

ICL PATHWAY CHANGE CONTROL NOTE (CCN) - SHEET 1			CCN NO: 441b		
CCN TITLE: Introduction of Network Business Support Centre – Live Trial			CHANGE ADMINISTRATION USE ONLY. CP NO: 1901		
IMPLEMENTATION DATE : N/A OR RELEASE NUMBER: NR2 (CSR)			EXPIRY DATE: 14 th Oct 1999		
CCN RAISED BY: Paul Curley			DATE: 04 th Oct 1999		
PATHWAY APPROVAL:			DATE:		
EMERGENCY IMPLEMENTATION DATE: N/A			PDA CO-ORDINATOR: Nick Samuel		
SUBMISSION DATE: 05 th Oct 1999			RESPONSE DATE: ASAP		
APPROVALS REQUIRED:					
AUTHORITIES	Y/N	POCL	Y/N	DSS	Y/N
DATE:		DATE:		DATE:	
EXECUTIVE SUMMARY OF IMPACT ASSESSMENTS:					
<p>This CCN is in response to Horizon Change Request R0046.</p> <p>The areas impacted by this introduction are mainly centred around the Horizon Systems Helpdesk, POCL data feed systems such as HAPS and reference data, outlet procedures and service management (Customer Service Directorate).</p> <p>As this CR specifically covers live trial, there is no contractual change at this stage. It is however anticipated that the introduction of the NBSC beyond live trial will cause contractual change and be the subject of a separate CR.</p>					
OVERALL IMPACT ASSESSMENT: HIGH / MEDIUM / LOW					
REASON FOR CHANGE: POCL have introduced this change to provide POCL users with additional support for new and changed business processes during Live Trial.					
This change has no impact on service provision, however there is a significant amount of rework required on existing documents. The initial assessment of 9 man days has been refined down to 5.5 man days this consists of document reviews and re-write.					
DETAILS OF CHANGE: An initial assessment of the impact of the introduction of the NBSC is that changes to the following areas are required:					
Documentation.					
1. Operational Business Change. 2. Processes for support of TIP, HAPS and reference data – POCL need to specify the expert					

<p>domains identified in CR R0046.</p> <ol style="list-style-type: none"> 3. Documentation: PPD, Counter Procedures, CEM, HSH processes and procedures. 4. Training – material and course content. 5. Service Management processes such as escalation etc. <p>A complete list of documentation to be changed is shown on sheet 3. This CCN quantifies the work involved in making those changes.</p> <p>HSH operations.</p> <p>The longer term inter-working processes between HSH and NBSC will need to be agreed and developed. Interim processes for transferring calls by telephone are already in operation but it is unlikely that this process can be sustained once volumes rise.</p> <p>Current operational split is as follows: NBSC replaces the regional helpdesks and provides a channel for all calls into HSH from POCL. The NBSC is responsible for all Horizon business related incidents. HSH retains its contractual responsibility and remains responsible for Horizon system related incidents.</p> <p>Current agreements on call handling are as follows: The called helpdesk will ascertain the nature of the call and either instruct the caller to ring the correct helpdesk or if some diagnosis has occurred will instruct the caller that the call will be transferred to the appropriate helpdesk. The call will then be terminated and the other helpdesk contacted, a new call will be raised and the new helpdesk will contact the caller. All calls will still be within the scope of the Helpdesk call matrix.</p> <p>Projected call volumes across this link are currently not known and neither helpdesk has been set targets on call back or responsiveness.</p>
<p>PROPOSED REVISION TO WORDING OF AUTHORITIES' AGREEMENT: N/A</p>
<p>ACCEPTANCE / IMPLEMENTATION TIMETABLE: NR2 Live Trial (CSR)</p>

ICL PATHWAY CHANGE CONTROL NOTE (CCN) – SHEET 2	CCN NO: 441b
CCN TITLE: Introduction of Network Business Support Centre – Live Trial	
CCN PROGRESS SUMMARY:	
CCN SUBMITTED	DATE: 05 th Oct 1999
CCN EVALUATED	DATE:
INFORMATION REQUESTED	DATE: ASAP
INFORMATION RECEIVED	DATE:
MODIFIED CCN RECEIVED	DATE:
MODIFIED CCN EVALUATED	DATE:
CCN APPROVED	DATE:
CCN REJECTED	DATE:

ICL PATHWAY CHANGE CONTROL NOTE (CCN) – SHEET 3	CCN NO: CCN441b
CCN TITLE: Introduction of Network Business Support Centre – Live Trial	
COSTS TO AUTHORITIES: (Including non-recurring Charges and new or amended Charges)	
Zero Cost to POCL. ICL Pathway will NOT charge POCL for the 5.5 days effort spent on documentation amendments carried out by ICL Pathway.	
IMPACT SUMMARY (Impacts on Related Agreements and Services)	
Deliverables: N/A	
Personnel: N/A	
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	
Documentation: Changes to documentation all across the support OLA, process and procedural documentation for both Pathway and suppliers.	
<p>The documents listed below are a mixture of CCD and non-CCD documents. These documents are detailed to show which documents require re-work resulting from this change. The document amendments needed reflect this change will be made via normal processes and the CCD listed documents will be amended and introduced as new versions under separate CCN's.</p> <p>PA/PRD/004 – Horizon System Help Desk Telephone Verification Process TBA – Caller Authentication Matrix Process (document under development, no reference available) CS/IFS/003 - ICL Pathway/POCL Interface Agreement for Operational Business Change – Outlet CS/PRD/029 – Management Process for Operational Business Change - Outlet CS/PDN/015 – Outlet Change Service Descriptions CS/PRD/046 – Reference Data End to End Reconciliation Process for Release NR2 CS/PRO/026 – NR2 HSH PPD CS/PRO/024 – NR2 Operating Environment PPD CS/PRD/044 – Automated Payment End to End Reconciliation Process for Release NR2 Incident Management and Resolution CS/PRD/045 – EPOSS End to End Reconciliation Process for Release NR2 Incident Management and Resolution</p>	
Charges / Charging Mechanism: N/A	
Service Delivery Criteria: N/A	

Service Levels: Uncertainty in Outlets on which desk to ring will degrade service perception by the end user.
Authorities' Responsibilities: Additional CR to be raised to introduce wider scope of NBSC and extend beyond live trial.
Contractual Issues: N/A
Other: N/A

CHANGE CONTROL NOTE

ID: PWY_CCN_441 CCN:0441b Create Date: 08-APR-1999 10:16:10
Status: APPROVED Originator: Lisa Burchell (CHG/DOC MGMT)

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Title:

Introduction of Network Business Support Centre - Live Trial

Main Description:

Related Parts

0	PWY:CCN.A;1 (CHANGE_MANAGEMENT) Change Control Notes	Lisa Burchell (CHG/DOC MGMT)
1	PWY:CS-PRO.A;1 (LIBRARY) Procedure	Lisa Burchell (CHG/DOC MGMT)

Related Items

Related Child Change Documents:
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Related Parent Change Documents:
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Dependent PWY_CP_1901 CLOSED Martin Bailey (SCM) (BAILEYM)
Introduction of Network Business Support Centre - Live Trial

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Action Messages
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Action Number: 6 Date Jun 22 1999 07:29:05 By: Lisa Burchell
NO RESPONSE FROM COMMERCIAL REVIEW, CCB AGREE TO SUBMIT 21.06.99

Action Number: 8 Date Jul 23 1999 09:49:29 By: Lisa Burchell
HORIZON CHANGE CONTROL REJECT:This change request only refers to live trial. Live Trial has made little change to ICL Pathway because whereas POCL had intended to use the regional helplines for Horizon Business Calls, they are instead using LTSC. The outlets will continue to diagnose the incident, and then phone the appropriate helpdesk. If the outlet has mis-diagnosed the incident, the call should then be transferred. There has therefore been no significant change apart from the name of the POCL support centre and there should be little or no cost to Pathway. There will be a change request issued for the long term plans for the NBSC.23RD July 1999

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Action History

- =====
- 1 08-APR-1999 10:16:10 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Document created
 - 2 09-APR-1999 19:01:22 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Actioned document from RAISED to COMMERCIAL_REVIEW
 - 3 12-APR-1999 11:43:29 Hilary.Forrest GRO
FORRESTH
Actioned document from COMMERCIAL_REVIEW to CCN_COMM_ISSUES
 - 4 23-APR-1999 17:23:57 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Actioned document from CCN_COMM_ISSUES to COMMERCIAL_REVIEW
 - 5 26-APR-1999 13:21:21 Hilary.Forrest GRO
FORRESTH
Actioned document from COMMERCIAL_REVIEW to CCN_COMM_ISSUES
 - 6 18-JUN-1999 11:05:31 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Actioned document from CCN_COMM_ISSUES to COMMERCIAL_REVIEW
 - 7 22-JUN-1999 08:29:13 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Actioned document from COMMERCIAL_REVIEW to SUBMITTED
 - 8 23-JUL-1999 09:44:51 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Actioned document from SUBMITTED to REJECTED
 - 9 17-SEP-1999 13:45:14 Sue Rutherford (Change Management)
RUTHERFS CM
Actioned document from REJECTED to RAISED
 - 10 24-SEP-1999 11:33:22 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Actioned document from RAISED to READY_TO_SUBMIT
 - 11 27-SEP-1999 12:02:35 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Actioned document from READY_TO_SUBMIT to SUBMITTED
 - 12 22-OCT-1999 17:49:47 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Actioned document from SUBMITTED to APPROVED

Update History

- =====
- 0 08-APR-1999 10:16:10 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Related Design Part PWY:CCN.A;1
 - 1 08-APR-1999 10:16:34 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Related Item PWY:CS/PRO/026.A-INTDOC;0.1 (Affected)
 - 1 08-APR-1999 10:16:34 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Related Design Part PWY:CS-PRO.A;1
 - 3 23-APR-1999 17:22:34 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Detailed description edited
 - 3 23-APR-1999 17:22:57 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Detailed description edited
 - 4 23-APR-1999 17:27:23 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Request attribute(s) updated
 - 5 26-APR-1999 18:15:48 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC

Request attribute(s) updated
5 18-JUN-1999 11:05:06 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Detailed description edited
6 18-JUN-1999 11:06:16 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Request attribute(s) updated
6 22-JUN-1999 08:29:05 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Added action description
7 22-JUN-1999 11:35:52 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Detailed description edited
7 22-JUN-1999 11:40:54 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Unrelated Item PWY:CS/PRO/026.A-INTDOC;0.1
7 23-JUL-1999 09:44:45 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Request attribute(s) updated
8 23-JUL-1999 09:49:29 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Added action description
8 15-SEP-1999 09:58:37 Sue Rutherford (Change Management)
RUTHERFS CM
Request attribute(s) updated
9 24-SEP-1999 11:33:16 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Request attribute(s) updated
11 04-OCT-1999 16:21:13 Sue Rutherford (Change Management)
RUTHERFS CM
Request attribute(s) updated
11 22-OCT-1999 17:49:43 Lisa Burchell (CHG/DOC MGMT)
BURCHELL CC / DC
Request attribute(s) updated
12 09-OCT-2000 13:02:02 PCMS - CM Dept.
PCMS SCM
Request attribute(s) updated
12 01-JUL-2003 18:52:20 Neil.Tuffs **GRO**
TUFFSN
Request attribute(s) updated

Archived Attribute Information

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AUTH_APPR_RQD=NO

----- END OF CHANGE CONTROL NOTE PWY_CCN_441 -----