



**COMMERCIAL IN CONFIDENCE**

**Document Title:** Service Management Portal High Level Design

**Document Type:** High Level Design (HLD)

**Release:** N/A

**Abstract:** This document represents a definition of data capture, storage and delivery for the reporting of SLT and PM information to POL after receipt from incoming data sources

**Document Status:** APPROVED

**Author & Dept:** Mik Peach SSC

**Internal Distribution:**

**External Distribution:** None

UNCONTROLLED IF PRINTED

**Approval Authorities:**

Name	Role	Signature	Date
Mik Peach	SSC Manager		

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



# 0 Document Control

## 0.1 Table of Contents

<b>0</b>	<b>DOCUMENT CONTROL</b> .....	<b>2</b>
0.1	Table of Contents .....	2
0.2	Document History .....	5
0.3	Review Details .....	5
0.4	Associated Documents (Internal & External) .....	5
0.5	Abbreviations .....	6
0.6	Glossary .....	7
0.7	Changes Expected .....	8
0.8	Accuracy .....	8
0.9	Copyright .....	8
<b>1</b>	<b>INTRODUCTION</b> .....	<b>9</b>
1.1	Scope.....	9
1.2	Context within the Architecture.....	9
<b>2</b>	<b>DESIGN PRINCIPLES</b> .....	<b>10</b>
2.1	Permanence of Data.....	10
2.2	Application Components.....	11
2.2.1	Mapping of components – top level .....	12
2.2.2	Mapping of components – system monitor .....	13
2.2.3	Mapping of components – incident management .....	14
2.2.4	Mapping of components – reports and SLT.....	15
2.2.5	Mapping of components – Operational Business Change (OBC) .....	16
2.2.6	Mapping of components – Operational Change Process (OCP).....	1
2.2.7	Database.....	18
2.2.8	Java Servlets.....	23
2.2.9	Web Pages.....	24
2.2.10	Drop Box .....	26
2.3	Input Data Streams.....	26
2.4	Input from Data Warehouse .....	26
2.4.1	Data Warehouse Import Application Components.....	27
2.4.2	Data Warehouse Import Process Flow .....	28
2.5	Input from Triole (Tfs).....	29
2.5.1	Triole Import Application Components.....	29
2.5.2	Triole Import Process Flow .....	30
2.6	Input from Telephony systems.....	30
2.6.1	Telephony Import Application Components.....	31
2.7	Mapping of SLT web pages to SQL tables.....	31
<b>3</b>	<b>SUB-SYSTEM DESCRIPTION – SLT MONITORS</b> .....	<b>34</b>
3.1	Design Overview .....	34
3.2	HNG-X Requirements.....	34
<b>4</b>	<b>SUB-SYSTEM DESCRIPTION – MAJOR INCIDENTS</b> .....	<b>49</b>



<b>4.1</b>	<b>Overview .....</b>	<b>49</b>
<b>4.2</b>	<b>Data Flow .....</b>	<b>49</b>
<b>4.3</b>	<b>Application Components.....</b>	<b>50</b>
<b>5</b>	<b>SUB-SYSTEM DESCRIPTION – SYSTEM MONITORS .....</b>	<b>51</b>
<b>5.1</b>	<b>Overview .....</b>	<b>51</b>
<b>5.2</b>	<b>Data Flow .....</b>	<b>51</b>
<b>5.3</b>	<b>Application Components.....</b>	<b>51</b>
5.3.1	Alliance and Leicester.....	51
5.3.2	CAPO NWB.....	51
5.3.3	Link NWB .....	52
5.3.4	NWB High Failure Count.....	52
5.3.5	TES QA .....	52
5.3.6	Debit Card.....	53
5.3.7	E-Top ups.....	53
5.3.8	DVLA.....	53
5.3.9	PAF .....	54
5.3.10	BAS Routers .....	54
5.3.11	Track and Trace.....	54
5.3.12	Map of sites without comms.....	54
<b>6</b>	<b>SUB-SYSTEM DESCRIPTION – OBC PROCESS.....</b>	<b>57</b>
<b>6.1</b>	<b>Overview .....</b>	<b>57</b>
<b>6.2</b>	<b>Data Flow .....</b>	<b>57</b>
<b>6.3</b>	<b>Application Components.....</b>	<b>57</b>
6.3.1	OBC activity schedule.....	57
6.3.2	OBC PM Branch list.....	57
6.3.3	OBC Counts.....	58
<b>7</b>	<b>SUB-SYSTEM DESCRIPTION – OCPS .....</b>	<b>59</b>
<b>7.1</b>	<b>Overview .....</b>	<b>59</b>
<b>7.2</b>	<b>Data Flow .....</b>	<b>59</b>
<b>7.3</b>	<b>Application Components.....</b>	<b>59</b>
7.3.1	OCP summary.....	59
7.3.2	OCP detail.....	59
<b>8</b>	<b>SUB-SYSTEM DESCRIPTION – REPORTS .....</b>	<b>60</b>
<b>8.1</b>	<b>Overview .....</b>	<b>60</b>
<b>8.2</b>	<b>Data Flow .....</b>	<b>60</b>
<b>8.3</b>	<b>Application Components.....</b>	<b>60</b>
<b>9</b>	<b>SUB-SYSTEM DESCRIPTION – DROP BOX .....</b>	<b>62</b>
<b>9.1</b>	<b>Inbound Data Processing - The drop box.....</b>	<b>62</b>
9.1.1	Drop Box Overview .....	62
9.1.2	Drop Box Data Flow - input.....	62
9.1.3	Drop Box Data Flow - output.....	65
<b>10</b>	<b>CHANGES FOR HNG-X .....</b>	<b>66</b>
<b>10.1</b>	<b>Data in to DWH.....</b>	<b>66</b>
<b>10.2</b>	<b>HNG-X Data Extracts From DWH .....</b>	<b>66</b>



---

11	PLATFORMS .....	67
12	NETWORKS .....	68
13	SYSTEM QUALITIES .....	69
13.1	Security .....	69
13.2	Availability .....	69
13.3	Usability .....	70
13.4	Potential for Change.....	70
14	RISKS AND ASSUMPTIONS .....	7

UNCONTROLLED IF PRINTED



## 0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	19-Jul-2007	Draft for review.	
1.0	18-Jun-2009	Document Approved	

## 0.3 Review Details

Review Comments by :	Friday, 3 <sup>rd</sup> August 2007
Review Comments to :	roger.barnes@postoffice.co.uk GRO & RMGADocumentManagement@postoffice.co.uk GRO
<b>Mandatory Review</b>	
Role	Name
SSC	Mik Peach
SSC	Andy Keil
SSC	Kevin Miller
<b>Optional Review</b>	
Role	Name
Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	Name

(\* ) = Reviewers that returned comments

## 0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source	Ref
PGM/DCM/TEM/0001 (DO NOT REMOVE)			Fujitsu Services Post Office Account HNG-X Document Template	Dimensions	
DES/GEN/STD/0001			HNG-X Host Applications Database Design and Interface Standards	Dimensions	R1
DES/APP/HLD/0049			HNG-X Generic Reports Data Extract HLD	Dimensions	R2
DW/ARC/010 [2]			Data Warehouse Architecture	PVCS	R3
ARC/GEN/REP/0001			HNG-X GLOSSARY	Dimensions	R4
DW/IFS/025 [8]			MIS BI3RDMC Application Interface	PVCS	R5



Reference	Version	Date	Title	Source	Ref
			Specification		
DW/IFS/021 [13]			MIS BI3 TPS Application Interface Specification	PVCS	R6
DW/HLD/007			Datafile Delivery Performance Measurement High Level Design (CP3390)	PVCS	R7
DES/APP/IFS/0011			Data Warehouse HNG-X File Interface Specification	Dimensions	R8
DES/APP/HLD/0082			Data Warehouse High Level Design	Dimensions	R9

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

## 0.5 Abbreviations

For additional abbreviations and glossary items see ARC/GEN/REP/0001

Abbreviation	Definition
A&L	Alliance & Leicester
APS	Automated Payment System
BRDB	Branch Database
CAPO	Card Account Post Office
CSV	Comma Separated Value (database export/import format and file extension). Denotes a text file whose records each consist of a number of data fields separated by a comma. Each record is terminated by a linefeed character.
DCR	Database Change Record
DRS	Data Reconciliation Service
DWH	Data Warehouse
FI	Financial Institution
FS	Fujitsu Services
LINK	LiNK Interchange Network Limited
LFS	Logistics Feeder Service
LREC	LiNK Reconciliation File
MSU	Management Service Unit
NBE	Network Banking Engine
NBX	The term used to describe the NBE functionality absorbed into the Horizon domain
APS	Automated Payment System
BRDB	Branch Database
BRSS	Branch Support System
DCR	Data Change Request
DWH	Data Warehouse
HLD	High Level Design
SMP	Service Management Portal



Abbreviation	Definition
TES	Transaction Enquiry Service
TWS	Tivoli Workflow Scheduler
XCC	Xtranet Call Cleanser. CS internal application allowing HSD staff to view and change suspensions on calls which will, in turn, affect the performance of calls against the relevant SLTs

## 0.6 Glossary

Term	Definition

UNCONTROLLED IF PRINTED



## 0.7 Changes Expected

Changes

## 0.8 Accuracy

Fujitsu Services endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same.

## 0.9 Copyright

©Copyright Fujitsu Services Limited 2006. All rights reserved. No part of this document may be reproduced, stored or transmitted in any form without the prior written permission of Fujitsu Services.



# 1 Introduction

## 1.1 Scope

The Service Management Portal, in its Horizon state, is an SSC development. It is a web site backed by data from a number of sources which presents to the customer details of the condition of the live estate. This document details the design of the web site and its supporting infrastructure. The actual sources of the data are not examined in any detail as these are covered by design documents for each of the individual components.

## 1.2 Context within the Architecture

The Service Management Portal does not form part of the Horizon or HNG-X architecture; rather it is a response to the customer requirement for information about the live estate which has been met in the past by a variety of reports, emails and word of mouth. The Service Management Portal collects many of these disparate elements into a consistent form and presents them in an on-demand fashion.



## 2 Design Principles

The Service Management Portal is intended to perform the following functions

- Receive almost real-time information about the state of the system via high-level system monitors
- Receive up to date information about the performance of the system against SLTs
- Review progress of any Major incident, including the logging of additional information and the progress against actions
- Receive information about any operation business changes (OBCs) which have been requested
- Receive information about any operational change procedures (OCPs) which either require client approval, or which are service affecting
- Receive a variety of reports from Customer Service Management about the state of the system, including the counts of the various sorts of transactions and the Service Review Book (SRB)

The SMP, in its Horizon state, is an SSC development which is documented only to the extent of having a user guide (as both a word document and an html equivalent available to the end user) and a support guide. At HNGX, since it is intended that the SMP be the primary mechanism for reporting on SLTs to the client, a more rigorous documentation regime is required.

The SMP web server has been located in the "Southern Data Centre" since 2006, was installed and is maintained in accordance with the relevant corporate standards for equipment installation in the data centre and complies with the corporate requirements for an internet site. In effect, this means that the web server itself does not contain a database, but instead uses HTML and .jsp pages to access database servers which are resident in BRA01. Access from the web server to these databases is rigidly enforced by firewall and the web server is only allowed access to the SMP database and to Peak.

The Java servlets have been written to comply with Java runtime version 1.5.0.06 using jdk version 1.5.0.06.

The HTML and .jsp pages have been designed to operate with any browser, but have been specifically tested with Microsoft Internet explorer 6. HTML, Java and JavaScript checking have been done using Macromedia Dreamweaver MX version 6.0.

### 2.1 Permanence of Data

Data is kept within the SMP database indefinitely because the amounts of data are relatively small and it is anticipated that the client will require information spanning a long period. At HNGX, some of the SLTs specified operate on a rolling 5 year average, therefore data must be retained for at least that period.



---

## 2.2 Application Components

The first group of sub-sections within this section are diagrammatic representations of the mappings between components in the overall structure of the application.

A black box indicates a menu option on the preceding .jsp page.

A white box indicates a .jsp page

A blue box indicates a SQL server table , stored procedure or view

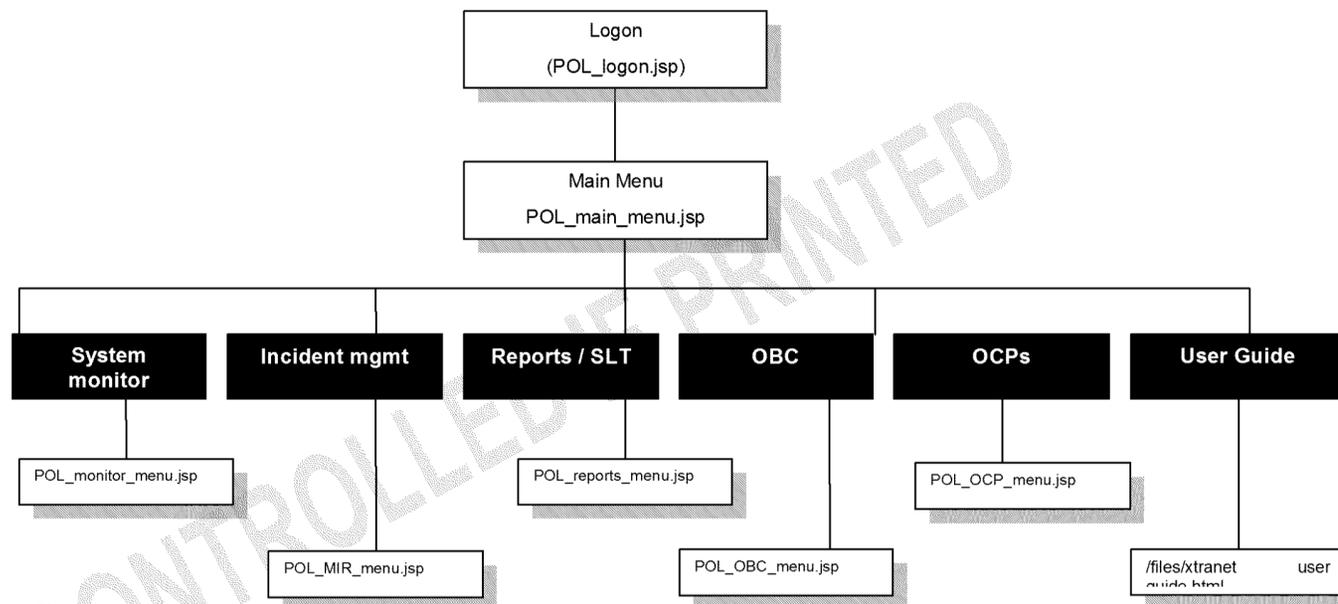
An orange box indicates a java servlet

UNCONTROLLED IF PRINTED



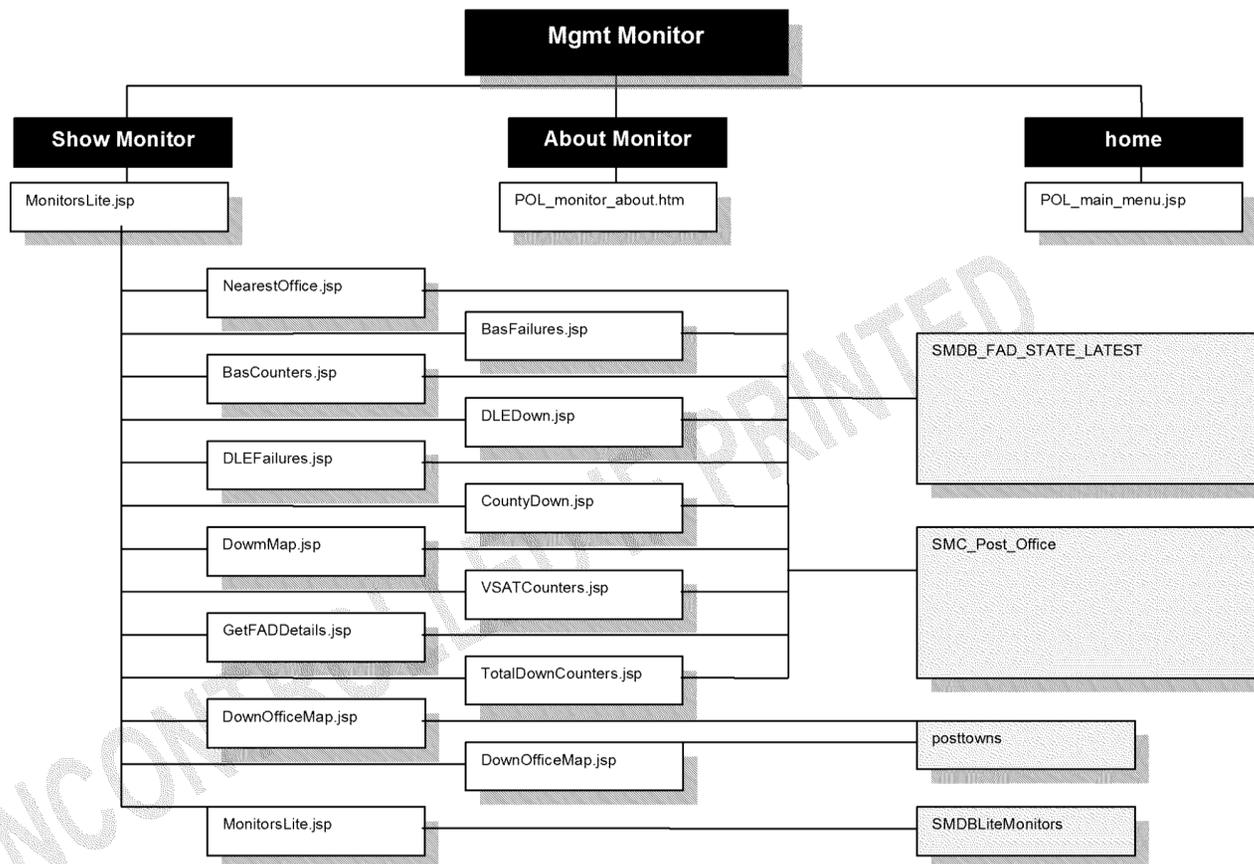
## 2.2.1 Mapping of components – top level

This Section diagrammatically describes the links from the main menu to the underlying components within the design .



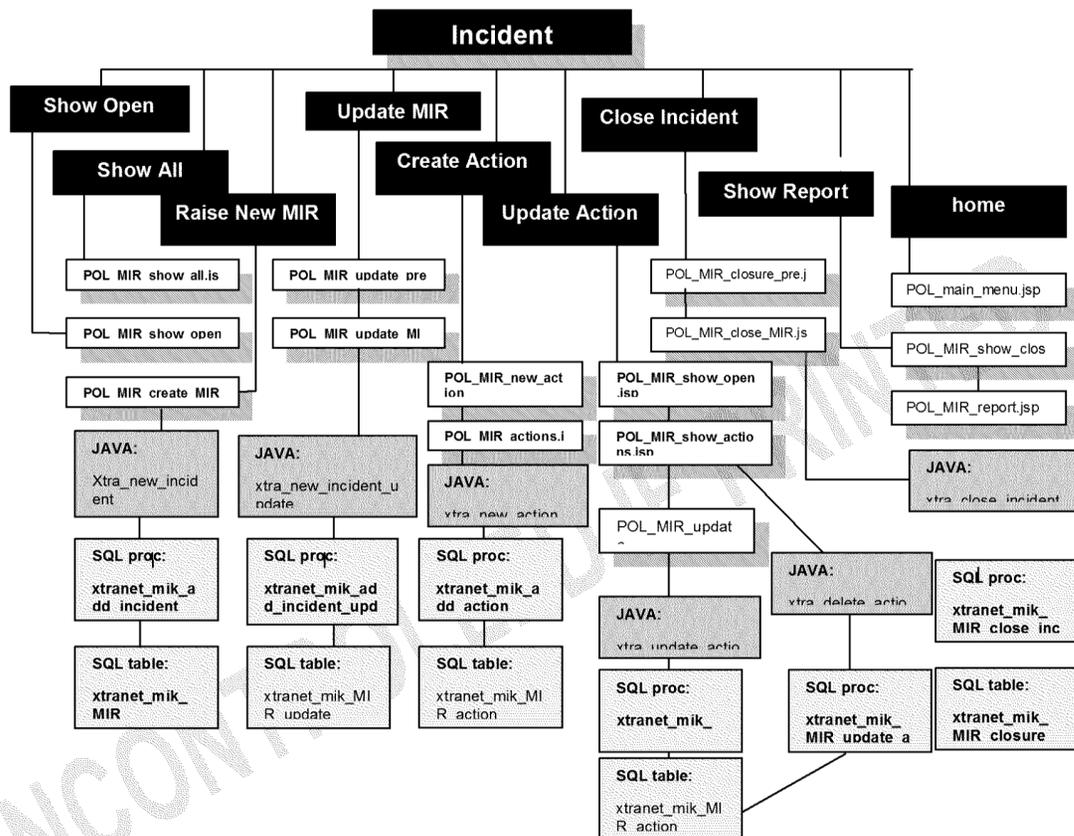


## 2.2.2 Mapping of components – system monitor



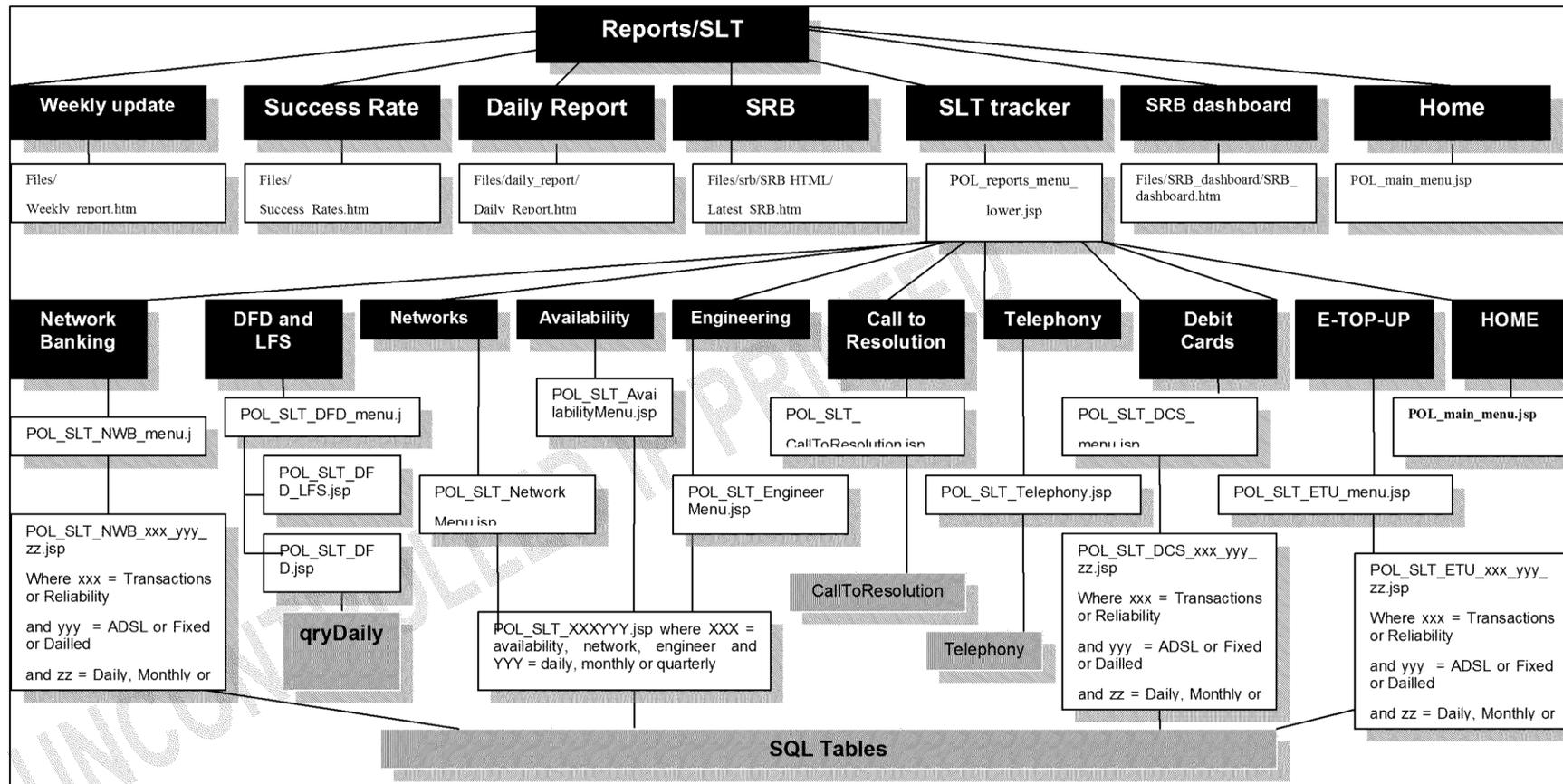


### 2.2.3 Mapping of components – incident management



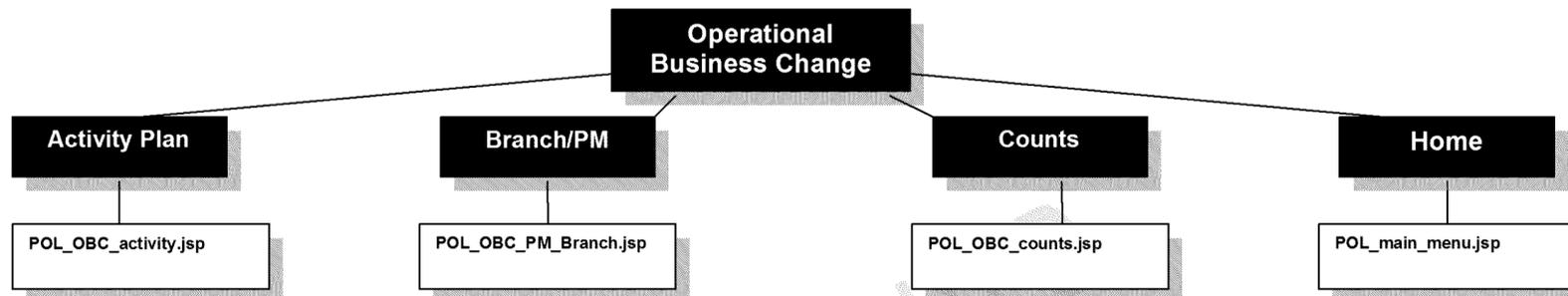


## 2.2.4 Mapping of components – reports and SLT

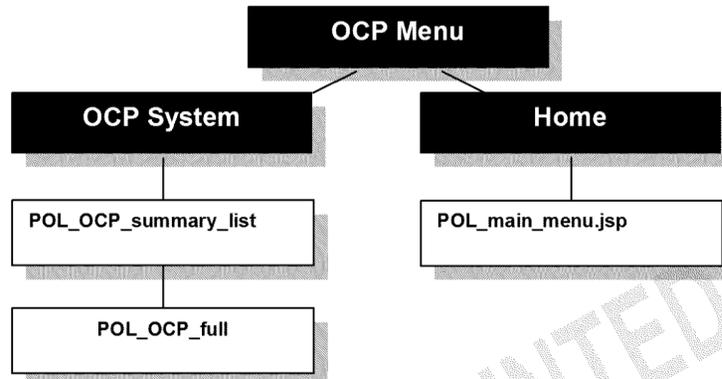




## 2.2.5 Mapping of components – Operational Business Change (OBC)



## 2.2.6 Mapping of components – Operational Change Process (OCP)



UNCONTROLLED IF PRINTED



## 2.2.7 Database

The database is written using SQL Server 2005. The table below describes the tables and stored procedures within the database, relates them to the module to which they are relevant (System Monitor, SLT etc) and outlines the function of each.

Table / View/ proc name	Module	mode	function
xtranet_mik_users	generic	table	<p>Holds the details of usernames and passwords.</p> <p>Entries have to be created manually, there is no web interface for user setup</p>
xtranet_mik_MIR	Major Incidents	table	<p>Holds the details of a Major Incident Report</p> <p>Entries are created by calls to the stored procedure <code>xtranet_mik_add_incident</code>. Once created, they cannot be altered. Any updates to the Major Incident are held in the update table, and an MIR is closed when a closure record is created.</p> <p>The table holds the basic details which are likely to be available at the creation of the MIR. The incident title and a call number are mandatory fields in the HTML because all further reference to the table is based on these two fields.</p>
xtranet_mik_MIR_update	Major Incidents	table	<p>Holds any updates which are made to the major incident during the course of its existence up until the time that it becomes closed.</p> <p>Once the major incident has been closed, no further updates can be made.</p> <p>Title and call are mandatory fields imposed by the HTML code.</p>
xtranet_mik_MIR_actions	Major Incidents	table	<p>Holds any actions which are associated with the major incident during the course of its existence up until the time that it becomes closed.</p> <p>Once the incident has been closed no new actions can be created.</p> <p>Title and call are mandatory fields imposed by the HTML code.</p>



## Service Management Portal High Level Design



## COMMERCIAL IN CONFIDENCE

xtranet_mik_MIR_closure	Major Incidents	table	Once a major incident is closed, details are held in the closure table. Only one closure record is permitted for any major incident
xtranet_mik_MIR_status	Major Incidents	table	Lookup table only
xtranet_mik_MIR_update_types	Major Incidents	table	Lookup table only – used in the trial version of the extranet system but not incorporated in the final version. This table has been retained in the expectation that someone at some stage is probably going to ask for it to be included.
OBCBigtable	OBC	table	Contains all of the relevant data from the OBC database. The table is copied into the database daily by a job running within SQL server which runs at 01:00
ocps	OCP	table	There is only one table associated with the OCP system – the OCP table which holds details of all of the OCPs which have either service affected set to yes, or else have been sent to the customer for approval. The table is documented here for completeness, but in practice all access to the data is held in a view called VW_SP_get_service_affecting
VW_SP_get_service_affecting (View)	OCP	table	The only means of access into the OCP data
CallToResolution	SLT	table	Used to hold the data relating to Call to resolution SLTs
DCSONPerfDaily	SLT	table	Used to hold the data relating to Debit Card Daily Transaction SLTs
DCSONPerfMonthly	SLT	table	Used to hold the data relating to Debit Card Monthly Transaction SLTs
DCSONPerfQtrly	SLT	table	Used to hold the data relating to Debit Card Quarterly Transaction SLTs
DCSSerRelDaily	SLT	table	Used to hold the data relating to Debit Card Daily Reliability SLTs
DCSSerRelMonthly	SLT	table	Used to hold the data relating to Debit Card Monthly Reliability SLTs
DCSSerRelQtrly	SLT	table	Used to hold the data relating to Debit Card Quarterly Reliability SLTs
DFDInbound	SLT	table	Used to hold the data relating to Inbound data file delivery
DFDOutbound	SLT	table	Used to hold the data relating to Outbound data file delivery
ETUONPerfDaily	SLT	table	Used to hold the data relating to E-Top-ups Daily Transaction SLTs
ETUONPerfMonthly	SLT	table	Used to hold the data relating to E-Top-ups Monthly Transaction SLTs
ETUONPerfQtrly	SLT	table	Used to hold the data relating to E-Top-ups Quarterly Transaction SLTs



ETUSerRelDaily	SLT	table	Used to hold the data relating to E-Top-ups Daily Reliability SLTs
ETUSerRelMonthly	SLT	table	Used to hold the data relating to E-Top-ups Monthly Reliability SLTs
ETUSerRelQtrly	SLT	table	Used to hold the data relating to E-Top-ups Quarterly Reliability SLTs
Inbound	SLT	table	Used to hold the data relating to Data File Delivery Inbound SLTs on their way into the database. The only purpose of the table is to hold the data prior to changing the DAY_A column to a date, after which the data is stored in table InboundFinal
Inbound_Append	SLT	table	Takes data from the InboundFinal table and reformats this data to concatenate some columns and to make them consistent – the data is generated by sp_processInbound and is appended to DFDInbound table
InboundFinal	SLT	table	Used to hold the data relating to Data File Delivery Inbound SLTs after the data for day_a has been converted to datetime format
OnPerfDaily	SLT	table	Used to hold the data relating to Network Banking Daily Transaction SLTs
OnPerfMonthly	SLT	table	Used to hold the data relating to Network Banking Monthly Transaction SLTs
OnPerfQtrly	SLT	table	Used to hold the data relating to Network Banking Quarterly Transaction SLTs
Outbound	SLT	table	Used to hold the data relating to Data File Delivery Outbound SLTs on their way into the database. The only purpose of the table is to hold the data prior to changing the DAY_A column to a date, after which the data is stored in table OutboundFinal
Outbound_Append	SLT	table	Takes data from the OutboundFinal table and reformats this data to concatenate some columns and to make them consistent – the data is generated by sp_processOutbound and is appended to DFDOutbound table
OutboundFinal	SLT	table	Used to hold the data relating to Data File Delivery Outbound SLTs after the data for day_a has been converted to datetime format
qryDaily	SLT	table	Used to hold the data relating to Inbound and outbound file delivery SLTs. The data in this view is created from the DFDInbound and DFDOutbound views and is the primary source of data for the web pages
SerRelDaily	SLT	table	Used to hold the data relating to Network Banking Daily Transaction



			SLTs
SerRelMonthly	SLT	table	Used to hold the data relating to Network Banking Monthly Transaction SLTs
SerRelQtrly	SLT	table	Used to hold the data relating to Network Banking Quarterly Transaction SLTs
SLTDefinition	SLT	table	Used to hold the targets for SLTs for File delivery and LFS
Telephony	SLT	table	Used to hold the data relating to Telephony SLTs
XCCDailyHardwareSLTSummary	SLT	view	This is a view from POASMPDEV to BOGGIT, which is the live XCC system. It holds the summary of Engineer call to fix details by day
XCCDailyNetworkSLTSummary	SLT	view	This is a view from POASMPDEV to BOGGIT, which is the live XCC system. It holds the summary of network call to fix details by day
XCCMonthlyAvailabilitySLTSummary	SLT	view	This is a view from POASMPDEV to BOGGIT, which is the live XCC system. It holds the summary of Availability of counters and branches by month
XCCMonthlyHardwareSLTSummary	SLT	view	This is a view from POASMPDEV to BOGGIT, which is the live XCC system. It holds the summary of Engineer call to fix details by month
XCCMonthlyNetworkSLTSummary	SLT	view	This is a view from POASMPDEV to BOGGIT, which is the live XCC system. It holds the summary of network call to fix details by month
XCCQuarterlyAvailabilitySLTSummary	SLT	view	This is a view from POASMPDEV to BOGGIT, which is the live XCC system. It holds the summary of Availability of counters and branches by quarter
XCCQuarterlyHardwareSLTSummary	SLT	view	This is a view from POASMPDEV to BOGGIT, which is the live XCC system. It holds the summary of Engineer call to fix details by quarter
XCCQuarterlyNetworkSLTSummary	SLT	view	This is a view from POASMPDEV to BOGGIT, which is the live XCC system. It holds the summary of network call to fix details by quarter
xtranet_mik_add_incident	Major Incidents	Stored Procedure	Adds a new incident record to the database table by inserting values from the HTML page into the database table xtranet_mik_MIR.  Incident title and call number are mandatory fields imposed within the HTML
xtranet_mik_add_incident_update	Major Incidents	Stored Procedure	Adds a record to the table xtranet_mik_MIR_update using parameters gathered from the HTML



			pages.  Incident title and call number are mandatory fields imposed within the HTML
xtranet_mik_add_action	Major Incidents	Stored Procedure	Adds a record to the table xtranet_mik_MIR_actions using parameters gathered from the HTML pages.  Incident title and call number are mandatory fields imposed within the HTML
xtranet_mik_delete_action	Major Incidents	Stored Procedure	Allows the user to delete a previously created action from the table xtranet_mik_MIR_actions.
xtranet_mik_MIR_update_action	Major Incidents	Stored Procedure	Allows the user to update a previously created action from the table xtranet_mik_MIR_actions.
xtranet_mik_MIR_close_incident	Major Incidents	Stored Procedure	Adds a record to the table xtranet_mik_MIR_closure using parameters gathered from the HTML pages.  Incident title and call number are mandatory fields imposed within the HTML.  The stored procedure also changes the status of the associated Major Incident in the table xtranet_mik_MIR to "closed"
xtranet_mik_import_OBC_Data	OBC	Stored Procedure	Imports data from the linked table OBCACCESS...Bigtable into the table OBCBigTable
sp_Datacollection	SLT	Stored Procedure	Runs the stored procedures sp_processOutbound and sp_ProcessInbound to do the actual work
sp_ProcessOutbound	SLT	Stored Procedure	Processes the data in the OutboundFinal table and checks to see if there is any data in the existing DFDOutbound table which has been manually amended. If there is, then this data is left intact, data for other dates is processed into the DFDOutbound table
xtranet_mik_import_DCS_ETU_SER_Perf	SLT	Stored Procedure	Imports data from text files in the D:\incomingSLT\data folder into the tables for ETU, Debit Card and Network Banking SLTs
xtranet_mik_import_inbound_outbound	SLT	Stored Procedure	Imports data from text files in the D:\incomingSLT\data folder into the Inbound and Outbound tables which contain data about the data file delivery SLTs, then copies this data to InboundFinal and OutboundFinal



			tables which have the dates correctly formatted
xtranet_mik_import_Telephony_CallToResolution	SLT	Stored Procedure	Imports data from text files in the D:\incomingSLT\data folder into the <b>Telephony</b> and <b>CallToResolution</b> tables which contain data about the delivery SLTs. The files themselves are delivered from HSD via MSU.

## 2.2.8 Java Servlets

The Java servlets are written to be compliant with Java runtime version 1.5.0.06 using jdk version 1.5.0.06.

The table below describes the servlets, relates them to the module to which they are relevant (System Monitor, SLT etc) and outlines the function of each.

Servlet name	Module	function
xtra_logon	generic	Takes data from POL_logon.htm and checks the database to confirm that there is a valid user and password. Also registers the size of the usable screen and sets up a session variable which is read by the web pages to determine which cascading style sheet should be used
Xtra_new_incident	Major Incidents	Takes data from POL_MIR_create_MIR web page, formats it and then calls the database stored procedure xtranet_mik_add_incident to create a new MIR
xtra_new_incident_update	Major Incidents	Takes data from POL_MIR_update_MIR web page, formats it and then calls the database stored procedure xtranet_mik_add_incident_update to create a new update record
xtra_new_action	Major Incidents	Takes data from POL_MIR_Actions web page, formats it and then calls the database stored procedure xtranet_mik_add_action to create a new update record
xtra_delete_action	Major Incidents	Takes the selected record from POL_MIR_show_actions web page and then calls the database stored procedure



		xtranet_mik_delete_action to delete an already created action record
xtra_update_action	Major Incidents	Takes data from POL_MIR_update_action.jsp web page, formats it and then calls the database stored procedure xtranet_mik_MIR_update_action to change an existing update record
xtra_close_incident	Major incidents	Takes data from POL_MIR_close_MIR.jsp web page, formats it and then calls the database stored procedure xtranet_mik_MIR_close_incident to create a new closure record
DrawPostCodes	System Monitors	Takes the basic map of the UK and draws map points indicating the post offices with a communication status of down by converting Post code to map references – varying the size of red blob by pixels for FADS which are “down” in the same post code area. The data for the status of the Post office communications is gathered from SMDB
CleanAccessLog	Generic	used to remove unwanted information from the Tomcat access log and perform diagnostic logging

## 2.2.9 Web Pages

The web pages were designed and written using Dreamweaver MX. They are compliant to the corporate Visual Identity standards Version 1.3.

### 2.2.9.1 Cascading Style Sheet

The cascaded style sheet is called either POL\_xtranet\_small.css or POL\_xtranet\_large.css.

The decision between the two is based on the available screen size, which is held in a session variable and checked within the file screen\_size\_check.jsp, which is part of an include statement on each web page.



The style sheets define the following characteristics of all the web pages with the exception of the MIR report which is intended to be printed. For the large screen size, the settings are -

background-colour is set to black,  
H1 is set to Arial, 20 point, Fujitsu grey  
H2 is set to Arial, 9 point, Fujitsu blue  
H3 is set to Arial, 9 point, white  
H4 is set to Arial, 9 point, Fujitsu red  
H5 is set to Arial, 14 point, Fujitsu grey  
Screen visible size is set to 1400 by 900 pixels  
The banner is set to FJBanner\_1300.png in the images folder  
The target frame, in which all results appear is set to 1000 by 825 pixels  
The sidebar, containing the menus is set to 170 by 825 pixels  
The background images on menu items are set to FJ\_button\_initial.png in the images folder in their normal state.  
The background images on menu items are set to FJ\_button\_over.png in the images folder in their "mouse-over" state.

For the small screen size, the settings are -

background-color is set to black,  
H1 is set to Arial, 15 point, Fujitsu grey  
H2 is set to Arial, 8 point, Fujitsu blue  
H3 is set to Arial, 8 point, white  
H4 is set to Arial, 8 point, Fujitsu red  
H5 is set to Arial, 10 point, Fujitsu grey  
Screen visible size is set to 90% by 70% of the available screen space  
The banner is set to FJBanner\_1000.png in the images folder  
The target frame, in which all results appear is set to 80% by 90% of the available space within the screen visible size  
The sidebar, containing the menus is set to 10% by 85% of the available space within the screen visible size



The background images on menu items are set to FJ\_button\_initial\_small.png in the images folder in their normal state.

The background images on menu items are set to FJ\_button\_over\_small.png in the images folder in their "mouse-over" state.

### 2.2.9.2 Connections to the database

Connections to databases are held in the file connections/peak\_connect.jsp This includes connection strings to all databases involved, not just the peak system.

### 2.2.10 Drop Box

Data for various functions within the SMP are provided by a number of units outside the SSC. These units FTP their prepared data to a directory on the SMP development box for processing. This directory (D:\SMPDropBox ) is know as the SMP "Drop Box".

A Java class called DropBox parses this directory and then processes the files as appropriate.

Files to be processed by the DropBox class are controlled by a parameter file "SMPDropBox.param" within the drop box directory. This files is read as the DropBox class is loaded. Each line of the file contains "filename|directoryname". At each cycle the DropBox class will look for "filename" within the dropbox directory and if present move it to "directoryname". If the file is a ZIP file (extension .zip) then it will be expanded into "directoryname" and then deleted from the dropbox. Any files that already exist in directoryname will be silently overwritten.

## 2.3 Input Data Streams

## 2.4 Input from Data Warehouse

This Section describes the high level design of the Data Warehouse sub-system within the Service Management Portal.

The Data Warehouse sub-system is responsible for incorporation of data from the Data Warehouse running on the live HNGX system, with .csv files being collected from the <<name of the generic red>>corporate interface system not yet defined>> .



### 2.4.1 Data Warehouse Import Application Components

These modules have been developed using Microsoft SQL Server 2005 stored procedures.

The Data Warehouse provides the data for the SLT monitors; details of the mapping of the data warehouse data to the web pages in the Service Management Portal are contained in section 3.2.

The data from the data warehouse is delivered from the data warehouse in the form of .csv files to the <<generic data portal from live>corporate>> server. It is collected from the server by means of an overnight SQL Server job, which imports the data into SQL server tables and then concatenates the data from previous extracts into a form suitable for querying by SQL commands in the web pages.

UNCONTROLLED IF PRINTED



## 2.4.2 Data Warehouse Import Process Flow

Prior to HNGX the data warehouse import process consists of the following steps –

- a) MSU staff run queries via Business Objects to produce .csv files
- b) MSU copy these files from the live system to the corporate system by floppy disc
- c) The files are put into fixed locations on the POASMPDEV system.
- d) The drop-box component validates them
- e) SQL Server stored procedures import the files into tables within the SQL database .

The overnight job which imports and processes the files is called import\_SLT\_data. In turn, this calls the stored procedures xtranet\_mik\_import\_inbound\_outbound and xtranet\_mik\_import\_DCS\_ETU\_SER\_Perf.

xtranet\_mik\_import\_inbound\_outbound imports the following files into SQL tables of the same name:

OnPerfDaily

OnPerfMonthly

OnPerfQtrly

SerRelDaily

SerRelMonthly

SerRelQtrly

DCSONPerfDaily

DCSONPerfMonthly

DCSONPerfQtrly

DCSSerRelDaily

DCSSerRelMonthly

DCSSerRelQtrly



ETUOnPerfDaily  
ETUOnPerfMonthly  
ETUOnPerfQtrly  
ETUSerRelDaily  
ETUSerRelMonthly  
ETUSerRelQtrly

## 2.5 Input from Triole (TfS)

This Section describes the high level design of the Triole sub-system within the Service Management Portal.

The Triole sub-system is responsible for incorporation of data from the TfS call management system, with a SQL view having been set up in TfS containing the details of the calls closed from 3 days prior to the extraction. The three day window is set to enable the HSD staff to modify the calls to remove any obvious anomalies and to tidy the data.

This data in its raw form is used for presentation of both the call-to-fix SLTs and the “availability” SLTs. In its raw form from TfS it is not in a state suitable for display to the customer, and instead of being loaded directly into the Service Management Portal database is loaded instead into a SQL database called XCC (extranet call cleanser). A limited number of HSD staff have direct access to this database in which they can add or modify “suspensions” to the calls which will impact the SLTs.

The XCC database does not form part of the live RMGA estate and therefore, although there is a support guide and a user guide for this system, they are not held in dimensions.

For the purposes of the service Management Portal the XCC system holds views of the cleansed data which are presented to the customer under the relevant availability and call-to-fix SLTs

### 2.5.1 Triole Import Application Components

These modules have been developed using Microsoft SQL Server 2005 stored procedures.



## 2.5.2 Triole Import Process Flow

There is no direct input from Triole for Service to the Service Management Portal. Before any data relating to call-to-fix of calls and availability of branches and Post Offices is presented to the Service Management Portal, it is cleansed by HSD staff using the XCC database (see section 2.5 for a brief explanation of this process).

Since there are network and security restrictions in place which permit the live SMP web server to only query the SMP and Peak databases, the data which is usually held on the XCC database is accessed from the SMP database by views.

The relevant views are:

XCCDailyHardwareSummary

XCCDailyNetworkSummary

XCCMonthlyAvailabilitySummary

XCCMonthlyHardwareSummary

XCCMonthlyNetworkSummary

XCCQuarterlyAvailabilitySummary

XCCQuarterlyHardwareSummary

XCCQuarterlyNetworkSummary

## 2.6 Input from Telephony systems

This Section describes the high level design of the Telephony input sub-system within the Service Management Portal.

The Telephony input sub-system is responsible for incorporation of data from the Telephony system, with .csv files being delivered from the HSD into the Drop Box

The SQL server overnight process import\_SLT\_data calls the stored procedure xtranet\_mik\_import\_Telephony\_CalltoResolution which imports the files called “Telephony” and “CalltoResolution” into tables of the same names.



## 2.6.1 Telephony Import Application Components

These modules have been developed using Microsoft SQL Server 2005 stored procedures.

## 2.7 Mapping of SLT web pages to SQL tables

Web Page	SQL server table / view
POL_SLT_AvailabilityMonthlyCritical.jsp	View XCCMonthlyCoreSummary
POL_SLT_AvailabilityQuarterlyCritical.jsp	View XCCQuarterlyCoreSummary
POL_SLT_DCS_Reliability_ADSL_Daily.jsp	DCSSerRelDaily
POL_SLT_DCS_Reliability_Dialled_Daily.jsp	DCSSerRelDaily
POL_SLT_DCS_Reliability_Fixed_Daily.jsp	DCSSerRelDaily
POL_SLT_DCS_Reliability_ADSL_Monthly.jsp	DCSSerRelMonthly
POL_SLT_DCS_Reliability_Dialled_Monthly.jsp	DCSSerRelMonthly
POL_SLT_DCS_Reliability_Fixed_Monthly.jsp	DCSSerRelMonthly
POL_SLT_DCS_Reliability_ADSL_Quarterly.jsp	DCSSerRelQtrly
POL_SLT_DCS_Reliability_Dialled_Quarterly.jsp	DCSSerRelQtrly
POL_SLT_DCS_Reliability_Fixed_Quarterly.jsp	DCSSerRelQtrly
POL_SLT_DCS_Transactions_ADSL_Daily.jsp	DCSONPerfDaily
POL_SLT_DCS_Transactions_Dialled_Daily.jsp	DCSONPerfDaily
POL_SLT_DCS_Transactions_Fixed_Daily.jsp	DCSONPerfDaily
POL_SLT_DCS_Transactions_ADSL_Monthly.jsp	DCSONPerfMonthly
POL_SLT_DCS_Transactions_Dialled_Monthly.jsp	DCSONPerfMonthly
POL_SLT_DCS_Transactions_Fixed_Monthly.jsp	DCSONPerfMonthly
POL_SLT_DCS_Transactions_ADSL_Quarterly.jsp	DCSONPerfQtrly
POL_SLT_DCS_Transactions_Dialled_Quarterly.jsp	DCSONPerfQtrly
POL_SLT_DCS_Transactions_Fixed_Quarterly.jsp	DCSONPerfQtrly
POL_SLT_EngineerDaily.jsp	View XCCDailyHardwareSLTSummary
POL_SLT_EngineerMonthly.jsp	View XCCMonthlyHardwareSLTSummary
POL_SLT_EngineerQuarterly.jsp	View XCCQuarterlyHardwareSLTSummary



## COMMERCIAL IN CONFIDENCE

POL_SLT_ETU_Reliability_ADSL_Daily.jsp	ETUSerRelDaily
POL_SLT_ETU_Reliability_Dialled_Daily.jsp	ETUSerRelDaily
POL_SLT_ETU_Reliability_Fixed_Daily.jsp	ETUSerRelDaily
POL_SLT_ETU_Reliability_ADSL_Monthly.jsp	ETUSerRelMonthly
POL_SLT_ETU_Reliability_Dialled_Monthly.jsp	ETUSerRelMonthly
POL_SLT_ETU_Reliability_Fixed_Monthly.jsp	ETUSerRelMonthly
POL_SLT_ETU_Reliability_ADSL_Quarterly.jsp	ETUSerRelQtrly
POL_SLT_ETU_Reliability_Dialled_Quarterly.jsp	ETUSerRelQtrly
POL_SLT_ETU_Reliability_Fixed_Quarterly.jsp	ETUSerRelQtrly
POL_SLT_ETU_Transactions_ADSL_Daily.jsp	ETUOnPerfDaily
POL_SLT_ETU_Transactions_Dialled_Daily.jsp	ETUOnPerfDaily
POL_SLT_ETU_Transactions_Fixed_Daily.jsp	ETUOnPerfDaily
POL_SLT_ETU_Transactions_ADSL_Monthly.jsp	ETUOnPerfMonthly
POL_SLT_ETU_Transactions_Dialled_Monthly.jsp	ETUOnPerfMonthly
POL_SLT_ETU_Transactions_Fixed_Monthly.jsp	ETUOnPerfMonthly
POL_SLT_ETU_Transactions_ADSL_Quarterly.jsp	ETUOnPerfQtrly
POL_SLT_ETU_Transactions_Dialled_Quarterly.jsp	ETUOnPerfQtrly
POL_SLT_ETU_Transactions_Fixed_Quarterly.jsp	ETUOnPerfQtrly
POL_SLT_NetworkDaily.jsp	View XCCDailyNetworkSLTSummary
POL_SLT_NetworkMonthly.jsp	View XCCMonthlyNetworkSLTSummary
POL_SLT_NetworkQuarterly.jsp	View XCCQuarterlyNetworkSLTSummary
POL_SLT_NWB_Reliability_ADSL_Daily.jsp	SerRelDaily
POL_SLT_NWB_Reliability_Dialled_Daily.jsp	SerRelDaily
POL_SLT_NWB_Reliability_Fixed_Daily.jsp	SerRelDaily
POL_SLT_NWB_Reliability_ADSL_Monthly.jsp	SerRelMonthly
POL_SLT_NWB_Reliability_Dialled_Monthly.jsp	SerRelMonthly
POL_SLT_NWB_Reliability_Fixed_Monthly.jsp	SerRelMonthly
POL_SLT_NWB_Reliability_ADSL_Quarterly.jsp	SerRelQtrly
POL_SLT_NWB_Reliability_Dialled_Quarterly.jsp	SerRelQtrly
POL_SLT_NWB_Reliability_Fixed_Quarterly.jsp	SerRelQtrly
POL_SLT_NWB_Transactions_ADSL_Daily.jsp	OnPerfDaily
POL_SLT_NWB_Transactions_Dialled_Daily.jsp	OnPerfDaily
POL_SLT_NWB_Transactions_Fixed_Daily.jsp	OnPerfDaily



---

POL_SLT_NWB_Transactions_ADSL_Monthly.jsp	OnPerfMonthly
POL_SLT_NWB_Transactions_Dialled_Monthly.jsp	OnPerfMonthly
POL_SLT_NWB_Transactions_Fixed_Monthly.jsp	OnPerfMonthly
POL_SLT_NWB_Transactions_ADSL_Quarterly.jsp	OnPerfQtrly
POL_SLT_NWB_Transactions_Dialled_Quarterly.jsp	OnPerfQtrly
POL_SLT_NWB_Transactions_Fixed_Quarterly.jsp	OnPerfQtrly
POL_SLT_DFD.jsp	qryDaily
POL_SLT_DFD_LFS.jsp	qryDaily

UNCONTROLLED IF PRINTED



## 3 Sub-System Description – SLT Monitors

### 3.1 Design Overview

We are obliged to report on our performance against a number of Service Level Targets, and Performance Measures. The data warehouse will load and store SLT and PM data extracted from each of the other host systems and perform data aggregation as required for SLT and PM reporting. A generic reporting program (ref. DES/APP/HLD/0049) will produce data extracts from tables in the data warehouse to a directory on the DWH Host server. These will be picked up by SSC and subject to possible checks by MSU loaded to a SQL server database which in turn will be connected to a web front end for reporting to the client, the latter being collectively known as the Service Management Portal (SMP).

Reports produced by the Data Warehouse (DWH) will be captured by SSC who will be responsible for an initial vetting process and sanity check in conjunction with MSU and will then format and deliver these onto the SMP for access by the client. In some cases – for example where number of failures per year are measured, the SMP database may do the count accumulation, DWH provides data on a shorter timescale (week or month) to provide the raw data.

The first sheet shows a brief description of the SLT or PM, whether it involves Liquidated Damages (LD), whether it is a new (HNG-X) requirement and the anticipated source. In the source column, the system or application which will supply the data is defined. Where the data is to come from the data warehouse, then the column entitled Xref in DES/APP / IFS/0011 indicates the relevant chapter in the Data Warehouse HNGX file interface specification which refers to this SLT. All references in this document are from version 0.1 of the interface spec.

### 3.2 HNG-X Requirements

The following table details the SLT and PM reporting requirements which have been identified for HNG-X. This document specifies the data gathering and storage for those identified as “New” (i.e. relating to HNGX) and “Old” (i.e. those SLT measures which are already provided by the SMP). The expected source of the data is also included.

The reporting requirements for the following SLT and PM's are dealt with in this document:-

Area	Sub-Area	Measure	SLT	LD and/or ARL	PM /SLT	Ref. No	New /Old	Source	Xref in DES/APP / IFS/0011
Engineering Service	Branch Infrastructure - Call to Fix	Priority A – 4 hour call to fix (Flexible structure)	95%	NO	SLT	SLT1		XCC/ Powerhelp / Triole	N/A
Engineering Service	Branch Infrastructure - Call to Fix	Priority B – 8 hour call to fix (Flexible structure)	95%	NO	SLT	SLT2		XCC/ Powerhelp / Triole	N/A



Service Management Portal High Level Design



COMMERCIAL IN CONFIDENCE

Engineering Service	Branch Infrastructure - Call to Fix	Priority C – End of Next Business Day call to fix (Flexible structure)	95%	NO	SLT	SLT3	XCC/ Powerhelp / Triole	N/A
Engineering Service	Branch Infrastructure - Call to Fix	Priority A – 6 hour call to fix (Flexible structure)	100%	NO	SLT	SLT4	XCC/ Powerhelp / Triole	N/A
Engineering Service	Branch Infrastructure - Call to Fix	Priority B – 10 hour call to fix (Flexible structure)	100%	NO	SLT	SLT5	XCC/ Powerhelp / Triole	N/A
Engineering Service	Branch Infrastructure - Call to Fix	Priority C – End of Next Business Day plus 2 hours call to fix (Flexible structure)	100%	NO	SLT	SLT6	XCC/ Powerhelp / Triole	N/A
Service Integration Service	PostShop Engineer - Call to Fix	Fix critical incident within 8 hours	100%	NO	SLT	SLT7		N/A
Service Integration Service	PostShop Engineer - Call to Fix	Fix non-critical incident within 8 hours	100%	NO	SLT	SLT8		N/A
Service Desk Service	Telephony Response	answered within 30 seconds	>= 80%	NO	SLT	SLT9	HSD / Telephony	N/A
Service Desk Service	Telephony Response	Average time to answer	< 10 seconds	NO	SLT	SLT10	HSD / Telephony	N/A
Service Desk Service	Telephony Response	Calls not answered	< 5%	NO	SLT	SLT11	HSD / Telephony	N/A
Service Desk Service	First Time Incident Fix (across all Support Functions)	First time fix	>= 85%	NO	SLT	SLT12		N/A
Service Desk Service	Service Desk Systems Availability	Availability of Voicemail facility outside of Service Desk core working day	100%	NO	SLT	SLT13	HSD / Telephony	N/A
Service Desk Service	Service Desk Systems Availability	Availability of Web call logging facility (back end server)	100%	NO	SLT	SLT14	HSD / Triole ?	N/A
Service Desk Service	Service Desk Systems Availability	Web / Voicemail calls raised out of Service Desk core working day on Fujitsu Services call logging system responded to next Service Desk core working day	100%	NO	SLT	SLT15	HSD / Telephony	N/A



Service Management Portal High Level Design



COMMERCIAL IN CONFIDENCE

Service Desk Service	Software Incidents – Call to Resolution	Software incidents resolved by re-boot or workaround <= 15minutes	95%	NO	SLT	SLT16		N/A
Service Desk Service	Software Incidents – Call to Resolution	Software incidents resolved by re-boot or workaround <= 30minutes	100%	NO	SLT	SLT17		N/A
Branch Network Service	Branch Telecom Infrastructure - Call to Fix	Priority A – 4 hour call to fix (Flexible structure) Priority C – End of Next Business Day	95%	NO	SLT	SLT18	XCC/ Powerhelp / Triole	N/A
Branch Network Service	Branch Telecom Infrastructure - Call to Fix	Priority A – 6 hour call to fix (Flexible structure) Priority C – End of Next Business Day	95%	NO	SLT	SLT19	XCC/ Powerhelp / Triole	N/A
Branch Network Service	Branch Telecom Infrastructure - Call to Fix	Priority A – 6 hour call to fix (Flexible structure) Priority C – End of Next Business Day	100%	NO	SLT	SLT20	XCC/ Powerhelp / Triole	N/A
Branch Network Service	Branch Telecom Infrastructure - Call to Fix	call to fix + 2 hours (Flexible structure)	100%	NO	SLT	SLT21	XCC/ Powerhelp / Triole	N/A
Branch Network Service	Branch and Counter Availability	Branch Availability during the Critical Period	> 98.80%	NO	SLT	SLT22	XCC/ Powerhelp / Triole	N/A
Branch Network Service	Branch and Counter Availability	Branch Availability during the Critical Period	> 98.53%	NO	SLT	SLT23	XCC/ Powerhelp / Triole	N/A
Branch Network Service	Branch and Counter Availability	Branch Availability during Post Office Core Day	> 99.37%	NO	SLT	SLT24	XCC/ Powerhelp / Triole	N/A
Branch Network Service	Branch and Counter Availability	Branch Availability during Post Office Core Day	> 99.10%	LD	SLT	SLT25	XCC/ Powerhelp / Triole	N/A
Branch Network Service	Branch and Counter Availability	Branch Availability during the Critical Period	> 98.91%	NO	SLT	SLT26	XCC/ Powerhelp / Triole	N/A
Branch Network Service	Branch and Counter Availability	Branch Availability during the Critical Period	> 98.61%	NO	SLT	SLT27	XCC/ Powerhelp / Triole	N/A
Branch Network Service	Branch and Counter Availability	Branch Availability during Post Office Core Day	> 99.48%	NO	SLT	SLT28	XCC/ Powerhelp / Triole	N/A
Branch Network Service	Branch and Counter Availability	Branch Availability during Post Office Core Day	> 99.19%	LD	SLT	SLT29	XCC/ Powerhelp / Triole	N/A



Service Management Portal High Level Design



COMMERCIAL IN CONFIDENCE

		Day							
Branch Network Service	Banking & Related Services Reliability	Fixed Connection reliability	99%	LD	SLT	SLT30	O		
Branch Network Service	Banking & Related Services Reliability	ADSL Connection reliability	99%	LD	SLT	SLT31	O		
Branch Network Service	Banking & Related Services Reliability	Dialled Connection reliability	97%	LD	SLT	SLT32	O		
Central Network Service	Availability – (for each SLT Calendar Year)	A&L Network Availability	>=99.95%	NO	SLT	SLT33	N	? - Is TES A&L PI Info adequate for this?	4.5
Central Network Service	Banking Authorisation Agent availability for Each Availability Period	Number of PI outages for more than 2 minutes for same bank	<=1	NO	SLT	SLT34	N	DWH	4.6
Central Network Service	Banking Authorisation Agent availability for Each Availability Period	Number of PI outages for more than 2 minutes for different banks	<=2	NO	SLT	SLT35	N	DWH	4.6
Central Network Service	Banking Authorisation Agent availability for Each Availability Period	Number of PI outages for more than 1 minute for same bank	<=1	NO	PM	SLT36	N	DWH	4.6
Central Network Service	Banking Authorisation Agent availability for Each Availability Period	Number of PI outages for more than 1 minute for different banks	<=2	NO	PM	SLT37	N	DWH	4.6
Data Centre Operations Service	Banking & Related Services Transaction Times	Average time for Banking Transactions across Fixed, ADSL and Dialled Connections	<=2.5 seconds	LD	SLT	SLT38	N	DWH - as per current report however generated in file form - not BO	
Data Centre Operations Service	Data File Delivery – Outbound (APS – All Clients)	APS transactions delivered by day 23:59h Day B	97%	LD	SLT	SLT39	O		
Data Centre Operations Service	Data File Delivery – Outbound (APS – All Clients)	APS transactions delivered by day C	98%	LD	SLT	SLT40	O		



Service Management Portal High Level Design



COMMERCIAL IN CONFIDENCE

Data Centre Operations Service	Data File Delivery – Outbound (APS – All Clients)	APS transactions delivered by day D	99%	LD	SLT	SLT41	O	
Data Centre Operations Service	Data File Delivery – Outbound (APS – All Clients)	APS transactions delivered by day J	100%	LD	SLT	SLT42	O	
Data Centre Operations Service	Data File Delivery – Outbound (APS – All Clients)	EDG Failures: per SLT Year	<= 2	NO	SLT	SLT43	N	DWH 4.2
Data Centre Operations Service	Data File Delivery – Outbound (APS – All Clients)	% of EDG files delivered within 48hours of transaction date	100%	NO	SLT	SLT44	N	DWH 4.2, 4.3
Data Centre Operations Service	Data File Delivery – Outbound (APS – All Clients)	A&L Failures per: SLT Year	<= 2	LD	SLT	SLT45	N	DWH 4.2, 4.3
Data Centre Operations Service	Data File Delivery – Outbound (APS – All Clients)	% of A&L files delivered within 48hours of transaction date	100%	NO	SLT	SLT46	N	DWH 4.2, 4.3
Data Centre Operations Service	Data File Delivery – Outbound (APS – All Clients)	Individual Directly Connected Clients Failures: per SLT year	<= 4	LD	SLT	SLT47	N	DWH 4.2, 4.3
Data Centre Operations Service	Data File Delivery – Outbound (APS – All Clients)	% of Directly Connected Client files delivered within 72hours of transaction date	100%	NO	SLT	SLT48	N	DWH 4.2, 4.3
Data Centre Operations Service	Data File Delivery – Outbound (LFS)	Confirmation of Pouch received at Branch by 22:00h Day A	97%	NO	SLT	SLT49	O	
Data Centre Operations Service	Data File Delivery – Outbound (LFS)	Confirmation of Pouch received at Branch by Day B	97%	LD	SLT	SLT50	O	
Data Centre Operations Service	Data File Delivery – Outbound (LFS)	Confirmation of Pouch received at Branch by Day I	100%	NO	SLT	SLT51	O	
Data Centre Operations Service	Data File Delivery – Outbound (LFS)	Pouch Receipt failures per SLT year	<= 3	LD	SLT	SLT52	N	DWH 4.2, 4.3
Data Centre Operations Service	Data File Delivery – Outbound	% of Pouch Receipts received	100%	NO	SLT	SLT53	N	DWH 4.2, 4.3



Service Management Portal High Level Design



COMMERCIAL IN CONFIDENCE

Data Centre Operations Service	(LFS) Data File Delivery – Outbound (LFS)	within 48hours of creation date Details of SAPADS Pouch Collected from Branch by 22:00h Day A	97%	NO	SLT	SLT54	O		
Data Centre Operations Service	(LFS) Data File Delivery – Outbound (LFS)	Details of SAPADS Pouch Collected from Outlet by Day B	97%	NO	SLT	SLT55	O		
Data Centre Operations Service	(LFS) Data File Delivery – Outbound (LFS)	Details of SAPADS Pouch Collected from Outlet by Day I	100%	NO	SLT	SLT56	O		
Data Centre Operations Service	(LFS) Data File Delivery – Outbound (LFS)	Pouch Collection failures per SLT year % of Pouch collections received within 48hours of creation date	<= 3	NO	SLT	SLT57	N	DWH	4.2, 4.3
Data Centre Operations Service	(LFS) Data File Delivery – Outbound (LFS)	Daily Cash on Hand details to SAPADS by 23:59h Day A	100%	NO	SLT	SLT58	N		4.2, 4.3
Data Centre Operations Service	(LFS) Data File Delivery – Outbound (LFS)	Cash on Hand details failures to SAPADS per SLT year % of Cash on Hand details received within 48hours of creation date	<= 3	NO	SLT	SLT60	N	DWH	
Data Centre Operations Service	(LFS) Data File Delivery – Outbound (LFS)	Transaction records to TIP gateway by 03.00h Day B	100%	NO	SLT	SLT61	N		4.2, 4.3
Data Centre Operations Service	(POL MIS) Data Delivery – Outbound (POL MIS)	Transaction records to TIP gateway by 03.00h Day C	96%	NO	SLT	SLT62	O		
Data Centre Operations Service	(POL MIS) Data Delivery – Outbound (POL MIS)	Transaction records to TIP gateway by 03.00h Day D	97%	NO	SLT	SLT63	O		
Data Centre Operations Service	(POL MIS) Data Delivery – Outbound (POL MIS)	Transaction records to TIP gateway by 03.00h Day J	98%	NO	SLT	SLT64	O		
Data Centre Operations Service	(POL MIS) Data Delivery – Outbound (POL MIS)	Transaction records to TIP gateway – Failures per SLT year	<= 2	NO	SLT	SLT66	N	DWH	4.2, 4.3



Service Management Portal High Level Design



COMMERCIAL IN CONFIDENCE

Data Centre Operations Service	Data Delivery - Outbound (POL MIS)	% Transaction records delivered to TIP gateway within 48hours of transaction date	100%	NO	SLT	SLT67	N	DWH	4.2, 4.3
Data Centre Operations Service	Data Delivery - Outbound (POLFS)	Transaction records loaded to configured POLFS by 07.30h Day B	96%	NO	SLT	SLT68	O		
Data Centre Operations Service	Data Delivery - Outbound (POLFS)	Transaction records loaded to configured POLFS by 07.30h Day C	97%	NO	SLT	SLT69	O		
Data Centre Operations Service	Data Delivery - Outbound (POLFS)	Transaction records loaded to configured POLFS by 07.30h Day D	98%	NO	SLT	SLT70	O		
Data Centre Operations Service	Data Delivery - Outbound (POLFS)	Transaction records loaded to configured POLFS by 07.30h Day J	100%	NO	SLT	SLT71	O	DWH	
Data Centre Operations Service	Data Delivery - Outbound (POLFS)	Transaction records loaded to configured POLFS – Failures per SLT year % of	<= 2	NO	SLT	SLT72	N	DWH	4.2, 4.3
Data Centre Operations Service	Data Delivery - Outbound (POLFS)	Transaction records loaded to configured POLFS within 48hours of transaction date	100%	NO	SLT	SLT73	N		4.2, 4.3
Data Centre Operations Service	Data File Delivery – Outbound (Reconciliation and Settlement Reports to TIP gateway)	Delivery by 08:05h Day B (providing the LREC is received by Fujitsu at 23:59:59h Day A) this is irrespective of a DRSH failure. Delivery by 08:05h Day B (providing the LREC is received by Fujitsu at 01:59:59h Day B). If there is a	<= 2 failures in total per SLT year	NO	SLT	SLT74	N	DWH	



		DRSH failure the target is 10.05h Day B. If the LREC is received by Fujitsu between 02.00h and 22:00h Day B the file will be delivered in line with the target for received by 01:59:59h Day B but the file will not be enriched with the LREC data until day C.							
		If there is a failure within the Fujitsu Services Ltd. domain on a system [other than DRSH or TES] which is being utilised in the generation of the Reconciliation and Settlement Reports, delivery of said reports will be by 12.00h Day B. If the system failure is either of the DRSH or TES, then said reports will be delivered by 18.00h Day B.	100%	NO	SLT	SLT75	N	DWH	
Data Centre Operations Service	Data File Delivery – Outbound (Reconciliation and Settlement Reports to TIP gateway)	Number of failures of REC file delivered to CAPO daily by 03.00h	<=2	NO	SLT	SLT76	N	DWH	4.7
Data Centre Operations Service	Data File Delivery – Outbound (Reconciliation Files)	Number of failures of REC file delivered to A &L daily by 03.00h	<=2	NO	SLT	SLT77	N	DWH	4.7
Data Centre Operations Service	Data File Delivery – Outbound (Reconciliation Files)	REC files will be delivered to CAPO by 16.00h on Day B	100%	NO	SLT	SLT78	N	DWH	4.7



Service Management Portal High Level Design



COMMERCIAL IN CONFIDENCE

Data Centre Operations Service	Data File Delivery – Outbound (Reconciliation Files)	REC files will be delivered to A&L by 18.00h on Day B	100%	NO	SLT	SLT79	N	DWH	4.7
Data Centre Operations Service	Data File Delivery – Outbound (Reconciliation Files)	REC files are dispatched to CAPO and A&L by 00.10h daily	100% PM	NO	PM	SLT80	N	DWH	4.7
Data Centre Operations Service	Data file delivery – Outbound (HR SAP)	HR SAP file delivered to the POL gateway by 21.30hrs on the Friday preceding the pay run date	100%	LD	SLT	SLT81	N	DWH	4.2, 4.3
Data Centre Operations Service	Data file delivery – Outbound (CTS files)	CTS file delivered to the POL gateway by 07.30hrs daily	100% PM	NO	PM	SLT82	N		4.2, 4.3
Data Centre Operations Service	Data file Delivery – (PO Clients)	Production of NS&I file by 23.59hrs on Saturday	100%	NO	PM	SLT83	N	APS?	
Data Centre Operations Service	Data file Delivery – (PO Clients)	Production of Alliance and Leicester file by 23.59hrs on Saturday	100%	NO	PM	SLT84	N	APS?	
Data Centre Operations Service	Data file Delivery – (PO Clients)	Production of SAPADS file by 07.30hrs Daily	100%	NO	PM	SLT85	N	LFS new file gen & copied to DWH & loaded in	
Data Centre Operations Service	Data outbound – (Loaded to POLFS)	SAPADS data loaded to POLFS by 07:30h Day B if the data is received by (time to be agreed)	100%	NO	PM	SLT86	N	POL - FS	
Data Centre Operations Service	Data outbound – (Loaded to POLFS)	RDS vendors data loaded to POLFS by 07:30h Day B if the data is received by (time to be agreed)	100%	NO	PM	SLT87	N	POL - FS	
Data Centre Operations Service	Data outbound – (Loaded to POLFS)	RDS customers data loaded to POLFS by 07:30h Day B if the data is received by (time to be agreed)	100%	NO	PM	SLT88	N	POL - FS	
Data Centre Operations Service	Data outbound – (Loaded to POLFS)	RDS product data loaded to POLFS by 07:30h Day B if the data is received by (time to be agreed)	100%	NO	PM	SLT89	N	POL - FS	



Service Management Portal High Level Design

COMMERCIAL IN CONFIDENCE



		agreed)									
Data Centre Operations Service	Data outbound – (Loaded to POLFS)	RDS branch data loaded to POLFS by 07:30h Day B if the data is received by (time to be agreed)	100%	NO	PM	SLT90	N			POL - FS	
Data Centre Operations Service	Data outbound – (Loaded to POLFS)	Moneygram data loaded to POLFS by 07:30h Day B if the data is received by (time to be agreed)	100%	NO	PM	SLT91	N			POL - FS	
Data Centre Operations Service	Data File Delivery – Inbound (LFS)	SAPADS Planned Orders delivered by 08:00h on Day A	90%	NO	SLT	SLT92	O				
Data Centre Operations Service	Data File Delivery – Inbound (LFS)	SAPADS Planned Orders delivered by 12:00h on Day A	96%	ARL	SLT	SLT93	O				
Data Centre Operations Service	Data File Delivery – Inbound (LFS)	SAPADS Planned Orders available for use by the Branch by 08:00h – Failures per SLT year	<= 4	NO	SLT	SLT94	N	DWH		DWH	4.2, 4.4
Data Centre Operations Service	Data File Delivery – Inbound (LFS)	SAPADS Planned Orders available for use by the Branch by 12:00h – Failures per SLT year	<= 4	ARL	SLT	SLT95	N	DWH		DWH	4.2, 4.4
Data Centre Operations Service	Data File Delivery – Inbound (LFS)	% of SAPADS Planned orders available for use by the Branch within 48hours of receipt	100%	NO	SLT	SLT96	N				4.2, 4.4
Data Centre Operations Service	Delivery of transaction correction records to Branches that are available at 23:59:59h Day A	Transaction corrections available by 08.00h on Day B	90%	LD	SLT	SLT97	O				



COMMERCIAL IN CONFIDENCE

Data Centre Operations Service	Delivery of transaction correction records to Branches that are available at 23:59:59h Day A	Transaction corrections available by 12.00h on Day B	96%	LD	SLT	SLT98	O		
Data Centre Operations Service	Delivery of transaction correction records to Branches that are available at 23:59:59h Day A	Transaction corrections available by 23:59:59h on Day J	100%	LD	SLT	SLT99	O	DWH	
Data Centre Operations Service	Delivery of transaction correction records to Branches that are available at 23:59:59h Day A	Failure of Transaction Corrections to be available at Branches by 08.00h - per SLT year	<= 4	LD	SLT	SLT100	N	DWH	4.2, 4.4
Data Centre Operations Service	Delivery of transaction correction records to Branches that are available at 23:59:59h Day A	% of Transaction Corrections available at the Branch within 48hours of receipt	100%	NO	SLT	SLT101	N		4.2, 4.4
Data Centre Operations Service	Central Systems Availability – (measured over a 5 year rolling average)	Outages in Core Hours where the Core Solution (Branch Network, Core Infrastructure and Sales Database) is unavailable at > 10% of Branches - Per SLT year	<= 3 core hours	NO	SLT	SLT102	N		
Data Centre Operations Service	Central Systems Availability – (measured over a 5 year rolling average)	Outages in Core Hours where the Core Solution AND the Banking Solution (CAPO, A&L, LINK) is unavailable at > 10% of Branches – Per SLT year	<= 8 core hours	NO	SLT	SLT103	N		
Data Centre Operations Service	Central Systems Availability – (measured over a 5 year rolling average)	Outages in Core Hours where the Core Solution AND Other Services (ETU, DVLA, PAF, APOP, DCS) is unavailable at	<= 14 core hours	NO	SLT	SLT104	N		

UNCONTROLLED IF PRINTED



Service Management Portal High Level Design



COMMERCIAL IN CONFIDENCE

		> 10% of Branches – Per SLT year								
Data Centre Operations Service	POL FS Availability	POLFS availability during each service level management period	99%	NO	SLT	SLT105	N			
Data Centre Operations Service	POL FS Availability	POLFS shall not be unavailable to users on any single occasion during the service level management period (this is increased to 10 hours if an offsite engineer or replacement equipment is required)	>= 4 hours	NO	SLT	SLT106	N			
Data Centre Operations Service	Transaction performance	Discussions required between Post Office and Fujitsu. TESQA availability	Still under discussion for S80	NO	SLT	SLT107	?			
Data Centre Operations Service	Transaction Enquiry Service	Transaction received in the Data Centre between 07.00h and 22.00h for SLT Calendar Year	99.75% which = <= 13 hr 30m downtime	NO	SLT	SLT108	N			
Data Centre Operations Service	Transaction Enquiry Service	Transaction received in the Data Centre between 07.00h and 20.00h daily will be available within 15 minutes. on the TESQA for the SLT Calendar Year		97%	NO	SLT	SLT109	N	DWH DWH	4.8
Data Centre Operations Service	Transaction Enquiry Service	If the TES transaction received in the Data Centre between 07.00h and 20.00h daily		100%	NO	SLT	SLT110	N		4.8



COMMERCIAL IN CONFIDENCE

Data Centre Operations Service	Transaction Enquiry Service	will be available within 2 hours on the TESQA for the SLT Calendar Year Transaction received in the Data Centre between 20.00h and 22.00h daily will be available within 40 minutes on the TESQA for the SLT Calendar Year	97%	NO	SLT	SLT111	N	DWH	4.8
Data Centre Operations Service	Transaction Enquiry Service	If the TES fails, transaction received in the Data Centre between 20.00h and 22.00h daily will be available within 2 hours on the TESQA for the SLT Calendar Year	100%	NO	SLT	SLT112	N	DWH	4.8
Data Centre Operations Service	Transaction Enquiry Service	Transaction received in the Data Centre between 22.00h and 07.00h daily will be available within 4 hours on the TESQA for the SLT Calendar Year	100%	NO	SLT	SLT113	N	DWH	4.8
Data Centre Operations Service	Transaction Enquiry Service	The query time for properly constrained transaction queries on the TESQA between 07.00h and 18.00h	<= 20secs	NO	PM	SLT114	N		4.9



Service Management Portal High Level Design



COMMERCIAL IN CONFIDENCE

Data Centre Operations Service	Data File Delivery – Inbound (APS tariff data)	APS reference data delivered by day B	96%	NO	SLT	SLT115	O		
Data Centre Operations Service	Data File Delivery – Inbound (APS tariff data)	APS reference data delivered by day C	97%	NO	SLT	SLT116	O		
Data Centre Operations Service	Data File Delivery – Inbound (APS tariff data)	APS reference data delivered by day D	98%	NO	SLT	SLT117	O		
Data Centre Operations Service	Data File Delivery – Inbound (APS tariff data)	APS reference data delivered by day J	100%	NO	SLT	SLT118	O		
Data Centre Operations Service	Data File Delivery – Inbound (APS tariff data)	APS Tariff Data available for use by the Branch - Failures per SLT year (Review once further design work completed – re similarity with standard Reference Data)	<= 2	NO	SLT	SLT119	N		
Data Centre Operations Service	Data File Delivery – Inbound (APS tariff data)	% of APS Tariff Data available for use by the Branch within 48hrs of receipt	100%	NO	SLT	SLT120	N		
Reference Data Service	Data File Delivery – Inbound (Reference Data)	Reference Data delivered by day B	96%	NO	SLT	SLT121	N	DWH	4.2, 4.4
Reference Data Service	Data File Delivery – Inbound (Reference Data)	Reference Data delivered by day C	97%	NO	SLT	SLT122	N	DWH	4.2, 4.4
Reference Data Service	Data File Delivery – Inbound (Reference Data)	Reference Data delivered by day D	98%	NO	SLT	SLT123	N	DWH	4.2, 4.4
Reference Data Service	Data File Delivery – Inbound (Reference Data)	Reference Data delivered by day J	100%	NO	SLT	SLT124	N		4.2, 4.4
Reconciliation Service	Exception / Error Resolution	Banking & Related Services Priority Exceptions resolved in 8 hours or less	95%	NO	SLT	SLT125	N		
Reconciliation Service	Exception / Error Resolution	BIM Report issued within 5 working days	95%	NO	SLT	SLT126	N		N/A



Service Management Portal High Level Design



COMMERCIAL IN CONFIDENCE

Reconciliation Service	Exception / Error Resolution	Initial BIM report issued by the end of the same working day as the exception or error has been reported by the Reconciliation Service or by Post	100%	NO	PM	SLT128	N		N/A
Reconciliation Service	Payment File Delivery to Merchant Acquirer - (Debit Card)	Payment file delivered to MA on the day following the creation date of the payment file	By 12:00h	LD	PM	SLT129	N	DWH	
Operational Business Change Service – Branch Change		OBC20 receipt acknowledged by Fujitsu within 48 hours	100%	NO	OLT	SLT130	N		N/A
Operational Business Change Service – Branch Change		Branch changes delivered to proposed target date (including Line Plant issues)	95%	NO	OLT	SLT131	N		N/A
Operational Business Change Service – Branch Change		Branch changes delivered to proposed target date (not including Line Plant issues)	96%	NO	OLT	SLT132	N		N/A
Operational Business Change Service – Branch Change		Branch changes not failing due to incorrect delivery of Branch configuration changes via OCMS	99%	NO	OLT	SLT133	N		N/A
Operational Business Change Service – Branch Change		Fujitsu to advise Post Office Ltd by 16:00 hours on the day if a scheduled Fujitsu Engineer is unable to attend the Branch	100%	NO	OLT	SLT134	N		N/A



## 4 Sub-System Description – Major Incidents

### 4.1 Overview

In the event of a Major Incident, it is important that both Post Office and Fujitsu Services Post Office Account have immediate access to the resolution progress, and that both organizations can see the relevant progress updates and the actions which have been allocated to the resolution. In addition, the current mechanisms for handling the necessary paperwork involved in the final resolution and sign-off of any incident are cumbersome and prone to excessive delays.

In order to resolve these deficiencies, the Major Incident Management system has been created to reside on the Service Management Web portal.

### 4.2 Data Flow

The major incident module operates on four objects: The incident object held in table `xtranet_mik_MIR`, an update object held in table `xtranet_mik_update`, an action record held in table `xtranet_mik_actions` and a closure object held in table `xtranet_mik_closure`.

The incident object must be created first. Having been created, the other objects will relate to the incident object. The incident object contains the title of the incident and the call number as mandatory fields, the remaining fields relate to the impact of this incident in business and technical terms. Once created, the object cannot be directly changed. The facility to update an incident record actually creates an update object.

The update object relates to a specific incident object. There can be any number of updates relating to any given incident. Updates can change the impacts of the incident, and provide additional narrative, but cannot alter the title or the call number. Update objects cannot be altered once created.

The action record relates to a specific incident. There can be any number of action records associated with an incident. Actions can allocate specific tasks to specific individuals and provide additional narrative. Action records, once created can be altered using the “update action” functions.



---

The closure record relates to a specific incident. There can only be one closure record for any incident. Once created, the closure object cannot be altered and also prevents any further updates or actions being created against that incident.

### 4.3 Application Components

The SQL database tables and Java servlets relating to this module in the application are documented in the tables in sections 3.3.7 and 3.3.8. The interactions of the web pages with the database tables and servlets is documented in section 3.3.3.

UNCONTROLLED IF PRINTED



## 5 Sub-System Description – System Monitors

### 5.1 Overview

The System monitors get all of their data by a links to the Peak database, which in turn links to two tables in the SMDB – SMC\_Post\_Office and SMDB\_FAD\_State\_Latest plus one internal peak table posttowns.

### 5.2 Data Flow

### 5.3 Application Components

Individual components of this section of the application are based on the services which they are monitoring. They are detailed individually in the following sub-sections

#### 5.3.1 Alliance and Leicester

This monitors the connection from the two network banking authorisation agents in POA that connect to A&L. Including:

- Connection Heartbeat
- Statistical anomalies such as stale transactions or invalid encryption
- Key Performance statistics of the agents such as CPU usage
- Heartbeats or bad events on the Routing agents

Amber: Any of the routing agents alerting

Red: Both A auth agents or Both B auth agents alerting

#### 5.3.2 CAPO NWB

This monitors the connection from the four network banking authorisation agents in POA that connect to CAPO. Including:

- Connection Heartbeat
- Statistical anomalies such as stale transactions or invalid encryption



- Key Performance statistics of the agents such as CPU usage
- Heartbeats or bad events on the Routing agents

Amber: Any of the routing agents alerting

Red: Both A auth agents or Both B auth agents alerting

### 5.3.3 Link NWB

This monitors the connection from the two network banking authorisation agents in POA that connect to LINK. Including:

- Connection Heartbeat
- Statistical anomalies such as stale transactions or invalid encryption
- Key Performance statistics of the agents such as CPU usage
- Heartbeats or bad events on the Routing agents

Amber: Any of the routing agents alerting

Red: Both A auth agents or Both auth B agents alerting

### 5.3.4 NWB High Failure Count

Using the reconciliation infrastructure, the number of failed transaction for each NWB FI, Debit Card and ETU service are totalled each two minutes. If any service has a failure rate of five percent or above an alert is raised.

Amber: None

Red: Any of the FIs reporting a percentage failure outside of core business hours

### 5.3.5 TES QA

This monitors the Transaction Enquiry Service web servers. Including:

- The state of the Oracle application server
- The http server
- The web cache



Amber: None

Red: Both web servers alerting

### 5.3.6 Debit Card

This includes the health of each of the four active and four standby authorisation agents in POA and the connection of each to Streamline. This includes:

- Solve Connection.
- Checking that there is an active agent in each cluster.
- Statistical count of timeouts in the last fifteen minutes.

Amber: one clusters agent alerting

Red: Communications to Streamline or more than one cluster alerting

### 5.3.7 E-Top ups

This includes the health of each of the four active and four standby authorisation agents and eight reversal agents in POA and the connection of each to EPAY. This includes:

- EPAY Connection.
- Checking that there is an active authorisation and reversal agent in each cluster.
- Statistical count of timeouts in the last fifteen minutes.

Amber: one clusters auth or reversal agent alerting

Red: Communications to EPAY of more than one clusters alerting

### 5.3.8 DVLA

This monitors the health of the two POA web servers and the statistical number of timeouts received when connecting to the DVLA servers.

Amber: Timeout threshold exceeded (10%)

Red: Any Web server alerts



### 5.3.9 PAF

This monitors the health of the four POA web servers. Internal and external test calls are made to the system and the results checked.

Amber: None

Red: Any Web server alerts

### 5.3.10 BAS Routers

The network management system checks that each BAS router can be contacted via ping. If one fails three consecutive ping attempts it is flagged as possibly down.

Amber: Any router has more than 50 counters marked as down

Red: Any BAS has not responded to 3 consecutive pings from the network management service.

### 5.3.11 Track and Trace

This monitors both the harvester agents, interface agents and the web server on the Electronic Data Gateway (EDG). There are four harvesting agents, one per cluster and four interface agents, one per cluster.

Amber: Correspondence servers for one cluster alerting.

Red: Agents or Web service alerting.

### 5.3.12 Map of sites without comms

Switches to a geographical display (see diagram below)

In this display, each red dot represents a Post Office which is not in communication with the data centre. Larger , red squares indicate that more than one Post Office has lost communications to the data centre within the same geographical area – this is most common during periods of severe weather when communications lines are disrupted.



**COMMERCIAL IN CONFIDENCE**

Positioning the mouse pointer over a county produces a pop-up message with the count of uncommunicative Post Offices in the are and the total number of Post Offices in the area, for example “Powys – 6 of 204 down (2%)”





---

Clicking the mouse on a county area displays information about the individual Post Office affected, FAD, Name, number of counters, connection type, Post Code and Local Exchange

UNCONTROLLED IF PRINTED



## 6 Sub-System Description – OBC process

### 6.1 Overview

The operational business change process is primarily concerned with business changes to Post Office requested by Post Office Ltd. For example closing offices, opening offices and changing the number of counters within an office.

The function of this part of the Service Management Portal is to provide summary information on the changes that have been requested. There is no requirement, nor opportunity to actually input any data.

### 6.2 Data Flow

There is only one SQL server table in this component of the SMP design (OBCBigTable). This table is actually maintained externally to the SMP in an Access database owned by the OBC team in Crewe. The data in the SMP is copied from the master table in the OBC database on a daily basis by an overnight job inside the SQL server database called xtranetCopyOBCTable. This in turn calls stored procedure xtranet\_mik\_copy\_OBC, which copies the Access table into the SQL table OBCBigTable. It is against this table that all OBC queries are run.

### 6.3 Application Components

The SQL database table relating to this module in the application are documented in the tables in section 3.3.7 . The interactions of the web pages with the database table is documented in section 3.3.5.

#### 6.3.1 OBC activity schedule

This screen shows, in date order, the activities which are scheduled to take place at post offices.

#### 6.3.2 OBC PM Branch list

This screen displays the branches in which activities are scheduled, together with the contact details of name and address



---

### 6.3.3 OBC Counts

This screen displays the count of activities which have been scheduled or completed, by year and month, by year and week number, and by Date

UNCONTROLLED IF PRINTED



## 7 Sub-System Description – OCPs

### 7.1 Overview

OCPs are operational changes made to the system. The Service Management Portal shows both a summary and the detail of any OCP which has either been sent to Post Office for approval, or else has been marked as being system affecting.

### 7.2 Data Flow

All access to the data is held in a view called VW\_SP\_get\_service\_affecting

### 7.3 Application Components

The SQL database table relating to this module in the application are documented in the tables in section 3.3.7. The interactions of the web pages with the database table is documented in section 3.3.6.

#### 7.3.1 OCP summary

The OCP summary is displayed as shown in figure 55. This gives basic information about the change being proposed. If the mouse pointer is held over any part of the summary lines then the cursor will turn to a hand. Clicking on an OCP summary entry will cause the OCP details to be displayed

#### 7.3.2 OCP detail

Having selected an OCP to display from the OCP Summary, full details of the OCP are displayed in a separate window.



## 8 Sub-System Description – Reports

### 8.1 Overview

There are a number of reports which are delivered to the customer on a regular basis. It is the purpose of this section of the Service Management Portal to provide access to the most current version of these reports.

It should be noted, as displayed on the initial screen for this section, that the data in the SLT tracker is raw data direct from the systems and has not been adjusted to take account of those factors which are beyond the control of Fujitsu for example file deliveries which could not be made because the remote end was inoperable, Post Offices which have been closed, but for which the closure notification has been delayed etc). Accurate figures are held in the SRB section.

### 8.2 Data Flow

With the exception of the “About SLTs”, “HSMF dashboard”, and “CSIP” files, all of the data in this section is supplied from sources external to the SMP via the drop box. There is no real data flow other than the arrival of the files from the drop box, and then the upload of those files to the live SMP

“HSMF dashboard”, and “CSIP” files were one-off inclusions supplied by RMGA Customer Service Management and are probably no longer relevant. They will be removed from the HNG-X system.

“About SLTs”, is a fixed html document which contains an extract from the Horizon contract which details the SLTs in place at that contract. It will need to be replaced by its equivalent at HNG-X.

### 8.3 Application Components

The components of the reports are as follows:

SRB (Service Review Book) a collection of data which has for some years been presented to the customer on a monthly basis for discussion at the Service review meetings . The data is uploaded from a zip file supplied monthly by MSU. Zip is extracted into the Dreamweaver local directory /files/SRB by the drop box code and then the Dreamweaver site re-synchronised to upload to the remote server



SRB dashboard – single html page which is a summary of actions from the Service Review . The data is uploaded from a single file supplied by MSU and uploaded into /files/SRB\_dashboard.htm by the drop box code and then the Dreamweaver site re-synchronised to upload to the remote server

Daily Report – A single page showing a summary, for the previous 24 hours of the number of supported branches, their network composition, the number of trading hours available and an indication of their availability. supplied by MSU and uploaded into /files/SRB\_dashboard.htm by the drop box code and then the Dreamweaver site re-synchronised to upload to the remote server

Success Rates – single html page which reports on the number of successful and failed transactions through the online components of the live estate. Uploaded from a single file supplied by MSU into local directory /files/success\_rates.htm by the drop box code and then the Dreamweaver site re-synchronised to upload to the remote server

CSIP – one off file supplied by Carl Marx uploaded into local directory /files/csip.html by the drop box code and then the Dreamweaver site re-synchronised to upload to the remote server – probably no longer relevant. Certainly not relevant to HNG-X

HSMF dashboard - one off file supplied by Carl Marx uploaded into local directory /files/hsmf.html by the drop box code and then the Dreamweaver site re-synchronised to upload to the remote server – probably no longer relevant. Certainly not relevant to HNG-X

About SLTs is an extract from the Horizon contract and is held as an html file in the local server – this page has hot- links to the definitions of those SLTs which is also a single html page held locally



## 9 Sub-System Description – Drop Box

### 9.1 Inbound Data Processing - The drop box

#### 9.1.1 Drop Box Overview

Data for various functions within the SMP are provided by a number of units outside the SSC. These units FTP their prepared data to a directory on the SMP development box for processing. This directory (D:\SMPDropBox ) is know as the SMP "Drop Box".

A Java class called DropBox parses this directory and then processes the files as appropriate.

#### 9.1.2 Drop Box Data Flow - input

Files to be processed by the DropBox class are controlled by a parameter file "SMPDropBox.param" within the drop box directory. This files is read as the DropBox class is loaded. Each line of the file contains "filename|directoryname". At each cycle the DropBox class will look for "filename" within the dropbox directory and if present move it to "directoryname". If the file is a ZIP file (extension .zip) then it will be expanded into "directoryname" and then deleted from the dropbox. Any files that already exist in directoryname will be silently overwritten.

The currently implemented parameters as follows :

daily\_report.zip|D:\Tomcat\webapps\SMP\files\daily\_report

Provided daily by MSU. File is moved to web site filestore and is then accessible to users of the SMP.

success\_rates.htm|D:\Tomcat\webapps\SMP\files

Provided daily by MSU. File is moved to web site filestore and is then accessible to users of the SMP

srb\_dashboard.zip|D:\Tomcat\webapps\SMP\files\srb\_dashboard

Provided daily by Steve Taplin / Mark Jones. File is moved to web site filestore and is then accessible to users of the SMP

latest\_srb.zip|D:\Tomcat\webapps\SMP\files\srb



Provided daily by Steve Taplin / Mark Jones. File is moved to web site filestore and is then accessible to users of the SMP.

weekly\_report.htm|D:\Tomcat\webapps\SMP\files

Provided by Liz Melrose's team. File is moved to web site filestore and is then accessible to users of the SMP

DCSONPerfDaily.txt|D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

DCSONPerfMonthly.txt|D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

DCSONPerfQtrly.txt|D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

DCSSerRelDaily.txt|D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

DCSSerRelMonthly.txt|D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

DCSSerRelQtrly.txt|D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

ETUONPerfDaily.txt|D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

ETUONPerfMonthly.txt|D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

ETUONPerfQtrly.txt|D:\IncomingSLTData



Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

ETUSerRelDaily.txt\D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

ETUSerRelMonthly.txt\D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

ETUSerRelQtrly.txt\D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

OnPerfDaily.txt\D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

OnPerfMonthly.txt\D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

OnPerfQtrly.txt\D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

SerRelDaily.txt\D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

SerRelMonthly.txt\D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

SerRelQtrly.txt\D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

Inbound.txt\D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website



Outbound.txt|D:\IncomingSLTData

Provided daily by Pooja Sujith. Processed by SQL stored procedure before use on website

### 9.1.3 Drop Box Data Flow - output

Any file being output to a top level directory will have its file name converted to lower case.

With the parameter as specified above, an input file named SuCCeSs\_RaTeS.HTM will be written to D:\Tomcat\webapps\SMP\files\success\_rates.htm

With a parameter line of:

```
srb_dashboard.zip|D:\Tomcat\webapps\SMP\files\srb_dashboard
```

If the zip file contains:

```
Srb_Dashboard.htm
```

```
srb_dashboard_files/filelist.xml
```

```
srb_dashboard_files/image001.gif
```

Then the top level file S**r**b\_Dashboard.htm will be written as s**r**b\_dashboard.htm. The files within the sub-directory s**r**b\_dashboard\_files and the directory name itself will not have their name case changed.



---

## 10 Changes for HNG-X

### 10.1 Data in to DWH

### 10.2 HNG-X Data Extracts From DWH

Data Extracts for SLT reporting will be extracted by running the generic reporting mechanism as detailed in ref. DES/APP/HLD/0049. The generic data reporting mechanism needs to be installed on the DWH and inserted in the TWS (MAESTRO) overnight schedule to run after all the data load and aggregation modules and before the end of day. Suitable entries will be made in the meta-data tables in the reporting mechanism to produce the reports detailed in this section. In addition the reporting mechanism contains the facility to produce additional and ad-hoc reports by inserting entries via a DCR.

UNCONTROLLED IF PRINTED



---

## 11 Platforms

The Data warehouse is hosted and run on the main Solaris Host. Details of this are in the Solaris Host PPD. Ref. DES/APP/HLD/

The Service Management Portal is a web site hosted at the Southern Data Centre. Since it is not part of either the Horizon nor the HNG-X live estate, there is no PPD for this platform.

The database server which holds the incoming data, Logon details, and aggregated tables is a platform which is shared by the XCC system (used for “cleansing” calls prior to their use in calculating the availability SLTs). This system is hosted in BRA01. It does not form part of the Horizon or HNG-X live estate and therefore there is no PPD for this platform.

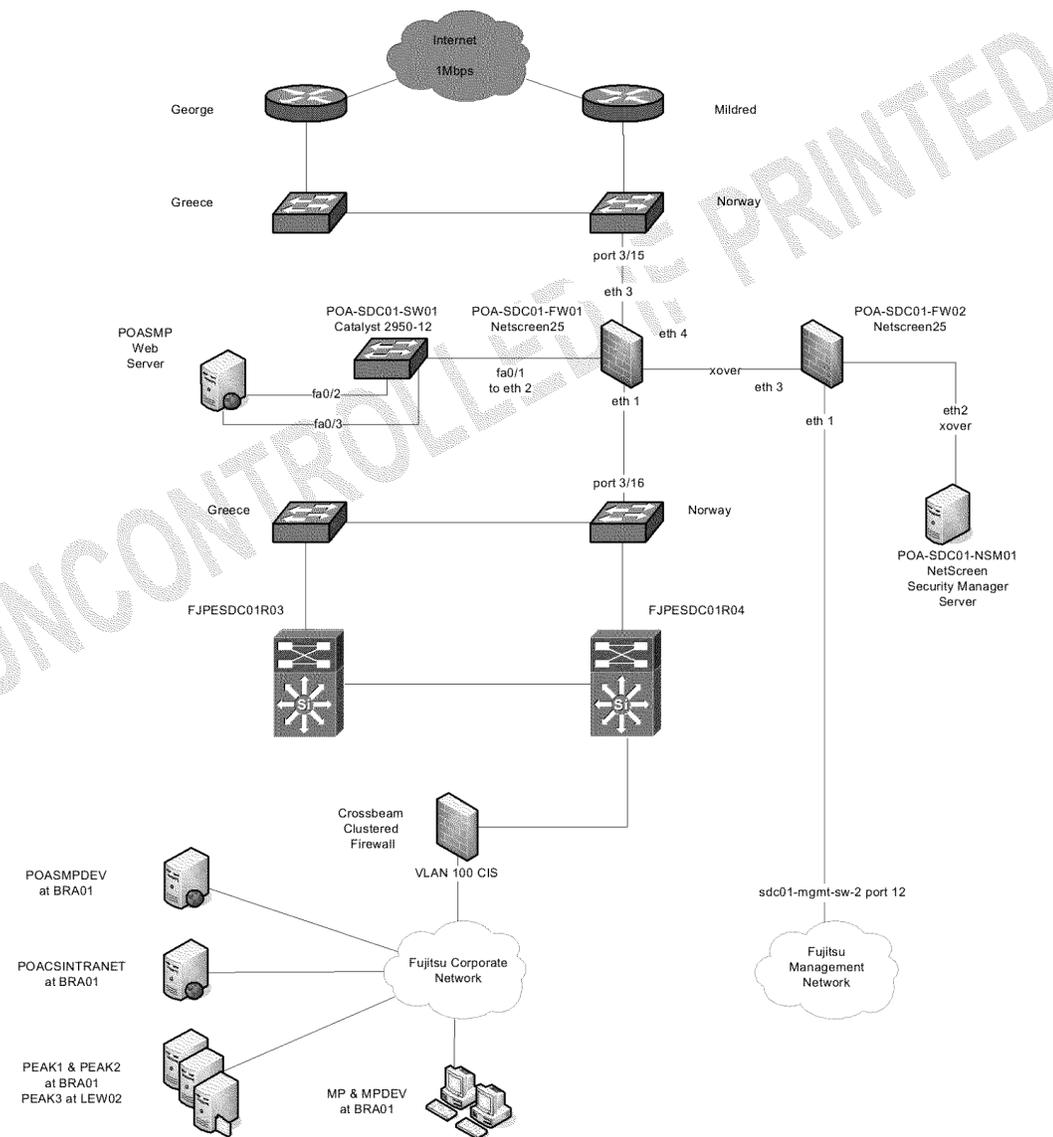
TfS (Triole for Service) has been implemented as a call management system within RMG Account. The platform is based in Stevenage and is a shared system which is used by other major accounts. There is no PPD for this platform.

Peak is the incident management and problem management system implemented within RMG Account. The server is hosted in BRA01. It does not form part of either the Horizon or HNG-X live estate and therefore there is no PPD for this platform. The system is documented in PK/TSD/001.



## 12 Networks

The network design for the SMP web portals and the design assumptions behind this design are documented in IS30938-001. For brevity, only the diagrammatical representation is repeated here





## 13 System Qualities

### 13.1 Security

There are two aspects to security: Security of the server itself, and security of the data residing on the server. The HNG-X data warehouse will be physically located in the secure data centre in IRE11 with a backup data centre in IRE12.

The Service Management Portal is a web site hosted at the Southern Data Centre. It is protected by firewalls and the firewalls are configured to only allow traffic from the web site to named databases. Specifically, data can flow from the main database and from Peak to the web server only by the use of SELECT statements in .jsp . Data can only flow from the web server to the central database when accessing the Major Incident components of the system, and these transactions are controlled via servlets.

The SMP database server is maintained in a secure area, using a security system which is separate from the rest of the building. Access to the database is limited by username and password. Administrator rights to any part of the server are restricted to a small number of SSC staff.

TfS (Triole for Service) is a corporately mandated incident management system. Its security is beyond the scope of this document.

Peak is maintained in a secure area, using a security system which is separate from the rest of the building. Strong passwords requiring frequent changes, have been implemented. The call narrative information held on Peak is not sensitive and is not required to be secure. Data connected to Peaks from the live estate should also not be secure (because the live estate security systems should prevent this), but as a “double check” such evidence is encrypted. All encrypted evidence attached to a Peak which has been closed is automatically deleted after 28 days.

### 13.2 Availability

The Data warehouse will be available during the core POCL day for use in general reporting duties. This core day is roughly from 8.00am to 8.00pm. This means that all processing and changes to the data in the data warehouse must take place between the hours of 8.00pm and 8.00am the following day.



The Service Management Portal is available 24 x 7 except during infrequent periods of maintenance.

The Service Management database server is available 24 x 7 except during infrequent periods of maintenance.

TfS (Triole for Service) is a corporately mandated incident management system. Its availability is beyond the scope of this document.

Peak is available 24 x 7 except during infrequent periods of maintenance.

### 13.3 Usability

The Service Management Portal is a web site which is client-facing. The major influencing factor in its design therefore is its usability. A user guide has been written for the SMP and it is available on the SMP itself in the form of an html document with a hit-link from the menu pages.

### 13.4 Potential for Change

Reporting requirements are subject to periodic changes and as such there is considerable scope for change as requirements are finalised and new requirements agreed.



## 14 Risks and Assumptions

The data warehouse has been in operation under Horizon for some considerable time and as such the risks are well known and reduced. However some new reporting requirements are being introduced and as such there is some risk. This however is very low as the data is captured and stored in files prior to processing and as such the data is available in more than one source, and the warehouse is able to work in “catch up mode” when necessary.

The Security requirements at HNG-X are slightly different from those at Horizon, with an intention to provide a server which will sit between the live estate and the corporate network. Since this server is still in design stage, it is not completely clear at present exactly how the .csv files presented by the DWH will actually be collected by the SMP database.

The Service Management Portal web server has been in operation under Horizon for some considerable time and as such the risks are well known and reduced. The new reporting requirements for HNG-X involve some additional development and therefore impose some risk. The HNGX changes to the Sysman subsystems means that there will also be a requirement to make changes to the System monitors which will have a knock-on effect on the SMP.

To date, data relating to availability and engineer performance against SLTs has been derived by a merger of data from SMDB and Powerhelp. With the implementation of TfS, the incoming data feed from TfS will replace the one from Powerhelp. This imposes some risk because the provision of this data feed is seen as a very minor requirement in the overall implementation of the call management System. In addition, TfS is a corporately mandated system and therefore there will be political pressure to implement it which will exceed anything but the most major technical issues. It is likely therefore that the data feed from TfS will not be identical to Powerhelp and will require additional development work in SMP.