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Abstract: This document enables SSC staff to perform diagnostic and repair work on the Service Management Portal

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Approval Authorities:

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

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0 Document Control

0.1 Table of Contents

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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	29 August 2007	Draft for review.	

0.3 Review Details

Review Comments by :	Friday, 3rd August 2007
Review Comments to :	roger.barnes@ GRO & RMGADocumentManagement@ GRO

Mandatory Review	
Role	Name
SSC	Mik Peach
SSC	Andy Keil
SSC	Kevin Miller
Optional Review	
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	
ARC/GEN/REP/0001			HNG-X GLOSSARY	Dimensions	R4
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

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Reference	Version	Date	Title	Source	Ref
DES/APP/HLD/0085			Service Management Portal High Level Design	Dimensions	

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
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

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0.6 Glossary

Term	Definition

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0.7 Changes Expected

Changes

0.8 Accuracy

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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 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 and in particular the Service Management Portal High Level Design (DES/APP/HLD/0085).

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.

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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, and therefore an HLD has been written in addition to this support guide, and both have been reformatted to the RMGA standards.

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.

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2.2 Location of the system components

The live web server is named POASMPLIVE and is resident in the Southern Data Centre with a web address of GRO

For security, and corporate standard reasons, the web server is only allowed to interrogate two databases, both held in BRA01. Peak, used for information about the system in the System Monitoring subsystem and POASMPDEV, which holds details about SLTs and Major Incident Management.

2.3 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

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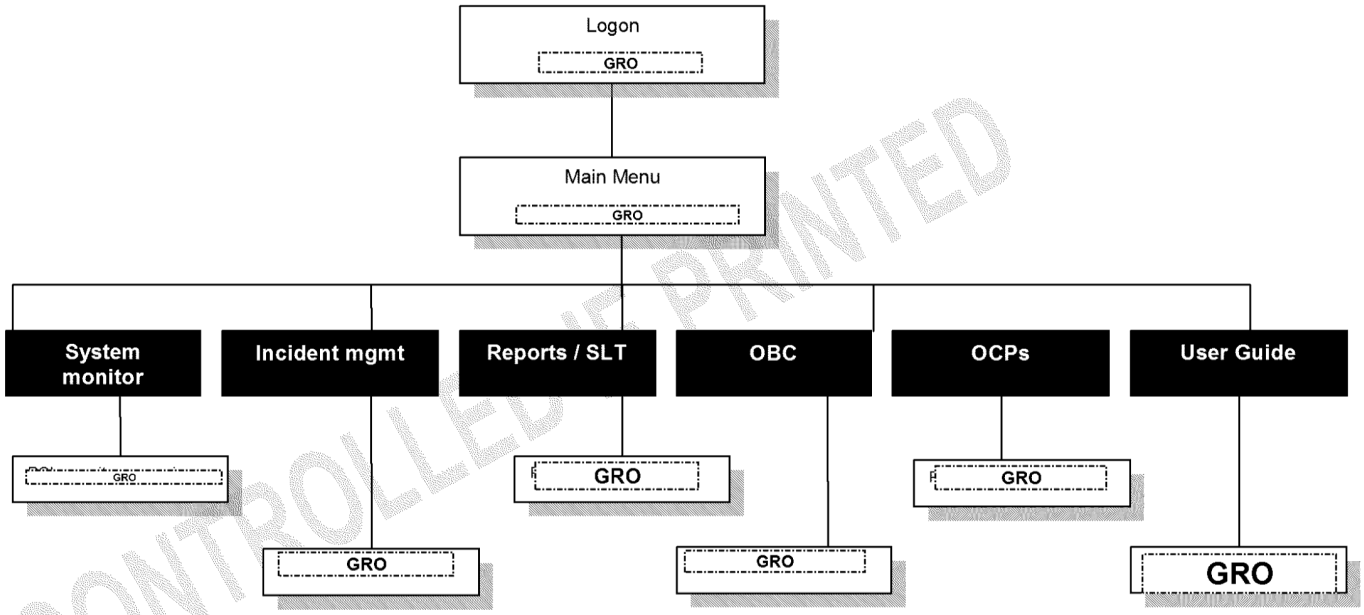
2.3.1 Mapping of components – top level

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



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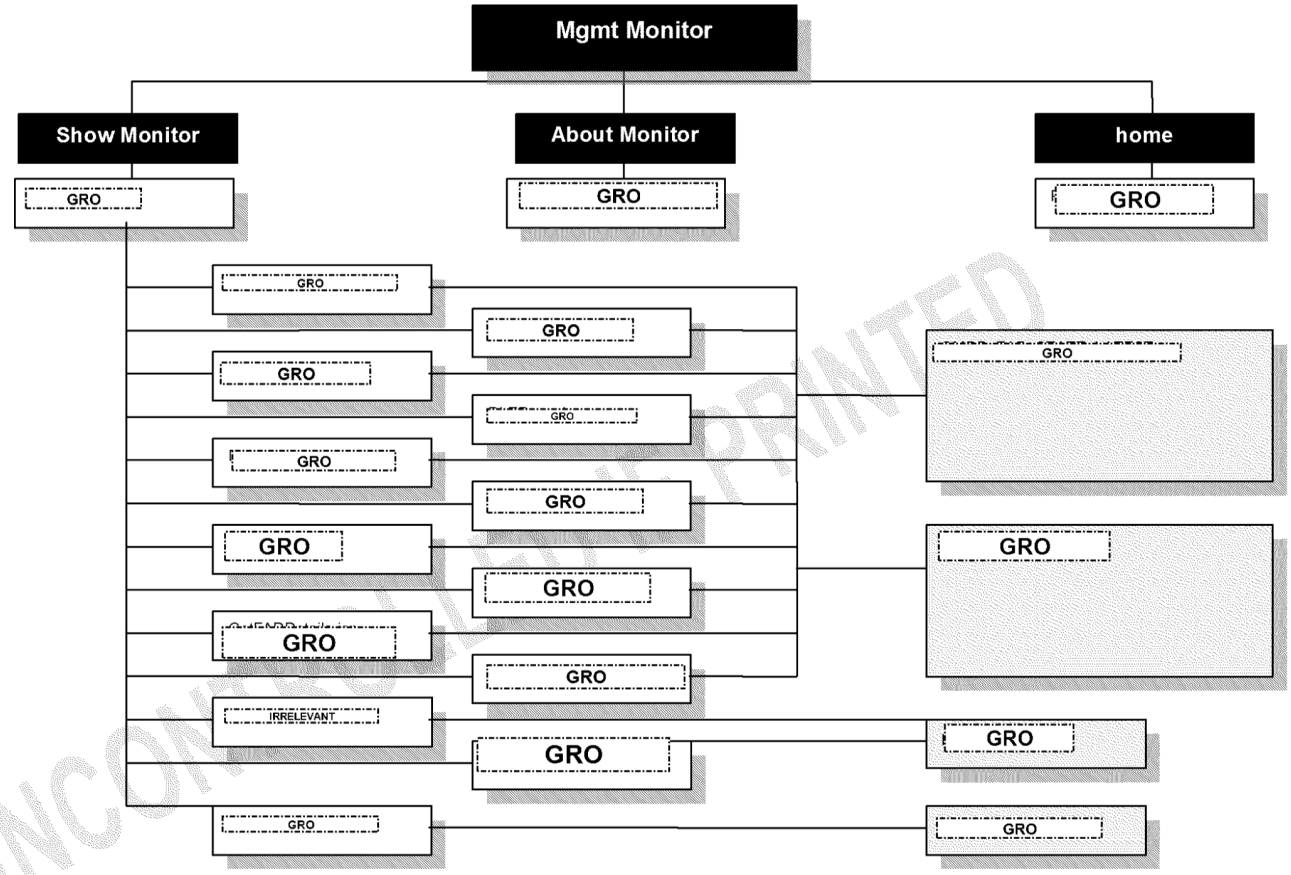
2.3.2 Mapping of components – system monitor



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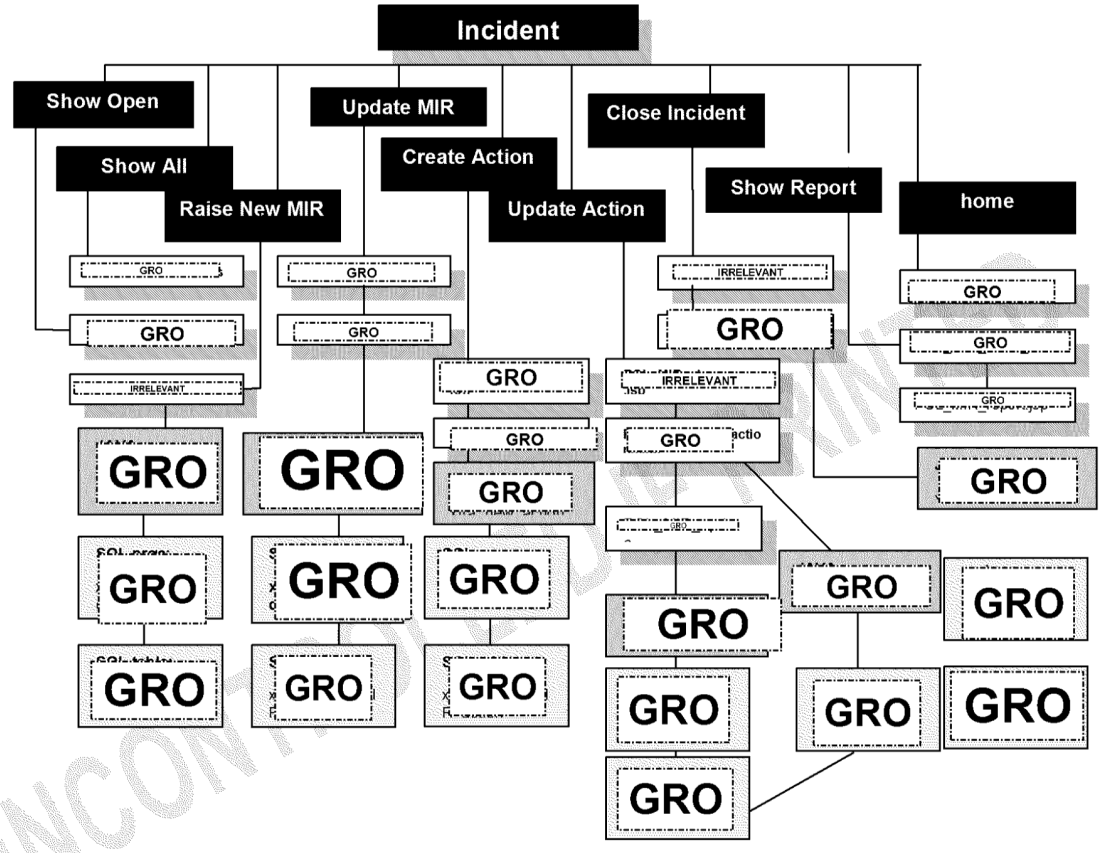
2.3.3 Mapping of components – incident management



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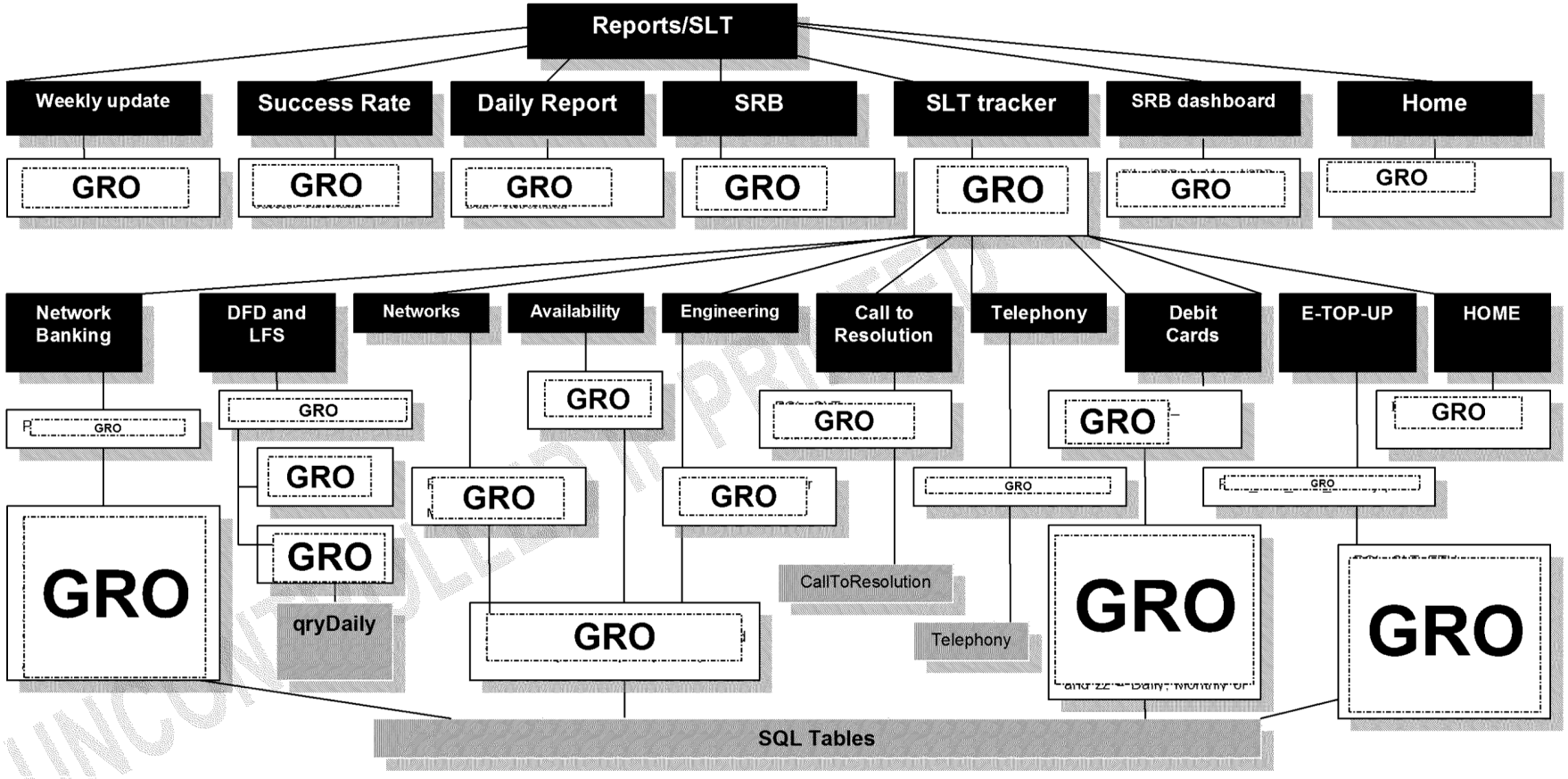
2.3.4 Mapping of components – reports and SLT



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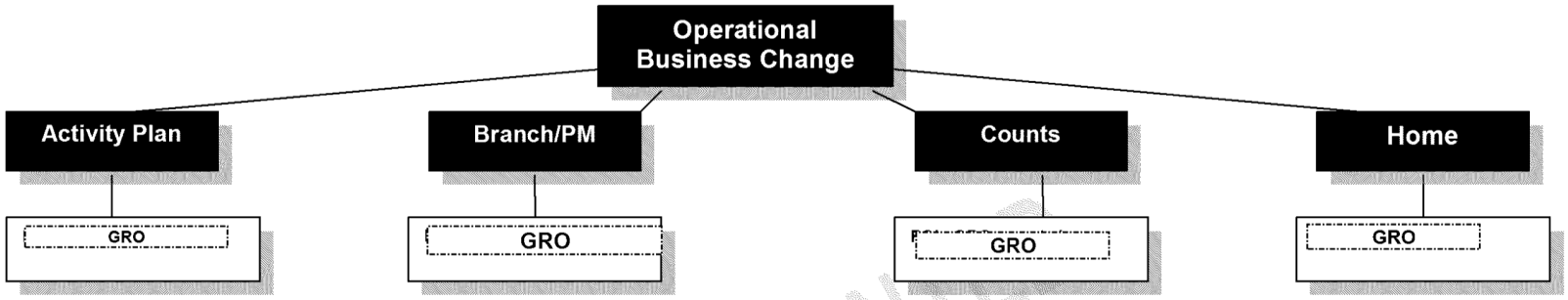
2.3.5 Mapping of components – Operational Business Change (OBC)



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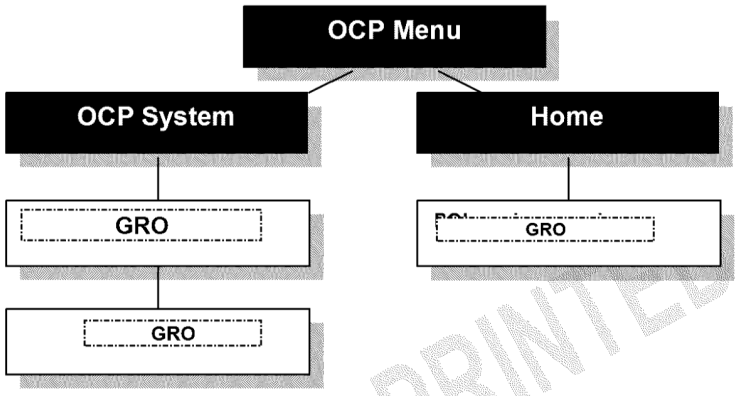
2.3.6 Mapping of components – Operational Change Process (OCP)



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3 SMP Database

The database is held on POASMPDEV server. It has been 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.

3.1 Tables

3.1.1 Logon

Type	Table
Name	GRO
Function	Holds the details of usernames and passwords. Entries have to be created manually, there is no web onterface for user setup
Accessed by	**Web pages :** None directly, indirect access from GRO **SQL stored procs:** None **Java servlets :** GRO
Location	**Local server**
Creation script	GRO

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	GRO

3.1.2 Management Monitors

Data for this section is held in the Peak database, with access from the web site.

3.1.3 Incident Management

Data for this section is held locally on the SQL server database

Type	Table
Name	GRO
Function	Holds the details of a Major Incident Report Entries are created by calls to the stored procedure GRO 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. 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.
Accessed by	**Web pages :** GRO **SQL stored procs:**

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	Java servlets : none
Location	**Local server**
Creation script	

Type	**Table**
Name	**GRO**
Function	Holds any updates which are made to the major incident during the course of its existence up until the time that it becomes closed.

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	Once the major incident has been closed, no further updates can be made. Title and call are mandatory fields imposed by the HTML code.
Accessed by	**Web pages:** GRO **Java servlets :** none
Location	**Local server**
Creation script	GRO

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Type	**Table**
Name	GRO
Function	Holds any actions which are associated with the major incident during the course of its existence up until the time that it becomes closed. Once the incident has been closed no new actions can be created. Title and call are mandatory fields imposed by the HTML code.
Accessed by	**Web pages:** GRO **SQL server stored procs:** **Java servlets :** none
Location	**Local server**
Creation script	GRO

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	GRO

Type	**Table**
Name	GRO
Function	Once a major incident is closed, details are held in the closure table. Only once closure record is permitted for any major incident
Accessed by	**Web pages:** GRO **SQL server stored procs:** **Java servlets :** none
Location	**Local server**
Creation script	GRO

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	GRO

Type	**Table**
Name	GRO
Function	Lookup table only
Accessed by	**Web pages:** GRO **SQL server stored procs:** **Java servlets :** none
Location	**Local server**
Field definition	GRO

Type	**Table**
Name	GRO
Function	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.
Accessed by	**none**
Location	**Local server**
Field Definition	GRO

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3.1.4 Operational Business Change

Data for this section is held locally on the SQL server database – the original data is held in an access database used by the OBC team in Crewe, data is extracted from this database daily on an overnight schedule by a SQL server job on the local machine called GRO (which in turn calls the stored procedure GRO and inserts into the local database table.

Type	Table
Name	GRO
Function	Contains all of the relevant data from the OBC database. Th table is copied into the database daily by a job running within SQL server whichj runs at 01:00
Accessed by	**Web pages:** GRO **SQL server stored procs:** none **Java servlets :** none
Location	Local server
Field Definition	GRO

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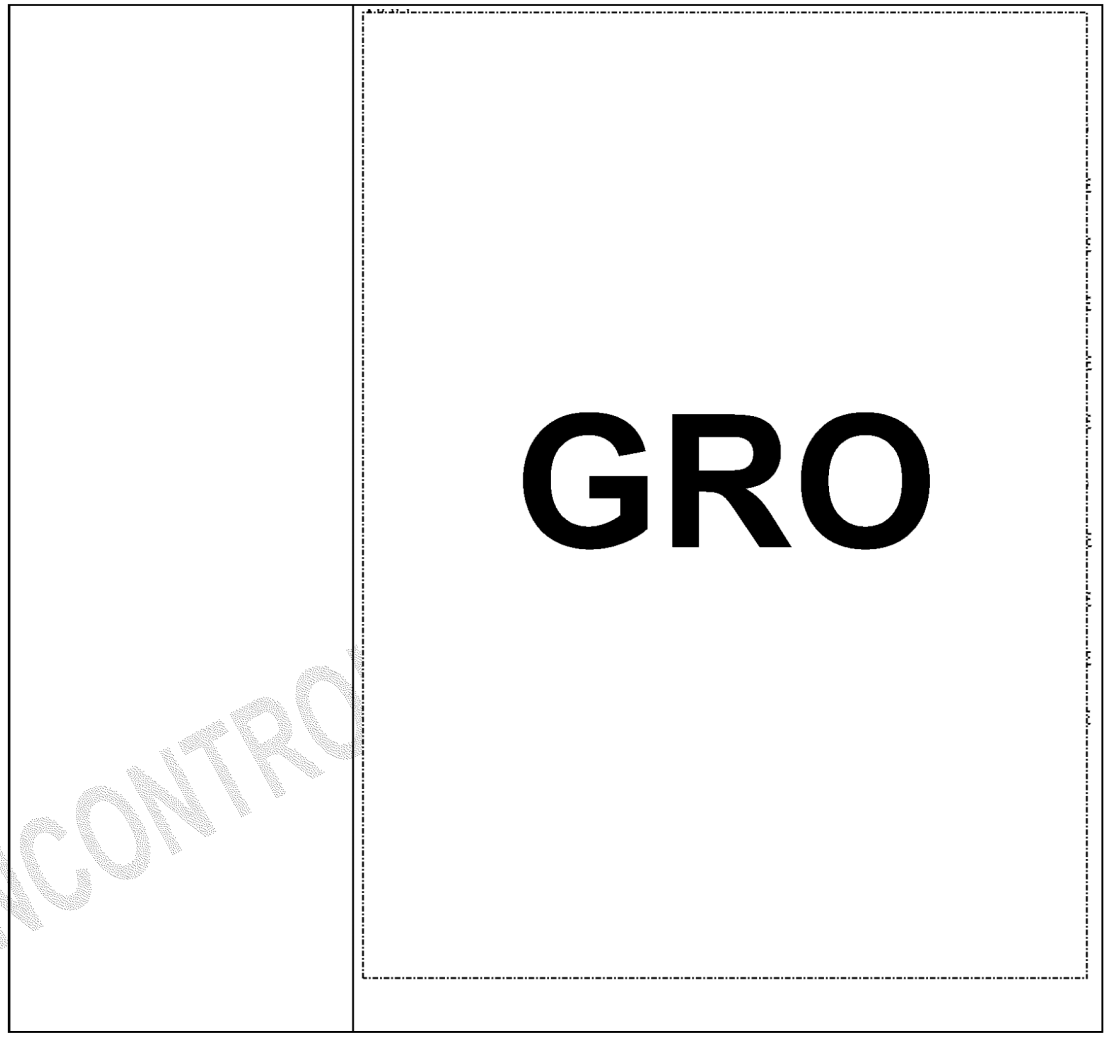

3.1.5 OCP

Type	Table
Name	ocps
Function	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

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	in practice all access to the data is held in a view called GRO
Accessed by	**Web pages:** none **SQL server stored procs:** none **Java servlets :** none
Location	**Peak**
Creation Script	GRO

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	GRO

Type	**View**
Name	**GRO**
Function	The only means of access into the OCP data
Accessed by	**Web pages:** **GRO** **SQL server stored procs:** none **Java servlets :** none
Location	**Peak**
Creation Script	**GRO**

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	GRO

3.1.6 Reports and SLT monitors

The report files are entered into the web site via a script called “drop-box” covered later in the manual, they do not use SQL server tables.

The SLT monitors do use SQL server tables, with data being input to the tables from flat files on a daily basis, some of these tables are then manipulated by stored procedures which generate views which are queried by the web pages.

Type	**Table**
Name	**GRO**
Function	Used to hold the data relating to Call to resolution SLTs
Accessed by	**Web pages:** **GRO** **SQL server stored procs:** **GRO** **Java servlets :** none
Location	**Local database**
Creation Script	GRO

Type	**Table**
Name	**GRO**

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Function	Used to hold the data relating to Debit Card Daily Transaction SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

Type	**Table**
Name	**GRO**
Function	Used to hold the data relating to Debit Card Monthly Transaction SLTs
Accessed by	**Web pages:** GRO

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	SQL server stored procs: GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO L,

Type	**Table**
Name	GRO
Function	Used to hold the data relating to Debit Card Quarterly Transaction SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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	GRO

Type	**Table**
Name	**GRO**
Function	Used to hold the data relating to Debit Card Daily Reliability SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** **GRO** **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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	GRO

Type	**Table**
Name	**GRO**
Function	Used to hold the data relating to Debit Card Monthly Reliability SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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Type	Table
Name	GRO
Function	Used to hold the data relating to Debit Card Quarterly Reliability SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

Type	Table
Name	GRO
Function	Used to hold the data relating to Inbound data file delivery
Accessed by	**Web pages:** none **SQL server stored procs:**

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	GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

Type	**Table**
Name	GRO
Function	Used to hold the data relating to Outbound data file delivery
Accessed by	**Web pages:** none **SQL server stored procs:** GRO **Java servlets :** none

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Location	Local database
Creation Script	GRO

Type	Table
Name	GRO
Function	Used to hold the data relating to E-Top-ups Daily Transaction SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	Local database

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Creation Script	GRO

Type	**Table**
Name	GRO
Function	Used to hold the data relating to E-Top-ups Monthly Transaction SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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	GRO

Type	**Table**
Name	**GRO**
Function	Used to hold the data relating to E-Top-ups Quarterly Transaction SLTs
Accessed by	**Web pages:** **GRO** **SQL server stored procs:** **GRO** **Java servlets :** none
Location	**Local database**
Creation Script	**GRO**

Type	**Table**

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Name	GRO
Function	Used to hold the data relating to E-Top-ups Daily Reliability SLTs
Accessed by	**Web pages:** GRO ~~GQL server stored procs:~~ GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

Type	**Table**
Name	GRO
Function	Used to hold the data relating to E-Top-ups Monthly Reliability SLTs
Accessed by	**Web pages:** GRO

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	SQL server stored procs: GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

Type	**Table**
Name	GRO
Function	Used to hold the data relating to E-Top-ups Quarterly Reliability SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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	GRO

Type	**Table**
Name	**Inbound**
Function	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 tableInboundFinal
Accessed by	**Web pages:** none **SQL server stored procs:** **GRO** **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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	GRO

Type	View
Name	GRO
Function	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
Accessed by	**Web pages:** none **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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GRO

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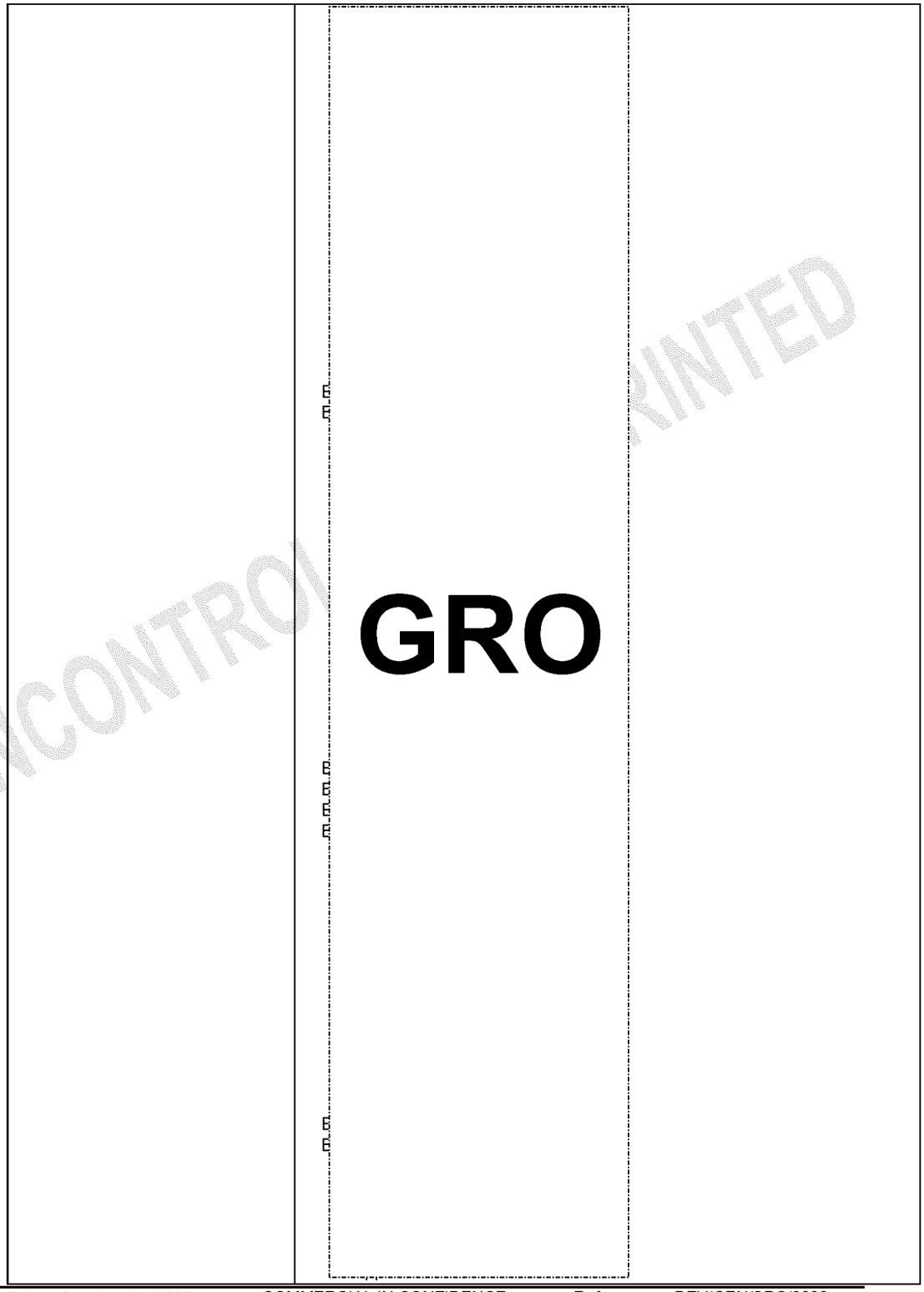

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	GRO

Type	**Table**
Name	GRO
Function	Used to hold the data relating to Data File Delivery Inbound SLTs after the data for day_a has been converted to datetime format
Accessed by	**Web pages:** none **SQL server stored procs:** GRO GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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	GRO

Type	**Table**
Name	GRO
Function	Used to hold the data relating to Network Banking Daily Transaction SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	GRO
Creation Script	

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	GRO

Type	**Table**
Name	GRO
Function	Used to hold the data relating to Network Banking Monthly Transaction SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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	GRO

Type	**Table**
Name	**OnPerfQtrly**
Function	Used to hold the data relating to Network Banking Quarterly Transaction SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	CREATE TABLE [dbo].[OnPerfQtrly]([GRO

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Type	Table
Name	GRO
Function	Used to hold the data relating to Data File Deliver y Outbound SLTs on their way into the database. The only purpose of the table is to hold the data prior to changing the GRO column to a date, after which the data is stored in table OutboundFinal
Accessed by	**Web pages:** none **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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	GRO

Type	**View**
Name	GRO
Function	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 GRO table
Accessed by	**Web pages:** none **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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Type	Table
Name	GRO
Function	Used to hold the data relating to Data File Delivery Outbound SLTs after the data for GRO has been converted to datetime format

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Accessed by	**Web pages:** none **SQL server stored procs:** sp_ProcessOutbound GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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Type	View
Name	GRO
Function	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
Accessed by	**Web pages:** t.b.a **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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	GRO

Type	**Table**
Name	GRO
Function	Used to hold the data relating to Network Banking Daily Transaction SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

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	GRO

Type	**Table**
Name	GRO
Function	Used to hold the data relating to Network Banking Monthly Transaction SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

Type	**Table**
Name	GRO
Function	Used to hold the data relating to Network Banking Quarterly Transaction SLTs

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Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	**Local database**
Creation Script	GRO

Type	**Table**
Name	GRO
Function	Used to hold the targets for SLTs for File delivery and LFS
Accessed by	**Web pages:** GRO **SQL server stored procs:** none **Java servlets :**

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	none
Location	GRO
Creation Script	GRO GO

Type	**Table**
Name	GRO
Function	Used to hold the data relating to Telephony SLTs
Accessed by	**Web pages:** GRO **SQL server stored procs:** GRO **Java servlets :** none
Location	GRO
Creation Script	GRO

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3.2 Stored Procedures

3.2.1 Incident Management

Type	Stored Procedure
Name	GRO
Function	Adds a new incident record to the database table by inserting values from the HTML page into the database table GRO Incident title and call number are mandatory fields imposed within the HTML
parameters	@xtra_major_incident_title varchar(255), GRO

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	GRO The number of HSH logged incidents which are related to or dependant on the resolution of this incident
Accessed by	**Web pages:** none **SQL server stored procs:** none **Java servlets :** GRO
Location	**Local**
Creation Script	Procedure CREATE procedure xtranet_mik_add_incident GRO

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	GRO

Type	**Stored Procedure**
Name	GRO
Function	Adds a record to the table GRO using parameters gathered from the HTML pages. Incident title and call number are mandatory fields imposed within the HTML
parameters	GRO

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	GRO
Accessed by	**Web pages:** none **SQL server stored procs:** none **Java servlets :** GRO
Location	**Local**
Creation Script	GRO

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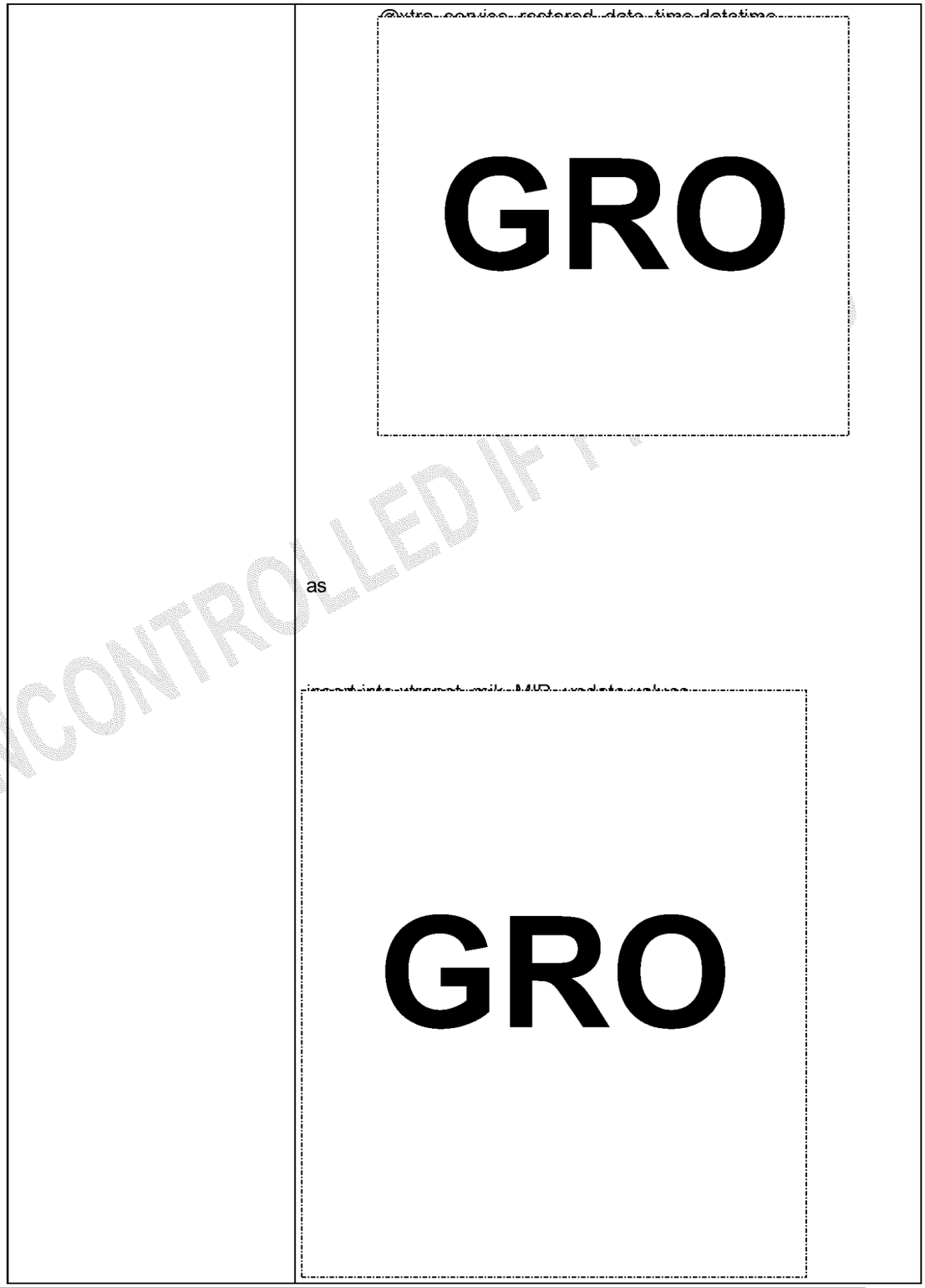

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	GRO

Type	**Stored Procedure**
Name	GRO
Function	Adds a record to the table GRO using parameters gathered from the HTML pages. Incident title and call number are mandatory fields imposed within the HTML
parameters	GRO
Accessed by	**Web pages:**

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	none **SQL server stored procs:** none **Java servlets :** GRO
Location	**Local**
Creation Script	GRO

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	GRO

Type	**Stored Procedure**
Name	GRO
Function	Allows the user to delete a previously created action from the table GRO
parameters	GRO
Accessed by	**Web pages:** none **SQL server stored procs:** none **Java servlets :** GRO
Location	**Local**
Creation Script	GRO

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	GRO

Type	**Stored Procedure**
Name	**GRO**
Function	Allows the user to update a previously created action from the table **GRO**
parameters	GRO

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	GRO
Accessed by	**Web pages:** none **SQL server stored procs:** none **Java servlets :** GRO
Location	**Local**
Creation Script	GRO

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Type	**Stored Procedure**
Name	GRO
Function	Adds a record to the table [illegible] 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 GRO "closed"
parameters	@xtra_major_incident_title varchar(255), GRO

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	The date and time at which Post Office agreed the closure of the incident
Accessed by	**Web pages:** none **SQL server stored procs:** none **Java servlets :** GRO
Location	**Local**
Creation Script	GRO

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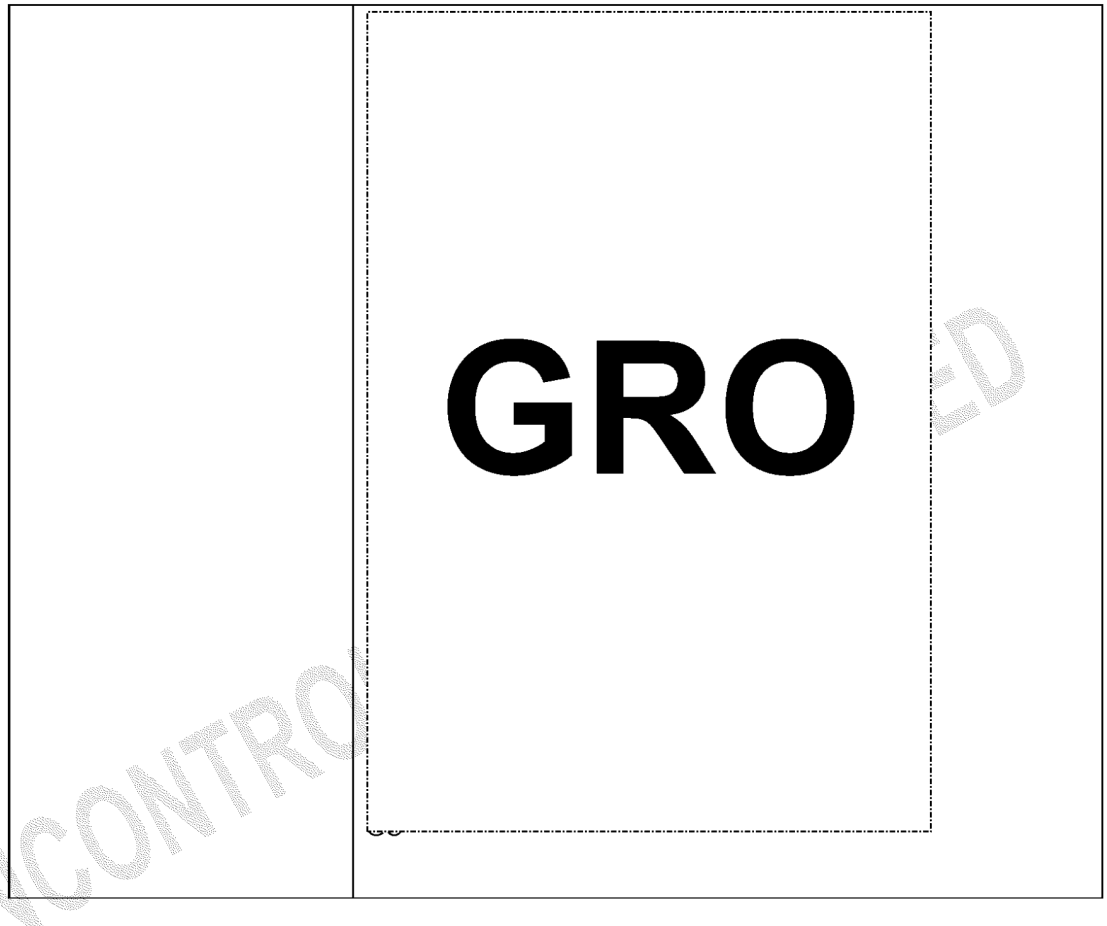

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3.2.2 OBC Data

Type	**Stored Procedure**
Name	**GRO**
Function	Imports data from the linked table OBCACCESS...Bigtable into the table OBCBigTable
parameters	None
Accessed by	**Web pages:** none **SQL server stored procs:** none **Java servlets :** None **SQL job** GRO 02:00
Location	**Local**
Creation Script	GRO

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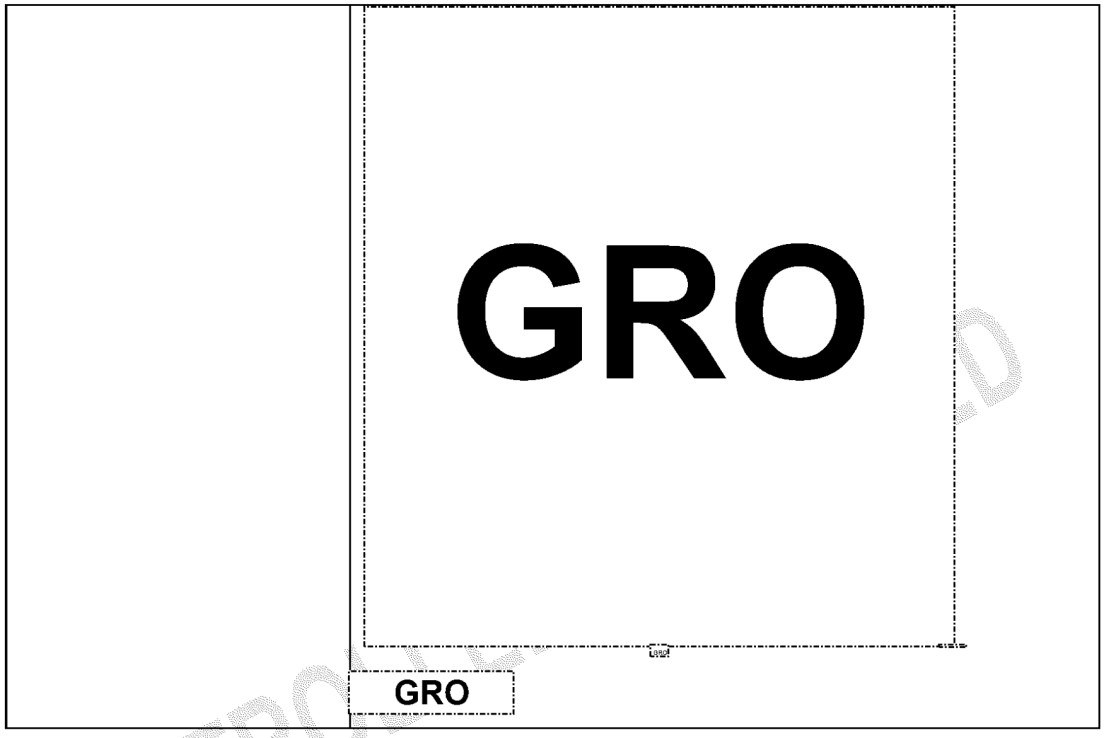

3.2.3 Reports and SLT monitoring

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Type	Stored Procedure
Name	GRO
Function	Runs the stored procedures GRO and GRO to do the actual work
parameters	None
Accessed by	**Web pages:** none **SQL server stored procs:** none **Java servlets :** None **SQL job**
Location	Local
Creation Script	GRO

Type	Stored Procedure
Name	GRO
Function	Processes the data in the InboundFinal table and checks to see if there is any data in the existing GRO which has been manually amended. If there is, then this data is left intact, data for other dates is processed into the GRO
parameters	None
Accessed by	**Web pages:** none **SQL server stored procs:** none **Java servlets :** GRO **SQL job**
Location	GRO

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Creation Script

GRO

GRO

FUJ00142217

	GRO

Type	**Stored Procedure**
Name	GRO
Function	Processes the data in the GRO 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 GRO
parameters	None
Accessed by	**Web pages:** none **SQL server stored procs:** GRO **Java servlets :** None **SQL job**
Location	**Local**
Creation Script	GRO

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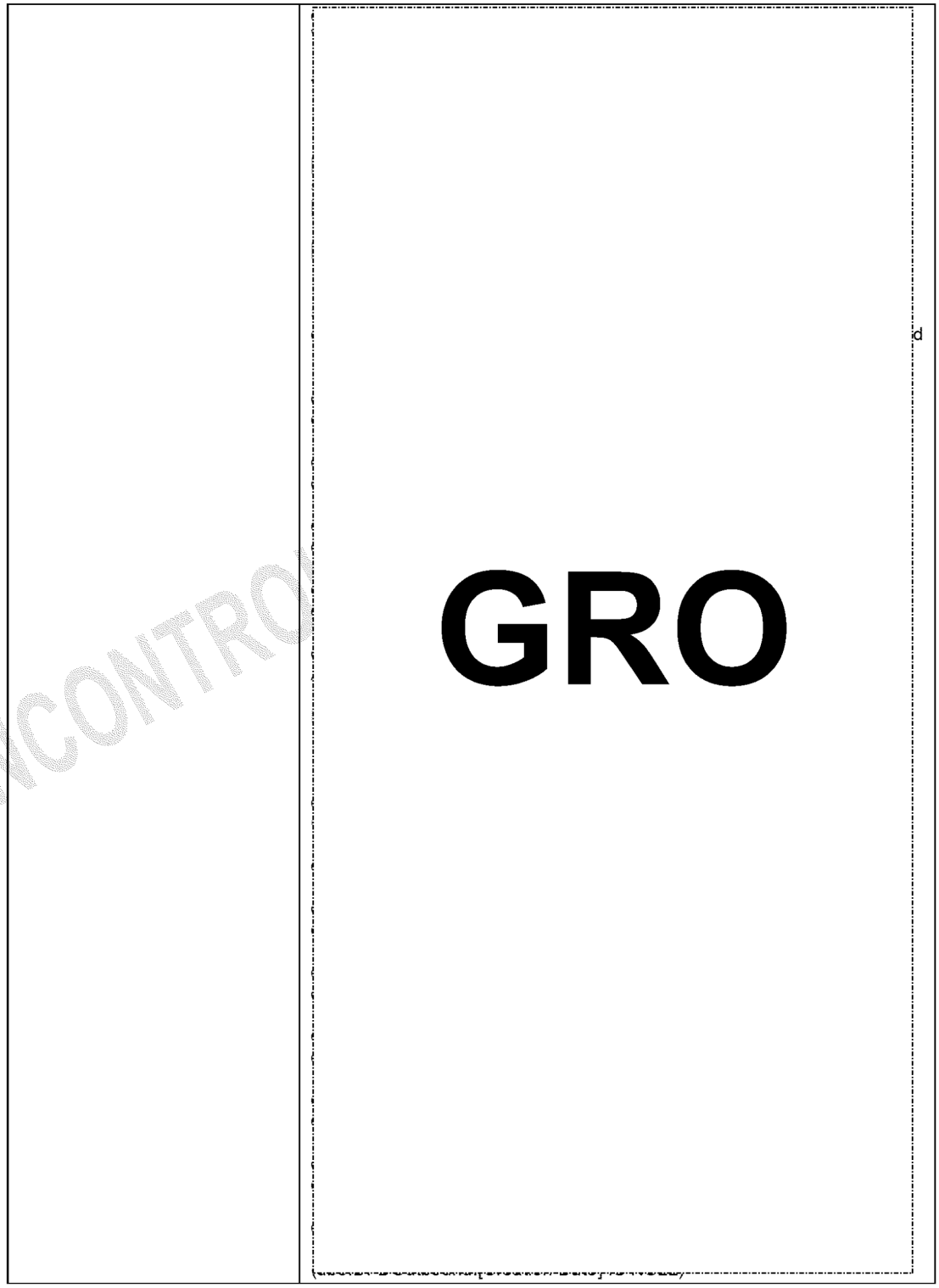

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Type	**Stored Procedure**
Name	[redacted]
Function	Imports data from text files in the GRO into the tables for ETU, Debit Card and Network Banking SLTs
parameters	None
Accessed by	**Web pages:** none **SQL server stored procs:** none **Java servlets :** None **SQL job**
Location	**Local**
Creation Script	erf] GRO runcate table dbo.ETUSetRefDaily

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GRO

FUJ00142217

	GRO

Type	**Stored Procedure**
Name	GRO
Function	Imports data from text files in the GRO folder into the Inbound and Outbound tables which contain data about the data file delivery SLTs, then copies this data to GRO and GRO s which have the dates correctly formatted
parameters	None
Accessed by	**Web pages:** none **SQL server stored procs:**

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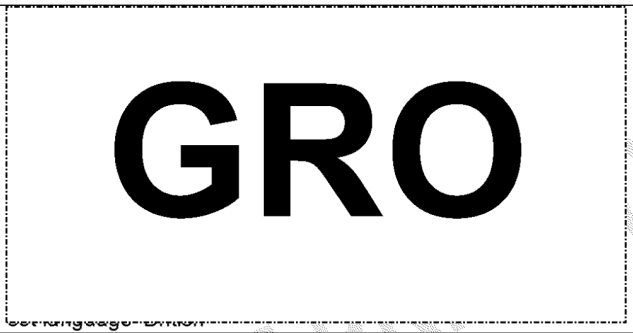
	none **Java servlets :** None **SQL job**
Location	**Local**
Creation Script	GRO

Type	**Stored Procedure**
Name	GRO
Function	Imports data from text files in the GRO folder into the **Telephony** and **CallToResolution** tables which contain data about the delivery SLTs. The files themselves are delivered from HSD via MSU.
parameters	None
Accessed by	**Web pages:** none **SQL server stored procs:** none **Java servlets :**

FUJ00142217

	None **SQL job**
Location	**Local**
Creation Script	

3.3 Views

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4 XCC Database

This section is not exhaustive – it only relates to those parts of the XCC system which have a direct relevance to the SMP. For more extensive details of the XCC system see the SSC documents XCC Support guide and the XCC user Guide

The database is held on BOGGIT server. It has been written using [redacted]. 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.

4.1 Tables

Type	Table
Name	
Function	
Accessed by	
Location	
Creation script	

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5 Java Servlets

5.1 Logon

Name	GRO
Function	Takes data from GRO 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
parameters	All parameters are read from the web page by the servlet: GRO
Accessed by	**Web pages:** GRO **SQL server stored procs:** none **Java servlets :** none
Location	**Local**

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

5.2 Incident Management

Name	GRO
Function	Takes data from GRO formats it and then calls the database stored procedure GRO to create a new MIR
parameters	All parameters are read from the web page by the servlet:

GRO

FUJ00142217

	GRO
Accessed by	**Web pages:** GRO **SQL server stored procs:** none **Java servlets :** none
Location	**Local**

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

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GRO

FUJ00142217

GRO

FUJ00142217

GRO

Name	GRO
Function	Takes data from GRO web page, formats it and then calls the database stored procedure GRO update to create a new update record
parameters	No parameters directly passed to the servlet, all parameters are read from the GRO web page by the servlet

FUJ00142217

GRO

FUJ00142217

	GRO
Accessed by	**Web pages:** **GRO** **SQL server stored procs:** none **Java servlets :** none
Location	**Local**

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

GRO

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GRO

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GRO

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GRO

GRO

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GRO

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GRO

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GRO

FUJ00142217

GRO

FUJ00142217

}

Name	GRO
Function	Takes data from GRO ge, formats it and then calls the database stored procedure GRO to create a new update record
parameters	No parameters are passed direct to the servlet. The servlet reads parameters from GRO

GRO

FUJ00142217

	GRO
Accessed by	**Web pages:** GRO **SQL server stored procs:** none **Java servlets :** none
Location	**Local**

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217


```
System.out.println("**          remove strange characters from text areas          **");
```

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

}

FUJ00142217

GRO

FUJ00142217

Name	GRO
Function	Takes the selected record from GRO and then calls the database stored procedure GRO to delete an already created action record
parameters	No parameters passed directly to the servlet. The servlet reads data from GRO GRO
Accessed by	**Web pages:** GRO **SQL server stored procs:** none **Java servlets :** none
Location	**Local**


```
/*
GRO
```

FUJ00142217

GRO

FUJ00142217

}

/*

p

}

/*

p

tl

GRO

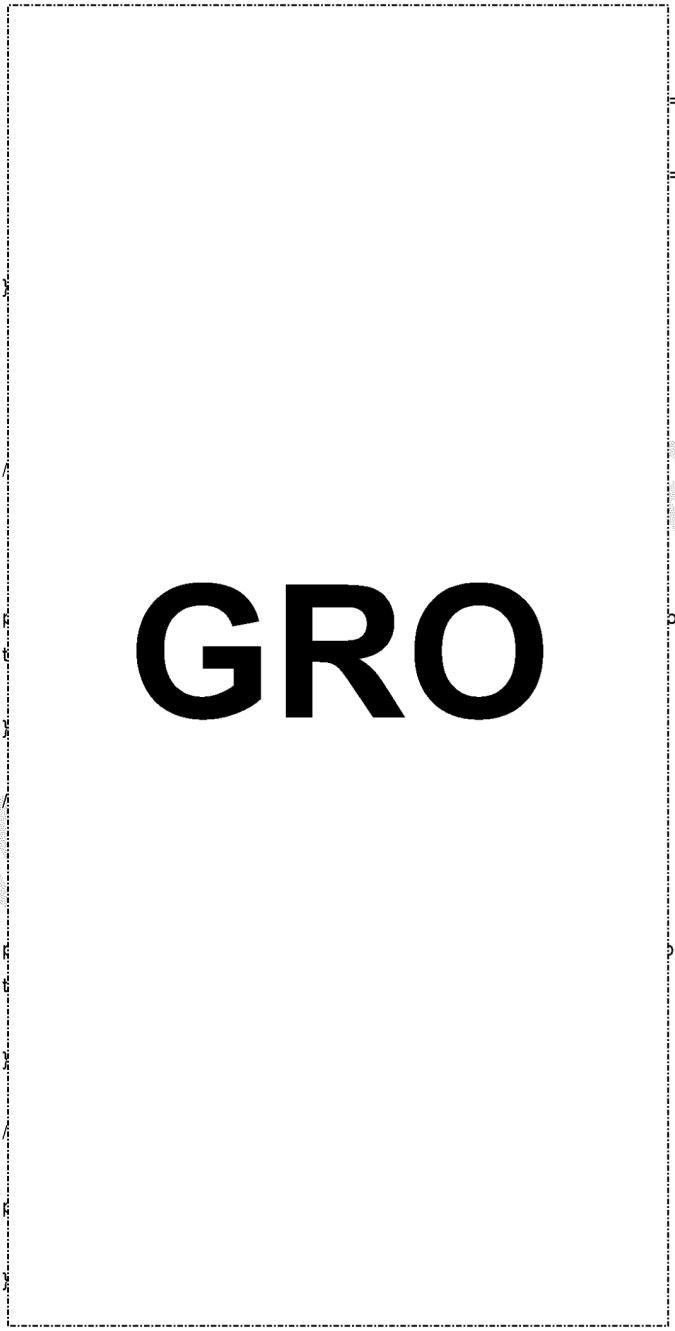
FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217



Name	GRO	

FUJ00142217

Function	Takes data from GRO web page, formats it and then calls the database stored procedure GRO action to change an existing update record
parameters	No parameters are passed directly to the servlet. The servlet reads the parameters from the GRO web page

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

	GRO
Accessed by	**Web pages:** GRO **SQL server stored procs:** none **Java servlets :** none
Location	**Local**

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

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GRO

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GRO

FUJ00142217

GRO

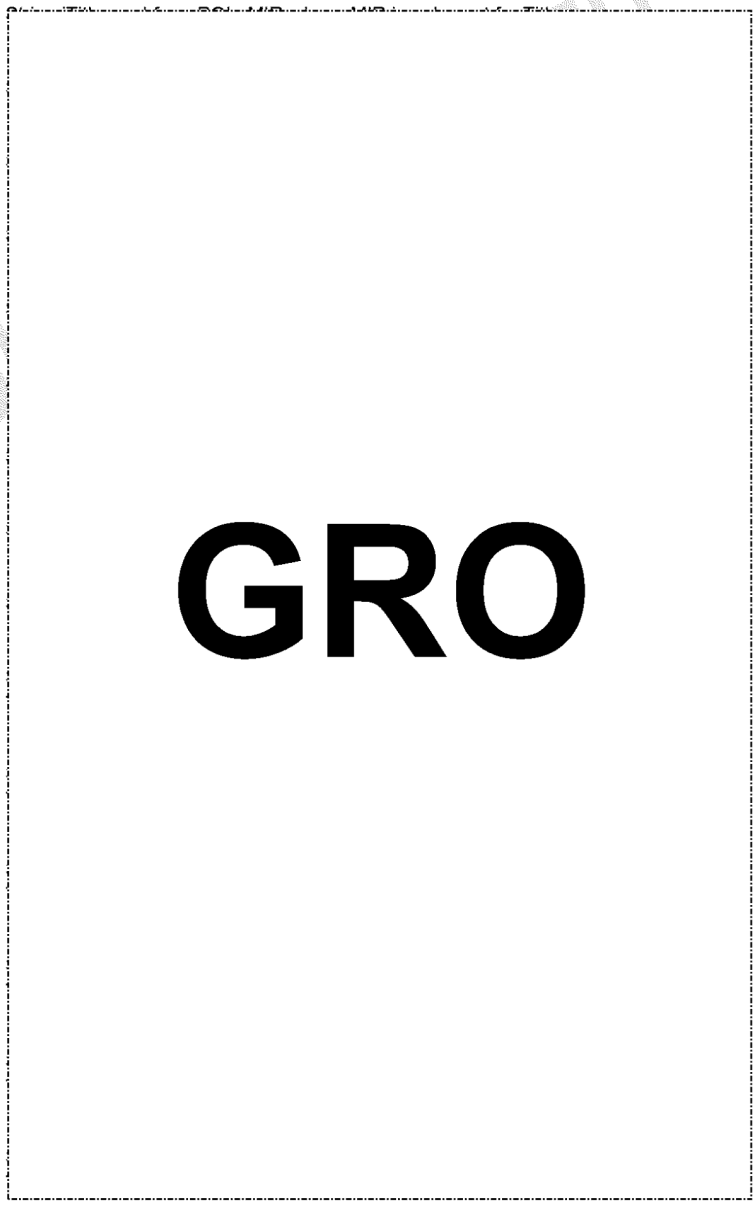
FUJ00142217

GRO

FUJ00142217

FUJ00142217

Name	GRO
Function	Takes data from GRO web page, formats it and then calls the database stored procedure GRO to create a new closure record
parameters	No parameters are passed directly to the servlet, the servlet reads data from the GRO jsp web page



FUJ00142217

	GRO
Accessed by	**Web pages:** GRO **SQL server stored procs:** none **Java servlets :** none
Location	**Local**

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

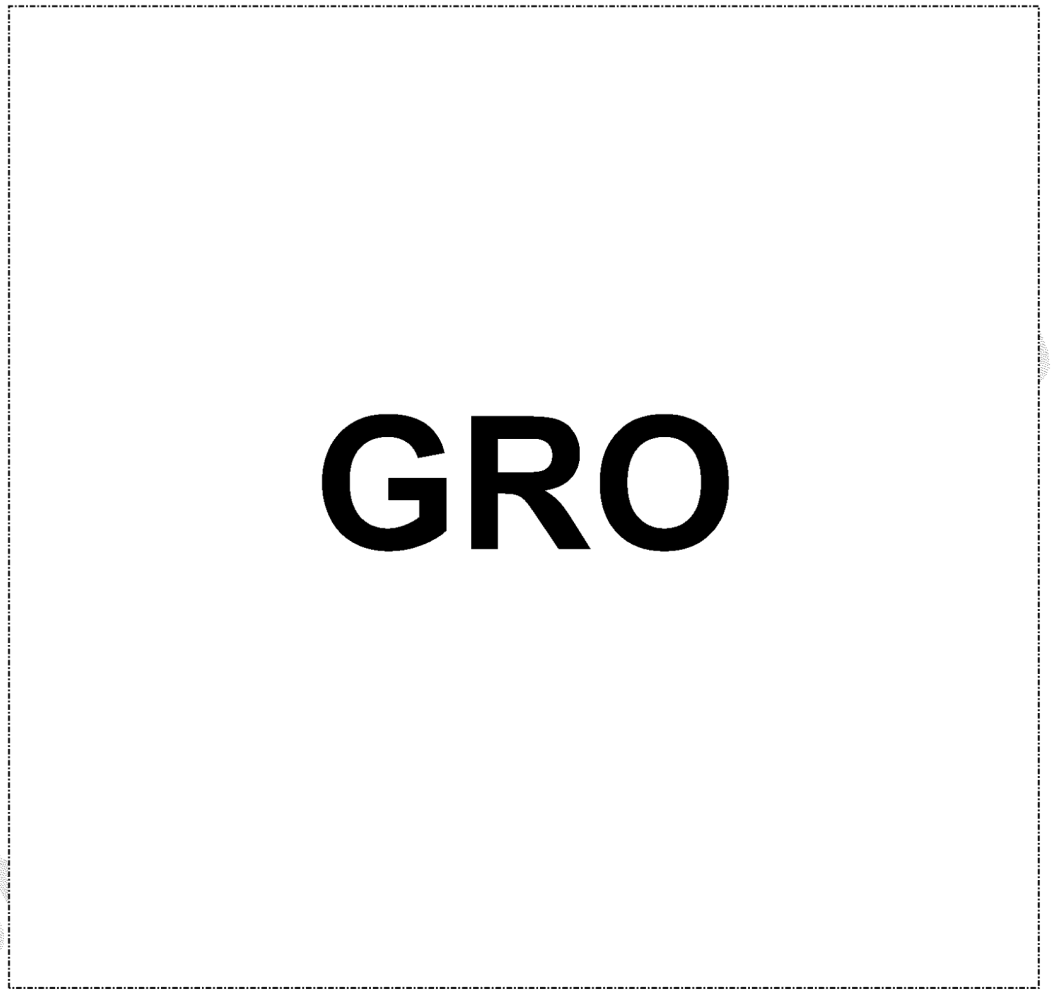
GRO

FUJ00142217

GRO

}

FUJ00142217



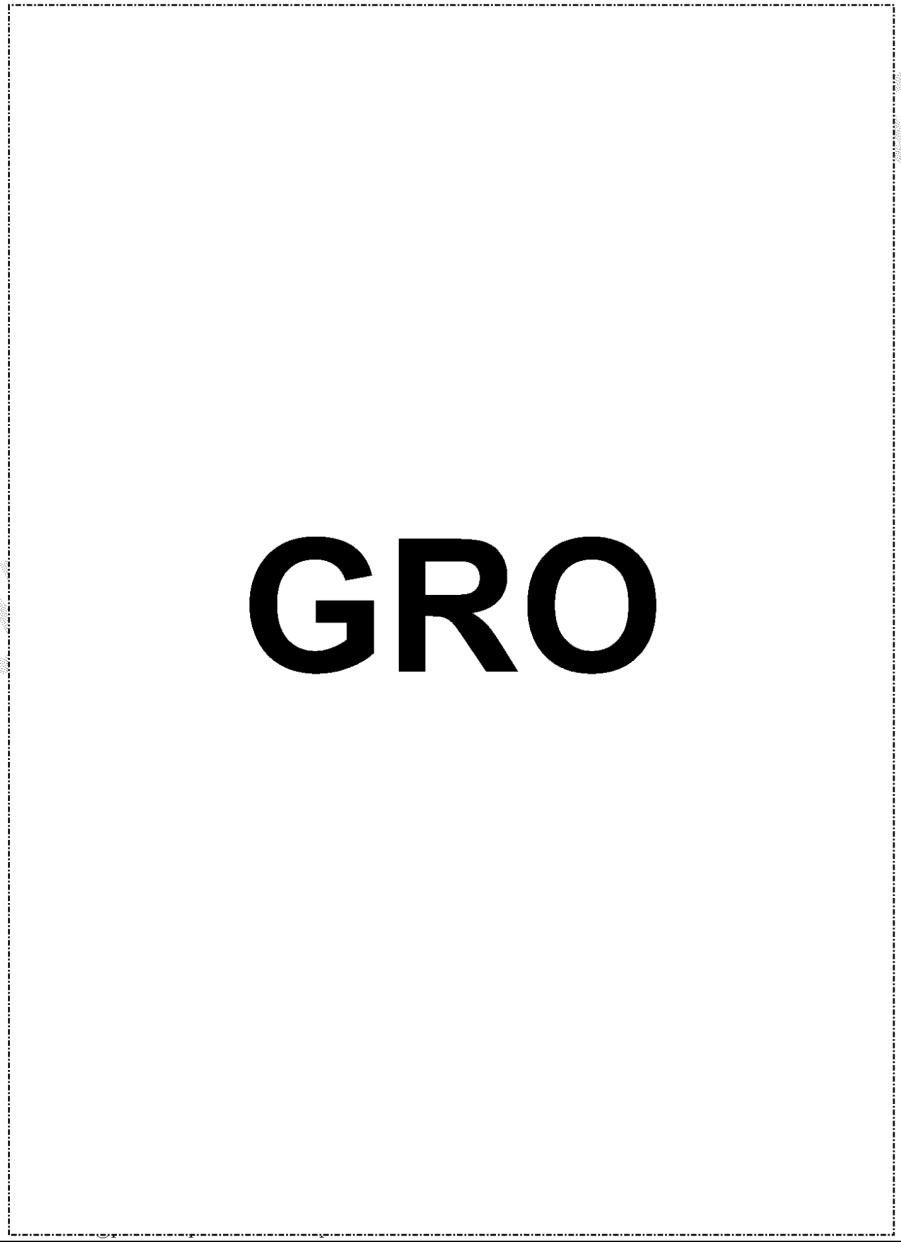
5.3 Management Monitors

The Java servlets in the management monitors are primarily concerned with the production of the map of the UK showing Post Offices currently imoperable.

Name	GRO
Function	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
parameters	none
Accessed by	**Web pages:**

FUJ00142217

	none **SQL server stored procs:** none **Java servlets :** none
Location	**Local**



FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

Name	GRO
Function	used to remove unwanted information from the Tomcat access log and perform diagnostic logging
parameters	none
Accessed by	**Web pages:** none **SQL server stored procs:** none **Java servlets :** none
Location	**Local**

GRO

";

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

GRO

FUJ00142217

6 Web Pages

The local site for all of the web pages is: GRO

The remote site during development is : GRO

Dreamweaver was configured to save files to the remote location when saved locally, so that the remote and local ends should be identical

All html pages and jsp pages were written using GRO except for those in the /files directory which are imported

All images are held in the GRO

All files, including those which are updated daily are in the GRO

Database connection definitions are held in the GRO

6.1 Cascaded Style sheet

The cascaded style sheet is called either GRO

The decision between the two is based on the available screen size, which is held in a session variable and checked within the file GRO, 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-color 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 GRO 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 GRO in the images folder in their normal state.

The background images on menu items are set to GRO in the images folder in their “mouse-over” state.

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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 creen space

The banner is set to GRO in the images folder

The target frame, in which all results appear is set to 80% by 90% of the available space withing the screen visible size

The sidebar, containing the menus is set to 10% by 85% of the available space withing the screen visible size

The background images on menu items are set to GRO in the images folder in their normal state.

The background images on menu items are set to GRO in the images folder in their “mouse-over” state.

6.2 Connections to database

Connections to databases are held in the file GRO This includes connection strings to all databases involved, not just the peak system.

GRO

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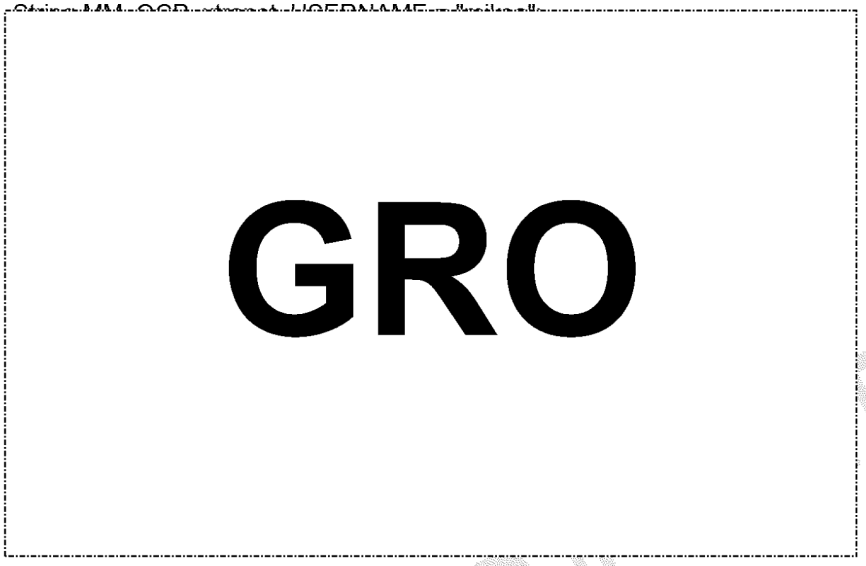

6.3 Imported files and data sources

6.3.1 Management Monitors

Management monitors get all of their data by a links to the Peak database, which in turn links to two tables in the GRO one internal peak table posttowns.

6.3.2 Incident Management

Data is recorded and stored in the SQL server database held on the web server

6.3.3 Reports and SLTs

SRB – uploaded from a zip file supplied monthly by MSU. Zip is extracted into the GRO GRO by the drop box code and then the dreamweaver site re-synchronised to upload to the remote server

SRB dashboard – single html page uploaded from a single file supplied by MSU and uploaded into GRO by the drop box code and then the dreamweaver site re-synchronised to upload to the remote server

Daily Report – uploaded from a zip file supplied monthly by MSU. Zip is extracted into the dreamweaver GRO by the drop box code and then the dreamweaver site re-synchronised to upload to the remote server

Success Rates – single html page uploaded from a single file supplied by MSU into local directory GRO by the drop box code and then the dreamweaver site re-synchronised to upload to the remote server

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GRO – one off file supplied by GRO uploaded into local directory GRO code and then the dreamweaver site re-synchronised to upload to the remote server

GRO dashboard - one off file supplied by GRO rx uploaded into local GRO the drop box code and then the dreamweaver site re-synchronised to upload to the remote server

GRO r – connects to the local web site which holds tables which are updated daily from data supplied by MSU which is loaded into GRO on the development server by the drop box code

About SLTs is an extract from the 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

6.3.4 Operational Business Change

gets data from a single SQL server view held in the SSC's OCP database

6.3.5 Operational Change (OCP)

performs a daily extract and transition of data from the OBC access owned by the OBC team in Crewe.

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7 The Drop Box

7.1 General

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 [GRO] is know as the SMP "Drop Box".

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

7.2 Files processed

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

7.3 Current parameters

daily_report.zip|D:\Tomcat\webapps\SMP\files\daily_report

GRO

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GRO

7.4 Running DropBox

The directory for the class to process (the dropboxname) is specified as args[0]. Typical call line for processing SMP files is:

GRO

To simplify things this command line is held in the file **RunDropBox.cmd** in GRO

GRO e DropBox class should be running on the development server at all times.

7.5 Logging

The DropBox class creates a daily log file in the dropbox directory called: GRO
The log file records any problems with the parameter file found on loading and then records any files as they are processed.

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7.6 Case sensitivity

7.6.1 Input files

To prevent mistakes with the files that are delivered into the drop box directory by external units the DropBox class ignores case on any incoming file name specified in the parameter file. Hence a parameter line of:

GRO

will pick up and process incoming files named:

GRO

And write them to GRO

7.6.2 Output files

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 GRO will be written to GRO

With a parameter line of:

GRO

If the zip file contains:

GRO

Then the top level file GRO will be written as GRO The files within the sub-directory GRO and the directory name itself will not have their name case changed.

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8 Tomcat Setup

Most of this information applied to both the development (GRO) and live (GRO)
Where the servers differ the information will be preceeded with the server name.

8.1 Installation and loading

GRO

8.2 Context changes

The following changes have been made to Tomcat default applications (contexts).

8.2.1 All web apps

GRO

8.2.2 admin app

GRO

8.2.3 manager app

GRO

8.2.4 host-manager app

GRO

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[redacted]

GRO

8.3 Access log filter

SMP website uses a filter to clean up the information written to the access logs. The filter code is in [redacted] The filter removes unwanted log records by setting the servlet attribute "dontlog" for transactions where the ServletPath ends with .png, .jpg, .gif, .css, .emz, .wmz or starts with "image".

This is achived by parameters for the access log valve and the web application definition for the SMP context.

8.3.1 Access log valve

The access log valve has to be defined with condition="dontlog". This defines the flag for requests that should not be logged. To do this a context definition file for the SMP context has been setup in

GRO

GRO

8.3.2 web.xml

The web application definition for SMP in SMP/WEB-INF/web.xml now defines:
a) The name of the filter class <filter-name>
b) Additional parameters to filter (see 6.1.1 below)
c) Which requests the filter appies to <filter-mapping>:

GRO

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GRO

8.3.3 Filter logging to STDOUT

The filter is also used to do request logging to STDOUT. By default the filter will log a line containing user name and URL accessed, e.g.

GRO

Additional logging can be turned on. This is controlled by inserting <init-param> parameters in the <filter> definition above. These log parameters can be seen above commented out.

If **log_request** is not null, perform logging of every transaction through the web server along with any cookie present. e.g.

GRO

8.4 Others

8.4.1 (POASMP) Tomcat documentation

GRO

8.4.2 (POASMP) Default page

GRO

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9 FTP

9.1 FTP servers

Both servers run the FileZilla FTP server. This is designed as the olmy way to transfer files too and from these systems. Windows (SMB) sharing should not be used.

9.1.1 Params

GRO

9.1.2 Users

GRO

9.1.3 Usage

Clients should not use passive mode because it will be blocked by windows firewall. In FileZilla client use advanced settings in the hosts manager to select "normal" and not the "default" which is passive ftp. FileZilla will make outgoing connections on ports 20 or 22 which should be cleared on client firewall.

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10 Daily tasks

Under normal running there is only one task which requires to be done – the daily upload of files from the development server to the live system.

Go to the GRO server and load GRO
On the right hand side in the "files" tab, ensure that SMP is the site selected

Right click on the "Files" folder and select "synchronise".

Ensure that the check boxes are correct, they should read "selected files only" and "put newer files to remote"
Click on preview
Dreamweaver will check to see which files are more up to date – click on OK to load these files to the live system.

NOTE: FTP errors are frequent, normally 3 or 4 for every 150 files uploaded – click on OK to accept them and then repeat the above process until all files have been transferred successfully.

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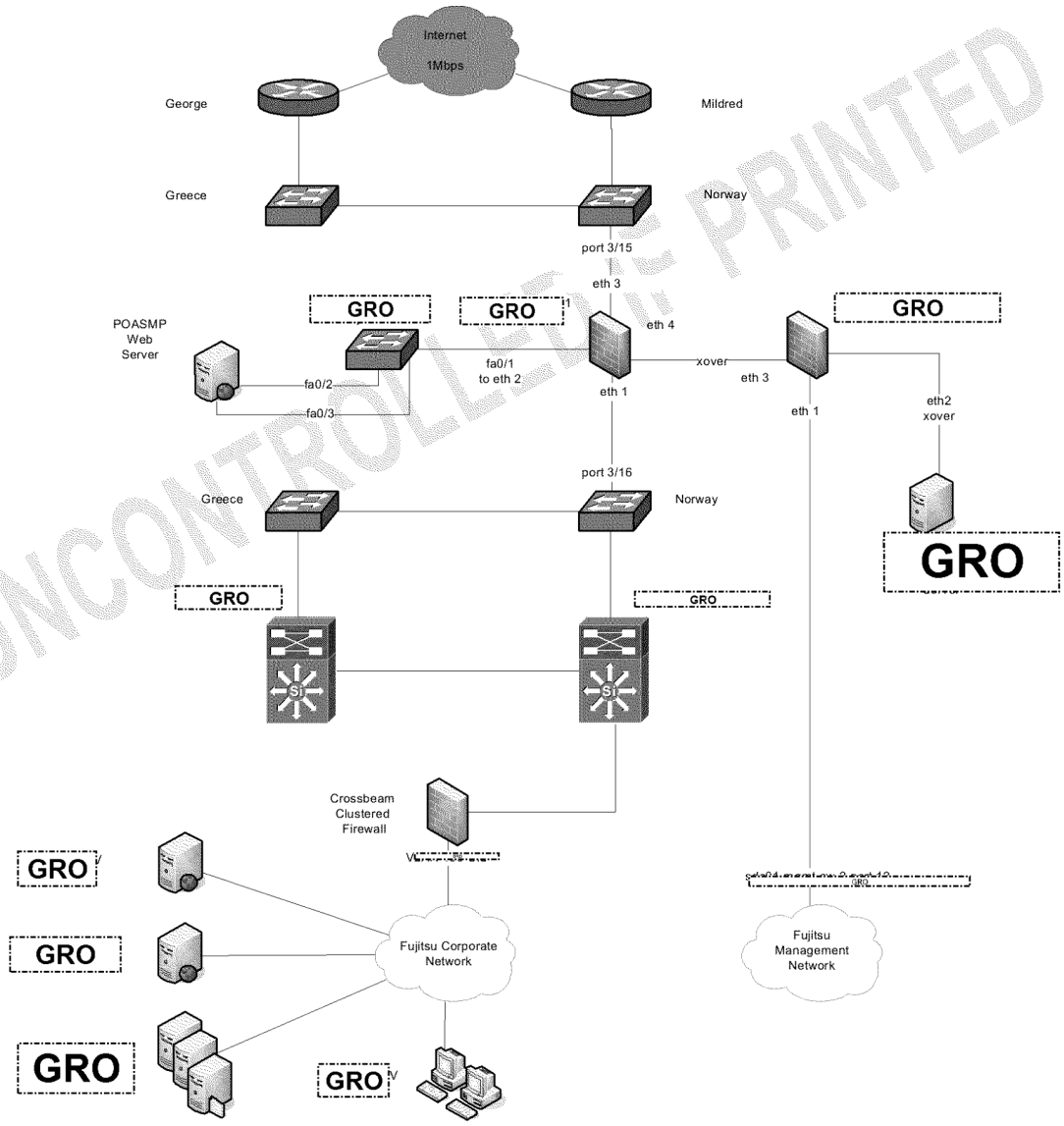
11 Networks

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



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12 System Qualities

12.1 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 [redacted]. 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.

12.2 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.

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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.

12.3 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.

12.4 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.

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13 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 GRO 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.

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14 Changes expected in HNGX