

Fujitsu Services

Counter Training Offices Strategy

Ref: IM/STR/056

Version: 3.0

COMMERCIAL IN CONFIDENCE

Date: 27-NOV-2002

Document Title: Counter Training Offices Strategy**Document Type:** *Strategy***Release:** *N / A***Abstract:** *Description of the requirements and solution for installing Horizon training systems into Post Office Ltd's Counter Training Offices***Document Status:** For approval**Originator & Dept:** *Dean Felix, Fujitsu Services (Pathway)***Contributors:****Internal Distribution:** *Liam Foley; Hilary Forrest; Reg Barton; Richard Brunskill, Jim Booth; Bill Burrows; Library.***External Distribution:** *Andrew Perkins, Sandra Lewis, Post Office Ltd; Library***Approval Authorities:** *(See PA/PRO/010 for Approval roles)*

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	21/4/99	Incomplete draft to support CP 1948	
0.2	26/3/99	First complete draft for review	
0.3	5/5/99	Draft submitted for acceptance review	
0.4	12/5/99	Informal draft for ICL Pathway project meeting	
0.5	21/5/99	Draft incorporating all comments from ICL Pathway and POCL review cycle	
0.6	5/11/99	Final draft for review	
1.0	17/12/99	Re-worked with revised procedure in 5.7.4. Issued for approval. Approval declined by PON	
1.1	20/4/00	Draft revised to reflect changes instigated by CPs 2496 (CCN627), and CP2482, and to meet PON approval.	
2.0	20/9/00	Approved.	
2.1	7/10/02	Draft issued following the approval of CCN 898d. This version involves a major rewrite of the document.	CCN 898d
2.2	15/11/02	Second draft incorporating comments	
3.0	27/11/02	Issued for approval - incorporating Post Office Ltd final comments	

0.2 Review Details

Review Comments by :	
Review Comments to :	

Mandatory Review Authority	Name
Post Office Ltd	Andrew Perkins *, Sandra Lewis *
Fujitsu Services (Pathway) Limited	Reg Barton, Richard Brunskill, Pam Purewal; Debbie Richardson, Jim Booth; Bill Burrows
Optional Review / Issued for Information	

(*) = Reviewers that returned comments

0.3 Associated Documents

Reference	Version	Date	Title	Source
SS\PSD\002			OSD Service Description	Library
Schedule A12			Codified Agreement	Pathway
IM/ION/003			Full Set Of training Scenarios	Library
IM/STR/056	2.0	20/9/00	Counter Training Offices Strategy	Library

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

0.4 Abbreviations/Definitions

Abbreviation	Definition
CSR	Core System Release (the level of software used for National Rollout, formerly known as New Release 2)
CSR+	Core System Release 2 Plus (the level of software to be upgraded to in the middle of NRO, formerly known as R2plus)
CTO	Counter Training Office
NRO	National Rollout
Pathway	Fujitsu Services (Pathway) Limited
POL	Post Office Ltd.
POLO	Post Office Log On
SLA	Service level Agreement
TP	Transaction Processing (Post Office Ltd function in Chesterfield)

0.5 Changes in this Version

Version	Changes
1.0	<p>The changes in the previous version were agreed in a Fagen review carried out on 2/12/99. The following changes were made:</p> <ul style="list-style-type: none">Changes to distribution list, document history, approval authorities, associated documents and abbreviationsThis version of the document no longer differentiates between the initial 8 installations and the remainder of the CTOs, some of which have already been installed at the time of approval. Some

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	<ul style="list-style-type: none"> ▪ paragraphs and sections have therefore been removed. ▪ The document reflects the new codified agreement A12 ▪ The specifications and quantities of equipment have been revised as appropriate ▪ More details have been added to section 5.7.4 which describes the process for upgrading the sites to later versions of software. ▪ The procedure for upgrading to a new release of software in 5.7.4 has changed. Instead of OSD delivering the new hard disks to site, the new disks will be despatched by courier, and the old ones returned by the same method. ▪ Provision is made in this section to allow the swapping of the disks to be done by the courier, or by a PON trainer, depending on convenience ▪ Some new roles have been introduced, and some changed, within PON and ICL Pathway (section 6). ▪ Some details have been refined for accuracy.
1.1	<p>The changes in this version have been instigated by a revision to section 5.7.4 System Upgrades as requested by PON and by the approval of 2 CPs (affecting section 3.2.2)</p> <ul style="list-style-type: none"> • CP2496 (CCN627) – Create Additional Training data for POCL CTOs • CP2482 – Change The Software Configuration of the Training Counter
2.1	<p>A significant rewrite of this document includes the following changes:</p> <ul style="list-style-type: none"> • Change of company name from ICL Pathway to Fujitsu Services (Pathway) Limited • Change of company name from Post Office Network (or PON) to Post Office Limited. • A change to the main structure of the document into two sections describing the following: <ul style="list-style-type: none"> • What was performed during implementation and is now still in place in Steady State • The process for achieving an upgrade to the software • Section 2.0: A change to the scope of the document to reflect the above. • Sections 4.1 and 4.2 have been absorbed into sections 3.1 and 3.2,

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	<ul style="list-style-type: none"> • to reduce duplication of information. • Equipment movement has been moved from 8.1.2 to create a new section 3.4 which fits better into the new document structure • Two appendices have been removed which related to questionnaires that are no longer relevant. A further appendix has been added to cover the areas of functionality that will be included in the any build. • Removal of various other sections of the document which were related to the rollout and are no longer relevant to installing new builds. • Removal of references to Fujitsu Services' subcontractors, which will remain invisible to Post Office Limited.
2.2	<p>Comments received from Post Office Ltd. The following sections have been updated:</p> <p>3.2.3 Fault reporting – this can be done by a nominated central contact, as well as by a trainer</p> <p>3.2.4 Hardware Maintenance and support –equipment which is off site must be returned to its home CTO so it can receive attention</p> <p>3.3 Equipment movement – equipment can be moved under the authority of Post Office Ltd, by trainers who have been trained by either Pathway, or internally by Post Office Ltd.</p> <p>5.0 Upgrading the software level – new bullet point 4 to say that Post Office Ltd contact will liase direct with the CTO to confirm the date when someone needs to be on site to receive the disks or allow entry to the installer (as appropriate).</p> <p>Additional paragraphs added to capture and clarify points agreed under CCN 898d, related to: upgrade of faulty equipment, the position on support for Network banking related functions, the upgrade timescales, and charging mechanism.</p> <p>Various changes in terminology including the use of the “Horizon Training Liaison Manager “ of POL, who will be the main point of contact with Pathway.</p> <p>Updating the details in the Appendices A, B and C.</p> <p>Various typos.</p>
3.0	<ul style="list-style-type: none"> • Minor corrections to terminology (“Post Office Ltd”, “TP”), job titles (“Training Manager Admin”) addresses (Operational Focus Team, Appendix B, and Area Intervention Office, Appendix C). • Add an extra step for the installer to check the build version (section 5)

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0.6 Changes Expected

Changes
None.

0.7 Table of Contents

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1 Introduction

As part of the Horizon system implementation for Post Office Ltd, Fujitsu Services (Pathway) Limited (known as “Pathway”) has installed Horizon training systems in Counter Training Offices (CTOs) at various locations in the national network of Post Office branches. Post Office Ltd trainers use these systems to deliver steady state training for new staff and subpostmasters now that Horizon National Rollout training has been completed.

2 Scope

This document is divided into two main sections which cover the following:

1. The current situation. This includes describing the original requirement and the solution implemented.
2. The strategy and process which is adopted for providing system builds with which to upgrade the CTOs, including dependencies. This was agreed in CCN 898d.

Note that much of the information included in version 2.0 of this document has been removed. That information related to the strategy and principles adopted for installing Horizon systems in the CTOs. Please refer to version 2.0 of this document for details of the implementation strategy adopted.

3 Current situation

3.1 Summary of Requirement

A total of 42 CTOs were planned to have Horizon training systems installed during National Rollout. Two further support locations were also to be fitted with Horizon systems.

The requirement was for 328 training counter systems, plus two A4 printers per site, to be installed in the CTOs, plus 5 further counters in the two support locations. The total of 333 was included within the overall limit for all outlet counter positions, as described in the Codified Agreement, Schedule A12, Annex 5. These systems were installed with the latest available version of the Horizon system training build at the time of rollout.. The full list of CTO and support locations is provided in Appendix A – Table of Counter Training Offices.

3.2 Description of Solution

Currently there are a total of 353 counters installed in 44 CTOs, and four support locations (i.e. NBSC at Dearne House and Doxford, TP at Chesterfield, and Training Development in Colchester). This represents an increase in counters and locations over the original requirement. Some of the equipment has also been relocated to new (or other) CTOs since the original rollout plan was devised and implemented. The current list is held in Appendix A – Table of Counter Training Offices.

3.2.1 Hardware

Each CTO is equipped with free-standing Horizon training systems. A summary of the hardware used is listed below:

- ❑ Fujitsu Pentium I processor unit (X453), featuring:
 - 166Mhz Pentium I processor
 - 64 Mb RAM
 - 4.3Gb exchangeable hard disk
- ❑ 10" SVGA CRT colour monitor, incorporating touch screen
- ❑ Keyboard featuring magnetic swipe card reader and smart card reader
- ❑ Ithaca counter printer
- ❑ Welch Allyn bar-code reader
- ❑ Epson Stylus 200 printers (two per office)

Each training system is a stand alone counter. Two of the counters will be connected to the Epson 200 inkjet printers. There is no connection to any other counter or server and all the counters are identical in every way.

3.2.2 Software

The systems are built as standard training counters, of the type and software level used for delivering classroom training to outlet managers and their staff during the National Rollout of Horizon. At the time of installation the systems mirrored the functionality of the systems being installed in live offices at the start of National Rollout. This release was known as CSR. Since then, an upgrade has been performed at release CSR+, at a level known as CI4.

The systems also reflect the functionality described in the training workbooks issued on training courses at the during national rollout.

The training counter also features facilities to run and reset POLO, and to reset the training data. Note that, unlike training mode, the training data is not reset automatically at power up/power down, or at logout. The CTO counter build currently contains both the standard UK training build and the Northern Ireland variant. The trainer is able to select which variant to load up and run. This build will also support use of the OKI 8P+ printer as well as the Epson Stylus 200.

The systems feature the same set of training data used by Pathway in training mode and the delivery of training for the rollout programme, both at CSR and CSR+. When the CTO systems were refreshed to reflect the functionality being introduced at CSR+, additional data was included allowing trainers to set exercises which use some of Post Office Ltd's own training aids: i.e. bar coded bills and bar coded order books. All this data is documented and detailed in IM/ION/003.

This training build differs from the standard counter build in a number of ways:

- All the data used in training is pre-configured and held locally in each counter.
- At power on the system boots up to the Windows NT desktop
- The administrator has access to the Windows NT operating system to perform basic housekeeping functions (e.g. reset the training data, reset POLO).

- The Windows NT desktop features icons allowing administrators and users to reset the training data, load up or shut down the Riposte system, run POLO as a standalone application and reset POLO. These features are described in detail on the Pathway Train The Trainer course, and Post Office Ltd trainers who have attended this course are fully trained in the use of these features.
- Note that since release CI4 of Horizon, the training counter build no longer supports the use of OBCS training scenarios in live mode. This is due to the way OBCS now works – training scenarios are rejected in live mode on the live counter, and are therefore rejected in live on the training counter. They do work in training mode on the training counter, as they do in training mode on the live counter.

3.2.3 Fault reporting

Faults with equipment will be logged by a trainer on site at the CTO, (who must be Horizon certified by Post Office Ltd or Pathway to use the equipment to deliver training) or by a nominated central contact (usually the Training Manager Admin) via the Horizon System Help Desk. The caller will report the FAD code and declare the nature of the fault.

The Horizon System Help Desk will endeavour to provide assistance in the resolution of calls, before requesting further action (see below).

3.2.4 Hardware maintenance & support

Pathway will provide support services for the hardware. Equipment which requires attention or support must be located at the CTO, as maintenance can only be carried out at the installation address. Maintenance will be performed by Pathway who will send an engineer to site, in response to a call for hardware failure. Faulty hardware will be repaired or replaced on site if it cannot be readily fixed.

Faults will only be handled at the site where the equipment is registered, therefore any equipment which is off-site (for example as part of a “mobile” CTO) needs to be returned to its home location before it can receive attention.

The engineer will visit the CTO on the day after the fault was logged, provided the call is made before midday.

Pathway will recover from Post Office Ltd any charges for repairs carried out on items outside warranty (i.e. for physical damage caused by carelessness, misuse or wilful damage) and for service calls where no fault is found in an item.

If a call for support is logged, but the fault is then found and fixed by the originator, or is no longer apparent, the call originator must contact the HSH to close the call before the engineer arrives on site.

If a dispute arises over liability for damage, and/or repair or replacement charges incurred, Clause 807 of the Codified Agreement makes provision for the matter to be settled amicably to the satisfaction of all parties.

3.2.5 Response targets

For hardware calls, next day service is provided by Pathway, on condition that the call is logged before midday. Afternoon calls will not guarantee next day service, but the engineer will visit the CTO within two working days. Equipment will be repaired on site if possible, or swapped out.

The equipment in the CTOs is used for training and not for serving customers, therefore this level of service is the most appropriate.

Calls logged for the CTOs will not be subject to the standard service level agreement analyses in place for the rest of the Horizon project.

3.3 Equipment movement

The control of equipment, once it is installed in the CTOs, is very important. Equipment may only be moved off-site in exceptional circumstances by Post Office Ltd's Horizon certified staff or internally trained trainers, and not without the authority of the Training Manager Admin, in the interests of both the security of the Horizon system infrastructure and of the physical safety of the hardware.

The Training Manager Admin must personally (on behalf of whoever wishes to remove the equipment) telephone Pathway Training Services Manager, with a justification for the movement of the equipment. The Post Office Ltd Training Manager Admin must also authorise the filling out an asset movement form, as shown in Appendix C - Equipment Movement form, allocating a reference number, and detailing the equipment serial numbers, the location of the transfer, the dates and justification of the transfer. A copy of this form must be posted to the Training Services Manager at Pathway in every instance. The address is at the bottom of the form.

Where equipment needs to be moved off site, the person responsible must ensure the safety and security of the system at all times, and take appropriate measures for ensuring it is securely packaged. The originator of the request may undertake to transport the equipment himself or herself, or hire a courier. In both cases Post Office Ltd is responsible for the well-being of the equipment.

Equipment should be returned to its original location, at the earliest opportunity.

Calls may not be logged for equipment which is off site, and maintenance of equipment will only be carried out while it is in the CTO itself.

Should Post Office Ltd wish to relocate the entire set of equipment from one CTO to another, this request must be channelled directly to Pathway Training Services Manager. The relocation will be carried out by Pathway, who will provide appropriate packaging and secure transport. Costs for the relocation of the equipment will be borne by Post Office Ltd.

Horizon equipment may, however, be freely disconnected and packed away when not in use, or when the CTO is required for other training activities. The reconnection of the equipment must be performed by Post Office Ltd trainers who have been certified by Pathway.

4 Duration of contract

Pathway have installed the CTOs according to a plan agreed with subcontractors and with Post Office Ltd.

The equipment will remain the property of Pathway but, once installed on-site, the Training Manager Admin shall be responsible for its security and operation and for advising Pathway of any equipment movements.

The equipment will remain on site in the CTOs for the duration of the Horizon project contract. However, it is possible that the equipment will be upgraded or superseded during the lifetime of the project.

Pathway provided a revision to the training systems at CSR+, in line with the revision to the training systems being used during National Rollout.

Following approval of CCN 898d, there is now provision for Post Office Ltd to request and receive software upgrades to the equipment installed in the CTOs, until the end of the Horizon contract.

5 Upgrading the software level

The systems will receive software upgrades as planned and agreed between Pathway and Post Office Ltd. Because of the standalone nature of the systems, it is not possible to keep them up to date with the reference data changes which are regularly sent to the networked systems installed in the live post office outlets.

Each counter is fitted with a removable hard disk. This enables replacement disks to be easily swapped in and out on site for the purpose of upgrading the systems to a newer release when required.

The strategy for upgrading the CTO systems to the next release of software is summarised as follows:

1. Post Office Ltd submit a request for build by e-mail to the Pathway Training Services Manager
2. Pathway develop, approve (in conjunction with Post Office Ltd) and baseline a new training counter build, capturing all changes to the system implemented since the previous release.
3. Pathway devise and agree a schedule with Post Office Ltd and for building the removable hard disks and upgrading the CTOs. The disk swap-out exercise will take approximately 15 man-days and is dependent on the availability of sites to fall into the optimum schedule.
4. The Training Manager Admin will communicate directly with the CTO to ensure that a Post Office Ltd representative will be on site at the CTO to receive the disks or welcome the Pathway installer on the specified installation date.

5. Pathway build the agreed number of removable hard disks to the required software upgrade level.
6. Pathway pack the removable hard disks into the specially designed packaging, and despatch them to the CTOs according to the plan agreed in point (2) above.
7. One of two approaches will then be adopted, depending on expediency. Either:
 - a) The Pathway installer obtains access to the site via a Post Office Ltd representative. Following a set of enclosed instructions, the installer removes the existing disks from the installed CTO systems, fits the new ones, packs the old ones and returns to the source address immediately,
 - or
 - b) A nominated representative of Post Office Ltd (preferably a trainer) receives the disks at the CTO at the appointed hour. Following a set of enclosed instructions, the Post Office Ltd representative removes the existing disks from the installed CTO systems, fits the new ones, packs and returns the old ones to the source address using a courier or other secure means of transport. The old disks must be returned to source within 5 working days.

The installer of the new disks should, if the equipment is connected and in position for use, boot up each counter to check that the disk has been fitted correctly and that the operating system loads up. The installer will also verify that the build identifier on the screen is correct. Once the upgrade is complete, the systems will be ready for use immediately.

The software upgrade will not be implemented at any counter where Equipment is found to be faulty at site. If any faulty Equipment is found on site the trainer or his appointed representative will log a call with HSH to report the fault and at the same time will inform HSH that it was not possible to perform the software upgrade and therefore a further visit will be required to rectify the fault and perform the upgrade.

For clarification, there is no support in the training counter for PIN Pads, Debit Card Method of Payment (in the event that contractual agreement is reached on implementing Debit Card Method of Payment) or NBS, since these features are not supported in training mode. Support for these features would require additional development and testing effort and would need to be requested separately.

This Service can be requested up to 4 times per year, with an interval of not less than 13 weeks. The lead-time from the date of request to the point where the upgrade is ready to be implemented is approximately 2 months.

Pathway will charge for this service in accordance with Schedule A12 para 8.4 of the Codified Agreement.

Note:

On completing the upgrade, the Pathway installation engineer will request a signature from the nominated Post Office Ltd representative (usually a trainer) stating that the work has been satisfactorily carried out and the equipment left in working order.

6 Roles

6.1 Post Office Ltd

6.1.2 Training Manager Admin

- The single point of contact responsible for liaising with Pathway Training Services Manager on all matters relating to Pathway's involvement with the CTOs, including plans for upgrading to the CTOs.
- Responsible to Pathway for the well being of the training equipment in the CTOs. This includes authorising requests for movement of equipment, and monitoring the timely return of such equipment.
- Responsible for providing access on site to installation and service engineers, and for signing for receipt and installation of Horizon equipment, or ensuring that someone is on-site authorised to sign off the installation of upgrade disks
- Responsible for authorising movement of equipment off-site in exceptional circumstances, and for informing Pathway of all movements.
- Responsible for ensuring that the equipment is used for developing and delivering formal training sessions and supervised practice sessions. The Horizon systems are only to be operated by:
 - certified Post Office Ltd trainers, i.e. those who have been successfully trained on Train The Trainer events run by Pathway or Post Office Ltd
 - staff under the supervision of certified Post Office Ltd trainers
 - certified users, i.e. those who have been successfully trained on user training or specialist training events run by Pathway or Post Office Ltd
 - Pathway instructors

6.2 Fujitsu Services

6.2.1 Training Services Manager

- Responsible for managing the following activities, provided by subcontractors, where appropriate:
 - Approval of the training build to be used
 - Building the equipment
 - Communicating installation information
 - Provision of support services
 - Scheduling system upgrades

- Responsible for communication of information to Post Office Ltd's Training Manager Admin
- Responsible for resolving and escalating issues relating to activities performed by Pathway and its subcontractors
- Responsible for handling communications with Post Office Ltd in regard to movement of equipment

6.2.2 Horizon System Help Desk (HSH)

- Responsible for receiving, logging and closing calls from CTOs.
- Responsible for progressing calls with the organisations dealing with hardware and software matters.

6.2.3 Fujitsu Services (Pathway) Limited

In general, Pathway provide services as follows in support of the CTOs:

- Respond to hardware calls raised at the HSH,
- Visit CTOs to repair or replace non functional or damaged hardware.
- Maintain the CTO asset register on the D1 database.
- Replicate the training counter build on to removable hard disks for the CTO training systems.
- Pack and despatch pre-built removable hard disks to the CTOs, for the purpose of upgrading.
- Schedule the upgrade dates of the CTOs in conjunction with Post Office Ltd.
- Communicate the upgrade schedule and revisions to Post Office Ltd.
- Deliver and install the upgrade disks and check the equipment in the CTO boots up correctly
- Keep copies of the proof of delivery notes.

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Appendix A – Table of Counter Training Offices

Horizon Systems are installed in the CTOs listed below:

FAD	CTO	Systems
150777X	Ashford	6
1527770	Barnet	6
1537776	Basildon	8
1517775	Belfast	8
1547771	Birmingham	8
1557777	Bournemouth	8
1567772	Bury St Edmunds	8
1587773	Camden	8
1577778	Cardiff	8
1817779	Croydon	8
1597779	Dartford	7
161777X	Doncaster 1	8
1787772	Doncaster 2	8
1627775	Dunfermline	8
1637770	Durham	8
1797778	Ecclestone Street	6
1997777	Edgware	8
1657771	Ellesmere Port	8
1667777	Enfield 1	8
1897772	Enfield 2	6
1607774	Gavrelle House	6
1687778	Glasgow 1	8
1697773	Glasgow 2	8
1717774	Guildford	8
1807773	Hampstead High St.	6
1737775	Hastings	6
1747770	Ilford	8
1767771	Leeds	8
1777777	Leicester	8
1917773	Liverpool (Salford 2)	7

Figure 1

Four further sites are installed as follows:

FAD	Site	Systems
PATH509	Colchester, (Post Office Ltd, 67 North Hill, Colchester, Essex, CO1 1BB).	2
1307770 PATH049	Chesterfield (Future Walk, West Barrs)	4
PATH049	NBSC (Dearne House, Barnsley)	16
PATH049	NBSC (Doxford,	2

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	Sunderland)	
PATH049	Operational Focus Team, Old Street, LONDON	1

Figure 2

Appendix B - System Features

- **System Control**

- Two systems, UK and NI, switchable via a desktop icon
- System can be reset to a known start point
- POLO, which can also be reset
- Support for OKI and Epson printers
- Standalone

- **Administration**

- Login and logout using pre-configured user ids
- Add, maintain and delete users
- Change password
- Create and attach stock units
- Maintenance of populated stock units AA and BB
- Remittances in and out

- **EPOSS**

All EPOSS transactions including the following:

- Sale of Stamps
- Sale of postal and money orders
- Priority and ordinary stationery sales
- Airpacks
- Parcel and letter services, including Mails Label printing
- Inland and overseas scales transactions
- Rod and Game Licensing
- Travel services, including passports, insurance, Bureau de Change and E111 forms
- Girobank transactions
- National Savings transactions
- Personal Finance products
- Green giro payments, with and without milk tokens – (NOT Northern Ireland)
- Sale of Savings stamps (including MVL, Water, Gas and TV)
- Post shop products
- Local Schemes
- Transcash

- Phone cards and mobile phone vouchers
- Pensions & Allowances
- Lottery tickets and prizes
- **APS**
 - APS smart card transactions for imaginary card scheme
 - APS swipe card transactions for imaginary card schemes
 - APS bar coded transactions for all schemes, including MVL, TV Licences, BT bills, and imaginary utility companies
- **OBCS**
 - Support for OBCS available in training mode, using imaginary claimants with bar coded documents
- **LFS**

Support for activities associated with the Logistics Feeder Service (LFS)

 - Perform remittances out of ADC manually and by scanning bar codes
 - Perform remittances into ADC
 - Declaration of non-value stock
 - Pouch collections and deliveries with barcodes
- **MemoView**
 - Read and print memos
- **Accounting**
 - Stock unit balancing and rollover
 - Cash account and rollover

Exclusions

- No support for network banking training
- Training Mode only for OBCS
- No live APS card schemes
- Transferring sessions between counters is not possible because the counter is standalone

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Appendix C - Equipment Movement form

This form must be filled in by any Horizon accredited Post Office Ltd trainer needing to remove Horizon equipment off site. The equipment is the property of Fujitsu Services (Pathway) Ltd. Copy to Fujitsu Services (Pathway) Ltd.

Originator: _____	FAD Code: _____	Ref.: _____														
From: (CTO address): _____ _____																
To (address): _____ _____																
Justification: _____ _____ _____																
Date of transfer: _____	Date of return: _____															
List of items: (use a further form if necessary) <table border="0"><thead><tr><th><u>Description:</u></th><th><u>Serial Number:</u></th></tr></thead><tbody><tr><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr></tbody></table>			<u>Description:</u>	<u>Serial Number:</u>	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
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Declaration: I agree to take all reasonable precautions for the safety and security of the items listed above. Signed: _____ Date: _____
Authorisation: _____ (T & D Co-ordinator)

Date returned: _____	Signed: _____
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Send to : TRAINING MANAGER ADMIN, AREA INTERVENTION OFFICE, 67 NORTH HILL, COLCHESTER, ESSEX, CO1 1BB

Fujitsu Services

Counter Training Offices Strategy

Ref: IM/STR/056

Version: 3.0

COMMERCIAL IN CONFIDENCE

Date: 27-NOV-2002

Send copy to: FUJITSU SERVICES (PATHWAY CUSTOMER SERVICE, TRAINING), LOVELACE ROAD BRACKNELL, RG12 8SN