

ICL PATHWAY CHANGE CONTROL NOTE (CCN) - SHEET 1		CCN NO: 777b	
CCN TITLE: Introduction of Single Point of Contact (SPoC) for postmasters to contact Support Centre's		CHANGE ADMINISTRATION USE ONLY. CR NO: R0106 CP NO: 2968	
IMPLEMENTATION DATE OR RELEASE: to be agreed		EXPIRY DATE: 14 th August 2001	
CCN RAISED BY: Paul Westfield		DATE: 19 July 2001	
EMERGENCY IMPLEMENTATION DATE:			
SUBMISSION DATE: 24 th July 2001			
APPROVALS REQUIRED:			
PATHWAY APPROVAL	DATE	POCL APPROVAL	DATE
<p>EXECUTIVE SUMMARY OF IMPACT ASSESSMENTS:</p> <p>ICL Pathway agrees that the proposal as documented in the Single Point of Contact Specification Document, version 1.5, dated 12 July 2001 is a technically viable working option. It should be noted that this document is still being developed for full agreement between ICL Pathway and POCL. Thus there are a few points to note:</p> <ol style="list-style-type: none"> 1. The described 'tromboning' effect could have serious implications on the availability of telephone lines into the helpdesk to accept postmaster service calls. ICL Pathway has sized the requirement for additional outbound trunk lines to alleviate the tromboning problem that would be seen on a typical day. ICL Pathway agrees to the following statement proposed by POCL in response to CCN777a. "POCL will not be entitled to any right or remedy under the Codified Agreement in respect of failure by ICL Pathway to achieve any Service Level to the extent that failure was caused by the provision and/or use of the SPoC tromboning effect and, to that extent, all Service Level measurements giving rise to such failures shall be disregarded for the purposes of calculating or assessing such rights or remedies. <p>In the event of any such failure, ICL Pathway will use reasonable endeavours to demonstrate to POCL that that failure (and the extent to which that failure) was caused by such provision or use."</p> 2. ICL Pathway notes that the solution for redirected calls between the two helpdesks is still being evaluated, as described in Section 13 of the Specification Document. 3. Change is required to the ICL Pathway business continuity plans due to the introduction of SPoC. These changes include updating the business continuity tests, documents and schedules to specifically include the SPoC. 4. We confirm that ICL Pathway will not pick-up any additional costs or charges above that of its current solution. There are two scenarios whereby ICL Pathway will recover additional telephone call costs from POCL. <ol style="list-style-type: none"> i. The postmaster has contacted the HSH in error and the HSH redirects the call ii. The postmaster has contacted the HSH who have partly dealt with the 			

<p>call but then need to pass it on to the NBSC.</p> <p>In each case once the call is redirected to the NBSC via the speed dial number at the HSH, the line costs coming into the HSH and the line costs going to the NBSC (as the line coming in will be in use whilst the NBSC resolves the query), will be recovered from POCL. It is proposed that these costs be reported monthly and invoiced quarterly.</p> <p>5. ICL Pathway notes that the specification document will be updated with a jointly agreed implementation plan.</p> <p>The proposed change impacts the CSR+ HSH PPD (CS/PRO/0092) V3.0. This document will need amending in Sections 3 and 4, including a diagram, to describe the new SPoC.</p> <p>HSH staff will need to be trained and their handsets updated with the speed dial for the NBSC referrals.</p> <p>ISD have already made extensive use of one of their Telecomms Specialists who has reviewed and commented on the PON Specification Documents and attended a joint meeting with PON.</p>
<p>OVERALL IMPACT ASSESSMENT: HIGH / MEDIUM / LOW</p>
<p>REASON FOR CHANGE:</p> <p>The CR is to move towards the PON vision of one number for outlets to gain help, advice and support in their day to day business transactions.</p>
<p>DETAILS OF CHANGE:</p> <p>PON wish to move from two helpdesk telephone numbers to one utilising their NBSC as a SPoC utilising a BT Intelligent Call Router (ICR) system to route the callers to either the HSH or NBSC depending on the type of enquiry, to enable a seamless operation.</p>
<p>PROPOSED REVISION TO WORDING OF CODIFIED AGREEMENT:</p> <p>G10, 4.3 additional paragraph Telephone answering SLAs will be measured from the point the redirected telephone call enters the HSH telephone switch.</p> <p>G01, 6.12.1 The Horizon System Helpdesk contact point for the Single Point of Contact (SPoC) shall be a local rate telephone number.</p> <p>A01, Definition of SPoC and what it means in terms of the contract to be proposed by POCL and agreed by ICL Pathway.</p>
<p>ACCEPTANCE / IMPLEMENTATION TIMETABLE: TBA</p>

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ICL PATHWAY CHANGE CONTROL NOTE (CCN) SHEET 2		CCN NO: 777b
CCN TITLE: Introduction of Single Point of Contact (SPoC) for postmasters to contact Support Centre's		
COSTS TO POCL: <i>(Including non-recurring charges and new or amended charges)</i>		
Task	Man-days	£
Design & Development Activities:		
Testing Activities:		
Documentation (PPD)	2	@ £543 / day = 1,670.00
HSH Training/Updating	6	@ £835 / day = 5,010.00
ISD Telecomms Consultancy	5	@ £1,337 / day = 6,685.00
Business Continuity Plans	3	@ £1,337 / day = 4,011.00
Sub-total	16	17,376.00
20% Contingency	3.2	3,475.00
TOTAL: £20,851.00		
IMPACT SUMMARY <i>Impacts on Related Agreements and Services</i>		
Payment Plan/Terms of Payment: 100% on completion. Should PON decide not to proceed with this change, ICL Pathway will levy any charges that have been incurred to date.		
Documentation:		
Codified Agreement Schedules Affected: G10, G01 6.12.1, A01		
New Contract Controlled & Referenced Documents: No		
Documents Quality Reviewed: YES/NO		
Reference	Title	Version & Date
Reason for Document Update: The document will need amending in Sections 3 and 4, including a diagram, to describe the new SPoC.		
Affected Contract Controlled/Referenced Documents:		
Reference	Title	Version & Date
CS/PRO/0092	CSR+ HSH PPD-CSR+ Horizon System Helpdesk Processes and Procedures Description	V3.0 12.12.00
Other Affected Documents <i>(for information only)</i> :		
Reference	Title	Version & Date
Deliverables: N/A		
Personnel: Helen Pharoah		
Existing Timetable: N/A		
Implementation Plans: N/A		
Security: N/A		
Risk: N/A		
System Support: N/A		
System Management: N/A		
Standards: N/A		

Accommodation/Location: N/A
Charging Mechanism: Where cost estimates are included, these are quoted as a mid-point estimate of the work to be carried out by ICL Pathway. The eventual charge will be made on an 'actuals' Time and Materials basis using the same man-rates. A 20% contingency has been included in the CCN to allow for reasonable variation around the mid-point estimate. The estimate is set so that the ICL eventual charge is as likely to be lower as higher than the estimate excluding contingency. The contingency is included to provide allowable headroom for invoicing purposes against a purchase order. Above this level, ICL Pathway would have to apply for additional approval via a new CCN.
Service Delivery Criteria: N/A
Service Levels: N/A
POCL Responsibilities: N/A
Contractual Issues: N/A
Other: N/A

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CHANGE CONTROL NOTE

ID: PWY_CCN_777 CCN:0777b Create Date: 30-MAR-2001 13:48:26
Status: APPROVED Originator: Lisa Morcom (Change Management)

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Title:

Intro Of Single Point Of Contact (Spoc) For Postmasters To Contact Support Centre's

Main Description:

Related Parts

- | | | |
|---|---|---------------------------------|
| 0 | PWY:CCN.A;1
(CHANGE_MANAGEMENT)
Change Control Notes | Lisa Morcom (Change Management) |
| 1 | PWY:CS-PRO.A;1
(LIBRARY)
Procedure | Lisa Morcom (Change Management) |
| 1 | PWY:CD_ATTACH.A;1
(CHANGE_MANAGEMENT)
Change Document Attachments | Ken.Westfield |
| 6 | PWY:CA_SCHEDULE_G.A;1
(LIBRARY)
CODIFIED AGREEMENT Schedule G Documents | Ken.Westfield |
| 6 | PWY:CA_SCHEDULE_A.A;1
(LIBRARY)
CODIFIED AGREEMENT Schedule A Documents | Ken.Westfield |

Related Items

- Affected
- | | | |
|---|--|---------------------------------|
| 1 | PWY:CS/PRO/092.A-INTDOC;3.0 (Affected)
(CSPRO092.doc)
CSR+ HORIZON SYSTEM HELPDESK PPD | Lisa Morcom (Change Management) |
|---|--|---------------------------------|
- Affected
- | | | |
|---|---|---------------|
| 6 | PWY:BP/CON/235.A-CONTEXT;2.0 (Affected)
(BPCON235.doc)
CODIFIED AGREEMENT SCHEDULE G10 - POCL INFRA SERVICE LEVELS & REMEDIES | Ken.Westfield |
|---|---|---------------|
- Affected
- | | | |
|---|--|---------------|
| 6 | PWY:BP/CON/226.A-CONTEXT;2.0 (Affected)
(BPCON226.doc)
CODIFIED AGREEMENT SCHEDULE G01 - POCL INFRA SERVICE DEFINITION | Ken.Westfield |
|---|--|---------------|
- Affected
- | | | |
|---|--|---------------|
| 6 | PWY:BP/CON/180.A-CONTEXT;2.0 (Affected)
(BPCON180.doc)
CODIFIED AGREEMENT SCHEDULE A01 - INTERPRETATIONS | Ken.Westfield |
|---|--|---------------|

Related Child Change Documents:
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Related Parent Change Documents:
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Dependent PWY_CP_2968 CLOSED PCMS - CM Dept. (PCMS)
Introduction Of Single Point Of Contact (Spoc) For Postmasters To Contact Support Centres
Info PWY_PDACR_475 APPROVED Ken.Westfield (WESTFIELDK)
Introduction of Single Point of Contact (SPOC)

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Action Messages

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Action Number: 1 Date Apr 12 2001 10:29:43 By: Lisa Morcom (Change Management)
CHANGE CONTROL:Extension to 24/4/01 for CR R0106 agreed at JCCB 11/4/01.

Action Number: 1 Date Apr 25 2001 13:47:22 By: Ken Westfield
Change Control:Meeting between POCL and P Westfield, resulted in POCL to re-issue report by 4th May 2001. P Westfield would then comment in following week. Extension requested on 23rd April 2001 to 11th May 2001 (on assumption report received by 4th).

Action Number: 3 Date Jun 6 2001 08:59:23 By: Alison Clarke (Change Management)
CCB DECISION (MTG No. 166) - DECISION: SUBMIT CCN 05/06/01 CCN 777, raised in response to CR0106, had initially been rejected by POCL, but had been updated (CCN 777a) and was presented to CCB by P Westfield. CCB were informed that the technical documentation had now been received from POCL and the CCN reissued and that it was believed to be viable to proceed. P Westfield cited a neutral impact on Pathway with no cost increase. It was stated that POCL's preferred carrier was BT but that Pathway might want to retain the ability to move this to another carrier as required. Concern was also raised about POCL changing the IVR at will and redirecting calls from NBSC to HSH to cover excessive calls. S Muchow suggested that this should be covered by change control. S Muchow suggested that the wording of points 1 & 2 of the Summary of Impact Assessments in the CCN should be altered. P Jeram questioned whether the costs shown in the Business Case were accurate. CCB approve for submission with the following actions: 1. P Westfield to refine the CCN on advisement from S Muchow. 2. P Westfield/Change Management to address/revise costs shown. 3. Commercial to advise on appropriate change control e.g. CCD or not.

Action Number: 4 Date Jul 20 2001 14:36:42 By: Ken Westfield (Change Management)
Change Management:New CCN 777b loaded into PVCS as supplied from P. Westfield for presentation to CCB.

Action Number: 6 Date Aug 15 2001 10:04:06 By: Ken Westfield (Change Management)
Change Management:CCN approved subject to hand amendments. These have been incorporated within the PVCS copy and were agreed by the F & C Director.

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Action History

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1	30-MAR-2001 13:48:26	Lisa Morcom (Change Management)	
		MORCOML	CM
		Document created	
2	05-JUN-2001 18:02:08	Ken.Westfield	GRO
		WESTFIELDK	Chg Mgmt
		Actioned document from RAISED to COMMERCIAL REVIEW	
3	05-JUN-2001 18:02:22	Ken.Westfield	GRO
		WESTFIELDK	Chg Mgmt
		Actioned document from COMMERCIAL REVIEW to SUBMITTED	
4	16-JUL-2001 09:20:24	Ken.Westfield	GRO
		WESTFIELDK	Chg Mgmt
		Actioned document from SUBMITTED to REJECTED	

- 5 20-JUL-2001 14:36:52 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from REJECTED to READY_TO_SUBMIT
- 6 24-JUL-2001 08:12:10 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from READY_TO_SUBMIT to SUBMITTED
- 7 15-AUG-2001 10:04:10 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from SUBMITTED to APPROVED

Update History

- 0 30-MAR-2001 13:48:26 Lisa Morcom (Change Management)
MORCOML CM
Related Design Part PWY:CCN.A;1
- 1 30-MAR-2001 13:49:35 Lisa Morcom (Change Management)
MORCOML CM
Related Design Part PWY:CS-PRO.A;1
- 1 30-MAR-2001 13:49:35 Lisa Morcom (Change Management)
MORCOML CM
Related Item PWY:CS/PRO/092.A-INTDOC;3.0 (Affected)
- 1 12-APR-2001 10:29:43 Lisa Morcom (Change Management)
MORCOML CM
Added action description
- 1 25-APR-2001 13:47:22 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Added action description
- 1 01-JUN-2001 12:03:52 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited
- 1 01-JUN-2001 12:05:29 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
- 1 01-JUN-2001 12:06:33 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CD_ATTACH.A;1
- 1 01-JUN-2001 12:06:33 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CP_02968_2.A-CDATTACH;2.0 (In Response To)
- 1 01-JUN-2001 12:07:14 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CP_02968_3.A-CDATTACH;2.0 (In Response To)
- 1 01-JUN-2001 17:41:12 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited
- 1 05-JUN-2001 11:15:29 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited
- 1 05-JUN-2001 11:16:23 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
- 1 05-JUN-2001 11:19:07 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Unrelated Item PWY:CP_02968_2.A-CDATTACH;2.0
- 1 05-JUN-2001 11:19:07 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Unrelated Item PWY:CP_02968_3.A-CDATTACH;2.0
- 1 05-JUN-2001 17:20:55 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited
- 1 05-JUN-2001 18:01:38 Ken. Westfield **GRO**

	WESTFIELDK		Chg Mgmt
	Detailed description edited		
3	06-JUN-2001 08:59:23	Alison.Clarke	GRO
	CLARKEA		Chg Mgmt
	Added action description		
3	06-JUN-2001 09:06:37	Alison.Clarke	GRO
	CLARKEA		Chg Mgmt
	Action descriptions edited		
3	16-JUL-2001 09:20:12	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Request attribute(s) updated		
4	20-JUL-2001 14:35:20	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Detailed description edited		
4	20-JUL-2001 14:36:42	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Added action description		
5	24-JUL-2001 08:11:49	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Detailed description edited		
6	24-JUL-2001 08:14:12	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Request attribute(s) updated		
6	07-AUG-2001 13:35:23	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Related Design Part PWY:CA_SCHEDULE_G.A;1		
6	07-AUG-2001 13:35:23	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Related Item PWY:BP/CON/235.A-CONTREXT;2.0 (Affected)		
6	07-AUG-2001 13:35:24	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Related Item PWY:BP/CON/226.A-CONTREXT;2.0 (Affected)		
6	07-AUG-2001 13:35:24	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Related Design Part PWY:CA_SCHEDULE_A.A;1		
6	07-AUG-2001 13:35:24	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Related Item PWY:BP/CON/180.A-CONTREXT;2.0 (Affected)		
6	15-AUG-2001 10:03:28	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Detailed description edited		
6	15-AUG-2001 10:04:06	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Added action description		
7	15-AUG-2001 10:10:02	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Request attribute(s) updated		
7	17-SEP-2001 17:25:07	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Request attribute(s) updated		
7	19-AUG-2003 15:10:16	Tariq Arain	GRO
	ARAIN		SCM
	Request attribute(s) updated		

Archived Attribute Information

----- END OF CHANGE CONTROL NOTE PWY_CCN_777 -----