Document Title:	Horizon System Help Desk Call Enquiry Matrix

Document Type:	Functional specification

Abstract:	This document provides the functional specification in accordance with Schedule B7 of the Authorities' agreement. This version supports the NR2 Horizon System Helpdesk PPD CS/PRO/0048.

Status:	Approved

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0   Document control

0.1   Document history

Version	Date	Reason
0.1	27/11/96	This document removes the technical helpdesk incidents from the ICL Pathway Helpdesk call matrix reference CS/FSP/0001.
0.2	19/12/96	Document structure changed to improve incident classification and updated with input from ITSA.
0.3	20/12/96	Updated Table of contents and added support diagram.
0.4	13/1/97	Updated dist list, corrected typing mistakes in sections 4.3.1 and 5.6
0.5	3/3/97	Updated with comments from ICL Sorbus, ITSA and ICL Pathway.
1.0	13/3/97	Issued as release 1.
1.1	14/4/97	Helpdesk coding information removed from this document into (Horizon System Helpdesk Code matrix (ref CS/FSP/0004)
2.0	10/1097	Extensive document changes in preparation for R1C
	29/10/97	Minor name/org changes in distribution list, added POHC11, added "reconciliation" into section 4.2
2.7 draft	12/4/98	Changed to link the CEM into the NR2 PPD documents and align the coding matrix to match the incident headings.
2.7.1	16/10/98	Changed to incorporate OBC and revised implementation section and issued for review.
3.0	17/05/99	Changed to incorporate NBSC.
3.1	16/07/99	Changed to remove BA references and add new categories.
4.0	28/07/99	Completed comment cycle, document issued for approval.

0.2   Approval authorities

Name	Position	Signature	Date
Colin Standring	Infrastructure Product Manager, POCL Product Assurance, Horizon Programme		
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0.3 Associated documents

Reference	Ver	Date	Title	Source
ICL/PW/DSP/SPE/HH/002	tba		Horizon System Helpdesk Call Coding Matrix	Pathway internal
ICL/PW/DSP/PRO/HH/011	tba		HSH Call Routing Tables	Pathway internal
CS/FS/0005	3.0	28/07/99	HSH Incident Prioritisation	Pathway internal
CS/PRO/0048	1.0	15/06/99	NR2 Horizon System Helpdesk PPD	Pathway
CS/PRO/0021	0.3	23/04/98	NR2 Electronic Point of Sale Service PPD	Pathway
CS/PRO/0022	0.4	30/04/98	NR2 Order Book Control Service PPD	Pathway
CS/PRO/0023	0.4	24/04/98	NR2 Benefit Encashment Service PPD	Pathway
CS/PRO/0024	0.4	28/04/98	NR2 Operating Environment PPD	Pathway
CS/PRO/0025	0.4	05/05/98	NR2 Access Control and User Administration PPD	Pathway
CS/PRO/0045	0.4	29/04/98	NR2 Automated Payment Service PPD	Pathway
TD/ARC/0001	4.0	23/07/98	Technical Environment Description	Pathway

0.4 Abbreviations

APS	Automated Payment Service
CAW	Cash Account Week
EPOSS	Electronic Point of Sale Service
FAD	Financial Accounting Division
HSH	Horizon System Helpdesk
ICL	International Computers Limited
ISDN	Integrated Services Digital Network
LAN	Local Area Network
NBSC	Network Business Support Centre
NMS	Network Management System
NR2	New Release two
OBCS	Order Book Control Service
OSD	Outsourcing Service Division (a company within ICL)
PO	Post Office
PIN	Personal Identification Number
PMMC	Post Masters Memory Card
POCL	Post Office Counters Limited
PPD	Processes and Procedures Description documentation
SMC	Systems Management Centre
SSC	Software Support Centre
SLA	Service Level Agreement
WAN	Wide Area Network

0.5   Changes in this version

Addition of implementation codes.

NBSC incidents removed.

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0.6   Table of content

1   Introduction

The purpose of this document is to define the incident handling scope of the Horizon System Helpdesk. It details the call sources and incident types expected from those sources. The grouping of incidents contained within this document reflect the sources of callers into the HSH and the incident types as defined in the NR2 PPD document set.

The document will be used as the control point for all incidents handled by the Horizon System Helpdesk. All future growth in incident sources will be sized, evaluated and reflected in this document to ensure effective support is identified in advance of incident handling.

This document underpins the Horizon System Helpdesk PPD and it is underpinned by several other documents that describe incident prioritisation, incident coding and incident routing through the ICL Pathway support structure. The complete document set is designed to scope the operation of the Horizon System Helpdesk (HSH) and is used to manage incidents through the ICL Pathway support structure.

2   Scope

The document reflects the anticipated steady state operation of ICL Pathway from NR2 onwards.

The Horizon System Helpdesk provides a the single contact point for all technical problems arising within the ICL Pathway operating domain, from outlets, POCL and its clients where there are links into the ICL Pathway systems and for reconciling data or information across those links as business incidents.

The document describes at a high level those types of incidents likely to be made from these pre-determined sources and is supported by the outlet counter procedures and documentation. It identifies call types from POCL or POCL Client systems for technical or business reconciliation incidents, which are reported from, agreed sources or helpdesks within POCL or its Clients. These sources operate within these agreed call types and use the same incident matrix approach to incident management. The matrix also describes incidents reported from users and support groups operating within the ICL Pathway environment.

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3   ICL Pathway support

Technical support for the ICL Pathway operation is provided by various suppliers working together to provide a complete and seamless service. The support structure is divided into different skill areas and to different levels of expertise.

Support or request for information is obtained by calling the Horizon System Helpdesk on ⌊__IRRELEVANT__⌋ The Horizon System Helpdesk provides first level support for all technical issues. The Horizon System Helpdesk staff will record details of the issue or request by ascertaining information from the customer regarding the nature and impact of the problem, the helpdesk operator will be able to resolve or diagnose the problem during this initial telephone conversation. Should the operator fail to resolve the problem at this time, he will route the incident onto a second line support unit and inform the customer of the next expected action.

4   ICL Pathway call profiles

All valid calls to the Horizon System Helpdesk will be recorded as incidents and allocated an incident number. Each incident is allocated a separate number and not grouped as one incident (For example, an Outlet Manager with two printers broken will be given two separate incident numbers).

Once closed, an incident may not be reopened. Any further incidents with the operation or equipment will be registered as a new incident.

4.1   Call severity and prioritisation

All incidents recorded at the Horizon System Helpdesk will be allocated a priority level dependent on the nature and importance of the incident.

Priority levels range from A through to C and each level is subject to a different target resolution to fix time, these target times are controlled by contractual or Service Level Agreement (SLA) targets.

For example an A priority incident relating to a hardware problem in a Post Office is allocated a target call to resolution time of 4 hours.

4.2   Call sources and classification

Incidents types contained within this document are aligned to the operational and support activities surrounding the ICL Pathway services and estate. The sources of calls to the HSH are pre-identified and have been equipped with procedures of logging an incident on the HSH. As each incident is registered the HSH operator will diagnose the nature and area of the incident and classify the incident as one of the following classifications:

- Hardware
- Software
- Network
- Operation
- Security
- Advice and Guidance
- Reconciliation
- Implementation
- Change (planned or unplanned)
- Documentation
- Training
- Other

The following tables describe the types of incidents expected at the Horizon System Helpdesk. Each incident type is allocated a reference number, which is used to cross reference sections of the NR2 Horizon System Helpdesk PPD (reference CS/PRO/0048).

5   Post Office outlet incidents

The incidents identified in this section are all typically reported by or on behalf of the Post Office outlet.

5.1   PO hardware incidents

All incidents reported in this section will result in an engineer visit to the outlet. The incidents only relate to POCL outlets.

Identifier	Incident description	Notes
POHC01	System failure – Counter processor	Reference CS/PRO/0024 section 8.1.1.1
POHC02	Peripheral failure - OCR reader	Not yet used refer to NR2 RCD PA/STR/009 section 3.12
POHC03	Peripheral failure – Magnetic card reader	Reference CS/PRO/0024 section 8.1.1.5.
POHC04	Peripheral Failure - Bar code reader	Reference CS/PRO/0024 section 8.1.1.4.
POHC05	Peripheral Failure – Smart card reader	Reference CS/PRO/0024 section 4.2.6
POHC06	Peripheral Failure – Weighing related (not weigh scales)	Reference CS/PRO/0021 section 5.2.1.1.
POHC07	Peripheral failure – Counter printer	Reference CS/PRO/0024 section 8.1.1.7.
POHC08	Peripheral failure - Back office printer	Reference CS/PRO/0024 section 6.6 & 6.7 clean and self test failures. Reference CS/PRO/0024 section 8.1.1.8.
POHC09	Peripheral Failure – Keyboard	Reference CS/PRO/0024 section 8.1.1.6.
POHC10	Peripheral Failure – Touch Screen	Reference CS/PRO/0024 section 8.1.1.3.
POHC11	Peripheral Failure – Monitor	Reference CS/PRO/0024 section 8.1.1.3.
POHC12	Office Environment Failure - cabling	Reference CS/PRO/0024 section 9.2.3 and CS/PRO//025 section 4.3.1.

| POHC15 | Office environment failure - power | Reference CS/PRO/0024 section 9.2.3. |
| POHC16 | Equipment damaged or destroyed | Reference CS/PRO/0024 section 9.2.1. |

5.2   PO hardware related incidents (no site visit)

All incidents reported in this section won't result in an engineer visit to the outlet, but are hardware related. The incidents only relate to POCL outlets.

Identifier	Incident description	Notes
POHX01	System failure – Counter processor	Reference CS/PRO/0024 section 8.1.1.1
POHX02	Peripheral failure - OCR reader	Not yet used refer to NR2 RCD PA/STR/009 section 3.12
POHX03	Peripheral failure – Magnetic card reader	Reference CS/PRO/0024 section 8.1.1.5.
POHX04	Peripheral Failure - Bar code reader	Reference CS/PRO/0024 section 8.1.1.4.
POHX05	Peripheral Failure – Smart card reader	Reference CS/PRO/0024 section 4.2.6
POHX06	Peripheral Failure – Weighing related (not weigh scales)	Reference CS/PRO/0021 section 5.2.1.1.
POHX07	Peripheral failure – Counter printer	Reference CS/PRO/0024 section 8.1.1.7.
POHX08	Peripheral failure - Back office printer	Reference CS/PRO/0024 section 6.6 & 6.7 clean and self test failures. Reference CS/PRO/0024 section 8.1.1.8.
POHX09	Peripheral Failure – Keyboard	Reference CS/PRO/0024 section 8.1.1.6.
POHX10	Peripheral Failure – Touch Screen	Reference CS/PRO/0024 section 8.1.1.3.
POHX11	Peripheral Failure – Monitor	Reference CS/PRO/0024 section 8.1.1.3.
POHX12	Office Environment Failure - cabling	Reference CS/PRO/0024 section 9.2.3 and CS/PRO//025 section 4.3.1.
POHX15	Office environment failure - power	Reference CS/PRO/0024 section 9.2.3.

POHX16	Equipment damaged or destroyed	Reference CS/PRO/0024 section 9.2.1.

5.3   PO software incidents

These are all incidents reported by the POCL counter staff. They will all be passed into the ICL Pathway support group and may require an engineer visit to correct the fault.

Identifier	Incident description	Notes
POSC01	System message displayed on screen	Reference CS/PRO/0024 section 8.2 and Cs/PRO/0023 section 10.3
POSC02	Software error	Reference CS/PRO/0024 section 8.2
POSC03	System operation has changed unexpectedly	A system change has occurred and now does not match the documentation or a change has been made by SMC but the Outlet Manager has not been informed about the change.
POSC04	Expected change has not worked	An expected notified change to the system has failed to work.
POSC05	Other	This incident is used if a counter software problem

5.4   PO network incidents

This section deals with network incidents that affect the Post Office outlet. The main source of incident of this type are expected to be from within ICL Pathway and automatically raised by the network monitors.

Identifier	Incident description	Notes

PONW01	Unable to contact HQ	This message is displayed as the Outlet Manager is attempting to perform a process requiring access to the network but the network is unavailable to him. The fault should be reported as a network problem initially.
PONW02	Network Failure - ISDN (WAN)	Reference CS/PRO/0024 section 8.1.1.2 Failure reported by PO counter staff
PONW03	Post Office - link failure	Reported from within Pathway or automatically generated by the monitoring systems.
PONW04	Post Office - router failure	Reported from within Pathway or automatically generated by the monitoring systems.
PONW05	Post Office - configuration failure	Reported from within Pathway or automatically generated by the monitoring systems.

5.5 PO operation incidents

This section describes the various operations used by the counter clerks who are expected to identify the specific operation that is faulty. The HSH staff will ascertain the faulty module and report the failure to the ICL Pathway software support group.

Identifier	Incident description	Notes
POOP01	Not Used	
POOP02	EPOSS - Operation failure	This category is used when the caller cannot perform an operation as described in the PPD CS/PRO/0021 and the problem is not identified as hardware. This incident should be treated as a software fault.
POOP03	APS - Operation failure	This category is used when the caller cannot perform an operation as described in the PPD CS/PRO/0045 and the problem is not identified as hardware. This incident should be treated as a software fault.

POOP04	OBCS - Operation failure	This category is used when the caller cannot perform an operation as described in the PPD CS/PRO/0022 and the problem is not identified as hardware. This incident should be treated as a software fault.
POOP05	Not Used	
POOP06	Access and User administration failure	This category is used when the caller cannot perform an operation as described in the PPD CS/PRO/0025 and the problem is not identified as hardware. Callers may be counter staff, Auditors or regional staff as authorised users identified in the above PPD. This incident should be treated as a software fault
POOP07	Operating environment failure	This category is used when the caller cannot perform an operation as described in the PPD CS/PRO/0024 or a problem clearly exists with the equipment that cannot be identified as hardware. This incident should be treated as a software fault
POOP08	System Environment failure	This category is used when the caller cannot perform an operation as described in the PPD CS/PRO/0048 or a problem clearly exists with the system that is not associated with any specific application such as EPOSS or BES and is clearly not hardware related. This incident should be treated as a software fault

5.6 PO advice and guidance

This service is designed to assist the counter clerk through a particular transaction that he or she is unfamiliar with. The HSH staff will use counter manuals and counter reference systems to advise the clerk. If the incident is discovered to be a fault the HSH staff will register the incident as operational.

Identifier	Incident description	Notes
POAG01	Not Used	
POAG02	Not Used	

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POAG03	EPOSS operation enquiry	Reference CS/PRO/0021. Used to record any Post Office A&G calls about the normal operation of the EPOSS system
POAG04	EPOSS Fallback enquiry	Reference CS/PRO/0021 sections 14 & 15. Used to record any Post Office A&G calls about the fallback operation of the EPOSSS system in the event of an equipment failure.
POAG05	APS operation enquiry	Reference CS/PRO/0045. Used to record any Post Office A&G calls about the normal operation of the APS system
POAG06	APS fallback enquiry	Reference CS/PRO/0045 section 6. Used to record any Post Office A&G calls about the fallback operation of the APS system in the event of an equipment failure.
POAG07	OBCS operation enquiry	Reference CS/PRO/0022. Used to record any Post Office A&G calls about the normal operation of the OBCS system
POAG08	OBCS fallback enquiry	Reference CS/PRO/0022 section 10. Used to record any Post Office A&G calls about the fallback operation of the OBCS system in the event of an equipment failure.
POAG09	Operating environment enquiry	Reference CS/PRO/0024. Used if counter staff require assistance regarding the use of equipment.
POAG10	Operating environment consumable	Reference CS/PRO/0024 section 7.2. Used if counter staff require assistance in installing consumable items in counter equipment.
POAG11	Not Used	
POAG12	System Access enquiries	Reference CS/PRO/0025 section 4.3 relates to the set up of new users, passwords or permissions within the counter hierarchy.
POAG13	Not Used	

5.7   PO documentation

This section deals with documentation incidents that affect the Post Office outlet. The main sources of incident of this type are expected to be from the outlets themselves.

PODO01	Counter procedure manuals	This category is used if the counter staff requires assistance in using the documentation or discover an error within it.
PODO02	Training workbooks	This category is used if the counter staff require assistance in using the documentation or discover an error within it.
PODO03	Other documentation	This category is used if the counter staff require assistance in using the documentation or discover an error within it.

5.8   PO other

These incidents are based on calls already taken on the HSH and are used to guide the HSH operator. There are two levels of other calls the first is when a caller fails to provide sufficient verification information and is obviously not authorised to use the HSH. The second category is where an authorised user has mistakenly called the HSH and is re-directed to the appropriate destination.

Identifier	Incident description	Notes
INA001	Caller fails initial verification	Caller unable to supply valid FAD or site code.
INA002	Consumable order request	Reference CS/PRO/0024 section 7.1 - refer caller to correct contact point for the re-order of consumable items.
INA003	Caller is authorised to use HSH but is requesting service not provided by HSH	Refer caller to appropriate help desk.
INA004	None Horizon equipment faulty (eg lottery terminal)	Refer caller to appropriate help desk.
INA005	Other	Used if an 'other' call does not fit into any of the above incident categories.

INA006	Customer Complaint / expression of dissatisfaction.	HSH customer complaint procedure applies.
INA007	Health and Safety issue	This incident type is used if a health and safety issue is identified from any source or if during the course of a diagnosis the HSH desk operator suspects an H&S issue. If a fault is being reported, an H&S incident is raised separately and managed as such.
INA008	Bright ideas / suggestions	Self-explanatory.

5.9   PO training

This service is designed to assist the outlet staff with areas that they are unfamiliar with but are not considered to be purely advice and guidance.

Identifier	Incident description	Notes
POTR01	Cash account balance	This incident relates to training incidents arising from Wednesday's cash account balance activities. These incidents typically fall outside the normal 5/10 minute A&G calls.
POTR02	To be advised	

7   Security incidents

The elements contained within this section all relate to security, health and safety or customer dissatisfaction incidents. They are subject to specific services and will be reported to the appropriate security group.

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Identifier	Incident description	Notes
SEC001	Equipment stolen	Reference CS/PRO/0024 section 9.2.2. Refers to equipment stolen from a Post Office, however the call may be made by the NBSC helpdesk quoting the PO FAD code.
SEC002	PMMC card or PIN number lost	Reference CS/PRO/0025 section 4.1.1.1, 4.1.3 and 4.1.4.
SEC003	One shot password required	Reference CS/PRO/0025 section 4.3.5, 4.3.8 and 5.3.1
SEC004	System access limit exceeded	This is an event-reported incident that indicates several unsuccessful attempts at a password entry on a specific system. These will be reported to the security group.
SEC005	Not Used	
SEC006	Not Used	
SEC007	Security breach	Reference CS/PRO/0024 section 9.2.2. Security breaches may be reported by the Outlet Manager, NBSC help desk, POCL management or from within Pathway and its suppliers.

8   Planned or unplanned changes

8.1   Planned changes

This section covers planned changes reported from authorised sources within Post Office Counters limited.

Identifier	Incident description	Notes
PLA001	Outlet - Planned Opening	Incidents in this section are raised following a request for a planned change from POCL. These incidents are activated following agreed procedures.
PLA002	Outlet - Planned closure	Incidents in this section are raised following a request for a planned change from POCL. These incidents are activated following agreed

		procedures.
PLA003	Outlet -Planned relocation	Incidents in this section are raised following a request for a planned change from POCL. These incidents are activated following agreed procedures.
PLA004	Outlet - Horizon equipment configuration planned change	Incidents in this section are raised following a request for a planned change from POCL. These incidents are activated following agreed procedures.
PLA005	Outlet – FAD code change	Incidents in this section are raised following a request for a planned change from POCL. These incidents are activated following agreed procedures.
PLA006	Outlet data change	Incidents in this section are raised following a request for a planned change from POCL. These incidents are activated following agreed procedures.
PLA007	Reference data change - product	Incidents in this section are raised following a request for a planned change from POCL. These incidents are activated following agreed procedures.

8.2   Unplanned changes

This section covers unplanned changed reported from authorised sources within Post Office Counters Limited.

REG001	Post Office - Emergency closure (short term closure)	Reference CS/PRO/0024 section 9.3.1 and cross reference PCHL Call Enquiry Matrix section 7 ref. HDC1.
REG002	Post Office - Temporary closure (medium term closure)	Reference CS/PRO/0024 section 9.3.2 and cross reference PCHL Call Enquiry Matrix section 7 ref. HDC1.
REG003	Post Office - Reopened	Reference CS/PRO/0024 section 9.3.3 and cross reference PCHL Call Enquiry Matrix section 7 ref. HDC2.

9 POCL client interface incidents

9.1 POCL client interface systems operational incidents

This section deals with incidents that affect the organisational and data interfaces into ICL Pathway, they are typically incidents that are reported by the NBSC helpdesk and MUST be cross referenced to a corresponding incident number on the other desk. OSD operations or SSC may also report against these incident categories, if so, an incident will be logged by HSH on the corresponding helpdesk. The protocols surrounding escalation and prioritisation of these incidents are outlined in the SCOP (Reference PDA/SVM/CP/001) and it is intended to agree them in detail in operational Level Agreements between ICL Pathway and the various client organisations.

Identifier	Incident description	Notes
FEE001	File Transfer failure	These incidents will be reported from POCL and relate to data file transfer failures into ICL Pathway systems that relate to EPOSS, APS or Reference Data
FEE002	Data file issue	As above this incidents relate to data file issues arriving once a file transfer has been completed. They do not refer to the data file content, which is reported as a reconciliation incident.
FEE003	System issue affecting the data flow into ICL Pathway	An issue has arisen within the client environment that affects the ICL Pathway operating timetable.
FEE004	Interface operation failure	This incident covers manual operations that are in place and agreed but fail.
FEE005	Software error detected	Typically the client has detected software error messages on the systems that relate to the ICL Pathway interface.
FEE006	Client System - Network problem	The client has detected a network problem.
FEE007	Client System - Security breach	Security breach such as password integrity loss, virus detection etc.
FEE008	Not Used	

FEE009	EPOSS operation error	Reported problem with the application identified by the client sources.
FEE010	APS operation error	As above
FEE011	OBCS operation error	As above

10 Reconciliation incidents

This sections deals with business incidents affecting the Customer or settlement process across the ICL Pathway services.

Identifier	Incident description	Notes
REC001	EPOSS	Sources of calls are Outlet, POCL Chesterfield, NBSC, and ICL Pathway. Issues with balancing the CAW at the outlet default into the EPOSS incident category.
REC002	APS	Sources of calls are Outlet, POCL Chesterfield, NBSC, and ICL Pathway.
REC003	Not Used	
REC004	OBCS	Sources of calls are Outlet, POCL Chesterfield, NBSC, and ICL Pathway.
REC005	Reference Data	Sources of calls are ICL Pathway only.

11   Pathway remote systems incidents

These incidents relate to the systems used in the ICL Pathway support and operation that are remote from the ICL Pathway data centres at Bootle and Wigan. They are currently, Wigan and Bootle (these are located remotely form the Data Centres), OSD, HSH, SMC and SSC locations and ICL Pathway implementation and Customer service support equipment.

11.1   Remote hardware

Identifier	Incident description	Notes
RHW001	Remote system - Server failure	Self-explanatory may be reported by any source.
RHW002	Remote system - Peripheral failure	Self-explanatory may be reported by any source.
RHW003	Remote system - Environmental failure	Reported power, cabling (LAN) or environmental problem.

11.2   Remote software

Identifier	Incident description	Notes
RSW001	Remote system - Operating system failure	Typically identified as a NT or Windows problem
RSW002	Remote system - functionality issue	System not performing to spec.
RSW003	Remote system - Password lost	
RSW004	Not Used	
RSW005	Not Used	

11.3   Remote network

Identifier	Incident description	Notes

RNW001	Remote system - link failure	Reported by either the remote supplier, centrally by OSD or system generated.
RNW002	Remote system - Router failure	Reported by OSD or system generated.
RNW003	Remote system - Configuration failure	Reported by OSD or system generated.
RNW004	Remote system - slow response time	Reported by either the remote supplier, centrally by OSD or system generated.

11.4 Remote operational

Identifier	Incident description	Notes
ROP001	Reference data issue	Reference data is incomplete or incorrect.
ROP002	Contingency invoked	The supplier has hit an operational problem and invoked a contingency action this incident requires immediate escalation.
ROP003	Not Used	

12 Pathway central system incidents

Incidents reported in this section are all either system generated by event monitors or are detected and reported by OSD Operation staff.

12.1 Pathway hardware incidents

Identifier	Incident description	Notes

CHW001	Central system - Processor fault - unusable	OSD or system generate calls
CHW002	Central system - Processor fault - useable	OSD or system generate calls
CHW003	Central System - Server failure/crash	OSD or system generate calls
CHW004	Central system - terminal failure	OSD or system generate calls
CHW005	Central system - Disk drive fault (Unusable)	OSD or system generate calls
CHW006	Central system - Disk drive fault (Useable)	OSD or system generate calls
CHW007	Central system - Tape drive fault (Unusable)	OSD or system generate calls
CHW008	Central system - Tape drive fault (Useable)	OSD or system generate calls
CHW009	Central system - Environmental failure - power	OSD or system generate calls
CHW010	Central system - Environmental failure - Air-conditioning	OSD or system generate calls
CHW011	Central system - Environmental failure - other	OSD or system generate calls

12.2 Pathway software incidents

Identifier	Incident description	Notes
CSW001	Central system - Operating system - unable to load	OSD or system generate calls
CSW002	Central System - Operating system - unable to operate normally	OSD or system generate calls
CSW003	Central system - Operating system - process failure	OSD or system generate calls
CSW004	Central system - Operating system - error message	OSD or system generate calls
CSW005	Central System - Operating system crash	OSD or system generate calls
CSW006	Central system - Maestro - unable to load	OSD or system generate calls
CSW007	Central system - Maestro - script failure	OSD or system generate calls

CSW008	Central system - Oracle database will not load	OSD or system generate calls
CSW009	Central System - Oracle Database crash	OSD or system generate calls
CSW010	Central system - Oracle database - error message	OSD or system generate calls
CSW011	Central system - Application will not load	OSD or system generate calls
CSW012	Central system - Application error message	OSD or system generate calls
CSW013	Central system - Application - unable to process files	OSD or system generate calls
CSW014	Central system - data corruption	OSD or system generate calls

12.3 Pathway network incidents

Identifier	Incident description	Notes
CNW001	Central system - link failure	OSD or system generate calls
CNW002	Central system - router failure	OSD or system generate calls
CNW003	Central system - configuration error	OSD or system generate calls
CNW004	Central system - power problem	OSD or system generate calls
CNW005	Central system - LAN failure	OSD or system generate calls
CNW006	Central system - Firewall access failure	OSD or system generate calls
CNW007	Central System - NMS failure	OSD or system generate calls

12.4 Pathway operational incidents

Identifier	Incident description	Notes
COP001	Central System - Data feed rejected	OSD or system generate calls
COP002	Post Office - data download failure	OSD, SMC or system generate calls
COP003	Post Office - harvest failure	OSD, SMC or system generate calls
COP004	Post Office - data corruption	OSD, SMC or system generate calls

13   Pathway implementation incidents

Identifier	Incident description	Notes
IMP001	Outlet requesting planned activity reschedule	Implementation type incidents only from the outlet accompanied by a valid FAD code all incidents are passed into the Roll Out Help Desk.
IMP002	Outlet requesting update	Implementation type incidents only from the outlet accompanied by a valid FAD code all incidents are passed into the Roll Out Help Desk.
IMP003	Site survey issue	Implementation type incidents only from the outlet accompanied by a valid FAD code all incidents are passed into the Roll Out Help Desk.
IMP004	Site preparation issue	Implementation type incidents only from the outlet accompanied by a valid FAD code all incidents are passed into the Roll Out Help Desk.
IMP005	Equipment delivery delay	Implementation type incidents only from the outlet accompanied by a valid FAD code all incidents are passed into the Roll Out Help Desk.
IMP006	Installation delay	Implementation type incidents only from the outlet accompanied by a valid FAD code all incidents are passed into the Roll Out Help

		Desk.
IMP007	Other	Implementation type incidents only from the outlet accompanied by a valid FAD code all incidents are passed into the Roll Out Help Desk.
IMP008	Migration activity issue	Implementation type incidents only from the outlet accompanied by a valid FAD code all incidents are passed into the Roll Out Help Desk.