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**Document Title:** Fujitsu Services Pathway/Post Office Limited Interface Agreement for the Network Business Support Centre and Horizon System Helpdesk.

**Document Type:** Interface Agreement

**Release:** *N/A*

**Abstract:** This document sets out the working relationship between Fujitsu Services Pathway and Post Office Limited at the Network Business Support Centre interface with the Horizon System Helpdesk. It defines the customer and supplier responsibilities, which both Post Office Limited and Fujitsu Services Pathway must undertake in order to support the delivery of incident management to the Post Office network.

**Document Status:** APPROVED

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| | | | |
| | | | |

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# 0.0 Document Control

## 0.1 Document History

| Version No. | Date | Reason for Issue | Associated CP/PinICL |
|---|---|---|---|
| 0.1 | 19/01/00 | First draft | |
| 0.2 | 06/02/00 | Second draft | |
| 1.0 | 25/02/00 | First Working Release | |
| 2.0 | 13/07/00 | Revised | |
| 2.1 | 04/07/02 | Revised | |
| 3.0 | 25/09/02 | For approval | |

## 0.2 Review Details

| Review Comments by : | |
|---|---|
| Review Comments to : | *Julie Welsh* |

| Mandatory Review Authority | Name |
|---|---|
| POL | Don Grey |
| POL | Mark Haynes |
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| Optional Review / Issued for Information | |
| Fujitsu Services Pathway | Martin Riddell |
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( * ) = Reviewers that returned comments

## 0.3 Associated Documents

| Reference | Version | Date | Title | Source |
|---|---|---|---|---|
| CS/PRD/074 | 1.0 | 13/11/00 | Incident Management Process | Fujitsu Services |
| CS/PRD/021 | | | Problem Management Process | Fujitsu Services |
| CS/PRD/081 | 1.1 | 29/10/01 | E – to –E complaints | Fujitsu Services |

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| | 1.8 | 30.10.01 | NBSC/HSH - SPOC specification | POL (Mark Haynes) |
|---|---|---|---|---|
| | | | | |

**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 |
|---|---|
| CRU | Counter Remittance Unit |
| CS | Fujitsu Services Pathway Customer Service |
| HSH | Fujitsu Services Pathway Horizon System Helpdesk |
| HSH STSA | Horizon System Helpdesk Senior Technical Support Advisor |
| HSRF | Horizon Service Review Forum |
| IM | Incident Management |
| IS | Infrastructure Services |
| NBSC | Network Business Support Centre within POL |
| NS | Network Support |
| OSD | Fujitsu Services Pathway Operational Service Division |
| POL | Post Office Limited |
| PM | Post Master |
| SPOC | Single Point of contact |
| STSA | Senior Technical Support Advisor |
| TM | Team Manager |
| | |

## 0.5 Changes in this Version

| Version | Changes |
|---|---|
| 2.1 | Includes reference to exceptional events |

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| 2.1 | Includes reference to SPOC Phase 1. |
| 2.1 | Changes to key roles and contacts |
| 2.1 | Changes to NBSC/HSH Review Forum |
| 2.1 | Changes to contacts, responsibilities |
| 3.0 | Slight amendments from comments |

## 0.6  Changes Expected

| Changes |
| --- |
| SPOC phase 2. |

## 0.7  Table of Contents

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# 1.   Background

This document sets out the guidelines that govern the working relationship at the interface between NBSC and HSH. It defines the customer and supplier responsibilities which both POL and Fujitsu Services Pathway must undertake in order to support the delivery of incident management to the Post Office network.

# 2.Intent of this Agreement

The intent of the agreement is to:

- Establish effective co-operation between NBSC and HSH in the delivery of incident management to the Post Office network

- Agree responsibilities and detail the interactions that must take place, between NBSC and HSH to ensure the successful delivery of a seamless incident management service to the Post Office network.

- Provide a recognised definition of the responsibilities of NBSC and HSH in respect of the delivery of incident management to the Post Office network.

# 3.Scope

This document defines:

- How the NBSC and HSH will provide a seamless incident management service to Post Office and agreed POL and Fujitsu Services Pathway support groups.

- The incident types and responsibilities of each helpdesk with respect to those incidents (detailed in appendix A).

- The way in which NBSC and HSH will co-operate when working together to manage the resolution of complex incidents, where resolution responsibility is shared.

This document applies to the management of incidents, which occur during the everyday operation by post office outlet staff and support of the Horizon solution by POL and Fujitsu Services Pathway support groups.

This document does not define or suggest how POL and Fujitsu Services Pathway support groups will resolve incidents. Incident resolution is therefore beyond the scope of this agreement.

The document defines exceptional event as an event that may cause a 75% increase in call volume and/or is likely to impact the operation of the call management process. Under these circumstances, direct communication will take place between HSH and NBSC.

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|---|---|---|

The specific areas described within this agreement are:

- Key Responsibilities & Roles
- Operating principles between NBSC and HSH
- Communications between NBSC and HSH
- Escalation of Incidents
- Business rules/solutions that impact the NBSC and HSH delivery of incident management

# 4. Change Control

This interface agreement will be formally registered and controlled though the Horizon Programme joint change control processes for document management.

# 5. Responsibilities – General

Responsibilities – General are those responsibilities POL and Fujitsu Services Pathway have that require successful completion to support NBSC and HSH in working together.

a)  POL NS and Fujitsu Services Pathway Infrastructure Services (IS) are responsible for developing and agreeing changes to the incident management process, which may impact on procedures that affect both parties.
b)  POL NS and Fujitsu Services Pathway (IS) are responsible for developing and agreeing business rules/solutions that impact on or govern how incidents will be managed.
c)  POL NS is responsible for advising NBSC of agreed changes to the incident management process, which may impact on procedures.
d)  Fujitsu Services Pathway (IS) is responsible for advising HSH of agreed changes to the incident management process, which may impact on procedures.
e)  POL NS is responsible for advising NBSC of agreed changes to business rules/solutions that impact on the successful delivery of incident management.
f)  Fujitsu Services Pathway (IS) is responsible for advising HSH of agreed changes to business rules/solutions that impact on the successful delivery of incident management.
g)  POL NS and Fujitsu Services Pathway (IS) are responsible for ensuring that incident management process and practice employed fully supports the joint Problem Management process.
h)  POL NS and Fujitsu Services Pathway (IS) are responsible for ensuring that known problems or events, that may impact on the everyday business of NBSC and HSH, are made known to both helpdesks.

# 6.    Responsibilities - Specific

## 6.1   NBSC

a) NBSC Team Leaders are responsible for informing HSH of any exceptional event (known issues or problems) or a trend spotted that may cause incidents to be logged or increase call volumes. Communication of exceptional events is via a telephone call direct to the HSH Duty Manager (appendix B of this document).

b) NBSC agents will raise an incident in response to a FADCODE telephone call from HSH giving the caller a unique incident number.

c) NBSC will accept incidents into their management domain in accordance with the responsibility matrix detailed in appendix A. This rule is subject to two exceptions detailed in paragraphs g) and j) below.

d) On acceptance of the incident NBSC will manage the incident in accordance with POL incident management processes.

e) On acceptance of the incident by NBSC, HSH will close their incident. This closure occurs because management of the incident has moved from the HSH management domain to the NBSC management domain.

f) When NBSC receive an inappropriate call, NBSC are responsible for ensuring the caller is redirected to the correct helpdesk. When a caller is redirected an incident will be logged and immediately closed.

g) When NBSC receive a call for an incident redirected from HSH, and NBSC deem the call to be inappropriate, the incident must be accepted and resolved where possible using the knowledge database to address the issue.

h) If NBSC receive a complaint call about the HSH service or Horizon Solution the complaint call must be logged and dealt with in accordance with the NBSC complaint procedure. If T1 is unable to resolve it the incident is transferred to T2 in the normal manner. Where T2 can't resolve it, the incident will be escalated to a team leader for resolution. Whenever possible impact on customer performance must be considered and the advisor is empowered to resolve the incident as appropriate.

i) The NBSC is responsible for co-operating fully with HSH in the resolution of complex appropriate incidents. A complex appropriate incident is defined as "an incident that requires both NBSC and HSH action to resolve the incident".

j) The NBSC is responsible for accepting and logging 'undefined incidents'. An 'undefined incident' is an incident that applies to the NBSC or HSH Service or the Horizon solution, but is not listed in appendix A. These incidents will be referred to the Team Leader or Manager to address. In addition 'undefined incidents' will be referred to the NBSC/HSH Review Forum for consideration and permanent inclusion within the responsibility matrix in appendix A.

k) The NBSC is responsible for defining the use of IVR at the NBSC and informing Fujitsu Services Pathway of the content of messages; this will then be advised to HSH. Please refer to Technical Document on SPOC for further details.

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l) IVR messages may be requested by either party if an emergency situation arises, the POL process for this action is outlined in NBSC/HSH - SPOC specification..

# 6.2 HSH

a) HSH Team Managers are responsible for informing NBSC of any known issues or problems that may cause incidents to be logged or cause an exceptional increase in call volumes at NBSC via a telephone call direct to NBSC/team leader. (appendix B).

b) HSH will raise an incident in response to an authenticated telephone call from NBSC giving the caller a unique incident number.

c) HSH will accept incidents in to their management domain in accordance with the responsibility matrix detailed in appendix A below. This rule is subject to two exceptions detailed in paras g) and j) below.

d) On acceptance of the incident HSH will manage the incident in accordance with ICL Pathway incident management processes.

e) On acceptance of the incident by HSH, NBSC will close their incident. This closure occurs because management of the incident has moved from the NBSC management domain to the HSH management domain.

f) When HSH receive an inappropriate call, HSH are responsible for ensuring the caller is redirected to the correct helpdesk. When a caller is redirected an incident will be logged and immediately closed.

g) When HSH receive a call for an incident redirected from NBSC and HSH deem that call to be inappropriate the incident must be accepted and passed to team manager to address the issue.

h) If HSH receive a complaint call about the NBSC service or Horizon Solution the complaint call must be logged and dealt with in accordance with the HSH complaint procedure. Additionally all complaint calls will be referred to the Helpdesk monthly review forum for discussion and where appropriate: action

i) The HSH is responsible for co-operating fully with NBSC in the resolution of complex appropriate incidents. A complex appropriate incident is defined as "an incident that requires both NBSC and HSH action to resolve the incident".

j) The HSH is responsible for accepting and logging undefined incidents - an undefined incident, is an incident that is not listed in appendix A below. Such incidents will be referred to the Team Manager to address. In addition undefined incidents will be referred to the NBSC/HSH review forum for consideration and permanent inclusion within the responsibility matrix at appendix A below. In this context the term undefined incidents applies to, undefined incidents that relate to the NBSC Service, HSH Service or Horizon solution.

k) Fujitsu services Pathway will agree with HSH the content of messages on the HSH referrals option or any IVR in place.HSH/Fujitsu Services Pathway can suggest appropriate options in the light of new incidents.

# 7. Process Models for HSH and NBSC Interaction

Four process diagrams are shown on the following pages. The first two relate to the HSH. The third and fourth relate to the NBSC. The diagrams show the interfaces between the HSH & NBSC and how those interfaces are expected to work in support of business as usual activity.

The process diagrams include:

(a) an anti-call-bouncing link which prevents callers being passed backwards and forwards between the two desks,

The process diagrams assume that:

(a) there is a well defined list of appropriate incidents for both desks, which accommodate new unexpected incident types,

(b) The desk transferring an incident closes their incident when the other desk accepts the transfer.

(c) The MIS systems associated with the NBSC and HSH will record the correct incident type for incidents that are accepted via the anti-call-bouncing agreement.

(d) The performance of the anti- call bouncing agreement will be reviewed at the Helpdesk Review forum to ensure the agreement does not impact on the contract

On the following four process diagrams only the sub-processes listed below relate directly to this Interface Agreement. The other sub-processes shown on the diagrams and their interactions are included for information purposes and may be subject to change solely at the discretion of Fujitsu Services Pathway (sub-processes with prefix H) and Post Office (sub-processes prefix N).

Processes relating directly to this interface agreement include:

H1, H5, H10, H11, H12, H13, H18, H19, H20, H21, H22, H23.

N1, N2, N10, N11, N12, N13, N18, N19, N20, N21, N22, N23.

-------------------------------------------------------------------------------------

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## 7.1 Fujitsu Services Pathway HSH Processes

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|---|---|---|

**A**

**D**

Appropriate to transfer incident to NBSC ? — Yes →

H18. Make telephone call to NBSC and report incident → **C**

Telephone call to NBSC to report an incident

No

H14. Route incident to SMC or other Pathway domain ← **B**

H19. Provide HSH incident ref. to NBSC and cross-refer HSH incident to supplied NBSC incident ref.

Pathway expert

Is incident accepted by the NBSC ? — Yes → H20. Terminate telephone call and close HSH incident

No

H15. Receive notification of incident resolution or request for re-routing

H21. Terminate call and escalate to HSH STSA/ Team Manager

No — Appropriate to contact Pathway Duty Manager ? — Yes →

Yes

Appropriate to re-route ? ← No — Incident resolution available ?

H22. Discuss with NBSC Team Leader and attempt to agree a way forward → **E**

Team Leader "Hot Line" call to the NBSC

No

Yes

H17. Close HSH incident

Way forward agreed ? — No — Yes → **D**

H16. Contact Pathway Duty Manager

To Pathway Duty Manager

Team Leader "Hot Line" call from the NBSC

H23. Discuss with NBSC Team Leader and attempt to agree a way ← **F**

## 7.2 Post Office NBSC Processes

Telephone call from post office outlet, central post office organisation or Pathway organisation (pre-live reference data - to be confirmed)

N1. Receive telephone call, open NBSC incident and listen to caller

(N)

Caller referred by HSH ?
- Yes
- No

HSH / NBSC ANTI-CALL-BOUNCING LINK

N10. Receive call, and open NBSC incident

Telephone call from HSH to report an incident

N11. Provide NBSC incident ref. to HSH and cross-refer NBSCincident to supplied HSH incident ref.

Appropriate NBSC incident ?
- No
- Yes

N2. Transfer caller, terminate telephone call and close NBSC incident

(M)

N3. Communicate NBSC incident ref. to caller

N12. Listen to caller

Appropriate NBSC incident ?
- No
- Yes

N13. Inform HSH that incident has been rejected, terminate call and close NBSC incident

⊗

N4. Attempt resolution within Tier 1

N5. Inform caller, terminate telephone call and close NBSC incident
- Yes

Is incident resolved within Tier 1 ?
- No

Route directly to post office expert domain ?
- No
- Yes

(J)

⊗

N6. Inform caller that call is being transferred, then pass to Tier 2

N7. Attempt resolution within Tier 2, which may involve a call-back

N9. Update knowledge base to facilitate Tier 1 resolution in the future

N8. Inform caller, terminate telephone call and close NBSC incident
- Yes

Is incident resolved within Tier 2 ?
- No

(H)

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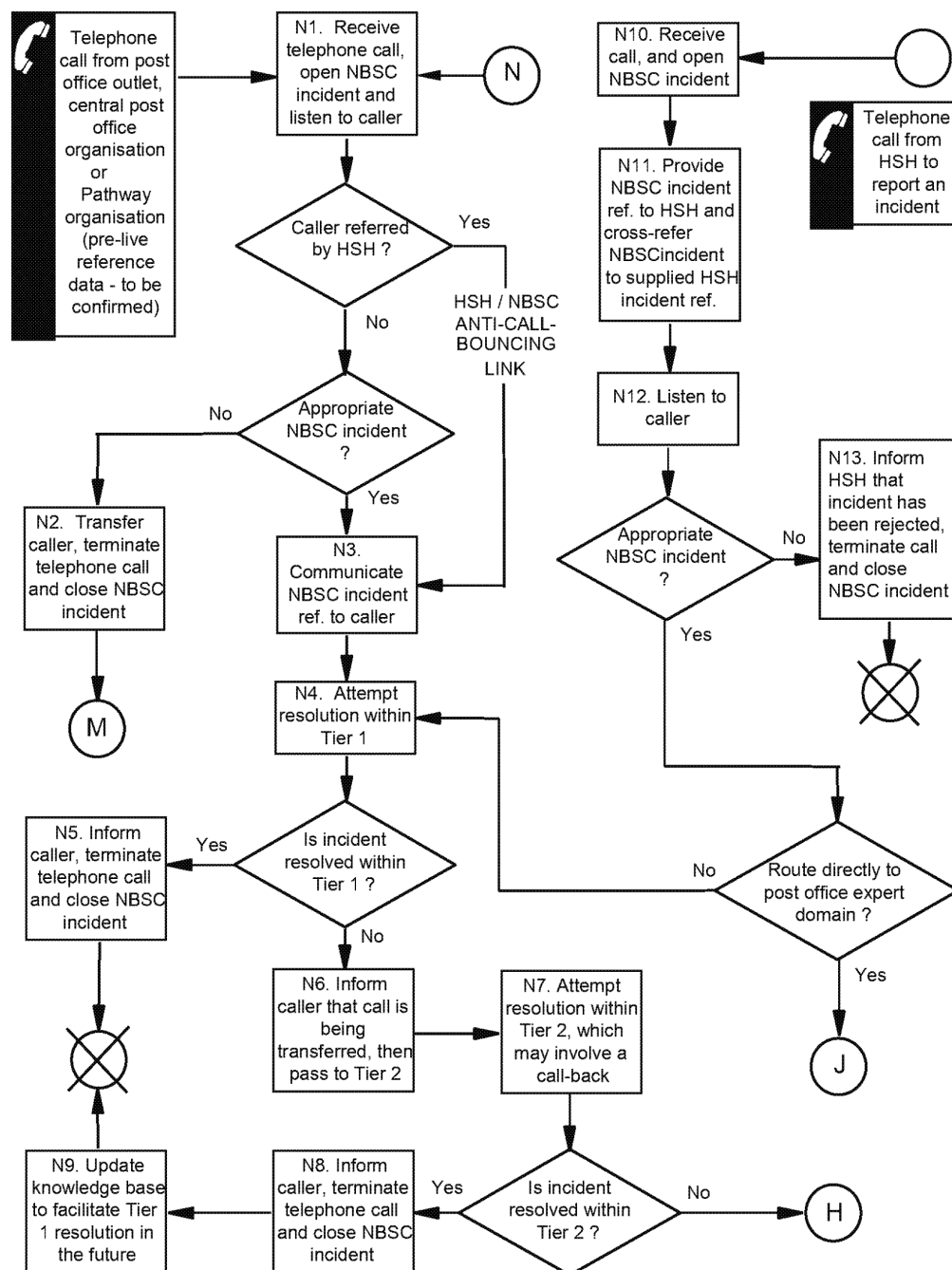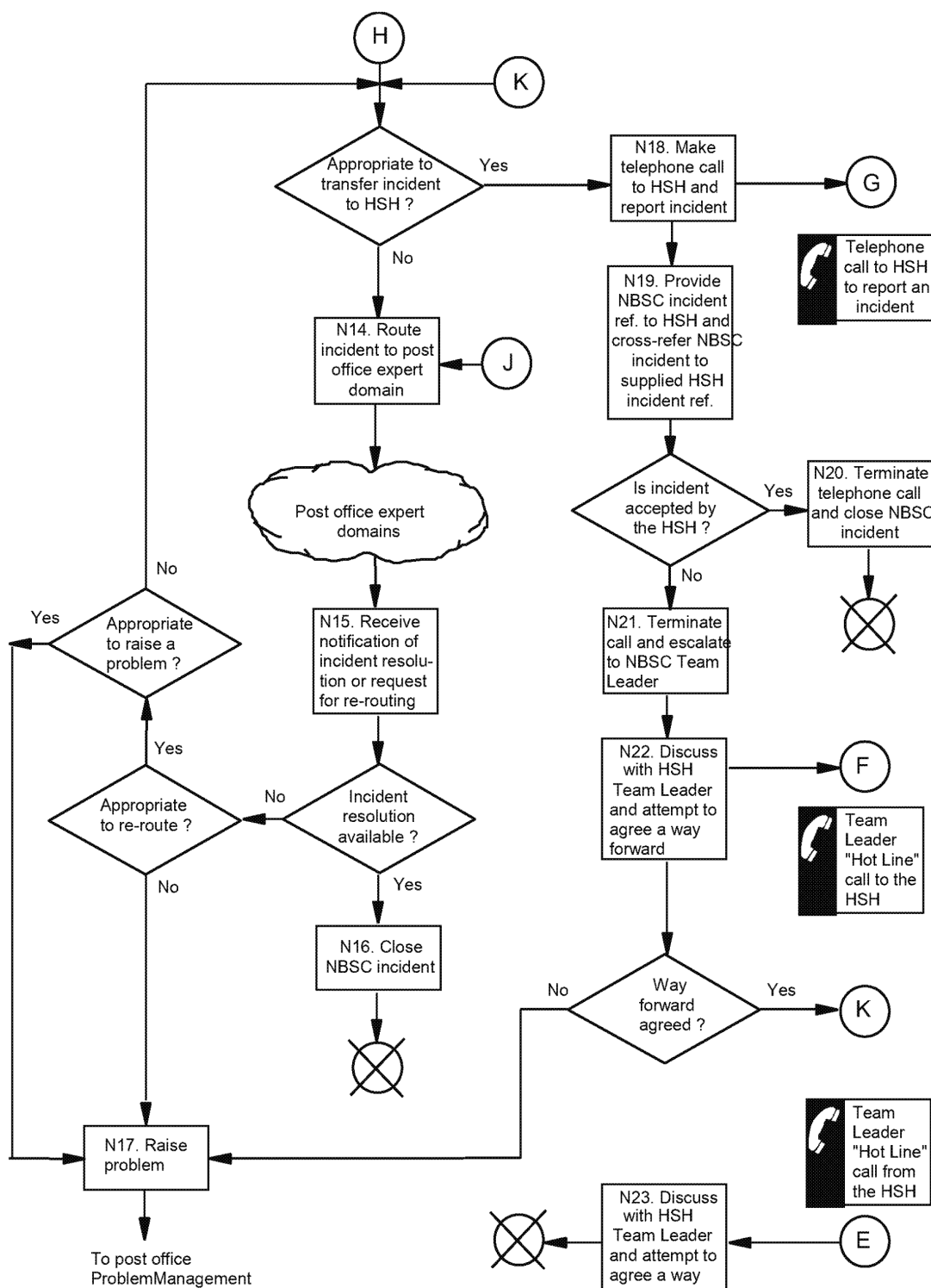
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(H)

(K)

**Appropriate to transfer incident to HSH ?** — Yes → **N18. Make telephone call to HSH and report incident** → (G)

No

Telephone call to HSH to report an incident

**N14. Route incident to post office expert domain**

(J)

**N19. Provide NBSC incident ref. to HSH and cross-refer NBSC incident to supplied HSH incident ref.**

Post office expert domains

**Is incident accepted by the HSH ?** — Yes → **N20. Terminate telephone call and close NBSC incident** → ⊗

No

**N15. Receive notification of incident resolution or request for re-routing**

**N21. Terminate call and escalate to NBSC Team Leader**

Yes — **Appropriate to raise a problem ?** — No

Yes

**Appropriate to re-route ?** — No → **Incident resolution available ?**

No

**N22. Discuss with HSH Team Leader and attempt to agree a way forward** → (F)

Team Leader "Hot Line" call to the HSH

Yes

**N16. Close NBSC incident**

⊗

No ← **Way forward agreed ?** → Yes → (K)

**N17. Raise problem**

Team Leader "Hot Line" call from the HSH

⊗ ← **N23. Discuss with HSH Team Leader and attempt to agree a way** ← (E)

To post office ProblemManagement

# 8.   Helpdesk Communications

Daily interaction between helpdesks will as a general principle be conducted in accordance with the process diagrams shown above.

- Incident Analysts at NBSC will communicate with HIT agent, STSA or TM

- Incident Analysts at NBSC will escalate issues to their NBSC Service Support Manager

- Technical Support Analysts at HSH will communicate with incident analysts from NBSC

- Technical Support Analysts at HSH will  escalate issues to their Senior Technical Support Advisors/Team Manager

- Team Managers from HSH and NBSC Team leaders will interact to resolve issues

- Team Leaders from NBSC will communicate issues to the NBSC Business Support Manager

- Team Managers from HSH will communicate issues to the HSH Duty Manager

- The NBSC Business Support Manager and HSH Duty manager interact to resolve issues

- Any issues that cannot be resolved within 24 hours must be escalated to the Head of Network Support and Strategic Services Manager from Fujitsu Services Pathway to resolve. Progress on these issues will be reviewed at hourly intervals between the two desks.

Monthly communications will be achieved through the NBSC/HSH Helpdesk Review Forum.

# 9.  NBSC/HSH Review Forum

The performance of work undertaken across the NBSC/HSH interface will be the subject of monthly review. The output of the review forum will provide input to:

- The Horizon Service Review Forum

The NBSC/HSH Review forum will also accept input from the Horizon Service Review Forum.

## 9.1   NBSC/HSH Review Forum Objectives

- *To Establish effective co-operation* between NBSC and HSH in the delivery of incident management to Post Office outlets

- *To Work to continuously improve* the incident management service offered by the helpdesks to helpdesk customers

- ***To Address matters of joint concern*** that impact on the HSH and NBSC; and the services offered by the HSH and NBSC

- ***To Invoke corrective action*** where appropriate and ensure that incidents and issues of concern (e.g. complaints) to Post Office outlets are dealt with properly, though the procedures established by POL and Fujitsu Services Pathway - within the bounds of the Service Management Framework

- To agree HSH and NBSC achievement and service improvement opportunities, which may be escalated to the HSRF

## 9.2   NBSC/HSH Review Forum Agenda

| |
|---|
| 1. Introduction |
| 2. Confirm Meeting Purpose |
| 3. Joint Review of Actions from Previous Meeting |
| 4. Review of NBSC Service Issues & Achievements |
| 5. Review of incidents ( all details of specific incidents should be sent to the opposite desk contact at least one week before the meeting date) |
| 6. Forthcoming Services Issues |
| 7. Review of Complaints data |
| 8. Review of contact lists within Interface Agreement |
| 9. AOB |
| 10. Review (to identify any improvement opportunities for future meetings) |

## 9.3 Recommended Attendees at the HRF

| *Pathway* | *NBSC* |
|---|---|
| Strategic Services Manager | Business Support Manager - Network Business Support Manager |
| SS Service Manager | 2 Team Leaders |
| 1 Helpdesk manager | 1 Analyst |
| 2 Team leaders | |
| 1 Analyst | Location:alternate months Dearne House and Stevenage 09 and/or use of Video conferencing. |

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# Appendix A

# INCIDENTS – NBSC/HSH RESPONSIBILITY MATRIX

| *POST-MASTER INCIDENT* | *CAUSE* | *FIRST CONTACT* | *COMMENTS* |
|---|---|---|---|
| CANNOT LOG ON [1] | SYSTEM FAILURE | HSH | IF THE PM CONTACTS THE NBSC (IN ERROR) - NBSC WILL REFER THE CALL TO THE HSH |
| CANNOT LOG ON [2] | USER ERROR | HSH | IF THE PM CONTACTS THE NBSC (IN ERROR) - NBSC WILL WORK WITH THE PM TO RESOLVE THE PROBLEM. NBSC WILL REFER THE CALL TO HSH IF THEY CANNOT HELP THE PM |
| CANNOT LOG ON [3] | LOST PASSWORD | NBSC | IF THE PM CONTACTS THE HSH (IN ERROR) THE HSH WILL REFER THE PM TO THE NBSC |
| CANNOT LOG ON [4] | LOST PMMC CARD OR PIN | HSH | IF THE PM CONTACTS THE NBSC (IN ERROR) - NBSC WILL REFER THE CALL TO THE HSH |

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| POST-MASTER INCIDENT | CAUSE | FIRST CONTACT | COMMENTS |
|---|---|---|---|
| CANNOT USE THE HORIZON COUNTER SYSTEM OR PART OF THE SYSTEM [1] | • MONITOR FAILURE<br>• BASE UNIT FAILURE<br>• SYSTEM ERROR/FAILURE<br>• KEYBOARD FAILURE<br>• SWIPE CARD FAILURE<br>• BACK OFFICE PRINTER FAILURE<br>• COUNTER PRIINTER FAILURE<br>• SCANNER FAILURE<br>• NETWORK HUB/LAN FAILURE<br>• ISDN FAILURE | HSH | a) IF THE PM CONTACTS THE NBSC (IN ERROR) - NBSC WILL REFER THE CALL TO THE HSH<br><br>b) IF HSH IDENTIFY THERE HAVE BEEN A HIGH NUMBER OF COMMON HARDWARE FAILURES (A TREND), THEY WILL NOTIFY NBSC FOR INFORMATION AS CALL VOLUMES MAY INCREASE |
| CANNOT USE THE HORIZON COUNTER SYSTEM OR PART OF THE SYSTEM [2] | USER ERROR – PM DOES NOT UNDERSTAND HOW TO OPERATE THE HORIZON SYSTEM OR PART OF THE SYSTEM | HSH | IF THE PM CONTACTS THE NBSC (IN ERROR) - NBSC WILL REFER THE CALL TO THE HSH. NOTING THAT IF THE NBSC CAN ANSWER BASIC POST MASTER QUERIES IN THIS CATEGORY - NBSC WILL ASSIST THE PM. |

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| POST-MASTER INCIDENT | CAUSE | FIRST CONTACT | COMMENTS |
|---|---|---|---|
| CANNOT ENTER A STANDARD TRANSACTION ON THE HORIZON SYSTEM [1a]<br><br>(CORE PRODUCT) | THE PM UNDERSTANDS HOW TO COMPLETE THE POST OFFICE BUSINESS AS USUAL PROCESS WHICH RESULTS IN THE TRANSACTION. BUT THE PM DOES NOT KNOW WHERE THE ASSOCIATED ICON IS LOCATED ON THE HORIZON SYSTEM. | HSH | a) HSH WILL ACCEPT THE CALL IF THE PM USES THE CORRECT POST OFFICE TERMINOLGY TO REFER TO THE CORE PRODUCT<br><br>b) HSH WILL REFER THE POST MASTER TO NBSC IF THE TERMINOLOGY USED TO DESCRIBE THE PRODUCT IS NOT RECOGNISED<br><br>c) IF THE PM CONTACTS THE NBSC (IN ERROR) - NBSC WILL WORK WITH THE PM TO RESOLVE THE PROBLEM |
| CANNOT ENTER A NON STANDARD TRANSACTION ON THE HORIZON SYSTEM [2a]<br><br>(NON CORE PRODUCT) | THE PM UNDERSTANDS HOW TO COMPLETE THE POST OFFICE BUSINESS AS USUAL PROCESS WHICH RESULTS IN THE TRANSACTION. BUT THE PM DOES NOT KNOW WHERE THE ASSOCIATED ICON IS LOCATED ON THE HORIZON SYSTEM. | NBSC | d) IF THE PM CONTACTS THE HSH (IN ERROR) - HSH WILL REFER THE PM TO NBSC<br><br>e) THIS APPLIES TO ANY NON STANDARD TRANSACTION, WHETHER CORRECT OR IN-CORRECT TERMINOLOGY IS USED TO DESCRIBE THE NON STANDARD PRODUCT |
| CANNOT ENTER A STANDARD TRANSACTION ON THE HORIZON SYSTEM [1b] (CORE PRODUCT) | ICON MISSING | HSH | IF THE PM CONTACTS THE NBSC (IN ERROR) - THE NBSC WILL REFER THE PM TO HSH<br><br>NOTE: THE RULES FOR INCORRECT TERMINOLOGY DESCRIBED ABOVE APPLY TO THIS TYPE OF PROBLEM |

| POST-MASTER INCIDENT | CAUSE | FIRST CONTACT | COMMENTS |
|---|---|---|---|
| CANNOT ENTER A NON STANDARD TRANSATION ON THE HORIZON SYSTEM [2b]<br><br>(NON CORE PRODUCT) | ICON MISSING | NBSC | IF THE PM CONTACTS THE HSH (IN ERROR) - HSH WILL REFER THE PM TO THE NBSC |
| CANNOT ENTER A STANDARD TRANSACTION ON THE HORIZON SYSTEM [1c]<br><br>(CORE PRODUCT) | a) THE PM DOES NOT UNDERSTAND, OR IS NOT CLEAR, HOW TO COMPLETE THE POST OFFICE BUSINESS AS USUAL PROCESS WHICH RESULTS IN THE STANDARD TRANSACTION AND<br><br>b) DOES UNDERSTAND, OR IS NOT CLEAR, HOW TO ACCOUNT FOR THE TRANSACTION ON THE HORIZON SYSTEM | a) NBSC<br>b) HSH | a) THE PM WILL BE REFERRED TO NBSC FOR GUIDANCE IN THE COMPLETION OF THE BAU PROCESS THEN THE PM WILL BE REFERED TO THE HSH FOR GUIDANCE ON HOW TO RECORD THE TRANSACTION ON THE HORIZON SYSTEM<br><br>b) IF THE PM CONTACTS THE HSH IN THE FIRST INSTANCE THE HSH WILL TRY AND ASCERTAIN THAT THE BAU PROCESS HAS BEEN COMPLETED SUCCESSFULLY AND THAT THE PM HAS A STANDARD TRANSACTION IN HAND. IF THIS CANNOT BE CONFIRMED WITH ABSOLUTE CONFIDENCE HSH WILL REFER THE PM TO THE NBSC |

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| --- | --- | --- |

| POST-MASTER INCIDENT | CAUSE | FIRST CONTACT | COMMENTS |
| --- | --- | --- | --- |
| CANNOT ENTER A NON STANDARD TRANSACTION ON THE HORIZON SYSTEM [2d]<br><br>(NON CORE PRODUCT) | c) THE PM DOES NOT UNDERSTAND, OR IS NOT CLEAR, HOW TO COMPLETE THE POST OFFICE BUSINESS AS USUAL PROCESS WHICH RESULTS IN THE NON STANDARD TRANSACTION AND<br><br>d) DOES UNDERSTAND, OR IS NOT CLEAR, HOW TO ACCOUNT FOR THE NON STANDARD TRANSACTION ON THE HORIZON SYSTEM | NBSC | c) FOR NON STANDARD TRANSACTIONS - IF THE PM CONTACTS THE HSH (IN ERROR) - THE HSH WILL REFER THE PM TO THE NBSC<br><br>d) THE NBSC WILL GUIDE THE PM IN THE COMPLETION OF THE NON STANDARD TRANSACTION |
| HAS AN EPOSS DISCREPANCY<br>(DAILY) | USER ERROR AT OUTLET | HSH | HSH ARE RESPONSIBLE FOR ASSISTING THE PM IN THE RESOLUTION OF THE DISCRPENCY. HOWEVER, IF HSH CANNOT RESOLVE AN EPOSS DISCREPENCY THE PM WILL BE REFERRED TO NBSC FOR APPROVAL TO ACCEPT THE DISCREPENCY. |
| HAS AN EPOSS DISCREPANCY<br>(WEEKLY) | USER ERROR AT OUTLET | HSH | HSH ARE RESPONSIBLE FOR ASSISTING THE PM IN THE RESOLUTION OF THE DISCREPENCY. HOWEVER, IF HSH CANNOT RESOLVE AN EPOSS DISCREPANCY AND THE PM IS NOT WILLING TO ACCEPT THE DISCREPENCY, THE PM WILL BE REFERRED TO NBSC FOR APPROVAL TO ACCEPT THE DISCREPENCY. |

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| *POST-MASTER INCIDENT* | *CAUSE* | *FIRST CONTACT* | *COMMENTS* |
|---|---|---|---|
| HAS A DISCREPANCY WHICH CAUSES THE NEED TO USE SUSPENSE ACCOUNT OR RAISE A FUTURE ERROR NOTICE | USER ERROR AT OUTLET | HSH (REFER TO NBSC) | HSH WILL BE RESPONSIBLE FOR INITIALLY CHECKING TO TRY AND FIND THE DISCREPENCY. ANY DISCREPENCY THAT RESULTS IN THE NEED TO USE THE SUSPENSE ACCOUNT OR WILL GENERATE AN ERROR NOTICE IN THE FUTURE WILL BE REFERRED TO NBSC FOR RESOLUTION. |
| SUBPOSTMASTER NEEDS TO BRING AN ERROR NOTICE TO ACCOUNT | RECEIPT OF AN ERROR NOTICE | NBSC | NBSC WILL DEAL WITH ALL CALLS RELATING TO THE BRINGING TO ACCOUNT OF ERROR NOTICES. |
| NEEDS SUPPORT WHEN COMPLETING CASH ACCOUNT | USER QUERY OR INCIDENT WHEN COMPLETING CASH ACCOUNT | HSH | HSH LEAD POST MASTER THROUGH CASH ACCOUNT USING CALL SCRIPTS WHICH WILL RESULT IN: a) COMPLETE CASH ACCOUNT b) CASH ACCOUNT DICREPENCY (REFER TO DISCREPENCY ABOVE) c) SYSTEM/HARDWARE ERROR – UNABLE TO COMPLETE CASH ACCOUNT FOR b) THE RULES ABOVE FOR "HAS AN EPOSS DISCREPENCY (WEEKLY)" APPLY FOR c) THE RULES ABOVE FOR "CANNOT USE THE HORIZON COUNTER SYSTEM OR PART OF THE SYSTEM [1]" APPLY |

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|---|---|---|

| POST-MASTER INCIDENT | CAUSE | FIRST CONTACT | COMMENTS |
|---|---|---|---|
| CANNOT COMPLETE CASH ACCOUNT | a) BECAUSE OF SYSTEM FAILURE THAT WILL NOT BE REPAIRED WITHIN THE CURRENT CAP<br><br>b) BECAUSE USER ERROR CANNOT BE RECOVERED WITHIN CURRENT CAP | HSH | a) HSH MANAGE THE REPAIR OF THE SYSTEM AND REFER THE PM TO NBSC. THE PM MUST INFORM THE NBSC THAT THE CASH ACCOUNT WILL NOT BE COMPLETE<br><br>b) IF HSH CANNOT RECOVER THE USER ERROR USING SCRIPTS AND THE CASH ACCOUNT CANNOT BE COMPLETE THE PM WILL BE REFERRED TO NBSC. |
| WISHES TO EXTEND their CAP | POST MASTER REQUEST | NBSC | IF THE PM CONTACTS THE HSH (IN ERROR) THE HSH WILL REFER THE PM TO THE NBSC |
| CANNOT CREATE USER | USER KNOWLEDGE | HSH | TBC |
| HAS AN AP DISCREPANCY OR MISMATCH BEFORE CUT OFF<br><br>(DAILY) | USER ERROR AT OUTLET | HSH | |

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| POST-MASTER INCIDENT | CAUSE | FIRST CONTACT | COMMENTS |
|---|---|---|---|
| HAS AN AP DISCREPANCY OR MISMATCH AFTER CUT OFF (DAILY) | USER ERROR AT OUTLET | NBSC | |
| WANTS TO REVERSE A REDEEMED SAVINGS STAMP TRANSACTION | USER ERROR AT OUTLET | NBSC | NBSC ARE RESPONSIBLE FOR DEALING WITH THESE REVERSAL TRANSACTIONS. IF THE PM CONTACTS HSH IN ERROR, THE HSH WILL REFER TEM TO NBSC,BYTRANSFERRING THE CALL AS THE PREFERRED OPTION. |
| WISHES TO CREATE A NEW STOCK UNIT | USER KNOWLEDGE | HSH | CREATION OF OUT OF HOURS STOCK UNIT ETC |
| SERVED FROM WRONG STOCK UNIT | USER KNOWLEDGE ON REVERSALS | HSH | SERVED FROM WRONG UNIT AND NEEDS INSTRUCTION ON HOW TO CARRY OUT A REVERSAL. |
| WISHES TO DELETE A STOCK UNIT | USER ERROR AT OUTLET OR USE KNOWLEDGE | HSH | |
| NEEDS CLARIFICATION OF POST MASTER RESPONSIBILITIES | KNOWLEDGE OF AGREED PATHWAY/PON PROCESS IS IMPACTING ON THE BUSINESS OF THE POST OFFICE OUTLET | NBSC | EXAMPLES: HORIZON DOCUMENT ERRORS, POWER FAILURE, SECURITY BREACH, EQUIPMENT MOVEMENT |

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# Appendix B

# Incident Management – Key Roles and Contact Numbers

The following key roles operate within the scope of this interface agreement.

## NBSC Helpdesk

| Role | Name | Telephone Number | Location |
|---|---|---|---|
| Business Support Manager | Jill Camplejohn | GRO<br>Mobile:TBA | Dearne Valley |
| Service Support Manager | Mick Ledger | GRO | Dearne Valley |
| Team 1 Leader | Neil Pape | | Dearne Valley |
| Team 2 Leader | Karen Arnold | | Dearne Valley |
| Team 3 Leader | Richard Littlewood | | Dearne Valley |
| Team 4 Leader | Andrew Price | | Dearne Valley |

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| Team 5 Leader | Martin Foy | GRO | Dearne Valley |
|---|---|---|---|
| Team 6 Leader | Anne Cox | | Dearne Valley |
| Team 7 Leader | Sandra Evans | | Dearne Valley |
| Incident Analyst | David Wright | | Dearne Valley |
| Incident Analyst | Mark Haldane | | Dearne Valley |
| Incident Analyst | Sam Hardwick | | Dearne Valley |
| Incident Analyst | Wesley Rogers | | Dearne Valley |

## Horizon System Helpdesk

| Role | Name | Telephone Number/Duty Manager Mobile | Location |
|---|---|---|---|
| HSH Stream Manager | Martin Provoost | GRO | Stevenage |
| HSH Ops Manager | Phillippa Whittington | | Stevenage |
| HSH Ops Manager | Craig Cauldwell | | Manchester |
| HSH Team Manager | Karen Harrod | | Stevenage |
| HSH Team Manager | Samantha Cairns | | Stevenage |
| HSH Team Manager | Debbie Hall | | Stevenage |
| HSH Team Manager | Steve Barber | | Stevenage |
| HSH Team Manager | Catriona McDonald | | Stevenage |

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| | | | | |
|---|---|---|---|---|
| HSH Team Manager | Stephanie Collins | | | Stevenage |
| HSH Team Manager | Amanda Mostyn | **GRO** | | Manchester |
| HSH Team Manager | Joseph Fitzgerald | | | Manchester |
| HSH Team Manager | Alex Common | | | Manchester |
| HSH Team Manager | Bev Brown | | | Manchester |
| HSH HIT - Senior Tech | Simon Bolger | **GRO** <br> or Mobile **GRO** | ext **GRO** | Manchester |
| HSH HIT - Senior Tech | Natasha Scott | **GRO** | ext **GRO** | Stevenage |
| **Fax No.** | **Stevenage** | **GRO** | | |
| **Fax No.** | **Manchester** | | | |