| ICL Pathway | Horizon System Help Desk Call Enquiry Matrix | Ref: | CS/FSP/0002 |
|---|---|---|---|
| | | Version: | 1.0 |
| | | Date: | 13/03/97 |

**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 is for ICL Pathway approval only.

**Status:** Definitive

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**ICL Pathway    Horizon System Help Desk Call Enquiry Matrix**

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Comments by:

# 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 |

## 0.2    ASSOCIATED DOCUMENTS

| Reference | Vers | Date | Title | Source |
|---|---|---|---|---|
| CS/PER/002 | | | ICL Pathway Business Volumetrics | Pathway |
| CS/PER/001 | 1.0 | 21/08/96 | Business Performance Portfolio | Pathway |

## 0.3    CHANGES IN THIS VERSION

Changes in version 0.5 were widespread resulted from input for ICL Pathway, ITSA and ICL Sorbus staff. Once definitive changes will be maintained using sidebars and revision notes.

Release 1 issues the document as definitive and changes are limited to spelling and grammar corrections.

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## 0.4 ABBREVIATIONS

| | |
|---|---|
| APPU | Automated Payment Peripheral Unit |
| APS | Automated Payment Service |
| BA | Benefits Agency |
| BPS | Benefit Payment Service |
| BES | Benefit Encashment Service |
| CAPS | Customer Accounting and Payments Strategy |
| CAS | CAPS Access service |
| CTF | Call To Fix |
| DLR | De La Rue |
| DSS | Department of Social Security |
| EDSC | European Development & Support Centre |
| EPOSS | Electronic Point of Sale Service |
| FTF | File Transfer Facility |
| ISDN | Integrated Services Digital Network |
| ITSA SHD | Information Technology Support Agency - Service Help desk |
| KEL | Known Error Log |
| LAN | Local Area Network |
| OBCS | Order Book Control Service |
| OPS | Operating Platform Service |
| PDA | Programme Delivery Authority |
| PO | Post Office |
| POCL | Post Office Counters Limited |
| PPD | Processes and Procedures documentation |
| PUN | Pick Up Notice |
| RML | Royal Mail Limited |
| SLA | Service Level Agreement |
| WAN | Wide Area Network |

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## 0.5 TABLE OF CONTENTS

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# 1    INTRODUCTION

The purpose of this document is to establish the incident handling scope of the Horizon System Helpdesk. It details the support structure to be used within ICL Pathway, its call sources, incident types and classification, incident prioritisation and closure criteria.

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

Whilst this document does not address call volumes it is closely linked to the ICL Pathway Business Volumetrics document (Reference CS/PER/002) and the ICL Pathway Business Portfolio (reference CS/PER/001). The Business Volumetrics document estimates call volumes associated with the incidents types listed in this document.

# 2    SCOPE

The document reflects the anticipated steady state operation of ICL Pathway from Model Office Trial onwards.

This document will be used to identify all the types of incidents which are expected to be made by either Post Office Counter staff, POCL Clients, DSS Office staff, DSS (CAPS) staff or Customers. The current sources of incidents listed in this document are from POCL Outlets, ICL Pathway operations and the DSS domain via the ITSA helpdesk. There is no formal route in place at this time to register incidents from the POCL domain for POCL or its clients. However it is anticipated that incident enquiries regarding status and progression will be by POCL/PDA.

The Horizon System Helpdesk call matrices in this document are scoped principally for the Benefit Encashment Service (BES), APS, OBCS and EPOSS services, for the OPS service and strategic infrastructure service.

# 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. The organisation and systems involved within the ICL Pathway support structure are designed to bring Post Offices and broken components back into operation as quickly as possible.

All technical support or request for information is gained by calling the Horizon System Helpdesk on [ GRO ] 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 Horizon System 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 what to expect and when.

Second line support will either resolve the problem or gather further diagnostic evidence in advance of passing the incident into third line support. Second line support will generally be equipped to deal with known issues and will implement a workaround or fix to the problem. Second line support staff will have greater expertise than the first line operations staff.

Third line support will generally deal with new problems, that require changes to the operation such as software patches and configuration changes. Third line support are the interface into the product suppliers and will manage these suppliers in the production of product changes in response to bug reports.

# 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 will be allocated a separate number and not grouped as one incident (For example, a Postmaster 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 code depending on the problem and on the impact of that problem.

Calls are prioritised at either A, B and C priority.

A priority incidents are for issues that have a significant business impact or are urgent. The target call to fix (CTF) time for all A priority incidents is 4 hours.

B priority incidents are for issues that have a minor business impact but still cause disruption to the service delivery. The target call to fix (CTF) time for all B priority incidents is 8 hours.

All incidents received from the Post Office will be prioritised as either A or B priority all A and B priority incidents will be subject to escalation against the CTF target times.

C priority incidents are for issues that have an operational impact on ICL Pathway but are not impacting the service delivery to the Post Office. The target call to fix on C priority incidents is 72 hours. C priority incidents will not be subject to escalation.

## 4.2    CALL CLASSIFICATION.

Calls will be identified by source for example Post Office or DSS and will be classified by support area and type. Each incident type will have a support process describing the support activities from first through to third and in some cases, fourth line support.

During the initial telephone call the Horizon System Helpdesk operator will determine what incident type the problem relates to and allocate a incident reference or classification.

Calls are classified by and support area and type to enable effective and swift routing of the incident towards the correct support channel.

## 4.2.1  CLASSIFICATION AREAS

The following table describes the sources of calls into the Horizon System Helpdesk, the classification of calls likely from each source and the associated system code allocated when an incident is registered.

Classification areas:

| Source | Area | Code |
|---|---|---|
| Post Office | Hardware | POHD |
| | Software | POSC |
| | Network | PONW |
| | Operation | POOP |
| | Advice and Guidance | POAG |
| | Implementation | POIM |
| | Environment | POEN |
| | Documentation | PODO |
| | Training | POTR |
| | Reconciliation | PORE |
| | Open/Closure | POMO |
| | Others | POOT |
| DSS/BA (via ITSA SHD) | Hardware | DSHD |
| | Software | DSSC |
| | Network | DSNW |
| | Operation | DSOP |
| | Advice and Guidance | DSAG |

|  |  |  |
|---|---|---|
|  | Implementation | DSIM |
|  | Environment | DSEN |
|  | Documentation | DSDO |
|  | Training | DSTR |
|  | Reconciliation | DSRE |
|  | Open/Closure | DSMO |
|  | Others | DSOT |
| Pathway : | Hardware | PWHD |
| CFM, Sorbus, DLR, RML, | Software | PWSC |
| Energis, EDSC, Girobank | Network | PWNW |
|  | Operation | PWOP |
|  | Advice and Guidance | PWAG |
|  | Implementation | PWIM |
|  | Environment | PWEN |
|  | Documentation | PWDO |
|  | Training | PWTR |
|  | Reconciliation | PWRE |
|  | Open/Closure | PWMO |
|  | Others | PWOT |
| POCL Clients (via POCL Helpdesk) | Not yet defined |  |
| Child Benefit Helpdesk | Not Yet Defined |  |

The sources currently identified as requiring to register incidents onto the Horizon System Helpdesk are DSS/BA domain, POCL clients via the POCL Data centres/helpdesks and from Post Offices/Pathway estate (ie Pathway suppliers). The interface into POCL data centres is likely to be via a helpdesk but this has not yet been defined. Business routes from DSS and POCL are also as yet undefined and therefore not included in this document.

## 4.3    CALL CLOSURE.

Incidents registered by the Horizon System Helpdesk will progress through three stages, open, cleared and closed. Open relates to when the incident is recorded by the Horizon system helpdesk, Cleared relates to when the faulty component or operation is brought back into operation ie a fix or a workaround is applied. Closed relates to all the activities in the incident being completed.

All incidents recorded onto the Horizon System Helpdesk system will be tracked through the support channels and escalation will apply until the problem area is brought back into operation or "cleared". Ownership of this "cleared" process sits with the unit which is currently actioned with the incident. Calls that are cleared may not necessarily be resolved as the owning unit may have implemented a work around to bring the Post Office back into operation or there may be outstanding activities such as asset or documentation changes. In these cases incidents will not be closed until all activities are completed or a resolution is found and applied.

Calls will be closed against predetermined criteria for each incident area. These criteria are as follows:

### 4.3.1  CLOSURE CODES

The intention is to keep closure codes to a minimum list however it is recognised that this list is not exhaustive and will be updated as the service matures.

| Area | Cause | Action | Penalty | Code |
|------|-------|--------|---------|------|
| Hardware | Unit faulty | Unit Replaced | Yes | H01 |
| | | Consumable replaced | No | C01 |
| | | Operator error | No | H02 |
| | Environmental issue | Cabling repaired | Yes | H03 |
| | | Electric repaired | Yes | H04 |
| | | Customer error | No | H05 |
| | Installation fault | Re-installed | Yes | H06 |
| | Equipment theft | Unit Replaced | No | H07 |

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| | | | | |
|---|---|---|---|---|
| | Equipment damaged | Unit replaced | No | H08 |
| | No Fault Found | No Action | No | H09 |
| | Other | | | H10 |
| Software | Known error | Fix installed | Yes | S01 |
| | | Workaround | Yes | S02 |
| | New incident | Workaround | Yes | S03 |
| | | Patch installed | Yes | S04 |
| | | Fixed in next release | Yes | S05 |
| | Other | | | S06 |
| Network | Line fault (WAN) | Line repaired | Yes | N01 |
| | Router fault | Router replaced | Yes | N02 |
| | | Router reconfigured | Yes | N03 |
| | | Software repaired | Yes | N04 |
| | Lan fault | Repaired | Yes | N05 |
| | | Replaced | Yes | N06 |
| | No Fault found | No Action | No | N07 |
| | Other | | | N08 |
| Operational | File transfer failure | File resent ok | Yes | O01 |
| | | System reload | Yes | O02 |
| | | CAPS problem | No | O03 |
| | File corruption | Not Used | | O04 |
| | | File restored | Yes | O05 |
| | | CAPS problem | No | O06 |
| | System crash | Reloaded | Yes | O07 |
| | Peripheral failure | Repaired | No | O08 |
| | Environment problem | Repaired | Yes | O09 |
| | Unable to Log on | System reset | Yes | O10 |

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|  |  | Password reset | No | O11 |
|---|---|---|---|---|
|  | Unexpected change | Change removed | Yes | O12 |
|  | Expected change has not worked | Change applied | Yes | O13 |
|  | System will not balances | TBA | Yes | O14 |
|  | End of day process failure | TBA | Yes | O15 |
|  | Print failure | TBA | Yes | O16 |
|  | Batch acceptance failure | TBA | Yes | O17 |
|  | PUN acceptance failure | TBA | Yes | O18 |
|  | Time incorrect | Reset clock | No | O19 |
|  | Reconciliation error | TBA | Yes | O20 |
|  | Other |  |  | O21 |
|  |  |  |  |  |
| A&G | BPS | Advice given | No | A01 |
|  | EPOSS | Advice given | No | A02 |
|  | APS | Advice given | No | A03 |
|  | OBCS | Advice given | No | A04 |
|  | Counter equipment | Advice given | No | A05 |
|  | Other | Advice given | No | A06 |
|  |  |  |  |  |
| Training | BPS | Training scheduled | No | T01 |
|  | EPOSS | Training scheduled | No | T02 |
|  | APS | Training scheduled | No | T03 |
|  | OBCS | Training scheduled | No | T04 |
|  | Counter equipment | Training scheduled | No | T05 |
|  | Other | Training scheduled | No | T06 |

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| | | | | |
|---|---|---|---|---|
| Documentation | Counter procedures | Amended | No | D01 |
| | PPD | Amended | No | D02 |
| | User Awareness | Amended | No | D03 |
| | Other | Amended | No | D04 |
| | | | | |
| Installation | Environment installed | No Action | No | I01 |
| | Environment Install issue | Rescheduled | No | I02 |
| | Equipment installed | No Action | No | I03 |
| | Equipment install issue | Rescheduled | No | I04 |
| | ISDN link installed | No Action | No | I05 |
| | ISDN link installation failure | Rescheduled | No | I06 |
| | Migration complete | Notify DSS | No | I07 |
| | Migration issue | Rescheduled | No | I08 |
| | Other | | | I09 |
| | | | | |
| Moves | Emergency closure | Escalated | Yes | M01 |
| | Planned Closure | Equipment removed | No | M02 |
| | Office opening | Scheduled | No | M03 |
| | Counter closing | Equipment removed | No | M04 |
| | Other | | | M05 |
| | | | | |
| Emergency | Security Breach | Notify security | ? | E01 |
| | Threat | Notify security | ? | E02 |
| | Other | Notify security | ? | E03 |
| | | | | |
| Complaint | Customer Complaint | Escalated | No | Y01 |
| | | | | |
| Inappropriate | Wrong helpdesk | Re-routed caller | No | X01 |

|  |  |  |  |
|---|---|---|---|
| Wrong Number | No Action | No | X02 |

# 4.3 Call suspension

There are instances when incidents may be suspended if  the incident logged cannot be cleared due to an external influence outside of ICL Pathway's control, such as the engineer cannot gain access to the Post Office premises. Calls may only be suspended if they relate to the Post Office and must be approved by the Horizon System helpdesk duty manager to agreed procedures.

Calls that are suspended must be recorded as suspended and be the subject of a weekly report to ICL Pathway.

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# 5    POST OFFICE COUNTER INCIDENTS

## 5.1    PO HARDWARE INCIDENTS

| CLASS | CALL TYPE |
| --- | --- |
| POHC 1 | Equipment will not power up |
| POHC2 | Unable to bring system into operation |
| POHC3 | Peripheral failure - Magnetic card reader |
| POHC4 | Peripheral Failure - Bar code reader |
| POHC5 | Peripheral Failure - Smart card reader/ writer |
| POHC6 | Peripheral Failure - Weighing related (not weigh scales) |
| POHC7 | Peripheral failure - Counter printer |
| POHC8 | Peripheral failure - Back office printer |
| POHC 9 | Peripheral Failure - Keyboard |
| POHC10 | Peripheral Failure - Touch Screen |
| POHC11 | Peripheral Failure - APPU (Automated Payment Peripheral Unit |
| POHC12 | Network Failure - LAN (Local Area Network) |
| POHC13 | System Failure - Entire PC |
| POHC14 | Office power failure |
| POHC15 | Office environment failure  (e.g. wiring problem) |
| POHC16 | Other |
|  |  |

## 5.2    PO SOFTWARE INCIDENTS

| REF | CALL TYPE |
| --- | --- |
| POSC1 | Unable to log in |
| POSC2 | System message displayed on screen |
| POSC3 | Software error |
| POSC4 | An unexpected result from an enquiry has occurred |
| POSC5 | System operation has changed unexpectedly |
| POSC6 | Other |

## 5.3   PO NETWORK INCIDENTS

| REF | CALL TYPE |
|-----|-----------|
| PONW1 | Unable make foreign encashment |
| PONW2 | Network Failure - ISDN (WAN) |
| PONW3 | Other |

## 5.4   PO OPERATION INCIDENTS

| REF | CALL TYPE |
|-----|-----------|
| POOP1 | System stock balances not rolled over |
| POOP2 | Unable to produce daily reconciliation of stock unit |
| POOP3 | Unable to produce cash account |
| POOP4 | Unable to produce client summaries |
| POOP5 | System reconciliation error |
| POOP6 | System operation query |
| POOP7 | Expected change has not worked |
| POOP8 | System operation has changed unexpectedly |
| POOP9 | An unexpected result from an enquiry has occurred |
| POOP10 | Batch acceptance failure |
| POOP11 | Card activation failure |
| POOP12 | PUN acceptance failure |
| POOP13 | Printing failure |
| POOP14 | PC Clock issue |
| POOP15 | Other |

## 5.5   PO ADVICE AND GUIDANCE

| REF | CALL TYPE |
|-----|-----------|
| POAG1 | BPS enquiry |
| POAG2 | EPOSS enquiry |
| POAG3 | APS enquiry |
| POAG4 | OBCS enquiry |
| POAG5 | Documentation issue |
| POAG6 | Operational enquiry |

| REF | CALL TYPE |
|---|---|
| POAG7 | Other |

## 5.6 PO OTHER INCIDENTS (COUNTER OR REGIONAL OFFICE)

| REF | CALL TYPE |
|---|---|
| POOT1 | Equipment stolen |
| POOT2 | Equipment damaged |
| POOT3 | Equipment destroyed |
| POOT4 | Office improvement - equipment moving |
| POOT5 | Office improvement - additional equipment required |
| POOT6 | Office relocating - equipment needs moving |
| POOT7 | Office closing - removal of equipment required |
| POOT8 | Office temporarily closing - system suspension required |
| POOT9 | Customer complaint |
| POOT10 | Not used |
| POOT11 | Consumables request |
| POOT12 | Security breach |
| POOT13 | Other |

## 5.7 PO COUNTER INAPPROPRIATE INCIDENTS

| REF | CALL TYPE |
|---|---|
| POI 01 | Weigh Scales inoperable |
| POI 10 | Query from Post Office<br><br>E.g.  My lottery terminal is faulty<br>How do I ......? (Post Office counter procedure)<br>Payment Card Helpline  queries |

# 6   DSS INCIDENTS

## 6.1   DSS SOFTWARE INCIDENTS

| REF | CALL TYPE |
|---|---|
| DSSC1 | CAS failure |
| DSSC2 | Interface software failure |
| DSSC3 | Other |

## 6.2   DSS NETWORK INCIDENTS

| REF | CALL TYPE |
|---|---|
| DSNW1 | Network Failure CAPS link |
| DSNW2 | Other |

## 6.3   DSS OPERATION INCIDENTS

| REF | CALL TYPE |
|---|---|
| DSOP1 | File Transfer failure |
| DSOP2 | Data file problem |
| DSOP3 | CAPS problem affecting the expected output of data into ICL Pathway |
| DSOP4 | Reconciliation issue |
| DSOP5 | Unexpected result |
| DSOP6 | Mainframe fault |
| DSOP7 | Other |
|  |  |

# 7   PATHWAY INCIDENTS

## 7.1   PATHWAY HARDWARE INCIDENTS

| REF | CALL TYPE |
|---|---|
| PWHW1 | Sequent failure |
| PWHW2 | Server failure |
| PWHW3 | Agent failure |
| PWHW4 | Environmental failure (power, Air-conditioning etc) |
| PWHW5 | PC failures (DLR, POCL etc) |
| PWHW6 | Other |

## 7.2   PATHWAY SOFTWARE INCIDENTS

| REF | CALL TYPE |
|-----|-----------|
| PWSW1 | Unix |
| PWSW2 | Windows NT |
| PWSW3 | Riposte |
| PWSW4 | Maestro |
| PWSW5 | Oracle |
| PWSW6 | EPOSS |
| PWSW7 | APS |
| PWSW8 | BPS |
| PWSW9 | OBCS |
| PWSW10 | Sonnet |
| PWSW11 | Security |
| PWSW12 | Other |

## 7.3   PATHWAY NETWORK INCIDENTS

| REF | CALL TYPE |
|-----|-----------|
| PWNW1 | Link failure |
| PWNW2 | Router failure |
| PWNW3 | ISDN failure |
| PWNW4 | FTF Failure |
| PWNW5 | Other |

## 7.4   PATHWAY OPERATION INCIDENTS

| REF | CALL TYPE |
|-----|-----------|
| PWOP1 | System down |
| PWOP2 | Operations problem with Data transfer from/to CAPS |
| PWOP3 | File transfer failure |
| PWOP4 | Data file problem |
| PWOP5 | Unexpected result |
| PWOP6 | Security breach |
| PWOP7 | Interface software failure |
| PWOP8 | CAPS problem affecting the expected output of data into ICL Pathway |
| PWOP9 | Other |

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# 8     IMPLEMENTATION INCIDENTS

| REF | CALL TYPE |
|---|---|
| IMP1 | Installation complete |
| IMP2 | Equipment not arrived |
| IMP3 | Equipment failed on installation |
| IMP4 | Environment issue |
| IMP5 | Unable to connect to centre |
| IMP6 | Consumables issue |
| IMP7 | Other |
|  |  |
|  |  |

# 9    APPENDIX A - GLOSSARY OF TERMS

### Closure Codes

### Advice/Information Given (Application)

Primarily for closure against User Query where usage of a counter application is being sought/questioned in a non-fault situation (ie how do I?).

### Advice/Info Given (General)

Catchment closure for Supplier Query, Pathway Query or User Queries not relating to direct usage of an application in a non-fault situation.

### Known Operational Problem

For closure by the Helpdesk against a Master operational error/problem incident. Generally will be duplicate closures against an existing problem (eg a link being down affects several PO's).

### No Fault Found

Investigations have ascertained that evidence of an error can't be found (eg in journals/event logs) or reproduced in same/similar circumstances.

### Error in Operation

Investigations have ascertained that the error/problem was caused by the user/operator not using the system correctly in order to produce the desired result (eg I'm trying to do this and it's not working).

### Repaired/Reconnected/Reboot/Reconfigured

For closure against incidents (generally hardware), where the problem has been corrected without replacing any equipment. For example, power cable was not connected, system was rebooted to establish connection, configuration details were incorrect.

### Replaced

For closure against Hardware incidents, where the problem was resolved by replacing a piece of equipment.

## Environmental

For closure against problems which are due to environmental problems outside of the equipment casing. For example, power was cut off, air conditioning faulty causing machine to overheat.

## Non-Pathway Problem

For closure against incidents where the resolution is outside the scope of Pathway's responsibilities. A incident is logged for information purposes and where possible the caller is given an alternative contact.

## Workaround/avoidance action provided

For closure against software incidents where a problem has been encountered and avoidance action or workaround has been provided which has cleared/circumvented the error. The workaround/ avoidance is a one-off to clear a one-off problem or is to be made available to be repeated (through the Known Error log), a future correction is not planned as impact is viewed as minimal.

## Fixed in next release

A workaround/avoidance action has been provided but the impact is sufficient to warrant a correction in a future release of the product.

## Published Known Error

For closure by the Helpdesk against queries/problems which match against a Known Error Log entry. It is required that the KEL reference number is part of the closure statement so that Known Error frequency can be ascertained.

## Enhancement/Change Proposal

The request is outside the scope of the current requirements for either the product or the service.

## Request Accepted

For closure against general requests for either a service or a product (ie Training, Consumables, Documentation, Installation, Moves). Completion of the request (ie attendance on the training course, delivery of the consumable, correction of the documentation) is outside the scope of the incident management process but the completion owner has accepted responsibility to deliver.

**Request Rejected**

For closure against general requests for either a service or a product that lies outside the scope of Pathway responsibilities. Where possible, an alternative contact will be provided to the caller. For example, requests for consumables not provided by Pathway.

**Request Completed**

For closure against general requests for either a service or a product which has been delivered inside the scope of the incident management process. For example, new PO installed.

**Incident Opened**

This describes an incident recorded on the Horizon System Helpdesk call management system. It is the point at which SLA the clock will start on each incident.

**Incident Cleared**

This is the point in an incident's life when the reported failure is brought back into operation and the SLA clock is stopped. This does not signify that an incident is closed.

**Incident Closed**

This is when the cause of an incident has been identified and a resolution produced and implemented. A Call may be closed if it becomes part of a wider issue or has a clear resolution path ie Fixed in next release.