



Service Desk Service Description
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Document Title: Service Desk: Service Description

Document Type: Service Description – Contract Controlled Document

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Abstract: Service Description for the Service Desk as provided under contract to Post Office by Fujitsu Services

Document Status: APPROVED

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External Distribution: POL Document Management and Commercial

Security Risk Assessment Confirmed YES, security risks have been assessed, see section 0.8for details.

Approval Authorities:

Name	Role	Signature	Date
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Note: See Post Office Account HNG-X Reviewers/Approvers Role Matrix (PGM/DCM/ION/0001) for guidance.



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1.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
1.0	31/08/06	Agreed	
1.1	11/12/06	Updated to remove all references to Shared Service Desk	
1.2	02/03/07	2.9.2.5 amended to Disaster Recovery & timescales modified to 3hrs as requested by Tony Wicks & Tim Vause.	
1.3	28/12/07	Reviewers updated.	
1.4	20/08/08	Updated for personnel changes	
2.0	29/09/08	Approved	
2.1	08/03/10	Updated to remove all references to the PostShop Service and the CCD entitled Service Integration Service Description, as the Service Desk Service is no longer part of the PostShop Service.	CP5007 (0451)
2.2	20/08/2010	Updates following review	
3.0	20/08/2010	Approval version	
3.1	14/09/2010	Removal of references to Online incident logging: sections 3.2,	
3.2	16/09/2010	Removal of all references to Online incident logging: sections 3.4.2, 3.8, 3.9.2.1, 4 and 5.	
4.0	16/09/2010	Approved version. Sections 3.1.2.10 & 11: word "inappropriate" changed to "misrouted"	
4.1	31/08/11	Updated to include Bar Code Reader self fix change	
4.2	01/11/11	All references to the OCP process removed. Replaced by the Managed Service Change (MSC) process throughout the document.	
4.4	01/11/11	BFPO Support Service	
4.5	09-Jan-2012	Description of BCR self fix process added at 3.1.5.4	
4.6	21-Mar-2012	BFPO changes section 2.24, Assets section 3.5.1.	
4.7	14-Nov-2012	Extended Horizon Service Desk Working Hours	
5.0	29-Apr-2013	Approval version	
5.1	10/02/14	Amendments to Service Levels as a result of CCN1400. Reviewers for this change shown by * below.	CCN1400
6.0	12-Mar-2014	Approval version	CCN1400

1.3 Review Details

Review Comments by :	
Review Comments to :	author & Post Office Account DocumentManagement GRO
Mandatory Review	
Role	Name
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Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	Name

(*) = Reviewers that returned comments

1.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)			Fujitsu Services Post Office Account HNG-X Document Template	Dimensions
SVM/SDM/SD/0003			Data Centre Operations Service: Service Description	Dimensions
SVM/SDM/TP/0001			HNG-X Operational Test Plan – Joint Working Document	Dimensions
SVM/SDM/PLA/0001			HNG-X Support Service Business Continuity Plan – Joint Working Document	Dimensions



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SVM/SDM/SD/0023			Service Desk Call Enquiry Matrix and Incident Prioritisation Document	Dimensions
SVM/SDM/PRO/0021			Service Desk Joint Working Document	Dimensions
SVM/SD/PRO/0018			POA Incident Management Process	Dimensions
SVM/SDM/PRO/0006			Service Level Target & Liquidated Damages Exclusions	Dimensions
SVM/SDM/SD/0007			Service Management Service: Service Description	Dimensions
SVM/SDM/SD/0017			Security Management Service: Service Description	Dimensions
SVM/SDM/SD/0019			Communications Management Team: Service Description	Dimensions
SVM/SDM/SD/002			Engineering Service: Service Description	Dimensions
SVM/SDM/SD/0014			Operational Business Change (Branch Change) Service: Service Description	Dimensions

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

1.5 Abbreviations

Abbreviation	Definition
CMT	Communications Management Team
CTO	Counter Training Office
DR	Disaster recovery
IVR	Interactive Voice Response
MBCI	Major Business Continuity Incident
MIS	Management Information Systems
NBSC	Network Business Support Centre
MSC	Managed Service Change
OCR	Operational Change Request
POA	Post Office Account
POSD	Post Office Service Desk
SPOC	Single Point Of Contact
UPS	Uninterruptible Power Supply
BCR	Barcode Reader
KA	Knowledge Article

1.6 Glossary

Term	Definition
Asset Management System	Record of all Fujitsu Services hardware



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Configuration Management System	Detailed record of all Fujitsu Services hardware and software
Incident Management System	Record of all operational Incidents received by the Service Desk
Service Desk Customers	Any authorised person making a call to the Service Desk and logging an Incident

1.7 Changes Expected

Changes
Expected changes should the HNG-X design or solution require amendment to the service provided by Fujitsu Services.
Post contract signature following agreement to any Draft Notes (DN) included within the document.

1.8 Security Risk Assessment

Security risks have been assessed and it is considered that there are no security risks relating specifically to this document.

Any other considered Risks are reviewed monthly and updated on the master risk register located within Sharepoint.



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2 Service Summary

- 2.1 The Service Desk Service provides a first level support, including end to end Incident management, to Branches and other designated groups, defined in the Working Document entitled: *"Service Desk Joint Working Document"* (SVM/SDM/PRO/0021), through the provision of a Service Desk function. Branches or other designated groups within Post Office or Fujitsu Services experiencing difficulties with any part of the Counter Equipment, Software or Operational and Call Off Services will call the Service Desk and log an Incident reporting the circumstances of such Incident.
- 2.2 The Service Desk Service also interfaces with the Change Management, Asset Management and Configuration Management systems required to support the Branch Infrastructure and HNG-X Central Infrastructure.
- 2.3 The Service Desk Service also acts as an initiator within the Problem Management process due to its ability to monitor Incident trends against the severity received.
- 2.4 The Service Desk Service will act as a central point for information on the working state of the Services and be responsible for informing Post Office of any service affecting Incidents.
- 2.5 The Service Desk Service will keep Service Desk Customers notified of any scheduled interruptions to the Operational or Call Off Services where those interruptions are service affecting and will inform Post Office when the affected services will be restored as documented within the Working Document entitled: *"Service Desk Joint Working Document"* (SVM/SDM/PRO/0021).
- 2.6 The Service Desk Service will resolve all calls relating to Incidents detailed within the Working Document entitled: *"Service Desk Joint Working Document"* (SVM/SDM/PRO/0021).
- 2.7 The Service Desk Service shall provide the facility to receive re-directed calls from other Post Office helpdesks and help lines as required.
- 2.8 The Service Desk Service shall manage the resolution of any Incident using procedures that are defined within the Working Document entitled: *"POA Incident Management Process"* (SVM/SDM/PRO/0018).
- 2.9 The Service Desk Service will accept calls from Branches, Post Office internal departments, Post Office Clients, NBSC and the Post Office Service Desk (POSD).
- 2.10 The Service Desk Service will accept calls from internal Fujitsu Services capability and support units as referred to in section 2.1.1.3 of this Service Desk, Service Description.
- 2.11 Branches wishing to contact the Service Desk will do so by telephoning a Single Point of Contact (SPOC) telephone number. Post Office undertakes the management and control of this SPOC telephone number. An Interactive Voice Response (IVR) system will enable the caller to select an appropriate option to connect to the Service Desk for circumstances where there is an issue relating to the call types referred to in the Working Document entitled: *"Service Desk Joint Working Document"* (SVM/SDM/SD/0010).
- 2.12 Calls destined for the NBSC which have been answered by the Service Desk will be transferred to the NBSC in accordance with the processes identified within the Working Document entitled: *"Service Desk Joint Working Document"* (SVM/SDM/PRO/0021).
- 2.13 Calls destined for the Service Desk which have been answered by the NBSC will be transferred to the Service Desk in accordance with the processes identified within the Working Document entitled: *"Service Desk Joint Working Document"* (SVM/SDM/PRO/0021).
- 2.14 All Service Desk staff will have suitable and appropriate skills and training and act in a professional manner whenever dealing with callers, complying with agreed Service Desk behavioural standards. Fujitsu Services shall ensure sufficient skilled resources are available to cover for holidays, sickness and natural wastage within Fujitsu Services.



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- 2.15 Fujitsu Services shall provide on line access to the Incident Management System call-handling tool to Post Office. Post Office shall inform Fujitsu Services as necessary of all Post Office staff who are authorised to access the tool.
- 2.16 To the extent that such notification is required by law, Fujitsu Services shall be responsible for ensuring that Service Desk Customers are notified that calls may be recorded for training and monitoring purposes.
- 2.17 Fujitsu will monitor the quality of the Service Desk Service to ensure that it meets the Post Office specifications as documented within the Working Document entitled: *"Service Desk Joint Working Document" (SVM/SDM/PRO/0021)*. This may include the recording of calls, where this is reasonably possible, for the purposes of monitoring call control, customer satisfaction, knowledge and system use. Post Office will agree the method and timescale with Fujitsu Services and reserve the right of audit of any internal quality scoring.
- 2.18 Where Post Office chooses to carry out user satisfaction surveys, in the event that any such survey results are pertinent to Fujitsu Services' provision of the Service Desk Service, the relevant survey results shall be shared with Fujitsu Services at the next meeting of the Service Management Relationship.
- 2.19 Fujitsu Services will provide information to support the response to Branch complaints to Post Office.
- 2.20 Fujitsu Services will escalate to Post Office any Incident that occurs in high profile Branches, in accordance with the Working Document entitled: *"Service Desk Joint Working Document" (SVM/SDM/PRO/0021)*.
- 2.21 The Service Desk Service will accept and pass on Banking Transaction Record Queries to the Security Management Service in accordance with paragraph 2.4.1.8 of the *Security Management Service, Service Description (SVM/SDM/SD/0017)*.
- 2.22 The Service Desk will pass on to the Security Management Team details of all Security Incidents in accordance with Schedule A4 of the Contract.
- 2.23 The Service Desk Service also provides a postal support service for the Bar Code Reader calls as an alternative to sending the call to engineering. Where this service is requested by the Postmaster, the replacement part is mailed to branch using a Special delivery postal service. The Postmaster will install the BCR themselves rather than sending an engineer to replace the faulty part. The Service Desk will manage distribution and return of all BCR's. The Post Master will return the faulty piece of equipment as required, within 10 working days following login the initial incident. The Incident will be closed as completed on TfS when the faulty part reaches the Service Desk and will be accounted for in the month that the incident is finally closed on the TfS system.
- 2.24 The Service Desk Service will provide on-going support of BFPO Branches up to 45 Branches that may open in the UK and abroad such branches will be highlighted as BFPO sites in TfS. There will be no reporting for the on-going BFPO branches or SLA's on BFPO incidents raised.

The Service Desk Service will support the following activities -

- a. Taking of calls from the BFPO Service desk. As some diagnostics will already have been undertaken by the BFPO engineers the call will not necessarily follow the standard process, depending on the nature of the call. Any additional questions not covered in the initial engagement with the user will not be immediately answered if the BFPO Service desk is logging the call and not the User. Calls that require 3rd line or 4th line support will be dealt with in reasonable endeavours.
- b. Taking of calls from the BFPO warehouse service to replenish the spares stock held in Northolt
- c. Provide regular updated KA's (Knowledge Articles) to the BFPO Service Desk to ensure that they have the latest information on issues in the estate and how to handle them



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- d. UK and Northern Ireland branches will be handled as normal engineering incidents if the Service Desk is unable to resolve the incident over the phone as described within the Working Document entitled: "Service Desk Joint Working Document" (SVM/SDM/PRO/0021)

3 HNG-X

3.1 Service Definition

3.1.1 Contacting the Service Desk

3.1.1.1

Branches will contact the Service Desk either by using the SPOC telephone number or selecting the appropriate IVR option for the Service Desk.

3.1.1.2

All Post Office internal departments including NBSC, Post Office Clients and POSD will contact the Service Desk using the telephone numbers provided within the Working Document entitled: "Service Desk Joint Working Document" (SVM/SDM/PRO/0021,) which vary depending on the time the call is made to the Service Desk.

3.1.1.3

Fujitsu Services internal departments will contact the Service Desk using a dedicated telephone number which will vary depending on which team the call is being made into on the Service Desk.

3.1.2 Incident Management

3.1.2.1

The Service Desk first line agent will answer the call and welcome the caller. The caller will be asked a number of appropriate and agreed questions to validate their identity and ensure they are authorised to speak to the Service Desk. Where callers are unable to successfully complete this validation, the call will be terminated by the Service Desk.

3.1.2.2

If the NBSC has referred the caller to the Service Desk, caller validation will have already been completed by the NBSC. Further call validation will not be completed by the Service Desk, other than to confirm the identity of the caller. Should the caller subsequently be found or shown to be unauthorised, Fujitsu Services will not be liable for giving information or advice to such callers.

3.1.2.3

Those callers passing validation checking, or who have been transferred from the NBSC, will then be asked the nature of the call, and the equipment or the functionality affected.

3.1.2.4

The Service Desk first line agent will then open an Incident record to record the details of the caller and the Incident itself. The Incident record will assign a unique reference number to the call, unless the caller already has a unique reference number in relation to the Incident, in which case that unique reference number will be used.

3.1.2.5

The Incident record will contain the information as described within the Working Document entitled: "Service Desk Joint Working Document" (SVM/SDM/PRO/0021).



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3.1.2.6

The Service Desk first line agent will take the details of the reported fault and then may refer to a knowledge base and undertake diagnosis. The diagnosis may resolve the Incident in which case the Service Desk first line agent will close the Incident with the agreement of the caller.

3.1.2.7

The Service Desk first line agent shall then update the Incident Management System as described within the Working Document entitled: "Service Desk Joint Working Document" (SVM/SDM/PRO/0021).

3.1.2.8

On concluding the call, the Service Desk first line agent will provide the caller with the unique reference number associated with the Incident management record.

3.1.2.9

If the fault remains unresolved, the Service Desk first line agent will progress the Incident as described within the Working Document entitled: "Service Desk Joint Working Document" (SVM/SDM/PRO/0021).

3.1.2.10

Calls that do not fall into the categories listed within the Working Document entitled: "Service Desk Joint Working Document" (SVM/SDM/PRO/0021) but that are relevant to the NBSC will be classed as misrouted to the Service Desk and the caller will be referred to the NBSC for further advice.

3.1.2.11

Calls that do not fall into those categories listed in the Working Document entitled: "Service Desk Joint Working Document" (SVM/SDM/PRO/0021) and are not relevant to the NBSC will be classed as misrouted and the call will be terminated by the Service Desk.

3.1.2.12

Further detail of the categories and prioritisation of calls that are used in the Incident Management System can be found in the Working Document entitled: "Service Desk Call Enquiry Matrix and Incident Prioritisation Document". (SVM/SDM/SD/0023).

3.1.2.13

The Service Desk Service will set callers' expectations when the Incident is not resolved on the initial call and update the caller in line with the expectations set. This does not include the provision of routine Incident updates where the Incident is being resolved within the appropriate SLT unless Fujitsu Services has committed to a resolution time with the Branch.

3.1.3 Interfaces with Change, Asset and Configuration Management

3.1.3.1 MSC Process

The Service Desk Service will create and/or impact Managed Service Change (MSCs) for operational changes in accordance with section 2.1.6 of the CCD entitled: "Service Management Service, Service Description" (SVM/SDM/SD/0007) to enable effective Incident and problem management to be completed.

3.1.3.2 Asset and Configuration Management

The Service Desk Service will interface with TfS (Triole for Service) the Asset Management System and Configuration Management System ensuring the appropriate configuration items are identified and applied where appropriate to enable effective Incident and problem management to be completed.



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3.1.4 Information Reporting

3.1.4.1

If required by Post Office, Fujitsu Services shall use reasonable endeavours to produce service information, in electronic form and / or hard paper copy, and shall deliver this information to Post Office within five (5) Working Days or to the agreed timescales. The Working Document entitled: "Service Desk Joint Working Document" (SVM/SDM/PRO/0021), describes the level and type of reporting required.

3.1.4.2

The Service Desk Service will use reasonable endeavours to supply the Service Desk daily performance statistics by midday on the next Working Day.

3.1.5 Service Management

3.1.5.1 Pro-Active Incident Reduction

To ensure the Branch and Counter Position availability is kept to a maximum and within the Branch and Counter availability SLT detailed in the CCD entitled: "Branch Network Service Description" (SVM/SDM/SD/0011), the Service Desk Service will work closely with the Systems Management Service. Where an event or a system or network condition has been identified, the Systems Management Service will raise an appropriate Incident, this may be in advance of any Incident raised by the Branch, via the Service Desk at the required severity / priority level to enable the issue to be resolved in accordance with the document entitled: "POA Incident Management Process Details" (SVM/SDM/PRO/0018).

3.1.5.2 Continuous Service Improvement

The Service Desk Service will work closely with the Fujitsu Services Service Management Service and Post Office when appropriate to identify and implement, where agreed with Post Office, service or cost improvement initiatives within the Service Desk.

3.1.5.3 Service Reporting

The Service Desk Service will, as required, provide service reporting for distribution to Post Office as required under the Service Management Service described in the CCD entitled: "Service Management Service, Service Description" (SVM/SDM/SD/0007).

3.1.5.4 Self Fix Option for Barcode Reader

The Service Desk Service will allow the Post Master to choose whether they want to fix the BCR themselves or have the incident resolved by an engineer visit. The Post Master will undergo all of the normal checks required to the point in which it is established that an engineer visit would have been required, at this point the Self Fix option will be offered to the Post Master. If the Post Master opts to take up this option they will be requested to perform an additional check to establish with certainty that the BCR head is at fault and then a new BCR head will be distributed to them along with the install information and return instructions.

For avoidance of doubt the following criteria must be met by Fujitsu prior to sending a BCR head to site –

- The BCR diagnostics on the Horizon Service Desk were correctly followed by the agent*
- On a Multi-counter office the BCR was tested on a different node to rule out potential cable problem*
- The replacement BCR was tested prior to dispatch and confirmed as working ok.*

This new process will allow the Post Master to install the new piece of hardware themselves without the need for an engineer present to complete this work.

Providing the following four criteria are met, Post Office will be entitled to a discount –



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- *The Incident is logged by the Post Master via the Horizon Service Desk and the Post Master opts to receive the BCR by Post Master*
- *The Post Master resolves the incident upon receipt of the product and no subsequent call for the same part on the same counter is made within 48 hours*
- *The Post Master returns the faulty piece of equipment as required and it is received by the Horizon Service Desk in Stevenage within 10 working days following the incident being logged.*
- *The Incident is closed as completed on the Triole for Service system when the part reaches the Horizon Service Desk and will be accounted for in the month that the incident is finally closed on the TfS System*

The calls logged through this process will be reconciled on a monthly basis. These will be recorded by the Horizon Service Desk and notified to POL via the End User Service Delivery Manager.

The discounted calculation are based on saving made from the standard process to be logged via Engineering Services and any costs incremental of delivering through the process described in SVM/SDM/SD/002 Engineering Service are to be reviewed at the start of each financial year.

3.1.6 Capacity Management

3.1.6.1

The Service Desk Service shall ensure adequate controls are in place to ensure that there is sufficient capacity to answer and log the required number of Incidents within the required SLTs.

3.1.6.2

The Service Desk Service shall be responsible for liaising closely with the Capacity Management Service regarding the actual Service Desk Service performance with current traffic volumes.

3.1.6.3

The Service Desk Service will be responsible for reviewing with the Capacity Management Service, the forecasted Incident volumes to assess the future capacity requirements of the Service Desk Service.

3.1.6.4

The Service Desk Service shall ensure adequate controls are in place to ensure there is sufficient capacity and availability within TfS and adequate steps are in place in case of any DR situation. See Document *TSMF Service Continuity Operational Maintenance Guide*.

3.2 Service Availability

3.2.1 Branch: Telephone Incident Logging

3.2.1.1

The Service Desk Service is available via telephone to Branches from 07:00hrs to 23:00hrs Monday to Friday, and 08:00hrs to 23:00hrs on Saturday and 08:00hrs to 17:00hrs on Sunday. Bank Holidays hours 08:00hrs to 17:00hrs. excluding Christmas Day. During this period, the Service Desk front line agent will be available to take calls from Branches that are received via the SPOC telephone number.

3.2.1.2

Arrangements for Bank Holidays shall only vary from a normal Service Desk Day where agreed with Post Office, having regard to their applicability throughout the United Kingdom.



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3.2.2 Branch: Telephone Incident Logging (Voicemail)

Outside of the hours stated in section 3.2.1 of this Service Desk, Service Description, the Service Desk Voicemail Service will be provided to take messages. Messages left on the Service Desk Voicemail Service will be retrieved and processed by the Service Desk commencing at 08:00hrs on the following Working Day in accordance with the Working Document entitled: "Service Desk Joint Working Document" (SVM/SDM/PRO/0021).

3.2.3 Post Office Internal Departments, Post Office Clients and the Service Control Team: Telephone Incident Logging

The Service Desk Service is available to Post Office internal departments, Post Office Clients and POSD 24/7, 365 days per year using the telephone contact number identified within the Working Document entitled: "Service Desk Joint Working Document" (SVM/SDM/PRO/0021).

3.2.4 Fujitsu Services Departments: Telephone Incident Logging

The Service Desk is available to internal Fujitsu Services departments 24/7, 365 days per year.

3.3 Service Levels and Remedies

3.3.1 General Principles

The Service Desk has prime responsibility for meeting the SLT without associated liquidated damages, as defined in section 3.3.5 of this Service Desk, Service Description.

3.3.1.1 Service Level Reporting Measurement Periods

3.3.1.1.1

SLTs detailed in section 3.3.5 of this Service Desk, Service Description, which do not specify a measurement period are;

- (a) reported monthly via the SRB; and
- (b) measured over a Service Level Measurement Period equating to a Post Office financial quarter, i.e.:
 - o January to March;
 - o April to June;
 - o July to September; or
 - o October to December.

3.3.1.1.2

The values applicable to each of the Service Desk SLTs are identified within section 2.3.5 of this Service Desk, Service Description.

3.3.1.2 Operational Level Target Measurement Periods

3.3.1.2.1

The performance of the Service Desk during each calendar month shall be measured against each of the OLT applicable in respect of the Service Desk Service.

3.3.1.2.2



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The OLT identified within section 3.3.6 of this Service Desk, Service Description only apply within the hours of 09.00 to 17.30 Monday to Friday excluding Bank Holidays.

3.3.1.2.3

Post Office may monitor the performance of the Service Desk Service OLTs on request.

3.3.2 Service Level Relief

3.3.2.1

If the limits defined in section 3.4.1 of this Service Desk, Service Description are exceeded over a monthly period, Fujitsu Services will be entitled to adjust the measurements of performance in respect of the SLTs, affected by this excess. Such adjustments shall be made on the following basis:

- (a) if the monthly limit is exceeded as a result of Default by Fujitsu Services, no adjustment shall be made to the performance measurements for the affected SLTs in respect of that month; or
- (b) if the monthly limit is exceeded for any reason other than a Default by Fujitsu Services, the performance measurements for the affected SLTs in respect of that month shall be disregarded and replaced with an average measurement for that month (based upon actual performance measurements over the previous three (3) calendar months), or as otherwise as agreed between Post Office and Fujitsu Services.

3.3.2.2

Any dispute between Post Office and Fujitsu Services arising in connection with the application of this section 3.3.2 of this Service Desk, Service Description shall be resolved in accordance with the Dispute Resolution Procedure.

3.3.3 Rectification Plan

See paragraph 7.1 of Schedule C1 of the Agreement.

3.3.4 Service Levels for which Liquidated Damages Apply

There are no specific SLTs associated with the Service Desk for which liquidated damages apply.

3.3.5 Service Levels for which Liquidated Damages Do Not Apply

Telephone answering SLT will be measured from the point the redirected telephone call enters the Service Desk telephone switch.

3.3.5.1 Service Desk Front Line Targets

Table 1

Description	SLT
Calls answered within 30 seconds	> = 90%
Average time to answer	< 10 seconds
Calls not answered	< 5%
First time fix	> = 85%
Availability of Service Desk Voicemail Service outside of Service Desk standard hours	100%



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Availability of Counter call logging facility (back end server)	> = 99.5%
Voicemail calls raised out of the Service Desk Day on the Fujitsu Services call logging system responded to next Working Day with ring back commencing at 08:00hrs.	100%
Software incidents resolved by re-boot or the application of a work-around <= 15 minutes	95%
Software incidents resolved by re-boot or the application of a work around < = 30 minutes	100%

3.3.6 Operational Level Targets

3.3.6.1 Customer Complaints

Table 2

Measure	OLT
Standard Complaint – response to Post Office in	5 Working Days
High Profile Complaint – response to Post Office in	8 Working Hours

3.3.7 Performance Metrics

There is no performance metrics associated with the Service Desk.

3.3.8 Design Targets

There are no design targets associated with the Service Desk.

3.4 Service Limits and Volumetrics

3.4.1 Call Volumes

Table 3

Financial Year	Monthly Call Volumes * Includes COUNTER logged calls
2009 / 2010	11000
2010 / 2011	11000
2011 / 2012	11250
2012 / 2013	11550
2013 / 2014	11900



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2014 / 2015	12200
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3.4.2 Flexible Charging

3.4.2.1

Following each Service Level Measurement Period, Post Office and Fujitsu Services will assess whether on average, in the relevant Service Level Measurement Period, the actual number of calls is more than 110% or less than 90% of the limit. In making that assessment, Post Office and Fujitsu Services shall consider the cause of any monthly peaks in excess of the monthly averages during the period and disregard the measurements in respect of those months where the peaks have arisen as a result of a Fujitsu Services Default. If, having made this assessment, Post Office and Fujitsu Services agree (acting reasonably), that the actual number of calls is more than 110% or less than 90% of the limit applicable within any three (3) consecutive months, Post Office and Fujitsu Services shall meet to discuss, (acting reasonably), any appropriate action, which shall include consideration of the amount of the Charges for the Service Desk Service which may be increased or decreased to reflect any increase or decrease in Fujitsu Services' costs as assessed on an Open Book basis. Any such adjustment to the Charges for the Service Desk Service shall be agreed under the Change Control Procedure.

3.4.2.2

If circumstances arise such that Post Office requires urgent changes to the level of service for the Service Desk Service, Fujitsu Services shall use reasonable endeavours to extend the level of service as soon as reasonably practicable to whatever is required by Post Office for a price to be assessed on an Open Book basis and agreed between the Parties. Any such adjustment to the Charges for the Service Desk Service shall be agreed under the Change Control Procedure. In these circumstances, any appropriate SLTs in force will be suspended.

3.5 Assets and Licences

3.5.1 Assets

There are two Global Users kits on the Service Desk which are owned by POL all other assets are owned by Fujitsu Services.

3.5.2 Licences

The Service Desk Service will ensure that all third party software licences from time to time required by Fujitsu Services to provide the Service Desk Service are maintained to ensure they are current and valid for the version of third party software being used at the time. Where a licence or its associated support and maintenance is due to expire, and Fujitsu Services determine that renewal is required, the Service Desk Service will ensure that the appropriate renewal process, as defined by the appropriate software vendor or licensor, is completed and a new licence is concluded prior to the expiry date to ensure continuity of the service.

3.6 Charges

3.6.1 Operational Fixed Charges

See Schedule D1 of the Agreement.



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3.6.2 Operational Variable Charges

The Service Desk Operational Variable Charge is calculated against the number of Counter Positions within the Post Office estate, including CTO Counters, BFPO Sites,

NBSC and at a price per Counter Position as defined in Schedule D1 of this Agreement.

3.6.3 Operational Variable Charges

There are no additional operational variable charges associated with the Service Desk Service.

3.7 Dependencies and Interfaces with Other Operational Services

Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the Service Desk Service and/or any of the other Operational Services will be agreed in accordance with the Change Control Procedure. This section describes the interfaces with other Operational Services as at the Amendment Date, as follows:

3.7.1.1 The CMT Service

The Service Desk Service will support the CMT Service by receiving calls relating to Incidents and the provision of the Incident management system. If the scope of the Service Desk Service changes, an alternative Service Provider would have to take over this role.

3.7.1.2 The Systems Management Service

The Service Desk Service will support the Systems Management Service by receiving calls relating to Incidents and the provision of the Incident management system. If the scope of the Service Desk Service changes, an alternative Service Provider would have to take over this role.

3.7.1.3 The Engineering Service

The Service Desk Service will support the Engineering Service by receiving calls relating to Incidents and the provision of the Incident management system. If the scope of the Service Desk Service changes, an alternative Service Provider would have to take over this role.

3.7.1.4 The Third Line Support Service

The Service Desk Service will support the Third Line Support Service by receiving calls relating to Incidents and the provision of the Incident management system. If the scope of the Service Desk Service changes, an alternative Service Provider would have to take over this role.

3.7.1.5 The Central Network Service

The Service Desk Service will support the Central Network Service by receiving calls relating to Incidents and the provision of the Incident management system. If the scope of the Service Desk Service changes, an alternative Service Provider would have to take over this role.

3.7.1.6 The Data Centre Operations Service

The Service Desk Service will support the Data Centre Operations Service by receiving calls relating to Incidents and the provision of the Incident management system. If the scope of the Service Desk Service changes, an alternative Service Provider would have to take over this role.

3.7.1.7 The Management Information Service

The Management Information Service may request data to support MIS Reports delivered internally within Fujitsu Services or to Post Office. If the scope of the Service Desk Service is changed, the Service Management Service may have to take over this role.



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3.7.1.8 The Reference Data Management Service

The Service Desk Service will support the Reference Data Management Service by receiving calls relating to Incidents and the provision of the Incident management system. If the scope of the Service Desk Service changes, an alternative Service Provider would have to take over this role.

3.7.1.9 The Branch Network Service

The Service Desk Service will support the Branch Network Service by receiving calls relating to Incidents and the provision of the Incident management system. If the scope of the Service Desk Service changes, an alternative Service Provider would have to take over this role.

3.7.1.10 The Security Management Service

The Service Desk Service will support the Security Management Service by receiving calls relating to Incidents and the provision of the Incident management system. If the scope of the Service Desk Service changes, an alternative Service Provider would have to take over this role.

3.7.1.11 The Service Management Service

If the scope of the Service Desk Service is changed, the Service Management Service may have to take over the role of managing an alternative Service Provider.

3.7.1.12 The Reconciliation Service

The Service Desk Service will support the Reconciliation Service by receiving calls relating to Incidents and the provision of the Incident management system. If the scope of the Service Desk Service changes, an alternative Service Provider would have to take over this role.

3.7.1.13 The OBC (Branch Change) Service

The Service Desk Service will support the OBC (Branch Change) Service by receiving calls relating to OBC Branch changes for distribution to the Engineering Service and the provision of the Incident management system. If the scope of the Service Desk Service changes, an alternative Service Provider would have to take over this role.

3.8 Post Office Dependencies and Responsibilities

3.8.1

In addition to the generic Post Office responsibilities set out in Schedule A5 of the Agreement, Users and Service Desk Customers will call the Service Desk via telephone and provide a clear and accurate description of the fault as is possible.

3.8.2

Post Office shall comply with its obligations under sections 2.17 and 2.19 of this Service Desk, Service Description.

3.8.3

Post Office shall comply with its obligations under section 3.1.5.4 Self Fix Option of this Service Desk Service description.

3.9 Business Continuity

3.9.1 Summary



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This section defines the measures taken to minimise the risk of not being able to provide the Service Desk Service and sets out what Fujitsu Services is required to provide in terms of business continuity specific to the provision of this Service Desk Service. Details of the Service Desk Business Continuity Plan are set out in the Working Document entitled: *"HNG-X Support Service Business Continuity Plan – Joint Working Document"* (SVM/SDM/PLA/0001).

3.9.2 Infrastructure

3.9.2.1 Voice Systems Features

3.9.2.1.1

All calls into the Service Desk are routed via a single number operated by British Telecom (BT). This service has been stated to provide 100% resilience for call delivery into the Service Desk, and therefore Fujitsu Services has not provided any additional resilience in order to operate using this service.

3.9.2.1.2

In the event that the primary Service Desk site is rendered inoperable (e.g. building evacuation), then calls are either re-directed to a Service Desk Voicemail Service, or will automatically be redistributed to the Service Desk DR site.

3.9.2.1.3

Remote diverts can be activated, by approved managers, via Post Office's suppliers. This may need to be used in conjunction with the temporary transference of reinforcement staff from the primary Service Desk site to a DR site

3.9.2.2 Incident Management System

In the event that the primary Incident Management System becomes unavailable, Manual call logging of incidents will be invoked until the Incident Management system is restored. Once the system has been restored all manually logged incidents will be logged onto the restored Incident Management system.

3.9.2.3 Power

To provide contingency against mains power failure, the Service Desk Incident Management System, the Counter servers, and the Service Desk telephone communications equipment at the Service Desk primary site shall be protected by Un-interruptible Power Supplies (UPS). A standby generator shall be in place at the Service Desk primary site. In the event of power loss it is expected that continuous power shall be provided, initially by the UPS and then by the generator.

3.9.2.4 Disaster Recovery

Fujitsu Services shall ensure Service Desk access to the Incident Management System at the DR site is available to the Service Desk Service within three (3) hours of the initial failure.

3.9.2.5 Testing

Fujitsu Services will ensure a minimum of one (1) walkthrough and one (1) operational test per year is provided covering the Incident Management System subject to agreeing the actual dates for such tests with Post Office, such agreement not to be unreasonably withheld as defined within the Working Document entitled: *"HNG-X Operational Test Plan – Joint Working Document"* (SVM/SDM/TP/0001).

3.9.3 Service Level Relief

If for any reason other than a Default by Fujitsu Services the Service Desk becomes unavailable for use, the SLTs as set out within this Service Desk Service (Section 3.3.5.1, Service Description) will be suspended for the period of such unavailability subject to a maximum period of either three (3) hours; or the remainder of the Service Desk Day, whichever is the shorter period.



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3.10 Documentation Set Supporting the Service

The document set listed in section 0.3 of this Service Desk Service, Service Description supports the delivery of the Service Desk Service. Should any elements of the Service Desk Service be changed following agreement with Post Office in accordance with the Change Control Procedure, Fujitsu Services will ensure these documents are also reviewed and amended where necessary in line with changes agreed.

3.11 ISO27001

The Service Desk Service will comply to the requirements of ISO27001. They will support the account in maintaining its accreditation to its contract and required standards.

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