

ICL Pathway **Help Desk** Ref.: CR/ACS/018
Acceptance Specification Version: 2.0
Date: 11/12/98

Document Title Help Desk Acceptance Test

Document Type Acceptance Specification

Abstract This document describes the Acceptance Test for Help Desk

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ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98**0. DOCUMENT CONTROL****0.1 DOCUMENT HISTORY**

Version	Date	Reason
0.1	06/04/98	First issue
0.2a	22/09/98	Updated following review and for fast-track assessment by Horizon Test Manager
0.2b	25/09/98	Second general issue
1.0	29/10/98	Minor updates following comments on issue 0.2b, issued for approval
2.0	11/12/98	Minor updates following review with Colin Standring and Janet Brooks

0.2 ASSOCIATED DOCUMENTS

	Reference	Version	Date	Title	Source
(1)					
(2)	Acceptance Standard	0.1	13/09/96	Standard for Raising and Progressing Acceptance Incidents.	Pathway
(3)	Acceptance Standard	1.2	13/7/98	Standard for documenting Acceptance Specifications	Pathway
(4)	Authorities' Agreement	7.2	22/5/97	Acceptance Procedures Schedule (A)A07	DSS/POCL
(5)	POCL Agreement	7.2	22/5/97	Acceptance Procedures Schedule (P)A11	POCL
(6)	DSS Agreement	7.2	22/5/97	Acceptance Procedures Schedule (D)A11	DSS
(7)	Authorities' Agreement	8.1	8/3/98	Requirements Schedule (A)B04	DSS/POCL
(8)	Authorities' Agreement	8.1	8/3/98	Solutions Schedule (A)B05	Pathway
(9)	DSS Agreement	8.1	8/3/98	Requirements Schedule (D)A15	DSS
(10)	DSS Agreement	8.1	8/3/98	Solutions Schedule (D)A16	Pathway
(11)	POCL Agreement	8.0	13/11/97	Requirements Schedule (P)A15	POCL
(12)	POCL Agreement	8.1	8/3/98	Solutions Schedule (P)A16	Pathway
(13)	CR/FSP/004	4.0	30/9/97	Service Architecture Design Document	Pathway
(14)	PA/STR/009	2.0	24/2/98	Release Contents Definition for Pathway New Release 2	Pathway

- (15)
- (16)
- (17)
- (18)
- (19)
- (20)
- (21)
- (22)
- (23)
- (24)
- (25)
- (26)
- (27)

0.3 ABBREVIATIONS

BT	Business Thread
DSS	Department of Social Security
HLTP	High Level Test Plan
PDA	Programme Delivery Authority
POCL	Post Office Counters Ltd

0.4 CHANGES IN THIS VERSION

Updates following comments on issue 1.0

0.5 APPROVAL OF ACCEPTANCE SPECIFICATION

Approval of this Acceptance Specification is subject to the relevant caveats in the extant version of "Acceptance Specifications Consolidated Caveats".

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1. PURPOSE & SCOPE

This document describes the Acceptance Test for Help Desk in accordance with the Acceptance Procedures that are set out in the Schedules referred to in section 0.2 and also in the Pathway document "Standard for Documenting Acceptance Specifications". This Test will determine that Help Desk meets all the Acceptance Criteria that are agreed in the Acceptance Specification and that are within the scope of the "Pathway Release Contents Specification" document for New Release 2, if applicable.

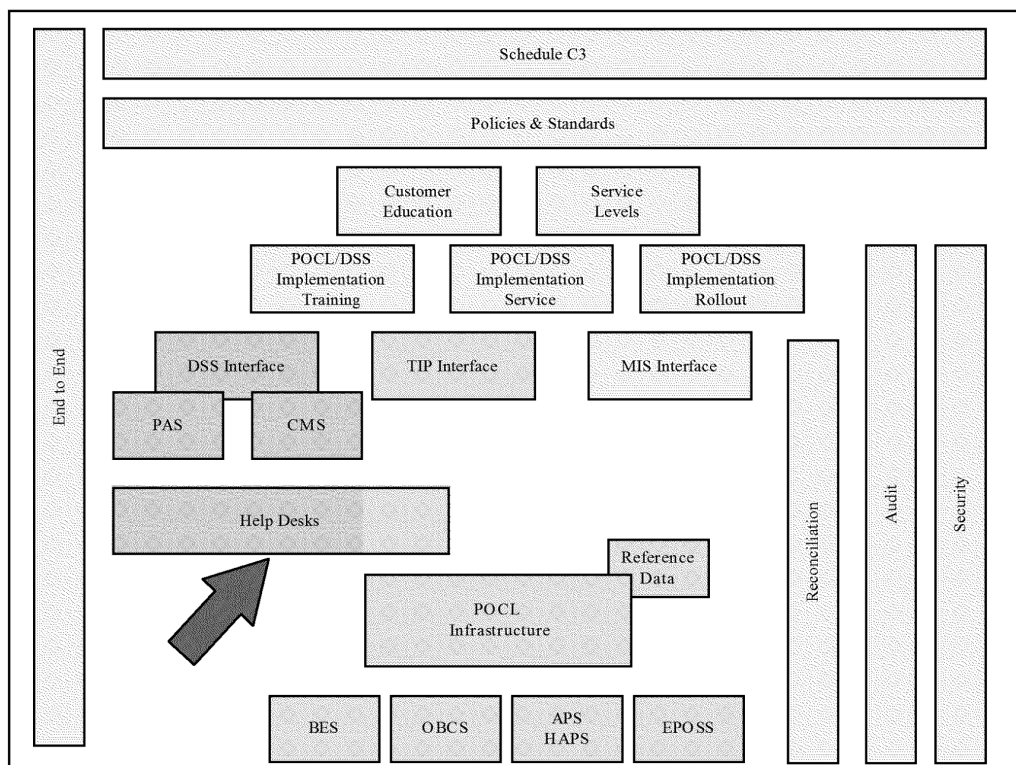


Figure1-1: This Acceptance Test in relation to others

2. ACCEPTANCE INCIDENTS

The standard and method for originating, progressing and resolving Acceptance Incidents shall be as described in the associated Document "Standard for Raising and Progressing Acceptance Incidents".

3. ACCEPTANCE PERIOD

The Acceptance Period for the Acceptance Tests, which comprise the Operational Trial, is as determined by schedule B07 of the AUTHORITIES' Agreement.

4. DELIVERABLES & SERVICES

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This section details the Deliverables and Services that are the subject of this Acceptance Test and as defined by the related Agreements.

Deliverable or Service.	Contract Reference	Method
Help Desk Services i.e. the Payment Card Helpline and the Horizon System Helpdesk	Requirement Schedule (A) B04 Requirement Schedule (D) A15 Requirement Schedule (P) A15	Acceptance Trial Acceptance Review

Table of Deliverables and Services.

5. ACCEPTANCE CRITERIA

This section lists the identifier of each Acceptance Criterion that will be demonstrated by the Acceptance Test. It also lists the Acceptance Test Conditions that are used to determine whether (or not) the Acceptance Criterion has been met together with the applicable test Phase, Technical Test, or Live Trial.

Acceptance Criteria are split into three sets of tables according to the nature of the acceptance method, one set for those tested by Acceptance Trial, a second for those tested by Acceptance Review and a third which lists those criteria which are for Acceptance at a later release. The Release on which Acceptance is to be conducted is defined by reference to the Release Contents Description included in the Associated Documents section of the Acceptance Specification. For this HelpDesk Acceptance Test Specification, the criteria that appear in the Acceptance Trial section, in the great majority of cases, also feature in the Acceptance Review section.

(DN - Various changes are being recommended by Horizon to clarify which HelpDesk Services (e.g. CMS HelpDesk) are provided by each of Payment Card Helpline and Horizon System HelpDesk)

5.1 ACCEPTANCE CRITERIA AND TEST CONDITIONS

Conformance of the Help Desk Acceptance Criteria will be demonstrated through Acceptance Trials and Acceptance Reviews.

Tests conducted by Acceptance Trials comprise practical tests using prepared test scripts. If applicable the Test Condition(s) appropriate to a criterion are specified in section 5.1.1 together with a description of the test.

Tests conducted by Acceptance Review comprise typically document reviews, site visits or presentations. If applicable the Test Condition(s) are described in section 5.1.2. A document hierarchy covering the prime documents used in the Review is provided in Appendix 1.

5.1.1 Description Of Tests Conducted By Acceptance Trial

The tables below show which Acceptance Criteria will be met by Acceptance Trial.

In the context of Help Desk, Acceptance Trial refers primarily to a running of test scripts (as documented in the Scenario Descriptions) at either the Payment Card Helpline or the Horizon System HelpDesk as appropriate. These scripts will be run either in the context of the live service or, where this would not be appropriate, by using a training system and will generally be undertaken during Live Trial. As the test scripts are documented in the Scenario Description section of the panels below the sections headed HLTP/Business Thread Scenarion and Function Run Entry are thus not applicable in the case of Help Desk.

DN - To assist those readers who are familiar with the draft Help Desk Acceptance Test Specification that was produced for Release 1, this document, at least at this version, has, where additional criteria have been identified, placed them at the end of this section. These additional criteria have been assigned a nominal "Requirement ID" with alphabetic "Criterion" identifiers.

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Ref.: CR/ACS/018
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Requirement Id	528
Criterion	1
Derivation	Requirement
Criterion Description	Calls made to the POCL Help Desk that are not pertinent to it shall be re-routed to the appropriate point as per Service Levels.
HLTP / Business Thread Scenario	N/A
Scenario Description	The Horizon System Helpdesk can re-route calls via telephony links to Payment Card Help Line. If the Desk receives calls for another Authorities Help Desk, the advisor will instruct the caller to ring the appropriate number. Where possible, the help desk advisor will supply the phone number of the appropriate desk. This will be demonstrated using the live service as follows 1A) Test call by a PostMaster who is enquiring on card status. 1B) Horizon System HelpDesk will direct the caller to the Payment Card Helpline and 2A) Test call by PostMaster where the call is not appropriate to the Horizon solution 2B) Horizon System HelpDesk will advise the caller to ring the appropriate desk.
Function Run Entry	N/A

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Requirement Id	782
Criterion	1
Derivation	Requirement
Criterion Description	Where DSS investigations staff (e.g. BA OFT) require immediate information on where a specific Card has been used, the CONTRACTOR shall allow secure password controlled access to the PAS Help Desk for the information. Such information shall be provided immediately.
HLTP / Business Thread Scenario	N/A
Scenario Description	This will be demonstrated using the live service as follows A) Test call made from COLS Desk B) Caller verification procedure will be invoked (including password information) C) COLS desk provide relevant NINO and request information on recent payment history D) PCHL advises which beneficiary obtained which payment at which Post Office.
Function Run Entry	N/A

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Requirement Id	888
Criterion	6
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide a continuous PAS Help Desk Service for customers as specified below: first level - 08:00-18:00; second level - 08:00-18:00.
HLTP / Business Thread Scenario	N/A
Scenario Description	PCHL will provide a continuous PAS Help Desk Service for customers as specified below: first level - 08:00-18:00; This will be tested by making test calls at different times of the week and of the day.
Function Run Entry	N/A
Notes	ICL Pathway will raise a CCN to reflect the fact that no second-level service is to be provided at NR2

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Requirement Id	888
Criterion	20
Derivation	Requirement
Criterion Description	The CONTRACTOR shall, on request, provide on-line access to the problem management system. The AUTHORITIES shall inform the CONTRACTOR of who is authorised to access the problem management system. The CONTRACTOR shall provide ad hoc reports, as requested by the AUTHORITIES, within three (3) DSS Days of request.
HLTP / Business Thread Scenario	N/A
Scenario Description	Access to the Help desk is by telephone call. Ad hoc reports that require no development will be provided within three days of request. Ad hoc reports that require development will need a formal CCN to be raised. Provision of ad hoc reports, requiring no development, will be demonstrated thus A) Request for ad hoc report shall be made by the Authorities B) Within 3 days the ad hoc report shall be provided
Function Run Entry	N/A
Notes	<i>DN - It is recognised that there is an inconsistency within the Contract in this area and, to resolve this, draft CCN text is being produced</i>

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Requirement Id	889
Criterion	6
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide a continuous CMS Help Desk Service as specified below: first level - twenty-four (24) hours a day, seven (7) days a week; all year round (Christmas day excepted); second level - 08:00-18:00.
HLTP / Business Thread Scenario	N/A
Scenario Description	A continuous CMS Help Desk Service as specified below: first level - twenty-four (24) hours a day, seven (7) days a week; all year round (Christmas day excepted); will be provided (Note that a restricted service will apply for a few hours at weekends - at a time when call volumes are expected to be low - to allow for system maintenance activities) This will be tested by making test calls at different times of the week and of the day.
Function Run Entry	N/A
Notes	A) ICL Pathway will raise a CCN to reflect the fact that no second-level service is to be provided at NR2 B) The service during Live Trial will meet operational need. A demonstration of the working hours mentioned above working can be provided during Live Trial

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Requirement Id	889
Criterion	18
Derivation	Requirement
Criterion Description	The CONTRACTOR shall, on request, provide on-line access to the problem management system. The AUTHORITIES shall inform the CONTRACTOR of who is authorised to access the problem management system. The CONTRACTOR shall provide ad hoc reports, as requested by the AUTHORITIES, within three (3) DSS Days of request.
HLTP / Business Thread Scenario	N/A
Scenario Description	Access to the Help desk is by telephone call. Ad hoc reports that require no development will be provided within three days of request. Ad hoc reports that require development will need a formal CCN to be raised. Provision of ad hoc reports, requiring no development, will be demonstrated thus A) Request for ad hoc report shall be made by the Authorities B) Within 3 days the ad hoc report shall be provided
Function Run Entry	N/A
Notes	<i>DN - It is recognised that there is an inconsistency within the Contract in this area and, to resolve this, draft CCN text is being produced</i>

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Requirement Id	908
Criterion	2
Derivation	Requirement
Criterion Description	It may be necessary to generate and record a unique Transaction Id to enable recovery following equipment failure.
HLTP / Business Thread Scenario	N/A
Scenario Description	Included within step F of Scenario Description for 776j
Function Run Entry	N/A

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Requirement Id	914
Criterion	4
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide the facility to transfer calls which are received and are outside its area of responsibility. The CONTRACTOR shall also provide the facility to receive transferred calls from POCL help desks and helplines.
HLTP / Business Thread Scenario	N/A
Scenario Description	Please see Scenario Description for 528/1
Function Run Entry	N/A

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Requirement Id	914
Criterion	10
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide a continuous Help Desk Service as specified below: <ul style="list-style-type: none"> a) First level - 05:00-00:00, Monday-Sunday, all year round (Christmas Day excepted); b) Second level - 05:00-00:00, Monday-Sunday, all year round (Christmas Day excepted).
HLTP / Business Thread Scenario	N/A
Scenario Description	A continuous Help Desk Service will be provided as specified below: <ul style="list-style-type: none"> a) First level - 05:00-00:00, Monday-Sunday, all year round (Christmas Day excepted); b) Second level - 05:00-00:00, Monday-Sunday, all year round (Christmas Day excepted). This will be demonstrated using the live service by making test calls at different times of the week and the day.
Function Run Entry	N/A
Notes	The service during Live Trial will meet operational need. A demonstration of the working hours mentioned above working can be provided during Live Trial.

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Requirement Id	914
Criterion	21
Derivation	Requirement
Criterion Description	The CONTRACTOR is responsible for ensuring that a contingency plan is in place to cater with any Help Desk Incident, e.g. loss of staff, loss of telephone system, loss of problem/configuration management system. The contingency plan is to be agreed with the AUTHORITIES by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement and shall state how quickly the Service will be restored in the event of an Incident.
HLTP / Business Thread Scenario	N/A
Scenario Description	The Horizon System Helpdesk will operate from dual sites. These sites will offer a parallel service with duplicated facilities and resourcing. In the event of part or whole of a single site becoming non-operational, all incoming calls will be automatically routed to the second site. Resilience for the call management system is also provided for. This will be demonstrated using the live service whereby the Horizon System Helpdesk will, for a short period of time, operate from the dual sites to show the capability.
Function Run Entry	N/A

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Requirement Id	730
Criterion	b
Derivation	SADD 3.1.1.8.1
Criterion Description	Pathway's internal access to CMS via the Help Desk is strictly controlled. Only staff with the appropriate security level have access to, and have the authority to amend the status of card and PUN details. All status changes are subject to a complete audit trail
HLTP / Business Thread Scenario	N/A
Scenario Description	<p>Access to CMS is controlled via the Helpdesk by individual user names and passwords. Only those staff who have authorised usernames/passwords are thus able to amend the status of card and PUN details. Control of users on the system is maintained by a single authorised member of the PCHL management team. This will be demonstrated on the live service as follows</p> <p>1A) PCHL staff member attempts to log in with invalid username/password 1B) Log in attempt fails and 2A) PCHL staff member attempts to log in with valid username/password 2B) Log in attempt succeeds and 3A) Non-authorised user attempts to create new user 3B) Attempt fails and 4A) Authorised user attempts to create new user 4B) Attempt succeeds</p>
Function Run Entry	N/A
Notes	In terms of audit trail information, this is covered within 889/8.

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Requirement Id	730
Criterion	c
Derivation	SADD 3.1.1.8.2
Criterion Description	<i>(CMS Help Desk)</i> For contingency purposes the Help Desk is provided at two sites
HLTP / Business Thread Scenario	N/A
Scenario Description	This will be demonstrated using the live service whereby the Payment Card Helpline will, for a short period of time, operate from the dual sites to show the capability.
Function Run Entry	N/A

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Requirement Id	730
Criterion	d
Derivation	SADD 3.1.1.8.3.1
Criterion Description	On contacting the Help Desk the customer is asked to provide his National Insurance Number (NINO) or Primary Account Number (PAN). This enables the Help Desk operator to access the customer's details
HLTP / Business Thread Scenario	N/A
Scenario Description	On contacting the PCHL the card-holder is asked to provide his NINO (or PAN). This enables the PCHL advisor to access the customers details. This will be demonstrated using the live service as follows 1A) Customer call received 1B) Customer will be asked to provide his NINO 1C) Help Desk advisor will use this information to access the customer's details 1D)The customer's details will be displayed on the Help Desk system and 2A) Customer call received 2B) Customer will be asked to provide his PAN 2C) Help Desk advisor will use this information to access the customer's details 2D) The customer's details will be displayed on the Help Desk system
Function Run Entry	N/A

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Requirement Id	730
Criterion	e
Derivation	SADD 3.1.1.8.3.1
Criterion Description	If the customer cannot provide either the NINO or PAN, the Help Desk has a search facility to access customer details using surname, initial and first line of address
HLTP / Business Thread Scenario	N/A
Scenario Description	If the customer cannot provide either the NINO or the PAN, the Helpdesk has a search facility to access card-holder details using surname, initial, and first line of address. This will be demonstrated, using the live service or the training system as call traffic allows, as follows A) The Help Desk advisor will locate a customer's details using surname, initial, and first line of address
Function Run Entry	N/A

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Requirement Id	730
Criterion	f
Derivation	SADD 3.1.1.8.3.1
Criterion Description	To verify the caller is genuine, the Help Desk asks the customer verification question(s) from information contained within his personal details, as supplied by CAPS. This information may include elements from address details, day, month and last digit of year of birth, forenames (if available) and title. Only on successful clearance of this validation process does the Help Desk act on instructions from the customer
HLTP / Business Thread Scenario	N/A
Scenario Description	To verify the caller is genuine, the Help Desk asks the customer verification question(s) from information contained within his personal details as held within CMS. This information includes forenames, month or day of birth and last digit of year of birth. Only on successful clearance of this validation process does the Help Desk act on instructions from the customer This will be demonstrated on the live service as follows A) A test call will be made. B) The test caller will be asked verification questions C) The test caller will fail the verification questions D) The Help Desk will not act upon the caller's instructions
Function Run Entry	N/A

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Requirement Id	730
Criterion	g
Derivation	SADD 3.1.1.8.3.2
Criterion Description	When a customer reports a lost, stolen or found card, or a card that is damaged beyond use, or appears to be, the Help Desk updates the status of the card to reflect this status, immediately triggering a number of events which lead to the update of the system preventing any further benefit encashments against that card
HLTP / Business Thread Scenario	N/A
Scenario Description	When a customer reports a lost, stolen or found card, or a card that is damaged beyond use, or appears to be, the Help Desk, at the time of the call, updates the status of the card to reflect this status. Further benefit encashments against that card are thereafter prevented. This will be demonstrated, using the training system, as follows A) A customer reports a lost, stolen or found card, or a card that is damaged beyond use, or appears to be. B) The Help Desk advisor updates the status of the card to reflect this status C) Subsequently the system available to the Help Desk advisor will show that benefit encashments against that card are prevented.
Function Run Entry	N/A

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Requirement Id	730
Criterion	h
Derivation	SADD 3.1.1.8.3.2
Criterion Description	At the same time, the CMS Help Desk arranges the issue of a replacement card and PUN
HLTP / Business Thread Scenario	N/A
Scenario Description	At the same time the PCHL advisor can arrange for the issue of a replacement card and PUN. This will be demonstrated, using the training system, as follows A) The Help Desk advisor will order a replacement card and PUN B) Subsequently the system available to the Help Desk advisor will show that the replacement card and PUN have been ordered
Function Run Entry	N/A
Notes	This is a continuation from 730g

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Requirement Id	730
Criterion	i
Derivation	SADD 3.1.1.8.3.3
Criterion Description	The Help Desk registers the card as damaged, but still usable, on the system. There is no requirement to inhibit use of the card, pending collection of its replacement. The Help Desk orders a replacement card at that particular point in time for collection when the customer next attends his nominated post office
HLTP / Business Thread Scenario	N/A
Scenario Description	When a card is reported as damaged the Helpdesk registers the information and can arrange for the issue of a replacement card and PUN. This will be demonstrated using the training system as follows A) Call is received advising that a card is reported as damaged. B) The Help Desk advisor updates the system to register this information C) The Help Desk advisor will determine whether a replacement card and PUN should be ordered and will act accordingly D) Subsequently, the system available to the Help desk advisor will show that there is no inhibition on the use of the card reported as damaged.
Function Run Entry	N/A

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Requirement Id	730
Criterion	j
Derivation	SADD 3.1.1.8.3.4
Criterion Description	Where the customer cannot present his PUN at the counter to collect his benefit card because of non receipt or loss he will be able to contact the Help Desk to request a reminder (second or third) PUN
HLTP / Business Thread Scenario	N/A
Scenario Description	<p>Upon receipt of a call from a card-holder advising that, due to non-receipt or loss, he requires another PUN, PCHL will arrange for another PUN to be despatched. This service is limited to just one request from the card-holder.</p> <p>This will be demonstrated, using the live service or the training system as call traffic allows, as follows</p> <ul style="list-style-type: none">A) Receipt of call from card-holder advising that, due to non-receipt or loss, he requires another PUNB) Help Desk advisor will check that this is the first requestC) If it is not the first request the Help Desk advisor will not order another PUN and will refer the beneficiary to the DSSD) If it is the first request the Help Desk advisor will order another PUN. (this PUN is termed an exceptional PUN)E) Subsequently, the system available to the Help Desk advisor will show that another PUN has been ordered
Function Run Entry	N/A

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Requirement Id	730
Criterion	k
Derivation	SADD 3.1.1.8.3.5
Criterion Description	Where the customer reports his card was not available for collection at the post office on presentation of his PUN, the Help Desk checks the card status on CMS and where necessary cancels the original card and orders a new card and PUN for the customer
HLTP / Business Thread Scenario	N/A
Scenario Description	This will be demonstrated, using the training system, as follows A) Customer calls to say that his card was not available for collection at the post office on presentation of his PUN B) PCHL checks the card status on CMS and, if the card status on CMS shows it booked in at the post office, the original card will be cancelled and a new card and PUN ordered. (If the card status on CMS shows it still on the way to the post office the customer is advised to return to the post office in a couple of days) C) Subsequently CMS will show that the original card has been cancelled and a new card ordered
Function Run Entry	N/A

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Requirement Id	730
Criterion	n
Derivation	SADD 3.1.1.8.3.7
Criterion Description	The Help Desk provides information to customers on the current and previous status/events of cards and PUNs; for example, card/PUN ordered, card/PUN issued, card reported lost
HLTP / Business Thread Scenario	N/A
Scenario Description	<p>When dealing with calls relating to cards/PUNs, PCHL is able, having authenticated the card-holder, to provide information on the current and previous status/events of cards. In the case of PUNs this information is the date of ordering replacement/reminder PUNs.</p> <p>This will be demonstrated, using the live service or the training system as call traffic allows, as follows</p> <ul style="list-style-type: none">A) Card-holder asks for information on the current and previous status/events of his cards and PUNsB) The Help Desk advisor, having authenticated the card-holder, will provide information on the current and previous status/events of cardsC) In the case of PUNs the Help Desk advisor will provide the date of ordering replacement/reminder PUNs
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	o
Derivation	SADD 3.1.1.8.3.8
Criterion Description	There are a number of situations where the Help Desk cannot provide information to callers These include Customer not known on the system Caller cannot provide NINO, PAN, day/month of birth, or first line of address and post code Caller fails the verification question(s) The caller disconnects the call
HLTP / Business Thread Scenario	N/A
Scenario Description	There are a number of situations where the Help Desk cannot provide information to callers These include Customer not known on the system Caller cannot provide NINO, PAN, day/month of birth, or first line of address and post code Caller fails the verification question(s) The caller disconnects the call This will be demonstrated through test calls to the live service, as follows A) Customer, unknown to the system, will call B) Customer, who cannot provide NINO, PAN, day/month of birth, or first line of address and post code will call C) Customer who fails the verification question(s) will call D) Customer will disconnect the call E) In all the above cases the Help Desk advisor will not provide information to the caller
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	p
Derivation	SADD 3.1.1.8.4
Criterion Description	BIA staff are required to provide each individual customer's NINO or PAN. This enables the Help Desk to access the customer's personal details.
HLTP / Business Thread Scenario	N/A
Scenario Description	On receipt of a call from a member of BIA staff quoting an individual customer's NINO or PAN, PCHL can access that customer's personal details. This will be demonstrated, using the live service or the training system as call traffic allows, as follows A) Call received from member of BIA staff B) Individual customer's NINO or PAN provided C) PCHL advisor will, using that information, access that customer's personal details
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	r
Derivation	SADD 3.1.1.8.4.1
Criterion Description	To ensure that only those members of staff authorised by BIAs can use the Help Desk services, all callers are required to complete a verification process. This involves the Help Desk asking the caller security questions, for example, office identification number
HLTP / Business Thread Scenario	N/A
Scenario Description	<p>To ensure that only those members of staff authorised by BIAs can use the Help Desk services, all callers are required to complete a verification process. This involves the Helpdesk asking the caller's name, office identification number and the caller's individual password or part thereof.</p> <p>This will be demonstrated by a test call on the live service as follows</p> <p>1A) An authorised member of BIA staff will call 1B) The Helpdesk advisor will ask the caller's name, office identification number and the caller's individual password or part thereof 1C) The caller passes the verification process and the Helpdesk continues with the call</p> <p>2A) A member of BIA staff will call 2B) The Helpdesk advisor will ask the caller's name, office identification number and the caller's individual password or part thereof 2C) The caller does not pass the verification process and the Helpdesk does not continue with the call</p>
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	s
Derivation	SADD 3.1.1.8.4.4
Criterion Description	<i>(CMS Help Desk, responding to a request from DSS to terminate a card)</i> Terminating the card for whatever reason prevents any further encashments using that card, from the specified termination date and time
HLTP / Business Thread Scenario	N/A
Scenario Description	If DSS request that a card be terminated then PCHL will terminate the card at the time of the phone call. This will be demonstrated, using the live service or the training system as call traffic allows, as follows A) Call from DSS to terminate a card B) Help Desk advisor terminates the card C) Subsequently, the system available to the Help Desk advisor will show that the card is terminated
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	t
Derivation	SADD 3.1.1.8.4.5
Criterion Description	The Help Desk responds to enquiries on current and previous cards and PUNs statuses from authorised BIA staff Enquiry responses include the following details PAN NINO Card status Previous cards/PUNs statuses Previous cards/PUNs dates statuses changed
HLTP / Business Thread Scenario	N/A
Scenario Description	When dealing with calls relating to cards/PUNs PCHL is able, having authenticated the member of BIA staff, to provide information on the current and previous status/events of cards. In the case of PUNs this information is the date of ordering replacement/reminder PUNs. This will be demonstrated on the live service as follows 1A) A BIA staff member from the COLS desk phones 1B) The caller verification procedure is invoked 1C) The BIA staff member asks a question concerning a particular card status 1D) PCHL checks on the system for the relevant card and advises details to the BIA staff member and 2A) A BIA staff member from the COLS desk phones 2B) The caller verification procedure is invoked 2C) The BIA staff member asks a question concerning a particular PUN 2D) PCHL checks on the system for the relevant PUN and advises the BIA staff member of the date the PUN was ordered.
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	u
Derivation	SADD 3.1.1.8.4.5
Criterion Description	BIA staff can report the following situations on behalf of their customers Lost, stolen or damaged cards and PUNs Non-received PUN Card not available at the post office Report card/PUN found
HLTP / Business Thread Scenario	N/A
Scenario Description	There are other Scenario Descriptions for this area - e.g. 730g, h, i, j and k.
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	v
Derivation	SADD 3.1.1.8.4.7
Criterion Description	The BIA office can order one or more batches of Temporary Tokens via the CMS Help Desk in an emergency situation where an office is running low unexpectedly. The Help Desk verifies the caller, takes the order and ensures CMS places it with the Help Desk Emergency Store
HLTP / Business Thread Scenario	N/A
Scenario Description	Upon receipt of an order from an authorised BIA office, PCHL will arrange for the despatch of one or more books of Temporary Tokens. This will be demonstrated using the training system as follows A) Test call from an authorised BIA office B) PCHL checks that caller is authorised C) PCHL checks current Temporary Token supply status D) As necessary PCHL updates system to order additional supply E) Subsequently the system available to PCHL back office staff will show the order awaiting fulfillment.
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	x
Derivation	SADD 3.1.1.8.4.8, Sched E01 14.6.1
Criterion Description	<i>(Terminate Temporary Tokens)</i> This process allows authorised BIA office staff to terminate use of a Temporary Token via the Help Desk. The Temporary Token ID number will be required to process the termination. The facility shall also be provided to issue bulk stops of Temporary Tokens, at batch or book level, following non-receipt, theft from the office, damage within the office or to cancel an office's unused stock on closure.
HLTP / Business Thread Scenario	N/A
Scenario Description	On receipt of a call from an authorised BIA office member to terminate the use of a Temporary Token, a book of Temporary Tokens or a batch of TT books, the Helpdesk will terminate that specific Temporary Token, book or batch, based on relevant ID numbers. This will be demonstrated on the training system as follows A) Call received from COLS desk to stop a Temporary Token, stop a book or stop a batch of books B) PCHL effect these instructions on the system C) Subsequently the system will show these to have been stopped
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	y
Derivation	SADD 3.1.1.8.4.9
Criterion Description	<i>(Enquiries from DSS staff to CMS Help Desk)</i> There are a number of situations where the Help Desk cannot provide information to callers. These include The caller fails the authentication check The caller cannot provide NINO or PAN
HLTP / Business Thread Scenario	N/A
Scenario Description	PCHL will not provide information to DSS staff who call but who fail the authentication check or cannot provide a NINO or PAN. This will be demonstrated on the live service as follows 1A) A member of DSS staff calls 1B) Caller fails to give valid authentication details 1C) PCHL terminate the call and 2A) A member of DSS staff from COLS desk calls 2B) Caller passes authentication process but fails to provide NINO or PAN 2C) PCHL terminate the call
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	aa
Derivation	SADD 3.1.1.8.6
Criterion Description	(<i>CMS Desk</i>) Calls received by the Help Desk which are not card- or PUN-specific are either referred to the appropriate Help Desk within Pathway, or the caller advised to contact his local BIA office.
HLTP / Business Thread Scenario	N/A
Scenario Description	<p>Test calls using the live service will be made to demonstrate the following cases</p> <ol style="list-style-type: none"> 1) In cases where calls are received by PCHL from card-holders which are not card- or PUN-specific, the caller is advised to contact the relevant BIA office. 2) In cases where calls are received by PCHL from POCL staff which are not card- or PUN-specific but are Horizon-related, the caller will be requested to call the Horizon System Helpdesk. 3) In cases where calls are received by POCL staff which are not Horizon related, the caller will be asked to call the POCL Regional Helpdesk 4) In cases where calls are received by PCHL from DSS staff which are not card- or PUN-specific, then such calls cannot be accepted.
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	ab
Derivation	SADD 3.1.1.8.6
Criterion Description	Calls to the CMS Help Desk requiring follow-on access to the HS Help Desk are transferred
HLTP / Business Thread Scenario	N/A
Scenario Description	Calls (from POCL staff) requiring action at PCHL that subsequently require action at Horizon System Helpdesk are transferred. This will be demonstrated using the live service as follows A) Test call to PCHL requiring PCHL action B) PCHL action undertaken C) Caller request transfer to Horizon System Helpdesk D) PCHL transfer caller to Horizon System Helpdesk
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	ac
Derivation	Sched E01 13.2.3, SADD 3.1.1.8.3.2
Criterion Description	When a customer reports a lost or stolen Temporary Token, the Temporary Token shall be stopped and the caller referred to his local BA office. Where a Temporary Token is reported found it shall be stopped.
HLTP / Business Thread Scenario	N/A
Scenario Description	When a customer reports a lost or stolen Temporary Token, PCHL will stop the Temporary Token and will refer the caller to his local BA office. Where a Temporary Token is reported found it will be stopped. This will be demonstrated on the training system as follows A) Customer calls and reports a stolen or found Temporary Token B) PCHL stops the Temporary Token and refers the caller to his local BIA office C) Subsequently the system available to PCHL shows the Temporary Token is stopped
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	ad
Derivation	Sched E01 13.3.2
Criterion Description	When a customer reports a damaged Temporary Token, the Temporary Token shall be stopped and the caller referred to his local BA office.
HLTP / Business Thread Scenario	N/A
Scenario Description	When a customer reports a damaged Temporary Token, PCHL will treat it as being unusable, will place a stop on that Temporary Token, and will refer the caller to his local BA office. This will be demonstrated on the training system as follows A) Customer calls and reports a damaged Temporary Token B) PCHL stops the Temporary Token and refers the caller to his local BIA office C) Subsequently the system available to PCHL shows the Temporary Token is stopped
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	b
Derivation	SADD 3.1.2.11.1
Criterion Description	The Help Desk does not deal with payment enquiries from BIA customers. POCL counter staff calling the Help Desk to enquire upon payment entitlements are asked to refer their customer to their local BIA office.
HLTP / Business Thread Scenario	N/A
Scenario Description	This will be demonstrated on the live service as follows 1A) Test call from a beneficiary with a payment enquiry 1B) PCHL refer caller to local BIA office and 2A) Test call from POCL counter staff enquiring upon payment entitlement for a particular customer 2B) PCHL advise POCL counter staff to ask their customer to see their local BIA office
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	c
Derivation	SADD 3.1.2.11.1
Criterion Description	Pathway's internal access to PAS via the Help Desk is strictly controlled. Only staff with the appropriate access level have the authority to amend the status of payments during contingency arrangements.
HLTP / Business Thread Scenario	N/A
Scenario Description	Please see Scenario Description in 730b
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	e
Derivation	SADD 3.1.2.11.3.1
Criterion Description	To ensure that the caller is an authorised user of the Help Desk service, verification question(s) are asked before any information is disclosed
HLTP / Business Thread Scenario	N/A
Scenario Description	<i>(PAS Helpdesk)</i> To ensure that the caller is an authorised user of the Help Desk service, verification question(s) are asked before any information is disclosed. This will be demonstrated on the live service as follows 1A) Test call from POCL caller giving FAD code 1B) PCHL will ask for part of address/phone number as verification and 2A) Test call from DSS caller is as per Scenario Description in 730r
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	f
Derivation	SADD 3.1.2.11.3.1
Criterion Description	In order to access the information held on PAS, BIA staff are required to provide the beneficiary's NINO for each customer's identity they wish to enquire upon. Where BIA staff wish to place a stop on a payment, the payment ID can be used to access the payment details
HLTP / Business Thread Scenario	N/A
Scenario Description	This will be demonstrated on the training system as follows A) BIA staff member calls to stop a payment B) Verification procedure invoked C) Information provided by BIA staff member is Payment ID (which includes NINO) or just NINO D) PCHL accesses payment details using Payment ID or NINO information
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	g
Derivation	SADD 3.1.2.11.3.2
Criterion Description	If that (<i>CAPS / CAPS Access Facility</i>) becomes not available, then the PAS Help Desk will take instructions by telephone from authorised BIA staff and will take the necessary action. This facility is used routinely during the near term
HLTP / Business Thread Scenario	N/A
Scenario Description	When the CAPS Access Facility is not available, PCHL will take calls from authorised BIA staff relating to payment stops and payment enquiries and will take the necessary action. This will be demonstrated on the training system as a continuation of the Scenario Description in 776f, as follows A) PCHL place a stop on the payment B) Subsequently the system available to PCHL will show the payment is stopped
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	h
Derivation	SADD 3.1.2.11.3.4
Criterion Description	Authorised BIA staff can make enquiries on payment status via the PAS Help Desk during the period before the CAPS Enquiry Interface is brought into service and thereafter when it is not available
HLTP / Business Thread Scenario	N/A
Scenario Description	When the CAPS Enquiry Interface is not available PCHL will take calls from authorised BIA staff relating to payment status. Please see Scenario Descriptions in 776 f and g
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	i
Derivation	SADD 3.1.2.11.3.6
Criterion Description	There are a number of situations where the Help Desk cannot provide information to (<i>DSS</i>) callers. These include The caller fails the authentication check The caller cannot provide beneficiary NINO The customer is not known to PAS
HLTP / Business Thread Scenario	N/A
Scenario Description	Please see Scenario Description in 730y. Additional test call as follows A) If NINO not known to PAS PCHL terminates the call.
Function Run Entry	N/A

ICL Pathway

Help Desk
Acceptance SpecificationRef.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	j
Derivation	SADD 3.1.2.11.4
Criterion Description	The PAS Help Desk acts as a focal point for authorised POCL counter staff to enquire upon payment information and request additional personal information to confirm a customer's identity, where the Benefit Encashment Service (BES) is disrupted. The caller is <u>not</u> required to be provided with a call logging number.
HLTP / Business Thread Scenario	N/A
Scenario Description	<p>PCHL acts as a focal point for authorised POCL counter staff to enquire upon payment information and request additional personal information to confirm a customer's identity, where the Benefit Encashment Service (BES) is disrupted. The caller is not provided with a call logging number. Demonstration of a fall-back encashment will be made, using the live service or training service as call traffic allows, as follows</p> <p>A) Call from POCL giving FAD code B) Verification procedure invoked C) POCL caller advises they wish to make an encashment D) POCL caller provides Card No and Issue No or Temporary Token details E) PCHL provide EVP questions F) In response to satisfactory answers from POCL caller, PCHL initiate encashment on system and provide receipt details including Transaction ID. G) POCL caller confirms signatures match and that encashment is to be completed H) PCHL complete transaction</p>
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	k
Derivation	SADD 3.1.2.11.4 .1
Criterion Description	To ensure that the caller is an authorised user of the Help Desk service, verification question(s) are asked before any information is disclosed
HLTP / Business Thread Scenario	N/A
Scenario Description	Please see Scenario Description in 776e
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	1
Derivation	SADD 3.1.2.11.4.4
Criterion Description	Changes to a customer's nominated post office can be made via the Help Desk, where the system is down at the post office. Prior to making any changes the Help Desk operator ensures that there are no markers i.e. Restricted Post Office shown on the customer's personal details
HLTP / Business Thread Scenario	N/A
Scenario Description	<p>Changes to a customer's nominated post office can be made via the Help Desk, where the system is down at the post office. If the RPO indicator is set then the Helpdesk system prevents the office from being changed. This will be demonstrated using the training system as follows</p> <p><u>No RPO indicator set</u></p> <p>1A) Test call from POCL giving customer card and issue number</p> <p>1B) PCHL invokes EVP process</p> <p>1C) PCHL updates system to reflect new nominated post office</p> <p>1D) Subsequently system available to PCHL shows new nominated post office for that customer</p> <p>and</p> <p><u>RPO indicator set</u></p> <p>2A) Test call from POCL giving customer card and issue number</p> <p>2B) PCHL invoke EVP process</p> <p>2C) system will disallow any attempt to change nominated post office</p>
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	m
Derivation	SADD 3.1.2.11.4.5
Criterion Description	There are a number of situations where the (PAS) Help Desk cannot provide information to (POCL) callers. These include The caller fails the authentication check The caller cannot provide card or temporary token details The NINO is not known to PAS Sensitive record data <i>DN - The SADD will need to change to remove reference to "sensitive record data" in this section.</i>
HLTP / Business Thread Scenario	N/A

Scenario Description	There are a number of situations where the (PAS) Help Desk cannot provide information to (POCL) callers. These include The caller fails the authentication check The caller cannot provide card or temporary token details The NINO is not known to PAS. This will be demonstrated by test calls on the live service as follows 1A) A POCL caller calls 1B) Caller fails to give valid authentication details 1C) Helpdesk terminates the call and 2A) A POCL caller calls 2B) Caller passes authentication process but the caller cannot provide card or temporary token details 2C) Helpdesk terminates the call and 3A) A POCL caller calls 3B) Caller passes authentication process but the NINO is not known to PAS 3C) Helpdesk terminates the call
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	n
Derivation	SADD 3.1.2.11.5
Criterion Description	Calls received by the (<i>PAS</i>) Help Desk which are not payment-specific are either transferred to the appropriate Help Desk within Pathway, or the caller advised to contact his local BIA office
HLTP / Business Thread Scenario	N/A
Scenario Description	Please see Scenario Description in 730aa
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	r
Derivation	Sched D01 16.10.2
Criterion Description	The CONTRACTOR shall ensure that the Outlet Counter Clerk is required to provide the Cardholder's NINO or Temporary Token details for the payment they wish to encash upon.
HLTP / Business Thread Scenario	N/A
Scenario Description	Please see Scenario Description in 776j
Function Run Entry	N/A

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98**5.1.2 Description of tests conducted by Acceptance Review**

The table below shows which Acceptance criteria are to be met by Acceptance Review. Acceptance Tests will use the versions of any relevant documents (as referenced from section 0.2) contained in the approved version of the Acceptance Specification.

DN - To assist those readers who are familiar with the draft Help Desk Acceptance Test Specification that was produced for Release 1, this document, at least at this version, has, where additional criteria have been identified, placed them at the end of this section. These additional criteria have been assigned a nominal "Requirement ID" with alphabetic "Criterion" identifiers.

Requirement Id	499
Criterion	1
Derivation	Requirement Demonstration of Help Desk Facilities
Criterion Description	Installation of the Service Infrastructure shall not take place until the support Services are available.
Test Condition	The support Services are already in place i.e. the Payment Card Helpline and the Horizon System Help Desk. The modes of operation can be demonstrated in a visit to both the Payment Card Helpline and the Horizon System Help Desk sites together with documentation inspection and demonstrations.
Method	Document Inspection
References	NR2 Horizon System Helpdesk Processes and Procedures Description (CS/PRO/0048) NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) DS Pathway Operations Manual (DSP/HQ/OPS/001) Horizon System Help Desk Call Enquiry Matrix (CS/FSP/0002) Payment Card Helpline Quality Manual (PCH01) NR2 PCHL Call Enquiry Matrix (CS/FSP/009)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	520
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall ensure that all the support Services shall be available before activation of the Service Infrastructure in each POCL Premises in line with the Service Levels.
Test Condition	The support Services are already in place i.e. the Payment Card Helpline and the Horizon System Help Desk.
Method	Document Inspection
References	NR2 HORIZON SYSTEM HELPDESK Processes and Procedures Description (CS/PRO/0048) NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) DS Pathway Operations Manual (DSP/HQ/OPS/001) Horizon System Help Desk Call Enquiry Matrix (CS/FSP/0002) Payment Card Helpline Quality Manual (PCH01) NR2 PCHL Call Enquiry Matrix (CS/FSP/009)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	521
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide one telephone number as a single point of access to all Help Desk Services.
Test Condition	<p>The Horizon System Help Desk has been established with a single number GRO. This number is provided for all calls to the Help Desk no matter where the call is physically handled.</p> <p>The Payment Card Helpline has also been established. This incorporates the CMS Help Desk (which provides a single point of contact for all enquiries relating to benefit Payment Cards and PUNs) and the PAS Help Desk (which provides POCL staff and DSS Office Staff with a single point of contact for dealing with all enquiries relating to the status of automated benefit payments). The Payment Card Helpline contact numbers are as follows :-</p> <p>DSS Customers (English) GRO DSS Customers (Welsh) DSS Staff POCL Staff</p>
Method	Document Inspection
References	NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) DS Pathway Operations Manual (DSP/HQ/OPS/001)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	522
Criterion	1
Derivation	Requirement
Criterion Description	The Help Desk contact point for POCL Users shall be a local rate telephone number.
Test Condition	<p>The Horizon System Help Desk has already been established with local rate telephone number GRO. This results in a local rate charge to the user wherever they are calling from.</p> <p>The Payment Card Helpline has also been established with local rate telephone numbers. This incorporates the CMS Help Desk (which provides a single point of contact for all enquiries relating to benefit Payment Cards and PUN) and the PAS Help Desk (which provides POCL staff and DSS Office Staff with a single point of contact for dealing with all enquiries relating to the status of automated benefit payments). The Payment Card Helpline contact numbers are as follows :-</p> <p>DSS Customers (English) GRO DSS Customers (Welsh) DSS Staff POCL Staff</p>
Method	Document Inspection
References	NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) DS Pathway Operations Manual (DSP/HQ/OPS/001)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	523
Criterion	1
Derivation	Requirement
Criterion Description	<p>The CONTRACTOR shall provide appropriate levels of support services:</p> <ul style="list-style-type: none"> a) to all Users who have access to the Service Infrastructure; b) to cover the operation of interfaces with the Service Environment; c) to provide support for all other help desks linked to the Help Desk facility provided by the CONTRACTOR.
Test Condition	The Horizon System Help Desk will provide support to post office staff and BA staff who have access to the service infrastructure or who are involved in the operation of interfaces with the service environment in accordance with the NR2 Horizon System Helpdesk Processes and Procedures Description (CS/PRO/0048) and the Horizon System Help Desk Call Enquiry Matrix. Additionally the Horizon System Help Desk is equipped with telephone lines to permit the transfer of calls to the Payment Card Helpline
Method	Document Inspection
References	<p>NR2 Horizon System Helpdesk Processes and Procedures Description (CS/PRO/0048)</p> <p>DS Pathway Operations Manual (DSP/HQ/OPS/001)</p> <p>Horizon System Help Desk Call Enquiry Matrix (CS/FSP/0002)</p>
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	524
Criterion	1
Derivation	Requirement
Criterion Description	The Help Desk Service shall deal, without limitation, with calls relating to the Hardware. This shall include, but is not exclusive to: <ul style="list-style-type: none"> a) fault diagnosis; b) maintenance call out; c) caretaking advice; d) configuration management.
Test Condition	All calls relating to the operation of post office counter equipment will be accepted and actioned by the Horizon System Helpdesk. <ul style="list-style-type: none"> a) Technical Support Advisor (TSA) staff will be provided with sufficient product knowledge, which together with the assistance of appropriate tools, will enable them to detect hardware problems b) In the event of Horizon System Helpdesk recommending a maintenance visit, a system service engineer visit to the affected post office will be scheduled. c) Horizon System Helpdesk staff will be trained so as to be able to advise on the appropriate caretaking of counter equipment. d) Horizon Systems Help Desk will deal with calls relating to hardware configuration management.
Method	Document Inspection of closed calls relating to Hardware
References	Horizon System Help Desk Call Enquiry Matrix (CS/FSP/0002) Horizon System Helpdesk Call Coding Matrix (DSP/SPE/HH/002) Horizon System Helpdesk Process Manual (DSP/PRD/HH/001)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	526
Criterion	1
Derivation	Requirement
Criterion Description	All reported Incidents shall be resolved in line with Service Levels.
Test Condition	The performance of the Helpdesk will be monitored against the Service Levels as defined in Schedule G10. Conformance to Service Levels can be inspected through MIS Reports.
Method	Document Inspection
References	Service Review - Performance Statistics (CS/PER/0013)
Phase	Live trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	527
Criterion	1
Derivation	Requirement
Criterion Description	A dedicated POCL Help Desk staffed by fully trained, qualified and experienced personnel shall be provided working to Service Levels.
Test Condition	The Horizon System Helpdesk is already providing services for the Pathway solution to POCL. All Helpdesk staff are recruited to a defined specification. All staff will undergo initial induction and a formal training schedule.
Method	Document Inspection
References	Horizon System Helpdesk Job Descriptions (DSP/MAN/HH/002) Horizon System Helpdesk Training Plan (DSP/PLA/HH/98) Horizon System Helpdesk Training Specification Matrix (DSP/SPE/HH/001)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	528
Criterion	1
Derivation	Requirement
Criterion Description	Calls made to the POCL Help Desk that are not pertinent to it shall be re-routed to the appropriate point as per Service Levels.
Test Condition	The Horizon System Helpdesk can re-route calls via telephony links to Payment Card Help Line. If the Desk receives calls for another Authorities Help Desk, the advisor will instruct the caller to ring the appropriate number. Where possible, the help desk advisor will supply the phone number of the appropriate desk.
Method	Document Inspection
References	Horizon System Helpdesk Call Enquiry Matrix (CS/FSP/0002) Horizon System Helpdesk Call Coding Matrix (DSP/SPE/HH/002) Horizon System Helpdesk Process Manual (DSP/PRD/HH/001) Horizon System Helpdesk Incident Processes (DSP/PRO/HH/010)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	529
Criterion	1
Derivation	Requirement
Criterion Description	The Help Desk Service shall comply with POCL help service behavioural standards in accordance with Service Levels.
Test Condition	Horizon System HelpDesk staff are trained in service behaviour standards and call monitoring is employed to ensure these standards are maintained.
Method	Document Inspection
References	Horizon System Helpdesk Call Answering (HH/PRO/002) Horizon System Helpdesk Process Manual (DSP/PRD/HH/001)
Phase	Technical Test
Notes	As the relevant tests in 5.1.1 are run, so the service behavioural standards will be monitored.

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide a Customer service Help Desk facility (accessed via a Freephone or low rate call service), to deal with general enquiries and reports of loss, theft, destruction or damage of Cards or Temporary Tokens from Authorised Persons.
Notes	This criterion is covered by Test Conditions for 730/g and 521/1

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	731
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide secure and auditable access to CMS to enable authorised DSS staff to notify the CONTRACTOR of a Card or Temporary Token termination.
Notes	This criterion is covered by Test Conditions for 730/s and 730/x

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	733
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide a Help Desk function for DSS staff as defined in the Service Interface Definition Document, in accordance with the Service Levels in Schedule B03 of the AUTHORITIES' Agreement.
Test Condition	The above criterion is met by the Payment Card Helpline service, and documented in the NR2 PCHL Call Enquiry Matrix (CS/FSP/009) and also the NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) The service will be provided in accord with agreed service levels which are documented Schedules D08 and E08 and mapped in the Service Review - Performance Statistics (CS/PER/0013).
Method	Document Inspection
References	Service Review - Performance Statistics (CS/PER/0013)
Phase	Live Trial
Notes	Horizon are raising a CR to the Requirements to replace the reference to the SIDD and to the referenced Schedule.

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	748
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall deal directly with Card related enquiries by Authorised Persons to ensure that Authorised Persons are provided with a seamless, one stop Service in dealing with their enquiries.
Test Condition	The above criterion is met by the Payment Card Helpline service, and documented in the NR2 PCHL Call Enquiry Matrix (CS/FSP/009) and also the NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) The Payment Card Helpline Operations Manual documents the method for caller identification.
Method	Document Inspection
References	NR2 PCHL Call Enquiry Matrix (CS/FSP/009) NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide a Help Desk function for use by DSS staff.
Test Condition	The above requirement is met by the Payment Card Helpline service, and documented in the NR2 PCHL Call Enquiry Matrix (CS/FSP/009) and also in the NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047)
Method	Document Inspection
References	NR2 PCHL Call Enquiry Matrix (CS/FSP/009). NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	782
Criterion	1
Derivation	Requirement
Criterion Description	Where DSS investigations staff (e.g. BA OFT) require immediate information on where a specific Card has been used, the CONTRACTOR shall allow secure password controlled access to the PAS Help Desk for the information. Such information shall be provided immediately.
Test Condition	The above requirement is met by the Payment Card Helpline service, and documented in the NR2 PCHL Call Enquiry Matrix (CS/FSP/009) and also the NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) DSS staff who call the Helpline will have their identity verified.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01) NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) NR2 PCHL Call Enquiry Matrix (CS/FSP/009)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	782
Criterion	2
Derivation	Requirement
Criterion Description	The number of DSS staff with such access shall be limited and shall be agreed between DSS and CONTRACTOR by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement (such agreement not to be unreasonably withheld or delayed).
Test Condition	The above requirement is met by utilising personal verification data provided by the DSS for the limited number of DSS staff. The Payment Card Helpline service can therefore verify the identity of DSS staff who call the Help desk, using passwords. This is documented in the Payment Card Helpline Quality Manual (PCH01) and also the NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047)
Method	Document Inspection
References	NR2 PCHL Call Enquiry Matrix (CS/FSP/009). NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	782
Criterion	3
Derivation	Requirement
Criterion Description	The access facility for DSS staff to have secure password controlled access to the PAS Help Desk is in addition to any access that shall be provided to DSS staff in general to support benefit payment enquiries (should this be required by the CONTRACTOR's solution).
Notes	This criterion is covered by the Test Condition for 782/1

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	860
Criterion	1
Derivation	Requirement
Criterion Description	Help Desk facilities relating to the BES service shall be available for use by all users of BES as soon as BES is made available to them.
Test Condition	The support Services are already in place i.e. the Payment Card Helpline and the Horizon System Help Desk. The modes of operation can be demonstrated in a visit to both the Payment Card Helpline and the Horizon System Help Desk sites together with documentation inspection and demonstrations.
Method	Document Inspection
References	NR2 Horizon System Helpdesk Processes and Procedures Description (CS/PRO/0048) DS Pathway Operations Manual (DSP/HQ/OPS/001) Payment Card Helpline Quality Manual (PCH01) NR2 PCHL Call Enquiry Matrix (CS/FSP/009)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide a Help Desk Service which shall be the first point of contact for customers of the Service. The customers are DSS staff. The CONTRACTOR's Help Desk Service shall provide first and second level Services.
Test Condition	The service meets this criterion since the calls are "answered and resolved at first point of contact". The Help desk advisor who receives the call, is also responsible for resolution of the call. (Note: there is an exception for calls relating to NSI customers. The Help desk system requires the Help desk advisor to refer these calls to an agent who is authorised for NSI data.) This mode of operation is referenced in the NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) and also the NR2 PCHL Call Enquiry Matrix (CS/FSP/009).
Method	Document Inspection
References	NR2 PCHL Call Enquiry Matrix (CS/FSP/009). NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test
Notes	ICL Pathway will raise a CCN to reflect the fact that no second-level service is to be provided at NR2

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	2
Derivation	Requirement
Criterion Description	The CONTRACTOR's first level Service shall provide an immediate problem and query solving service for all simple and straightforward cases which can be resolved within five (5) minutes. The first level member of staff who takes the telephone call owns the problem/query from initial logging through to resolution to the customer's satisfaction. The CONTRACTOR shall cater for first level staff being off duty.
Test Condition	The service meets this criterion since the calls are "answered and resolved at first point of contact". The Help desk advisor who receives the call, is also responsible for resolution of the call. (Note: there is an exception for calls relating to NSI customers. The Help desk system requires the Help desk advisor to refer these calls to an agent who is authorised for NSI data.) Agreed Service Levels are documented Schedules D08 (PAS Service Levels) and E08 (CMS Service Levels) and mapped out in the Service Review - Performance Statistics (CS/PER/0013)
Method	Document Inspection
References	NR2 PCHL Call Enquiry Matrix (CS/FSP/009). NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) Service Review - Performance Statistics (CS/PER/0013) Payment Card Helpline Quality Manual (PCH01)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	3
Derivation	Requirement
Criterion Description	Help Desk contact shall be over the telephone.
Test Condition	The Payment Card Helpline service is indeed provided over the telephone in response to telephone calls. This mode of operation is referenced in the NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) and also the NR2 PCHL Call Enquiry Matrix (CS/FSP/009).
Method	Document Inspection
References	NR2 PCHL Call Enquiry Matrix (CS/FSP/009). NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	6
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide a continuous PAS Help Desk Service for customers as specified below: first level - 08:00-18:00; second level - 08:00-18:00.
Test Condition	Trial - see Sect 5.1.1

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	8
Derivation	Requirement
Criterion Description	<p>The CONTRACTOR shall provide a problem/query management system to record the problem/query details such as:</p> <ul style="list-style-type: none"> a) unique problem/query serial reference generated automatically by the problem/query management system b) customer reference, contact, address, location and telephone number c) Help Desk contact d) description of the problem/query, including frequency of occurrence e) serial references of similar faults and previous occurrences f) problem/query category g) estimated elapsed time to solve problem/query h) any change of referral point <p>data and time of referral</p>
Test Condition	<p>The query recording system registers the following details of each query</p> <p>Date and start and end time of call</p> <p>ID of Helpdesk advisor</p> <p>Call line identification (indicates which phone number the call came in on)</p> <p>Call type code (e.g. enquiry only or action taken such as to stop a payment)</p> <p>Caller information (e.g. NINO, FAD code)</p> <p>Call object (e.g. specific card or payment)</p>
Method	By inspection of Business Objects report production from data held in Data Warehouse
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test
Notes	<p>The primary IT systems utilised by PCHL are CMS and PAS. In performing its function, the PCHL needs, in controlled conditions, to interrogate data held on CMS and PAS and also needs to update such data. The query recording system is designed to provide that control and, because its function is just as this front-end to CMS/PAS, so it needs only to record very basic details related to each call where there is possible access to these systems. These details are captured during the course of a call and are subsequently passed to the Data Warehouse. There is no facility for accessing a call within the query recording system.</p> <p>Pathway will raise a CCN to the Solution to cover that variations to the list of details will be agreed between the relevant parties</p>

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	9
Derivation	Requirement
Criterion Description	The CONTRACTOR shall update the problem/query details held on the problem/query management system with appropriate information.
Test Condition	All information concerning a query is captured within the duration of the call and thus the query management system is updated as part of the call handling process.
Method	By inspection of Business Objects report production from data held in Data Warehouse
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	10
Derivation	Requirement
Criterion Description	The CONTRACTOR shall manage the resolution of any problem using documented procedures which it shall propose to and agree with the AUTHORITIES by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement. These procedures shall be comprehensive in that they cover all aspects of problem resolution from initial logging through to closure. Escalation procedures shall be included. A problem/query shall only be cleared when a customer has confirmed satisfaction with the resolution.
Test Condition	There are documented Help desk procedures for call resolution and service complaints. These procedures are available for inspection.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	11
Derivation	Requirement
Criterion Description	The CONTRACTOR shall ensure that a contingency plan is in place to cater for any Help Desk incident, e.g. loss of staff, loss of telephone system, loss of problem/configuration management systems. The contingency plan shall be proposed to and agreed with the AUTHORITIES by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement and shall state how quickly the Service will be restored in the event of such an incident.
Test Condition	There are documented Help desk procedures for contingency management. These procedures are available for inspection.
Method	Document Inspection
References	Payment Card Helpline Contingency Planning Manual (PCHCP01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	12
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide any necessary training to ensure AUTHORITIES staff work effectively with the Help Desk. The CONTRACTOR shall develop training plans for its own staff.
Test Condition	Pathway training of POCL staff includes the topic of interaction with the Help desk. Interaction by DSS Staff with the Help desk is documented in the NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) and the NR2 PCHL Call Enquiry Matrix (CS/FSP/009), so that the DSS can train its staff appropriately through the CAPS programme. Training Plans for the Payment Card Helpline Staff will be available for inspection.
Method	Document Inspection
References	Payment Card Helpline Induction Training Course
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	13
Derivation	Requirement
Criterion Description	The CONTRACTOR shall ensure that all of its staff have suitable and appropriate skills and training and that sufficient skilled resources are available to cater for holidays, sickness and natural wastage within the CONTRACTOR's organisation.
Test Condition	The Help desk will recruit, vet and train staff to ensure that all Help desk staff are suitable. The numbers of staff employed will be in accord with call traffic patterns and card rollout, and be sufficient to cover holidays, sickness and natural wastage, in order to ensure the necessary service levels.
Method	Document Inspection
References	PCHL Resource Planning documentation External Appointments (QOP1300)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	15
Derivation	Requirement
Criterion Description	The percentage of 'telephone calls not answered' will be less than 1%. This includes telephone calls where the line is busy as well as telephone calls answered but put on the 'waiting queue'.
Test Condition	Telephone answering performance information will be provided to the Pathway data warehouse. Service MIS Reports will be available for document inspection in Live Trial.
Method	Document Inspection
References	Service Review - Performance Statistics (CS/PER/0013)
Phase	Live Trial
Notes	<i>DN- This SLA is under review within the auspices of the Horizon Service Review Forum held between Pathway, POCL and BA.</i>

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	16
Derivation	Requirement
Criterion Description	The CONTRACTOR shall produce Service information, in electronic form, and shall deliver this information to the AUTHORITIES within five (5) DSS Days of the end of the period to which they relate. This information shall include (without limitation): number of calls outgoing/received/number of calls not answered; percentage of calls answered within target times; number of problems/queries logged; number and percentage of problems/queries solved within target times; number of problems/queries assigned to level 1 that were not cleared within 10 minutes; number of problems/queries with secondary complications (e.g. repeat calls); number of problems/queries escalated; percentage of time full Help Desk Service was available.
Test Condition	Service information will be provided, in the currently agreed format on CD-ROM, to the authorised BA Manager within five (5) DSS Days of the end of the period to which they relate.
Method	Document Inspection to demonstrate the timetable declared for the procedure of delivering service performance reports external to Pathway - this includes a review of an electronic copy of such sample information held in the Pathway library.
References	CS Service Levels Report Production (CS/PER/034) Additional Requirement Criteria in this area are contained in MIS Services Acceptance Test Specification CR/ACS/008.
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	17
Derivation	Requirement
Criterion Description	The information shall be provided in a format suitable to permit the AUTHORITIES to analyse it by: a) category of problem/query; b) level and solving group at which the problem/query was solved; c) customer group and location; d) mean time to clear.
Test Condition	The information referred to in 888/16 will be in a format by which interrogation will be possible using Business Objects.
Method	Document Inspection
References	CS Service Levels Report Production (CS/PER/034)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	18
Derivation	Requirement
Criterion Description	The CONTRACTOR shall maintain Help Desk records for a minimum of eighteen (18) months.
Test Condition	Call records logged within the Help desk application are transferred to the Pathway and retained for 7 years (online 3 months, archive 7 years).
Method	Document Inspection
References	Data Warehouse Architectural Specification (DW/DES/003)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	19
Derivation	Requirement
Criterion Description	Each quarter a survey shall be conducted by the AUTHORITIES to determine customer satisfaction with the Help Desk Service. The AUTHORITIES and CONTRACTOR shall agree the approach to be taken and the format/content of the questionnaire by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement.
Test Condition	The responsibility for conducting the quarterly survey to determine User satisfaction with the Help Desk Service lies with the Contracting Authorities. ICL Pathway CS, within the context of the joint Horizon Service Review Forum, are participating with the Authorities in agreeing the approach to be taken on this as well as other satisfaction surveys.
Method	Approach agreed and documented by joint Authorities/Pathway activity
References	Horizon User Satisfaction Survey Procedure (CS/PRO/010)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	888
Criterion	20
Derivation	Requirement
Criterion Description	The CONTRACTOR shall, on request, provide on-line access to the problem management system. The AUTHORITIES shall inform the CONTRACTOR of who is authorised to access the problem management system. The CONTRACTOR shall provide ad hoc reports, as requested by the AUTHORITIES, within three (3) DSS Days of request.
Test Condition	Access to the Help desk is by telephone call. Ad hoc reports that require no development will be provided within three days of request. Ad hoc reports that require development will need a formal CCN to be raised.
Method	Document Inspection
References	CS Service Levels Report Production (CS/PER/034)
Phase	Live Trial
Notes	<i>DN - It is recognised that there is an inconsistency within the Contract in this area and, to resolve this, draft CCN text is being produced</i>

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide a Card Management Help Desk Service which shall be the first point of contact for customers of the Service. In this requirement, "customers" include both DSS staff and Customers. The CONTRACTOR's Help Desk Service shall provide first and second level Services.
Test Condition	The PCHL service meets this criterion since the calls are "answered and resolved at first point of contact". The Help desk advisor who receives the call, is also responsible for resolution of the call. (Note: there is an exception for calls relating to NSI customers. The Help Desk system requires the Help Desk advisor to refer these calls to an agent who is authorised for NSI data.)
Method	Document Inspection
References	NR2 PCHL Call Enquiry Matrix (CS/FSP/009). NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test
Notes	ICL Pathway will raise a CCN to reflect the fact that no second-level service is to be provided at NR2

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	2
Derivation	Requirement
Criterion Description	The CONTRACTOR's first level Service shall provide an immediate problem and query solving Service for all simple and straightforward cases which can be resolved within five (5) minutes. The first level member of staff who takes the telephone call owns the problem/query from initial logging through to resolution to the customer's satisfaction. The CONTRACTOR shall cater for first level members of staff being off duty.
Test Condition	The service meets this criterion since the calls are "answered and resolved at first point of contact". The Help desk advisor who receives the call, is also responsible for resolution of the call. (Note: there is an exception for calls relating to NSI customers. The Help desk system requires the Help desk advisor to refer these calls to an agent who is authorised for NSI data.) Agreed Service Levels are documented Schedules D08 (PAS Service Levels) and E08 (CMS Service Levels) and mapped out in the Service Review - Performance Statistics (CS/PER/0013).
Method	Document Inspection
References	NR2 PCHL Call Enquiry Matrix (CS/FSP/009). NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) Service Review - Performance Statistics (CS/PER/0013) Payment Card Helpline Quality Manual (PCH01)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	3
Derivation	Requirement
Criterion Description	Help Desk contact shall be over the telephone.
Test Condition	The Payment Card Helpline service is indeed provided over the telephone in response to telephone calls. This mode of operation is referenced in the NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) and also the NR2 PCHL Call Enquiry Matrix (CS/FSP/009).
Method	Document Inspection
References	NR2 PCHL Call Enquiry Matrix (CS/FSP/009) NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	6
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide a continuous CMS Help Desk Service as specified below: first level - twenty-four (24) hours a day, seven (7) days a week; all year round (Christmas day excepted); second level - 08:00-18:00.
Test Condition	
Method	Trial - See Sect 5.1.1
References	
Phase	
Notes	ICL Pathway will raise a CCN to reflect the fact that no second-level service is to be provided at NR2

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	7
Derivation	Requirement
Criterion Description	The CONTRACTOR, given two (2) DSS Days notice, shall extend the second level Service to whatever is needed. In emergency circumstances, the CONTRACTOR shall, given five (5) hours notice, provide a second level Service outside the hours above.
Notes	ICL Pathway will raise a CCN to reflect the fact that no second-level service is to be provided at NR2

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	8
Derivation	Requirement
Criterion Description	<p>The CONTRACTOR shall provide a problem/query management system to record the problem/query details such as:</p> <ul style="list-style-type: none"> a) unique problem/query serial reference generated automatically by the problem/query management system b) customer reference, contact, address, location and telephone number c) Help Desk contact d) description of the problem/query, including frequency of occurrence e) serial references of similar faults and previous occurrences f) problem/query category g) estimated elapsed time to solve problem/query h) any change of referral point <p>data and time of referral</p>
Test Condition	<p>The query recording system registers the following details of each query</p> <p>Date and start and end time of call ID of Helpdesk advisor Call line identification (indicates which phone number the call came in on) Call type code (e.g. enquiry only or action taken such as to stop a payment) Caller information (e.g. NINO, FAD code) Call object (e.g. specific card or payment)</p>
Method	By inspection of Business Objects report production from data held in Data Warehouse
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test
Notes	<p>The primary IT systems utilised by PCHL are CMS and PAS. In performing its function, the PCHL needs, in controlled conditions, to interrogate data held on CMS and PAS and also needs to update such data. The query recording system is designed to provide that control and, because its function is just as this front-end to CMS/PAS, so it needs only to record very basic details related to each call where there is possible access to these systems. These details are captured during the course of a call and are subsequently passed to the Data Warehouse. There is no facility for accessing a call within the query recording system.</p> <p>Pathway will raise a CCN to the Solution to cover that variations to the list of details will be agreed between the relevant parties</p>

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	9
Derivation	Requirement
Criterion Description	The CONTRACTOR shall update the problem/query management system with appropriate information.
Test Condition	All information concerning a query is captured within the duration of the call and thus the query management system is updated as part of the call handling process.
Method	By inspection of Business Objects report production from data held in Data Warehouse
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	10
Derivation	Requirement
Criterion Description	The CONTRACTOR shall manage the resolution of any problem using documented procedures agreed with the AUTHORITIES by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement. These procedures shall be comprehensive in that they cover all aspects of problem resolution from initial logging through to closure. Escalation procedures shall be included. A problem/query shall only be cleared when a customer has confirmed satisfaction with the resolution.
Test Condition	There are documented Help desk procedures for call resolution and service complaints. These procedures are available for inspection.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	11
Derivation	Requirement
Criterion Description	The CONTRACTOR shall ensure that a contingency plan is in place to cater for any Help Desk incident, e.g. loss of CONTRACTOR's staff, loss of telephone system, loss of problem/configuration management systems. The contingency plan shall be agreed with the AUTHORITIES by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement and shall state how quickly the Service shall be restored in the event of such an incident.
Test Condition	There are documented Help desk procedures for contingency management. These procedures are available for inspection.
Method	Document Inspection
References	Payment Card Helpline Contingency Planning Manual (PCHCP01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	12
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide any necessary training to ensure AUTHORITIES staff work effectively with the Help Desk. The CONTRACTOR shall develop training plans for its own staff.
Test Condition	Pathway training of POCL staff includes the topic of interaction with the Help desk. Interaction by DSS Staff with the Help desk is documented in the NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) and the NR2 PCHL Call Enquiry Matrix (CS/FSP/009), so that the DSS can train its staff appropriately through the CAPS programme. Training Plans for the Payment Card Helpline Staff will be available for inspection.
Method	Document Inspection
References	Payment Card Induction Course Specification
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	13
Derivation	Requirement
Criterion Description	The CONTRACTOR shall ensure that all its staff have suitable and appropriate skills and training and that sufficient skilled resources are available to cater for holidays, sickness and natural wastage within the CONTRACTOR's organisation.
Test Condition	The Help desk will recruit, vet and train staff to ensure that all Help desk staff are suitable. The numbers of staff employed will be in accord with call traffic patterns and card rollout, and be sufficient to cover holidays, sickness and natural wastage, in order to ensure the necessary service levels.
Method	Document Inspection
References	PCHL Resource Planning documentation External Appointments (QOP1300)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	14
Derivation	Requirement
Criterion Description	<p>The CONTRACTOR shall produce Service information, in electronic form, and shall deliver this information to the AUTHORITIES within five (5) DSS Days of the end of the period to which they relate. This information shall include (without limitation):</p> <ul style="list-style-type: none"> a) number of calls outgoing/received/number of calls not answered; b) percentage of calls answered within target times; c) number of problems/queries logged; d) number and percentage of problems/queries solved within target times; e) number of problems/queries assigned to first level that were not cleared within ten (10) minutes; f) number of problems/queries with secondary complications (e.g. repeat calls); g) number of problems/queries escalated; h) percentage of time full Help Desk Service was available.
Test Condition	Service information will be provided, in the currently agreed format on CD-ROM, to the authorised BA Manager within five (5) DSS Days of the end of the period to which they relate.
Method	Document Inspection to demonstrate the timetable declared for the procedure of delivering service performance reports external to Pathway - this includes a review of an electronic copy of such sample information held in the Pathway library.
References	CS Service Levels Report Production (CS/PER/034)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	15
Derivation	Requirement
Criterion Description	The information shall be provided in a format suitable to permit the AUTHORITIES to analyse it by: a) category of problem/query; b) level and solving group at which the problem/query was solved; c) customer group and location; d) mean time to clear.
Test Condition	The information referred to in 888/16 will be in a format by which interrogation will be possible using Business Objects.
Method	Document Inspection
References	CS Service Levels Report Production (CS/PER/034)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	16
Derivation	Requirement
Criterion Description	The CONTRACTOR shall maintain Help Desk records for a minimum of eighteen (18) months.
Test Condition	Call records logged within the Help desk application are transferred to the Pathway Data Warehouse and retained for 7 years (online 3 months, archive 7 years).
Method	Document Inspection
References	Data Warehouse Architectural Specification (DW/DES/003)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	17
Derivation	Requirement
Criterion Description	Each quarter a survey shall be conducted by the AUTHORITIES to determine customer satisfaction with the Help Desk Service. The AUTHORITIES and CONTRACTOR shall agree the approach to be taken and the format/content of the questionnaire by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement.
Test Condition	The responsibility for conducting the quarterly survey to determine User satisfaction with the Help Desk Service lies with the Contracting Authorities. ICL Pathway CS, within the context of the joint Horizon Service Review Forum, re participating with the Authorities in agreeing the approach to be taken on this as well as other satisfaction surveys.
Method	Approach agreed and documented by joint Authorities/Pathway activity
References	Horizon User Satisfaction Survey Procedure (CS/PRO/010)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	889
Criterion	18
Derivation	Requirement
Criterion Description	The CONTRACTOR shall, on request, provide on-line access to the problem management system. The AUTHORITIES shall inform the CONTRACTOR of who is authorised to access the problem management system. The CONTRACTOR shall provide ad hoc reports, as requested by the AUTHORITIES, within three (3) DSS Days.
Test Condition	Access to the Help desk is by telephone call. Ad hoc reports that require no development will be provided within three days of request. Ad hoc reports that require development will need a formal CCN to be raised.
Method	Document Inspection
References	CS Service Levels Report Production (CS/PER/034)
Phase	Live Trial
Notes	<i>DN - It is recognised that there is an inconsistency within the Contract in this area and, to resolve this, draft CCN text is being produced</i>

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	898
Criterion	5
Derivation	Requirement
Criterion Description	Help Desk support shall be available to all Users of OBCS.
Test Condition	The Horizon System Helpdesk is already in place and providing support to users of OBCS.
Method	Document Inspection
References	DS Pathway Operations Manual (DSP/HQ/OPS/001) Horizon System Helpdesk Call Enquiry Matrix (CS/FSP/0002) NR2 Horizon System HelpDesk Processes and Procedures Description (CS/PRO/0048)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	908
Criterion	2
Derivation	Requirement
Criterion Description	It may be necessary to generate and record a unique Transaction Id to enable recovery following equipment failure.
Test Condition	When a remote encashment is made during a counter equipment failure PCHL will provide a unique Transaction ID to the postmaster
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01) NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide a Help Desk Service which shall be the first point of contact for customers of the Services. Customers include both AUTHORITIES' staff and staff of POCL Clients having a direct interface with the Services. AUTHORITIES' staff includes DSS and POCL staff and (in this requirement) the ITSA service delivery function.
Test Condition	The Horizon System Helpdesk has been established to provide primary point of contact for technical issues as defined in the Horizon System Helpdesk Call Enquiry Matrix. DSS and POCL staff with pre-authorised site or FAD code will be deemed to be appropriate callers
Method	Document Inspection
References	DS Pathway Operations Manual (DSP/HQ/OPS/001) Horizon System Helpdesk Call Enquiry Matrix (CS/FSP/0002)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	2
Derivation	Requirement
Criterion Description	<p>The Help Desk shall:</p> <ul style="list-style-type: none"> a) act as a central point for information on the working state of the Services; b) keep customers notified of any scheduled interruptions; c) assist in any negotiations between the AUTHORITIES and their customers where interruptions to the Services provided are scheduled; d) keep customers informed of when the Service will be restored.
Test Condition	<ul style="list-style-type: none"> a) The Horizon System Helpdesk will record the status of all incidents reported to it. b) The Horizon System Help Desk will keep customers notified of any scheduled interruptions; c) The Horizon System Help Desk will assist in any negotiations between the AUTHORITIES and their customers where interruptions to the Services provided are scheduled; d) Where customers have reported an interruption to their service the Horizon System Help Desk will keep them informed of when the services will be restored.
Method	Document Inspection
References	<ul style="list-style-type: none"> a) DS Pathway Operations Manual (DSP/HQ/OPS/001) b) Horizon System Helpdesk Process Manual (DSP/PRD/HH/001)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	3
Derivation	Requirement
Criterion Description	The CONTRACTOR's Help Desk Service shall provide first, second and third level Services. The Help Desk shall respond to calls within ten (10) seconds. Help Desk contact shall be over the telephone.
Test Condition	The Horizon System Helpdesk provides the gateway, over the telephone, to first, second and third levels of service for those services supported. Horizon System Helpdesk will provide a call management service. to enable call answering to be achieved in line with service levels as defined in Schedule G10. - namely 80% of calls to be answered within 20 seconds and 99.9% to be answered within 40 seconds, during support hours. Conformance to Service Levels can be inspected using MIS Reports.
Method	Document Inspection
References	Service Review - Performance Statistics (CS/PER/0013) DS Pathway Operations Manual (DSP/HQ/OPS/001) Horizon System Helpdesk Call Routing Table (DSP/PRO/HH/011) Horizon System Helpdesk Process Manual (DSP/PRD/HH/001)
Phase	Live Trial
Notes	<i>DN - It is recognised that there is an inconsistency within the Contract in this area and, to resolve this, draft CCN text is being produced</i>

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	4
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide the facility to transfer calls which are received and are outside its area of responsibility. The CONTRACTOR shall also provide the facility to receive transferred calls from POCL help desks and helplines.
Test Condition	The Horizon System Helpdesk will operate 10 voice telephone lines to transfer calls to the Payment Card Helpline. If the Horizon System Helpdesk receives calls for another Authorities Help Desk, the advisor will instruct the caller to ring the appropriate Desk. Where possible, the help desk advisor will supply the phone number of the appropriate Desk. Any call transferred to the Horizon System Helpdesk (e.g. should a call be transferred from a POCL help desk or help line) will be handled as if it were a direct call.
Method	Document Inspection
References	Horizon System Helpdesk Call Enquiry Matrix (CS/FSP/0002) Horizon System Helpdesk Call Coding Matrix (DSP/SPE/HH/002) Horizon System Helpdesk Call Routing Table (DSP/PRO/HH/011) Horizon System Helpdesk Process Manual (DSP/PRD/HH/001) Horizon System Helpdesk Incident Processes (DSP/PRO/HH/010)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	5
Derivation	Requirement
Criterion Description	The first level Service shall provide an immediate problem solving service for all simple and straightforward problems, which can be resolved within five (5) minutes, and all general enquiries.
Test Condition	In line with Schedule G10 at least 95% of calls assigned to first level will be resolved within five minutes. 100% of calls assigned to first level will be resolved within ten minutes. Conformance to Service Levels can be inspected using MIS Reports.
Method	Document Inspection
References	Service Review - Performance Statistics (CS/PER/0013)
Phase	Live Trial
Notes	<i>DN - It is recognised that there is an inconsistency within the Contract in this area and, to resolve this, draft CCN text is being produced</i>

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	6
Derivation	Requirement
Criterion Description	The first level member of staff who takes the call owns the problem from initial logging through to resolution to the customer's satisfaction. The CONTRACTOR shall cater for first level members being off duty.
Test Condition	All calls received by the Horizon System Helpdesk will be handled by the call management system from initial logging through to call closure. Using the call management system Horizon System Help Desk staff will be responsible for the call through its lifecycle. A call may be passed to other support units who will own responsibility for the clearance of the call.
Method	Document Inspection of closed calls covering instances where first level staff member has gone off duty and passed on ownership.
References	Horizon System Helpdesk Process Manual (DSP/PRD/HH/001)
Phase	Technical Test

ICL Pathway

**Help Desk
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Date: 11/12/98

Requirement Id	914
Criterion	7
Derivation	Requirement
Criterion Description	The second level Service shall provide a diagnostics and fixing service for all problems which cannot be fixed within five (5) minutes by the first level Service, but which can be resolved within thirty (30) minutes.
Test Condition	In line with Schedule G10, 95% of calls assigned to second level will be resolved within 30 minutes. 100% of calls assigned to second level will be resolved within 45 minutes. Conformance to Service Levels can be inspected using MIS Reports.
Method	Document Inspection
References	Service Review - Performance Statistics (CS/PER/0013)
Phase	Technical Test

ICL Pathway

**Help Desk
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Requirement Id	914
Criterion	8
Derivation	Requirement
Criterion Description	Calls shall be referred electronically from the first level Service to the second level Service. Second level staff shall have access to a prioritised list of outstanding problems, and all the details on the problem entered by first level staff.
Test Condition	The call management system employed by Horizon System Helpdesk will provide for passing calls through the appropriate support levels. Each call registered on the call management system will receive a priority level according to its severity.
Method	Document inspection of closed calls that have moved between units.
References	Horizon System Helpdesk Process Manual (DSP/PRD/HH/001)
Phase	Technical Test

ICL Pathway

**Help Desk
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Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	9
Derivation	Requirement
Criterion Description	If the Help Desk is unable to resolve a problem at the first or second level the CONTRACTOR shall categorise and prioritise the problem so that it can be actioned and completed within a standard timescale.
Test Condition	The call management system employed by Horizon System Helpdesk will provide for passing calls to a third level service for action.
Method	Document inspection of closed calls that have moved from second level to third level.
References	Horizon System Helpdesk Process Manual (DSP/PRD/HH/001)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	10
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide a continuous Help Desk Service as specified below: a) First level - 05:00-00:00, Monday-Sunday, all year round (Christmas Day excepted); b) Second level - 05:00-00:00, Monday-Sunday, all year round (Christmas Day excepted).
Test Condition	c) A continuous Help Desk Service will be provided as specified below: a) First level - 05:00-00:00, Monday-Sunday, all year round (Christmas Day excepted); b) Second level - 05:00-00:00, Monday-Sunday, all year round (Christmas Day excepted).
Method	Document Inspection
References	d) NR2 Horizon System Helpdesk Processes and Procedures Description e) (CS/PRO/0048)
Phase	Live Trial
Notes	The service during Live Trial will meet operational need. A demonstration of the working hours mentioned above working can be provided during Live Trial.

ICL Pathway

**Help Desk
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Requirement Id	914
Criterion	11
Derivation	Requirement
Criterion Description	The CONTRACTOR shall ensure that calls made to the Help Desk outside specified hours are accepted by CONTRACTOR.
Test Condition	Calls outside specified hours are accepted and will be dealt with during the specified hours.
Method	Document Inspection
References	NR2 Horizon System Helpdesk Processes and Procedures Description (CS/PRO/0048)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	12
Derivation	Requirement
Criterion Description	The CONTRACTOR, given two (2) POCL Core Days notice, shall extend the level of Service to whatever is required. In emergency circumstances, the CONTRACTOR shall, given five (5) hours notice, provide a first and second level Service outside normal and extended working hours.
Test Condition	Please see Test Condition 914.10
Method	
References	
Phase	

Requirement Id	914
Criterion	13
Derivation	Requirement
Criterion Description	<p>The CONTRACTOR shall provide a problem management system to record the problem details such as (but not exclusively):</p> <ul style="list-style-type: none"> a) unique problem serial reference, generated automatically by the problem management system; b) customer contact, address, location and telephone number; c) date and time problem occurred; d) date and time problem was reported to Help Desk; e) Help Desk contact; f) Criterion Description of the problem, including frequency of occurrence; g) serial references of similar faults and previous occurrences; h) Hardware Equipment involved; serial number etc.; i) Software product and release version; j) assessed impact on customers business; k) priority for solution; l) problem category; m) estimated elapsed time to solve problem; n) any change of referral point; o) date and time of referral.

Test Condition	<p>All incidents reported to the Horizon System Helpdesk will be recorded on the call management system. All TSA staff are required to capture all relevant information to ensure the speedy analysis and resolution of incidents. The call management system has facilities that enable it to record details such as the following</p> <ul style="list-style-type: none"> Unique call number Date/Time stamp of when call is raised FAD/site code Customer Name Customer Address Customer Postcode Customer Phone Number Customer Contact Name Local or Remote site details No Of Counters Call Type Severity Priority Product Description Serial Number of product Problem type Action Group owning Member of staff in Action Group owning call Problem Description (Free Text) Updates to problem as free text - automatic time/date & staff member name is stamped. Cause codes Repair codes Closure codes Closure text/description (free text)
Method	Document Inspection of closed calls
References	<p>Horizon System Helpdesk Call Coding Matrix (DSP/SPE/HH/002)</p> <p>Horizon System Helpdesk Process Manual (DSP/PRD/HH/001)</p>
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	14
Derivation	Requirement
Criterion Description	The CONTRACTOR shall update the problem management system with the following information, as appropriate: a) date and time of update; b) Help Desk contact updating record; c) textual Criterion Description of the work done, or the fact that the problem had to be referred elsewhere, and who has taken it on; d) date and time problem was cleared; e) date and time the solution was accepted by the customer; f) actual elapsed time to solve problem.
Test Condition	All subsequent activity on an incident on the call management system will be logged by a TSA or the appropriate party to whom the call has been allocated. All updates though to call clearance are automatically time/date stamped along with operators stamp.
Method	Document Inspection of closed calls
References	Horizon System Helpdesk Call Coding Matrix (DSP/SPE/HH/002) Horizon System Helpdesk Process Manual (DSP/PRD/HH/001)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	15
Derivation	Requirement
Criterion Description	The CONTRACTOR shall also keep a record of all problems relating to the failure of uploading and downloading data.
Test Condition	Tivoli will provide a monitoring operation relating to Software Distribution. In the event of a failure of transmitted software then event management through Tivoli will register an entry on the Software Distribution error log
Method	Inspection of Software Distribution error log
References	Software Release Management Process (CM/PRO/003)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	914								
Criterion	16								
Derivation	Requirement								
Criterion Description	<p>The CONTRACTOR's first level Service staff shall assign a priority to the problem. Possible priorities could be:</p> <table border="0"> <thead> <tr> <th>Priority</th> <th>Criterion Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>live working disrupted. Outlet cannot continue normal working;</td> </tr> <tr> <td>2</td> <td>live working disrupted but work around possible;</td> </tr> <tr> <td>3</td> <td>minor inconvenience. Help Desk provide short term resolution.</td> </tr> </tbody> </table>	Priority	Criterion Description	1	live working disrupted. Outlet cannot continue normal working;	2	live working disrupted but work around possible;	3	minor inconvenience. Help Desk provide short term resolution.
Priority	Criterion Description								
1	live working disrupted. Outlet cannot continue normal working;								
2	live working disrupted but work around possible;								
3	minor inconvenience. Help Desk provide short term resolution.								
Test Condition	Priorities will be assigned as defined in the HSH Incident Prioritisation (CS/FS/005)								
Method	Document Inspection of closed calls showing priorities assigned								
References	HSH Incident Prioritisation (CS/FS/005) Horizon System Helpdesk Process Manual (DSP/PRD/HH/001)								
Phase	Technical Test								

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
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Date: 11/12/98

Requirement Id	914
Criterion	17
Derivation	Requirement
Criterion Description	Throughout the life of the problem the CONTRACTOR staff shall monitor the progress of the problem and inform the customer at regular intervals, to be agreed with the AUTHORITIES by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement. This shall also apply to second and third level Services.
Test Condition	The progress of all calls will be monitored and the customer will be provided with updates where appropriate
Method	Document Inspection of closed calls showing customer updates
References	Horizon System Helpdesk Process Manual (DSP/PRD/HH/001) Horizon System Helpdesk Technical Work Instructions (DSP/TCI/HH/001)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
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Requirement Id	914
Criterion	18
Derivation	Requirement
Criterion Description	The CONTRACTOR shall manage the resolution of any problem using documented procedures agreed with the AUTHORITIES by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement. These procedures shall be comprehensive in that they cover all aspects of problem resolution from initial logging through to closure. For example, in the event of a major Service Failure at a post office, procedures shall exist to cover the possible closure of the post office and the re-allocation of its responsibilities to other post offices. Escalation procedures shall be included.
Test Condition	The operation of all services provided by Pathway Services will be defined and documented in Process and Procedure Manuals and Operations Manuals as appropriate. These cover the areas of System Service, Helpdesk and System Management.
Method	Document Inspection
References	System Service Operations Manual (SS/OPS/001) DS Pathway Operations Manual (DSP/HQ/OPS/001) SMC Core Processes for Service Delivery (DSP/PRO/SM/002) Horizon System Helpdesk Process Manual (DSP/PRD/HH/001) NR2 Horizon System Helpdesk Processes and Procedures Description (CS/PRO/0048)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	19
Derivation	Requirement
Criterion Description	A problem can only be cleared when a customer has confirmed satisfaction with the resolution.
Test Condition	Call clearance is achieved when, within the context of the dialogue between the Helpdesk advisor and the customer, agreement has been gained from that customer.
Method	Document Inspection
References	Horizon System Helpdesk Process Manual (DSP/PRD/HH/001)
Phase	Technical Test

ICL Pathway

**Help Desk
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Requirement Id	914
Criterion	20
Derivation	Requirement
Criterion Description	The CONTRACTOR shall maintain User, asset, problem and change management databases.
Test Condition	<ul style="list-style-type: none"> • User database - this will be populated on Dispatch-1. It will be maintained (additions, deletions and amendments) by information as provided from time-to-time by Pathway reference systems. • Asset database - this will be populated on Dispatch-1. It will be maintained (additions, deletions and amendments) by information provided by Pathway reference systems or by asset movements recorded by System Service staff during maintenance operations. • Incident database - this will be provided by the call management system. All incidents reported to the Horizon System Helpdesk will be logged on to the call management system. • ICL Pathway will operate, via System Service staff, an agreed change management system for hardware located in Outlets and for corresponding software a change management system operated by the Systems Management Centre.
Method	Demonstration of usage of systems referred to above
References	<ul style="list-style-type: none"> • Horizon System Helpdesk Process Manual (DSP/PRD/HH/001) • System Service Operations manual (SS/OPS/001) • Asset Control Strategy (SS/ASC/001) • Software Release Management Process (CM/PRO/003) • Implementing a Software Download (DSP/WKI/SM015)
Phase	Live Trial

ICL Pathway

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Requirement Id	914
Criterion	21
Derivation	Requirement
Criterion Description	The CONTRACTOR is responsible for ensuring that a contingency plan is in place to cater with any Help Desk Incident, e.g. loss of staff, loss of telephone system, loss of problem/configuration management system. The contingency plan is to be agreed with the AUTHORITIES by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement and shall state how quickly the Service will be restored in the event of an Incident.
Test Condition	The Horizon System Helpdesk will operate from dual sites. These sites will offer a parallel service with duplicated facilities and resourcing. In the event of part or whole of a single site becoming non-operational, all incoming calls will be automatically routed to the second site. Resilience for the call management system is also provided for.
Method	Document Inspection
References	Horizon System Helpdesk Contingency (DSP/PLA/HH/001) Horizon System Helpdesk Process for Utilising Contingency Site (DSP/PRO/HH/003)
Phase	Live Trial

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Version: 2.0
Date: 11/12/98

Requirement Id	914
Criterion	22
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide any necessary training to ensure AUTHORITIES staff work effectively with the Help Desk. The CONTRACTOR shall develop and implement training plans for its own staff.
Test Condition	a? Initial training will be provided as part of rollout and will be supported by counter procedures. Subsequent training will be provided by POCL. b? The Horizon System Helpdesk will develop and implement training plans for its own staff.
Method	Document Inspection
References	Horizon System Helpdesk Training Plan (DSP/PLA/HH/98)
Phase	Technical Test

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Date: 11/12/98

Requirement Id	914
Criterion	23
Derivation	Requirement
Criterion Description	The CONTRACTOR shall ensure that all staff, including back-up staff, employed on the Help Desk Service have suitable and appropriate skills and training. The CONTRACTOR shall ensure that sufficient skilled resources are available to cater for holidays, sickness and natural wastage within the CONTRACTOR's organisation.
Test Condition	A training plan will be produced to ensure that staff have appropriate skills and training. Shift sizes and rota systems will ensure capability to cover holidays, sickness and natural wastage.
Method	Document Inspection
References	DS Pathway Operations Manual (DSP/HQ/OPS/001) Horizon System Helpdesk Training Plan (DSP/PLA/HH/98)
Phase	Technical Test

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Requirement Id	914
Criterion	24
Derivation	Requirement
Criterion Description	The CONTRACTOR shall answer at least 80% of all calls to the Help Desk within twenty seconds during first level Service hours. 99.9% of calls shall be answered within forty (40) seconds
Test Condition	Telephone answering performance information will be provided to the Pathway data warehouse. 80% of calls will be answered in 20 seconds; 99.9% of calls answered in 40 seconds. Service MIS Reports will be available for document inspection..
Method	Document Inspection
References	Service Review - Performance Statistics (CS/PER/0013).
Phase	Live Trial

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Requirement Id	914
Criterion	25
Derivation	Requirement
Criterion Description	The percentage of 'calls not answered' shall be less than 1%. This includes calls where the line is busy as well as calls answered but put on the 'waiting queue'.
Test Condition	Telephone answering performance information will be provided to the Pathway data warehouse. Service MIS Reports will be available for document inspection in Live Trial.
Method	Document Inspection
References	Service Review - Performance Statistics (CS/PER/0013).
Phase	Live Trial
Notes	<i>DN- This SLA is under review within the auspices of the Horizon Service Review Forum held between Pathway, POCL and BA.</i>

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Requirement Id	914
Criterion	26
Derivation	Requirement
Criterion Description	The CONTRACTOR shall resolve at least 95% of calls assigned to first level within five (5) minutes. The CONTRACTOR will resolve 100% of calls assigned to first level within ten (10) minutes.
Test Condition	In line with Schedule G10 at least 95% of calls assigned to first level will be resolved within five minutes. 100% of calls assigned to first level will be resolved within ten minutes. Conformance to Service Levels can be inspected using MIS Reports.
Method	Document Inspection
References	Service Review - Performance Statistics (CS/PER/0013).
Phase	Live Trial

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Requirement Id	914
Criterion	27
Derivation	Requirement
Criterion Description	The CONTRACTOR shall resolve at least 95% of calls assigned to second level within thirty (30) minutes. The CONTRACTOR shall resolve 100% of calls assigned to second level within forty-five (45) minutes.
Test Condition	In line with Schedule G10, 95% of calls assigned to second level will be resolved within 30 minutes. 100% of calls assigned to second level will be resolved within 45 minutes. Conformance to Service Levels can be inspected using MIS Reports.
Method	Document Inspection
References	Service Review - Performance Statistics (CS/PER/0013).
Phase	Live Trial

Requirement Id	914
Criterion	28
Derivation	Requirement
Criterion Description	<p>The CONTRACTOR shall produce Service information, in electronic form and/or paper, and shall deliver this information to the AUTHORITIES within two (2) POCL Core Days of the end of the period to which they relate. The following is an example of the information required:</p> <ul style="list-style-type: none"> a? number of calls outgoing/received/number of calls not answered; b? percentage of calls answered within target times; c? number of problems/queries logged; d? number and percentage of problems/queries solved within target times; e? number of problems / queries assigned to first level that were not cleared within ten (10) minutes; f? number of problems/queries with secondary complications (e.g. repeat calls); g? number of problems/queries escalated; h? percentage of time full Help Desk Service was available; i? supplier performance against Service Levels for response; j? Service availability at each post office.
Test Condition	Service information will be provided, in the currently agreed format on CD-ROM, to the authorised POCL Manager within five (5) POCL Days of the end of the period to which they relate.

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Method	Document Inspection to demonstrate the timetable declared for the procedure of delivering service performance reports external to Pathway - this includes a review of an electronic copy of such sample information held in the Pathway library.
References	CS Service Levels Report Production (CS/PER/034)
Phase	Live Trial

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Requirement Id	914
Criterion	29
Derivation	Requirement
Criterion Description	The AUTHORITIES may wish to analyse the information by: a? category of operational problem/query; b? level and solving group at which the problem/query was solved; c? customer group and location; d? mean time to closure.
Test Condition	The information referred to in 914/28 will be in a format by which interrogation will be possible using Business Objects.
Method	Document Inspection
References	CS Service Levels Report Production (CS/PER/034)
Phase	Live Trial

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Version: 2.0
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Requirement Id	914
Criterion	30
Derivation	Requirement
Criterion Description	The CONTRACTOR shall maintain Help Desk records for a minimum of eighteen (18) months.
Test Condition	The Helpdesk system will retain data for a period of 18 months.
Method	Document Inspection
References	Horizon System Helpdesk Process Manual (DSP/PRD/HH/001)
Phase	Technical Test

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Requirement Id	914
Criterion	31
Derivation	Requirement
Criterion Description	Each quarter a survey shall be conducted by the AUTHORITIES to determine User satisfaction with the Help Desk Service. The AUTHORITIES and CONTRACTOR shall agree the approach to be taken and the format/content of the questionnaire by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement.
Test Condition	The responsibility for conducting the quarterly survey to determine User satisfaction with the Help Desk Service lies with the Contracting Authorities. ICL Pathway CS, within the context of the joint Horizon Service Review Forum, are participating with the Authorities in agreeing the approach to be taken on this as well as other satisfaction surveys.
Method	Approach agreed and documented by joint Authorities/Pathway activity.
References	Horizon User Satisfaction Survey Procedure (CS/PRO/010)
Phase	Technical Test

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Requirement Id	914
Criterion	32
Derivation	Requirement
Criterion Description	The CONTRACTOR shall, on request, provide on-line access to the problem management system. The AUTHORITIES shall inform the CONTRACTOR of who is authorised to access the system. The CONTRACTOR shall provide ad hoc reports, as requested by the AUTHORITIES, within three (3) POCL Core Days.
Test Condition	Access to the Help desk is by telephone call. Ad hoc reports that require no development will be provided within three days of request. Ad hoc reports that require development will need a formal CCN to be raised.
Method	Document Inspection
References	CS Service Levels Report Production (CS/PER/034)
Phase	Live Trial
Notes	<i>DN - It is recognised that there is an inconsistency within the Contract in this area and, to resolve this, draft CCN text is being produced</i>

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Requirement Id	931
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall ensure that all support Services shall be available to DSS staff and Authorised Persons at least four (4) weeks before Card payments are made and all Services shall perform to Service Levels.
Test Condition	a? Card payments are already under way and relevant support services to authorised DSS and other staff are now available. b? Agreed Services Levels as defined in Schedule G10 can be demonstrated by inspecting MIS Reports.
Method	Document Inspection
References	j? Service Review - Performance Statistics (CS/PER/0013). k? DS Pathway Operations Manual (DSP/HQ/OPS/001)
Phase	a) Technical Test b) Live Trial

Requirement Id	931
Criterion	2
Derivation	Requirement
Criterion Description	<p>The CONTRACTOR shall make appropriate levels of support Services available:</p> <ul style="list-style-type: none"> a) to provide support when Users have access to the Service and Service Infrastructure; b) to cover the operation of interfaces with the Service Environment; c) to provide support for all other help desks linked to the Help Desk facility; d) to provide replacement Cards to Authorised Persons who have reported them lost/damaged/not received.
Test Condition	<ul style="list-style-type: none"> a) The Horizon System Help Desk is already in place to provide support to such users. b) The Horizon System Helpdesk will operate to the Horizon System Helpdesk Call Enquiry Matrix in respect of external data interfaces into the Pathway estate. c) The Horizon System Helpdesk will be equipped with 10 telephone lines allocated to the transfer of calls to the Payment Card Helpline. Calls will be accepted from the Payment Card Helpline for incidents relating to application operation as defined by the Horizon System Helpdesk Call Enquiry Matrix d) The Payment Card Helpline service will meet this section of the criterion, and is documented in the Payment Card Helpline Quality Manual (PCH01).

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Method	Document Inspection
References	Horizon System Help Desk Call Enquiry Matrix (CS/FSP/0002) DS Pathway Operations Manual (DSP/HQ/OPS/001) Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

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Requirement Id	931
Criterion	3
Derivation	Requirement
Criterion Description	If appropriate a Help Desk (provided by the CONTRACTOR) shall deal with calls relating to Equipment and Software installed in DSS Premises. This shall include, but is not exclusive to: fault diagnosis; maintenance call out; caretaking advice; configuration management.
Test Condition	The Horizon System Helpdesk will accept calls from DSS premises, via the ITSA HelpDesk for Pathway installed equipment as defined in the Horizon System Helpdesk Call Enquiry Matrix
Method	Document Inspection
References	Horizon System Helpdesk Call Enquiry Matrix (CS/FSP/0002) Horizon System Helpdesk Process Manual (DSP/PRD/HH/001) Horizon System Helpdesk Call Routing Table (DSP/PRO/HH/011)
Phase	Technical Test

Requirement Id	936
Criterion	7
Derivation	Requirement
Criterion Description	<p>There are common facilities that the CONTRACTOR shall make available to support any interaction initiated by the DSS Customer on this Service boundary. These include:</p> <ul style="list-style-type: none"> a) trace facilities to identify the DSS Customer - although DSS promotes the use of NINO in communications with DSS Customers, the CONTRACTOR cannot rely on a DSS Customer supplying his NINO in any interaction. Nor can the CONTRACTOR rely on the use of Card PANs (since the DSS Customer will, in many cases, not have the Card at hand). Therefore the CONTRACTOR shall have other facilities for identifying DSS Customers based on other information available to the CONTRACTOR. The CONTRACTOR shall define what these facilities are and any circumstances in which they may require additional DSS support (and hence incur extra costs to the DSS); b) ensuring the DSS Customer is who he claims to be - the CONTRACTOR shall enforce checks that are sufficient to prevent fraudulent or malicious use of the Services; c) applying agreed access criterion - the CONTRACTOR shall define which DSS Customers can access which Services and shall gain agreement from DSS for these restrictions. Such restrictions shall be implemented in their solution.

Test Condition	Please see Test Conditions for 730d,e,f
Method	
References	
Phase	

Requirement Id	936
Criterion	9
Derivation	Requirement
Criterion Description	<p>The detailed processes are for the CONTRACTOR to define but:</p> <ul style="list-style-type: none"> a) shall deal with all DSS Customers (including, e.g. those of no fixed abode, those where the DSS has not been informed of an address, those who cannot attend the post office for Card collection, etc.); b) shall not degrade existing Service Levels (e.g. the DSS Customer shall not have to spend significantly more time or effort in collecting a Card and supporting material than he does in collecting current IOPs and supporting material); c) shall not place other additional burdens on the DSS Customer (for example, requiring that DSS Customers make long distance telephone calls is unacceptable).
Test Condition	<ul style="list-style-type: none"> 1) The above criterion is met as follows: <ul style="list-style-type: none"> a) For Customers of No-fixed-abode, or where DSS has no known address, PUNs will be addressed c/o the corresponding DSS office using data provided by the DSS. For Customers unable to visit the PO, the agreed procedure is that they would contact the Payment Card Helpline. The Helpline would question the caller to establish the precise circumstances. If the caller was unable to visit the PO for some time, the Helpdesk would extend the card collection period & advise the caller to contact the DSS. b) Customers will collect the card from the PO as easily as collecting a replacement benefit payment book. c) Customer calls to the Helpdesk are at local rate.

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Method	Document Inspection
References	NR2 PCHL Call Enquiry Matrix (CS/FSP/009) NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

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Requirement Id	936
Criterion	12
Derivation	Requirement
Criterion Description	For Services involving DSS staff, the CONTRACTOR's Service responsibilities extend to: a) collecting information from the DSS clerk and all subsequent processing; b) presenting information back to the DSS clerk.
Test Condition	Please see Test Conditions 730p, t, u (at least)
Method	
References	
Phase	
Note	DSS caller will be provided with a call logging number, or not, subject to the outcome of CCN090

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Requirement Id	937
Criterion	2
Derivation	Requirement
Criterion Description	<p>DSS staff enquiries - the CONTRACTOR shall provide facilities whereby all DSS staff are able to enquire on all aspects of the Card Management Service and receive prompt and accurate responses. Such enquiries depend on the facilities proposed by the CONTRACTOR but shall, as a minimum, include all enquiries that a DSS Customer is able to make (see requirement 936) and also encompass enquiries about:</p> <ul style="list-style-type: none">a) for a particular DSS Customer, the current status and type of all Cards related to him (i.e. all Cards the CONTRACTOR intends or ever has produced for this DSS Customer regardless of whether the DSS Customer has received them or not). For each such Card, a full history of all relevant status changes shall be available (including date, time and reason for each status change). Additionally, information shall be available regarding likely dates and times of any future status changes (for example, when a Card in production is likely to be available for collection or when a currently valid Card is due to expire, etc.);b) for a particular Card, who is the cardholder. In addition, all the information above should be available for that Card.

Test Condition	Please see Test Condition 730t
Method	
References	
Phase	

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Requirement Id	937
Criterion	4
Derivation	Requirement
Criterion Description	<p>There are common facilities that the CONTRACTOR shall make available to support any interaction initiated by DSS staff on this Service boundary. These include:</p> <ul style="list-style-type: none"> a) facilities to identify the DSS clerk and ensure he has security clearance to use the CMS; b) applying agreed access restriction to particular functions - the CONTRACTOR shall define which categories of DSS staff can access which Services and shall obtain agreement from the DSS for these restrictions by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement.
Test Condition	Please See Test Condition 730r

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Requirement Id	937
Criterion	8
Derivation	Requirement
Criterion Description	Access to Services from all DSS offices is expected. DSS offices are within DSS, DHSS(NI), and ES, and number approximately two thousand (2,000) currently (although this figure may change significantly before full implementation as well as subsequently).
Test Condition	Access to the services is via the Payment Card Helpline. Utilising personal verification data provided by the DSS for the agreed limited number of DSS staff via the COLS Helpdesk, the Payment Card Helpline service can verify the identity of DSS staff who call the Help desk, using passwords. This is documented in the Payment Card Helpline Quality Manual (PCH01)
Method	Document Inspection
References	NR2 PCHL Call Enquiry Matrix (CS/FSP/009) NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047) Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

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Requirement Id	937
Criterion	9
Derivation	Requirement
Criterion Description	For Services to DSS staff, the CONTRACTOR'S Service responsibilities extend to: <ul style="list-style-type: none"> a) collecting information from the DSS clerk and all subsequent processing; b) presenting information back to the DSS clerk.
Test Condition	Please see Test Condition 730t
Method	
References	
Phase	

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Requirement Id	730
Criterion	b
Derivation	SADD 3.1.1.8.1
Criterion Description	Pathway's internal access to CMS via the Help Desk is strictly controlled. Only staff with the appropriate security level have access to, and have the authority to amend the status of card and PUN details. All status changes are subject to a complete audit trail
Test Condition	Access to CMS is controlled via the Helpdesk by individual user names and passwords. Only those staff who have authorised usernames/passwords are thus able to amend the status of card and PUN details. Control of users on the system is maintained by a single authorised member of the PCHL management team. The PCHL Helpdesk system provides access to details of card status changes.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

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Requirement Id	730
Criterion	c
Derivation	SADD 3.1.1.8.2
Criterion Description	<i>(CMS Help Desk)</i> For contingency purposes the Help Desk is provided at two sites
Test Condition	The Payment Card Helpline is provided at two sites.
Method	Site inspection
References	NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047)
Phase	Live Trial

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Requirement Id	730
Criterion	d
Derivation	SADD 3.1.1.8.3.1
Criterion Description	On contacting the Help Desk the customer is asked to provide his National Insurance Number (NINO) or Primary Account Number (PAN). This enables the Help Desk operator to access the customer's details
Test Condition	On contacting the PCHL the card-holder is asked to provide his NINO (or PAN). This enables the PCHL advisor to access the customers details.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

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Requirement Id	730
Criterion	e
Derivation	SADD 3.1.1.8.3.1
Criterion Description	If the customer cannot provide either the NINO or PAN, the Help Desk has a search facility to access customer details using surname, initial and first line of address
Test Condition	If the customer cannot provide either the NINO or the PAN, the Helpdesk has a search facility to access card-holder details using surname, initial, first line of address and month and day of birth or surname, initial and post-code.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

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Requirement Id	730
Criterion	f
Derivation	SADD 3.1.1.8.3.1
Criterion Description	To verify the caller is genuine, the Help Desk asks the customer verification question(s) from information contained within his personal details, as supplied by CAPS. This information may include elements from address details, day, month and last digit of year of birth, forenames (if available) and title. Only on successful clearance of this validation process does the Help Desk act on instructions from the customer
Test Condition	To verify the caller is genuine, the Help Desk asks the customer verification question(s) from information contained within his personal details as held within CMS. This information includes forenames, month or day of birth and last digit of year of birth. Only on successful clearance of this validation process does the Help Desk act on instructions from the customer
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

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Requirement Id	730
Criterion	g
Derivation	SADD 3.1.1.8.3.2
Criterion Description	When a customer reports a lost, stolen or found card, or a card that is damaged beyond use, or appears to be, the Help Desk updates the status of the card to reflect this status, immediately triggering a number of events which lead to the update of the system preventing any further benefit encashments against that card
Test Condition	When a customer reports a lost, stolen or found card, or a card that is damaged beyond use, or appears to be, the Help Desk, at the time of the call, updates the status of the card to reflect this status. Further benefit encashments against that card are thereafter prevented.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

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Requirement Id	730
Criterion	h
Derivation	SADD 3.1.1.8.3.2
Criterion Description	At the same time, the CMS Help Desk arranges the issue of a replacement card and PUN
Test Condition	At the same time the PCHL advisor can arrange for the issue of a replacement card and PUN.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test
Notes	This is a continuation from 730g

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Requirement Id	730
Criterion	i
Derivation	SADD 3.1.1.8.3.3
Criterion Description	The Help Desk registers the card as damaged, but still usable, on the system. There is no requirement to inhibit use of the card, pending collection of its replacement. The Help Desk orders a replacement card at that particular point in time for collection when the customer next attends his nominated post office
Test Condition	When a card is reported as damaged the Helpdesk registers the information and can arrange for the issue of a replacement card and PUN.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	j
Derivation	SADD 3.1.1.8.3.4
Criterion Description	Where the customer cannot present his PUN at the counter to collect his benefit card because of non receipt or loss he will be able to contact the Help Desk to request a reminder (second or third) PUN
Test Condition	Upon receipt of a call from a card-holder advising that, due to non-receipt or loss, he requires another PUN, PCHL will arrange for another PUN to be despatched. This service is limited to just one request from the card-holder.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	k
Derivation	SADD 3.1.1.8.3.5
Criterion Description	Where the customer reports his card was not available for collection at the post office on presentation of his PUN, the Help Desk checks the card status on CMS and where necessary cancels the original card and orders a new card and PUN for the customer
Test Condition	Where the customer reports his card was not available for collection at the post office on presentation of his PUN, the Help Desk checks the card status on CMS and where necessary cancels the original card and orders a new card and PUN for the customer
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	1
Derivation	SADD 3.1.1.8.3.5
Criterion Description	If the customer has payments due, he is referred to his BIA office. The local BIA staff have the facility to issue a Temporary Token, where appropriate, in such cases
Test Condition	If the customer claims that he has payments due then he is referred to his BIA office.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	m
Derivation	SADD 3.1.1.8.3.6
Criterion Description	<p><i>(Report Card / PUN Found Previously Reported Lost)</i> The Help Desk records the call, but once the status of a card or PUN is updated to reflect 'lost' they cannot be re-activated. A new card/PUN has previously been ordered for the customer as the result of the loss report. Cards reported as found are requested to be returned to Pathway using the freepost address on the card</p> <p><i>DN - A change to the SADD is required to reflect the fact that the advice to a caller who reports a "previously reported lost" card/PUN as found should be to destroy the card/PUN.</i></p>
Test Condition	If a customer calls to advise that a card or PUN previously reported lost has been found then he is advised to destroy the card or PUN.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	n
Derivation	SADD 3.1.1.8.3.7
Criterion Description	The Help Desk provides information to customers on the current and previous status/events of cards and PUNs; for example, card/PUN ordered, card/PUN issued, card reported lost
Test Condition	When dealing with calls relating to cards/PUNs, PCHL is able, having authenticated the card-holder, to provide information on the current and previous status/events of cards. In the case of PUNs this information is the date of ordering replacement/reminder PUNs.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	o
Derivation	SADD 3.1.1.8.3.8
Criterion Description	There are a number of situations where the Help Desk cannot provide information to callers These include Customer not known on the system Caller cannot provide NINO, PAN, day/month of birth, or first line of address and post code Caller fails the verification question(s) The caller disconnects the call
Test Condition	There are a number of situations where the Help Desk cannot provide information to callers These include Customer not known on the system Caller cannot provide NINO, PAN, day/month of birth, or first line of address and post code Caller fails the verification question(s) The caller disconnects the call
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	p
Derivation	SADD 3.1.1.8.4
Criterion Description	BIA staff are required to provide each individual customer's NINO or PAN. This enables the Help Desk to access the customer's personal details.
Test Condition	On receipt of a call from a member of BIA staff quoting an individual customers NINO or PAN, PCHL can access that customer's personal details.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	q
Derivation	SADD 3.1.1.8.4
Criterion Description	If when the customer details are accessed, the National Sensitivity Indicator is displayed, the call is checked in accordance with procedures described in <i>Processes & Procedures Document</i> to confirm that the caller has the appropriate clearance to deal with nationally sensitive cases
Test Condition	The agreed procedure for Release 2 is that all authorised DSS callers will also have the appropriate clearance to deal with nationally sensitive cases. The Test Condition is thus as per 730r.

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	r
Derivation	SADD 3.1.1.8.4.1
Criterion Description	To ensure that only those members of staff authorised by BIAs can use the Help Desk services, all callers are required to complete a verification process. This involves the Help Desk asking the caller security questions, for example, office identification number
Test Condition	To ensure that only those members of staff authorised by BIAs can use the Help Desk services, all callers are required to complete a verification process. This involves the Helpdesk asking the caller's name, office identification number and the caller's individual password or part thereof.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	s
Derivation	SADD 3.1.1.8.4.4
Criterion Description	<i>(CMS Help Desk, responding to a request from DSS to terminate a card)</i> Terminating the card for whatever reason prevents any further encashments using that card, from the specified termination date and time
Test Condition	If DSS request that a card be terminated then PCHL will terminate the card at the time of the phone call.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	t
Derivation	SADD 3.1.1.8.4.5
Criterion Description	The Help Desk responds to enquiries on current and previous cards and PUNs statuses from authorised BIA staff Enquiry responses include the following details PAN NINO Card status Previous cards/PUNs statuses Previous cards/PUNs dates statuses changed
Test Condition	When dealing with calls relating to cards/PUNs PCHL is able, having authenticated the member of BIA staff, to provide information on the current and previous status/events of cards. In the case of PUNs this information is the date of ordering replacement/reminder PUNs.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	u
Derivation	SADD 3.1.1.8.4.5
Criterion Description	BIA staff can report the following situations on behalf of their customers Lost, stolen or damaged cards and PUNs Non-received PUN Card not available at the post office Report card/PUN found
Test Condition	When a member of BIA staff reports the following situations on behalf of their customers Lost, stolen or damaged cards and PUNs Non-received PUN Card not available at the post office Report card/PUN found PCHL will act upon this information as they would for a card-holder call. (Note that “card not available at the post office” is treated as a lost card)
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	v
Derivation	SADD 3.1.1.8.4.7
Criterion Description	The BIA office can order one or more batches of Temporary Tokens via the CMS Help Desk in an emergency situation where an office is running low unexpectedly. The Help Desk verifies the caller, takes the order and ensures CMS places it with the Help Desk Emergency Store
Test Condition	Upon receipt of an order from an authorised BIA office, PCHL will arrange for the despatch of one or more books of Temporary Tokens.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	w
Derivation	SADD 3.1.1.8.4.7, Sched E01 14.5.3
Criterion Description	All orders are event logged and subject to a full audit trail. (Note: Receipt or non-receipt of emergency orders made via the Help Desk must be reported explicitly by the local DS/ES office to the Help Desk)
Test Condition	All orders for Temporary Tokens are event logged and subject to a full audit trail. The process is dependent on receipt or non-receipt of emergency orders made via the Help Desk being reported explicitly by the local DS/ES office to the Help Desk.
Method	Review of Helpdesk screens showing track of orders through placement, despatch and receipt.
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	x
Derivation	SADD 3.1.1.8.4.8, Sched E01 14.6.1
Criterion Description	<i>(Terminate Temporary Tokens)</i> This process allows authorised BIA office staff to terminate use of a Temporary Token via the Help Desk. The Temporary Token ID number will be required to process the termination. The facility shall also be provided to issue bulk stops of Temporary Tokens, at batch or book level, following non-receipt, theft from the office, damage within the office or to cancel an office's unused stock on closure.
Test Condition	On receipt of a call from an authorised BIA office member to terminate the use of a Temporary Token, a book of Temporary Tokens or a batch of TT books, the Helpdesk will terminate that specific Temporary Token, book or batch, based on relevant ID numbers.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	y
Derivation	SADD 3.1.1.8.4.9
Criterion Description	<i>(Enquiries from DSS staff to CMS Help Desk)</i> There are a number of situations where the Help Desk cannot provide information to callers. These include The caller fails the authentication check The caller cannot provide NINO or PAN
Test Condition	PCHL will not provide information to DSS staff who call but who fail the authentication check or cannot provide a NINO or PAN.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	z
Derivation	SADD 3.1.1.8.4.9
Criterion Description	<i>(Enquiries from DSS staff to CMS Help Desk)</i> Where the customer NINO or PAN is not known to CMS an exception report is generated for subsequent investigation
Test Condition	Where a customer NINO or PAN is not known to CMS, PCHL will advise the member of DSS staff who can undertake subsequent investigation
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test
Notes	The automatic generation of exception reports will be provided with the on-line interface. Until the on-line interface is available (post-NR2) the procedure is as per Test Condition.

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	aa
Derivation	SADD 3.1.1.8.6
Criterion Description	(<i>CMS Desk</i>) Calls received by the Help Desk which are not card- or PUN-specific are either referred to the appropriate Help Desk within Pathway, or the caller advised to contact his local BIA office.
Test Condition	<p>In cases where calls are received by PCHL from card-holders which are not card- or PUN-specific, the caller is advised to contact the relevant BIA office.</p> <p>In cases where calls are received by PCHL from POCL staff which are not card- or PUN-specific but are Horizon-related, the caller will be requested to call the Horizon System Helpdesk.</p> <p>In cases where calls are received by POCL staff which are not Horizon related, the caller will be asked to call the POCL Regional Helpdesk</p> <p>In cases where calls are received by PCHL from DSS staff which are not card- or PUN-specific, then such calls cannot be accepted.</p>
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**

Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	ab
Derivation	SADD 3.1.1.8.6
Criterion Description	Calls to the CMS Help Desk requiring follow-on access to the HS Help Desk are transferred
Test Condition	Calls (from POCL staff) requiring action at PCHL that subsequently require action at Horizon System Helpdesk are transferred.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	ac
Derivation	Sched E01 13.2.3, SADD 3.1.1.8.3.2
Criterion Description	When a customer reports a lost or stolen Temporary Token, the Temporary Token shall be stopped and the caller referred to his local BA office. Where a Temporary Token is reported found it shall be stopped.
Test Condition	When a customer reports a lost or stolen Temporary Token, PCHL will stop the Temporary Token and will refer the caller to his local BA office. Where a Temporary Token is reported found it will be stopped.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	730
Criterion	ad
Derivation	Sched E01 13.3.2
Criterion Description	When a customer reports a damaged Temporary Token, the Temporary Token shall be stopped and the caller referred to his local BA office.
Test Condition	When a customer reports a damaged Temporary Token, PCHL will treat it as being unusable, will place a stop on that Temporary Token, and will refer the caller to his local BA office.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	a
Derivation	SADD 3.1.2.11.1
Criterion Description	The PAS Help Desk provides BIAs/POCL with a single point of contact for dealing with all enquiries relating to the status of automated benefit payments. The PAS Help Desk provides separate telephone numbers for BIAs and POCL counter staff.
Test Condition	The PAS Help Desk facility is delivered by PCHL which provides BIAs/POCL with a single point of contact for dealing with all enquiries relating to the status of automated benefit payments. There are separate PCHL numbers for each of BIAs and POCL
Method	Document Inspection
References	NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	b
Derivation	SADD 3.1.2.11.1
Criterion Description	The Help Desk does not deal with payment enquiries from BIA customers. POCL counter staff calling the Help Desk to enquire upon payment entitlements are asked to refer their customer to their local BIA office.
Test Condition	PCHL does not deal with payment enquiries from BIA customers, except where the customer is reporting an over/under payment. POCL counter staff calling the Help Desk to enquire upon payment entitlements are asked to refer their customer to their local BIA office.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	c
Derivation	SADD 3.1.2.11.1
Criterion Description	Pathway's internal access to PAS via the Help Desk is strictly controlled. Only staff with the appropriate access level have the authority to amend the status of payments during contingency arrangements.
Test Condition	Access to PMS is controlled via the Helpdesk by individual user names and passwords. Only those staff who have authorised usernames/passwords are thus able to amend the status of payments during contingency arrangements Control of users on the system is maintained by a single authorised member of the PCHL management team.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	d
Derivation	SADD 3.1.2.11.3
Criterion Description	If when the customer details are accessed, the National Sensitivity Indicator is displayed, the call is checked in accordance with procedures described in <i>Processes & Procedures Document</i> to confirm that the caller has the appropriate clearance to deal with nationally sensitive cases
Test Condition	The agreed procedure for Release 2 is that all authorised DSS callers will also have the appropriate clearance to deal with nationally sensitive cases. The Test Condition is thus as per 776e.

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	e
Derivation	SADD 3.1.2.11.3.1
Criterion Description	To ensure that the caller is an authorised user of the Help Desk service, verification question(s) are asked before any information is disclosed
Test Condition	<i>(PAS Helpdesk)</i> To ensure that the caller is an authorised user of the Help Desk service, verification question(s) are asked before any information is disclosed
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	f
Derivation	SADD 3.1.2.11.3.1
Criterion Description	In order to access the information held on PAS, BIA staff are required to provide the beneficiary's NINO for each customer's identity they wish to enquire upon. Where BIA staff wish to place a stop on a payment, the payment ID can be used to access the payment details
Test Condition	In order to access the information held on PAS, BIA staff are required to provide the beneficiary's NINO for each customer's identity they wish to enquire upon. Where BIA staff wish to place a stop on a payment, the payment ID can be used to access the payment details. The procedures that support the above are contained within Payment Card Helpline Quality Manual (PCH01)
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	g
Derivation	SADD 3.1.2.11.3.2
Criterion Description	If that (<i>CAPS / CAPS Access Facility</i>) becomes not available, then the PAS Help Desk will take instructions by telephone from authorised BIA staff and will take the necessary action. This facility is used routinely during the near term
Test Condition	When the CAPS Access Facility is not available, PCHL will take calls from authorised BIA staff relating to payment stops and payment enquiries and will take the necessary action.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	h
Derivation	SADD 3.1.2.11.3.4
Criterion Description	Authorised BIA staff can make enquiries on payment status via the PAS Help Desk during the period before the CAPS Enquiry Interface is brought into service and thereafter when it is not available
Test Condition	When the CAPS Enquiry Interface is not available PCHL will take calls from authorised BIA staff relating to payment status.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	i
Derivation	SADD 3.1.2.11.3.6
Criterion Description	There are a number of situations where the Help Desk cannot provide information to (<i>DSS</i>) callers. These include The caller fails the authentication check The caller cannot provide beneficiary NINO The customer is not known to PAS
Test Condition	There are a number of situations where the Helpdesk cannot provide information to DSS callers. These include The caller fails the authentication check The caller cannot provide beneficiary NINO or PAN The customer is not known to PAS
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	j
Derivation	SADD 3.1.2.11.4
Criterion Description	The PAS Help Desk acts as a focal point for authorised POCL counter staff to enquire upon payment information and request additional personal information to confirm a customer's identity, where the Benefit Encashment Service (BES) is disrupted. The caller is <u>not</u> required to be provided with a call logging number.
Test Condition	The PAS Help Desk acts as a focal point for authorised POCL counter staff to enquire upon payment information and request additional personal information to confirm a customer's identity, where the Benefit Encashment Service (BES) is disrupted. The caller is not provided with a call logging number.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	k
Derivation	SADD 3.1.2.11.4 .1
Criterion Description	To ensure that the caller is an authorised user of the Help Desk service, verification question(s) are asked before any information is disclosed
Test Condition	To ensure that the caller is from an authorised post office, verification question(s) are asked before any information is disclosed
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	1
Derivation	SADD 3.1.2.11.4.4
Criterion Description	Changes to a customer's nominated post office can be made via the Help Desk, where the system is down at the post office. Prior to making any changes the Help Desk operator ensures that there are no markers i.e. Restricted Post Office shown on the customer's personal details
Test Condition	Changes to a customer's nominated post office can be made via the Help Desk, where the system is down at the post office. If the RPO indicator is set then the Helpdesk system prevents the office from being changed.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	m
Derivation	SADD 3.1.2.11.4.5
Criterion Description	There are a number of situations where the (PAS) Help Desk cannot provide information to (POCL) callers. These include The caller fails the authentication check The caller cannot provide card or temporary token details The NINO is not known to PAS Sensitive record data <i>DN - The SADD will need to change to remove reference to "sensitive record data" in this section.</i>
Test Condition	There are a number of situations where the (PAS) Help Desk cannot provide information to (POCL) callers. These include The caller fails the authentication check The caller cannot provide card or temporary token details The NINO is not known to PAS
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Live Trial

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	n
Derivation	SADD 3.1.2.11.5
Criterion Description	Calls received by the (<i>PAS</i>) Help Desk which are not payment-specific are either transferred to the appropriate Help Desk within Pathway, or the caller advised to contact his local BIA office
Test Condition	Calls received by the PAS Helpdesk facility, from both DSS and POCL staff, which are appropriate to the CMS Helpdesk facility are handled within that call. If this is not the case the call cannot be accepted.
Method	Document Inspection
References	NR2 Payment Card Helpline Processes and Procedures Description (CS/PRO/0047)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	o
Derivation	SADD 3.1.3.2
Criterion Description	<i>(PAS Help Desk)</i> As an integral part of the service components for BPS, Pathway provides a Technical Help Desk. This desk is integrated with the HS Help Desk and is accessed through the same telephone number. The desk provides contact with the Pathway Service Management Centre function which supplies ultimate technical support to the services and provides cover outside of the POCL on-line day. The desk responds to any enquiries raised by the operational and technical support staff of the DSS, or their subcontractors, relating to the interfaces between BPS and DSS systems
Test Condition	Horizon System Help desk provides a service for operational and technical queries relating to the interface between relevant DSS and Pathway systems to be registered - all such queries must be routed through the ITSA Help desk.
Method	Document Inspection
References	DS Pathway Operations Manual (DSP/HQ/OPS/001) Horizon System Help Desk Call Enquiry Matrix (CS/FSP/0002) NR2 Horizon System Helpdesk Processes and Procedures Description (CS/PRO/0048)
Phase	Technical Test

ICL Pathway

**Help Desk
Acceptance Specification**Ref.: CR/ACS/018
Version: 2.0
Date: 11/12/98

Requirement Id	776
Criterion	p
Derivation	SADD 3.1.3.2
Criterion Description	<i>(CMSHelp Desk)</i> As an integral part of the service components for BPS, Pathway provides a Technical Help Desk. This desk is integrated with the HS Help Desk and is accessed through the same telephone number. The desk provides contact with the Pathway Service Management Centre function which supplies ultimate technical support to the services and provides cover outside of the POCL on-line day. The desk responds to any enquiries raised by the operational and technical support staff of the DSS, or their subcontractors, relating to the interfaces between BPS and DSS systems
Test Condition	Horizon System Help desk provides a service for operational and technical queries relating to the interface between relevant DSS and Pathway systems to be registered - all such queries must be routed through the ITSA Help desk.
Method	Document Inspection
References	DS Pathway Operations Manual (DSP/HQ/OPS/001) Horizon System Help Desk Call Enquiry Matrix (CS/FSP/0002) NR2 Horizon System Helpdesk Processes and Procedures Description (CS/PRO/0048)
Phase	Technical Test

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Requirement Id	776
Criterion	q
Derivation	Sched D01 16.4.5
Criterion Description	The CONTRACTOR shall provide on-line access to the query management system when so requested by DSS.
Notes	<i>DN - It is recognised that there is an inconsistency within the Contract in this area and, to resolve this, draft CCN text is being produced</i>

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Requirement Id	776
Criterion	r
Derivation	Sched D01 16.10.2
Criterion Description	The CONTRACTOR shall ensure that the Outlet Counter Clerk is required to provide the Cardholder's NINO or Temporary Token details for the payment they wish to encash upon.
Test Condition	Where PCHL is providing a remote encashment facility, staff will ensure that the Outlet Counter Clerk is required to provide the Cardholder's NINO or Temporary Token details for the payment they wish to encash upon.
Method	Document Inspection
References	Payment Card Helpline Quality Manual (PCH01)
Phase	Technical Test

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Requirement Id	776
Criterion	s
Derivation	Sched D01 16.10.3 SADD 3.1.5.4.2
Criterion Description	The PAS Help Desk shall update PAS with the encashment details, and PAS via POCL Infrastructure Services, shall update the Outlet counter when the service failure is rectified.
Notes	This is encompassed within the PAS Acceptance Test Specification - e.g. see 755/2

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**Help Desk
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The table below shows which Acceptance Criteria are for Acceptance at a later level of specification.

Requirement Id	525
Criterion	1
Derivation	Requirement
Criterion Description	The Help Desk must be able to provide access for Users to additional support Services (including training facilities, training materials, operational support documentation, and consumables) by the commencement of Roll Out and shall provide such access thereafter when requested to do so by POCL.
Reason	<i>DN - Access to the training services provided during Roll-out is direct to the training services desk, not via the Horizon System HelpDesk. Provision of consumables is still under discussion. The expectations are that no "access for Users to additional support services" will be provided by the Horizon System Helpdesk. It is recognised that there is an inconsistency within the Contract in this area and, to resolve this, draft CCN text is being produced</i>

Requirement Id	888
Criterion	4
Derivation	Requirement
Criterion Description	The CONTRACTOR's second level Service shall provide answers to more complex queries which cannot be answered within five (5) minutes by the first level Service, but which can be resolved within thirty (30) minutes.
Reason	ICL Pathway will raise a CCN to reflect the fact that no second-level service is to be provided at NR2

Requirement Id	888
Criterion	5
Derivation	Requirement
Criterion Description	Calls shall be referred electronically from the first level Service to the second level Service. Second level staff shall have access to a prioritised list of outstanding queries, and all the details on the query entered by first level staff. Query answering at second level shall be over the telephone.
Reason	ICL Pathway will raise a CCN to reflect the fact that no second-level service is to be provided at NR2

Requirement Id	888
Criterion	7

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Derivation	Requirement
Criterion Description	The CONTRACTOR, given two (2) DSS Days notice, shall extend the second level Service to whatever is needed. In emergency circumstances, the CONTRACTOR shall, given five (5) hours notice, provide a second level Service outside the hours above.
Reason	ICL Pathway will raise a CCN to reflect the fact that no second-level service is to be provided at NR2

Requirement Id	888
Criterion	14
Derivation	Requirement
Criterion Description	The CONTRACTOR shall resolve at least 95% of calls assigned to second level within thirty (30) minutes. The CONTRACTOR will resolve 100% of calls assigned to second level within forty-five (45) minutes.
Reason	ICL Pathway will raise a CCN to reflect the fact that no second-level service is to be provided at NR2

Requirement Id	889
Criterion	4
Derivation	Requirement
Criterion Description	The CONTRACTOR's second level Service shall provide answers to more complex queries which cannot be answered within five (5) minutes by the first level Service, but which can be resolved within thirty (30) minutes.
Reason	ICL Pathway will raise a CCN to reflect the fact that no second-level service is to be provided at NR2

Requirement Id	889
Criterion	5
Derivation	Requirement
Criterion Description	Calls shall be referred electronically from the first level Service to the second level Service. Second level staff shall have access to a prioritised list of outstanding queries, and all the details on the query entered by first level staff. Query answering at second level shall be over the telephone.
Reason	ICL Pathway will raise a CCN to reflect the fact that no second-level service is to be provided at NR2

Requirement Id	730
Criterion	a
Derivation	SADD 3.1.1.8.1
Criterion Description	(<i>CMS Help Desk</i>) In accordance with the Welsh Language Act 1993, a service (including separate telephone line) is provided to Welsh speaking customers

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Reason	The Pathway solution will not be implemented in Wales until National Roll-out
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5.3 CRITERIA SUMMARY

Req ID	Criterion	Trial	Review	Later Acceptance
499	1		✓	
520	1		✓	
521	1		✓	
522	1		✓	
523	1		✓	
524	1		✓	
525	1			✓
526	1		✓	
527	1		✓	
528	1	✓	✓	
529	1		✓	
730	1		✓	
731	1		✓	
733	1		✓	
748	1		✓	
776	1		✓	
782	1	✓	✓	
782	2		✓	
782	3		✓	
860	1		✓	
888	1		✓	
888	2		✓	
888	3		✓	
888	4			✓
888	5			✓
888	6	✓	✓	
888	7			✓
888	8		✓	
888	9		✓	
888	10		✓	
888	11		✓	
888	12		✓	
888	13		✓	
888	14			✓
888	15		✓	
888	16		✓	
888	17		✓	
888	18		✓	
888	19		✓	
888	20	✓	✓	
889	1		✓	
889	2		✓	
889	3		✓	
889	4			✓
889	5			✓

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889	6	✓	✓	
889	7		✓	
889	8		✓	
889	9		✓	
889	10		✓	
889	11		✓	
889	12		✓	
889	13		✓	
889	14		✓	
889	15		✓	
889	16		✓	
889	17		✓	
889	18	✓	✓	
898	5		✓	
908	2	✓	✓	
914	1		✓	
914	2		✓	
914	3		✓	
914	4	✓	✓	
914	5		✓	
914	6		✓	
914	7		✓	
914	8		✓	
914	9		✓	
914	10	✓	✓	
914	11		✓	
914	12		✓	
914	13		✓	
914	14		✓	
914	15		✓	
914	16		✓	
914	17		✓	
914	18		✓	
914	19		✓	
914	20		✓	
914	21	✓	✓	
914	22		✓	
914	23		✓	
914	24		✓	
914	25		✓	
914	26		✓	
914	27		✓	
914	28		✓	
914	29		✓	
914	30		✓	
914	31		✓	
914	32		✓	
931	1		✓	
931	2		✓	
931	3		✓	
936	7		✓	
936	9		✓	
936	12		✓	

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937	2		✓	
937	4		✓	
937	8		✓	
937	9		✓	
730	a			✓
730	b	✓	✓	
730	c	✓	✓	
730	d	✓	✓	
730	e	✓	✓	
730	f	✓	✓	
730	g	✓	✓	
730	h	✓	✓	
730	I	✓	✓	
730	j	✓	✓	
730	k	✓	✓	
730	l		✓	
730	m		✓	
730	n	✓	✓	
730	o	✓	✓	
730	p	✓	✓	
730	q		✓	
730	r	✓	✓	
730	s	✓	✓	
730	t	✓	✓	
730	u	✓	✓	
730	v	✓	✓	
730	w		✓	
730	x	✓	✓	
730	y	✓	✓	
730	z		✓	
730	aa	✓	✓	
730	ab	✓	✓	
730	ac	✓	✓	
730	ad	✓	✓	
776	a		✓	
776	b	✓	✓	
776	c	✓	✓	
776	d		✓	
776	e	✓	✓	
776	f	✓	✓	
776	g	✓	✓	
776	h	✓	✓	
776	i	✓	✓	
776	j	✓	✓	
776	k	✓	✓	
776	l	✓	✓	
776	m	✓	✓	
776	n	✓	✓	
776	o		✓	
776	p		✓	
776	q		✓	
776	r	✓	✓	
776	s		✓	

6. ACCEPTANCE INCIDENT SEVERITY

This section identifies the guidelines to be applied during the analysis of Acceptance Incidents, in order to establish the severity of such Acceptance Incidents.

6.1 HIGH SEVERITY INCIDENTS

Failure to meet an Acceptance Criterion which would have a substantive impact on the service received by the Customer, e.g. failure to pay benefits to the right person, at the right place, at the right time.

Failure to meet an Acceptance Criterion which would have a major impact on the ability of the AUTHORITY or AUTHORITIES to perform their business, or where there was a major impact on the resources of the AUTHORITY or AUTHORITIES necessary to overcome that impact on their business, e.g. failure to support accurate POCL accounting.

Failure to meet an Acceptance Criterion which would impact the security of the service where there is no acceptable procedural workaround.

Consistent failure to meet Minimum Acceptable Thresholds for Service Levels, e.g. where particular transactions do not meet the minimum Acceptable Threshold under normal loading.

6.2 MEDIUM SEVERITY INCIDENTS

Failure to meet an Acceptance Criterion which is visible to the Customer and is likely to give rise to an adverse public perception of the service, but does not substantively impact the service received by the Customer, e.g. incorrect spelling on a receipt.

Failure to meet an Acceptance Criterion which would have a medium impact on the ability of the AUTHORITY or AUTHORITIES to perform their business, or where there was a medium impact on the resources of the AUTHORITY or AUTHORITIES necessary to overcome that impact on their business, e.g. non-production of a weekly report, resulting in its manual transcription, which causes additional resource or effort at every outlet of the average duration of one hour per week per outlet.

Occasional failure to meet Minimum Acceptable Thresholds for Service Levels, e.g. at peak loading, some transactions fail to meet Minimum Acceptable Thresholds, but on average all transactions within the service do achieve Minimum Acceptable Thresholds.

6.3 LOW SEVERITY INCIDENTS

Failure to meet an Acceptance Criterion that is neither visible to nor has substantive impact on the service received by the Customer e.g. presentational, style and other cosmetic faults that are only visible to the user.

Failure to meet an Acceptance Criterion which would have a minor impact on the ability of the AUTHORITY or AUTHORITIES to perform their business, or where there was a minor impact on the resources of the AUTHORITY or AUTHORITIES necessary to overcome that impact on their business, e.g. non-production of a weekly report, resulting in its manual transcription, which causes additional resource or effort at ten or fewer outlets of the average duration of one hour per week per outlet.

Failure to meet an Acceptance Criterion which would impact the security of the service but where the workaround is as secure as the original solution (i.e. the only impact on risk is in ensuring that the workaround is performed, but where procedures have been agreed and are in place).

7. TEST DATA

Test data including any operator entered scripts that are required to run the Acceptance Test are defined below.

Business Test Thread:

High Level Test Plan(s):

Organisation:

8. AUTHORITY RESPONSIBILITIES

This section describes the AUTHORITY's or AUTHORITIES' Responsibilities in relation to this Acceptance Test. Particular Acceptance Tests may also require additional participation and responsibility by the AUTHORITY or AUTHORITIES.

8.1 APPOINT TEST MANAGER

The AUTHORITY or AUTHORITIES shall nominate a Test Manager and other representatives to review the tests prior to commencement of the test.

8.2 ACCEPTANCE INCIDENT REPORTS

The nominated representatives and Test Manager shall be diligent in raising complete, accurate and timely Acceptance Incident Reports as set out within this Acceptance Specification.

8.3 ACCEPTANCE INCIDENT ANALYSIS REPORTS

The Test Manager shall be diligent in returning signed Acceptance Incident Analysis Reports with their decision (e.g. Accept, Reject, Discuss) normally within five working days, or when urgency is requested by Pathway, within two working days of receipt from Pathway. A copy of all correspondence will be faxed to reduce delay.

8.4 ATTENDANCE AT TRIALS AND REVIEWS

The nominated representatives shall at their discretion attend Acceptance Test Trials and Reviews including repeat Tests at reasonable times and reasonable locations and with reasonable advance notice by Pathway.

8.5 MANAGEMENT AND CO-ORDINATION

The Test Manager shall be the single point of communication and co-ordination with Pathway's nominated Test Manager for all matters concerning this Acceptance Test from its initial planning through to Acceptance.

8.6 PROGRESS REVIEWS

Unless otherwise waived by both parties, Pathway's Test Manager and the AUTHORITY's or AUTHORITIES' Test Manager shall meet each week to review the progress and actions of both parties until Acceptance of the Acceptance Test is achieved. The time and location of review meetings will be scheduled with at least two week's advance notice by Pathway.

9. CONTRACTOR RESPONSIBILITIES

The Contractor shall nominate a Test Manager for each Test who shall be the single point of communication and co-ordination with the AUTHORITY's or AUTHORITIES' Test Manager for all matters concerning this Acceptance Test from its initial planning through to Acceptance.

Upon receipt of a signed Acceptance Incident Analysis Report from the AUTHORITY or AUTHORITIES, where correction is required to be re-tested within the same phase of Acceptance Test, the Contractor will return the amended component(s), on average, within 4 days. This will include re-testing necessary as per the agreed test strategies.

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10. ACCEPTANCE TRIAL TEST CONDITIONS

The test conditions are defined in the panels contained within Section 5.1.

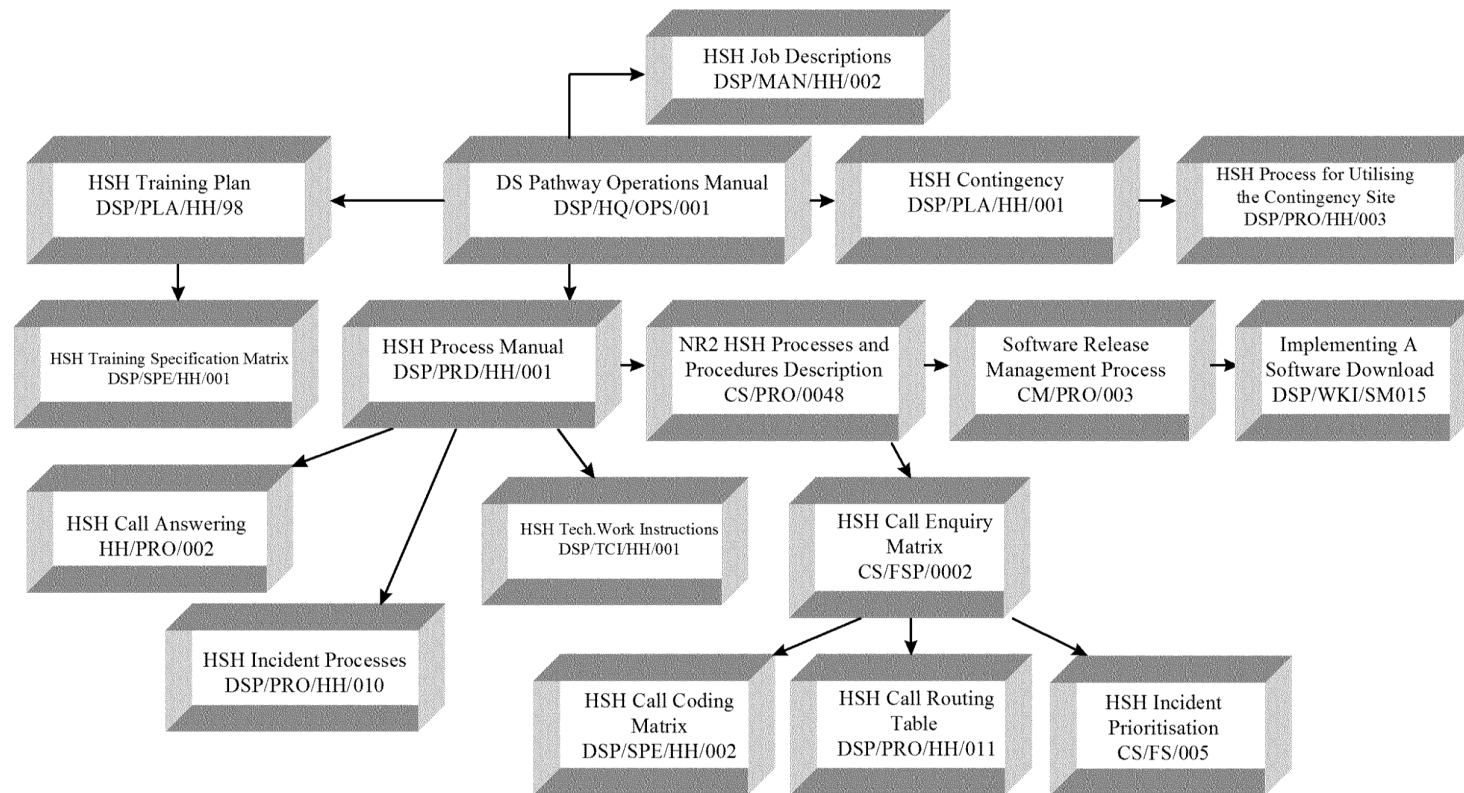
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APPENDIX 1 - DOCUMENT HIERARCHY

Horizon System Helpdesk Document Hierachy



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Payment Card Helpline Document Hierachy

