

ICL Pathway

MIS Report Despatch Procedure

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Document Title: MIS Report Despatch Procedure

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Abstract: This documents details the production and despatch of CD to the Contracting Authorities.

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Distribution: Paul Westfield - ICL Pathway Customer Service
David McLaughlin - BA/POCL PDA
Peter Spence - ICL Pathway RS
Library

Author: Richard Brunskill

Comments to: Author

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0 Document control

0.1 Document history

Version	Date	Reason
0.1	21/05/97	First Draft
1.0	21/10/97	V1.0

0.2 Approval authorities

Name	Position	Signature	Date
Paul Westfield	ICL Pathway Customer Service - IS&P Manager		
David McLaghlin	BA/POCL PDA		

0.3 Associated documents

Reference	Vers	Date	Title	Source
RS/PRO/0008	0.1	25/04/97	FRM Report Despatch Procedure	ICL Pathway
CS/PRO/0031	0.1	21/05/97	MIS Report Production and Scheduling	ICL Pathway

0.4 Abbreviations

CA	Contracting Authorities
CD	Compact Disk
FRMS	Fraud Risk Management Service
IA	Information Analyst
IC	Information Consultant
MIS	Management Information Services

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1 Introduction

The efficient provision of information to the CA and ICL Pathway is a vital component of the ICL Pathway solution.

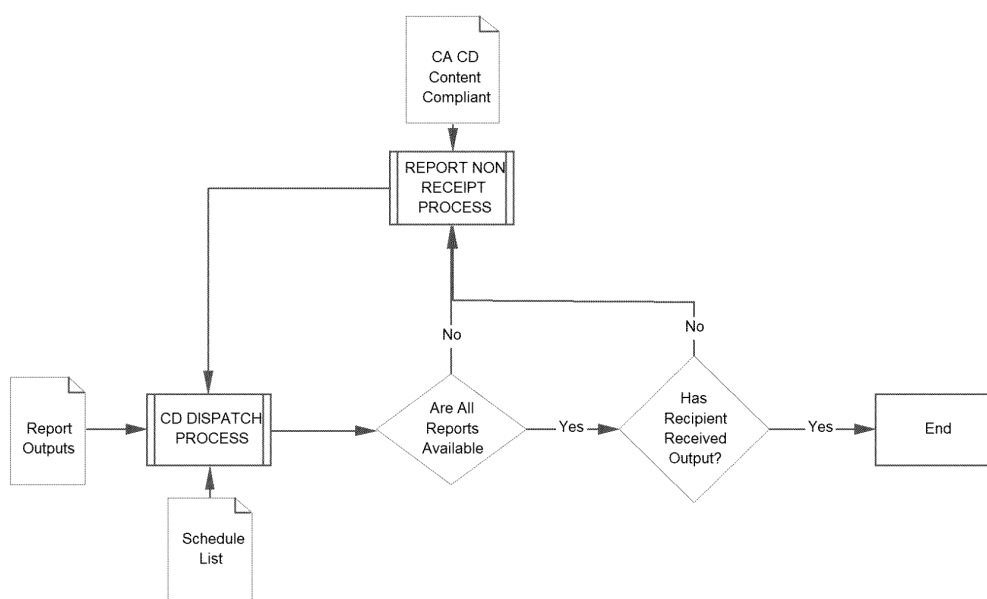
The following procedure details the controls in place covering the despatch of CD's to the CA. There are two sets of data being produced one set for ICL Pathway Customer Service MIS, the other for ICL Pathway FRMS

2 Scope

This procedure covers the production and distribution of the MIS reports for Release 1c up to Release 2 of the ICL Pathway solution.

3 Process

The diagram below provides an overview of the procedure.



4 Process Flow Charts

4.1 CD Despatch Process

Process Owner:	Customer Service - Information Analyst
Process Objective:	To ensure timely and secure despatch of reports to the Contracting Authorities.
Process Rationale:	<p>The IA will generate from the Scheduling List a CD Despatch Log (Appendix 1) containing details of reports to be sent to the CA. The IA copies the report outputs onto the CD as directed by the CD Despatch Log. If a report output is unavailable the IA implements the Non-Receipt Process. The CD reference number is written on the CD with the appropriate permanent marker. On completion of the production of the CD the CD Despatch Log is signed off by the IA. The CD is then sent by Royal Mail Special Delivery (Appendix 3) to the addressee, the Certificate of Despatch being attached to the CD Despatch Log and the log updated with the PO Counter Reference. Once the Advice of Delivery Note is received the CD Despatch Log is updated and filed. If the Advice of Delivery Note has not been received within 3 days of date of despatch the addressee is contacted in order to confirm delivery. If the addressee stipulates that they have not received the CD then the Non-Receipt Process is invoked.</p>
Entry/Inputs:	CD Despatch Log Report Outputs
Resources:	IA : Customer Service
Sub Processes:	Non-Receipt Process

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Exit/Outputs:

CD with Report Outputs

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Process Flow (CD Despatch Process)

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4.2 Report Non-Receipt Process

Process Owner:	Customer Service - Information Analyst
Process Objective: the	To provide a controlled environment in which non receipt of reports can be processed and remedial action implemented.
Process Rationale:	<p>On finding that a report has not been run as scheduled the IA completes the relevant sections of the Report Problems Log and then arranges for the report to be run. The cause of the problem is then determined and documented on the report problems log. Remedial action is implemented as appropriate and logged In the event that a CD has not be received then the exact cause of the problem is investigated and documented on the Report Problems Log. Concurrently a new CD is produced and despatched. The IC is informed and completes an impact assessment. Remedial action is determined and implemented.</p> <p>In the event that the CA receives a CD which they determine does not contain the outputs desired then they shall inform the IA. He will document the exact complaint on the Report Problems Log. Should he determine that there has been an omission from the CD the output will be provided to the CA with all reasonable expediency. Any other matters will be passed to the joint review committee.</p>
Entry/Inputs:	Notification of report non-receipt.
Resources:	IA : Customer Service IC : Customer Service
Sub Processes:	Nil
Exit/Outputs:	Remedial Action

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Report Problems Log (Appendix 2)

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5 Appendix 1: CD Despatch Log

CD Despatch Log Ref: CS/TEM/0001

CD Reference	CD Recipient	CD loaded By:	
Report Name	Run Date	Loaders initials	Date
Despatched By Signature		Date	
Post Office Counter Reference		Advice Of Delivery Attached	
Notes			

6 Appendix 2: Report Problems Log

Report Problems Log Ref: CS/TEM/0002

Status of Request	Open / Closed		
Name Of Report			
Who Reported It?			
Status	Date/time	Comments	
<i>Problem First Reported</i>			
<i>Report Re-Run</i>			
<i>Report Re-Sent</i>			
<i>Support Informed</i>			
<i>Recipient Receives Report</i>			
<i>Allocated Information Analyst</i>			
Date of Completion		Expected Completion	
Description:			
Solution/Remedial Action:			

7 Appendix 3: Royal Mail Special Delivery

General Features

The Royal Mail Special Delivery product contains the following features.

- Guaranteed delivery to most UK destinations by 12:30 the next working day.
- Special dedicated express handling at every stage with priority over all other ordinary mail.
- Barcoded to allow tracking throughout the Royal Mail network which allows progress monitoring.
- Signature collected and returned to sender on delivery.

Instructions on Use

For instructions regarding the use of Royal Mail Special Delivery refer to reverse of special delivery label and Post Office Document Advice of Delivery.

Addressee Requirements

The addressee will be required to sign the Advice of Delivery Card and the standard receipt on delivery of the item.