

OLA - PON/ICL Pathway

Ref: PON/OSG/OLA/001
Version: 2.0
Date: 06/12/2000

OPERATIONAL LEVEL AGREEMENT

BETWEEN

POST OFFICE NETWORK

BUSINESS SERVICE MANAGEMENT

(OUTLET SYSTEMS GROUP)

AND

ICL PATHWAY

DRN **PON/OSG/OLA/001**

Issue **2.0**

Date **06 December 2000**

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0. CONTROL

0.1 Document History

| Version | Date | Change Details |
|---------|----------|--|
| Draft A | 15/02/00 | Initial draft, following workshops between PON and ICL Pathway |
| 0.1 | 28/07/00 | Incorporating changes agreed by PON and ICL Pathway |
| 0.2 | 08/09/00 | Incorporating changes following formal review by PON and ICL Pathway |
| 1.0 | 10/11/00 | Incorporating revised Error Management procedures |
| 2.0 | 01/12/00 | Incorporating changes following formal review by PON and ICL Pathway |

0.2 Terms and Abbreviations

The following terms and abbreviations are used in this document:-

| | |
|---------------|--|
| AIS | Application Interface Specification |
| AP | Automated Payments |
| BSM | Business Service Management (PON) |
| CCN | Change Control Number |
| DR | Disaster Recovery |
| FTMS | File Transfer Management System |
| HSH | Horizon System Helpdesk |
| IAMT | Internal Account Management Team |
| ITIP | Interim Transaction Information Processing |
| MSU | Management Support Unit |
| NBSC | National Business Support Centre |
| OBC | Operational Business Change |
| OLA | Operational Level Agreement |
| OSG | Outlet Systems Group |
| PON | Post Office Network |
| RDMC | Reference Data Management Centre (Pathway) |
| RDOT | Reference Data Operational Team (PON) |
| RDS | Reference Data System (PON) |
| SAPADS | SAP Advanced Distribution System |
| SLA | Service Level Agreement |
| SSC | System Support Centre |
| TIP | Transaction Information Processing |
| TIS | Technical Interface Specification |
| TPS | Transaction Processing Service |

0.3 References

The following documents were either referred to or used during the production of this document:

| | Reference | Version | Date | Title | Source |
|----|---------------------|---------|--------------------|--|-----------|
| 1 | Schedule G10 | 1.0 | Codified Agreement | PON Infrastructure Service Level & Remedies | Contracts |
| 2 | TI/ISS/001 | 5.7 | 05/07/99 | Pathway to TIP Application Interface Specification. | PON |
| 3 | TI/ISS/003 | 1.1 | 15/09/99 | Pathway/PON Technical Interface Specification. | Pathway |
| 4 | CS/FSP/0002 | 2.7.1 | 16/10/98 | Horizon System Helpdesk Call Enquiry Matrix | Pathway |
| 5 | ICL/PW/OPS/UN X/201 | 1.0 | 08/05/99 | Main Host Operational Guide | Pathway |
| 6 | CS/PRO/058 | 0.2 | 14/09/98 | ICL Pathway Business Support Unit Incident and Reconciliation Procedures for NR2 | Pathway |
| 7 | CS/PLA/007 | 1.0 | 25/06/99 | TPS Contingency Plan | Pathway |
| 8 | CS/SIP/002 | 4.0 | 01/11/99 | Business Continuity Framework | Pathway |
| 9 | CS/PRD/021 | 1.5 | 4/2/99 | ICL Pathway Problem Management Process | Pathway |
| 10 | CS/PRD/021 | 1.0 | 20/9/99 | EPOSS End-to-end Reconciliation Process for Release NR2 - Incident Management & Resolution | Pathway |
| 11 | CS/INT/001 | 0.1 | 22/10/99 | Operational Review Meetings - TPS | Pathway |
| 12 | DR_ITIPVO.4.doc | 0.3 | 11/05/99 | Disaster Recovery / Contingency Arrangements | PON |
| 13 | HOR/BSM/PRC/001 | | | PON Incident Management Procedures | PON |
| 14 | HOR/BSM/PRC/003 | | | PON Problem Management Procedures | PON |
| 15 | CS/PRD/071 | 0.2 | 21/12/99 | Interim Process for the Verification of 'Product' Reference Data | Pathway |
| 16 | CS/PRD/033 | 1.5 | 08/12/99 | PON Verification of Reference Data Changes | Pathway |
| 17 | RN | 1.4 | 6/12/99 | OLA between TIP and ICL Pathway | PON |
| 18 | CS/PRD/058 | 2.6 | 22/12/99 | ICL Pathway/PON Interface Agreement for OBC | Pathway |
| 19 | RDP/OLA/002 | 1.2 | 13/07/99 | RDS/ITIP OLA | PON |
| 20 | RDP/OLA/001 | 1.3 | 19/07/99 | RDS - PON/ICL Pathway OLA | PON |
| 21 | OSG/OPS/001 | 1.0 | 30/11/99 | OBC Product Verification Procedures | PON |
| 22 | None | 2.00 | 26/08/99 | Horizon Operating Instructions Operational Business Change | PON |
| 23 | CHE/PRD/001 | 2.2 | 21/08/00 | CSR+ Operational Business Change (Product) Procedures Electronic Point of Sale Service (EPOSS) | PON |

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1. Introduction

This document is an Operational Level Agreement (OLA) between Post Office Network and ICL Pathway. It outlines the practical arrangements that have been agreed between the two organisations for interfaces in relation to 'Product' Reference Data changes as part of the overall Horizon service.

2. Purpose

This OLA facilitates a joint understanding and consistent approach to managing and supporting the operational interface.

This OLA will be used by both organisations as a firm basis for developing appropriate working level procedures.

3. Scope

This OLA applies only to the interfaces across which 'Product' Reference Data Changes are passed between BSM/OSG - ICL Pathway - BSM/OSG.

Where appropriate, this OLA conforms to the concepts and principles of the joint Service Management Framework agreed between PON and ICL Pathway.

3.1 Exclusions

- The verification and authorisation of 'Outlet' reference data changes
- The transfer of Reference Data between PON RDS Chesterfield and ICL Pathway RDMC
- The delivery of Reference Data from ICL Pathway systems to Horizon counters

3.2 Service Management Framework

Where appropriate, this OLA conforms to the concepts and principles of the joint Service Management Framework [Reference13] agreed between PON and ICL Pathway.

3.3 Duration

This OLA is effective from the date of signing, throughout National Roll Out, CSR+ and into Business as Usual.

4. Status

The OLA does not supersede or override any existing Service Level Agreement and is regarded as a non-contractual working document. As such, it is without prejudice to both ICL Pathway and PON, and nothing contained herein shall be deemed or construed as affecting existing contractual obligation or creating new contractual obligation between the two parties.

5. Contractual Obligations

Schedule G10 of the PON Agreement specifies the Service Level Agreements relating to reference data. Schedule G10 sets deadlines for PON delivering reference data to ICL Pathway. It also sets targets for ICL Pathway delivering reference data to Post Office outlets.

The TPS Contingency Plan [Reference 7] identifies risks and triggers, defining actions required to maintain service after failures at any level and identifies contingency actions for Major Business Continuity Incidents.

6. Objectives of this OLA

The objectives of the OLA are:

- To provide a consolidated summary of all the day to day operational and support arrangements for the verification and authorisation of reference data changes across the PON/ICL Pathway boundary
- To clarify the respective roles and responsibilities of all relevant groups involved in the verification and authorisation of reference data changes across the PON/ICL Pathway boundary
- To facilitate the development of comprehensive and consistent working level procedures for the verification and authorisation of reference data changes across the PON/ICL Pathway boundary
- To define procedures for the regular review and evaluation of operational performance

7. Normal Data Processing Arrangements

7.1 OBC Product Verification Process Description

7.1.1 Business Service Management Outlet Systems Group (BSM/OSG) provide product information to ICL Pathway and the Reference Data Operational Team (RDOT) as part of the Operational Business Change (OBC) process. This is done by way of completing the relevant OBC forms, which are then sent via e-mail. All OBC forms sent by BSM/OSG via e-mail will contain a Return Receipt.

7.1.2 Requests for an Operational Business Change may be raised by the Internal Account Management Team (IAMT), by Transaction Processing or, occasionally, by BSM/OSG. An OBC10 form is used for this process.

7.1.3 BSM/OSG will attempt to resolve any queries from the RDOT and Pathway relating to the forms.

7.1.4 BSM/OSG will allocate a unique OBC Number to each change by BSM/OSG. A prefix will be used to identify the type of change. The prefixes are based on agreed convention.

7.1.5 BSM/OSG will validate the accuracy of the data input to RDS (within current RDS procedural and system limits) and notify any errors to Pathway or the RDOT.

7.1.6 For an Advanced change, an OBC2 form is sent to ICL Pathway containing sufficient information for ICL Pathway to begin impacting the change, and for certain preparatory work to commence. For example, menu hierarchy requirements, accounting node details, approximate number of outlets.

7.1.7 For the majority of change types, an OBC4 form is completed which is the reference data details of the change. This is sent to the RDOT in Chesterfield, who will key the data against the unique CCN. BSM/OSG will include the date by which RDOT need to transfer the data to ICL Pathway. RDOT will send a "Confirmation Document" to BSM/OSG when the data has been input into the RDS and sent to ICL Pathway.

7.1.8 Once the OBC4 is completed a hard copy is produced. If it is deemed necessary a double check will be made by someone other than the person who has completed the OBC4 form.

7.1.9 The electronic copy of the OBC4 is forwarded to the Reference Data Team in cases of Reference Data only changes and to the Reference Data Team and Pathway in the case of Advanced changes which also require reference data changes. The subject box will be annotated with the Change Control Number. Relevant files will be attached to the e-mail, and the Return receipt option selected.

7.1.10 When the OBC4 is sent, the details are entered on the OSG Change Control Number database.

7.1.11 The OSG OBC e-mail box is monitored to ensure that a receipt has been received for items sent within the agreed timescales. Additionally, the OSG OBC e-mail box is monitored to ensure that a response file has been received from the RDOT within the agreed timescales. The Transfer File Number from the response file is recorded on the BSM/OSG Change Control database.

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7.1.12 ICL Pathway generates and delivers the RDMC Verification Report and Comparison Report to BSM/OSG and delivers the actual Reference Data change to the BSM/OSG verification counters, as appropriate. The reports are provided in an Excel workbook, with a number of worksheets in each book. The number of worksheets and the amount of information contained in each, are dependent on the amount and nature of the changes which have been sent to the counter.

7.1.13 Once Verification is complete an assessment is made by BSM/OSG as to whether the changes can be released to the live estate. Once the decision is made to release, BSM/OSG give authority to ICL Pathway (via e-mail) to release the changes to the live estate.

7.2 Non-Receipt of Notified Data

BSM/OSG will contact ICL Pathway RDT via a telephone call and an e-mail to the OBC mailbox.

7.3 Error Management

Errors identified by ICL Pathway and/or PON during Reference Data validation, are classified as pre-live incidents and are handled separately from those which occur after the data has been authorised.

Where such an error is detected by ICL Pathway, RDT will raise a pre-live incident and record it on the internal ICL Pathway database known as PinICL. The incident will be initially allocated to RDT who will then allocate it to the appropriate PON unit (in general, RDOT for system or keying errors and BSM/OSG for others). Errors detected by BSM/OSG which impact ICL Pathway will be reported to RDT for recording as PinICLs.

As PON do not have visibility of the PinICL system, RDT will send a copy of the PinICL to the relevant part of PON for action. PON will respond to the PinICL within a timescale which is consistent with the priority of the incident, and provide any data necessary to correct the incident. Where BSM/OSG provide data in response to a PinICL, BSM/OSG will also send RDT a supporting e-mail confirming data has been sent.

When the response to the PinICL is received RDT will update the PinICL details with the response from PON and re-allocate the PinICL back to RDT. RDT will then monitor subsequent data (if appropriate) to ensure that the error identified is satisfactorily resolved.

On a periodic basis RDT will supply PON with a statement of outstanding PinICLs.

7.4 Verification Terminals Hardware Incidents

Refer to PON Verification of Reference Data Changes - ref. CS/PRD/033.

7.5 Late Implementation

All instances emanating from ICL Pathway will be reported by ICL Pathway RDT to BSM/OSG via a telephone call and confirmed via e-mail.

All instances emanating from BSM/OSG will be reported by BSM/OSG to ICL Pathway RDT via a telephone call and confirmed via e-mail.

BSM/OSG (after consulting other BSM teams and/or ICL Pathway RDT) will be responsible for deciding what action is to be taken in the event of potential, or actual late, deliveries of Reference Data

7.6 Normal Operational Hours

BSM/OSG

09:00 - 17:00 Monday to Friday (excluding English Bank Holidays).

Reference Data Operational Team

07:30 - 17:30 Monday to Friday (excluding English Bank Holidays).

ICL Pathway

09:00 - 17:00 Monday to Friday (excluding English Bank Holidays).

7.7 Outside Normal Operational Hours

BSM/OSG

If a major business continuity incident is declared, BSM/OSG will provide a 24 hour contact

Reference Data Operational Team

If a major business continuity incident is declared, the Reference Data Operational Team will provide a 24 hour contact

ICL Pathway

If a major business continuity incident is declared, ICL Pathway will provide a 24 hour contact via the Horizon Systems Helpdesk

8. Contingency

8.1 Business Continuity

In the event of e-mail failure, BSM/OSG will fax the documentation to ICL Pathway RDT and retain the certificate of fax transmission with the relevant OBC form as confirmation of the date ICL Pathway RDT were advised. A copy of the original documents will be sent to ICL Pathway RDT by post to overcome any lack of clarity difficulties.

If the fax service becomes unavailable and/or unsuitable, data can be copied onto floppy disk(s) for transfer between ICL Pathway RDT and BSM/OSG. The disk(s) will be physically transported by ICL Pathway RDT and/or BSM/OSG staff or via an independent courier.

8.2 Disaster Recovery

In the event of a disaster being declared by the Post Office at Concept 2000, Farnborough where BSM/OSG are unable to access their Horizon counters for verification, ICL Pathway will use all reasonable endeavours to provide BSM/OSG with the use of Horizon counters at their sites at Feltham or Bracknell within 48 hours.

9. Roles and Responsibilities

9.1 PON

9.1.1 Business Service Management (OSG)

BSM/OSG shall ensure the management of the day to day operation of the interface to ICL Pathway is in accordance with the processes, procedures and lead times as agreed in the PON/ICL Pathway Interface Agreement i.e.

- Providing data delivery service in accordance with the Interface Agreement
- Working to agreed operational procedures
- Holding regular operational reviews internally and with ICL Pathway

BSM/OSG will:

- Identify which elements of the comparison report are understood to be part of a requested change and query all others
- Confirm changes have been checked using defined tests and work as required
- Gain the agreement of ICL Pathway, where BSM/OSG wish to release a change that contains a known error
- Authorise the release of each change, based on the above
- Be responsible for the co-ordination, communication and quality assurance between the IAMT and ICL Pathway
- Back up all telephone calls with an e-mail to confirm the conversation
- Ensure that the appropriate data is co-ordinated and communicated to both TAPT and the RDOT team
- Monitor ICL Pathway's progress, assist with resolving any problems, involving the PON IAMT as required
- Define if a potential Alert should be raised for Reference Data being processed overnight, where that Reference Data will become effective on the counters on the day following processing
- Be responsible for defining action to be taken in the event of potential, or actual, late deliveries of Reference Data

9.1.2 Business Service Management

BSM are responsible for developing and maintaining the Service Management principles, processes and procedures that are being implemented across the whole business.

BSM also provide the primary interface to ICL Pathway for developing and documenting the joint Service Management Framework that has been agreed between the two organisations.

In particular, PON BSM undertake various centralised Service Management functions that provide operational support to a variety of PON Business Units and external Suppliers (*incl.* ICL Pathway). These functions include:

- Incident Management (via the Network Business Support Centre)
- Problem Management
- Change Management
- Business Continuity Planning
- Service Review (*incl.* the Horizon Service Review Forum with ICL Pathway)

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- Performance Reporting and MIS
- Service Configuration Management

9.2 ICL Pathway

9.2.1 Customer Service

The ICL Pathway Service Manager within the Customer Service Team shall ensure the management of the day to day operation of the interface to PON BSM/OSG is in accordance with the processes, procedures and lead times as agreed in the PON/ICL Pathway Interface Agreement i.e.

- Providing data delivery service in accordance with the Interface Agreement
- Working to agreed operational procedures
- Holding regular operational reviews internally and with PON
- Providing Incident escalation route and problem management service.

9.2.2 Reference Data Team

The ICL Pathway RDT will:

- ensure that change information passed from PON meets the criteria specified in the change request
- verify that the contents of a file are appropriate for that file/change type
- confirm that the change works technically
- raise any queries with PON before progressing the change
- produce a comparison report for changes delivered to the verification counters
- verify that all the data required for an OBC has been received
- ensure the changes to reference data are implemented accurately and completely in the ICL Pathway systems
- explain any queries PON have with any change on the comparison report to the satisfaction of PON, or accept responsibility for the effects of that element of the change
- impact the authorisation to release changes which are known to contain errors
- back up all telephone calls with an e-mail to confirm the conversation
- release authorised changes to the live estate
- liaise with BSM/OSG to resolve any issues arising from the product change and/or any associated Icons and Menu configuration needs

10. Documentation & Reporting

10.1 PON - BSM/OSG

BSM/OSG will raise all Incidents and Problems against the Pathway service to BSM Incident & Problem Management, and will only close down Incidents when satisfactory rectification and resolutions have been documented and agreed.

10.2 ICL Pathway

Should an issue arise with the service defined a Pre-Live Incident will be raised on PinICL and tracked to successful resolution.

All processes and procedures carried out by ICL Pathway are documented and maintained under change management.

10.3 Joint - PON BSM/OSG and ICL Pathway

All operational reviews between ICL Pathway and BSM/OSG will be minuted and distributed to appropriate representatives of ICL Pathway and BSM/OSG.

All authorisation forms should be retained for audit purposes for a minimum period of 12 calendar months.

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11. OLA Service Reviews

This OLA will be reviewed by ICL Pathway and BSM/OSG through Operational Review Meetings. These meetings will be held at agreed intervals (typically monthly), and the OLA will be addressed within the Operational Review Meetings whenever it is considered necessary, during the period the OLA remains relevant.

Any amendments to the OLA will remain non-contractual but will be agreed between ICL Pathway and BSM/OSG through the Operational Review Meetings, and an updated hard copy version formally signed off by agreed representatives from ICL Pathway and BSM/OSG, in accordance with the agreed document review process.

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12. APPENDIX A - Contact Details

12.1 Post Office Network - BSM/OSG

Name
Telephone
Mobile
Fax
E-Mail

Andy Corbett

GRO

Name
Telephone
Fax
E-mail

Paul Garner

GRO

Name
Telephone
Fax
E-Mail

Dave Ireland

GRO

Postal Address
PON Outlet Systems Group
Concept 2000
250 Farnborough Road
Farnborough
GU14 7LU

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12.2 ICL Pathway

Reference Data Team

Telephone

Fax

E-mail

GRO

GRO

Postal Address

ICL Pathway

Lovelace Road

Bracknell

RG12 8SN