



Definitions of Engineering Service Priority and Local / Remote Locations



FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

Document Title: Definitions of Engineering Service Priority and Local / Remote Locations

Document Type: Process – Contract Controlled Document

Release: HNG-X Release Independent

Abstract: Defines postal zone locations for which the location of PO branches is classified as Remote

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Security Assessment Confirmed **Risk** YES, security risks have been assessed, see section 0.8 for details.

Approval Authorities:

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0 Document Control

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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	10/11/06	For review	
1.0	06/02/07	Reference to Branch Network incidents removed and document issued for approval	
1.1	22/12/08	To include PA21 and PA22 as remote locations	
2.0	21/01/09	For approval	
2.1	11/04/12	To include changes due to Tfs migration	
3.0	15/06/12	For approval	

0.3 Review Details

Review Comments by :	
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Role	Name
Post Office: Commercial	Liz Tuddenham
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Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	Name

(*) = Reviewers that returned comments



0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)			Fujitsu Services Post Office Account HNG-X Document Template	Dimensions
SVM/SDM/SD/0002			Engineering Service: Service Description	Dimensions

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

0.5 Abbreviations

Abbreviation	Definition
CCD	Contract Controlled Document
SLT	Service Level Target

0.6 Glossary

Term	Definition

0.7 Changes Expected

Changes


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1 Summary

This document defines the classification of locations used in measuring Engineering Service Time to Repair Service Levels.

2 Definition and Process

The location of each Branch is classified as either Local or Remote. The following postal zone locations are classified as Remote. All other postal zone locations are classified as Local.

2.1 Remote Locations

Branches in the following postal zone locations are classified as Remote unless excluded specifically.

BT47 *** BT82 ***	BT48 ***	BT49 ***	BT54 6RT	BT81 *** (excluding BT81 7AA)	
DG6 ***	DG7 ***	DG8 ***	DG9 ***		
HS ***					
IV21 ***	IV22 ***	IV23 ***	IV24 ***	IV25 ***	IV26 ***
IV27 ***	IV28 ***	IV40 ***	IV41 ***	IV42 ***	IV43 ***
IV44 ***	IV45 ***	IV46 ***	IV47 ***	IV48 ***	IV49 ***
IV51 ***	IV52 ***	IV53 ***	IV54 ***	IV55 ***	IV56 ***
KA27 ***	KA28 ***				
KW ***					
PA20 ***	PA21 ***	PA22 ***	PA28 ***	PA29 ***	PA30 ***
PA31 ***	PA32 ***	PA33 ***	PA34 ***	PA35 ***	PA36 ***
PA37 ***	PA38 ***	PA39 ***	PA41 ***	PA42 ***	PA43 ***
PA44 ***	PA45 ***	PA46 ***	PA47 ***	PA48 ***	PA49 ***
PA60 ***	PA61 ***	PA62 ***	PA63 ***	PA64 ***	PA65 ***
PA66 ***	PA67 ***	PA68 ***	PA69 ***	PA70 ***	PA72 ***
PA73 ***	PA75 ***	PA76 ***	PA77 ***	PA78 ***	PA81 ***
PA82 ***	PA85 ***				
PH15 ***	PH16 ***	PH17 ***	PH18 ***	PH19 ***	PH31 ***
PH32 ***	PH33 ***	PH34 ***	PH35 ***	PH36 ***	PH37 ***
PH38 ***	PH40 ***	PH41 ***	PH42 ***	PH43 ***	PH44 ***
PH49 ***					
SA70 7UJ					
TR21 ***	TR22 ***	TR23 ***	TR24 ***	TR25 ***	
ZE ***					



3 Calculating Service Level Performance

Counter Equipment and LAN related Incidents which prevent an individual Branch from using HNG-X Services shall be resolved in accordance with SLTs as defined in the CCD entitled: *“Engineering Service: Service Description” (SVM/SDM/SD/0002)*. Fault urgency is allocated to these Incidents following the receipt of calls to the Service Desk as follows:

- Calls from Local designated Branches will be allocated urgency 1 or 3 in accordance with the Hardware component failure as defined in the CCD entitled: *“Engineering Service: Service Description” (SVM/SDM/SD/0002)*;
- Calls from Remote designated Branches will be allocated urgency 3.

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