



Post Office IT
**Major Incident Management Standard
Operating Procedure (Version 1.1)**

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1 Document Ownership

Document Owner	Paul Smith (Post Office Ltd) Major Incident and Problem Lead
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Document Sponsor	Mark Nash (Post Office) Director of Enterprise Service Operations
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2 Document Control

Version Number	Author	Changes Made	Date Completed
Draft V0.1	Paul Smith – Major Incident and Problem Lead	Initial Draft Completed	12/07/2023
V1.0	Paul Smith – Major Incident and Problem Lead	V1.0 sign off complete	20/07/2023
V1.1	Paul Smith – Major Incident and Problem Lead	V1.1 in line with review by Carla Moulds	24/07/2023

3 Document Review

Version Number	Reviewer	Date Completed
Draft V0.1	Andrew Storey – Major Incident Manager	13/07/2023
Draft V0.1	Mark Nash - Director of Enterprise Service Operations	19/07/2023
Draft V1.1	Carla Moulds - Head of Service Desk	24/07/2023

4 Document Purpose

The purpose of this document is to define the standard operating procedures undertaken both in and out of hours to manage the Major Incident Management service, providing guidance to operators of the process and enables process confirmation steps.

5 Audience

The operating procedure applies to all permanent and temporary staff, Contractors, Suppliers, Vendors and anyone with access to, or responsibility for Post Office IT services who are responsible for the administration, management or input into the Major Incident Management process.

6 Scope

This operating procedure applies only to the Major Incident Management process operated by Post Office Ltd.

7 Glossary

Term	Meaning
ITDSD	IT Digital Service Desk (IT Helpline)
Resolver Matrix	Details of suppliers and escalation points for all IT services
Service Now (SNOW)	Post Office Service Management Toolset
Branch	A Post Office retail outlet/shop
Colleague	A member of Post Office Ltd back-office administration function
Client	An entity whom Post Office provides services to
Supplier	An entity who provides services to Post Office
Major Incident	A Priority1 or Priority 2 technical incident of major impact
Incident Bridge	A live troubleshooting call including key stakeholders and resolvers
IT Command and Control	Teams Chat Channel where updates relating to Major Incidents are provided to internal stakeholders both within and outside of IT
Command and Control	Teams Chat Channel where updates relating to Major Incidents are provided to internal stakeholders within Post Office IT
MBS	Message Broadcast Service for branches – Appears on Horizon
MIM Workbench	Major Incident Workbench – Part of the Service Now Major Incident module where outages are recorded and comms drafted and sent
Branch Hub	Web based repository of information for branches
Colleague Portal	Self service IT support portal for colleagues
BSC	Branch Support Centre (Branch business helpline)
IVR	Interactive Voice Response
MIR	Major Incident Review document holding details of the incident, fix and ongoing actions to be progressed through Problem Management
MBS	Message Broadcast Service (Also known as MEMOVIEW)
BPT	Business Protection Team

8 Responsible Parties

Job Role	Responsibility
Major Incident Manager	Accept or reject Major Incidents, maintenance of Incident tickets, provision of communications, chair and owner of all Major Incident bridges
OOH Major Incident Manager	Accept or reject Major Incidents, maintenance of Incident tickets, provision of communications, chair and owner of all Major Incident bridges
Branch Operations Engagement Team	Responsible for giving the branch view of a major incident and accountable for the provision of outward facing communications to branches.
Communications Team	Responsible for the provision of an MBS to branches.
IT Digital Service Desk Member	Provides IVR messages during operational hours and feedback on the direct effect of a Major Incident on call volumes
Gold Supplier	A supplier of major infrastructure services. Fujitsu, Verizon, Accenture, DXC – Responsible for raising Major Incidents directly in SNOW; they will also be a key resolving group and responsible for provision of fixes for incidents within their domain, provision of an RCA and Problem Management services.
Other Supplier	All other suppliers of services to Post Office. No access to Service Now, will call through any Major Incident seen. Not all will have Problem Management services available and not all are contractually bound to provide an RCA
Client	An business paying for Post Office branch services. When impacts on their services are seen, they will raise a Major Incident by phone.
Escalation Manager	Responsible for providing support around supplier engagement, and where applicable, make decisions on emergency changes were risk is perceived.
Business Protection Team (BPT)	To engage with senior stakeholders/General Executive/Board Members to allow strategic decisions, communication and actions to happen. Done via a secondary bridge call hosted by the Business Continuity Team

9 Operating Procedure

Step	Action	Activity
1	In hours Major Incident candidate proposed by ITDSD.	<ul style="list-style-type: none"> Check resolver file Resolver Matrix Final v3.xlsx for relevant priority that should be applied and suppliers that will be required on the incident bridge. Any ambiguity speak to relevant Service Manager indicated on the resolver file to confirm priority.
1a	Out of Hours Incident candidate proposed by supplier	<p>For gold suppliers an incident should be raised by the supplier and e-bonded (transferred) into Post Office ServiceNow. The supplier should provide the incident reference when invoking out of hours process through calling the on call Major Incident Manager and follow up with an email into the POLMI mailbox</p> <p style="text-align: center;">[REDACTED] GRO [REDACTED]</p> <p>For non-gold suppliers the incident should be raised by invoking the out of hours process through calling the on call Major Incident</p>

		<p>Manager who will raise the incident directly into ServiceNow. Help - Raising a High Priority (P1-P2) IncidentV3.docx</p> <p>Minimum Data Set required:</p> <ol style="list-style-type: none"> 1. Supplier Reference if available 2. Brief description of issue including component or service 3. Time occurred 4. Impacted parties (Branch/Colleague/Client) 5. Full/partial outage 6. Business Impact of the incident <p>The Major Incident Manager must also raise any associated tasks or work orders where additional supplier engagement is required. DXC MI OOH Instructions.docx</p>
2	Accept or Reject based on defined impact	If the incident is to be accepted as a P1 or P2 Major Incident, prior to accepting as a Major Incident review and update the incident content/text used i.e. Short Description, Description, Business Impact; to ensure workbench created communications are accurate and informative to the audience. Where the incident is a P1 a summary of the issue and impact to be emailed to Chris Brocklesby [REDACTED] GRO [REDACTED] as Chief Transformation Officer
3	Incident bridge to be created	Teams Meeting invitation to be sent to all standard attendees (branch or corporate impact) plus relevant suppliers and any other additional invitees as required using the Ad Hoc Major Incident Distribution Lists to ensure all relevant resolving suppliers are engaged plus other impacted stakeholders. Details of invitees are held centrally in MIM Bridge DLs (4).xlsx
4	<p>Major Incident Bridge held for all In Hours Major Incidents, and all Out of Hours Major Incidents of significant ongoing impact</p> <p> Incident Memoview Process F</p> <p>IT Major Incident Management Work Instructions v8.docx</p>	<p>Incident Bridge responsibilities:</p> <ol style="list-style-type: none"> 1. Chair and lead of the meeting by the Major Incident Manager – Screen to be shared unless a supplier needs to share operationally, notes must be taken live on One-note. 2. Major Incident Manager to drive understanding of the incident with a detailed overview from reporting supplier or internal stakeholder. 3. Major Incident Manager to gain rapid understanding of the scale of impact 4. Major Incident Manager to gain rapid understanding of WHO is impacted 5. If the incident is deemed as a security incident in addition to the instructions detailed within this section the following should also be asked. Supporting Questions for Security Major Incidents.docx 6. Where the issue seen is seen to be of significant impact to the business and any member of the bridge believes there is an urgent need to protect the interests of the Post Office or stakeholders with a sense of urgency, the Incident should be set as Priority 1 and the BPT process invoked through using details within this link. 2020 01 Invoking the BPT v1.docx. It is important to note that the Major Incident Manager does not need to invoke the process if others on the bridge are members of the Business

		<p>Protection Team allowing the Major Incident Manager to continue working towards rectification.</p> <p>7. Urgent communications to be sent by the Branch Operations Engagement Team (MBS & Branch hub Banner) and Helpdesks (IVR's and Colleague Portal Banner). Where unavailable, to be drafted and published where possible by the Major Incident Manager.</p> <p>Comms channels to be updated:</p> <ul style="list-style-type: none"> • IT Command and Control • Command and Control • MIM workbench – Including logging an outage - How To- Place an Outage in ServiceNow V2.docx • MBS (Memoview) • Branch Hub and/or colleague portal banner • ITDSD and/or BSC IVR's • Area Manager Whatsapp (where applicable, and only via comms teams as not a formal part of the MIM comms process) • Where comms channels are unavailable due the incident in flight, the Grapevine Text Blast Service is to be used. Grapevine Text Blast Process- Office 365 Outages.docx <p>8. Bridge attendees to work to understand areas of responsibility for resolution (internal/external supplier), Major Incident Manager to facilitate discussions and engage any other suppliers as dictated by analysis and investigation.</p> <p>9. Major Incident Manager to facilitate trouble shooting until such time as root cause remediation or workaround is established to allow service resumption.</p> <p>10. Major Incident Manager to provide communications update at agreed intervals via the above channels</p> <p>11. Major Incident Manager to monitor implementation of the above remediation (fix or workaround) – Bridge may be closed at this stage depending on timeline of fix implementation and need for ongoing collaboration</p>
4a	<p>Out of Hours Major Incident without Bridge call</p> <p> Incident & Memoview Process F</p>	<p>It may not always be possible or necessary to hold a Major Incident Bridge out of hours, for example if the incident is caused by a third-party supplier, or stakeholders are unavailable due to the time of the incident. In these instances, the below steps are to be taken:</p> <ol style="list-style-type: none"> 1. Major Incident Manager to gain understanding of the incident with a detailed overview from reporting supplier or internal stakeholder. 2. Major Incident Manager to gain rapid understanding of the scale of impact 3. Major Incident Manager to gain rapid understanding of WHO is impacted 4. If the incident is deemed as a security incident in addition to the instructions detailed within this section the

	<p>following should also be asked. Supporting Questions for Security Major Incidents.docx</p> <p>5. Where the incident is a P1 a summary of the issue and impact to be emailed to Chris Brocklesby [REDACTED] as Chief Transformation Officer</p> <p>6. Where the issue seen is seen to be of significant impact to the business and any member of the bridge believes there is an urgent need to protect the interests of the Post Office or stakeholders with a sense of urgency, the Incident should be set as Priority 1 and the BPT process invoked through using details within this link. 2020 01 Invoking the BPT v1.docx. It is important to note that the Major Incident Manager does not need to invoke the process if others on the bridge are members of the Business Protection Team allowing the Major Incident Manager to continue working towards rectification.</p> <p>7. Urgent communications to be sent by the Branch Engagement Team (MBS & Branch hub Banner) and Helpdesks (IVR's and Colleague Portal Banner). Where unavailable, to be drafted and published where possible by the Major Incident Manager.</p> <p>Comms channels:</p> <p>8. IT Command and Control</p> <p>9. Command and Control</p> <p>10. MIM workbench – Including logging an outage - How To-Place an Outage in ServiceNow V2.docx</p> <p>11. MBS (Memoview)</p> <p>12. Branch Hub and/or colleague portal banner Help - How to add an Announcement in ServiceNow.docx</p> <p>13. ITDSD and/or BSC IVR's</p> <p>14. Area Manager Whatsapp (where applicable, and only via comms teams as not a formal part of the MIM comms process)</p> <p>15. Major Incident Manager to agree timely updates (and chase where not received as expected) with supplier to ensure stakeholders are kept updated via the above communication channels. NB: Command & Control teams channels should not be updated in the early hours of the morning and updates should held until 7:30am.</p> <p>16. Major Incident Manager to continue to work with suppliers until such time as root cause remediation or workaround is established to allow service resumption.</p> <p>17. Where limited engagement with suppliers, or risks around emergency change require escalation, the on call escalation manager is to be engaged to continue progression of the incident.</p> <p>18. Major Incident Manager to monitor implementation of the above remediation (fix or workaround).</p>
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5	If the fix is implemented as part of the bridge call or in hours	<p>If the incident is mitigated or fixed at the time of the incident – Major Incident Manager to change short and detailed descriptions and business impact within the ServiceNow Major Incident to reflect the issue in the past i.e. “Branches are” becomes “Branches were” and issue resolution communications to the channels above. Resolution to be recorded in the Major Incident and the status of the Incident to be set to “resolved” to allow trigger of reactive problem. Rolling report updated to reflect the Major Incident detail. Rolling Monthly Major Incidents and Escalations 2023.xlsx</p> <p>Communications to be sent to stakeholders indicating successful fix.</p> <ul style="list-style-type: none"> • IT Command and Control • Command and Control • MIM workbench • MBS (Memoview) • Branch Hub and/or colleague portal banner and ITDSD and/or BSC IVR's removed <p>Major Incident Review document drafted to include details of the incident, action taken and actions remaining to be resolved via Problem Management</p>
5a	Reference Data fixes or “other” overnight fix required	<p>If the incident requires overnight fix (APADC or Reference Data Fixes), clear communications to include instructions to mitigate the issue or a workaround must be provided to users by the Branch Operations Engagement Teams and Communications Team. Major Incident Manager to place the Major Incident on Hold, with communications sent to reflect current status via the communications channels below:</p> <ul style="list-style-type: none"> • IT Command and Control • Command and Control • MIM workbench <p>Major Incident Manager to book a Major Incident bridge for all parties to review the fix as close to trading resumption the following morning as possible</p>
5ai	Confirmation of overnight fix	<p>Major Incident Manager to chair the bridge call to confirm success/failure of the overnight fix.</p> <ul style="list-style-type: none"> • If the fix is successful Major Incident Manager to change short and detailed descriptions and business impact within the ServiceNow Major Incident to reflect the issue in the past i.e. “Branches are” becomes “Branches were” and issue resolution communications to the channels above. Resolution to be recorded in the Major Incident and the status of the Incident to be set to “resolved” to allow trigger of reactive problem. • Rolling report to be then updated to reflect the Major Incident detail. Rolling Monthly Major Incidents and Escalations 2023.xlsx

		<ul style="list-style-type: none"> • Communications to be sent to stakeholders indicating successful fix. <ul style="list-style-type: none"> • IT Command and Control • Command and Control • MIM workbench • MBS (Memoview) • Branch Hub and/or colleague portal banner and ITDSD and/or BSC IVR's removed • Major Incident Review document drafted to include details of the incident, action taken and actions remaining to be resolved via Problem Management • If unsuccessful – The Major Incident bridge remains open and activity commences as at Step 4. • Major Incident Review (MIR) document drafted and review held with all parties to agree content and ongoing actions.
6	If the fix is implemented as part of the bridge call or out of hours	<ul style="list-style-type: none"> • Major Incident Manager to change short and detailed descriptions and business impact within the ServiceNow Major Incident to reflect the issue in the past i.e "Branches are" becomes "Branches were" and issue resolution communications to the channels above. Resolution to be recorded in the Major Incident and the status of the Incident to be set to "resolved" to allow trigger of reactive problem. • Rolling report to be then updated to reflect the Major Incident detail. Rolling Monthly Major Incidents and Escalations 2023.xlsx • Communications to be sent to stakeholders indicating successful fix (no Teams communications between 18:00 - 7:30) . <ul style="list-style-type: none"> • IT Command and Control • Command and Control • MIM workbench • MBS • Branch Hub and/or colleague portal banner and ITDSD and/or BSC IVR's removed. • Handover of details to in hours Major Incident Manager at 7:30 Mon - Fri
7.	Gain understanding around the cost to the business and branch	<ul style="list-style-type: none"> • Major Incident Manager to contact the POLData Team to request data around transactions for the outage time the previous week and remuneration data for those transactions to understand loss of revenue and remuneration. Process to follow Major Incident Data Request Process.docx

10 Metrics

The below metrics apply to the Major Incident process.

In Hours

Action	OLA Target Time	Responsible Party
Bridge call raised	15 minutes from Incident identification	Major Incident Manager
Key stakeholders emailed	30 minutes from Incident identification	Branch Operations Engagement Team
IVRs implemented (where applicable)	30 minutes from Incident identification	Service Desk Operations Management
Area Manager notification (where applicable)	30 minutes from Incident identification	Retail Operations Director
Branch Hub banner implemented	30 minutes from Incident identification	Branch Operations Engagement Team/Major Incident Manager
Memoview (MBS) applied to Branch Hub	30 minutes from Incident identification	Branch Operations Engagement Team/Branch Hub Team
Text Blast (where applicable)	30 minutes from Incident identification	Branch Operations Engagement Team/Grapevine
Memoview (MBS) sent to Fujitsu	30 minutes from Incident identification	Branch Operations Engagement Team
IT Command and Control Teams Initial Notification	30 minutes from Incident identification	Major Incident Manager
Command and Control Teams Initial Notification	30 minutes from Incident identification	Major Incident Manager
MIM workbench – Including logging an outage	30 minutes from Incident identification	Major Incident Manager
IT Command and Control Teams Update	Hourly unless progression made to resolve	Major Incident Manager
Command and Control Teams Update	Hourly unless progression made to resolve	Major Incident Manager
MIM workbench – Update	Hourly unless progression made to resolve	Major Incident Manager
Memoview upload to branch	2 hours from receipt of Memoview (MBS)	Fujitsu
Resolution of a P1 Incident	4 hours from Incident Identification	All bridge attendees
Resolution of a P2 Incident	8 hours from Incident Identification	All bridge attendees

Out of Hours

Action	OLA Target Time	Responsible Party
Bridge call raised where applicable	15 minutes from Incident identification	Major Incident Manager
IVRs implemented (where applicable) (within Helpdesk Hours)	30 minutes from Incident identification	Service Desk Operations Management
Branch Hub banner implemented	30 minutes from Incident identification	Branch Operations Engagement Team/Major Incident Manager
Memoview (MBS) applied to Branch Hub	30 minutes from Incident identification	Branch Operations Engagement Team/Branch Hub Team
Text Blast (where applicable)	30 minutes from Incident identification	Branch Operations Engagement Team/Grapevine
Memoview (MBS) sent to Fujitsu	30 minutes from Incident identification	Branch Operations Engagement Team

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IT Command and Control Teams Initial Notification	30 minutes from Incident identification	Major Incident Manager
Command and Control Teams Initial Notification	30 minutes from Incident identification	Major Incident Manager
MIM workbench – Including logging an outage	30 minutes from Incident identification	Major Incident Manager
IT Command and Control Teams Update (no communications between 18:00 - 7:30)	Hourly unless progression made to resolve	Major Incident Manager
Command and Control Teams Update (no communications between 18:00 - 7:30)	Hourly unless progression made to resolve	Major Incident Manager
MIM workbench – Update (no comms between 18:00 - 7:30)	Hourly unless progression made to resolve	Major Incident Manager
Memoview upload to branch	2 hours from receipt of Memoview (MBS)	Fujitsu
Resolution of a P1 Incident	4 hours from Incident Identification	All bridge attendees
Resolution of a P2 Incident	4 hours from Incident Identification	All bridge attendees

11 Quality

Process confirmation template – Using the Standard Operating Procedure steps above and associated metrics to give an indicative measure with feedback mechanism to all Major Incident Process users.

Step	Action	Activity	Target Time	Actual Time	Pass/Fail	Comments
1	In hours Major Incident candidate proposed by ITDSD.	Check resolver file Resolver Matrix Final v3.xlsx for relevant priority that should be applied and suppliers that will be required on the incident bridge.				
		Any ambiguity speak to relevant Service Manager indicated on the resolver file to confirm priority.				
1a	Out of Hours Incident candidate proposed by supplier	For gold suppliers an incident should be raised by the supplier and e-bonded (transferred) into Post Office ServiceNow. The supplier should provide the incident reference when invoking out of hours process through calling the on call Major Incident Manager and follow up with an email into the POLMI mailbox (polmajorincident@postoffice.co.uk).				
		For non-gold suppliers the incident should be raised by invoking the out of hours process through calling the on call Major Incident Manager who will raise the incident directly into ServiceNow.				
		Minimum Data Set required:				
		1. Supplier Reference if available				
		2. Brief description of issue including component or service				
		3. Time occurred				
		4. Impacted parties (Branch/Colleague/Client)				
		5. Full/partial outage				
		6. Business Impact of the incident				
		The Major Incident Manager must also raise any associated tasks or work orders where additional gold supplier engagement is required.				

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Step	Action	Activity	Target Time	Actual Time	Pass/Fail	Comments
2	Accept or Reject based on defined impact	If the incident is to be accepted as a P1 or P2 Major Incident, prior to accepting as a Major Incident review and update the incident content/text used i.e. Short Description, Description, Business Impact; to ensure workbench created communications are accurate and informative to the audience.				
3	Incident bridge to be created	Teams Meeting invitation to be sent to all standard attendees (branch or corporate impact) plus relevant suppliers and any other additional invitees as required.	15 mins			
4	Major Incident Bridge held for all In Hours Major Incidents, and all Out of Hours Major Incidents of significant ongoing impact	1. Chair and lead of the meeting by the Major Incident Manager – Screen to be shared unless a supplier needs to share operationally, notes must be taken live on One-note.				
		2. Major Incident Manager to drive understanding of the incident with a detailed overview from reporting supplier or internal stakeholder.				
		3. Major Incident Manager to gain rapid understanding of the scale of impact				
		4. Major Incident Manager to gain rapid understanding of WHO is impacted				
		Comms channels to be updated:				
		IT Command and Control	30 mins			
		Command and Control	30 mins			
		MIM workbench – Including logging an outage	30 mins			
		MBS	30 mins			
		Branch Hub and/or colleague portal banner	30 mins			
		ITDSD and/or BSC IVR's	30 mins			

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Step	Action	Activity	Target Time	Actual Time	Pass/Fail	Comments
		Area Manager Whatsapp (where applicable)	30 mins			
		Where comms channels are unavailable due the incident in flight, the Grapevine Text Blast Service is to be used.	30 mins			
		6. Bridge attendees to work to understand areas of responsibility for resolution (internal/external supplier), Major Incident Manager to facilitate discussions and engage any other suppliers as dictated by analysis and investigation.				
		7. Major Incident Manager to facilitate trouble shooting until such time as root cause remediation or workaround is established to allow service resumption.				
		8. Major Incident Manager to provide communications update at agreed intervals via the above channels	60 mins			
		9. Major Incident Manager to monitor implementation of the above remediation (fix or workaround) – Bridge may be closed at this stage depending on timeline of fix implementation and need for ongoing collaboration				
		If the incident is mitigated or fixed at the time of the incident – Major Incident Manager to change short and detailed descriptions and business impact within the ServiceNow Major Incident to reflect the issue in the past i.e “Branches are” becomes “Branches were” and issue resolution communications to the channels above. Resolution to be recorded in the Major Incident and the status of the Incident to be set to “resolved” to allow trigger of reactive problem. Rolling report updated to reflect the Major Incident detail.				
5	If the fix is implemented as part of the bridge call or in hours	Communications to be sent to stakeholders indicating successful fix.				
		IT Command and Control	30 mins			
		Command and Control	30 mins			

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Step	Action	Activity	Target Time	Actual Time	Pass/Fail	Comments
		MIM workbench	60 mins			
		MBS	30 mins			
		Branch Hub and/or colleague portal banner and ITDSD and/or BSC IVR's removed	30 mins			
		Major Incident Review document drafted to include details of the incident, action taken and actions remaining to be resolved via Problem Management	48hrs			
5a	Reference Data fixes or "other" overnight fix required	If the incident requires overnight fix (APADC or Reference Data Fixes), clear communications to include instructions to mitigate the issue or a workaround must be provided to users by the Branch Operations Engagement Teams and Communications Team. Major Incident Manager to place the Major Incident on Hold, with communications sent to reflect current status via the communications channels below:				
		MBS	30 mins			
		Branch Hub and/or colleague portal banner and ITDSD and/or BSC IVR's removed	30 mins			
		IT Command and Control	30 mins			
		Command and Control	30 mins			
		MIM workbench	30 mins			
		Major Incident Manager to book a Major Incident bridge for all parties to review the fix as close to trading resumption the following morning as possible				
5ai	Confirmation of overnight fix	Major Incident Manager to chair the bridge call to confirm success/failure of the overnight fix.				

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Step	Action	Activity	Target Time	Actual Time	Pass/Fail	Comments
		If the fix is successful Major Incident Manager to change short and detailed descriptions and business impact within the ServiceNow Major Incident to reflect the issue in the past i.e “Branches are” becomes “Branches were” and issue resolution communications to the channels above. Resolution to be recorded in the Major Incident and the status of the Incident to be set to “resolved” to allow trigger of reactive problem.				
		Rolling report to be then updated to reflect the Major Incident detail.				
		Communications to be sent to stakeholders indicating successful fix.	30 mins			
		IT Command and Control	30 mins			
		Command and Control	30 mins			
		MIM workbench	30 mins			
		MBS	30 mins			
		Branch Hub and/or colleague portal banner and ITDSD and/or BSC IVR's removed	30 mins			
		If unsuccessful – The Major Incident bridge remains open and activity commences as at Step 4 .				
		Major Incident Review document drafted to include details of the incident, action taken and actions remaining to be resolved via Problem Management	48hrs			
		Major Incident Manager to change short and detailed descriptions and business impact within the ServiceNow Major Incident to reflect the issue in the past i.e “Branches are” becomes “Branches were” and issue resolution communications to the channels above. Resolution to be recorded in the Major Incident and the status of the Incident to be set to “resolved” to allow trigger of reactive problem.				
6		Rolling report to be then updated to reflect the Major Incident detail.				

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Step	Action	Activity	Target Time	Actual Time	Pass/Fail	Comments
If the fix is implemented as part of the bridge call or out of hours	Communications to be sent to stakeholders indicating successful fix (no Teams communications between 18:00 - 7:30) .					
	IT Command and Control		30 mins			
	Command and Control		30 mins			
	MIM workbench		30 mins			
	MBS		30 mins			
	Branch Hub and/or colleague portal banner and ITDSD and/or BSC IVR's removed.		30 mins			
	Rolling report to be then updated to reflect the Major Incident detail.					
	Handover of details to in hours Major Incident Manager at 7:30 Mon - Fri					