



I.T Change Management Process

Version – V3.1



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1 Introduction

1.1 Purpose

The purpose of this process is to ensure that any changes to Post Office Ltd IT Services are managed in an established manner. The process aims to maximise the number of successful changes by ensuring risks and impacts have been properly assessed, approved and the forward schedule of change is managed effectively. This document provides an overview of the Change Management process, which has been designed in accordance with ITIL 4 best practice.

1.2 Definitions

Change Management - refers to the formal process for making changes to Post Office IT services, within the production environment. It controls the life cycle of all changes, enabling beneficial changes to be made across the internal and partner-delivered, maintained and supported environments, with minimum disruption to the Post Office, its customers and end users.

Change - is defined as the addition, modification or removal of anything that could have a direct or indirect effect on services.

1.3 Scope

This process applies to all Post Office staff including contractors, as well as all partners involved in activities that cause or require changes to IT Services within the Post Office production environment. As defined by the 'Change Management Tiers Matrix'.

1.3.1 Pre-Production

The change management process applies to all live production IT services and infrastructure. Non-production environments are out of scope for this process.

However, pre-production, test or development environments that utilise production data or infrastructure are in scope and should follow this agreed process. This applies to pre-production systems using live data or environments where live and pre-production infrastructure cannot be segregated.

Changes entirely within the pre-production environment and where appropriate segregation is in place between pre-production and production environments are out of the scope of the change management process and should be implemented in line with partner/internal team pre-production processes.

1.3.2 For Information Only

Changes in 3rd party environments or out of scope releases, not aligned to this process, (e.g., Tier 5 partners and Data Services), should be logged for notification only using minor or standard change types. These notification changes are logged in ServiceNow and appear on the FSC, they do not include the full change plan requirements detailed below (Section 4).

See 'Change Management Tiers Matrix', for process by partner/service and tiers definitions.

1.3.3 Out of Scope

Service requests are an exception to this process and fall under the scope of service request fulfilment, e.g.

- Account administration
- Password resets
- Mailbox management - creation, deletion & permissions for shared mailboxes, distribution lists etc

Other operational BAU activities fall outside of this process and should be tracked for audit purposes. This includes updates to systems or databases which are configuration/formatting only and where the impact/risk is negligible.

1.4 Benefits and Value of Change Management

Reliability and business continuity are essential for the success of the organization. Service and infrastructure changes can have a negative impact on the business when risks are not identified and changes not planned correctly.

Change management enables us to add value to the business by:

- Protecting the business and other services while making required changes
- Implementing changes that meet Post Office requirements while optimising costs
- Ensure adherence to governance, legal, contractual and regulatory requirements
- Reducing failed changes, service disruptions, defects and rework
- Improving service availability by improving the speed and success of corrective changes
- Reducing the time and effort needed to manage changes
- Aiding productivity of staff through minimising disruptions due to high levels of unplanned or 'emergency' change and hence maximising service availability
- Reducing the Mean Time to Restore Service (MTRS), via quicker and more successful implementations of corrective changes
- Liaising with the business change process to identify opportunities for business improvement

1.5 Priorities

- Maximise successful change: Deliver benefits to the business through successful changes and protect live service from harmful changes
- Minimise Disruption: Strive to minimize disruption to day-to-day operations and ensure that changes are implemented in an efficient and effective manner with remediation plans in place for roll-backs scenarios
- Ensure Clear Communication: Ensure clear and consistent communication to stakeholders, including communications in advance for planned downtime
- Foster Engagement: Actively seek out stakeholder feedback to drive continual improvement
- Manage the change schedule: Effectively manage the forward schedule to help plan changes, assist in communication and avoid conflicts
- Monitor and Evaluate: Closely monitor the success of changes, and evaluate both positive and negative impacts on the organisation
- Increase flexibility: Create an environment that is supportive and enables change in an agile environment, in line with the business's strategy and risk profile

1.6 Triggers

The triggers below result in the need for change and feed into the change management process:

- Incident - An unplanned interruption or a reduction in the quality of an IT service
- Problem - A cause of one or more incidents
- Request - A request to carry out improvements or maintenance. This is usually for minor changes that are low risk and do not require a project

- Project – Project delivery work, introduction of new services and development of applications requires changes to be raised for implementation into the production environment, this includes projects using both Waterfall and Agile methodologies

1.7 Process Outputs

- Rejected changes
- Approved changes
- Change to the services or infrastructure resulting from approved changes
- New, changed or disposed assets or configuration items, e.g., baseline, service package, release
- Forward Schedule of Change / Change Calendar
- Communication
- Post Implementation Review

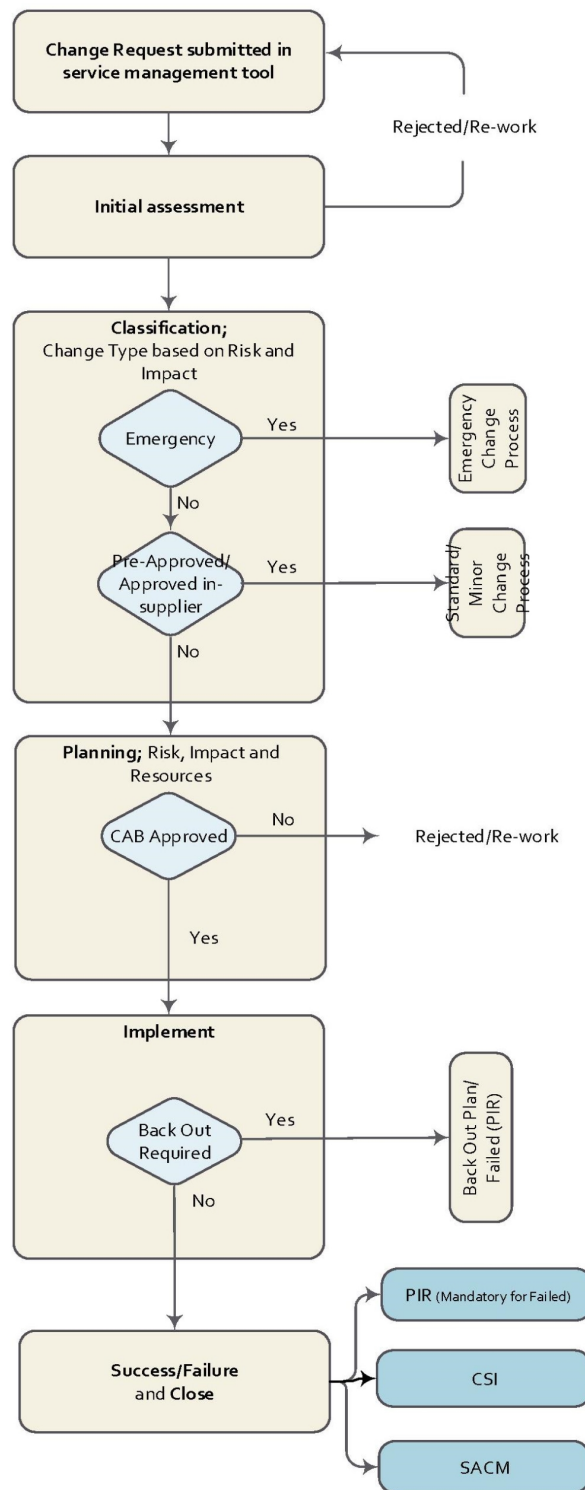
1.8 Governance

Changes will be audited on a periodic basis for policy compliance. Individuals who violate the change management policy may be subject to disciplinary action. The change management process is in line with ITIL 4 and interacts closely with all service management practices and processes. Tier 1 partners/services are required to participate in a monthly change service review meeting to assess monthly performance against KPIs, discuss continual service improvement initiatives and any other business.

2 Change Procedure

- Change is identified
- Change Request is submitted via integration to service management tool for Tier 1 partners and portal/email for other partners. Post Office and DXC changes are logged directly into the service management tool
- Change Management carry out initial assessment and technical review of change
- Standard changes are pre-approved once Change management has agreed for the addition to the Standard Change Catalog
- Minor Changes are approved in-partner or by service management or peer for internal POL managed changes
- Significant and Major Changes are reviewed by CAB
- CAB assess and evaluate the business justification, impact, cost, benefits and risk of changes
- CAB authorization/rejection
- Emergency Changes are approved or rejected by ECAB/Service Management via Email
- Change Calendar/Forward Schedule of Change updated
- Post Implementation Review (Mandatory for Failed changes for Tier 1 suppliers)

3 Change Process



4 Change Request

The Change request form contains the following fields, which must be completed before submission. Fields marked * are mandatory.

New	Assess	Authorize	Scheduled	Implement	Review	Closed	Cancelled
Number		CHG0030310		Type		Normal	
* Requested by		Cherise Oasi		Subtype		-- None --	
Category		-- None --		State		New	
Business service				Reason for Change		-- None --	
Configuration item				Retrospective change		<input type="checkbox"/>	
Risk		-- None --		Conflict status		Not Run	
* Impact		-- None --		Conflict last run			
				* Assignment group		Change Management	
				Assigned to			
* Short description							
* Description							

Planning	Schedule	Conflicts	Notes	Closure Information
Justification				
Implementation plan				
Risk and impact analysis				
Backout plan				
Test plan				
Communication plan				

Planning	Schedule	Conflicts	Notes	Closure Information	
Planned start date				Outage	
Planned end date				CAB delegate	
CAB required		<input type="checkbox"/>		CAB recommendation	
CAB date					

For Tier 1 partners RFCs are raised via the service management tool. For other partners an RFC form containing these fields is provided and should be submitted to ITChangeManagement: **GRO**

5 Change Type

Change type and the authorisation level for a change request is established based on an assessment of risk and impact using the below matrix as a guide.

	High Impact	Medium Impact	Low Impact
High Risk	Major	Significant	Significant
Medium Risk	Significant	Significant	Significant
Low Risk	Significant	Significant	Minor

5.1 Change Impact

Impact is a measure of how the change will affect IT Service, business processes, users and other partners. Changes that impact or require support from more than one partner must be categorised *Significant*.

There are three impact categories:

High
Causes major impact to service, which may be during working hours
Affects Critical or Essential services, applications or infrastructure
Affects entire business or all branches
Another partner is impacted or required to support the change
Comms required
Medium
Causes impact to service outside working hours
Affects Critical or Essential services, applications or infrastructure
Affects whole departments or parts of the business
May impact another partner or require support
Comms may be required
Low
Causes minimal or no impact to service
No impact or support required from another partner
No comms required or defined comms plan in place

5.2 Change Risk

Risk is a measure of how likely the change is to adversely impact the business, services and associated processes.

High
Remediation plan unavailable, not fully tested or fix forward only
Change validation dependant on user testing
Change to business-critical services & CI's or of high IT security relevance
Deemed to be very complex
Change involves input from multiple support areas and/or partners
Change not tested pre-deployment
First time of change type in live production environment, no previous experience
Medium
Remediation plan available
Change can be validated immediately post implementation or may be dependent on user testing
Change to business-critical services & CI's or of medium IT security relevance
Deemed to be of moderate complexity
Change may involve input from multiple support areas and/or partners
Pre-deployment testing possible
Successful implementation of pilot & subsequent phased rollout
Previous experience of change type, expertise moderate/high
Low
Remediation plan known and tested
Change can be validated immediately post implementation
Change to a non-critical component
Non-complex change
Change does not require input or support from other areas/partners
Change tested successfully in an environment that fully replicates the live environment
Significant history of successful implementation

5.3 Normal Change Type

A normal change is a modification to new or existing services, which is not classified as an emergency or standard change.

Normal changes are divided into three sub-types depending on risk/impact, which require different authorisation levels.

5.4 Minor Change Sub-Type

A Minor change is one which is low risk and low impact. Service blips or small outages to colleague services outside of working hours are acceptable provided there is a proven history of success and other partners are not impacted. Changes occurring during agreed maintenance windows are also an exception to this.

The categorisation of Minor is derived using the Risk & Impact matrix as a guide. Any change that is deemed to impact another partner, or where there is a requirement for cross partner support, will be designated a Significant or Major change depending on the scale and duration of impact.

Partner minor changes are approved in-partner, do not require additional Post Office approval and will not be presented at the CAB for full review and authorisation however, these changes will be present on the forward schedule of change and may still be subject to questioning by the forum.

A Minor change must be submitted a minimum of 24 hours prior to implementation.

Minor changes for internal Post Office teams require service management or technical peer approval prior to implementation see appendix 2.

5.5 Significant Change Sub-Type

A Significant change is one where the risk is deemed to be higher than that of a Minor change and where there is greater degree of disruption or impact on the availability of services. Any change deemed to carry a potential impact to service or requires support from another partner, is automatically considered Significant as a minimum.

The categorisation of Significant is derived using the Risk & Impact matrix as a guide.

Significant changes will be presented in the CAB, chaired by Change Management and attended by CAB standing members, affected business areas and technical representatives presenting changes.

A Significant change must be submitted a minimum of 5 working days prior to implementation and in line with CAB meetings for approval, therefore the cut off time for the final approval in Business CAB is **the previous Thursday at 6pm** see Section 6. Any change submitted after this time will be deferred for approval in the following week's CAB or if deemed critical must be submitted as an emergency change.

All Technical CAB approvals must be in place prior to the change being submitted for approval at the Business CAB.

Only changes that meet the minimum data set by the cut off time will be considered for the next CAB cycle. The ability for a change to be assessed will be impacted by any changes with substantial information missing, lack of detail, change plans, minimum data set, etc these changes will be deferred, please also refer to 'CM-WI-MDS guide interna/external users'.

5.6 Major Change

A Major change is one where the risk is deemed to be higher than that of a significant change and where there is a higher degree of disruption, impact or cross partner involvement.

The categorization of Major is derived using the Risk and Impact matrix as a guide. Any change where there is a prolonged service outage, introduction or replacement of essential services, or other high risk and high impact work, will be designated a Major change.

A Major change must be submitted a minimum of 5 working days prior to a Major CAB meeting being arranged. A Major change must take place a minimum of 10 working days prior to implementation and separate Major CAB meetings will be arranged adhoc for approval. Preferred days to facilitate Major CAB are Monday and Wednesday and arrangement is by prior engagement with the change team.

Major changes will be presented in the Major CAB, chaired by Change Management and attended by CAB standing members, affected business areas and technical representatives presenting changes.

5.7 Standard Change

A Standard change is pre-defined and pre-approved by Change Management following the initial standard change approval process, where authorisation is provided via CAB and changes added to the Standard Change Catalog.

Standard changes should be defined by the following criteria, however other regular changes will be considered:

- Predictable and successfully implemented a number of times previously
- Repeatable with documented procedures
- Known impact, accepted risk and agreed cross-departmental notifications
- Typically triggered by scheduled or threshold event
- No history of unplanned impact

Standard Changes will be reviewed on an annual basis to ensure the plan and other supporting information is still valid.

If a standard change causes any unplanned impact or deviates from what has been agreed, it may be revoked following a PIR.

Standard Changes must be logged prior to implementation, but there is no minimum submission time.

5.7.1 Maintenance Windows and Standard change

Where a maintenance window has been agreed with the business, Standard Changes may be used to enable the implementation of higher risk changes, where either no impact is expected, or the business has agreed to business impact, within pre-approved slots.

Any failures will be reviewed, the maintenance window could be removed with changes reverting to usual risk/impact matrix until success is proven.

Approved maintenance windows can be found in the service management tool here : ServiceNow Maintenance Schedules

Also see CM-PRO-Standard Changes & Maintenance Windows.

During change freezes maintenance windows will be temporarily revoked for changes that impact business services.

5.8 Emergency Change

5.8.1 Major Incident

An emergency change is identified when there is immediate action required to resolve a P1 or P2 high priority incident. Where a Major Incident Management bridge is ongoing, approval to implement a change to resolve a Major Incident can be provided by the Major Incident Bridge acting as an approval body. The change must be logged retrospectively with all relevant technical detail within 24 hours. A change management representative will be available as part of the MIM call if support is required from a change management perspective.

It is the responsibility of the Major Incident Team to link MIs to change records in the service management tool if:

- MI caused by Change
- Change required to resolve MI

5.8.2 Preventative (non-p1/p2)

Where a change is required to prevent an MI, or in the absence of a MIM bridge, the emergency RFC should be submitted to the Change Team for assessment, validation and approval.

Each preventative emergency change is assessed should be approved via the Emergency CAB (ECAB) or email as per the change approval matrix (section 5.12).

If work is required immediately to prevent a business-critical outage the Change Management Team should be informed immediately, in order to facilitate retrospective approvals.

Retrospective changes must be logged within 24 hours and success of the change communicated in line with the change process.

5.9 Out of Hours

Out of hours the Major Incident Management Process is unchanged and emergency changes should be approved as part of the Major Incident Bridge or by the Duty Major Incident Manager (see Major Incident Process).

Proactive activities to prevent major incidents occurring and protect business critical services may also be required out of hours. It is the responsibility of the change requestor to obtain internal duty manager approval for the change to go ahead and an RFC must be raised retrospectively.

The Change Team and Major Incident Manager should be informed retrospectively. If there is an adverse impact or a P1/P2 arises, this should be raised as per the usual Out of Hours Major Incident Process.

Retrospective changes must be logged within 24 hours and success of the change communicated in line with the change process.

5.10 Expedited Change

Lead times for different change types are in place to protect service and allow for proper assessment, planning, appropriate back out plans, communication plans and for resources to be aligned. Any change that is submitted outside of lead times must be categorised as an emergency change and follow the emergency change process, a minimum 5-hour lead time between submission and implementation is required for emergency change that is not related to a P1 or P2 incident or the prevention of an MI.

These changes by their nature bypass the change management process and should only be submitted in business-critical circumstances.

Head of IT Service pre-authorisation will be required prior to the change being accepted. This sign off will allow the change to enter the ECAB approval process, this is not approval to proceed. Usual Emergency change approval will be required. Any emergency changes not linked to major incidents will be monitored closely and individuals found to be not adhering to the change management process will be penalised.

IT Service	Horizon	Device Management	Core Platforms and Products*	Banking and Commercial
Head of IT Service	Martin Godbold	Marie Jago	Matt Quincy (Networks and Connectivity)	Greg Hunt
			Darren Yarwood (Colleague IT)	
			Praveen Pai (Software and Robotics)	
			Chanchal Samaiya (Back Office Platforms)	
Senior/Service Manager (Delegated authority)	Lorna Owens	Matt Griffiths (Horizon)	Ashley Humphries (Networks and connectivity)	Nick Baker (Bill Payments/CDP/Identity/PUDO)
	Marie Jago	Chloe Allington (Identity/PUDO)	Luke Hoskins (Colleague IT)	Diane Gilmore (Banking)

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	Ian Humphries	Lee McCormack (SSK/PED)		John Aldridge (Automation/SSK)
				Emma Hunter (Payments)

*See Appendix 1

5.11 Change Approval Matrix

Type	Sub-Type		
	Major	Significant	Minor
Normal	Major CAB	CAB	In-Partner/POL SM or Peer review See appendix 2
Emergency (P1/P2)	Major Incident Bridge		
<ul style="list-style-type: none"> Emergency (non P1/P2) Expedited Preventative 	Head of IT Service pre-approval Major ECAB or Email Approval - Change Manager and Senior Service Manager	Head of IT Service pre-approval ECAB or Email Approval - Change Manager and Senior Service Manager	Head of IT Service pre-approval In-Partner/POL SM or Peer review See appendix 2

5.12 Unauthorised Change

All unauthorised changes are subject to a formal Post Implementation Review (PIR) having not met the requirements of the Change Management Process. They have been implemented:

- Without being fully approved and scheduled via the Change Management Process
- As part of an incident resolution, but have not been approved via the Major Incident call or retrospective change request submitted
- Without following the agreed and approved process, plans, procedures, or actions
- Before the agreed start time
- After the agreed end time

5.13 Change Closure

The outcome of change requests should be communicated post implementation by email to Change Management and all relevant stakeholders within 24 hours. For partners with integrated service management tool functionality these updates should be made in the change record.

Closure code must be selected, these are subject to change, but are also used for reporting and assessment of change KPIs:

Successful - completed successfully as per plan with no issues encountered

Successful with issues - the change partially completed but wasn't rolled back, e.g., configuration work or upgrade work on several servers and not all servers were completed
This category is also used for unsuccessful non-POL approved (tier 4&5, 3rd party, notification only) changes outside of our control

Unsuccessful - Change did not meet desired outcome. Change may have been rolled back or fixed forward. It may have caused an incident or unplanned impact to service

Aborted -no change made - the change didn't start, and no changes were made

Unauthorised – was not approved in line with the change process

Cancelled – MDS not provided – Minimum data set not provided following 2 attempts for further information

3rd Party Unmanaged – Unsuccessful – 3rd party standard change for notification only has not been successful

Closure notes are also mandatory for each change and should describe the completion of each change with any additional details provided.

Post Implementation Review is mandatory for all Unsuccessful changes for Tier 1 Partners. Please see related document 'IT Change Management PIR Process'.

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6 Change Advisory Board (CAB)

The CAB is a body that exists to support the authorisation of changes and to assist change management in the assessment and prioritisation of changes. As and when a CAB/ECAB is convened, members should be chosen who are capable of ensuring that the change is adequately assessed from both a business and a technical viewpoint as well as potential impact to the IT controls framework.

Change Management will chair the CAB, and members include:

- Partners
- Service Management representatives
- Business Users
- Project managers
- Heads of IT
- Senior Service Managers
- Internal Communications
- Applications developers/maintainers
- Specialists/technical consultants
- IT Services and operations staff, e.g., service desk, service transition, incident management, capacity, SACM
- Facilities/office services staff
- Branch Network
- Test Team
- Architecture
- Solutions Delivery Specialist
- Change request technical representatives
- IT Security Architecture
- Cyber Security Compliance

Technical CAB is held on Tuesday at 11:30am to 1pm. This forum is focused on the technical aspects of the change. What IT changes are being made and what is the impact of these changes on other POL services? A deep dive into implementation plans and other questions can be expected.

The Business CAB is held on Thursday at 12pm to 1pm. This forum has the addition of business product owners and service managers, as well as branch engagement and communications teams, who review the changes from a business perspective. The focus in this forum is impact to POL services, Postmasters and communications plans.

The forum is chaired by Change Management via a virtual conference facility (Teams).

The technical resource implementing the change, a partner Change Manager or a nominated delegate must represent proposed changes at the CAB.

Non-attendance without prior agreement may result in the change being rejected.

The purpose of this forum is to:

- Assess the technical feasibility of proposed changes
- Assess impact & risk of the change on the business
- Assess impact on other services that run on the same infrastructure
- Identify changes that are not in line with the Post Office strategic roadmap
- Ask questions and share knowledge

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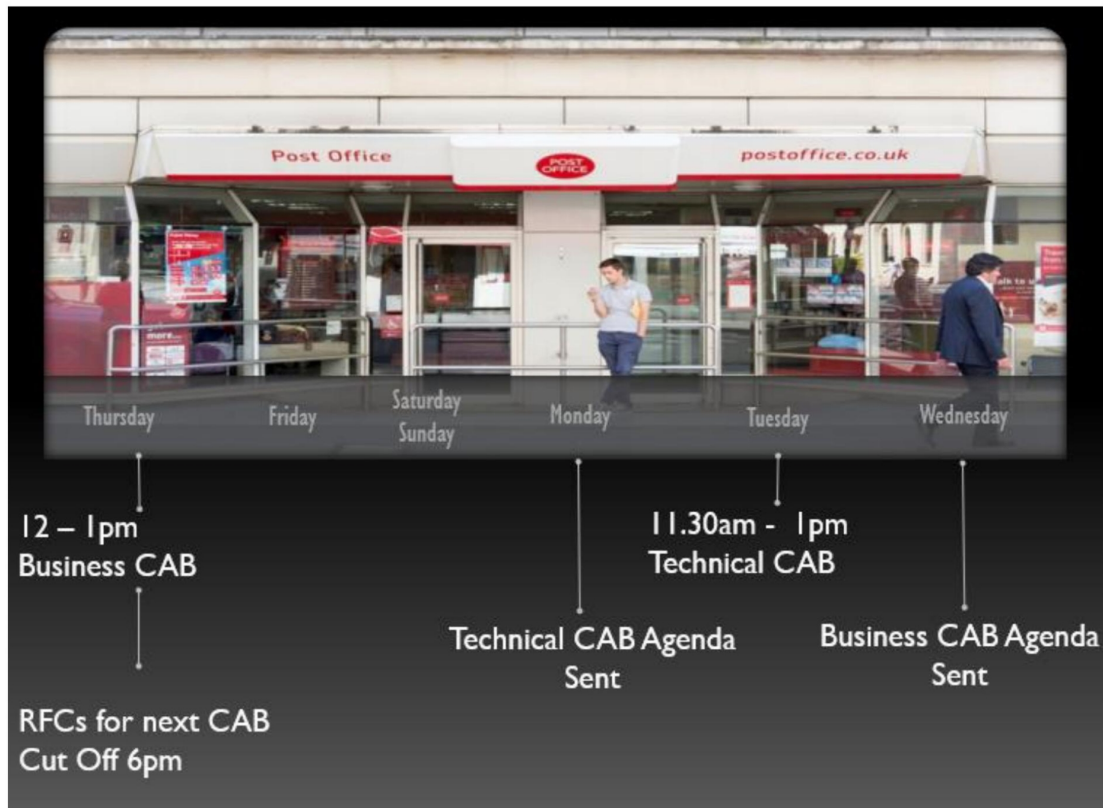
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If the discussion leaves significant doubt about a proposed change, Change Management will defer the change until clarification can be provided and all parties are agreed.

Partners and standing members are required to contribute to ensure changes are accurately assessed to avoid cross supplier impact and any unexpected impact to Post Office services.

The meeting may be recorded for training and quality purposes.

CAB weekly timeline:



6.1 CAB Rejected Changes

For changes rejected by CAB members or Change Management a risk acceptance form must be completed by the business for the change to go ahead. In the submission of this form the appropriate business representative/s accepts responsibility for the risks associated with the change against the advice of the CAB.

6.2 CAB Standing Members

The CAB Standing Members are the regular assessors of change. They provide technical assessment and input when a change is being presented. Change requestors will also attend. Additionally, POL business colleagues, product owners and service managers will attend the Business CAB each Thursday.

6.3 CAB Agenda/Minutes

The CAB Agenda is sent the day before the CAB is scheduled to all standing members and change representatives. CAB minutes are a required output of every CAB meeting. They are sent after every CAB meeting to the CAB attendee's and standing members.

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7 Communications and Model Office testing

If communications are required to inform POL stakeholders of an outage or change related information, the change requestor must contact the POL comms team for this to be arranged. The organising of comms is out of the scope of the change process, however approval of a change can have a dependency on appropriate comms being in place prior to implementation.

Additionally, for changes where comms are required to branches to inform of downtime, the change should be approved a week in advance to allow for the 7-day lead time for branch notifications, as required by the POL comms team.

If Model Office testing is required the change requestor or associated partner/POL project manager must arrange this with the Model Office directly. The organising of this testing is out of the scope of the change process, however approval of a change can have a dependency on appropriate testing being arranged prior to implementation.

8 Change Reporting

Forward Schedule of Change is sent to CAB members and key stakeholders on a daily basis at 6pm.

Weekly change management report for changes the week ahead is sent each Friday to key Post Office stakeholders and uploaded to Teams site.

Dynamic Change Management data is available on the IT Change Management ServiceNow dashboard.

Monthly change management reporting is produced on the 5th day of the month and includes performance against the following key performance indicators:

KPI Description	KPI
Successful Changes - the percentage of successful changes, versus the total number of change requests	≥95%
Unsuccessful Changes - the percentage of unsuccessful changes, versus the total number of change requests	≥5%
Unauthorized - the percentage of unauthorised changes, versus the total number of change requests	Subcategory of the above 'Unsuccessful'
Standard Changes- the percentage of standard changes, versus the total number of change requests	≥30%
Emergency Change- the percentage of emergency change requests, versus the total number of change requests	≥5%
Total Volume of Change – The total amount of change requests with planned end date in the month	-

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Volume of POL managed changes that caused major incidents - The number of POL managed changes that caused Major incidents	-
Volume of 3rd party changes that caused major incidents - The number of 3 rd party changes that caused Major incidents	-
% POL managed change that caused major incidents - The percentage of POL managed changes that caused Major incidents	≥2%

Other reports are available on an adhoc basis.

9 Policy / Process Reviews

The effectiveness and efficiency of the change management process is reviewed continuously as such the process may change at any time.

10 Continual Service Improvement

The continual service improvement process for change management is owned by the IT Service Delivery Manager. It is their responsibility to capture information that feeds into the continual service improvement plan for IT change management. Post-implementation reviews are mandatory for failed changes for Tier 1 partners, where the end-to-end process for that change is reviewed. Lessons learnt & actions are outcomes of this meeting. These improvements feed into continual service improvement.

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11 Appendix 1 Systems
INTERNAL

System	Contacts
MDM	Chanchal Samaiya – Head of Back Office Platforms
Credence	
CFS inc POLSAP archive	
FMI	
Success Factors inc HRSAP archive	
Selenity Expense Management	
CWC	
Traka	
Transtrack	
Source to Settle	
Arrow	
Fileserver	
APOP data service	
Networks	Matt Quincey – Head of Networks and Connectivity
Swindon applications	
RPA	Praveen Pai – Head of Software and RPA
ServiceNow	Steven Jones – Head of Service Platforms

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12 **Appendix 2 Post Office internal approver matrix**
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POL Team	Peer Approver/Service Manager
Network and Connectivity*	Matt Quincy Ash Humphries
Colleague IT*	Darren Yarwood Luke Hoskin Mike Cowing
Software and Robotics*	Praveen Pai
Back Office Platforms*	Chanchal Samaiya
Horizon*	Lorna Owens Marie Jago Ian Humphries
Banking and Commercial *	Nick Baker (Bill Payments/CDP/Identi/PUDO) Diane Gilmore (Banking) John Aldridge (Automation/SSK) Emma Hunter (Payments)
Cloud Centre of Excellence (AWS, Azure)	Craig Bibby Ben Owens John E Lane Luke Harrison
Integration Engineering (AppMod)	James High Graham Bevan
IT Security	Ross Welton Faisal Ali
NBIT	Clare Mapes Mike Braithwaite Kathryn Wearne
Branch Hub	Di Walker Andy Greening

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ServiceNow Support INTERNAL	Min Dulai Chris Hardy
Digital Workplace	Darren Yarwood Mike Cowing
CDE (Awaiting service transition)	John Nelis Natalie Kaye Alex Wood

*Where submitted by Tier 1 suppliers, no POL approval required

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13 Document Control
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Date	Version	Updated by	Change Details
10/02/19	0.1	Cherise Osei	Draft Version
01/04/19	1.0	Cherise Osei	Approved Version
06/08/19	1.1	Cherise Osei	Added KPIs, change service review and PIRs
20/08/19	1.2	Cherise Osei	Approval matrix added
13/01/20	1.3	Cherise Osei	KPI adjustment
19/02/20	1.4	Cherise Osei	PIR Process Doc addition
06/03/20	1.5	Cherise Osei	MO and Comms out of scope statement refined
02/04/20	1.6	Cherise Osei	Updated CAB timeline graphic
07/04/20	1.7	Cherise Osei	Update to Emergency change/MI process
29/06/20	1.8	Cherise Osei	Amend minor change lead time
27/07/20	1.9	Cherise Osei	Amend minor change lead time
21/08/20	2.0	Cherise Osei	Updates to Standard and Emergency change sections
27/11/20	2.1	Cherise Osei	Update to CAB to include IT Control Framework
21/01/21	2.2	Cherise Osei	Changes to new CAB times/preapproval role and authorisation matrix
16/03/21	2.3	Cherise Osei	Update to include Back Office changes and FS&T
24/05/21	2.4	Cherise Osei	Changes to new CAB times
17/05/21	2.5	Cherise Osei	Update to out-of-scope statement and exemption for Data Services changes
21/07/21	2.6	Cherise Osei	Link added for approved ServiceNow Maintenance Schedules
17/11/21	2.7	Cherise Osei	Update to CAB section, various updates and C&D Head of Service
11/04/22	2.8	Cherise Osei	Updates to approvers
20/10/22	2.9	Cherise Osei	Various updates in line with current ways of working
29/03/23	3.0	Cherise Osei	Updates to minor change approvers, expedited approvers, lead times and some terms to ITIL4
24/07/23	3.1	Cherise Osei	Update to section 5.11, 5.12, Appendix 1 & 2 Update to registered address Update to KPIs Update to font in line with POL standard

Post Office Limited -

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14 Company Details

Post Office Limited and Post Office Management Services Limited are registered in England and Wales. Registered numbers 2154540 and 08459718 respectively. Registered Office: 100 Wood Street, London, EC2V 7ER.

Post Office Management Services Limited is authorised and regulated by the Financial Conduct Authority (FCA), FRN 630318. Its Information Commissioners Office registration number is ZA090585.

Post Office Limited is authorised and regulated by Her Majesty's Revenue and Customs (HMRC), REF 12137104. Its Information Commissioners Office registration number is Z4866081.