POST OFFICE

Verizon Alerts: Recommendations Summary

Our Objective, Approach and Output

- The purpose of this deliverable was to carry out a review of the Verizon Alerts that are received by Post Office Limited (POL), by looking at how alerts are being categorised, processed and managed.

- The approach was as follows:

    - Research and discovery, completed through interviews with key stakeholders
    - Review and analysis of data and processes
    - Summary of our observations and recommendations
    - Iteration and refinement of observations and recommendations before final sign-off.

- The output of this review is a number of recommendations on how best to manage Verizon Alerts moving forwards, to improve the experience for Postmasters.

Summary of Recommendations 1/3

Below is a summary of the proposed recommendations as well as which observations they address

Ref	Recommendations	Observation(s) addressed	Currently in Progress?	Timeframe
1	Produce an education piece on the importance of P&E checks and the Postmasters role in completing them to resolve incidents on network connectivity and reduce the need for engineer visits. This should be done through putting information in the red folder, utilising videos and knowledge cards on BranchHub and implementing a communications plan to support the launch of these initiatives. This will help to enable the later recommendation of notifying Postmasters of P&E checks using BranchHub independently.	• Observation 1 – Improving communication with Postmasters • Observation 4 – P&E Checks	• **Yes** – Red folder updates (Lorna Owens) and BranchHub activities (Kathryn Wearne) • **No** – Comms plan (Sree Balachandran)	• Short Term
2	Create a master log of contact details for Postmasters so that they are readily available and ensure that there is a process for keeping these up to date.	• Observation 1 – Improving Communication With Postmasters	• **No** – Sree Balachandran	• Long Term
3	Notify Postmasters using BranchHub of an alert or incident that requires their attention. This can be done by connecting ServiceNow data on the status of alerts and issues in the area to BranchHub. This is being worked towards by Kathryn Wearne and her team. How this integrates into the process of the DSD contacting Postmasters regarding Verizon Alerts needs to be defined.	• Observation 1 – Improving Communication With Postmasters	• **No** – ServiceNow Requests / Kathryn Wearne	• Medium Term
4	To further enhance the benefit of notifying Postmasters of alerts or incidents via BranchHub, POL is looking at allowing internet connectivity within Horizon screens on counters so that BranchHub can also be accessed through this channel.	• Observation 1 – Improving Communication With Postmasters	• **Yes** – Dan Addy	
5	Provide branches with mobile phones with contact details that are known by POL. The phone would be easily accessible for Postmasters in branches and this additional communication channel would assist in reaching Postmasters and therefore aid in resolving technical issues.	• Observation 1 – Improving Communication With Postmasters	• **No** – Rejected by POL	• Long Term
6	Install QR codes on routers which provide a link to a landing page with instructional videos on how to carry out P&E checks, as well as knowledge articles and checklists around common issues that may be causing the problem. QR codes should be distributed for installation via branch stock orders, with an accompanying change management approach to raise awareness of the roll-out.	• Observation 1 – Improving Communication With Postmasters	• **No** – Marie Jago	• Short Term

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Summary of Recommendations 2/3

Below is a summary of the proposed recommendations as well as which observations they address

Ref	Recommendations	Observation(s) addressed	Currently in Progress?	Timeframe
7	Incorporate an additional point of communication between Postmasters and the DSD once an issue has been 'resolved' to ensure branches are trading as normal and to help prevent re-occurring issues continuing. This would also require DSD to spend more time communicating with Postmasters and therefore the DSD may need additional resource for this. How do the Service Desk know which ones they need to take that action on? (note for Lorna)	• Observation 1 – Improving Communication With Postmasters • Observation 3 – Network Flapping / Slowness	• **No** – Tim Perkins / Martin Godbold	• Medium Term
8	Tickets in the backlog need to be addressed through verifying with Verizon that the issue in the ticket is still occurring. For those that are, bring in temporary resources to the DSD with the sole purpose of closing the backlog. This additional temporary resource should also conduct analysis of trends amongst tickets in the backlog, to help improve the ticket management process moving forward. A view of how DSD will be organised to handle tickets moving forwards needs to be made following this and once the backlog is cleared.	• Observation 2 – Substantial Ticket Backlog	• **No** – Tim Perkins / Martin Godbold	• Short Term
9	Reconcile the tickets in the backlog against the database of temporarily closed branches, so that redundant tickets can be closed. Moving forwards, a flag could be implemented in tickets on ServiceNow that links to the system containing information on if a particular branch is temporarily closed. Tickets could then simply be closed in such instances.	• Observation 2 – Substantial Ticket Backlog	• **No** – Service Now Request	• Short Term – Reconciliation • Medium Term – SNOW request
10	Fujitsu could create a HORIce report based on FAD code that identifies the frequency of branch timeouts / retries. This report should then be utilised by a POL resource to look pro-actively for network lag in branches. This in turn would enable POL to address issues ahead of further escalation and reduce the number of alerts created.	• Observation 3 – Network Flapping / Slowness	• **No** – Lorna Owens	• Short Term – Horice request • Medium Term – Manage output
11	Assess the current threshold used by Verizon for multiple low impact alerts in one location, prior to the creation of a proactive ticket in ServiceNow, to ensure this threshold is appropriate.	• Observation 3 – Network Flapping / Slowness	• **No** – Lorna Owens / Verizon Team	• Medium Term
12	Verizon to provide POL reporting on the investigation into the root causes and actions taken to address these tickets where the threshold is reached. Additionally, Verizon should provide this reporting over a rolling 12 month period so that any trends can be explored.	• Observation 3 – Network Flapping / Slowness	• **No** – Lorna Owens / Verizon Team	• Short Term

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Summary of Recommendations 3/3

Below is a summary of the proposed recommendations as well as which observations they address

Ref	Recommendations	Observation(s) addressed	Currently in Progress?	Timeframe
13	Catchpoint is a Verizon solution that can be utilised to proactively monitor and flag where branches may be experiencing latency issues or slowness, so that these issues can be addressed proactively. Verizon are currently awaiting POL sign-off for this tool to be implemented.	• Observation 3 – Network Flapping / Slowness	• **Yes** – Kathryn Wearne	• Medium Term
14	The process following implementation of Catchpoint needs to be defined: the branches flagged with latency issues requiring Postmaster input would be raised to the DSD, Verizon should conduct regular reporting of areas/branches who most frequently have these issues and provide this to POL. Additional DSD resources are likely to be required if extra alerts that need to be checked with Postmasters are produced from this new monitoring.	• Observation 3 – Network Flapping / Slowness	• **No** – Kathryn Wearne / Gary Walker / Verizon Team	• Long Term
15	POL or Verizon to provide data reporting around P&E checks and their outcomes. This will enable further analysis on the need of these checks based on their impact.	• Observation 4 – P&E Checks	• **No** – Lorna Owens / ServiceNow / Verizon Team	• Short Term – Analysis • Medium Term – Manage output
16	Install a different type of branch connectivity at outreach locations, where possible, that could be constantly monitored. This would take the form of a permanent smaller router at each location to allow network availability to be determined remotely by Postmasters, enabling visibility of network issues in advance of their visit.	• Observation 5 – Outreach Innovation Opportunities	• **No** – Martin Godbold / Marie Jago / Verizon Team	• Medium Term – Agree • Long Term – Implement
17	Utilise BranchHub to give Postmasters this visibility of network availability across outreach locations and provide an area specific view of availability / connection status.	• Observation 5 – Outreach Innovation Opportunities	• **No** – ServiceNow	• Long Term
18	Request an independent network SME to analyse and determine whether the Verizon Solution is an appropriate solution for Postmasters and POL when compared to wider industry practice.	• Observation 6 – Review Verizon Solution	• **No** – Simon Oldnall / Dionne Harvey / Independent SME	• Medium Term