ICL Pathway	**NR2 HORIZON SYSTEM HELPDESK** **Processes and Procedures Description**	Ref:CS/PRO/0048 Version:1.0 Date:15/06/99

Document Title: NR2 HORIZON SYSTEM HELPDESK Processes and Procedures Description

Document Type: Processes and Procedures Description document

Abstract: This document describes the processes required to provide the Horizon System Helpdesk operations

Status: Approved

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0   Document control

0.1   Document history

Version	Date	Reason
0.1	22/04/98	Initial draft for comments
0.2	27/04/98	Updated draft for POCL review
0.3	07/05/98	Updated draft for use by NR2 HSH PPD workshop attendees
0.4	04/12/98	Updated draft for sponsor review
0.5	07/06/99	Updated draft for sign-off
1.0	15/06/99	Approved

0.2   Approval authorities

Name	Position	Signature	Date
Steve Austin	Helpdesk Product Manager, POCL Product Assurance, Horizon Programme		
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0.3   Associated documents

Reference	Vers	Title	Source
CR/FSP/0004	4.0	Service Architecture Design Document	ICL Pathway
CS/FSP/002	3.0	Horizon System Help Desk Call Enquiry Matrix	ICL Pathway
CS/IFS/003		ICL Pathway/POCL Interface Agreement - Outlet	ICL Pathway
CS/PRD/0029	3.0	The Management Process for Operational Business Change - Outlet	ICL Pathway
CS/PRD/058		ICL Pathway/POCL Interface Agreement - Product	

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CS/PRO/0021	1.0	NR2 Electronic Point of Sale Service PPD	ICL Pathway
CS/PRO/0022	1.0	NR2 Order Book Control Service PPD	ICL Pathway
CS/PRO/0024	1.0	NR2 Operating Environment PPD	ICL Pathway
CS/PRO/0025	1.0	NR2 Access Control and User Administration PPD	ICL Pathway
CS/PRO/0027	1.0	NR2 Introduction PPD	ICL Pathway
CS/PRO/0045	1.0	NR2 Automated Payment Service PPD	ICL Pathway
PA/STR/012	0.1	ICL Pathway Core System Release Contents Description	ICL Pathway

0.4 Abbreviations

APS	Automated Payment Service
BT	British Telecommunications
EPOSS	Electronic Point of Sale Service
FAD	Financial Accounts Division (of the Post Office)
HAPS	Host Automated Payment System
ICL	International Computers Limited
NBSC	Network Business Support Centre
NR2	New Release 2
OBCS	Order Book Control Service
OSP	One-shot Password
PIN	Personal Identity Number
PMMC	PostMaster's Memory Card
PO	Post Office
POCL	Post Office Counters Ltd
POIT	Post Office Information Technology
POLO	Post Office Log On
PPD	Processes and Procedures Description
RNM	Retail Network Manager
SHD	Service Helpdesk
SLA	Service Level Agreement

SMC   Systems Management Centre

0.5   Table of content

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1   Purpose

This PPD describes the operation of the Horizon System Helpdesk (HSH), in accordance with ICL Pathway New Release 2 (NR2) at the time of National Rollout.

This PPD provides a description of all the processes involved in order to enable the contractual agreement of operations and to be a source from which the authors can develop any further user documentation needed.

2   Scope

This PPD contains high-level information on the Horizon System Helpdesk. Detailed information for helpdesk operators is provided in low-level documentation supplied to those personnel.

For brevity, the Horizon System Helpdesk may be referred to in this document as 'the helpdesk'.

This PPD is one of a set of PPDs provided for NR2. The way in which the set fits together is described in the NR2 Introduction PPD [Ref. CS/PRO/0027].

The call references given in this PPD are those defined in the Horizon System Help Desk Call Enquiry Matrix [Ref. CS/FSP/002].

The procedure for the post office staff calling the Horizon System Helpdesk is described in the NR2 Operating Environment PPD [Ref. CS/PRO/0024].

3   Overview

The following helpdesk service will be provided by ICL Pathway:

- The **Horizon System Helpdesk**, which provides Post Office Counters Ltd outlet staff with a single point of contact for dealing with all problems relating to the Horizon system procedures and the Horizon system installed in outlets, and also for OBCS fallback encashments. Additionally it provides a single point of contact for technical interface queries from POCL (HAPS) staff via the NBSC helpdesk. Any calls received which are inappropriate to this helpdesk may be re-directed to the appropriate service point.

The structure of the helpdesk service is as follows:

Helpdesk structure

POCL staff

TIP
HAPS
OSP

OSP

POIT

NBSC

HSH

Outlets
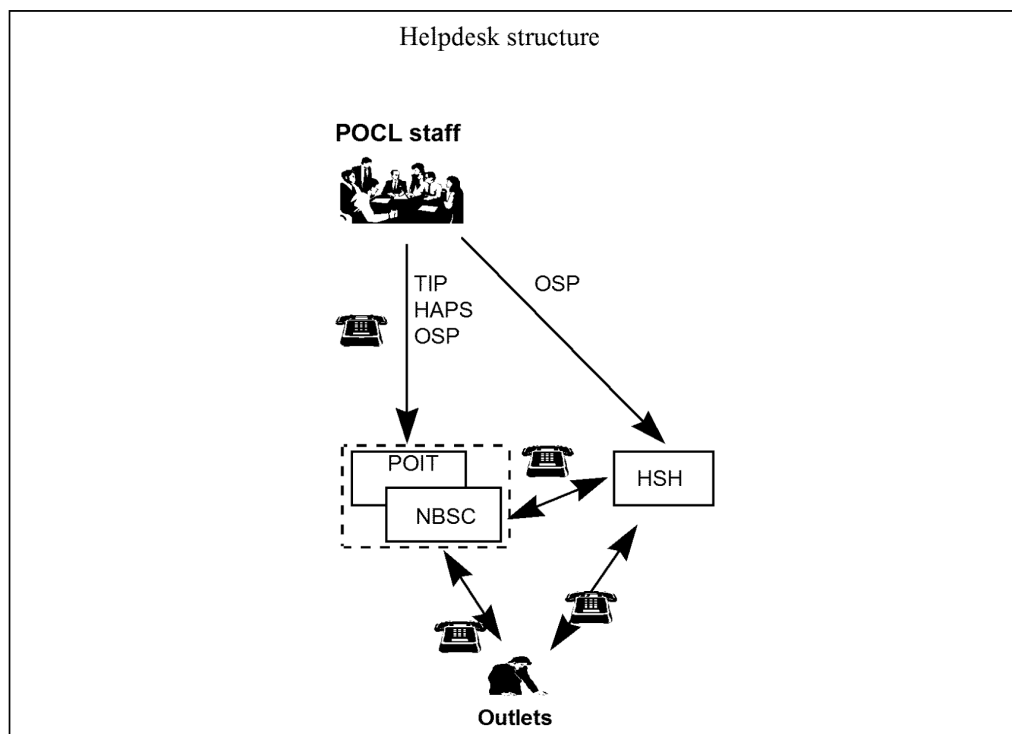
The diagram above shows the ICL Pathway helpdesks and who the potential callers will be.

4 Horizon System Helpdesk information

The Horizon System Helpdesk deals with all technical and operational calls related to the ICL Pathway environment or the data feeds into ICL Pathway from Post Office Counters Ltd and their clients. It provides a single point of contact for outlet staff and ICL Pathway operation staff. For further information for non-outlet staff and non-ICL staff, see *Section 4.3.4 Non-outlet callers to the Horizon System Helpdesk.*

4.1 Horizon System Helpdesk telephone numbers

The Horizon System Helpdesk telephone contact number is IRRELEVANT The old number, IRRELEVANT, which is printed on PMMCs, may still be used and will be redirected until 2001.

4.2   Horizon System Helpdesk service hours

The service hours of the Horizon System Helpdesk are:

Full Service   0800 - 2000 Monday to Saturday

Skeleton Service   0500 - 0800 Monday to Saturday

Skeleton Service   2000 - 2400 Monday to Saturday

Skeleton Service   0700 - 2200 Sunday

Arrangements for Bank Holidays shall only vary from a normal POCL working day where agreed with POCL, having regard to the applicability throughout the United Kingdom. No POCL helpdesk service shall be provided on Christmas day.

The full range of helpdesk services are provided during the POCL core day. During these hours of operation, all calls will be handled by ICL Pathway operators with the telephone equipment relaying messages to callers in exceptional circumstances.

The skeleton service is provided outside of the POCL core day. The skeleton service will respond to calls concerning operational incidents that are non-outlet-related. Calls that are outlet-related will be logged. Advice and guidance calls will be responded to within the skeleton service, but not necessarily according to the Service Levels that are applicable to the normal service. Other outlet-related calls will be dealt with at the beginning of the next POCL core day.

The helpdesk is available to take and record calls outside the hours shown above, but diagnosis and action on those calls will not occur until the next defined period of cover.

4.3   Contacting the Horizon System Helpdesk

4.3.1 Call validation

The Horizon System Helpdesk is available to receive calls from any of its authorised sources and will take calls that are described in the Horizon System Helpdesk Call Enquiry Matrix.

All callers to the Horizon Helpdesk will be subject to initial validation, callers failing validation will not gain access to the Horizon System Helpdesk and the call will be recorded as inappropriate.

Outlet staff	Verifies the identity of outlet staff by asking questions based on the post office FAD code, post office address, name and telephone number.
POCL non-outlet staff	POCL non-outlet staff are normally filtered through the POCL NBSC helpdesk. The NBSC helpdesk will register a call with the Horizon System Helpdesk on behalf of non-outlet staff. Circumstances surrounding when these callers request a call to be logged on the Horizon System Helpdesk are described in *Section 4.3.5.1 POCL*.
POCL NBSC Helplines	In cases of emergency closure POCL NBSC Helpline staff are required to contact the Horizon System Helpdesk on behalf of an outlet. They are pre-authorised by ICL Pathway Service Management to contact the Horizon System Helpdesk. These groups are provided with a PATH code that is used to validate the caller; further information such as name and telephone number is also requested by Horizon System Helpdesk staff to validate callers. Circumstances surrounding when these callers contact the Horizon System Helpdesk are described in *Section 4.3.5.2 Third party callers*.
Password requests	Callers requesting the issue of one-shot passwords must contact the NBSC helpdesk for verification. They will then be issued with a reference number and asked to contact the Horizon System Helpdesk. This process is described more fully in *Section 4.3.3 One-shot password access*. Callers contacting the Horizon System Helpdesk without verification will be refused access to the one-shot password service.
ICL Pathway suppliers	These groups are provided with a PATH code and will be subject to the same verification procedures as POCL non-outlet staff. Circumstances surrounding when these callers contact the Horizon System Helpdesk are described in *Section 4.3.5.3 ICL Pathway*.

Before calling the helpdesk, the caller should gather as much information as possible to enable the helpdesk operator to swiftly diagnose the nature of the problem.

4.3.2 Call logging

The operator will attempt to resolve or diagnose the problem during this initial telephone call. The information will be recorded as an incident onto a helpdesk system and allocated a unique call reference number.

At the end of the call the operator will inform the caller of the call identity number and what action to expect next. This identity number should be recorded by the caller and quoted if the caller needs to ring the helpdesk about this incident.

If the caller's query/problem is not resolved within the initial telephone call, the helpdesk will advise the caller the date/time by which they will next receive contact. (This contact will take the form of either a site visit by an engineer or a telephone call from someone in the ICL Pathway support chain.)

4.3.3 One-shot password access

There are two types of requirement for one-shot password access:

- Planned, i.e. from POCL Auditors in the case of an Audit visit, or Retail Network Managers in the case of a planned outlet closure.

- Unplanned, i.e. when an outlet manager forgets his password or becomes locked out of the system by repeated incorrect entry of his password.

The one-shot password is issued by the Horizon System Helpdesk once the caller has been verified by the NBSC (Network Business Support Centre).

The caller requiring one-shot password access will call the NBSC and obtain verificatiion and a unique reference number. The caller will then call the Horizon System Helpdesk quoting this unique reference number and will be asked to perform the one-shot password procedure sequence following instructions from the Horizon System Helpdesk. This will allow access to the system.

The one-shot is valid only for one session. When the caller logs out the one-shot password can no longer be used. Where the caller has forgotten the password it is a priority for him/her to set up a new password for normal use, using the procedures described in the NR2 ACUA PPD [Ref. CS/PRO/0025].

The system requires the one-shot procedure sequence to be completed within five minutes of being started.

4.3.4 Non-outlet callers to the Horizon System Helpdesk

The Horizon System Helpdesk is available to take incident calls from sources other than POCL outlets. These sources are NBSC (Network Business Support Centre) for POCL operational calls and from within ICL Pathway.

These non-outlet callers will be pre-authorised by the allocation of a dummy FAD code (PATH code). This PATH code is allocated by ICL Pathway who will agree the incident types available to be registered via this route.

4.3.5 Non-outlet call sources

4.3.5.1 POCL

POCL incidents affecting the EPOSS, APS or reference data services that arise in the POCL environment will also be reported to the Horizon System Helpdesk via the NBSC in accordance to agreed procedures.

4.3.5.2 Third party callers

Third party callers call the Horizon System Helpdesk on behalf of an outlet. In the event of an unplanned post office closure, the affected post office will contact the POCL NBSC Helpdesk and inform them. The POCL NBSC will then contact the Horizon System Helpdesk on behalf of the affected post office to register an incident. The POCL NBSC Helpdesk operator will need to quote the post office FAD code, their name and telephone number and the nature of the problem (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024]. Additionally, NBSC Helpdesk staff will undergo the caller authentication process which requires them to provide a pre-agreed pass code before the Horizon System Helpdesk will activate an emergency closure.

4.3.5.3 ICL Pathway

Incidents arising from within the ICL Pathway operation will result in a call to the Horizon System Helpdesk. Callers from within the ICL Pathway operation will also have to pass the same verification procedure as an outlet by providing a dummy FAD code or PATH code and name to access the helpdesk.

4.3.6 Call escalation

Call escalation can be interpreted in three separate ways:

- An incident passed through the support chain for resolution.
- SLA targets in jeopardy.
- A customer unhappy with the service.

4.3.6.1 Incident passed through the support chain

Once an incident is registered onto the Horizon System Helpdesk incident management system, it is likely to be passed along the support chain to different support groups who are responsible for different areas of the system, e.g. Networks. The Horizon System Helpdesk staff have visibility of all incidents and will track progress of the call throughout its life.

4.3.6.2 SLA targets in jeopardy

Should the SLA targets of a particular incident approach or pass minimum SLA levels, the Horizon System Helpdesk staff will begin to escalate visibility of this situation, using a manual escalation process to ensure timely

escalation into ICL Pathway, its supplier, and Post Office Counters Ltd where appropriate.

This escalation procedure may utilise a problem manager at a predetermined point. The problem manager will be responsible for ensuring that the correct management and resources are in place to resolve the problem and restore the service levels. The problem manager will be supported by an agreed cross-boundary escalation process that covers the Post Office Counters Ltd and ICL Pathway organisations, should disputes of ownership and responsibility arise.

4.3.6.3 Customer unhappy with service

The caller's view of escalation will arise should the caller be unhappy with the service provided or disagree with the progress or actions taken to resolve a particular incident. The caller will contact the Horizon System Helpdesk to register his or her dissatisfaction. The Horizon System Helpdesk telephone operator will log a complaint incident and then pass the caller onto a supervisor. The supervisor will attempt to correct the situation. If the situation cannot be corrected by the supervisor, the call will be terminated and the caller will then be contacted by an ICL Pathway manager within two hours.

All complaint calls will be brought to the attention of ICL Pathway Service Management and are available to the Service Management Forum if requested.

4.3.7 Inappropriate calls

The Horizon System Helpdesk may be mistakenly contacted by persons not authorised to use the Helpdesk. These callers will be unable to pass verification and will be refused access, an incident call will be recorded on the Horizon System Helpdesk incident management system as described in the Horizon System Help Desk Call Enquiry Matrix.

Should the caller be authorised to contact the Horizon System Helpdesk and pass verification the helpdesk operator will establish the nature of the caller and if the issue is outside of the responsibility of the Horizon System Helpdesk the caller will, where applicable, be re-directed to the correct helpdesk. An incident will be recorded on the Horizon System Helpdesk incident management system as described in the Horizon System Helpdesk call enquiry matrix.

Callers requiring re-direction to another helpdesk will be supplied with the phone number of the appropriate desk, if known.

4.3.8 Call redirecting

If the Horizon System Helpdesk receives a call that is not appropriate to the Horizon System Helpdesk, where possible the helpdesk operator will advise the caller to ring the appropriate number. Where applicable the helpdesk operator will supply the phone number of the appropriate desk.

4.3.9 Contingency

In conventional circumstances the helpdesk service is provided from one site with a second site being used to deal with overspill at peak times. These sites are geographically separated, but linked by common computer and telephony systems. Should the first site become unable to operate, the second site will take over.

Depending on the nature and extent of the problem, there may be a period of around two hours during which only a reduced service will be possible.

5   PO outlet incidents

This section gives descriptions of the calls that may be received by the Horizon System Helpdesk from PO outlet staff.

5.1   PO hardware incidents

The calls that may be received from PO outlet staff about hardware incidents are as follows:

Call ref	Description
POHC01 to POHC12 and POHC15	Hardware incidents may be logged by the outlet manager or outlet staff if a problem arises in using the equipment installed at the outlet.
	Should such a situation occur, the caller will ring the Horizon System Helpdesk to gain access to suitable support. The caller will be required to make a note of the activity being performed when the problem arose, before the helpdesk is called.
	In the event of a outlet PC system failure or a peripheral failure, the Horizon System Helpdesk will allocate an engineer to attend the post office. The caller will be told when the engineer is expected to arrive.
	The engineer will normally carry spare parts with him; however occasionally spare parts may need to be couriered to the post office. In this instance the engineer will arrive shortly after the spare part has been delivered. The post office will be informed in advance to expect a spare part to be delivered. Once at the post office the engineer will replace the faulty part, test its operation and then check that the outlet manager is happy that the system is now operational. The engineer will remove any broken equipment when he leaves.
	For more details see the NR2 Operating Environment PPD [Ref. CS/PRO/0024].

| POHC16 | Post offices that have equipment destroyed or damaged will contact the Horizon System Helpdesk who will deal with the call in the same way as a hardware incident. If equipment is damaged the engineer will complete a report on the circumstances surrounding the damage which will be agreed and signed by the outlet manager. |

5.2   PO software incidents

The calls that may be received from PO outlet staff about software incidents are as follows:

Call ref	Description
POSC01 to POSC05	Software problems can arise in the form of an error message displayed on the screen or during the use of the system when something fails to work as expected. Outlet staff should record any messages appearing on the screen or details of what activity was being undertaken at the time of the problem and advise the helpdesk operator of these messages and actions. Details of the incident will be captured by the Horizon System Helpdesk operators who will determine the nature of the problem, allocate a call identification number and inform the caller of the next expected action. If the problem has occurred before and has been previously resolved, the operator will issue instructions to the caller to perform an authorised temporary procedure or alternatively the helpdesk operator may attempt to resolve the problem by repeating the process on the Horizon System Helpdesk reference system.
	If the problem requires a more technical solution the incident will be passed into the ICL Pathway support organisation. The incident will then be investigated and an authorised temporary procedure or resolution may be applied. The support technicians may contact the caller to understand the incident circumstance more fully or to gather more evidence to assist the investigation. If an outlet is contacted by a support technician, the support technician will quote the call reference number.

5.3   PO network incidents

The calls that may be received from PO outlet staff about network incidents are as follows:

Call ref	Description
PONW01 to PONW05	The network is monitored centrally and any fault will most likely be resolved before it becomes visible to the post office. However should the post office encounter networking difficulties the Horizon System Helpdesk should be contacted. These are likely to show themselves as messages saying that the central system cannot be contacted. If this occurs contact the Horizon System Helpdesk who will take details of the network fault. The fault will be investigated and corrected by support staff who will inform the outlet manager when the network link has been restored. If the fault necessitates a visit to the outlet by a BT engineer the outlet staff will be informed in advance of the engineer arriving.

5.4   PO operation incidents

The calls that may be received from PO outlet staff about operation incidents are as follows:

Call ref	Description
POOP01 to POOP08	Should the post office outlet staff encounter operational difficulties whilst using the system or the equipment and the system is not performing as described in the counter procedures, the Horizon System Helpdesk should be contacted. The Horizon System Helpdesk will determine the nature of the fault, the service affected, such as EPOSS, other service or services involved and the function that is failing, such as report printing. An incident will be recorded and passed onto ICL Pathway support for investigation. The caller will be told what to expect next and when they will be next contacted. Where a fault in the services is established, it will be passed to ICL Pathway Software Support for further action.
	The Horizon System Helpdesk will not be able to offer advice or report faults on Post Office procedures that do not relate to the Horizon computer systems, equipment or operation only.

5.5   System failure: OBCS calls

The calls that may be received from PO counter staff relating to OBCS encashments during a period of system failure are as follows:

Call ref	Description
POOB 01	If the customer wishes to make an OBCS encashment during a period of system failure, the Horizon System Helpdesk will ask the caller for the Customer Reference Number, Order Book Serial Number and Common Payment Package Number. The helpdesk will then check the database and advise the caller of the following: - If there is no stop in place, to make the encashment. - If there is a stop in place, not to make any encashments but to impound the book. - If there is a recall in place with the effective date earlier than today, to encash one valid foil and impound the book. - If there is a recall in place with the effective date of today or later, to encash valid foils dated prior to and including today and impound the book.

5.6   PO advice and guidance

The calls that may be received from PO outlet staff to request advice and guidance are as follows:

Call ref	Description
POAG01 to POAG12	The Horizon System Helpdesk is available to offer advice and guidance to Post Office outlet staff on the use of the ICL Pathway systems or applications. The helpdesk staff have access to counter procedures, reference systems and are trained in the use of the system. Should Post Office staff have difficulty in using the system or the documentation they should contact the Horizon System Helpdesk.

POAG13	Should the outlet manager have an issue with the service or equipment provided by ICL Pathway and wishes to complain, they can contact the Horizon System Helpdesk who will manage the complaint.
	In the event of service complaints being received, the helpdesk will log all details regarding the complaint and refer the caller to a helpdesk supervisor or the helpdesk manager. The supervisor or manager will then take any necessary corrective action.
	Each complaint will be recorded and investigated, the outlet manager or complainant will be contacted to discuss the matter more fully during the course of that investigation.

5.7   PO inappropriate incidents

The calls that may be received from PO outlet staff that are inappropriate for the Horizon System Helpdesk are as follows:

Call ref	Description
INA001	Callers who ring the Horizon System Helpdesk in error and are not authorised to use the Horizon System Helpdesk will be refused access to the Horizon System Helpdesk and if possible pointed to the correct helpdesk.
INA002 to INA005	Should a member of the outlet staff contact the Horizon System Helpdesk with a problem that does not relate to the ICL Pathway system or operation, they will be asked to ring the appropriate helpdesk if known.

6   NBSC Helpdesk incidents

This section gives descriptions of the calls that may be received by the Horizon System Helpdesk from the POCL NBSC Helpdesk.

Call ref	Description
REG001 to REG003	The POCL NBSC Helpdesk acts as business support for the outlets and will be contacted in the event of an outlet closing on a temporary or emergency basis. The POCL NBSC Helpdesk will inform ICL Pathway of all such instances by logging an incident call on the Horizon System Helpdesk quoting the post office FAD code, the caller's name and contact number and the nature of the closure. The Horizon System Helpdesk will cancel any planned engineer visits to that site, as outlined in the document the Management Process for Operational Business Change - Outlets [Ref. CS/PRD/0029].

7   Security incidents

This section gives descriptions of the calls that may be received by the Horizon System Helpdesk relating to security incidents.

Call ref	Description
SEC001	Post offices that have equipment stolen must follow existing Post Office Counters Ltd procedures to report the theft (e.g. contact the Police and Post Office Counters Ltd NBSC Helpdesk). ICL Pathway will replace the stolen equipment once the incident has been reported to the Horizon System Helpdesk by the NBSC Helpdesk. Should the counter or the ICL Pathway wiring be undamaged, ICL Pathway will arrange for the counter system to be installed quickly to bring the post office back into operation. However work may have to be scheduled to correct any physical damage: this will be arranged at a suitable time and agreed with the outlet manager. In some cases this may result in a short-term closure.

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SEC002	Each time a PC is powered on, the Post Office Log On (POLO) procedure must be performed. The outlet manager is issued with a PMMC card plus a spare and PIN when the equipment is installed. This card and PIN must be kept in separate secure locations and used when the equipment is powered on after being switched off as described in the NR2 Access Control and User Administration PPD [Ref. CS/PRO/0025].
	If the card or PIN is lost, the Horizon System Helpdesk must be contacted. The helpdesk operator will ask a series of questions to verify the identity of the caller and then pass the caller on to a supervisor. The supervisor will then assist the outlet manager to generate a new PIN or allocate a PIN to the spare card. This process involves the caller following verbal instructions from the Horizon System Helpdesk Supervisor. In extreme cases, where the system cannot generate the PIN number easily, the caller will be taken through the underlying recovery process that involves typing a series of letters and numbers into the Horizon system and takes approximately twenty minutes to complete.
	The new PIN must be stored securely as instructed in the NR2 Access Control and User Administration PPD [Ref. CS/PRO/0025]. In the case of a lost card, this procedure invalidates the lost card and a replacement card is ordered for issue to the post office to use as a spare.
	If both cards are lost, stolen or damaged, then the system will be declared down and an engineer dispatched to replace the cards and bring the system back into operation. The outlet manager when completing the Site Visit Reply Card, will declare whether the cards were lost, stolen or damaged and will surrender any damaged cards to the engineer.
SEC003	Passwords within an office are controlled by the manager and if a member of staff forgets their password the manager can reset it. If the manager forgets their password they should contact their Regional Network Manager; an emergency password can then be issued by the Horizon System Helpdesk using the One Shot Password service (OSP) to allow them to reset their own password. Audit staff will also need access to the system and require use of the OSP service to gain access. Each person authorised to use this service will be pre-registered and will have to undergo a verification procedure before access to the OSP service is permitted.
	Once verified the caller will have to enter the OSP service on the counter system and will be issued with a password which is valid for only one session and cannot be used again. (Further information on system access using one-shot passwords is given in the NR2 Access Control and User Administration PPD [Ref. CS/PRO/0025].)

SEC004	The Horizon system will monitor and record unsuccessful, unauthorised attempts to access the system. These may be investigated by POCL and ICL Pathway security. Note: This is a system-generated call.
SEC005	If the outlet manager or any Post Office Counters Ltd staff discover or suspect that any part of the Horizon system or environment presents a safety risk then this must be reported immediately to the Horizon System Helpdesk. The helpdesk will instruct the caller to switch off any electrical equipment or take any necessary remedial action until an engineer can attend the affected site. When the engineer arrives on site he will assess the situation and take appropriate action to remove the risk.
SEC007	If the outlet manager or Post Office Counters Ltd representative suspects a security breach, for example, passwords have become known to an unauthorised person, the Horizon system has been tampered with or someone suspects their username has been used without their knowledge, the Horizon System Helpdesk must be informed immediately. The matter will be escalated according to ICL Pathway escalation procedures. The caller will be contacted during this investigation and is advised to make notes of the circumstances surrounding the suspected security breach. ICL Pathway may remove any system access at this point and the post office may be prevented from using the system until authorisation is given.

8   Planned changes

This section gives descriptions of the calls that may be received by the Horizon System Helpdesk relating to planned changes.

Call ref	Description
PLA001 to PLA012	Planned changes are managed in conformance with the processes for Operational Business Change established between POCL and ICL Pathway. The processes are based on the delivery of change to agreed timescales, the detail of which can be found in: ICL Pathway/POCL Interface Agreement - Outlet [Ref. CS/IFS/003] ICL Pathway/POCL Interface Agreement - Product [Ref. CS/PRD/058]

9　POCL client interface incidents

This section gives descriptions of the calls that may be received by the Horizon System Helpdesk from systems that interface with the ICL Pathway environment.

9.1　POCL client interface operation incidents

The calls that may be received by the Horizon System Helpdesk from ICL Pathway about the operation of the feeder systems such as file transfer failure, data file issues and data transfer timetable disruptions are as follows:

Call ref	Description
FEE01 to FEE011	Incidents arising from the transfer of data into and out of the ICL Pathway environment and systems should be registered on the Horizon System Helpdesk. The Horizon System Helpdesk will pass these incidents initially into ICL Pathway operations who will investigate the nature of the incident and pass the call into second line support if necessary.

10   Reconciliation incidents

The calls that may be received by the Horizon System Helpdesk about reconciliation incidents are as follows:

Call ref	Description
REC001 to REC005	Reconciliation incidents will be raised from various sources: the outlet staff, POCL concerning the EPOSS, APS and Reference Data services, and ICL Pathway Business Support for all services.
	All incidents will be registered on the Horizon System Helpdesk and given a number and priority. Incidents will be categorised according to the service affected and will range from payment problems to accounting anomalies. They will be given an incident priority based on the nature of the incident. Reconciliation incidents raised will be passed directly to the ICL Pathway Business Support Unit.

11   ICL Pathway remote system incidents

This section gives descriptions of the calls that may be received by the Horizon System Helpdesk from ICL Pathway about hardware, software or network incidents.

Call ref	Description
Calls starting RHW, RSW, RNW, ROP	The Horizon System Helpdesk also manages incidents expected from within the ICL Pathway for operations that are remote from the central data centres such as the helpdesks, that are identified by an ICL Pathway operator or support technician.
	All these incidents will be recorded and managed by the Horizon System Helpdesk using the same processes and procedures.

12   ICL Pathway central system incidents

This section gives descriptions of the calls that may be received by the Horizon System Helpdesk from ICL Pathway about hardware, software or network incidents.

Call ref	Description
Calls starting CHW, CSW, CNW and COP	The Horizon System Helpdesk also manages incidents expected from within the ICL Pathway environment or operation of systems within the data centre that are identified by an ICL Pathway operator or support technician. All these incidents will be recorded and managed by the Horizon System Helpdesk using the same processes and procedures.

13   ICL Pathway implementation incidents

This section gives descriptions of the calls that may be received by the Horizon System Helpdesk from ICL Pathway about the implementation of the environment or system into the post office, the scheduled training of staff or the migration of the post office onto the Horizon system.

Call ref	Description
IMP001 to IMP007	Calls from outlets are registered on the Horizon System Helpdesk and given an incident number. The incident calls are then passed on to the implementation desk who will alter schedules where possible or liaise with suppliers performing installation or migration work to rectify the incident. All other calls are redirected to the implementation desk.