

FUJITSU SERVICES (Pathway) Ltd. CHANGE CONTROL NOTE (CCN) - SHEET 1		CCN NO: 1016a (see Hand Amendment in attachment)	
CCN TITLE: Helpdesk Single Point of Contact SPoC 2		CHANGE ADMINISTRATION USE ONLY. CR NO: R0264 CP NO: 3315	
IMPLEMENTATION DATE OR RELEASE:		EXPIRY DATE: 4 th November 2002	
CCN RAISED BY: Victor Gough		DATE: 29 th October 2002	
EMERGENCY IMPLEMENTATION DATE:			
SUBMISSION DATE: 30 th October 2002			
APPROVALS REQUIRED: Yes			
FUJITSU SERVICES APPROVAL	DATE	POST OFFICE LTD APPROVAL	DATE
EXECUTIVE SUMMARY OF IMPACT ASSESSMENTS: SPoC 2 is the second phase to support PO Ltd's business vision of a single point of contact for the outlets building on SPoC phase 1 which was implemented in September 2001. This CCN introduces the change to the current process of receiving helpdesk calls both by the HSH and NBSC. There is no technical change envisaged by the introduction of SPoC 2.			
OVERALL IMPACT ASSESSMENT: HIGH / MEDIUM / LOW			
REASON FOR CHANGE: "SPoC 2" is the second phase as specified below, to support PO Ltd's business vision of a single point of contact for the outlets building on SPoC phase 1 which was implemented in September 2001. It is PO Ltd's aim to reduce the need to transfer calls from outlets between two support centres when they have a problem that requires a business and or operational answer. It is intended that the move to SPoC 2 should reduce call time and provide the Outlet with a more integrated help desk service.			
DETAILS OF CHANGE: Currently the NBSC resolves Post Office business related calls and the HSH resolves calls surrounding the operation of the Horizon counter kit and calls relating to hardware, software and network problems. The Introduction of SPoC 2 would result in the HSH only resolving hardware, software, and network problems for example "my printer has broken", together with any environmental and security issues. The NBSC would then resolve any calls where outlets require advice or guidance in using the Horizon system, for example "how do I input a bureau transaction to the system". These calls are currently			

categorised as Advice & Guidance, cash accounting or training.

- * When placing a call, the outlet will be directed by the telephony (IVR), which is in PO Ltd's domain.
- * All advice and guidance type calls received at any time by HSH will be referred to the NBSC and logged as "inappropriate" by the HSH.
- * The HSH will only provide technical support on system issues.

Existing resource shall be maintained by the HSH until 1st January 2003.

The proposed change impacts the CSR+ HSH PPD (CS/PRO/092) v4.0 and Fujitsu Services Pathway/Post Office Limited Interface Agreement for the Network Business Support Centre and Horizon System Helpdesk (CS/IFS/007) v3.0 both these documents will be amended/updated to describe the introduction of SPoC 2.

Any effect on charges under the Codified Agreement as a result of the implementation of this CCN has been considered as part of the joint Working Together program and has been included within the Proposal to Post Office Ltd for Extension of the Horizon Contract dated 18th September 2002 (Contract Amendment). Should Post Office Ltd decide not to proceed with the proposal for Contract Amendment then the parties will enter into further discussions in good faith to agree an appropriate reduction in charges payable under the Codified Agreement and taking into account the price for implementing this CCN.

PROPOSED REVISION TO WORDING OF CODIFIED AGREEMENT:

Refer to Attachment 1 of this CCN.

ACCEPTANCE / IMPLEMENTATION TIMETABLE:

FUJITSU SERVICES (Pathway) Ltd.		CCN NO: 1016a	
CHANGE CONTROL NOTE (CCN) - SHEET 2			
CCN TITLE: Helpdesk Single Point of Contact SPoC 2			
COSTS TO P.O. Ltd: <i>(Including non-recurring charges and new or amended charges)</i>			
Task or Materials	Number of Man-Days	Man Day Rate	Task Sub Total
Documentation	2.0	£631.00	£1,262.00
CS SPoC Project costs:			
Senior Consultant (1)	14.0	£1,010.00	£14,140.00
Software Engineer	6.0	£631.00	£3,786.00
HSH, Data Analysis	20.0	£631.00	£12,620.00
Sub-total			£31,808.00
20% Contingency			£6,361.60
TOTAL: £38,169.60			
IMPACT SUMMARY <i>Impacts on Related Agreements and Services</i>			
Payment Plan/Terms of Payment:			
<p>1. POL will not be obliged to pay the £38,169.60 if Contract Amendment takes place before 31 January 2003, as the parties intend that the Contractor's charges for work carried out under this CCN will be included in the charges set out in the Contract Amendment (if agreed before that date)</p> <p>2. The Fixed Charge excludes VAT which shall be paid by POL</p> <p>3. In the event that Contract Amendment does not take place before 31 January 2003, on or after 31 January 2003 the Contractor shall render an invoice to POL in respect of the £38,169.60 as set out above. Such invoice shall be paid by POL within 30 days of receipt.</p>			
Documentation:			
Codified Agreement Schedules Affected:			
Schedule A15 Requirements Catalogue BP/CON/194			
Schedule A16 Solutions Catalogue BP/CON/195			
Schedule G01 POCL Infrastructure Service Definition BP/CON/226			
Schedule G10 POCL Infrastructure Service Levels and Remedies BP/CON/235			
Schedule N05 NBS Service Management BP/CON/266			
New Contract Controlled & Referenced Documents: None			
Documents Quality Reviewed: YES/NO			
Reference	Title	Version & Date	
Reason for Document Update:			

COMMERCIAL IN-CONFIDENCE

Date: 26/07/02

Affected Contract Controlled/Referenced Documents:		
Reference	Title	Version & Date
CS/PRO/092	CSR+ HORIZON SYSTEM HELPDESK Processes and Procedures Description	V4.0 20/09/01
Other Affected Documents <i>(for information only)</i> :		
Reference	Title	Version & Date
CS/IFS/007	Fujitsu Services Pathway/Post Office Limited Interface Agreement for the Network Business Support Centre and Horizon System Helpdesk	3.0 25/09/02
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		
Charges and Charging Mechanism: Subject to terms in Payment Plan/Terms of Payment above		
Service Delivery Criteria: N/A		
Service Levels: As described in attachment 1 to this CCN		
P.O. Ltd Responsibilities: N/A		
Contractual Issues: N/A		
Other: This CCN replaces CCN 1016 rejected by PO Ltd on 11 th October 2002.		

Fujitsu Services

COMMERCIAL IN-CONFIDENCE

Date: 26/07/02

Ref: PA/TEM/007

Version: 4.0

CHANGE CONTROL NOTE

ID: PWY_CCN_1016 CCN:1016a Create Date: 20-SEP-2002 13:37:45
Status: APPROVED Originator: Ken.Westfield

Title:

Helpdesk Single Point of Contact SPoC 2

Main Description:

Related Parts

- | | | |
|---|---|---------------|
| 0 | PWY:CCN.A;1 | Ken.Westfield |
| | (CHANGE_MANAGEMENT) | |
| | Change Control Notes | |
| 2 | PWY:CA_SCHEDULE_A.A;1 | Ken.Westfield |
| | (LIBRARY) | |
| | CODIFIED AGREEMENT Schedule A Documents | |
| 2 | PWY:CA_SCHEDULE_G.A;1 | Ken.Westfield |
| | (LIBRARY) | |
| | CODIFIED AGREEMENT Schedule G Documents | |
| 2 | PWY:CA_SCHEDULE_N.A;1 | Ken.Westfield |
| | (LIBRARY) | |
| | CODIFIED AGREEMENT Schedule N Documents | |
| 2 | PWY:CS-PRO.A;1 | Ken.Westfield |
| | (LIBRARY) | |
| | Procedure | |
| 2 | PWY:CS-IFS.A;1 | Ken.Westfield |
| | (LIBRARY) | |
| | Interface specification | |
| 2 | PWY:CD_ATTACH.A;1 | Ken.Westfield |
| | (CHANGE_MANAGEMENT) | |
| | Change Document Attachments | |

Related Items

Affected

- | | | |
|---|--|---------------|
| 2 | PWY:BP/CON/194.A-CONTEXT;4.0 (Affected) | Ken.Westfield |
| | (BPCON194.doc) | |
| | CODIFIED AGREEMENT SCHEDULE A15 - REQUIREMENTS CATALOGUE | |

Affected

- | | | |
|---|---|---------------|
| 2 | PWY:BP/CON/226.A-CONTEXT;4.0 (Affected) | Ken.Westfield |
| | (BPCON226.doc) | |
| | CODIFIED AGREEMENT SCHEDULE G01 - POCL INFRA SERVICE DEFINITION | |

Affected

- | | | |
|---|---|---------------|
| 2 | PWY:BP/CON/195.A-CONTEXT;4.0 (Affected) | Ken.Westfield |
| | (BPCON195.doc) | |
| | CODIFIED AGREEMENT SCHEDULE A16 - SOLUTIONS CATALOGUE | |

Affected

- | | | |
|---|--|---------------|
| 2 | PWY:BP/CON/235.A-CONTEXT;4.0 (Affected) | Ken.Westfield |
| | (BPCON235.doc) | |
| | CODIFIED AGREEMENT SCHEDULE G10 - POCL INFRA SERVICE LEVELS & REMEDIES | |

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COMMERCIAL IN-CONFIDENCE

Date: 26/07/02

Ref: PA/TEM/007

Version: 4.0

Affected

2 PWY:BP/CON/266.A-CONTREXT;4.0 (Affected) Ken.Westfield
(BPCON266.doc)
CODIFIED AGREEMENT SCHEDULE N05 - NBS SERVICE MANAGEMENT

Affected

2 PWY:CS/PRO/092.A-INTDOC;4.0 (Affected) Ken.Westfield
(CSPRO092.doc)
CSR+ HORIZON SYSTEM HELPDESK PPD

Affected

2 PWY:CCN_1016_1.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_01016_1.doc)
CCN 01016 ATTACHMENT 1

Response

3 PWY:CCN_1016_1.A-CDATTACH;2 (Response) Ken.Westfield
(CCN_01016_1.doc)
CCN 01016 ATTACHMENT 1

Response

6 PWY:CCN_1016_1.A-CDATTACH;3 (Response) Ken.Westfield
(CCN_01016_1.doc)
CCN 01016 ATTACHMENT 1

Affected

6 PWY:CS/IFS/007.A-INTDOC;3.0 (Affected) Ken.Westfield
(CSIFS007.doc)
FUJITSU SERVICES PATHWAY/POST OFFICE LIMITED INTERFACE AGREEMENT FOR THE
NETWORK BUSINESS SUPPORT CENTRE AND HORIZON SYSTEM HELPDESK (NB-WD)

Response

11 PWY:CCN_1016_1.A-CDATTACH;4 (Response) Ken.Westfield
(CCN_01016_1.doc)
CCN 01016 ATTACHMENT 1

Related Child Change Documents:

Related Parent Change Documents:

Dependent PWY_CP_3315 CLOSED PCMS - CM Dept. (PCMS)
Helpdesk Single Point of Contact - Phase 2 (SPOC2)
Dependent PWY_PDACR_656 APPROVED Ken.Westfield (WESTFIELDK)
SPOC Phase 2 - Transfer of Horizon Advice and Guidance Calls

Action Messages

Action Number: 3 Date Sep 24 2002 14:28:27 By: Ken Westfield (Change Management)

Comments

CCN updated following CCB discussion and follow-on meeting between Directors. CCN reloaded into PVCS and submitted to POL.

Action Number: 6 Date Oct 30 2002 09:53:29 By: Ken Westfield (Change Management)

Comments

CCN updated to reflect POL rejection points and after discussions between Directors. Re-loaded into PVCS and presented to Emergency CCB 30th October 2002.

Action Number: 7 Date Oct 30 2002 11:40:40 By: Ken Westfield (Change Management)

CCB Minutes (237a)
CCN PENDING

30-Oct-02

Presented by Change Management and P Purewal after the CCN had been updated to reflect the rejection points against CCN 1016 and discussions held between Directors and the commercial department. The main points of discussion being the inclusion of a figure for RATEX within the CCN, and the reintroduction of L1 and L2 SLAs into the CCN attachment. M Riddell confirmed that this reintroduction did not raise the price of the CCN.

M Riddell then confirmed that there was no RATES specific to SpoC 2 and as such the paragraph detailing this should be removed.

B Carter questioned the inclusion of the statement regarding "an appropriate reduction in charges payable", the Board believed that this statement should remain and would be resolved in further discussions on Contract Renegotiations.

B Carter suggested that there be a timeline added for the invoicing of the CCN charges, similar to Debit Card - the CCB requested that this be the case.

Discussion ensued on whether a statement on the intention of retaining staff to year-end is included, and it was agreed that a statement should be added.

Change Management queried what approval timescale was required for the CCN and R Brunskill agreed to confirm this with his PO contact.

CCB agreed CCN should be submitted subject to actions.

Actions:

- 1) P Purewal/R Brunskill to amend CCN to remove reference to RATEX, include timeline for invoicing and to include statement about staff retention.
 - 2) R Brunskill to confirm with Post Office when approval should be requested to allow the necessary lead-times for implementation.
 - 3) Change Management to amend CCN in system and submit on identified Fast Track approval once actions 1 and 2 completed.
-

Action Number: 12 Date Nov 7 2002 13:13:39 By: Ken Westfield (Change Management)

Comments

Attachment to CCN updated by Change Managemnt to reflect agreed Hand Amendent.

Date: 26/07/02

Action History

- 1 20-SEP-2002 13:37:45 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Document created
- 2 23-SEP-2002 09:12:43 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from RAISED to COMMERCIAL REVIEW
- 3 23-SEP-2002 09:26:54 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from COMMERCIAL REVIEW to READY_TO_SUBMIT
- 4 24-SEP-2002 14:28:58 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from READY_TO_SUBMIT to SUBMITTED
- 5 11-OCT-2002 11:59:58 Alison.Clarke **GRO**
CLARKEA Chg Mgmt
Actioned document from SUBMITTED to REJECTED
- 6 30-OCT-2002 09:52:38 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from REJECTED to RAISED
- 7 30-OCT-2002 09:55:32 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from RAISED to COMMERCIAL REVIEW
- 8 30-OCT-2002 15:12:43 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from COMMERCIAL REVIEW to READY_TO_SUBMIT
- 9 30-OCT-2002 15:56:06 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from READY_TO_SUBMIT to SUBMITTED
- 10 04-NOV-2002 16:49:47 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from SUBMITTED to APPROVED
- 11 07-NOV-2002 13:08:39 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from APPROVED to RAISED
- 12 07-NOV-2002 13:09:02 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from RAISED to APPROVED

Update History

- 0 20-SEP-2002 13:37:45 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CCN.A;1
- 1 20-SEP-2002 13:39:01 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
- 1 23-SEP-2002 09:12:02 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
- 1 23-SEP-2002 09:12:32 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited
- 2 23-SEP-2002 09:14:33 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:BP/CON/194.A-CONTREXT.4.0 (Affected)
- 2 23-SEP-2002 09:14:33 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt

Date: 26/07/02

Related Item PWY:BP/CON/195.A-CONTEXT;4.0 (Affected)
2 23-SEP-2002 09:14:33 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CA_SCHEDULE_A.A;1
2 23-SEP-2002 09:14:35 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CA_SCHEDULE_G.A;1
2 23-SEP-2002 09:14:35 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:BP/CON/235.A-CONTEXT;4.0 (Affected)
2 23-SEP-2002 09:14:35 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:BP/CON/226.A-CONTEXT;4.0 (Affected)
2 23-SEP-2002 09:14:37 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:BP/CON/266.A-CONTEXT;4.0 (Affected)
2 23-SEP-2002 09:14:37 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CA_SCHEDULE_N.A;1
2 23-SEP-2002 09:14:39 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CS-PRO.A;1
2 23-SEP-2002 09:14:39 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CS/PRO/092.A-INTDOC;4.0 (Affected)
2 23-SEP-2002 09:14:41 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CS-IFS.A;1
2 23-SEP-2002 09:14:41 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CS/IFS/007.A-INTDOC;2.1 (Affected)
2 23-SEP-2002 09:20:19 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CD_ATTACH.A;1
2 23-SEP-2002 09:20:19 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1016_1.A-CDATTACH;1 (Affected)
3 23-SEP-2002 09:46:48 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited
3 23-SEP-2002 15:35:10 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1016_1.A-CDATTACH;2 (In Response To)
3 24-SEP-2002 13:53:34 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited
3 24-SEP-2002 14:28:27 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Added action description
3 24-SEP-2002 14:28:54 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
5 11-OCT-2002 12:00:26 Alison.Clarke **GRO**
CLARKEA Chg Mgmt
Request attribute(s) updated
5 30-OCT-2002 09:50:20 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited
5 30-OCT-2002 09:52:20 Ken.Westfield **GRO**

Date: 26/07/02

	WESTFIELDK		Chg Mgmt
	Request attribute(s) updated		
5	30-OCT-2002 09:52:34	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Request attribute(s) updated		
6	30-OCT-2002 09:53:29	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Added action description		
6	30-OCT-2002 09:54:21	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Related Item PWY:CCN_1016_1.A-CDATTACH;3 (In Response To)		
6	30-OCT-2002 09:54:53	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Related Item PWY:CS/IFS/007.A-INTDOC;3.0 (Affected)		
6	30-OCT-2002 09:55:08	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Unrelated Item PWY:CS/IFS/007.A-INTDOC;2.1		
7	30-OCT-2002 11:40:40	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Added action description		
7	30-OCT-2002 11:41:01	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Action descriptions edited		
7	30-OCT-2002 11:42:14	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Request attribute(s) updated		
7	30-OCT-2002 15:04:08	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Detailed description edited		
9	04-NOV-2002 16:49:44	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Request attribute(s) updated		
10	07-NOV-2002 13:03:51	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Detailed description edited		
11	07-NOV-2002 13:08:50	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Related Item PWY:CCN_1016_1.A-CDATTACH;4 (In Response To)		
12	07-NOV-2002 13:13:39	Ken.Westfield	GRO
	WESTFIELDK		Chg Mgmt
	Added action description		
12	19-AUG-2003 15:14:04	Tariq Arain	GRO
	ARAIN		SCM
	Request attribute(s) updated		

Archived Attribute Information

----- END OF CHANGE CONTROL NOTE PWY_CCN_1016 -----