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Document Title: ICL Pathway/POCL Interface Agreement for Operational Business Change - Product

Document Type: Interface Agreement

Abstract: This document sets out the detailed interface between ICL Pathway and POCL in respect of Operational Business Change – Product for Core System Release (CSR) -formerly New Release 2). It defines the customer and supplier responsibilities which POCL and ICL Pathway must undertake in order to support the delivery of changes.

Status: APPROVED

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0.1 Document control

0.1 Document history

Version	Date	Reason
0.1	09/02/99	First Draft
0.2	18/02/99	Second Draft – supersedes first draft
0.3	22/03/99	Third Draft – incorporates comments from Alison Peacock and David Fletcher
0.4	23/03/99	Fourth Draft – incorporates changes from David Wilcox
0.5	31/03/99	Fifth draft – correction to section numbering and other comments
0.6	23/4/99	Sixth draft – following comments from POCL as discussed with Geoff Darby.
0.7	25/5/99	To include changes proposed in the POCL/ICL Pathway meeting of the 30/4/99 and the acceptance review meeting of the 25/5/99. To include comments following ICL Pathway commercial review.
0.8	18/6/99	To include changes proposed in the POCL/ICL Pathway acceptance review meeting of 9/6/99.
1.0	25.6.99	Baseline version
1.1	7.7.99	Incorporate comments from POCL and Pathway
2.0	8.7.99	Updated baseline

0.2 Approval authorities

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0.3 Associated documents

Please see library for details of latest versions of documents.

	Reference	Vers	Date	Title	Source
1	CS/PRD/030	1.2	29/3/99	Process for Operational Business Change - product	Pathway
2	CS/IFS/001	2.0	7/6/99	Reference Data Change Catalogue	Pathway
3	AP/PRD/001	1.1	5/3/99	APS Client Take-on process	Pathway
4	CR/FSP/016			APS Token Verification Service Description – NR2	Pathway
5	RDP/AIS/001	3.3	2/2/98	AIS Reference Data to Pathway Type A Data	POCL
6	RDP/AIS/008	0.2	23/12/98	AIS Reference Data to Pathway Type B Data	POCL
7	CS/PRD/048	0.4	6/5/99	Changing Reference Data to Tight Timescales	Pathway
8	IM/MAN/012			HFSO Guide – Manual Outlets	
9	IM/MAN/013			HFSO Guide – Ecco	
10	CR/REQ/	0.1		Product Change Requirement and Service Matrix	Pathway
11	CS/IFS/002	1.0	1/10/98	Reference Data Change Class 1 Analysis	Pathway
12	CS/PRD/046	0.2	16/4/99	Reference Data End-to-end Reconciliation Process For Release NR2	Pathway
13	RDS/OLA/001	1.0	26/3/99	Reference Data - POCL / ICL Pathway Operational Level Agreement	POCL
14	CS/PRD/028	1.3	6/5/99	Process for Changing Menu Hierarchies and Icons	ICL Pathway

0.4 Glossary

AP	Automated Payments
HFSO	Horizon Field Services Officer
HD	Reference Data changes are 'HD' when the change is relevant only to the HelpDesk e.g. telephone number
HR	Reference Data changes are 'HR – High Risk' when verification is required (but are not subject to advanced notification)

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Pure	When used in reference to a Reference Data Change 'Pure' indicates data which is considered to be of low risk to business integrity
RDCC	Reference Data Change Catalogue
RDT	ICL Pathway Reference Data Team
RDP	POCL Reference Data Project
RDMC	ICL Pathway Reference Data Management Centre
RM	ICL Pathway Release Management
RDOT	Reference Data Operational Team (POCL)
RDS	POCL Reference Data System
Type A	Data transmitted electronically from RDS to RDMC over an automated interface
Type B	Data transmitted electronically from RDS to RDMC over a non-automated interface
Type C	Data prepared by ICL Pathway, usually derived from Type B Data

0.5 Changes in this version

Includes some changes requested by POCL and clarifications requested by Pathway.
Replace references to RDP with RDOT

0.6 Planned Changes

◊ Update document references
◊ Revise entries relating to the scorecard

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1. Introduction

Currently there are a number of documents that describe the interfaces and agreements made between ICL Pathway and POCL for change management of Operational Business Changes laid down in [reference 10] – Service Matrix and requirements for OBC product. There is a need to formally baseline these documents under the contract. This interface agreement will incorporate the agreements and become a contractually controlled document.. The working level documents for OBC will comply with the agreements in this interface agreement.

This document exists in parallel with the OBC Requirements, Service Matrices / Service Descriptions [ref 10].

2. Intent of this Agreement

The intent of the agreement is:

- To establish effective co-operation between ICL Pathway and POCL in the delivery of Operational Business Change - Product, to the Post Office counters
- Agree responsibilities and detail the interactions which must take place, between POCL and ICL Pathway, to ensure the successful delivery of changes within the Post Office retail network

This agreement is for the duration of Core System Release (fomerly known as New Release 2) and will be reviewed at the end of Live Trial.

3. Scope

This document specifies how product change will be achieved through the application of Operational Business Change procedures, which support the delivery of pre-defined change types - as declared in reference [1].

The procedures supported by this document are those that will be used to manage the delivery of basic and advanced changes for product Reference Data, where:

- a basic change is a change which consists solely of Reference Data which requires no ICL Pathway intervention and may be submitted to ICL Pathway without notice
- an advanced change is a change which requires additional ICL Pathway activity and is subject to advanced notification

Specific areas described in this agreement are:

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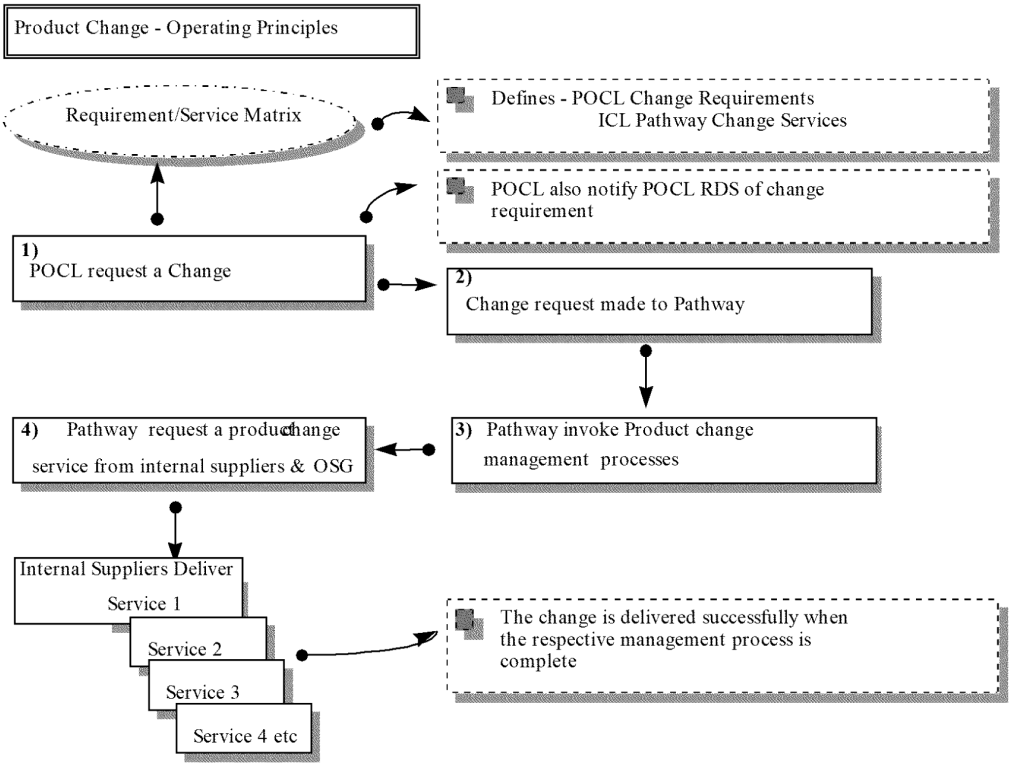
- Principles of Operational Business Change
- Key Roles and Responsibilities
- Description of Communications
- Events and Milestones
- Business Rules
- Deviations to agreed standards

4. Operational Business Change

This section describes the high level view of Operational Business Change processes for product changes. For full details of the processes see [ref 1].



The information relevant to any given ADVANCED product change is submitted by the Outlet Systems Group to ICL Pathway. The submission is made to the Operational Business Change Product mailbox on an OBC2 form or an OBC9 AP form. The receipt of the OBC form is the request for change from POCL to Pathway.

At the same time (and if appropriate), a parallel submission of change information will be made by the Outlet Systems Group to the POCL Reference Data Operational Team – who make the relevant Reference Data

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changes and pass them to ICL Pathway for application on the Horizon system.

It is important to note that changes sent to ICL Pathway are separated into 'Units of release', that is an entity which, when properly authorised by OSG, is available to be released to the 'Live' environment. This must be taken into account when data is sent to ICL Pathway to ensure that all data required for any change is included within a single 'Unit of Release' and that where data for different changes are included within the same file set, all data will be released at the same time. This means that data which has the longest lead time will define the earliest that the 'Unit of Release' will be sent to the 'Live' environment.

The information relevant to any given BASIC product change is submitted by the POCL Reference Data Operational Team – who make the relevant Reference Data changes and pass them to ICL Pathway. Basic changes consist of only Class 1 data [see ref 11 for a definition of Class 1 data]. The receipt of the data file containing Basic (Class 1 only) data is the request for change from POCL to Pathway.

The ICL Pathway Reference Data Team then follows the Management Process for Operational Business Change – Product [ref 1] to manage the delivery of the specific change.

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5. Roles and Responsibilities

5.1 POCL - General

a) Identify planned changes to current product range
b) Planning, initiating and managing changes to the product range
c) Adhering to agreed timescales [see section8]
d) Notifying Post Office outlets and clients of product change
e) Using agreed documentation and procedures [see ref 1 & 13]
f) Using agreed channels of communication
g) Maintenance and security of the OBC product and Reference Data verification mailboxes on POCL servers
h) Communication of change exception information to ICL Pathway
i) Support of agreed error management processes
j) Application of correct procedure type
k) Ensure that ICL Pathway are notified of any exceptions to normal procedures e.g. Requirement for change to Tight Timecales
l) Maintain POCL details within the change contacts list
m) Maintain reference documents in POCL e.g. copy of the menu hierarchy.

5.2 POCL - Outlet Systems Group

a) Process and communicate advanced product changes to ICL Pathway ensuring, where necessary, that changes are submitted separately
b) Allocate unique Change Control Number for advanced changes.
c) Ensure all required change information and data is submitted to ICL Pathway and RDS Chesterfield e.g. menu hierarchy information [ref 14].
d) Liase with relevant departments in POCL to collect all information, allowing OSG to hold the position of 'single interface to Pathway' for product changes.
e) Ensure all required AP information is sent at the agreed time, including Client Take-on packs etc.
f) Ensure the accuracy and integrity of the change information provided to ICL Pathway
f) Verify changes and sign off ready for release
g) Handle any queries that may crop up during any part of change process
h) Review the necessity of changing the OBC process and forms in light of experience e.g. to incorporate the Accounting Node information

5.3 POCL - Reference Data Operational Team

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

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b) Supply Reference Data to support advanced change in accordance with standards laid down in ref [13]
c) Allocate unique Change Control Number for Basic changes.

5.4 POCL Network Business Support Centre (NBSC)

a) Provide an interface to register POCL incidents.
b) Monitor and track POCL incidents through to resolution.

5.5 ICL Pathway responsibilities

a) Receipt and progression of basic Reference Data change requests through agreed Reference Data change procedures
b) Receipt and progression of advanced Reference Data change requests sent electronically by POCL to the OBC Product Change Mailbox
c) The provision of changed Reference Data and reports for verification in accordance with agreed procedures
d) The assessment of advanced change and the identification and delivery of the change services needed to satisfy specific changes
e) Adherence to agreed timescales
f) Ensuring that supporting ICL Pathway processes are implemented to manage the delivery of change services
g) Communicating issue and exception information to POCL to enable them to manage and control all their relevant change activity on the POCL side of the change interface.
h) The provision, when appropriate e.g. for AP client take on, of invoices for the completion of work
i) The maintenance of the ICL Pathway Details within the OBC Product Change contacts list

5.6 Horizon Service Helpdesk (HSH)

a) Provide an interface to register Pathway incidents.
b) Monitor and track Pathway incidents through to resolution.

6. Change Communications

The OBC Product Change Mailbox is the channel by which advanced change requests are made to ICL Pathway and by which communication pertinent to the delivery of advanced change requests is managed.

The information relevant to any given change will be submitted to ICL Pathway, via the OBC Product change mailbox on an OBC2 form (EPOSS Adv) or OBC 9 form (AP).

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The OBC Product Change Mailbox will be monitored each ICL Pathway working day, as defined in the OLA [ref 13] and requests will be either:

- Accepted by ICL Pathway as a confirmed order for work and (if the submission has been made on the OBC2/OBC9/OBC20 form)
- Rejected if the forms are incomplete, incorrect or of a change type not described in the matrix [ref 10]

All data required for Reference Data changes will be delivered by the mechanisms described in the appropriate interface agreements or processes as appropriate.

OBC9 forms are for AP Client take-on only and will require further details along with the request as described in ref [3] and ref [4].

ICL Pathway will be unable to process any change until the required data for the change has been received.

In the event of problems occurring with transfer of data and or e-mail alternative forms of information transfer will be used, e.g. Fax, floppy disc.

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7. Models

7.1 Introduction

This document describes several models which define the milestones for a change. Each category in the RDCC can be associated with one of these models. The lead time runs from initiating a change until the change is used on the counter e.g. the change starts when the new product can be remmed in on the counter (NOT sold) and the lead time in these models includes POCL times and Pathway times.
The models are:

- Basic change [Type A only]
- Advanced, simple change [Type A, plus after-the-event changes]
- Advanced, standard change [Type A, Type B, Scorecard, Testing]
- Advanced, complex change [requires Type C data]
- Basic express [limited service]
- Migration special [product to outlet mapping, only]
- Tight Timescales [Contractual requirement]
- Error correction

7.2 Fast track

The Term 'Fast track' is used to refer to four different scenarios:

1. **Basic Express**

   An agreed lead time for a specific requirement to change certain data quickly.

   Basic Express is addressed by section 8.2 e.g. it applies to changing the price of bus tickets in 2 days (end to end). The limits for its use are defined in that section.

2. **Tight Timescales**

   A contractual requirement to make any kind of reference data change quickly, in certain circumstances.

   The service that meets the Tight Timescales requirement is described in section 8.8.

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3. **Error Correction**

   When there is a need to correct errors quickly to reduce or remove the impact of those errors quickly.

   The method of changing data quickly for Error Correction purposes is described in [ref 12] e.g. if data sent from POCL is found by Pathway to be incorrect, then an incident will be raised to notify POCL of the error and corrected data will be sent. The limits for its use are defined in that document.

4. **Migration Special**

   To meet the need to apply a quick change to the Product to Outlet mappings for an outlet which is being migrated. See section 8.3.

7.3 Impact of volume

7.1.1 Bulk changes

High volumes of OBC change, either in the form of many changes or one large change, cause an overhead on both POCL and ICL Pathway operational units and reduces the ability of the operational teams to achieve the milestones detailed in section 8. In order to manage requests for high volumes of change POCL will review bulk change situations and confirm with the operational units in POCL and in ICL Pathway that the OBC requests can be met, in advance of agreeing with the originator the deadline for delivery. Deviations to the models in this document will be agreed on a case by case basis [see section 12]. The expectation is some planning for bulk changes will be done in advance of normal lead times.

7.1.2 End of year

The end-of-year changes are an extreme form of bulk changes which need to go live in March/April. They include cash account changes (not OBC), budget changes, homecare stamp changes and tariff changes. The milestone models in section 8 do not apply to end of year changes. End-of-year change needs to be managed as a separate 'bulk change' project.

7.1.3 Tariff changes

A tariff change may occur at other times of the year, but would still be a bulk change and needs to be managed carefully.

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8. Milestones

The milestones for these models are given in sections 8.1 - 8.7.

The models do not show activities that occur in parallel within Pathway. The diagrams were produced in this way to allow a simple view of the milestones.

N.B. these milestones only apply for ONE change, and do not take into account the impact of volume [see section 7.3].

ICL Pathway commits to all reasonable endeavours to deliver changes to ICL Pathway agreed lead times. POCL must meet its milestones for end to end lead times to be achieved.
When viewing these lead times it is important to take into account that ICL Pathway can only prepare for an advanced change when the notification arrives. Processing the change can usually only occur when all the necessary data has been supplied by POCL. Where ICL Pathway 'Type C' data is required there is a need for ICL Pathway Development activity. The timescale for this activity is dependent on the type of change being made and must be taken into account in the overall ICL Pathway leadtime. When ICL Pathway have completed work on an advanced change the data is passed to OSG Farnborough for verification and authorisation. ICL Pathway will not release changes to the 'Live' environment until authorisation is received.

Lead times

Leadtimes must be measured with reference to the date that the change needs to be at the outlet. This is not necessarily the date on which the change becomes effective. Examples:

- if a product needs to be Remmed-In 6 weeks before the product is available to sell, the lead time is measured to the date of Rem-In (when the data must be functioning on the counter) and not to the Sell date,
- if a price change is a revaluation, the data needs to be at the counter 3 days in advance of the change, to allow notice to be given to the Postmasters to revalue
- if a change is ready to be released 7days in advance of the date it needs to be on the counter, the data does not need to be released until 3 days in advance.

SLA

The SLA for measurement of delivery of Reference Data to the counters is defined in schedule G10 of the contract. The models below are built as if the authorisation for a change is delivered overnight and the change being processed by ICL Pathway the next working day. In practice, provided authorisation is received by ICL Pathway by 4pm on any working day the change will normally be released on that day for processing overnight according to the schedule.

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8.1 Basic

With verification (HR) = 10 days
Without verification (Pure) = 6 days

Changes that involve changing Type A data only.

Action	Duration	Result	Milestone
Business generates change	1 day	Deliver to OSG	Day 1
OSG processes change	1 day	Deliver data to RDOT	Day 2
RDOT input data	2 days	Send to Pathway	Day 4 (8pm)
System processes overnight		*Available to Pathway*	*Day 5 (8am)*
Pathway process change	2 days	Release change (Pure)	Day 6 (6pm)
or		Handover to RM (HR)	Day 6 (6pm)
Pathway generate verification reports	1 day	Deliver verification reports to OSG	Day 7 (6pm)
OSG check reports	2 days	Notifies Pathway of acceptance	Day 9 (6pm)
Pathway process acceptance	1 day	Release change	Day 10 (6pm)
System processes overnight		*Data at counters 97%*	*(release day +1 nwd)*
		Data at counters 99%	*(release day +2 nwd)*
		Data at counters 100%	*(release day +3 nwd)*

Note:
day = working day (Mon-Fri, excluding public holidays)
nwd = non working days included (Mon-Sun)
times = latest time action can occur to meet the schedule

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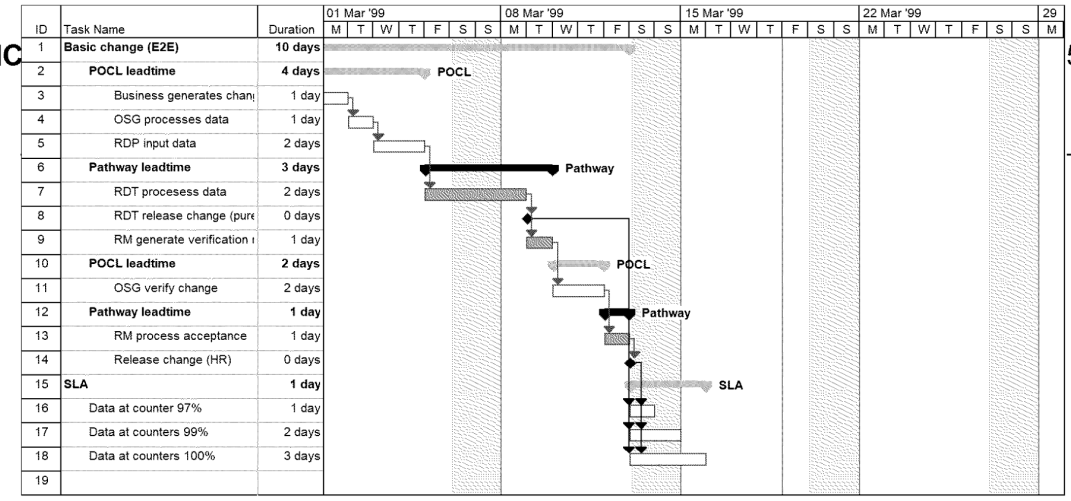

ID	Task Name	Duration
1	**Basic change (E2E)**	**10 days**
2	**POCL leadtime**	**4 days**
3	Business generates chan	1 day
4	OSG processes data	1 day
5	RDP input data	2 days
6	**Pathway leadtime**	**3 days**
7	RDT procesess data	2 days
8	RDT release change (pure	0 days
9	RM generate verification	1 day
10	**POCL leadtime**	**2 days**
11	OSG verify change	2 days
12	**Pathway leadtime**	**1 day**
13	RM process acceptance	1 day
14	Release change (HR)	0 days
15	**SLA**	**1 day**
16	Data at counter 97%	1 day
17	Data at counters 99%	2 days
18	Data at counters 100%	3 days
19		

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8.2 Basic Express

An agreed lead time for a specific requirement to change certain data quickly.

Basic Express is addressed by this document. The limits for its use are:

- ◊ only for the categories of change defined in section 9.2 below and
- ◊ for changes which must be active on completion of the change
- ◊ for changes which are received by Pathway by 10am and
- ◊ it is anticipated that the volume of change will not be more than once a week. Should the volume be greater, these changes will be processed but the lead time cannot be guaranteed to be more than for a normal Basic change. Service reviews will also be held.

In order to identify that a change requires handling in this way the Change Number must start with an agreed prefix and the other details must be as described above. If a Change is delivered to ICL Pathway with this prefix but the contents to not meet the specified criteria it will be processed according to the normal leadtimes.

This service should be used sparingly as changes of this type are likely to have impact on other changes already being processed by ICL Pathway and POCL. If the limit is exceeded ICL Pathway and POCL may be unable to meet other Leadtimes, OLA's or SLA's.

8.2.1 Timescales

Changes that involve only Type A data and are one of the named change types in [section 9.2], the change must be required to be active on the counter within 48hrs, the number of changes of this type are limited in number within any period, the Change Number must have an agreed prefix.

Note: it is recommended that the normal e-mail communication is replaced by fax & confirmed by phone for Express changes, due to the unreliability of the e-mail system e.g. delivery can take over 3 hours.

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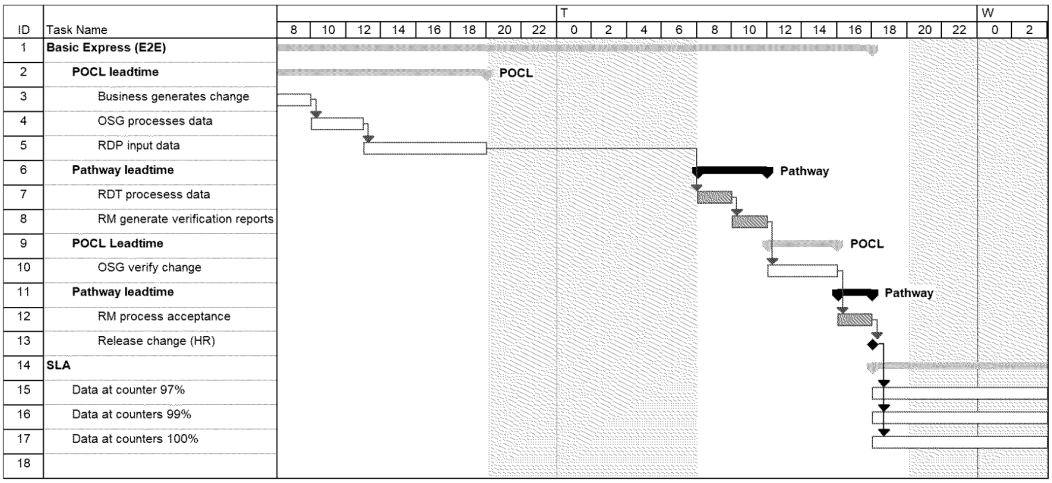
Action	Duration	Result	Milestone
Business generates change	2 hours	Deliver to OSG	Day 1 (10am)
OSG processes change	3 hours	Deliver data to RDOT	Day 1 (1pm)
RDOT input data	7 hours	Send to Pathway	Day 1 (8pm)
System processes overnight		*Available to Pathway*	*Day 2 (8am)*
Pathway process change	1 hour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

Note:
day = working day (Mon-Fri, excluding public holidays)
nwd = non working days included (Mon-Sun)
times = latest time action can occur to meet the schedule.



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8.3 Migration special

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

- ◊ for migration use only
- ◊ for Non-core Product to Outlet mappings only
- ◊ for data received by Pathway by 10am

If the HFSO discovers that there is a discrepancy in the Product to Outlet mapping (also referred to as non-core items) at the Outlet which he is currently migrating there will be an agreed procedure set down in references [8 & 9] for the HFSO to contact RDOT with the requested change. This change will be notified to ICL Pathway by the fact that the Change Number is in an agreed form e.g. XXffffff (where ffffff is the FAD Code for the outlet) and the change only contains Product to Outlet mapping data for an outlet currently being migrated. If the file sent contains any other data or does not have a change number of the prescribed format the file will be treated as would any other data file.

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

Once ICL Pathway have confirmed that the data is of the required type the change information will be released to the 'Live' environment as quickly as possible. The authorisation for this release is implied by the Change Number and will be confirmed by OSG as soon as possible after the event.

8.3.1 Timescales

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

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Action	Result	Milestone
HFSO identifies required change	Notify RDOT	
RDOT input data	Send to Pathway	
Pathway process change	Release change	
Pathway generate verification reports	Deliver verification reports to OSG	
OSG check reports	Notifies Pathway of acceptance	
System processes overnight	*Data at counters 97%*	*(release day +1 nwd)*
	Data at counters 99%	*(release day +2 nwd)*
	Data at counters 100%	*(release day +3 nwd)*

Note:
day = working day (Mon-Fri, excluding public holidays)
nwd = non working days included (Mon-Sun)

Migration data files (identifiable as such) arriving by 10am will be released by Pathway for distribution that night, for delivery by the next morning.

Migration data files (identifiable as such) received by Pathway by 4pm and accompanied by a notifying 'phone call, will be released that day for delivery to the counter by the next morning.

In both cases the authorisation for release of the data is implied by the change number. OSG will confirm this authorisation retrospectively.

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8.4 Advanced simple

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

Action	Duration	Result	Milestone
Business generates change	1 day	Deliver to OSG	Day 1
OSG processes change	1 day	Deliver notification to Pathway	Day 2
	1 day	Deliver data to RDOT	Day 2
RDOT input data	2 days	Send to Pathway	Day 4 (8pm)
System processes overnight		*Available to Pathway*	*Day 5 (8am)*
Pathway process request for change	2 days	Preparations complete	Day 4
Pathway processes data	2 days	RDT hand over to RM	Day 6
Pathway generate verification reports	1 day	Deliver verification reports to OSG	Day 7
OSG check reports	2 days	Notifies Pathway of acceptance	Day 9
Pathway process acceptance	1 day	Release change	Day 10
Update systems & documentation	Varies		Day 11+
System processes overnight		*Data at counters 97%*	*(release day +1 nwd)*
		Data at counters 99%	*(release day +2 nwd)*
		Data at counters 100%	*(release day +3 nwd)*

Note:
day = working day (Mon-Fri, excluding public holidays)
nwd = non working days included (Mon-Sun)
times = latest time action can occur to meet the schedule

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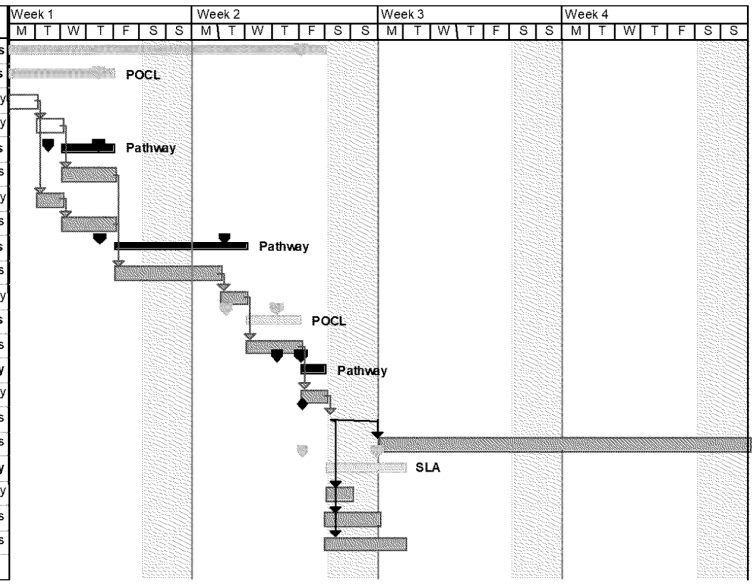
ID	Task Name	Duration
20	**Advanced simple (E2E)**	**10 days**
21	**POCL Leatime**	**4 days**
22	Business generates change	1 day
23	OSG processes change	1 day
24	**Pathway leadtime**	**2 days**
25	RDT process CBC	2 days
26	OSG processes data	1 day
27	RDP input data	2 days
28	**Pathway leadtime**	**3 days**
29	RDT processes data	2 days
30	RM generate verification reports	1 day
31	**POCL leadtime**	**2 days**
32	OSG verify change	2 days
33	**Pathway leadtime**	**1 day**
34	RM process acceptance	1 day
35	Release change	0 days
36	Update systems & doct	20 days
37	**SLA**	**1 day**
38	Data at counter 97%	1 day
39	Data at counters 99%	2 days
40	Data at counters 100%	3 days
41		



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8.5 Advanced standard

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

Action	Duration	Result	Milestone
Business generates change	1 day	Deliver to OSG	Day 1
OSG processes change	1 day	Deliver notification to Pathway	Day 2
OSG processes data	3 days	Deliver data to RDOT	Day 4
RDOT input data	3 days	Send to Pathway	Day 7 (8pm)
System processes overnight		*Available to Pathway*	*Day 8 (8am)*
Pathway process request for change	2 days	Preparations complete	Day 4
Pathway process data	2 days	Ready for testing	Day 9
RDT test change	1 days	RDT handover to RM	Day 10
Pathway generate verification reports	1 day	Deliver verification reports to OSG	Day 11
OSG check reports	2 days	Notifies Pathway of acceptance	Day 13
Pathway process acceptance	1 day	Release change	Day 14
Amend scorecard mapping	1 day		Day 14
Update documentation	Varies		Day 11+
System processes overnight		*Data at counters 97%*	*(release day +1 nwd)*
		Data at counters 99%	*(release day +2 nwd)*
		Data at counters 100%	*(release day +3 nwd)*

Note:
day = working day (Mon-Fri, excluding public holidays)
nwd = non working days included (Mon-Sun)
times = latest time action can occur to meet the schedule

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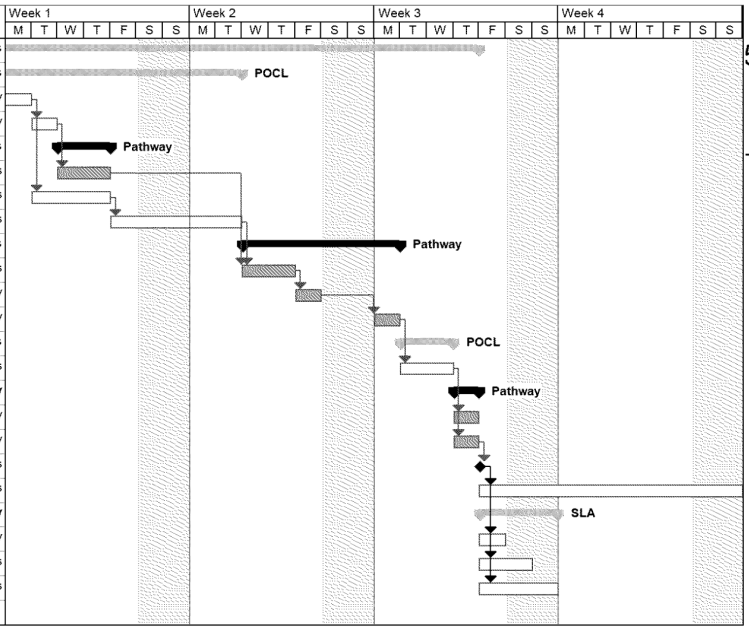
ID	Task Name	Duration
42	**Advanced standard (E2E)**	**14 days**
43	**POCL leadtime**	**7 days**
44	Business generates chang	1 day
45	OSG processes change	1 day
46	**Pathway leadtime**	**2 days**
47	RDT process OBC	2 days
48	OSG processes data	3 days
49	RDP input data	3 days
50	**Pathway leadtime**	**4 days**
51	RDT processes data	2 days
52	RDT test change	1 day
53	RM generate verification r	1 day
54	**POCL leadtime**	**2 days**
55	OSG verify change	2 days
56	**Pathway leadtime**	**1 day**
57	RDT update scorecard ma	1 day
58	RM process acceptance	1 day
59	Release change	0 days
60	Update documentation	20 days
61	**SLA**	**1 day**
62	Data at counter 97%	1 day
63	Data at counters 99%	2 days
64	Data at counters 100%	3 days
65		



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8.6 Advanced, complex

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

Action	Duration	Result	Milestone
Business generates change	2 days	Deliver to OSG	Day 2
OSG processes change	3 days	Deliver notification to Pathway	Day 5
OSG processes data	4 days	Deliver data to RDOT	Day 6
RDOT input data	5 days	Send to Pathway	Day 11 (8pm)
System processes overnight		*Available to Pathway*	*Day 12 (8am)*
Pathway process request for change	2 days	Preparations complete & notify CD	Day 7
Pathway processes data	2 days	RDT handover to CD	Day 13
Create Type C data	10 days	Ready for testing	Day 23
RDT Test changes	2 days	RDT handover to RM	Day 25
Pathway generate verification reports	1 day	Deliver verification reports to OSG	Day 26 (6pm)
OSG check reports	3 days	Notifies Pathway of acceptance	Day 29 (6pm)
Pathway process acceptance	1 day	Release change	Day 30 (6pm)
Amend scorecard mapping	1 day		Day 30
Update documentation	Varies		Day 30+
System processes overnight		*Data at counters 97%*	*(release day +1 nwd)*
		Data at counters 99%	*(release day +2 nwd)*
		Data at counters 100%	*(release day +3 nwd)*

Note:
day = working day (Mon-Fri, excluding public holidays)
nwd = non working days included (Mon-Sun)
times = latest time action can occur to meet the schedule

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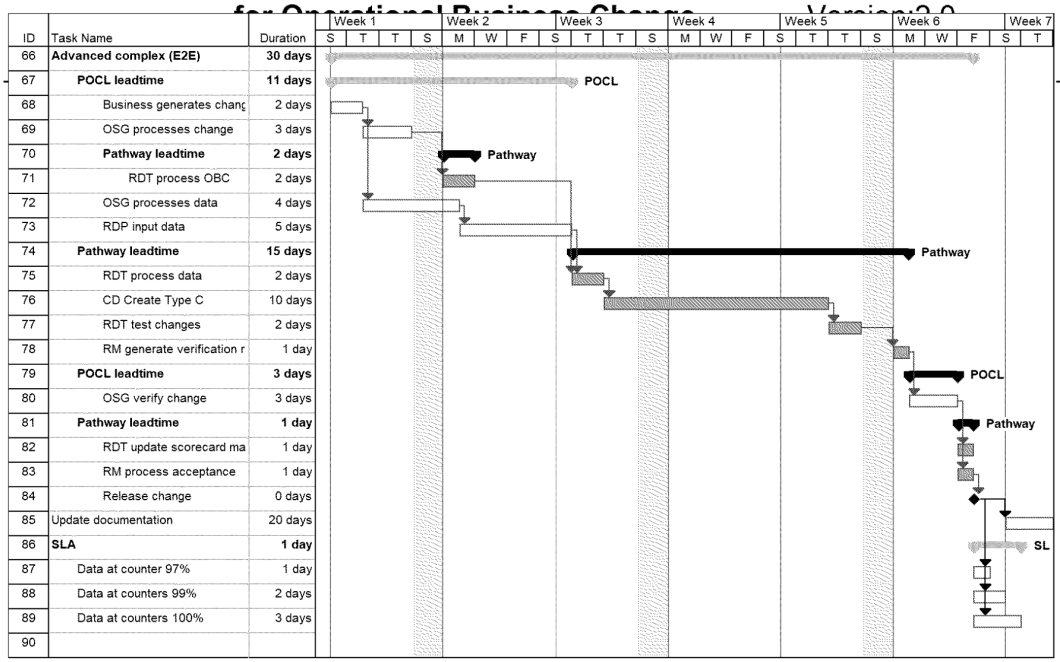

ID	Task Name	Duration
66	**Advanced complex (E2E)**	**30 days**
67	**POCL leadtime**	**11 days**
68	Business generates chang	2 days
69	OSG processes change	3 days
70	**Pathway leadtime**	**2 days**
71	RDT process OBC	2 days
72	OSG processes data	4 days
73	RDP input data	5 days
74	**Pathway leadtime**	**15 days**
75	RDT process data	2 days
76	CD Create Type C	10 days
77	RDT test changes	2 days
78	RM generate verification r	1 day
79	**POCL leadtime**	**3 days**
80	OSG verify change	3 days
81	**Pathway leadtime**	**1 day**
82	RDT update scorecard ma	1 day
83	RM process acceptance	1 day
84	Release change	0 days
85	Update documentation	20 days
86	**SLA**	**1 day**
87	Data at counter 97%	1 day
88	Data at counters 99%	2 days
89	Data at counters 100%	3 days
90		

8.7 AP CTO

As agreed in AP CTO & Token Verification documents [ref 3 & 4].

8.8 Tight Timescales

8.8.1 Requirement

ICL Pathway recognise the business need POCL has to implement changes in tight time scales. Requirement 539/3 states there is a need to “implement changes to Reference Data to tight timescales. An as example of such timescales, it shall be possible to implement Reference Data changes consequent on a Budget by start of business on the following day”.

8.8.2 Types

Analysis by POCL of the business requirements indicates that the drivers for change are:

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- Governmental / legal changes
- Client requirements where there is a real business need (i.e. not due to bad working practices)

and the types of change that require to be changed in tight timescales are:

- Price change
- Emergency cessation of a product
- Last minute amendments to details of a product introduction or change which has been set up in advance.

8.8.3 Price Change

The most frequent changes to tight timescales are price changes and these can be processed via the Basic Express route and so do not require additional agreements.

8.8.4 Emergency cessation

Normally cessation of a product is an Advanced Simple change with a lead time of 2 weeks. However it can be dealt with as if it was a Basic Express, with a lead time of 2 days, given that appropriate authorisation is received. The normal paperwork would be processed after the event.

8.8.5 Last minute amendments

There are occasions when a change is known to be needed before the full details of the change are available, and the final information may not be available until close to the implementation date. Where this is the case an OBC change can be initiated as normal, but with incomplete data and with agreed plans for when the final amendments will be introduced.

For example:

Introducing a new product could be done by first producing a ‘dummy’ product, which defines the cash account mappings and menu button, but has no real name or price or product details included. The missing type A data could be completed or changed when it is finally known, as if it was a Basic change.

8.9 Error Correction

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The need to correct errors to reduce or remove the impact of those errors.
The method of changing data for Error Correction purposes is described in [ref 12]. The time scale for implementing these changes will be derived from the priority of the incident that is governing the progress of the change.

9. RDCC Categories

The RDCC categories (section numbers provided, based on release 2.0 of the RDCC) that apply to these changes are as follows. The assumptions listed in the RDCC must be adhered to in order to apply these categorisations.

The lead times given are end-to-end lead times and therefore include time for POCL activity. ICL Pathway commits to all reasonable endeavours to deliver changes to ICL Pathway agreed lead times

9.1 Basic (2 weeks)

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

9.2 Basic express (2 days)

Note: applies to 'Ticket and Travel' products only.

6.4.1	Change to price non-value stock
6.5.2	Change product availability (non-core)
6.7.1	Change to min/max quantity/value
6.7.6	Change between existing methods of payment

9.3 Advanced simple (2 weeks)

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

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6.7.8 Change to use of additional fields
* see appendix A

9.4 Advanced standard (4 weeks)

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

9.5 Advanced, complex (6 weeks)

6.1(all) Add new product - non value stock
6.1.1 - 6.1.4 Add new product - make value stock available to rem-in (another 6 weeks for make available to sell)
6.3(all), 6.8.7 Remove product permanently (not available at NR2)*
6.2.1 - 6.2.3 Cease value product and leave on Rem Out screen*
6.4.4, 6.4.5 Change to scales matrix /tariff change(no Type C required but OSG need extra time to verify the changes).
6.10.2 - 6.10.5, 6.10.7 Change to screen layout
6.12.3, 6.12.5 Change to accounting node
6.5.4 Change product categorisation (changing between core and non-core which changes item between picklist and button).
6.6.7 Change to Best Fit screens
6.5.1 Temporary withdrawal of a product

* see appendix A

9.6 AP (as agreed in AP CTO & Token Verification documents)

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

Notes on AP change:

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- Changing AP product details is treated the same way as changing EPOSS products.
- Ceasing AP Client, product or token may be implemented as an Advanced Simple change if required, with the client service list being amended after the event.

10. Volumes

The lead-time and milestone models were built on normal expected volumes. Any deviation to the norm of more than 100% (one sixth of the yearly volume per month) will result in an inability to achieve the lead times.

The normal volumes are based on historic data gathered within POCL and is reproduced as follows.

10.1 Normal volumes

Change	Type	July 98 estimate Times per year (Max)	Per month	Per week
Add a standard product (EPOSS)	complex	128	10.7	2.5
Add a standard AP Client Service Type (new client)	AP	429	35.8	8.3
Add a new AP Client Service Type (existing client)	AP	109	9.1	2.1
AP change - other	complex	-	-	-
Delay start date of product availability	complex	208	17.3	4.0
Extend trial of a product	basic	13	1.1	0.3
Temporary withdrawal of product (EPOSS)	complex	14	1.2	0.3
Permanent withdrawal of product (EPOSS)	complex	60	5.0	1.2
Removal of a standard AP client	standard	7	0.6	0.1
Removal of an AP Client Service	complex	25	2.1	0.5
Change product availability (non-core)	basic	306	25.5	5.9
Change product categorisation	complex	9	0.8	0.2
Change Parcelforce tariff	complex	1	0.1	0.0
Change Royal Mail Tariff	complex	2	0.2	0.0

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Change between existing methods of payment (MOP)	basic	210	17.5	4.0
Requirement for printing of forms (by Horizon) : no change to layout	n/a	112	9.3	2.2
Requirement for printing of forms (by Horizon) : including changes to layout (NOT SUPPORTED IN OBC)				
Change product names	basic	105	8.8	2.0
Change client name (non AP)	standard	102	8.5	2.0
Change client name (AP)	AP			
Change product price. Change standard sales rules for min /max /mult prices, volume & value, override price	basic	1012	84.3	19.5
Discount indicator	standard	-	-	-
Change of business rules regarding customer eligibility (i.e. change in clerk instructions)	basic	1	0.1	0.0
Change whether voidable or reversible	basic	3	0.3	0.1
Change stock reconciliation requirements (NOT SUPPORTED)	N/a	61	5.1	1.2
Change use of additional fields (e.g. for a/c numbers)	simple	16	1.3	0.3
Accounting rule changes including mapping to c/a (no other change)	complex	16	1.3	0.3
Change to c/a layout (NOT SUPPORTED)	N/a			
Change to screen layout	complex	-	-	-
Change to calendar i.e. accounting days/weeks/periods/years	standard	-	-	-
Total		*2949*	246	57

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11. Commercial Implications

11.1 Order and Payment

a) Change orders will be accepted, as firm, once received by the OBC Product Mailbox.

b) Currently the only chargeable Operational Business Change service is AP Client Take On [ref 3]. Invoices for completed change activity on this, or any future Operational Business Change service, will be sent to POCL on a monthly basis and 30 day payment from date of invoice conditions will apply.

11.2 Failure to achieve lead times

There are no liquidated damages or defined remedies for failure to meet any milestone. ICL Pathway and POCL will both meet their own lead times on a reasonable endeavours basis .

12. Deviations

Deviations to change requirements, standards and processes within the OBC process will be managed on a case by case basis. No commitments, in terms of delivery time, delivery standard or price can be given by ICL Pathway – until the detail of the specific deviation is known and understood. Request of the deviation should be submitted in advance of the OBC form. It will be agreed between RDT, RDOT and OSG whether the deviation is possible. If not, OSG will inform the business unit immediately.

Non OBC changes [ref 10] will be rejected by the OBC process and need to be submitted as a Change Request.

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13. Appendix A

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

Remove permanently	Value & Non-Value products	Button & Picklist	Complex (n/a for NR2)
Cease Sell	Non-Value products	Button & Picklist	Simple (use Type A data & Pathway tidy up afterwards)
Cease Sell leave Rem	Value products	Button	Complex
Cease Sell leave Rem	Value products	Picklist	Complex
Cease Sell & Cease Rem	Value products	Button & Picklist	Simple (use Type A data & Pathway tidy up afterwards)