifications from ICL Pathway CS organisations, specified ICL Pathway CS supplier organisations and PON Problem Managers. Problems are recorded on a ICL Pathway CS maintained database and progressed to resolution under the direction of the Problem Manager.

Problems that affect both ICL Pathway CS and PON are referred to as “cross-domain problems”. Cross-domain problems that are notified to ICL Pathway CS by PON are added to the ICL Pathway CS database and cross-referred to the PON problem reference. PON operate a similar approach for cross-domain problems notified by ICL Pathway CS.

Process CS 2.2 also handles the authorisation of TPs that affect the PON business processes and when appropriate raises a draft CP to progress problem resolution.

Difficulties in resolving problems may be escalated up the ICL Pathway CS management chain and, if necessary, to other ICL Pathway or PON authorities.

7.2.3 Process records

Problem records. Problems that occur in the live environment are given an unique reference and recorded on a central database, which is maintained by ICL Pathway CS.

7.2.4 Process measures

The time between the opening and closing of a problem provides a measure of the performance of the problem management process.

7.2.5 Process controls

TABLE 10A

	Name	Source
	ICL Pathway / PON Interface Agreement for problem management	ICL Pathway CS
	ICL Pathway CS problem management procedures	ICL Pathway CS

7.2.6 Inputs and outputs

TABLE 10B - Inputs from external processes

Ref.	Name	From process
In B3	Telephone call to notify cross-domain problem	X4 (PON) - Support the live environment

TABLE 10C - Outputs to external processes

Ref.	Name	To process
Out B4	Telephone call to notify cross-domain problem	X4 (PON) - Support the live environment
Out J1	Draft CP to progress resolution of a problem	X8 (ICL Pathway Programme Office) - Manage and initiate ad hoc change

TABLE 10D - Inputs from other components of CS Process CS2

	Name	From process
	Problem notification	CS 2.1 - Manage live incident
	Problem notification	CS 2.3 - Manage business continuity
	Problem notification	CS 2.4 - Manage unresolved complaint
	Problem notification	CS 2.5 - Resolve business incident
	Problem notification	CS 2.6 - Analyse service and performance data and produce reports
	Problem notification	CS 2.7 - Manage and review service
	Problem notification	CS 2.9 - Manage business effectiveness and quality
	Problem notification	CS 2.10 - Manage communication with PON
	Problem notification	CS 2.11 - Manage miscellaneous requests or claims

TABLE 10E - Outputs to other components of CS Process CS2

	Name	To process
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ICL Pathway

ICL Pathway Customer Service Process Manual

Ref: CS/QMS/002

Version: 1.0

Company In Confidence

Date: [DATE *
MERGEFORMAT]

	ATP (Authorised Temporary Procedure)	CS 2.1 - Manage live incident
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TABLE 10F - Inputs from other CS processes

	Name	From process
	None	

TABLE 10G - Outputs to other CS processes

	Name	To process
	None	

7.3 Process CS 2.3 - Manage business continuity

Summary information is provided below. Ref. [4] defines the internal workings of process CS 2.3.

7.3.1 Process status

Fully implemented.

7.3.2 Process overview

This process has well-defined links with the PON Business Continuity Management process. ICL Pathway CS and PON have agreed cross-domain procedures which facilitate the notification of MBCIs between the two organisations.

Process CS 2.3 applies approved and tested business continuity plans in response to notified MBCIs. If plans are not available, e.g. because an unexpected event has occurred, the ICL Pathway CS Business Continuity Manager convenes necessary meetings to agree a way forward. Problems are raised if an underlying cause is suspected.

Difficulties in resolving MBCIs may be escalated up the ICL Pathway CS management chain and, if necessary, to other ICL Pathway and / or PON authorities.

7.3.3 Process records

MBCI records. MBCIs that occur in the live environment are given an unique reference and recorded on a central database, which is maintained by ICL Pathway CS.

7.3.4 Process measures

Conformance to business continuity plans.

7.3.5 Process controls

TABLE 11A

	Name	Source
	Business continuity plans	ICL Pathway CS
	ICL Pathway CS business continuity procedures	ICL Pathway CS

7.3.6 Inputs and outputs

TABLE 11B - Inputs from external processes

Ref.	Name	From process
In B4	Telephone call to notify cross-domain Major Business Continuity Incident	X4 (PON) - Support the live environment

TABLE 11C - Outputs to external processes

Ref.	Name	To process
Out B5	Telephone call to notify cross-domain Major Business Continuity Incident	X4 (PON) - Support the live environment

TABLE 11D - Inputs from other components of CS Process CS2

	Name	From process
	Potential Major Business Continuity Incident notification	CS 2.1 - Manage live incident

TABLE 11E - Outputs to other components of CS Process CS2

	Name	To process
	Problem notification	CS 2.2 - Manage live problem

TABLE 11F - Inputs from other CS processes

	Name	From process
	None	

TABLE 11G - Outputs to other CS processes

	Name	To process
	Business continuity actions	CS 1.1 - Operate ICL Pathway central systems

7.4 Process CS 2.4 - Manage unresolved complaint

Summary information is provided below. Ref. [5] defines the internal workings of process CS 2.4.

7.4.1 Process status

Recently introduced.

7.4.2 Process overview

Wherever possible, complaints that are received via the telephone, to either the PON help desk (the NBSC) or the ICL Pathway help desk (the HSH), are resolved within incident management (process CS 2.1), i.e. incident raised, complaint addressed, incident closed.

Complaints that cannot be resolved by the HSH are passed to process CS 2.4. In addition, (a) complaints received by the NBSC that require a response from ICL Pathway, are passed to process CS 2.4 and (b) all written complaints received by ICL Pathway CS or its suppliers are passed to CS 2.4.

Process CS 2.4 resolves complaints. A problem is raised if an underlying cause is suspected. Complaints are escalated within ICL Pathway CS if they cannot be resolved in a timely manner. If a complaint cannot be resolved by ICL Pathway CS it is escalated to a higher authority.

7.4.3 Process controls

TABLE 12A

	Name	Source
	ICL Pathway CS complaint procedures	ICL Pathway CS

7.4.4 Process records

Complaint record. Complaints received by process CS 2.4 carry an unique reference and are recorded on a central database, which is maintained by ICL Pathway CS.

7.4.5 Process measurements

Complaint resolution time.

7.4.6 Inputs and outputs**TABLE 12B - Inputs from external processes**

Ref.	Name	From process
In B5	NBSC communicated complaint	X4 (PON) - Support the live environment
In F1	Written complaint from PON	X2 (PON) - Operate and monitor central systems
In U1	Written complaint form general public	X14 - General public (received directly or forwarded by another ICL Pathway Directorate)

TABLE 12C - Outputs to external processes

Ref.	Name	To process
Out F1	Written response (to written complaint from PON)	X2 (PON) - Operate and monitor central systems
Out U2	Written response (to written complaint from general public)	X14 - General public (received directly or forwarded by another ICL Pathway Directorate)

TABLE 12D - Inputs from other components of CS Process CS2

	Name	From process
	Notification of unresolved complaint	CS 2.1 - manage live incident

TABLE 12E - Outputs to other components of CS Process CS2

	Name	To process
	Problem notification	CS 2.2 - Manage live problem
	Response to NBSC communicated complaints (only applies to help desk reviews)	CS 2.7 - Manage and review service

TABLE 12F - Inputs from other CS processes

	Name	From process
	None	

TABLE 12G - Outputs to other CS processes

ICL Pathway

ICL Pathway Customer Service Process Manual

Ref: CS/QMS/002

Version: 1.0

Company In Confidence

Date: [DATE *
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	Name	To process
	None	

7.5 Process CS 2.5 - Resolve business incident

7.5.1 Process status

Establish with improvements under review.

7.5.2 Process overview

The resolution of business incidents is tightly linked to the ICL Pathway CS incident management (process CS 2.1). Process CS 2.1 passes business incidents (a special type of incident) to process CS 2.5, where they are resolved. A special report (BIMS report) is used to notify PON on the progress, clearance and closure of business incident resolution.

A problem is raised if an underlying cause is suspected.

Some business incidents may have financial implications, i.e. necessitate a payment to PON.

7.5.3 Process controls

TABLE 13A

	Name	Source
	ICL Pathway CS procedures	ICL Pathway CS

7.5.4 Process records

BIMS record. Each business incident is given an unique reference and recorded on a central database (BIMS), which is maintained by ICL Pathway CS. BIMS incidents are cross-referred to the PowerHelp incident which is raised in process CS 2.1.

7.5.5 Process measures

SLA relating to the resolution time of business incidents.

7.5.6 Inputs and outputs

TABLE 13B - Inputs from external processes

Ref.	Name	From process
	None	

TABLE 13C - Outputs to external processes

Ref.	Name	To process
Out B6	Reconciliation report (BIMS report)	X2. (PON) - Operate and monitor central systems

TABLE 13D - Inputs from other components of CS Process CS2

	Name	From process
	Business incident for resolution	CS 2.1 - Manage live incident

TABLE 13E - Outputs to other components of CS Process CS2

	Name	To process
	Problem notification	CS 2.2 - Manage live problem

TABLE 13F - Inputs from other CS processes

	Name	From process
	None	

TABLE 13G - Outputs to other CS processes

	Name	To process
Out M6	Business incident related payment instruction	X9 (ICL Pathway Finance) - Process payment or charging

7.6 Process CS 2.6 - Analyse service and performance data and produce reports

7.6.1 Process status

Fully implemented.

7.6.2 Process overview

This process takes service data from the ICL Pathway support processes and performance data from the ICL Pathway operational processes. This data is used to prepare statistics, and reports. Reports are provided to various ICL Pathway CS and PON organisations. Outputs from this process support service reviews.

A problem is raised if an underlying cause is suspected.

Ad hoc reports are produced on request in accordance with contractual requirements.

7.6.3 Process controls

TABLE 14A

	Name	Source
	ICL Pathway CS procedures	ICL Pathway CS

7.6.4 Process records

Data recorded in the ICL Pathway Data Warehouse. The reports produced by process CS 2.6 provide a record of the analysis findings.

7.6.5 Process measures

Timely production of reports. Accuracy of reports.

7.6.6 Inputs and outputs

TABLE 14B - Inputs from external processes

Ref.	Name	From process
In B6	Request for ad hoc report	X2 (PON) - Operate and monitor central systems
In B7	Request for ad hoc report	X4 (PON) - Support the live environment

TABLE 14C - Outputs to external processes

Ref.	Name	To process
Out B7	Ad hoc report	X2 (PON) - Operate and monitor central systems
Out B8	Ad hoc report	X4 (PON) - Support the live environment
Out C6	Non-polling report (indicates outlets that have not yet received electronic messages)	X6 (PON) - Manage communication
Out M1	Remedy related payment instruction	X9. Process payment or charging (ICL Pathway Finance)

TABLE 14D - Inputs from other components of CS Process CS2

	Name	From process
	Service data	CS 2.1 - Manage live incident

TABLE 14E - Outputs to other components of CS Process CS2

	Name	To process
	Problem notification	CS 2.2 - Manage live problem
	Reports, information and stats.	CS 2.7 Manage and review service.

TABLE 14F - Inputs from other CS processes

	Name	From process
	Performance data and routine control reports	CS 1.1 - Operate ICL Pathway central systems

TABLE 14G - Outputs to other CS processes

	Name	To process
	None	

7.7 Process CS 2.7 - Manage and review service

7.7.1 Process status

Some aspects fully implemented. Others under development.

7.7.2 Process overview

Reviews are held for each of the key services provided by ICL Pathway CS. The reviews are supported by reports, information and statistics provided by process CS 2.6. Other ICL Pathway CS processes and / or PON processes may provide specialist reports to service reviews, e.g. CS3 - Manage pre-defined change (reference data).

Service reviews have an allocated chairman who prepares an agenda and produces minutes. Actions are allocated at service reviews and reviewed at subsequent reviews. Some service reviews include additional activities, e.g. agreement of business incident closure.

Attendees at customer focused service reviews include relevant people from ICL Pathway CS and PON. Attendees at supplier focused service reviews include relevant people from ICL Pathway CS and supplier organisations.

Service reviews may identify suspected problems or service improvement opportunities.

7.7.3 Process controls

TABLE 15A

	Name	Source
	Service reviews chaired by PON	PON generated agendas, actions and minutes.
	Service reviews chaired by ICL Pathway CS	ICL Pathway CS generated agendas, actions and minutes.

7.7.4 Process records

Service review minutes and action lists.

7.7.5 Process measurements

Frequency of reviews. Attendance at reviews. Problems raised. Service improvements identified.

7.7.6 Inputs and outputs

TABLE 15B - Inputs from external processes

Ref.	Name	From process
	None	

TABLE 15C - Outputs to external processes

Ref.	Name	To process
	None	

TABLE 15D - Inputs from other components of CS Process CS2

	Name	From process
	Response to NBSC communicated complaints (only applies to help desk reviews)	CS 2.4 Manage unresolved complaint
	Reports, information and stats.	CS 2.6 Analyse service and performance data and produce reports

TABLE 15E - Outputs to other components of CS Process CS2

	Name	To process
	Problem notification	CS 2.2 - Manage live problem
	Service improvement opportunity	CS 2.7 Manage and review service

TABLE 15F - Inputs from other CS processes

	Name	From process
	Routine reports	CS3. Manage pre-defined change

TABLE 15G - Outputs to other CS processes

	Name	To process
	None	

7.8 Process CS 2.8 - Develop and introduce service

7.8.1 Process status

Some aspects implemented. Others under development, e.g. the integration of service improvement opportunities.

7.8.2 Process overview

This process progresses the development of changes to the ICL Pathway CS provided services and their introduction. Service improvement opportunities are provided by process CS 2.7 - Manage service review and CS 2.9 - Manage business effectiveness and quality.

CPs are used to initiate ICL Pathway sponsored changes. CRs are used to sponsor PON sponsored changes.

Process CS 2.8 also includes

- (a) the production of business continuity plans and any subsequent changes.
- (b) the production of ICL Pathway CS / PON jointly agreed, service related, documents e.g. OLAs, Interface Agreements, Service Management Framework, etc., and any subsequent changes. Whether or not a CP is required for changes to jointly agreed documents is determined on a case by case basis - see Ref.1.

7.8.3 Process controls

TABLE 16A

	Name	Source
	Service development plans and procedures	ICL Pathway CS
	Service introduction plans and procedures	ICL Pathway CS
	Ad hoc change procedures for CRs, CPs, CCNs, etc.	ICL Pathway Programme Office

7.8.4 Process records

tba.

7.8.5 Process measures

tba.

7.8.6 Inputs and outputs**TABLE 16B - Inputs from external processes**

Ref.	Name	From process
In E1	PON initiated change to joint service documentation	X4 (PON) Support the live environment
In J1	Approved CP to initiate change within the ICL Pathway live environment	X8 (ICL Pathway Programme Office) Manage and initiate ad hoc change

TABLE 16C - Outputs to external processes

Ref.	Name	To process
Out E1	ICL Pathway CS initiated change to joint service documentation	X4 (PON) Support the live environment
Out J2	Draft CP to progress service improvement	X8 (ICL Pathway Programme Office) Manage and initiate ad hoc change

TABLE 16D - Inputs from other components of CS Process CS2

	Name	From process
	Service improvement opportunity	CS 2.7 Manage and review service
	Service improvement opportunity	CS 2.9 Manage business effectiveness and quality

TABLE 16E - Outputs to other components of CS Process CS2

	Name	To process
	None	

TABLE 16F - Inputs from other CS processes

	Name	From process
	None	

TABLE 16G - Outputs to other CS processes

	Name	To process
	None	

7.9 Process CS 2.9 - Manage business effectiveness and quality

7.9.1 Process status

Some aspects implemented. Others under development, e.g. process auditing, pre-live problem link with ICL Pathway Development.

7.9.2 Process overview

The management of business effectiveness includes the production and maintenance of process and policy definitions. These provide a framework for the development and maintenance of ICL Pathway CS operational procedures.

In addition, where appropriate, “standalone” process and policy definitions are produced to support problem management and / or service improvement activities.

Process CS 2.9 also acts as a link with ICL Pathway Development for the communication of “pre-live problems” that are discovered during the development of system architecture or new software.

It is planned to add a process auditing service in the future, which can be “called-off” when required. This will provide additional inputs into problem management and service improvement.

7.9.3 Process controls

TABLE 17A

	Name	Source
	ICL Pathway CS Level 3 Plan	ICL Pathway CS
	BET procedures	ICL Pathway CS

7.9.4 Process records

Published process and policy definitions. Process project control sheets, which define the project, business case, sponsor, progress etc. for each BET project.

7.9.5 Process measures

Number of process projects. Duration of process projects. Project sponsor feedback (under development).

7.9.6 Inputs and outputs**TABLE 17B - Inputs from external processes**

Ref.	Name	From process
In E1	PON initiated change to joint service documentation	X4 (PON) Support the live environment
In N1	Pre-live problem	X7 . (ICL Pathway TDA) Define, agree, design and develop new software

TABLE 17C - Outputs to external processes

Ref.	Name	To process
Out E1	ICL Pathway CS initiated change to joint service documentation	X4 (PON) Support the live environment

TABLE 17D - Inputs from other components of CS Process CS2

	Name	From process
	None	

TABLE 17E - Outputs to other components of CS Process CS2

	Name	To process
	Problem notification	CS 2.2 - Manage live problem

TABLE 17F - Inputs from other CS processes

	Name	From process
	None	

TABLE 17G - Outputs to other CS processes

	Name	To process
	None	

7.10 Process CS 2.10 - Manage communication with PON

7.10.1 Process status

Under development.

7.10.2 Process overview

This process, when fully implemented, will integrate:

- (a) interactions associated with the notification to PON of planned software releases;
- (b) interactions associated with Counter News that occur between ICL Pathway CS and PON.
- (c) interactions associated with definition and authorisation of electronic messages that occur between ICL Pathway CS and PON.
- (d) interactions associated with the delivery or non-delivery of electronic messages to post office outlets.

Wherever possible, a “single-point-of-contact” will be used at the interface between ICL Pathway CS and PON.

The single-point-of-contact will communicate with relevant ICL Pathway organisations to:

- (a) obtain information for onward routing to PON;
- (b) distribute information received from PON;
- (c) trigger charging associated with the delivery of electronic messages to post office outlets.

7.10.3 Process controls

TABLE 18A

	Name	Source
	ICL Pathway CS procedures	ICL Pathway CS

7.10.4 Process records

Counter News. Electronic messages.

7.10.5 Process measures

Message delivery failure rates, e.g. percentage of messages not received at post office outlets. Timeliness of inputs to Counter News and response to draft Counter News.

7.10.6 Inputs and outputs**TABLE 18B - Inputs from external processes**

Ref.	Name	From process
In C1	Approval for release to live - response to notification of planned software release	X6 (PON) - Manage communication
In C2	Counter News (draft)	X6 (PON) - Manage communication
In C3	Counter News (published)	X6 (PON) - Manage communication
In C5	Request for electronic message to be sent to specified outlets, including words to be used	X6 (PON) - Manage communication
In C6	Approval for release of electronic message to specified outlets - response to ICL Pathway CS request	X6 (PON) - Manage communication

TABLE 18C - Outputs to external processes

Ref.	Name	To process
Out C1	Notification of planned release (may be combined with Out C2)	X6 (PON) - Manage communication
Out C2	Input to Counter News	X6 (PON) - Manage communication
Out C3	Comments on draft counter news	X6 (PON) - Manage communication
Out C4	Request for electronic message to be sent to specified outlets, including words to be used	X6 (PON) - Manage communication
Out C5	Comments on PON request for electronic message (by exception)	X6 (PON) - Manage communication

TABLE 18D - Inputs from other components of CS Process CS2

	Name	From process
	None	

TABLE 18E - Outputs to other components of CS Process CS2

	Name	To process
	Problem notification	CS 2.2 - Manage live problem

TABLE 18F - Inputs from other CS processes

	Name	From process

	None	
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TABLE 18G - Outputs to other CS processes

	Name	To process
	Trigger to release electronic message	CS 1.1 - Operate ICL Pathway central systems

7.11 Process CS 2.11 - Manage miscellaneous requests or claims

7.11.1 Process status

Process agreed in principle but has never needed to be used. Process definition under review.

7.11.2 Process overview

This process is included for completeness and handles any ad hoc claims or queries. None are expected but the following two possible situations have been identified.

- (a) PON could submit an ad hoc financial claim, which would probably require investigation and a commercial decision.
- (b) Members of the public could make a “subject access request” a component of the data protection act.

7.11.3 Process controls

TABLE 19A

	Name	Source
	Data protection - CS procedures	ICL Pathway CS
	Ad hoc financial claim - CS policy	ICL Pathway CS

7.11.4 Inputs and outputs

TABLE 19B - Inputs from external processes

Ref.	Name	From process
In F2	Ad hoc financial claim	X2 (PON) - Operate and monitor central systems
In U2	Subject access request	X14 (Organisations other than ICL Pathway, PON or PON Client, e.g. general public) - Communicate with ICL Pathway CS

TABLE 19C - Outputs to external processes

Ref.	Name	To process
Out M5	Ad hoc payment instruction	X9 (ICL Pathway Finance) - Process payment or charging
Out U2	Response to Subject access request	X14 (Organisations other than ICL Pathway, PON or PON Client, e.g. general public) - Communicate with ICL Pathway CS

TABLE 19D - Inputs from other components of CS Process CS2

	Name	From process
	None	

TABLE 19E - Outputs to other components of CS Process CS2

	Name	To process
	Problem notification	CS 2.2 - Manage live problem

TABLE 19F - Inputs from other CS processes

	Name	From process
	None	

TABLE 19G - Outputs to other CS processes

	Name	To process
	None	

8 Expansion of Process CS3 - Manage pre-defined change

Process CS3 components

Ref.	Name
CS 3.1	Manage change to product reference data
CS 3.2	Manage change to outlet reference data
CS 3.3	Manage menu hierarchy change
CS 3.4	Manage introduction of new Icons
CS 3.5	Manage AP related change
CS 3.6	Manage post office outlet change

8.1 Process CS 3.1 - Manage change to product reference data

Summary information is provided below. [Ref. 6, 8 and 9] provide additional information relating to changes to product reference data.

8.1.1 Process status

Fully established.

8.1.2 Process overview

Reference data falls into two main groups, i.e. product and outlet. This section considers product reference data. Changes to product reference data are considered to be Operational Business Changes and as such do not require a CR to be raised by PON.

Product reference data changes may be basic or advance. Advance change relates to situations where ICL Pathway needs to perform some activities before the product reference data is implemented, e.g. the introduction of a new product, which needs a new button. Basic change relates to situations where ICL Pathway CS can implement the change without prior notice.

Advance change is notified to ICL Pathway CS via an OBC form. This triggers the activities that need to be carried out before the reference data is released to live. Advance change is verified and authorised by PON before release.

Basic changes may be pure or high risk. Pure data has a low potential impact on the PON business and is therefore released to the live environment without PON verification.

High risk changes have the potential to significantly impact the PON business if there are errors. Therefore, high risk data is verified and authorised by PON before release

to the live environment. Any errors that are identified during verification are recorded and resolved in conjunction with PON reference data authorities.

During the verification of high risk data PON has the option to set an “alert flag”. The ICL Pathway CS RDT monitor reference data files more closely if the alert flag is set. The RDT alerts PON if: (a) the data is scheduled for distribution the night before “the reference data start date” AND (b) system difficulties prevent the data being distributed. Sending the data out the night before it goes live is exceptional but this could occur if PON provided the reference data late. Reference data is normally distributed well before the reference data start date, which in normal circumstances provides contingency against system difficulties.

8.1.3 Process controls

TABLE 20A

	Name	Source
	ICL Pathway RDT procedures	ICL Pathway CS
	In-built RDMS software routines	ICL Pathway Development
	ICL Pathway / PON OLAs	PON
	ICL Pathway / PON Interface agreement	ICL Pathway CS

8.1.4 Process records

Reference data. PinICLs detailing verification / validation errors.

8.1.5 Process measures

Reference data delivery times.

8.1.6 Inputs and outputs

TABLE 20B - Inputs from external processes

Ref.	Name	From process
In D1	Request for product reference data change (form)	X5 (PON) - Initiate pre-defined change (PON OSG)

TABLE 20C - Outputs to external processes

Ref.	Name	To process
	None	

TABLE 20D - Inputs from other components of CS Process CS3

	Name	From process
	None	

TABLE 20E - Outputs to other components of CS Process CS3

	Name	To process
	None	

TABLE 20F - Inputs from other CS processes

	Name	From process
	None	

TABLE 20G - Outputs to other CS processes

	Name	To process
	Manual input to trigger release of product related reference data	CS 1.1 Operate ICL Pathway central systems

8.2 Process CS 3.2 - Manage change to outlet reference data

Summary information is provided below. [Ref. 7] provides additional information relating to changes to outlet reference data.

8.2.1 Process status

Fully established.

8.2.2 Process overview

Reference data falls into two main groups, i.e. product and outlet. This section considers outlet reference data. Changes to outlet reference data are considered to be Operational Business Changes and as such do not require a CR to be raised by PON.

Outlet reference data changes may be basic or advance. Advance outlet change involves physical changes in post office outlets, e.g. post office move (see section on post office outlet change for further information). The timing of the physical change and the reference data are linked.

There are two types of electronic outlet reference data. Outlet and Help Desk. The outlet reference data is authorised by PON before release to the live environment. Help desk reference data is released to the live environment without authorisation.

Both outlet and help desk reference data are distributed to outlets. Distinguishing between help desk reference data files and outlet reference data files supports the long term strategy of linking the RDMS system with the incident management systems.

8.2.3 Process controls

TABLE 20A

	Name	Source
	ICL Pathway RDT procedures	ICL Pathway CS
	In-built RDMS software routines	ICL Pathway Development
	ICL Pathway / PON Interface agreement	ICL Pathway CS

8.2.4 Process records

Reference data. OBC 22 forms. OBC 24 forms.

8.2.5 Process measures

Reference data delivery times.

8.2.6 Inputs and outputs

TABLE 20B - Inputs from external processes

Ref.	Name	From process
In D1	Request for product reference data change	X5 (PON) - Initiate pre-defined

	(form)	change (PON OSG)
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TABLE 20C - Outputs to external processes

Ref.	Name	To process
	None	

TABLE 20D - Inputs from other components of CS Process CS3

	Name	From process
	None	

TABLE 20E - Outputs to other components of CS Process CS3

	Name	To process
	None	

TABLE 20F - Inputs from other CS processes

	Name	From process
	None	

TABLE 20G - Outputs to other CS processes

	Name	To process
	Manual input to trigger release of product related reference data	CS 1.1 Operate ICL Pathway central systems

8.3 Process CS 3.3 - Manage menu hierarchy change

8.3.1 Process status

This process is currently being reviewed because it has become apparent that it is possible for PON to request a change to the menu hierarchy via an OBC 2 form.(CR not required), which could adversely affect the theoretical counter timings and result in ICL Pathway failing to meet its commercial obligations. In the short term ICL Pathway Commercial will advise on which process is used. There are two choices:

- (a) PON raise a CR and the menu change is treated as an ad hoc change. If this route is chosen it is likely that the CR raised by PON would be fast-tracked and that the CR would be impacted by the ICL Pathway CS counter timing authorities;
- (b) PON relax the contractual constraints to remove the current conflict between the PON / ICL Pathway contract and the PON / ICL Pathway operational procedures, thereby ensuring that ICL Pathway cannot be penalised as a result of implementing a PON requested menu hierarchy change.

8.3.2 Process overview

To be confirmed.

8.3.3 Process controls

TABLE 21A

	Name	
	ICL Pathway CS procedures	ICL Pathway CS
	ICL Pathway Development procedures (suppliers of menu hierarchy reference data change)	ICL Pathway Development

8.3.4 Process records

To be confirmed.

8.3.5 Process measures

To be confirmed.

8.3.6 Inputs and outputs

TABLE 21B - Inputs from external processes

Ref.	Name	From process
In D4	Request for menu change (form)	X5 (PON) - Initiate pre-defined change

TABLE 21C - Outputs to external processes

Ref.	Name	To process
	None	

TABLE 21D - Inputs from other components of CS Process CS3

	Name	From process
	None	

TABLE 21E - Outputs to other components of CS Process CS3

	Name	To process
	None	

TABLE 21F - Inputs from other CS processes

	Name	From process
	None	

TABLE 21G - Outputs to other CS processes

	Name	To process
	Manual input to trigger release of revised menu related reference data	CS 1.1 - Operate ICL Pathway central systems

8.4 Process CS 3.4 - Manage introduction of new Icons

8.4.1 Process status

The way new Icons are progressed is currently being re-defined. It is proposed that the revised new Icon delivery service will be chargeable. Two delivery routes are proposed, i.e. fast-track and a normal.

Icon changes prior to the agreement of the new service will follow an agreed interim procedure, which is considered to be outside the scope of this document.

8.4.2 Process overview

To be confirmed.

8.4.3 Process controls

TABLE 21A

	Name	
	Icon service description	ICL Pathway CS
	ICL Pathway CS procedures	ICL Pathway CS

8.4.4 Process records

To be confirmed.

8.4.5 Process measures

To be confirmed.

8.4.6 Inputs and outputs

TABLE 21B - Inputs from external processes

Ref.	Name	From process
In D3	Request for new Icon (form)	X5 (PON) - Initiate pre-defined change (PON OSG)

TABLE 21C - Outputs to external processes

Ref.	Name	To process
	None	

TABLE 21D - Inputs from other components of CS Process CS3

	Name	From process
	None	

TABLE 21E - Outputs to other components of CS Process CS3

	Name	To process
	None	

TABLE 21F - Inputs from other CS processes

	Name	From process
	None	

TABLE 21G - Outputs to other CS processes

	Name	To process
	New Icon(s) for standalone release via fast-track process	CS4.1 Manage the introduction of fixes for live environment software (via fast-track release)

8.5 Process CS 3.5 - Manage AP change

8.5.1 Process status

Process under development. Some provisional information is provided below for completeness.

8.5.2 Process overview

This process covers the following topics:

- (a) Client take-on to the PON HAPS system;
- (b) Client migration from PON HAPS to ICL Pathway systems;
- (c) Client take-on to ICL Pathway systems.

Reference data relating to new AP cards or bar codes (tokens) and the PAN (code on the card or bar-code) are used to produce a test file which is sent to PON for checking and authorisation.

In addition to the reference data associated with AP tokens and their validation, ICL Pathway CS also manages AP Client migration and take-on. Client migration and take-on is dependent on other ICL Pathway Directorates providing a number of “services” to ICL Pathway CS, e.g. agreement of a Client Specification, software / system work to facilitate the connection to the ICL Pathway systems, installation of hardware (PC) on the Clients site.

The final stage in Client migration and take-on is the entry into the APS workstation of the information needed to set-up file formats and connections. These activities are performed by ICL Pathway CS.

Client take-on to the PON HAPS system

This is driven by an agreed plan. ICL Pathway CS responds to notification from PON and make the necessary inputs to the APS workstation, which sets up file structure and connections.

Client migration from HAPS to ICL Pathway systems

Client migration is driven by an authorised migration plan. A Client specification provides the information needed to connect the Client. The migration plan triggers:

- (a) necessary software / system related work;
- (b) installation of required hardware on the Clients site;
- (c) the required entries into APS Workstation to set up file structure and connection.

Client take-on to ICL Pathway systems

A Client specification provides the information needed to connect the Client. The ICL Pathway CS “Client take-on manager” ensures that the following are carried out:

- (a) necessary software / system related work;
- (b) installation of required hardware on the Clients site;

(c) the required entries into APS Workstation to set up file structure and connection.

It is expected that some of the above will be chargeable services (the detail is currently under discussion). Therefore, a link between the management or AP and ICL Pathway Finance has been included for completeness.

8.5.3 Process controls

TABLE 22A

	Name	Source
1.	ICL Pathway CS AP change procedures	ICL Pathway CS
2.	In-built workstation software routines	ICL Pathway Development

8.5.4 Process records

To be confirmed.

8.5.5 Process measures

To be confirmed.

8.5.6 Inputs and outputs

TABLE 22B - Inputs from external processes

Ref.	Name	From process
In D5	Request for new AP Client take-on to HAPS (form)	X5 (PON) - Initiate pre-defined change (PON OSG)
In D6	ICL Pathway accepted change to the AP Client Migration Plan (movement of PON Clients from HAP to ICL Pathway)	X5 (PON) - Initiate pre-defined change (PON Horizon Client Migration Manager)
In K1	Signed Client Specification for new AP Client take-on	X10 (ICL Pathway Requirements) Define and agree requirements for AP change

TABLE 22C - Outputs to external processes

Ref.	Name	To process
M4	New AP Client charging instruction (To be confirmed)	X9 (ICL Pathway Finance) - Process payment or charging

TABLE 22D - Inputs from other components of CS Process CS3

	Name	From process
	None	

TABLE 22E - Outputs to other components of CS Process CS3

	Name	To process
	None	

TABLE 22F - Inputs from other CS processes

	Name	From process
	None	

TABLE 22G - Outputs to other CS processes

	Name	To process
	AP change via AP workstation	CS 1.1 - Operate ICL Pathway central systems

8.6 Process CS 3.6 - Manage post office outlet change

The following provides summary information. Additional information is provided in [ref. 10]

8.6.1 Process status

Fully implemented.

8.6.2 Process overview

This process is considered to be an Operational Business Change and as such does not require a CR to be raised by PON.

The service is chargeable. PON may request a range of changes via an OBC 20 form, e.g. outlet move, closure, etc. Each type of change has a standard charge. ICL Pathway CS requests an engineer resource via a Work Schedule. The Work Schedule is communicate to the live environment incident management process operated by a ICL Pathway CS supplier. The work schedule results in an OBC call being raised and an engineer being despatched to the required outlet to effect the change.

Changing for the change is triggered via communication between ICL Pathway CS and ICL Pathway Finance.

The OBC call is not an incident, but it is convenient to think of it as such because it uses the established incident management processes within the ICL Pathway CS supplier organisation.

8.6.3 Process controls

TABLE 23A

	Name	
	ICL Pathway CS procedures	ICL Pathway CS

8.6.4 Inputs and outputs

TABLE 23B - Inputs from external processes

Ref.	Name	From process
In D7	Request for outlet change e.g. move, closure, etc. (OBC20 form)	X5 (PON) - Initiate pre-defined change (PON Network Change Authoriser)

TABLE 23C - Outputs to external processes

Ref.	Name	To process
Out M2	Charging instruction relating to post office change	X9 (ICL Pathway Finance) - Process payment or charging

TABLE 23D - Inputs from other components of CS Process CS3

	Name	From process
	None	

TABLE 23E - Outputs to other components of CS Process CS3

	Name	To process
	None	

TABLE 23F - Inputs from other CS processes

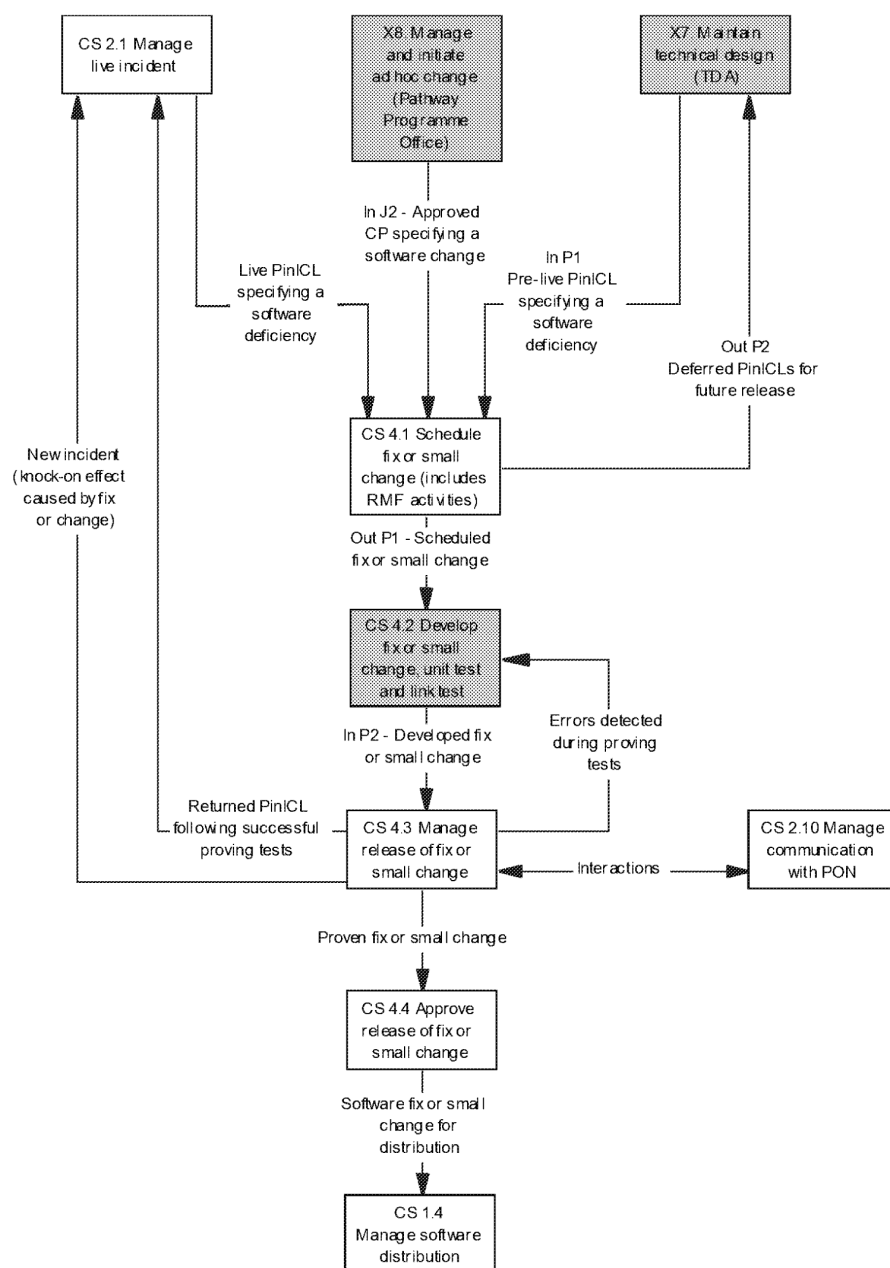
	Name	From process
	None	

TABLE 23G - Outputs to other CS processes

	Name	To process
	Request for engineer resource (work schedule)	CS 2.1 - Manage live incident

9 Expansion of Process CS4 - Manage fast-track introduction of software fix or small change

This process is primarily concerned with the introduction of software fixes to the live environment that cannot wait for a maintenance release and includes the handling of emergency fixes. However, this process may also be used for small changes that cannot wait for a maintenance release. Maintenance releases are discussed in the next section. Further detail is given in [ref. 11].



Process CS4 components

Ref.	Name
CS 4.1	Schedule fix or small change (includes RMF activities)
CS 4.2	Develop fix or small change, unit test and link test
CS 4.3	Manage release of fix or small change
CS 4.4	Approve release of fix or small change

9.1 CS 4.1 - Schedule fix or small change

9.1.1 Process status

Fully implemented.

9.1.2 Process overview

This process accepts live PinICLs from ICL Pathway CS incident management, Pre-live PinICLs from the ICL Pathway Development (TDA) and approved CPs for small changes. ICL Pathway CS works with other ICL Pathway Directorates and ICL Pathway supplier organisations to schedule fast-track software fixes. The ICL Pathway CS Release Management Forum is the authority for scheduling fixes and small changes.

9.1.3 Process controls

TABLE 25A

	Name	Source
	ICL Pathway CS procedures	ICL Pathway CS

9.1.4 Process records

Live PinICLs, Pre-live PinICLs. CPs.

9.1.5 Process measures

Number of PinICLs and CPs scheduled. Percentage of PinICLs and CPs deferred to a maintenance release.

9.1.6 Inputs and outputs

TABLE 25B - Inputs from external processes

Ref.	Name	From process
In J2	Approved CP specifying software change	X8. (ICL Pathway Programme Office) - Manage and initiate ad hoc change
In P1	Pre-live PinICL specifying a	X7. (TDA) Define, agree, design

	software deficiency	and develop new software
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TABLE 25C - Outputs to external processes

Ref.	Name	To process
	None	

TABLE 25D - Inputs from other components of CS Process CS4

	Name	From process
	None	

TABLE 25E - Outputs to other components of CS Process CS4

	Name	To process
	Scheduled fix or change	CS 4.2 Develop fix or small change, unit test and link test

TABLE 25F - Inputs from other CS processes

	Name	From process
	Live PinICL specifying a software deficiency	CS 2.1 Manage live incident

TABLE 25G - Outputs to other CS processes

	Name	To process
	None	

9.2 CS 4.2 - Develop fix or small change, unit test and link test

This process is operated by the ICL Pathway Development Directorate and for the purposes of this document is considered to be a “service” provided to ICL Pathway CS Release Management. Summary information is provided below. Detailed information is provided in [ref. 12].

9.2.1 Process status

Fully implemented.

9.2.2 Process overview

This process develops software fixes or small software changes in accordance with agreed delivery schedules. Fixes or small changes are unit tested and link tested. Any errors detected during unit and link testing are corrected. The tested fixes or small changes are then passed to ICL Pathway CS. ICL Pathway CS then manage the fix or small change through proving tests to release to the live environment. Any errors detected during ICL Pathway CS proving tests are fed back to ICL Pathway Development for correction.

9.2.3 Process controls

TABLE 25A

	Name	Source
	ICL Pathway Development procedures	ICL Pathway Development

9.2.4 Process records

Workpackages.

9.2.5 Process measures

Number of workpackages. Percentage that have errors detected during ICL Pathway CS proving tests.

9.2.6 Inputs and outputs

TABLE 25B - Inputs from external processes

Ref.	Name	From process
	None	

TABLE 25C - Outputs to external processes

Ref.	Name	To process
	None	

TABLE 25D - Inputs from other components of CS Process CS4

	Name	From process
	Scheduled fix or change	CS 4.1 - Schedule fix or small change
	Errors detected during proving	CS 4.3 - Prove fix or small change

TABLE 25E - Outputs to other components of CS Process CS4

	Name	To process
	Developed fix or change	CS 4.3 Prove fix or small change

TABLE 25F - Inputs from other CS processes

	Name	From process
	None	

TABLE 25G - Outputs to other CS processes

	Name	To process
	None	

9.3 CS 4.3 - Manage release of fix or small change

9.3.1 Process status

Fully implemented.

9.3.2 Process overview

This process includes various release management activities and appropriate proving tests. Errors detected during proving tests are fed back to ICL Pathway Development for correction. Fixes may be error-free but fall short of completely addressing the deficiency identified on the original PinICL. Alternatively, the fix may introduce an adverse knock-on effect. When these situations occur ICL Pathway CS will decide whether the fix should be held pending re-work or released with its known shortfalls. If it is decided to release the fix, ICL Pathway CS will raise a cross-referred PinICL to address the shortfall. The cross-referred PinICL will be progressed in the normal way.

9.3.3 Process controls

TABLE 25A

	Name	Source
	ICL Pathway Development procedures	ICL Pathway Development

9.3.4 Process records

Proving test records.

9.3.5 Process measures

Time between receipt of workpackage and release authorisation.

9.3.6 Inputs and outputs

TABLE 25B - Inputs from external processes

Ref.	Name	From process
	None	

TABLE 25C - Outputs to external processes

Ref.	Name	To process
	None	

TABLE 25D - Inputs from other components of CS Process CS4

	Name	From process
	Developed fix or change	CS 4.2 - Develop fix or small

		change, unit test and link test
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TABLE 25E - Outputs to other components of CS Process CS4

	Name	To process
	Proven fix or change	CS 4.4 - Approve release of fix or small change
	Errors detected during proving	CS 4.2 - Develop fix or small change, unit test and link test

TABLE 25F - Inputs from other CS processes

	Name	From process
	Possible interaction relating notification of release to PON, Counter News inputs and messaging (to be confirmed in later revision of this document)	CS 2.10 - Manage communication with PON

TABLE 25G - Outputs to other CS processes

	Name	To process
	New incident (knock-on effect caused by fix or change)	CS 2.1 - Manage live incident

9.4 CS 4.4 - Approve release of fix or small change

9.4.1 Process status

Fully implemented.

9.4.2 Process overview

This process approves release to the live environment, completes necessary release management tasks and makes available the fixes or changes for software distribution.

9.4.3 Process controls

TABLE 25A

	Name	Source
	ICL Pathway CS procedures	ICL Pathway CS

9.4.4 Process records

ICL Pathway CS generated release notes.

9.4.5 Process measures

Number of release notes. Release success rate.

9.4.6 Inputs and outputs

TABLE 25B - Inputs from external processes

Ref.	Name	From process
	None	

TABLE 25C - Outputs to external processes

Ref.	Name	To process
	None	

TABLE 25D - Inputs from other components of CS Process CS4

	Name	From process
	Proven fix or change	CS 4.4 - Approve release of fix or small change

TABLE 25E - Outputs to other components of CS Process CS4

	Name	To process
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ICL Pathway

ICL Pathway Customer Service Process Manual

Ref: CS/QMS/002

Version: 1.0

Company In Confidence

Date: [DATE *
MERGEFORMAT]

	None	
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TABLE 25F - Inputs from other CS processes

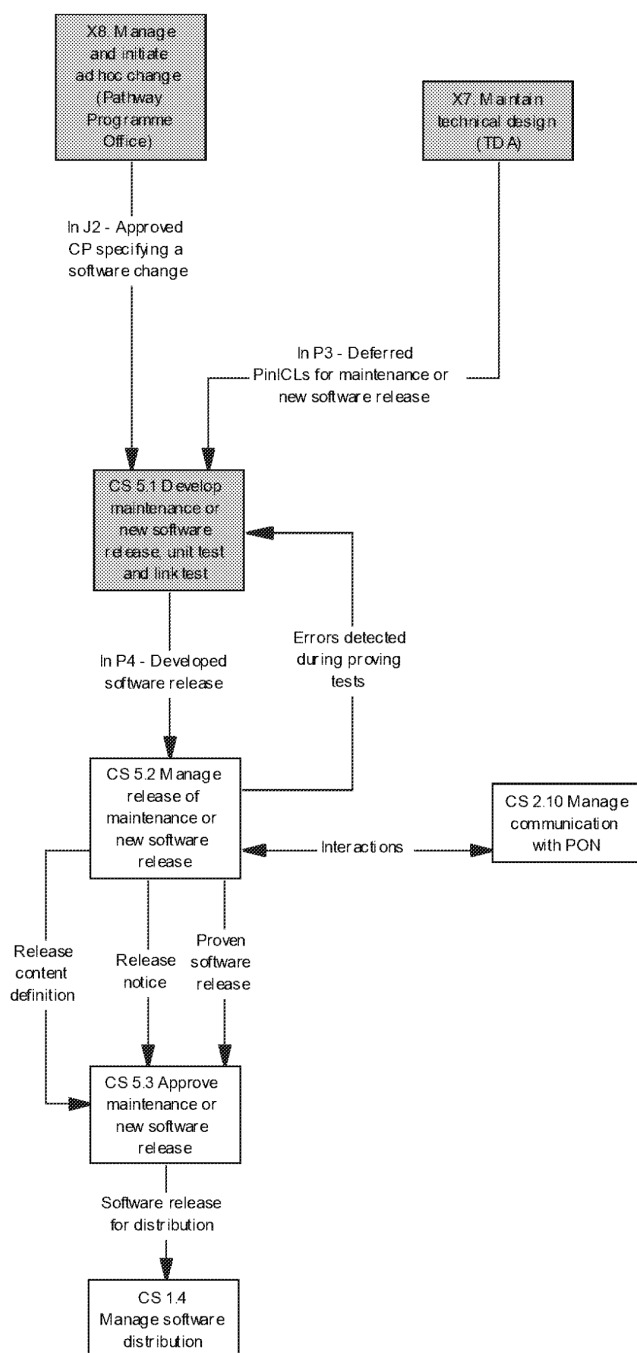
	Name	From process
	None	

TABLE 25G - Outputs to other CS processes

	Name	To process
	Software fix or change for distribution	CS 1.4 - Manage software distribution

10 Expansion of Process CS5 - Manage release of maintenance or new software release

This process is currently under review. Some information is provided below for completeness.



11 Process CS6 - Manage the ICL Pathway CS business

See [ref. 13] for detail.