

ICL Pathway	CSR+ HORIZON SYSTEM HELPDESK Processes and Procedures Description	Ref:	CS/PRO/092
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**Document Title:** CSR+ HORIZON SYSTEM HELPDESK Processes and Procedures Description

**Document Type:** Processes and Procedures Description

**Release:** CSR+

**Abstract:** This document describes the processes required to provide the Horizon System Helpdesk operations

**Document Status:** Approved

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## 0.0 Document Control

### 0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL No.
0.1	20/08/99	Initial draft for ICL Pathway and Horizon review.	
0.2	01/10/99	Draft for ICL Pathway and Post Office Counters Ltd review.	
0.3	19/11/99	Draft for ICL Pathway and Post Office Counters Ltd review.	
0.4	14/01/00	Draft for ICL Pathway and Post Office Counters Ltd review.	
1.0	11/02/00	Approved.	
1.1	15/08/00	Draft for ICL Pathway and Post Office Counters Ltd review.	CCN630 CP2677
2.0	12/09/00	Approved.	CP2753
2.1	07/12/00	Draft for ICL Pathway and Post Office Counters Ltd review.	
3.0	12/12/00	Approved.	

### 0.2 Approval Authorities

Name	Position	Signature	Date
Steve Austin	Helpdesk Product Manager, POCL Product Assurance, Horizon Programme		
Peter Jeram	Director of Development, ICL Pathway		

### 0.3 Associated Documents

Reference	Version	Title	Source
CR/FSP/0004		Service Architecture Design Document	ICL Pathway
CS/DES/013		CSR+ Horizon System Helpdesk PPD Design	ICL Pathway
CS/IFS/003		ICL Pathway/POCL Interface Agreement – Outlet	ICL Pathway
CS/PRD/029		The Management Process for Operational Business Change – Outlet	ICL Pathway
CS/PRD/058		ICL Pathway/POCL Interface Agreement – Product	ICL Pathway
CS/PRO/090		CSR+ Access Control and User Administration PPD	ICL Pathway
CS/PRO/091		CSR+ Automated Payment Service PPD	ICL Pathway
CS/PRO/093		CSR+ Introduction PPD	ICL Pathway
CS/PRO/094		CSR+ Order Book Control Service PPD	ICL Pathway
CS/PRO/095		CSR+ Electronic Point of Sale Service PPD	ICL Pathway
CS/PRO/096		CSR+ Logistics Feeder Service PPD	ICL Pathway
CS/PRO/097		CSR+ Operating Environment PPD	ICL Pathway
PA/STR/013		ICL Pathway Core System Release Plus Contents Description	ICL Pathway

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

## 0.4 Abbreviations/Definitions

Abbreviation	Definition
ACUA	Access Control and User Administration
AP	Automated Payment
APS	Automated Payments Service
BT	British Telecommunications
CAP	Cash Account Period
CSR+	Core System Release Plus
EPOSS	Electronic Point of Sale Service
FAD	Financial Accounts Division (of the Post Office)
HAPS	Host Automated Payment System
HFSO	Horizon Field Support Officer
HSH	Horizon System Helpdesk
ICL	International Computers Limited
ISDN	Integrated Services Digital Network
LAN	Local Area Network
LFS	Logistics Feeder Service
MIB	Management Information Briefing
NBSC	Network Business Support Centre
OBC	Operational Business Change
OBCS	Order Book Control Service
OPS	Office Platform Service
OSD	Outsourcing Service Division (a company within ICL)
OSG	Outlet Systems Group
PATH code	A dummy FAD code.
PIN	Personal Identity Number
PMMC	PostMaster's Memory Card
PO	Post Office
POCL	Post Office Counters Ltd
POIT	Post Office Information Technology
POLO	Post Office Log On

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PPD	Processes and Procedures Description
RD	Returned to Drawer
RNM	Retail Network Manager
SHD	Service Helpdesk
SLA	Service Level Agreement
SMC	Systems Management Centre
TIP	Transaction Information Processing
TP	Transaction Processing
UAE	User Awareness Event
WAN	Wide Area Network

**0.5 Changes in this Version**

Version	Changes
0.2	Comments received on V0.1 incorporated.
0.3	Comments received on V0.2 incorporated. Updated to reflect Horizon System Help Desk Call Enquiry Matrix V4.0.
0.4	Comments received on V0.3 incorporated.
1.0	Comments received on V0.4 incorporated. Incident name column for Non-ICL Pathway calls included. Reference to Horizon System Help Desk Call Enquiry Matrix [Ref. CS/FSP/002] removed.
1.1	Updated to reflect restructured HSH calls (CCN630). Updated to include new CSR+ HSH calls (CP2677).

2.0	<p><u>Document-only changes (CP2753):</u></p> <p><i>Abbreviations:</i> Removal of 'RDS'. Correction of 'RD' definition.</p> <p><i>Section 5.2 Cash account:</i> Amendment of 1<sup>st</sup> sentence from 'The HSH is available to offer assistance on training incidents...' to 'The HSH is available to offer additional advice for incidents...'.</p> <p><i>Section 5.3 Change:</i> Deletion of 'temporary or' from 1<sup>st</sup> paragraph. Amendment of 'Post office temporary closure' and 'Post office planned closure' to 'Post office planned temporary closure' and 'Post office planned permanent closure'.</p> <p><i>Section 5.5 Documentation:</i> Addition of the following sentence to the end of the paragraph: 'The HSH will pass the call on to the appropriate unit within ICL Pathway for resolution.'</p> <p><i>Section 5.7 Hardware:</i> Insertion of the phrase ', e.g. because the equipment is damaged' after 'in using the equipment installed at the outlet'.</p> <p><i>Section 5.9 Inappropriate helpdesk:</i> Replacement of 'Post Master Improvement' by 'Suggestions for service improvement'.</p> <p><i>Section 5.10 Network:</i> Replacement of last sentence by 'In the event of a LAN or WAN failure, the HSH will allocate an ICL or BT engineer as appropriate to attend the post office. The caller will be told when the engineer is expected to arrive.'</p> <p><i>Section 5.13 Reference data:</i> Replacement of 3 occurrences of 'The NBSC must also check that the correct data is held in the POCL RDS' by 'The HSH will confirm with the NBSC that the relevant reference data has been sent to ICL Pathway'.</p>
2.1	<p><i>Section 0.3 Associated documents:</i> Removal of version numbers from document references and addition of 'Unless a specific version is referred to above, reference should be made to the current Approved version of documents.'</p>
3.0	None.

## 0.6 Changes Expected

Changes
Change of first line support from HSH to NBSC (CRP0111).
Addition of TP as a source of calls to the HSH (awaiting CR).





## 1 Purpose

This PPD describes the operation of the Horizon System Helpdesk (HSH), in accordance with ICL Pathway Core System Release Plus (CSR+).

This PPD provides a description of all the processes involved in order to enable the contractual agreement of operations and to be a source from which authors can develop any further user documentation needed.

## 2 Scope

This PPD contains high-level information on the Horizon System Helpdesk.

For brevity, the Horizon System Helpdesk is referred to in this document as 'the HSH'.

This PPD is one of a set of PPDs provided for CSR+. The way in which the set fits together is described in the CSR+ Introduction PPD [Ref. CS/PRO/093].

The procedure for the post office staff calling the HSH is described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].

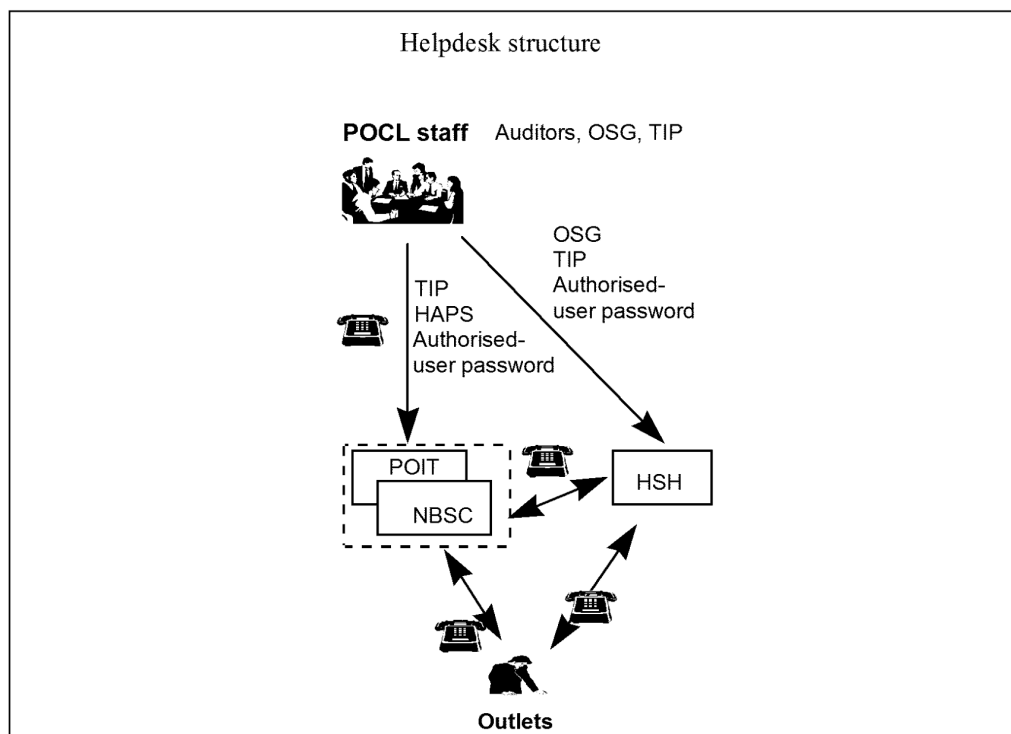
## 3 Overview

The following helpdesk service will be provided by ICL Pathway:

- The **HSH**, which provides Post Office Counters Ltd outlet staff with a single point of contact for dealing with all problems relating to the Horizon system procedures and the Horizon system installed in outlets, and also for OBCS fallback encashments. Additionally it provides a single point of contact for operational issues concerning the Horizon system from pre-determined sources within Post Office Counters Ltd. Any calls received which are inappropriate to this helpdesk may be re-directed to the NBSC (Network Business Support Centre).



The structure of the helpdesk service is as follows:



The diagram above shows the ICL Pathway helpdesks and who the potential callers will be.

## 4 HSH information

The HSH deals with all technical and operational calls related to the ICL Pathway environment or the data feeds into ICL Pathway from Post Office Counters Ltd and their clients. It provides a single point of contact for outlet staff (for the calls described in *Section 3 Overview*) and ICL Pathway operation staff. For further information for non-outlet staff and non-ICL staff, see *Section 4.3.4 Non-outlet callers to the HSH*.

### 4.1 HSH telephone numbers

The HSH telephone contact number is **GRO**. The old number, **GRO**, which is printed on PMMCs, may still be used and will be redirected until 2001.

## 4.2 HSH service hours

The service hours of the HSH are:

Full Service            0800 - 2000 Monday to Saturday

Skeleton Service      0500 - 0800 Monday to Saturday

Skeleton Service      2000 - 2400 Monday to Saturday

Skeleton Service      0700 - 2200 Sunday

Arrangements for Bank Holidays shall only vary from a normal POCL working day where agreed with POCL, having regard to the applicability throughout the United Kingdom. No HSH service shall be provided on Christmas day.

The full range of HSH services are provided during the POCL core day. During these hours of operation, all calls will be handled by ICL Pathway operators with the telephone equipment relaying messages to callers in exceptional circumstances.

The skeleton service is provided outside of the POCL core day. The skeleton service will respond to calls concerning operational incidents that are non-outlet-related. Calls that are outlet-related will be logged. Advice and guidance calls will be responded to within the skeleton service, but not necessarily according to the Service Levels that are applicable to the normal service. Other outlet-related calls will be dealt with at the beginning of the next POCL core day.

The HSH is available to take and record calls outside the hours shown above, but diagnosis and action on those calls will not occur until the next defined period of cover.

## 4.3 Contacting the HSH

### 4.3.1 Call validation

The HSH is available to receive calls from any of its authorised sources and will take calls that are described in *Section 5 HSH calls* of this PPD.

All callers to the HSH will be subject to initial validation. Callers failing validation will not gain access to the HSH and the call will be recorded as inappropriate.

The validation performed for each call is as follows:

Outlet staff	Verifies the identity of outlet staff by asking questions based on the post office FAD (Financial Accounts Division) code, post office address, name and telephone number.
POCL non-outlet staff	<p>POCL non-outlet staff are normally filtered through the NBSC. The NBSC will register a call with the HSH on behalf of non-outlet staff. TIP (Transaction Information Processing) and OSG (Outlet Systems Group) have facilities to log calls direct with the HSH.</p> <p>Circumstances surrounding when these callers request a call to be logged on the HSH are described in <i>Section 4.3.5.1 POCL</i>.</p>
NBSC	<p>In cases of emergency closure, NBSC staff are required to contact the HSH on behalf of an outlet. The NBSC caller must provide a PATH code, name and telephone number to enable the HSH to validate the caller. The HSH will also require the outlet's FAD and name, and details of the nature of the incident.</p> <p>Circumstances surrounding when the NBSC should contact the HSH are described in <i>Section 4.3.5.2 NBSC</i>.</p>
Password requests	<p>Callers requesting the issue of authorised-user passwords must contact the NBSC for verification.</p> <p>They will then be issued with a reference number and asked to contact the HSH. This process is described more fully in <i>Section 4.3.3 Authorised-user password access</i>.</p> <p>Callers contacting the HSH without verification will be refused access to the authorised-user password service.</p>
ICL Pathway suppliers	<p>These groups are provided with a PATH code and will be subject to the same verification procedures as POCL non-outlet staff.</p> <p>Circumstances surrounding when these callers contact the HSH are described in <i>Section 4.3.5.3 ICL Pathway</i>.</p>

Before calling the HSH, the caller should gather as much information as possible to enable the HSH operator to diagnose the nature of the problem swiftly.

#### 4.3.2 Call logging

The operator will attempt to resolve or diagnose the problem during this initial telephone call. The information will be recorded as an incident onto a helpdesk system and allocated a unique call reference number.

At the end of the call the operator will inform the caller of the call identity number and what action to expect next. This identity number should be recorded by the caller and quoted if the caller needs to ring the HSH about this incident.

If the caller's query/problem is not resolved within the initial telephone call, the HSH will advise the caller the date/time by which they will next receive contact. (This contact will take the form of either a site visit by an engineer or a telephone call from someone in the ICL Pathway support chain.)

#### 4.3.3 Authorised-user password access

There are two types of requirement for authorised-user password access:

- Planned, i.e. from POCL Auditors in the case of an Audit visit, or Retail Network Managers in the case of a planned outlet closure.
- Unplanned, i.e. when an outlet manager forgets their password or becomes locked out of the system by repeated incorrect entry of their password.

The authorised-user password is issued by the HSH once the caller has been verified by the NBSC.

The caller requiring authorised-user password access will call the NBSC and obtain verification and a unique reference number. The caller will then call the HSH quoting this unique reference number and will be asked to perform the authorised-user password procedure sequence following instructions from the HSH. This will allow access to the system.

The authorised-user password is valid for one session only. When the caller logs out, the authorised-user password can no longer be used. Where the caller has forgotten the password it is a priority for them to set up a new password for normal use, using the procedures described in the CSR+ ACUA PPD [Ref. CS/PRO/090].

The system requires the authorised-user procedure sequence to be completed within five minutes of being started.

#### 4.3.4 Non-outlet callers to the HSH

The HSH is available to take incident calls from sources other than POCL outlets. These sources are NBSC, TIP and OSG for POCL operational calls and from within ICL Pathway.

These non-outlet callers will be pre-authorised by the allocation of a dummy FAD code (PATH code). This PATH code is allocated by ICL Pathway who will agree the incident types available to be registered via this route.

#### **4.3.5 Non-outlet call sources**

##### **4.3.5.1 POCL**

POCL incidents affecting the EPOSS (Electronic Point of Sale Service), APS (Automated Payments Service) or reference data services that arise in the POCL environment will also be reported to the HSH in accordance with agreed procedures.

##### **4.3.5.2 NBSC**

In the event of an unplanned post office closure, the affected post office will contact the NBSC and inform them. The NBSC will then contact the HSH on behalf of the affected post office to register an incident. The NBSC operator will need to quote the post office FAD code, their name and telephone number and the nature of the problem (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]. Additionally, NBSC staff will undergo the caller authentication process which requires them to provide a pre-agreed pass code before the HSH will activate an emergency closure.

##### **4.3.5.3 ICL Pathway**

Incidents arising from within the ICL Pathway operation will result in a call to the HSH. Callers from within the ICL Pathway operation will also have to pass the same verification procedure as an outlet by providing a dummy FAD code or PATH code and name to access the HSH.

#### **4.3.6 Call escalation**

Call escalation can be interpreted in three separate ways:

- An incident passed through the support chain for resolution.
- SLA (Service Level Agreement) targets in jeopardy.
- A customer unhappy with the service.

##### **4.3.6.1 Incident passed through the support chain**

Once an incident is registered onto the HSH incident management system, it is likely to be passed along the support chain to different support groups who are responsible for different areas of the system, e.g. Networks. The HSH staff have visibility of all incidents and will track progress of the call throughout its life.

##### **4.3.6.2 SLA targets in jeopardy**

Should the SLA targets of a particular incident approach or pass minimum SLA levels, the HSH staff will begin to escalate visibility of this situation, using a manual escalation process to ensure timely escalation into ICL Pathway, its supplier, and Post Office Counters Ltd where appropriate.



This escalation procedure may utilise a problem manager at a predetermined point. The problem manager will be responsible for ensuring that the correct management and resources are in place to resolve the problem and restore the service levels. The problem manager will be supported by an agreed cross-boundary escalation process that covers the Post Office Counters Ltd and ICL Pathway organisations, should disputes of ownership and responsibility arise.

#### **4.3.6.3 Customer unhappy with service**

The caller's view of escalation will arise should the caller be unhappy with the service provided or disagree with the progress or actions taken to resolve a particular incident. The caller will contact the HSH to register his or her dissatisfaction. The HSH telephone operator will log a complaint incident and then pass the caller onto a supervisor. The supervisor will attempt to correct the situation. If the situation cannot be corrected by the supervisor, the call will be terminated and the caller will then be contacted by an ICL Pathway manager within two hours.

All complaint calls will be brought to the attention of ICL Pathway Service Management and are available to the Service Management Forum if requested.

#### **4.3.7 Inappropriate calls**

The HSH may be mistakenly contacted by persons not authorised to use the HSH. These callers will be unable to pass verification and will be refused access, an incident call will be recorded on the HSH incident management system.

Should the caller be authorised to contact the HSH and pass verification the HSH operator will establish the nature of the caller and if the issue is outside of the responsibility of the HSH the caller will, where applicable, be re-directed to the correct helpdesk. An incident will be recorded on the HSH incident management system.

Callers requiring re-direction to another helpdesk will be supplied with the phone number of the appropriate desk, if known.

#### **4.3.8 Call redirecting**

If the HSH receives a call that is not appropriate to the HSH, where possible the HSH operator will advise the caller to ring the appropriate number. Where applicable the HSH operator will supply the phone number of the appropriate desk.

#### 4.1.9 Contingency

In conventional circumstances the HSH service is provided from one site with a second site being used to deal with overspill at peak times. These sites are geographically separated, but linked by common computer and telephony systems. Should the first site become unable to operate, the second site will take over.

Depending on the nature and extent of the problem, there may be a period of around two hours during which only a reduced service will be possible.



## 5 HSH calls

This section gives descriptions of the calls that may be received by the HSH from PO outlet staff and POCL clients.

### 5.1 Advice and guidance

Problem	Description
Administration	The HSH is available to offer advice and guidance to Post Office outlet staff on the use of the ICL Pathway systems or applications, for example, EPOSS, APS, LFS and OBCS.
Daily/weekly reports run before the cash account	
Housekeeping	The HSH staff have access to counter procedures and reference systems, and are trained in the use of the system.
Reversal	
Serve Customer enquiry	Should Post Office staff have difficulty in using the system, they should contact the HSH.
Other	

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## 5.2 Cash account

Problem	Description
Declarations	The HSH is available to offer additional advice for incidents arising from cash account balance activities. These incidents fall outside the normal five to ten minute advice and guidance calls.  If the caller wants advice on a business issue, such as when to use a suspense account or error notice, the caller is referred to the NBSC.
Discrepancies	
Receipts and payments do not match	
Stock unit balance and rollover	
Trial/final balance and CAP rollover	
Outlet in wrong CAP/extended CAP	The HSH is able to provide advice when the caller is in an old CAP. Should the caller be in a CAP too far ahead or they want to extend the CAP, the caller is referred to the NBSC.
POCL business issue	All calls related to POCL business issues are referred to the NBSC.
Suspense account and error notice	Should a caller request advice regarding suspense accounts and error notices, the HSH only advise on navigation to icons and procedures in the following areas: RD cheques, POCL cheques and vouchers. All other calls are referred to the NBSC.

### 5.3 Change

Problem	Description
Post office emergency closure	The NBSC acts as business support for the outlets and will be contacted in the event of an outlet closing on an emergency basis. The NBSC will inform ICL Pathway of all such instances by logging an incident call on the HSH quoting the post office FAD code, the caller's name and contact number and the nature of the closure. The HSH will cancel any planned engineer visits to that site, as outlined in the document:  The Management Process for Operational Business Change - Outlets [Ref. CS/PRD/0029].
Post office reopening (no change)	
Post office planned temporary closure	Planned changes are managed in conformance with the processes for Operational Business Change established between POCL and ICL Pathway.
Post office planned reopening	The processes are based on the delivery of change to agreed timescales, the detail of which can be found in: ICL Pathway/POCL Interface Agreement - Outlet [Ref. CS/IFS/003]
Post office planned permanent closure	ICL Pathway/POCL Interface Agreement - Product [Ref. CS/PRD/058]
Post office planned relocation	
Post office configuration change	

## 5.4 Customer complaint

Problem	Description
Complaint about: <ul style="list-style-type: none"><li>• A Horizon engineer</li><li>• HSH not calling back</li><li>• HSH giving incorrect advice</li><li>• HSH giving inappropriate referral</li><li>• HSH refusing to give the incident number</li><li>• HSH attitude</li></ul>	<p>Should the outlet manager have an issue with the service or equipment provided by ICL Pathway, or about the NBSC, and wishes to complain, they can contact the HSH who will manage the complaint.</p> <p>In the event of service complaints being received, the HSH will log all details regarding the complaint and refer the caller to a senior member of staff who will then take any necessary corrective action.</p> <p>Each complaint will be recorded and investigated. The outlet manager or complainant will be contacted to discuss the matter more fully during the course of that investigation.</p>
Complaint about HFSO, RNM or other part of POCL	The caller is referred to the NBSC.
Complaint regarding normal system functionality	Where the system is working to normal specifications, the caller is referred to the NBSC.
Complaint about Implementation or other part of ICL Pathway, or the NBSC	<p>Should the outlet manager have an issue with the service or equipment provided by ICL Pathway, or about the NBSC, and wishes to complain, they can contact the HSH who will manage the complaint.</p> <p>In the event of service complaints being received, the HSH will log all details regarding the complaint and refer the caller to a senior member of staff who will then take any necessary corrective action.</p> <p>Each complaint will be recorded and investigated. The outlet manager or complainant will be contacted to discuss the matter more fully during the course of that investigation.</p>
Lack of progress on call/on-going system problems	

## 5.5 Documentation

Problem	Description
Documentation issue	<p>Should Post Office staff require assistance in using the Horizon System User Guide or Counter News or discover an error within them, they should contact the NBSC.</p> <p>If they require assistance in using the Training Workbooks or discover an error within them, they should contact the HSH. The HSH will pass the call on to the appropriate unit within ICL Pathway for resolution.</p>

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## 5.6 Environmental

Problem	Description
Environmental issue	Environmental calls are referred to the NBSC.
Post office power failure	<p>All power issues are referred to the NBSC.</p> <p>However, the HSH log reports power failures for information, as a cause of non-polling.</p>

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## 5.7 Hardware

Problem	Description
Back office printer fault	If a problem arises in using the equipment installed at the outlet, e.g. because the equipment is damaged, the outlet manager or outlet staff will ring the HSH to gain access to suitable support. The caller will be required to make a note of the activity being performed when the problem arose, before the HSH is called.
Bar-code reader fault	
Counter printer fault	
Keyboard fault	In the event of an outlet PC system failure or a peripheral failure, the HSH will allocate an engineer to attend the post office. The caller will be told when the engineer is expected to arrive.
Magnetic card reader fault	
Monitor fault	The engineer will normally carry spare parts with him; however occasionally spare parts may need to be couriered to the post office. In this instance the engineer will arrive shortly after the spare part has been delivered. The post office will be informed in advance to expect a spare part to be delivered. Once at the post office the engineer will replace the faulty part, test its operation and then check that the outlet manager is happy that the system is now operational. The engineer will remove any broken equipment when he leaves.
Monitor touch facility not functioning	
Processor fault	
Processor swap due to software error	If equipment is damaged the engineer will complete a report on the circumstances surrounding the damage which will be agreed and signed by the outlet manager.  For more details see the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
Smart card reader fault	

## 5.8 Implementation

Problem	Description
Complaints	Calls from outlets are registered on the HSH and given an incident number. The incident calls are then passed on to the implementation desk who will alter schedules where possible or liaise with suppliers performing installation or migration work to rectify the incident.
Installation	
ISDN	
Letters	
Management Information Briefing (MIB)	All other calls are redirected to the implementation desk.
Migration	
Modifications	
Preparation	
Re-survey	
Site survey	
Survey call	
Training	
Trolley	
User Awareness Event (UAE)	
General	



## 5.9 Inappropriate helpdesk

Problem	Description
Consumable order	Should a member of the outlet staff contact the HSH with a problem that does not relate to the ICL Pathway system or operation, they will be referred to the NBSC.
Incorrect helpdesk called	
Non-Horizon equipment	
POCL business issue	
Weighing-related	
LFS stock query	Should a member of the outlet staff contact the HSH with a problem that does not relate to the ICL Pathway system or operation, they will be referred to the NBSC.
Memo View business query	Should a member of the outlet staff contact the HSH with regard to either a Post Office Counters Ltd business message or where the information has been sent to an inappropriate office (e.g. regional products), they will be referred to the NBSC.
Suggestions for service improvement	Should a member of the outlet staff contact the HSH with regard to suggestions for service improvement, they will be advised to write to the NBSC at the address given in Counter News.
Request for counter change	Should a member of the outlet staff contact the HSH with regard to a counter change, they will be referred to the RNM to raise an OBC form.
Wrong number	Should a member of the outlet staff contact the HSH as a wrong number, the HSH will take no action.

## 5.10 Network

Problem	Description
Disconnected node (LAN)	The network is monitored centrally and any fault will most likely be resolved before it becomes visible to the post office. However, should the post office encounter networking difficulties the HSH should be contacted. Networking difficulties are likely to show themselves as messages saying that the central system cannot be contacted. If this occurs, a member of the outlet staff should contact the HSH who will take details of the network fault. The fault will be investigated and corrected by support staff who will inform the outlet manager when the network link has been restored. In the event of a LAN or WAN failure, the HSH will allocate an ICL or BT engineer as appropriate to attend the post office. The caller will be told when the engineer is expected to arrive.
ISDN failure (WAN)	
Outlet disconnected from data centre during smart card transaction	
Unable to contact HQ	

## 5.11 Operational

Problem	Description
File transfer problem	Incidents arising from the transfer of data into and out of the ICL Pathway environment and systems should be registered on the HSH. The HSH will pass these incidents initially into ICL Pathway operations who will investigate the nature of the incident and pass the call into second line support if necessary.
Remote systems hardware	
Remote systems network	
Remote systems software	

## 5.12 Reconciliation

Problem	Description
Reconciliation/ business incident	<p>Reconciliation incidents will be raised from various sources: the outlet staff, POCL concerning the EPOSS, APS and Reference Data services, and ICL Pathway Business Support for all services.</p> <p>All incidents will be registered on the HSH and will be passed directly to the ICL Pathway Business Support Unit where they will be categorised according to the service affected and will range from payment problems to accounting anomalies. They will be given an incident priority based on the nature of the incident.</p>

## 5.13 Reference data

Problem	Description
Address/phone number incorrect	Should a member of the outlet staff contact the HSH to report that the address or phone number of the outlet is incorrect, the HSH will refer the caller to the NBSC for confirmation of the correct details for the outlet. The HSH will confirm with the NBSC that the relevant reference data has been sent to ICL Pathway.
ICL Pathway reference data incorrect	When the expert teams in ICL Pathway or POCL identify incidents caused by incorrect reference data, they are logged in the appropriate domain for resolution.
Missing icon/product (core product and AP)	Should a member of the outlet staff contact the HSH to report that the icon for a core product or AP appears to be missing, the HSH will refer the call to ICL Pathway for investigation. The HSH will confirm with the NBSC that the relevant reference data has been sent to ICL Pathway.
Missing icon/product (non-core product)	Should a member of the outlet staff contact the HSH to report that the icon for a non-core product appears to be missing, the HSH will refer the caller to the NBSC for confirmation that the outlet should be selling the product.
POCL reference data incorrect	When the expert teams in ICL Pathway or POCL identify incidents caused by incorrect reference data, they are logged in the appropriate domain for resolution.
Product detail incorrect	Should a member of the outlet staff contact the HSH to report that the details of a product appear to be incorrect, for example price, the HSH will refer the caller to the NBSC for confirmation of the correct details. The HSH will confirm with the NBSC that the relevant reference data has been sent to ICL Pathway.

## 5.14 Security

Incident	Description
Authorised-user password required	<p>Passwords within an office are controlled by the manager, and if a member of staff forgets their password the manager can reset it. If the manager forgets their password they should contact the NBSC; an emergency password can then be issued by the HSH using the authorised-user password procedure to allow them to reset their own password. Audit staff will also need access to the system and require use of the authorised-user service to gain access. Each person authorised to use this service will be pre-registered and will have to undergo a verification procedure before access to the authorised-user service is permitted.</p> <p>Once verified the caller will be issued with a password that is valid for only one session and cannot be used again. (Further information on using authorised-user passwords is given in the CSR+ Access Control and User Administration PPD [Ref. CS/PRO/090].)</p>
Caller fails initial verification	<p>Callers who ring the HSH in error and are not authorised to use the HSH, will be refused access to the HSH and directed to the NBSC.</p>
Clerk/supervisor access issue	<p>If clerks/supervisors forget their passwords/get locked out, the manager can sort it out. Any calls received by HSH relating to this issue are directed to the NBSC to have the procedures reinforced and to resolve any issues.</p>
Communication with the centre failed, could not get security data	<p>If a member of outlet staff reports that the system displayed a message during a POLO procedure to say that communication with the centre failed and it could not get new security data, the HSH will establish the cause of the failure.</p> <ul style="list-style-type: none"><li>• If the outlet is not currently authorised to collect the security data (for example, because an authorisation granted by the automated systems has expired), the HSH will invoke the necessary authorisation (known as 'opening the door'). If the HSH are unable to do this, the incident will be passed into the ICL Pathway support organisation.</li><li>• If the outlet cannot communicate with the centre via</li></ul>

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- the WAN, then the HSH will ensure that the communications problem is resolved.

The HSH may advise the outlet to continue using the old security data whilst the problem is being resolved.

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Equipment stolen	Post offices that have equipment stolen must follow existing Post Office Counters Ltd procedures to report the theft (e.g. contact the Police and NBSC). ICL Pathway will replace the stolen equipment once the incident has been reported to the HSH by the NBSC. Should the counter or the ICL Pathway wiring be undamaged, ICL Pathway will arrange for the counter system to be installed quickly to bring the post office back into operation. However work may have to be scheduled to correct any physical damage: this will be arranged at a suitable time and agreed with the outlet manager. In some cases this may result in a short-term closure.
OBCS stop list enquiry	<p>If the customer wishes to make an OBCS encashment during a period of system failure, the HSH will ask the caller for the Customer Reference Number, Order Book Serial Number and Common Payment Package Number. The HSH will then check the database and advise the caller of the following:</p> <ul style="list-style-type: none"><li>• If there is no stop in place, to make the encashment.</li><li>• If there is a stop in place, not to make any encashments but to impound the book.</li><li>• If there is a recall in place with the effective date earlier than today, to encash one valid foil and impound the book.</li><li>• If there is a recall in place with the effective date of today or later, to encash valid foils dated prior to and including today and impound the book.</li></ul>
PMMC or PIN lost	<p>Each time a PC is powered on, the Post Office Log On (POLO) procedure must be performed. The outlet manager is issued with a PMMC card plus a spare and PIN when the equipment is installed. This card and PIN must be kept in separate secure locations and used when the equipment is powered on after being switched off as described in the CSR+ Access Control and User Administration PPD [Ref. CS/PRO/090].</p> <p>If the card or PIN is lost, the HSH must be contacted. The HSH operator will ask a series of questions to verify the identity of the caller and then pass the caller</p>

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on to a supervisor. The supervisor will then assist the outlet manager to generate a new PIN or allocate a PIN to the spare card. This process involves the caller following verbal instructions from the HSH Supervisor. In extreme cases, where the system cannot generate the PIN easily, the caller will be taken through the underlying recovery process that involves typing a 15-character Fallback Response Code into the Horizon system.

The new PIN must be stored securely as instructed in the CSR+ Access Control and User Administration PPD [Ref. CS/PRO/090]. In the case of a lost card, this procedure invalidates the lost card and a replacement card is ordered for issue to the post office to use as a spare.

If both cards are lost, stolen or damaged, then the system will be declared down and an engineer dispatched to replace the cards and bring the system back into operation. The outlet manager, when completing the Service Visit Report Card, will declare whether the cards were lost, stolen or damaged and will surrender any damaged cards to the engineer.

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**Security breach**

If the outlet manager or Post Office Counters Ltd representative suspects a security breach, for example, passwords have become known to an unauthorised person, the Horizon system has been tampered with or someone suspects their user name has been used without their knowledge, the HSH must be informed immediately. The matter will be escalated according to ICL Pathway escalation procedures. The caller will be contacted during this investigation and is advised to make notes of the circumstances surrounding the suspected security breach. ICL Pathway may remove any system access at this point and the post office may be prevented from using the system until authorisation is given.

(Further information on security breaches is given in the CSR+ Access Control and User Administration PPD [Ref. CS/PRO/090] and CSR+ Operating Environment PPD [Ref. CS/PRO/097].)

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**Security data was unusable**

If a member of outlet staff reports that the system displayed a message during a POLO procedure to say that the security data received was unusable, the HSH will advise the caller to retry the procedure. If the fault recurs, then the incident will be passed into the ICL



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Pathway support organisation.

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## 5.15 Software

Problem	Description
Software error	Software problems can arise in the form of an error message displayed on the screen or during the use of the system when something fails to work as expected. Outlet staff should record any messages appearing on the screen or details of what activity was being undertaken at the time of the problem and advise the HSH operator of these messages and actions. Details of the incident will be captured by the HSH operators who will determine the nature of the problem, allocate a call identification number and inform the caller of the next expected action.  If the problem has occurred before and has been previously resolved, the operator will issue instructions to the caller to perform an authorised temporary procedure or alternatively the HSH operator may attempt to resolve the problem by repeating the process on the HSH reference system.  If the problem requires a more technical solution the incident will be passed into the ICL Pathway support organisation. The incident will then be investigated and an authorised temporary procedure or resolution may be applied. The support technicians may contact the caller to understand the incident circumstance more fully or to gather more evidence to assist the investigation. If an outlet is contacted by a support technician, the support technician will quote the call reference number.
System freeze	
System message displayed on screen	

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## 5.16 Training

Problem	Description
APS / APS recovery	The HSH is available to offer training to outlet staff where the caller needs to be talked through an action or where the caller has made a mistake that needs to be undone. Training calls typically last 30 to 45 minutes.
Cheque listing	
Daily/weekly reports	
Deposits and withdrawals	
EPOSS transaction	
Fitting consumables	
OBCS	
Remittances	
Reversing transactions	
System access limit exceeded	
System administration	
System navigation	
Transaction log	
Other	

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