Fujitsu Services	Fujitsu Services (Pathway) Ltd / Post Office Ltd Interface Agreement for Operational Business Change - Product COMMERCIAL IN CONFIDENCE	Ref: CS/PRD/058 Version: 9.0 Date: 30 October 2002

Document Title: Fujitsu Services (Pathway) Ltd / Post Office Ltd Interface Agreement for Operational Business Change - Product

Document Type: Interface Agreement

Release: Network Banking

Abstract: This agreement defines for the Network Banking release of the Horizon System the requirement, the service solution and the obligations of Post Office Ltd and Fujitsu Services (Pathway) Ltd for delivering Operational Business Change – Product.

Document Status: Approved

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Internal Distribution: Pathway RDT

External Distribution: Post Office Ltd Network Support

Post Office Ltd Sales and Marketing Product Deployment

Post Office Ltd Reference Data Operational Team
Post Office Ltd Horizon Commercial

| Fujitsu
Services | Fujitsu Services (Pathway) Ltd / Post Office Ltd
Interface Agreement for Operational Business
Change - Product
COMMERCIAL IN CONFIDENCE | Ref: CS/PRD/058

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Approval Authorities:

Name	Position	Signature	Date
Martin Riddell	Fujitsu Services (Pathway) Ltd Customer Service Director		
Don Grey	Post Office Ltd Head of Network Support		

0.0   Document Control

0.1   Document History

Version No.	Date	Reason for Issue	Associated CCN No.
0.1	09/02/99	First Draft	
0.2	18/02/99	Second Draft – supersedes first draft	
0.3	22/03/99	Third Draft – incorporates comments from Alison Peacock and David Fletcher	
0.4	23/03/99	Fourth Draft – incorporates changes from David Wilcox	
0.5	31/03/99	Fifth draft – correction to section numbering and other comments	
0.6	23/04/99	Sixth draft – following comments from PON as discussed with Geoff Darby.	
0.7	25/05/99	To include changes proposed in the PON/ICL Pathway meeting of the 30/4/99 and the acceptance review meeting of the 25/5/99. To include comments following ICL Pathway commercial review.	
0.8	18/06/99	To include changes proposed in the PON/ICL Pathway acceptance review meeting of 9/6/99.	
1.0	25/06/99	Baseline version	
1.1	07/07/99	Incorporate comments from PON and Pathway	
2.0	08/07/99	Updated baseline	CCN 496a
2.1	29/07/99	Incorporated comments from PON following rejection of CCN 496a	
2.2	23/08/99	Incorporated comments from PON / ICL Pathway review meeting of 5/8/99.	
2.3	27/08/99	Incorporated comments from PON (David Anders) review of 25/8/99. Amended elements in line with proposed method of product removal	
2.4	14/09/99	Identification that the maximum volume of change could be agreed outside of this document.	

THIS DOCUMENT WAS FORMALLY WITHDRAWN BY ICL PATHWAY

2.5	03/12/99	Re-issued following significant ICL Pathway / PON discussions.	
2.6	22/12/99	Reviewed after PON / ICL Pathway meeting on 20/12/99.	
2.7	05/01/00	Changed to include ICL Pathway commercial comments.	
2.8	11/01/00	Changes following PON /ICL Pathway review on the 10/1/2000	
2.9	13/01/00	Changes following PON.ICL Pathway review on 13/1/2000	
3.0	20/01/00	Updated baseline.	CCN 496b
3.1	09/05/00	Updated for CSR+ All references to POCL replaced by PON. Cross-references to RDCC section numbers deleted.	
3.2	15/06/00	Updated following comments from PON	
3.3	02/07/00	Updated following meeting with PON	
3.4	30/08/00	Updated following meeting with PON	
3.5	28/11/00	Updated following meeting with PON	
4.0	11/12/00	Updated baseline	
5.0	9/1/2001	Updated baseline following comments from PON	
5.1	1/3/2001	Removes reference to CSR plus addition of new definitions	
5.2	12/4/2001	Amendments following meeting with PON	
5.3	14/6/2001	Further amendments following meeting with PON	
6.0	13/7/2001	Updated baseline following final comments	
7.0	28/8/2001	Updated baseline following further essential change of name from Postwatch to Postcomm	
7.1	4/7/2002	Amendments to names of both Pathway and Post Office, inclusion of Network Banking, amended leadtime for Advanced Complex	
7.2	6/08/2002	Updated following comments from Post Office Ltd	
7.3	13/09/200 2	Updated following meeting with Post Office Ltd	
8.0	30/09/200 2	Issued for approval (approval declined by Post Office Ltd)	
9/0	30/10/200	Issued for approval	

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0.2 Review Details

Review Comments by :	
Review Comments to :	

Mandatory Review Authority	Name
Pathway	Kevin McKeown
	Aileen Davis
	John Wright
	Hilary Forrest
Post Office Ltd	Rabia Cody
	Andy Corbett
	David Anders
	Mark Knight
	Mike Hannon
Optional Review / Issued for Information	
Pathway	Peter Burden
	John Shepherd
Post Office Ltd	Nick Embling
	Matt Warren

0.3 Associated Documents

Please see library for details of latest versions of documents.

	Reference	Vers	Date	Title	Source
1.	CS/PRD/030			Process for Operational Business Change - Product	Pathway
2.	CS/IFS/001 + CS/IFS/010			Reference Data Change Catalogue + Reference Data Change Catalogue Network Banking Appendix	Pathway
3.	CS/PRD/110			AP Client Service Introduction and Change	Pathway

				Process	
4.	CS/SER/001			CS Services Catalogue	Pathway
5.	RDP/AIS/001			AIS Reference Data to Pathway Type A Data (CSR)	Post Office Ltd
6.	RDP/AIS/001			AIS Reference Data to Pathway Type A Data (CSR+)	Post Office Ltd
7.	RDP/AIS/008			AIS Reference Data to Pathway Type B Data (CSR)	Post Office Ltd
8.	RDP/AIS/008			AIS Reference Data to Pathway Type B Data (CSR+)	Post Office Ltd
9.	CS/PRD/048			Changing Reference Data to Tight Timescales	Pathway
10.	CS/IFS/002			Reference Data Change Class 1 Analysis	Pathway
11.	CS/IFS/003			Fujitsu Services / Post Office Ltd Operational Business Change – Network Interface Agreement	Pathway
12.	RDS/OLA/001			Reference Data – Post Office Ltd / Pathway Operational Level Agreement	Post Office Ltd
13.	PON/OSG/OLA/ 001			PON OSG / ICL Pathway Operational Level Agreement	Post Office Ltd
14.	OSG/OPS/001			Operational Business Change Product Verification Procedures	Post Office Ltd
15.	RD/TEC/951			Reference Data Rules and Values	Post Office Ltd+ Pathway
16.	CS/POL/006			Service Management Framework Part A	Pathway
17.	CS/OLA/022			Counter News Review Process	Pathway
18.	CS/PRD/077			Reference Data Alert Process	Pathway
19.	CS/PRD/028			Process for Changing Menu Hierarchies and Icons	Pathway
20.	CS/PDN/018			Horizon Icon Service Description	Pathway
21.	RDP/TEC/977			Network Banking Reference Data Rules and Values	Post Office Ltd +

					Pathway
22	CS/PRD/108			Conventions for naming of Operational Business Change Reference Data	Pathway

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

0.4 Abbreviations/Definitions

The text in the remainder of this document uses the abbreviations and definitions shown below. They are not intended to be definitive in any other contractual context.

Abbreviation	Definition
Adow	Any day of the week, as opposed to working weekdays.
Advanced Change	Business changes available through the OBC processes that require a notice of change to be delivered to Pathway before implementation. They may or may not be supported by Reference Data files from Post Office Ltd. Advanced Changes can be subdivided into Complex, Standard, Simple or AP. [see sections 3.1 and 4].
Advanced Complex Change	Change that requires advance notice to be given to Pathway in order for Type C Reference Data to be created.
Advanced Complex Extended Change	Change that requires advance notice to be given to Pathway in order for Type C Reference Data to be created, also requires additional validation/verification above that needed for Advanced Complex Change
Advanced Simple Change	Change that requires advanced notice to be given to Pathway, where the additional activities required can be carried out after the OBC has been released and therefore do not extend the lead-time for that OBC.
Advanced Standard Change	Change that requires advanced notice to be given to Pathway, where the additional activities required do extend the lead-time for that OBC, but the change does not require Type C Reference Data.
After the event changes	Changes which need to be made to complete an OBC, but are not needed before the release of the OBC e.g. documentation updates.
Agreed Date	Where the Start Date or Required Date are invalid or cannot be met an alternative date will be agreed between Post Office Ltd and Pathway.
Amendment file	A file containing records changing previously received Reference Data which is still being processed – must be released with the original file.
AP	Automated Payments
Authorisation Form	A document that is sent from Post Office Ltd to Pathway to say the following for the named OBC.

	• The Verification Report has been checked.
	
	• The Verification Counters have been tested and:
	
	  ➢ The **Identity** and **Name** of the Business Test performed to verify the changes,
	
	  ➢ The **Date** and **Time** the Business Test was conducted,
	
	  ➢ The **Name** of the person who conducted the Business Test,
	
	  ➢ The **Conclusion** of the Business Test, whether **Pass** or **Fail**,
	
	    • If Fail, the **Failure Reason** and **Mitigating Action**
	
	    • If Pass, indicate whether the **Comparison Report** had been checked **Yes** or **No**.
	
	The form provides the notice of authorisation.

Authorisation	The Authorisation process results in Pathway being directed by Post Office Ltd to implement in the live estate those authorised Reference Data changes that are covered by the notice of authorisation. Authorisation is an assertion by Post Office Ltd that they have diligently and conscientiously performed the specified [ref. 14] Business Tests, and that within the bounds of the specified tests the results indicate that the effects of the authorised Reference Data change is the effect that Post Office Ltd intended. Pathway is responsible for ensuring that all other effects on the system are consistent with the stated requirement. Each party accepts responsibility for those aspects of a change for which it has responsibility to test. The notice of authorisation shall be communicated via an Authorisation Form.
Authorised Change	An OBC which has passed through the Authorisation process and has been authorised.
Basic Change	Changes available through the OBC processes that DO NOT require a notice of change to be delivered to Pathway. Currently Basic Changes always consist of Class 1 Reference Data.
BAU	Business As Usual. Processes within Post Office Ltd that occur regardless of whether the Horizon system is in use.
BCR	Business Change Request (referred to in Post Office Ltd as "Change Control Number"). A unique identification number for an OBC.
Branch	Term used to refer to individual post offices. Replaces the formerly used term "outlet".
Business Tests	Tests used by Post Office Ltd to ensure a change seen on the Verification Counter and/or described in the Verification and Comparison reports meets the requirement. Where Business Tests fail to identify problems that were apparent at the time the tests were carried out, the specified tests will be improved by joint review

	and change control.
CCD	Contract Controlled Document
CCN	Change Control Note as defined in the Codified Agreement.
CCN	Change Control Number (referred to in Pathway as "Business Change Request").
CIT	The Change Implementation Team, Network Support, Post Office Ltd. (formerly known as the Service Provision Team or OSG.)
Change Type	For example, Basic Pure, Advanced Simple, Advanced Complex, AP etc.
Class 1	Class 1 Reference Data is the subset of data items which have no impact on any other part of the Horizon system and changes containing only Class 1 Reference Data (Basic Changes) can be implemented by Pathway without advance notice [see ref. 10]. Class 1 data is subsetted into HD, HR and Pure.
Comparison Report	The output from Pathway's software tool which is used for identifying the changes that have occurred on a Horizon counter. It provides information to Post Office Ltd for verification purposes.
CR	Change Request as defined in the Codified Agreement.
CSR	Core System Release – superseded by CSR+
CSR+	Core System Release Plus
CTO	Client Take-On (AP)
Deviation to the service	A single instance of an agreed (by CR) variation to the workload which falls outside of specified levels.
Error	A part of a change that does not meet the requirement or specifications, whether Reference Data definitions, file format, milestones, delivery route or other aspect of the OBC processes. (see also Rework)
Error correction file	A file containing records for the purpose of correcting errors to previously received Reference Data which is still being processed-must be released with the original file.
Exception	A change that falls outside of the agreed levels e.g. to lead-times or volumes and is not a 'Deviation to the service'.
HD (Basic)	Reference Data changes are 'HD' when the change is relevant in Pathway only to the HelpDesk e.g. telephone number.
HFSO	Horizon Field Support Officer
HR (Basic)	Reference Data changes are 'HR – High Risk' when verification is required by Post Office Ltd (but are not subject to advanced notification).
HSH	Pathway Horizon System Helpdesk.
Interface Agreement	This document (except where the Interface Agreement for Network is specifically referred to, then see [ref. 11]).
Live Fix	A change to Reference Data to correct a Live Incident

Live Incident	The occurrence of an incident, which relates to the live environment and is recorded on the Pathway HSH and / or the Post Office Ltd NBSC help desks.
MCWP	Maximum Counter Wait Period
MAAWP	Maximum Authorising Agent Wait Period
Migration Special	See section 4.6.2 for the definition.
MIS	Management Information System
NBSC	Post Office Ltd Network Business Support Centre.
NS	Network Support, Post Office Ltd. (formerly known as Business Service Management. It includes the Change Implementation Team, formerly known as the Service Provision Team or OSG.)
NWB	Network Banking
OBC	Operational Business Change. Any change, usually supported by Reference Data changes, that is implemented through the OBC process e.g. Advance and Basic Changes, excluding changes specifically required to implement software changes.
OBC forms	Electronic Forms used to interchange information relating to OBCs between Post Office Ltd and Pathway e.g. OBC 2.
OLA	Operational Level Agreement
Outlet	Term formerly used to refer to individual post offices. Now replaced by the term "branch".
Pathway	Fujitsu Services (Pathway) Ltd
PLU	Product Look Up
PM	Postmaster
POCL	Post Office Counters Limited – the former name of PON.
PON	Post Office Network - name which supersedes POCL but is now replaced by Post Office Ltd
Postcomm	The Postal Services Commission, that is the Government appointed regulator for postal services
Pre-authorised change	A pre-authorised change is a Reference Data change that by agreement [see section 4] does not require verification by Post Office Ltd and can be released by Pathway without additional notification from Post Office Ltd over and above the delivery of a conformant file.
Pre-live Incident	The occurrence of an incident, which is observed during Reference Data processing and validation before release to the live environment, and is recorded on an Incident Management System (PinICL) operated by Pathway.
Product Changes	Changes to the products or appearance of products available through the Horizon system implemented wholly or in part, through changes to Reference

	Data.
Pure (Basic)	When used in reference to a Reference Data Change 'Pure' indicates Reference Data which is considered to be of low risk to business integrity.
RDCC	Reference Data Change Catalogue
RDMC	Pathway Reference Data Management Centre
RDORF	Reference Data Operational Review Forum
RDOT	Post Office Ltd Reference Data Operational Team (Chesterfield)
RDP	Post Office Ltd Reference Data Project
RDS	Post Office Ltd Reference Data System
RDT	Pathway Reference Data Team
Release Day	The day on which Reference Data is Released to the live system.
Released to the live system	Reference Data released by Pathway into the TMS agent. The end point for the process defined in this document. The SLA [see section 3.3] covers the delivery of Reference Data to the branches.
REM	Remittance
Required Date	The date on the OBC form (Advanced Changes) that specifies when the change needs to be available at the branches. Normally this is the same as, or earlier than, the Start Date. (see also, Agreed Date.)
Rework	Activity required to progress a change when an Error Correction File or Amendment File is provided.
RM	Pathway Release Management
Start Date	The earliest date specified within any record within any file of Reference Data for a particular OBC. The Start Date is used by the Horizon counters to determine when the functionality comes into effect. This date should always be a future date when taking into account lead times. (see also Agreed Date & Required Date.)
TMS	Transaction Management Service.
Type A	Data transmitted electronically from RDS to RDMC over an automated interface.
Type B	Data transmitted electronically from Post Office Ltd to Pathway over a non-automated interface.
Type C	Data prepared by Pathway.
Unauthorised change	An OBC that has been released to the live environment but has not been authorised.
Unit of Release	A combination of files which are intended to be released together. The smallest is a single file. Where Amendment or Error Correction files are applied to a change in progress, the unit of release will be all files associated with the original OBC.

Verification (Verify)	Confirming that the observed result of the change implemented is the same as that expected and fulfils the requirements of the business.
Verification Counter	A non-live Horizon counter provided to Post Office Ltd to which OBCs are applied in order for Post Office Ltd to verify the change, before its release to the live estate.
Verification Report	A report produced from the RDMC to show which Reference Data records have changed.
Working weekdays	9am to 5pm, Monday to Friday, excluding English Public Holidays.

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0.5   Changes in this Version

Version	Changes
7.1	• Change of name from ICL Pathway to Fujitsu Services (Pathway) Ltd • Change of name from PON to Post Office Ltd • Inclusion of Network Banking entities within timescale examples • Amendments to lead time for Advanced Complex category and introduction of Advanced Complex Extended • Remove SLA level of detail at end of each change type (SLA is not relevant to this document)
7.2	• A number of minor wording changes based on comments received from Post Office Ltd
7.3	• Control section of document updated to conform to latest Pathway standard • All Reference to POLtd changed to Post Office Ltd • SLA delivery table re-introduced in section 3.3 with cross reference from other models • End-to-end leadtime included in leadtime models • Additional examples shown for NWB in Appendix B • References to Counter News changed to Operational Focus • A number of minor wording changes as agreed with Post Office Ltd
8.0	• Further (mainly typographical) amendments following comments from Post Office Ltd
9.0	• Further (minor) amendments following Post Office Ltd non-approval of version 8.0 • Amended some specific references to Branch Reference Data in 0.6, 2.1, 3.2 and 9.3

0.6 Changes Expected

Changes
• Possible full inclusion of Branch Reference Data. It is anticipated that this amendment will be included within the version relevant to Debit Card Service. • Section 3.4: Further amendment to process for the production and communication of Operational Focus articles that relate to Reference Data changes. • Appendix A: volumes amended to include impact of LFS/SAPADS and Network Banking

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- Appendix B: ability to change a core product to non-core. It is anticipated that this will be included in the version of this document following sign-off of the NWB version (currently V 9.0)

- Debit Card Service

- Structure of document to better reflect the current service following discussions with Post Office Ltd

0.7 Table of Contents

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1 SUMMARY SHEET

This section summarises the content of this Agreement as a "quick reference" guide to change types. It does not replace the detail contained in the following chapters (should there be differences, the latter shall prevail).
Note: the Lead-time includes processing within both Post Office Ltd and Pathway, but not distribution to the Horizon counters.

Change Category	Definition (see section 4)	Lead-time (working weekdays)		
Standard:		Post Office Ltd	Pathway	Total
Basic Change - Pure	Type A Reference Data only (no Post Office Ltd verification required)	4	1	5
Basic Change – High Risk	Type A Reference Data only (Post Office Ltd verification is required)	6	4	10
Advanced Simple Change	Type A Reference Data, plus after-the-event changes	6	4	10
Advanced Standard Change	Type A & Type B Reference Data, MIS change & Pathway testing required	9	5	14
Advanced Complex Change	Change that requires Type C Reference Data from Pathway	14	11	25
Advanced Complex Extended Change	Change that may require Type C Reference Data from Pathway or may need longer validation/verification times than Advanced Complex	14	16	30
AP Change	Change required for AP Client Take-On and Token verification.	[see refs. 3&4]		
Icon Change	Introduction of new/amended Icon	[see ref 20]		
System Parameters – Pure	Amend specified Horizon system parameters within defined limits	1	2	3
Fast-track:				
Basic Express	A subset of Basic HR, for a specific requirement to change specific Reference Data quickly.	1.5	0.5	2
Migration Special	An addition to the non-core product mappings for a branch, normally where the product is already being sold prior to migration.	0.75	0.25	1
Tight Timescales	A change under contractual requirement 539/3, to make any kind of Reference Data change quickly, in specified circumstances.	Agreed when requested		

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Business Critical Advanced Change	An advanced change which requires shorter lead time than would normally be required for such a change	Agreed when requested
Live Fix	A change to correct a live incident. (ref. section 4.6.4 and 9.3).	Defined in OLAs (refs. 12 & 13)

N.B. The breakdown of the leadtimes shown above are indicative only of the time taken within each organisation. The overall leadtime should always be taken as the true indication of the time required to effect a change. When considering the date by which data is to be delivered to Horizon counters and the total amount of time required to implement a change, in addition to the leadtime shown above consideration must also be given to distribution time to the Horizon counters (see section 3.3) following authorisation.

2 Introduction

This document is a Contract-Controlled Document (CCD).

2.1 Intent of Agreement

The intent of this Interface Agreement is to establish effective co-operation between Fujitsu Services(Pathway) Ltd and Post Office Ltd for the timely efficient and cost effective delivery of Operational Business Change – Product using Reference Data to Horizon enabled post office counters.

[DN In the context of rework aspects of this agreement are also relevant to Branch Reference Data.]

This Agreement identifies:
- Post Office Ltd and Pathway's requirement for Product changes introduced via Reference Data,
- the agreed end-to-end service solution for Pathway and Post Office Ltd, both separately and jointly, for implementing such changes and
- the obligations of both parties, both separately and jointly, that must be met in order to deliver the solution.

There are a number of documents (which are not CCDs) that describe the interfaces and agreements made between Pathway and Post Office Ltd for the management of Operational Business Changes. This document provides an "umbrella" agreement for those others and they will comply with the Agreements made within this Interface Agreement.

Whilst this Agreement serves as an umbrella for other documentation it cannot supersede any contractual obligations defined within the Contract Schedules. The timescales shown later in this document are those which are agreed by both parties to be operationally viable and as such form the basis of normal business practice when implementing changes to Reference Data.

2.2 Maintenance of this Agreement

This Agreement is applicable to the Network Banking Horizon release. It will be reviewed for any future major software release and on an on-going basis. It is maintained by Pathway on behalf of both parties.

2.3 Future Developments

Post Office Ltd and Pathway agree to work jointly to improve the quality and effectiveness of the Reference Data interface as follows:

- Review the functionality, scope and effectiveness of the Reference Data test environment and enhance where appropriate.
- Continuously monitor the toolset available in the test environment, in particular the Reference Data comparison tool for identifying impact of planned Reference Data changes with the possibility of enhancement where appropriate.
- Continuously monitor and where necessary improve the Reference Data Change Catalogue (RDCC) relating to Reference Data requirements.
- Review the consolidated set of Business Rules and procedures which have been jointly developed and implemented.
- Continuously improve the scope and effectiveness of Business and System tests.

The programme for delivery of each of the above will be overseen by the RDORF.

2.4 Service Management Policy

Service Management Policy is described in [ref 16]

2.5 Alerting when data is at risk of late delivery

When it is known that Reference Data may be at risk of non delivery by the time it is required at branches an Alert may be required. The detail of the Alert Process is described in [ref 18].

The principles of the Alert Process with respect to data being delivered overnight to become active at branches the following day are:

- to provide warning to relevant parties in Post Office Ltd and Pathway, that there is risk of critical reference data not being available at branches the following day
- to allow appropriate contingency to be invoked against that risk where lack of the data would cause critical problems

The process may similarly be invoked if the final milestone is known to be at risk (see section 9.3)

The process is initially invoked by Post Office Ltd setting the Alert Flag on the Release Authorisation Form. If the Release Day is the day prior to the Start Date, and the Alert Flag is set, RDT will initiate the warning process.

3 Scope

3.1 Interfaces

This Agreement covers all the interfaces between Pathway and Post Office Ltd that support the Operational Business Change process for pre-defined product changes. In this version it has been extended to encompass the Network Banking release of the Horizon system.
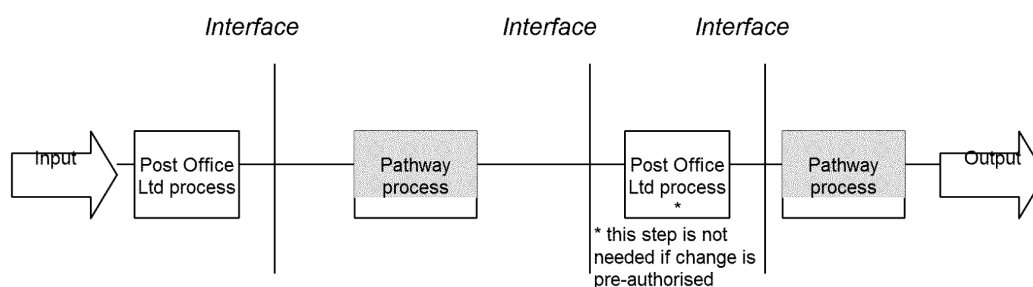
The start is the point where an OBC form has been completed and issued within Post Office Ltd, and the end point is where the Reference Data has been released within Pathway for delivery to the live counters.

The delivery of the Reference Data to counters, following release authorisation, is covered by the SLA [see section 3.3].

This Interface Agreement applies to both Advanced and Basic Product Changes where:

- a Basic Change is a change which consists solely of Reference Data which requires no additional Pathway actions and may be submitted to Pathway without notice
- an Advanced Change is a change which requires additional Pathway activity and is subject to advanced notification.

3.2 Branch Reference Data Changes

This Interface Agreement does not cover Reference Data for Branch Change.

[DN: Refer to statement in section 2.1]

3.3 SLA

The contractual provisions relating to the distribution of Reference Data are defined in the SLA in Contract Schedule G10 as follows:.

System processes overnight	Data at 97% of counters	(release day +1 adow)	(Day B)
	Data at 99% of counters	(release day +2 adow)	(Day C)
	Data at 100% of counters	(release day +3 adow)	(Day D)

[DN: Proposals are under discussion which may result in changes to the above]

3.4 Operational Business Change processes

The Operational Business Change (OBC) process for product change is defined in [ref. 1] and the types of change that qualify for the OBC process are defined in the Reference Data Change Catalogue (RDCC) [ref. 2,]. Changes not found in the RDCC must be requested via the normal Change Control mechanism (CR/CCN).

A summary of the process is given below.
Note:
Not every Change Type follows every step of the process [see section 5].
The timescales for each stage of the process are defined in [section 5].
The types of change that the process applies to are defined in [section 4].
The responsibilities of each party are defined in [section 8].

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3.4.1 Process Diagram

Note: feedback loops exist at all stages for error correction, but are not shown,

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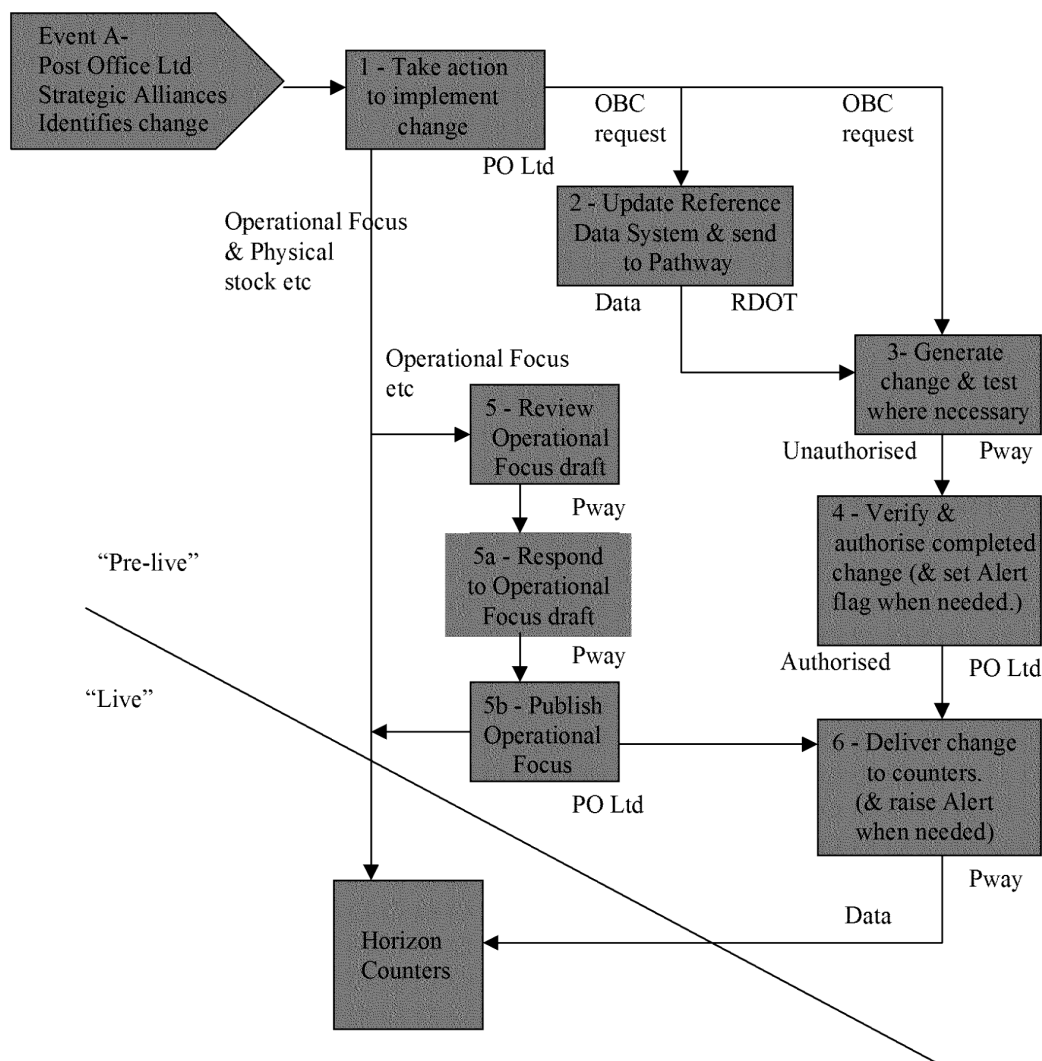
3.4.2 Process Steps

	Step	Taken by	Description
A	Event A – Identify change	Post Office Ltd	The relevant unit in Post Office Ltd identify the business need to change details for or to introduce or to withdraw a product.
1	Take actions to implement the changes	Post Office Ltd	The relevant unit in Post Office Ltd identify if the change is a Basic Reference Data change, or an Advanced OBC change. The relevant unit raise the required OBC forms to: • Request Post Office Ltd Reference Data Operations Team (RDOT) to change the Reference Data (for both Basic and Advanced Changes) • and request an OBC –Product Change from Pathway (for Advanced Changes). Post Office Ltd NS CIT confirm the change requested is an Advanced OBC change and request Pathway to make the change. Post Office Ltd NS CIT supply any required additional information to support the Advanced OBC change. Post Office Ltd ensure that all necessary communications and supporting actions for the OBC are complete.
2	Update Ref. Data system & send to Pathway	Post Office Ltd RDOT	Post Office Ltd RDOT changes the Reference Data in RDS to meet the OBC requested and send it to Pathway and other users within Post Office Ltd. N.B. This step is not used where no RDS data is required
3	Generate Change and test where necessary	Pathway	Pathway receives the Reference Data from RDOT (for all changes) and receives the OBC form and necessary additional information from Post Office Ltd NS CIT (for Advanced Changes). Pathway initiates any required internal actions e.g. ensure Reference Data is appropriate for the OBC requested as defined in the RDCC [ref. 2], generate Type C Reference Data, test changes. Changes are tested and validated by Pathway where necessary. Pathway generates and delivers the RDMC Verification Report and the Comparison Report to Post Office Ltd

			NS CIT and delivers the actual Reference Data change to the verification counters, as appropriate. Note: Pathway does not send Pure Basic and Migration Special Changes to Post Office Ltd NS CIT for authorisation, as they are pre-authorised by Post Office Ltd.
4	Verify & authorise completed change	Post Office Ltd NS CIT	Post Office Ltd NS CIT undertake OBC counter and report verification (as appropriate) and confirm the change as delivered is the change required, and authorises the release of the OBC to the live estate. Post Office Ltd NS CIT also sets the Alert flag on the Authorisation Form, when appropriate. (see section 2.5) N.B. Some changes are Pre-Authorised – please refer to [ref 22]
	N.B. The following steps may start after step 1 and run in parallel		
5	Review Operational Focus articles	Pathway	Pathway reviews, and responds to, all relevant Operational Focus or other Horizon update articles before publication and distribution (when required) to confirm that the contents correctly reflect the system and will not have an unnecessary impact on Helpdesk resources. Post Office Ltd shall accept all amendments reasonably requested by Pathway in pursuit of the delivery of contractual services. The process is described in [ref 17] ***DN: this process is still under discussion***
6	Change delivered to counters	Pathway	Pathway releases Reference Data for all authorised OBCs to the live estate. Pathway will raise Delivery Alert on the Release Day, if the Alert Flag is set and the change is to be effective next day. (see section 2.5) Where agreed with Post Office Ltd, the release may be held pending communication to the Branches e.g. via Operational Focus. (However if release delay risks the Start Date, there may need to be another change processed to amend the start date of the change).

3.5 Icon Change

Whilst the introduction of Icons (the pictures which appear on buttons) on the Horizon desktop is not contractually a part of the OBC process, the scope of this document has been extended to include the process for introducing new, or amending existing, Icons. The process and agreed timescales for Icon change are described in [ref 20].

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4 Types of Change

4.1 Introduction

Change types are pre-defined for inclusion into the OBC – product process. This definition can be found in the Reference Data Change Catalogue (RDCC) [ref. 2]. Each pre-defined change type is grouped as shown in the table in section 1.

The RDCC Product Change categories that apply to these changes are listed in sections 4.2 and 4.6 below. The assumptions listed in the RDCC must be adhered to, in order to apply these categorisations.

4.2 Standard Changes

The order of the change types in this section is significant and is an indication of the level of risk with each type and therefore the amount of checking that is deemed to be necessary. The change types are in order of increasing risk from those which need little or no checking, as the effect of an error would be minimal on the Live estate, to those which need extensive checking, as the effect of an error may be significant on the Live estate. Those changes, which are deemed to require minimal or no checking, are classified as Basic - Pure. Those changes, which are deemed to require most checking, are classified as Advanced – Complex or Advanced Complex Extended.

A complete list of changes applicable to each type is held within the RDCC. Should Post Office Ltd decide that additional checking is required, a change may be submitted in a type with a higher risk position in this section. However the converse is not true, in that a change can never be requested with a lower risk position than the type shown in the RDCC.

Appendix B: Standard Changes - Details, shows a representative list of the changes for each type.

4.2.1 Basic - Pure

Basic Changes do not require advanced notification from Post Office Ltd to Pathway (OBC form). The delivery of the Reference Data file using agreed mechanisms is the request for change. The file must identify that its contents are Basic Pure changes. The file may contain more than one change of the same type. All Basic files contain only Class 1 Reference Data items. Pathway checks the contents of the file are appropriate for the type of change. Pure changes do not require verification and are pre-authorised for release.

4.2.2 Basic – High Risk

Basic Changes do not require advanced notification from Post Office Ltd to Pathway (OBC form). The delivery of the Reference Data file using agreed mechanisms is the request for change. The file must identify that its contents are a Basic High Risk change. The file may contain more than one change of the same type. All Basic files contain only Class 1 Reference Data items. Pathway checks the contents of the file are appropriate for the type of change. High Risk changes require a Verification and a Comparison report and authorisation by Post Office Ltd before release.

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4.2.3 Advanced Simple

Advanced Simple changes require advanced notification from Post Office Ltd to Pathway (an OBC form) to request the change. Associated Reference Data files must be identifiable as such through the BCR number. Pathway checks the contents of the file are appropriate for this type of change. Pathway has actions to take to implement the change (in addition to processing the Type A Reference Data file from Post Office Ltd) e.g. update documentation, but these actions can occur after the change has been released and therefore do not extend the lead-time for the change. These changes require a Verification and a Comparison report and authorisation by Post Office Ltd before release.

4.2.4 Advanced Standard

Advanced Standard changes require advanced notification from Post Office Ltd to Pathway (an OBC form) to request the change. Associated Reference Data files must be identifiable as such through the BCR number. Pathway checks the contents of the file are appropriate for this type of change. Pathway has actions to take to implement the change (in addition to processing the Type A Reference Data file from Post Office Ltd) e.g. process Type B files, and these actions must occur before the change has been released, therefore the lead-times are longer than for Simple or Basic changes. These changes require a Verification and a Comparison report and authorisation by Post Office Ltd before release.

4.2.5 Advanced Complex

Advanced Complex changes require advanced notification from Post Office Ltd to Pathway (an OBC form) to request the change. Associated Reference Data files must be identifiable as such through the BCR number. Pathway checks the contents of the file are appropriate for this type of change. Pathway must generate Type C Reference Data to implement the change and test that the change works as requested in the OBC form. These changes require a Verification and a Comparison report and authorisation by Post Office Ltd before release.

4.2.6 Advanced Complex Extended

This category of change has been introduced to differentiate from ordinary Advanced Complex changes as the leadtime is longer to allow for additional validation/verification. In all other respects this category is identical to Advanced Complex.

4.3 AP

AP changes are similar to Advanced Complex changes and require notification from Post Office Ltd to Pathway (an OBC form) to request the change. Associated Reference Data files must be identifiable as such through the BCR number. Pathway checks the contents of the file are appropriate for this type of change. Pathway has actions to take to implement the change e.g. test Tokens and supply test files to the appropriate Post Office Ltd Client for Post Office Ltd End to End testing of changes. These changes require a Verification and a Comparison report, additional testing and authorisation by Post Office Ltd before release.

(as described in relevant AP documentation)

      Introduce new AP client, service or token

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Change client name (new token data)
Cease AP Client, product or token
Introduce new Smart Card

Notes on AP change:

- Changing AP product details when an end-to-end test file is not required falls outside the category of AP change and is to be treated in the same way as any other product change.
- Ceasing AP Client, product or token when the service is Live, i.e. it is not being withdrawn from a current CTO cycle, is to be implemented as an Advanced Simple change, with the client service list being amended after the event.

4.4 System Parameters - Pure

With the introduction of Network Banking there is the need to provide a relatively speedy method of changing some specific system parameters within defined limits. This new category provides the mechanisms by which Post Office Ltd can request such changes. Provided that the requested change falls within the limits specified within the Contract Schedules Pathway will process the request and deliver the change directly to the Live estate as there is no verification possible for such changes.

4.5 Icon Change

Changes to Icons are processed in a similar way to other OBC changes however, in most cases Icons are produced in batches rather than individually. Full details of the process for Icon changes are described in [ref 20]

4.6 Fast-track changes

4.6.1 Basic Express

A Basic Express change is a subset of Basic High Risk changes and must comply with the definitions in [section 4.2.1]. However, the lead-times [see section 5] specified for a Basic Express change can only be achieved where verification can be performed on the basis of the Verification Report and not a Comparison Report. The type of change must be such that there is minimal risk of error occurring elsewhere within the system as a result of applying the change and is therefore limited to:

Change price of non-value stock
Change price of revaluable value stock *
Change min/max quantity/value
Change Long/ Medium / Short name

The limits for use are:

◊ only for the categories of change which conform to the above e.g. 'Ticket and Travel' products or to meet the requirement for Tight Timescales
◊ only OBCs that must be active on completion of the change within 48hrs ¤

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◊ OBCs must be received by Post Office Ltd Change Implementation Team by 10am on a working weekday and

◊ only normal volumes of change as defined in [section 5.11]

◊ the Change Number must start with defined prefixes [ref. 15 and 22]. If a Change is delivered to Pathway with this prefix but the contents do not meet the specified criteria it will be processed according to the normal lead-times. Pathway will inform Post Office Ltd using the incident process.

* Note: When a Basic High Risk change is to change the price of revaluable value stock, Horizon counters will prompt counter staff on each of the three calendar days prior to when revaluation will need to be performed, provided that the Reference Data is already at the counter. Should a similar change be put through the Basic Express mechanism, this prompting period may be for less than three calendar days. It is Post Office Ltd's responsibility to provide any additional notification required to users.

¤ Where the change is as described above, the requirement for completion within 48hrs may be extended, if required, to allow for this 3 calendar day period.

4.6.2 Migration Special

A Migration Special change is a specific subset of Basic Pure changes and must comply with the definitions in [section 4.2.1]. Migration Specials are pre-authorised for release and no verification is required.

Migration Special changes are additions only to the Reference Data defining which non-core products a particular branch can sell, normally where the branch has been selling the item but the Reference Data does not reflect this. This Reference Data is needed so that the Cash Account can record those sales, when it is migrated to the Horizon system.

The limits for use are:

◊ additions to Non-core Product to Branch mappings only

◊ Reference Data must be received by Pathway by 10am for release to be actioned on the day of receipt or a phone call is required requesting a later file to be released

◊ Reference Data files must be identifiable as Migration Specials

Migration Specials differ from the standard Basic Pure change for adding non-core associations to an branch by virtue of:

◊ the urgency with which the data needs to be delivered to the branch.

◊ Migration Specials refer to one branch or one product – the normal Basic Pure change may have any combination of products and branches.

Where possible Post Office Ltd should use the Basic Pure change for addition of non-core association records.

Once Pathway has confirmed that the Reference Data is of the required type it will be released to the 'Live' environment.

4.6.3 Tight Timescales

4.6.3.1 Requirement

Requirement 539/3 states there is a need to "implement changes to Reference Data to tight timescales. As an example of such timescales, it shall be possible to implement Reference Data changes consequent on a [Treasury] Budget by start of business on the following day".

4.6.3.2 Definition

A Tight Timescale change is caused by either:

- an emergency situation where normal lead-times cannot be adhered to because of legal circumstances outside of Post Office Ltd control, or
- to allow Post Office Ltd to exploit commercial opportunities.

Each instance of such change must be notified in writing by Post Office Ltd to Pathway and agreed between Post Office Ltd Head of Network Support and the Pathway Customer Service Director or their nominated authorised deputies.

4.6.3.3 Types

Analysis by Post Office Ltd of the business requirements indicates that the types of change that require to be actioned in Tight Timescales are:

- Price changes
- Emergency cessation of a product
- Product introduction or change where the product has been created in advance with interim details.

a) Price Change

The most frequent Tight Timescale changes are price changes. These may be processed via the fast-track Basic Express route.

b) Emergency cessation

From the CSR+ version of Horizon the ability to transact a product is controlled by the use of Item Transaction Modes and therefore these type of changes may be processed via the fast-track Basic Express route.

c) Product introduction or change (with interim details)

A new product (or product change) can be introduced in advance of all details being available e.g. to meet a late-breaking business opportunity. Mandatory details should be provided initially, although some will have interim values
e.g.

- product name may be set to "test name" or other identifiably interim name.
- the cash account mapping may be to a lixne marked as "temporary" .
- the button for the product may not be introduced until a later date, with the product only available to be sold by PLU initially.

The "interim" product should be verified using standard processes for product change [see sections 3.4 and 5.6].

To set up the interim product the normal lead-times should be adhered to. When the interim product cannot be set up with the normal lead-times, it will be dealt with as a high priority exception [see section 9.2].

The interim details will be later replaced using:

- a Basic Express change for the final information relating to price and name. This must be identifiable as part of the Tight Timescale change, and will be verified via the Verification Report for Basic Express, before the change is released

- standard changes that occur after the go live of the product e.g. the introduction of the button, or the change of the Cash Account mapping.

An example of the timeline is shown below:
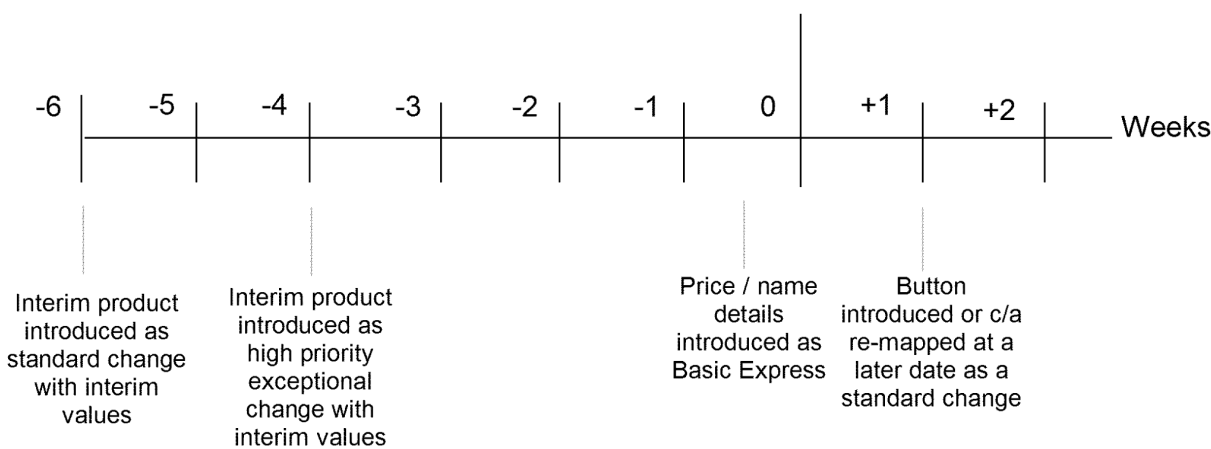
4.6.3.4 Limitations when information is available at a very late stage

Whilst acknowledging that Post Office Ltd may not have control over legal or governmental changes it must be recognised that the ability of the end to end process to produce, check, authorise and release Reference Data takes a finite time and therefore it may not be possible in all circumstances to meet the requirements. To this end the following are guidelines to the limitations for Tight Timescales changes where the information is only made available at a very late stage (e.g. 4 p.m. on a budget day).

- The time to key the data into the RDS system, extract and transmit to Pathway must be considered (probably a minimum of 1 hour)
- The time that RDMC takes to process the incoming data must be considered (approximately 30 minutes)
- If counter checks at Post Office Ltd are required an absolute minimum of 2 hours is required for RDT system processing. It is therefore likely that this time will not be

available and therefore checking of the data can only be by review of reports – minimum of 30 minutes to produce and transmit to OSG

- The time that Post Office Ltd will take to validate reports, or view data on counters should time be available for extract, needs to be considered (estimated as a minimum of 30 minutes)
- In order to meet normal operational schedules, authorisation to release a Tight Timescales change should be received by Pathway by 7:30 p.m.
- The introduction of new items is impossible overnight. If there is a possibility that new items will be needed their skeleton data must be set up in advance, as described above in section 4.6.3.3.c
- Changes to Menu Hierarchy can only be achieved within Tight Timescales when sufficient time is available – under normal circumstances, where the normal leadtime is not available, a Business Critical Advanced Change may be appropriate
- An overnight change should therefore only be of the type which amends the price or name of items

On the basis of the above timings, the latest time for commencement for an overnight Tight Timescales change, such as Budget announcements, to be with RDOT for keying is 5 p.m. for a change to be checked by report and 3 p.m. for a change to be checked by counter. Whilst these timings are theoretically possible any error which occurs in data preparation or is discovered during checking may affect the ability of all parties to complete the exercise. Therefore, wherever possible more time should be given.

4.6.4 Live Fix

The time scale for incident correction is driven by the impact of the incident, the complexity of the solution and the Start Date (or Agreed Date) for the change to be live at the branches. (see section 9.3)

4.6.5 Business Critical Advanced Change

It has been recognised that the Pathway and Post Office Ltd operational units have the ability, in some circumstances, to shorten the OBC lead time without adversely impacting the success of the change, or any other change in the system.

A Business Critical Advanced Change category has been introduced to permit operational units to decide, where possible, to deliver change within a shorter time than the specified leadtime.   BCAC does not replace Tight Timescales but rather offers an alternative, operational, method (similar to Basic Express) of progressing Advanced changes.

- Each instance of a Business Critical Advanced Change must be agreed by each the groups involved in the processing of the change (normally Post Office Ltd Change Implementation Team, RDOT and RDT) before the change is submitted to Pathway for action. This must include agreement on the effective date for the Reference Data
- The leadtime requirement for such a change must be shorter than that which would normally be required to complete the change
- The agreed leadtime requirement must be achievable
- Any errors or modifications which occur in the delivery of such a change are likely to cause failure to achieve the agreed leadtime
- Only minimal changes to the Menu Hierarchy are possible within shortened leadtimes. If the introduction of a new item is required in short timescales this should be considered via the PLU in the first instance with buttons to follow
- A maximum of 1 such change is permitted within any single week and 2 such changes in any rolling 4 week period
- RDORF may, by agreement, modify the maximum quoted above
- RDORF will review each instance of such a change to establish why it was necessary to invoke this process (without prejudice to any business confidentiality)

5 Lead-time for changes

5.1 Introduction

The lead-times quoted in this section are the end-to-end times covering both Post Office Ltd and Pathway activities. Each party must meet each milestone applicable to it in order that the subsequent milestones and the end-to-end lead-times are achieved. The types of change that relate to each category are defined in [section 4].

These lead-times apply for the volumes given in [section 5.11].

The lead-time runs from initiating a change until the change is Released to the live system. Delivery to Counters following release is as described in section 3.3

Notes:

For simplicity, the models used do not show activities that occur in parallel.

day = working weekday (Mon-Fri, excluding English Public Holidays)
adow = any day of the week, includes non working weekdays (Mon-Sun)
times = latest time action can occur to meet the schedule

Where a time is given next to a milestone, the time is critical to achieving that milestone. Where the time is not given, the default is for the handover between organisations to be complete by 8am. Failure to achieve a milestone by the given (or default) time potentially extends the lead-time of the change.

Whilst there are indications of the time taken at each stage of the processing these cannot be taken to be definitive, i.e. the overall leadtime should be taken as the most significant information.

N.B. The leadtime should be used in relation to when data is required to be delivered to counters on the Live estate, which may be earlier than the start date on the data.

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5.2 Basic - Pure

Changes that involve changing Type A Reference Data only and do not require verification.

End-to-End lead time = 5 days

Action	Duration	Result	Milestone	Owner
Business generates change	1 day	Deliver OBC to Post Office Ltd	Day 1 (6pm)	Post Office Ltd
Post Office Ltd processes change	1 day	Deliver Reference Data to RDOT	Day 2 (6pm)	Post Office Ltd
RDOT input Reference Data	2 days	Send to Pathway	Day 4 (8pm)	Post Office Ltd
Pathway System processes		*Available to Pathway*	*Day 5 (8am) **	
Pathway process change	1 day	Release change (release day)	Day 5 (8pm)	Pathway

Delivery to Counters following release is as described in section 3.3

* Note:

Basic – Pure Reference Data files (identifiable as such by virtue of the OBC prefix used) arriving by 10am, on a working weekday, will be released that night by Pathway, for distribution.

Basic – Pure Reference Data files received by Pathway by 4pm and accompanied by a notifying 'phone call', on a working weekday, will be released that night by Pathway, for distribution.

5.3 Basic – High Risk

Changes that involve changing Type A Reference Data only and required verification.

End-to-End lead time = 10 days

Action	Duration	Result	Milestone	Owner
Business generates change	1 day	Deliver OBC to Post Office Ltd	Day 1 (6pm)	Post Office Ltd
Post Office Ltd processes change	1 day	Deliver Reference Data to RDOT	Day 2 (6pm)	Post Office Ltd
RDOT input Reference Data	2 days	Send to Pathway	Day 4 (8pm)	Post Office Ltd
Pathway System processes		*Available to Pathway*	*Day 5 (8am)*	
Pathway process change	2 days	Deliver Reference Data to Post Office Ltd	Day 6 (6pm)	Pathway
Pathway generate RDMC verification & comparison reports	2 days	Deliver Reports to Post Office Ltd	Day 8 (6pm)	Pathway
Post Office Ltd check reports	2 days	Notifies Pathway of authorisation	Day 10 (8pm)	Post Office Ltd
Pathway process authorisation	Immediate	Release change (release day)	Day 10 (8pm)	Pathway

Delivery to Counters following release is as described in section 3.3

5.4 Advanced Simple

Changes requiring advanced notification that involve Type A Reference Data changes only before release.

End-to-End lead time = 10 days

Action	Duration	Result	Milestone	Owner
Business generates change	1 day	Deliver OBC to Post Office Ltd	Day 1 (6pm)	Post Office Ltd
Post Office Ltd processes change	1 day	Deliver notification to Pathway	Day 2 (6pm)	Post Office Ltd
Post Office Ltd processes Reference Data	1 day	Deliver Reference Data to RDOT	Day 2 (6pm)	Post Office Ltd
RDOT input Reference Data	2 days	Send to Pathway	Day 4 (8pm)	Post Office Ltd
Pathway System processes		*Available to Pathway*	*Day 5 (8am)*	
Pathway process request for change	2 days	Preparations complete	Day 4 (6pm)	Pathway
Pathway processes Reference Data	2 days	Deliver Reference Data to Post Office Ltd	Day 6 (6pm)	Pathway
Pathway generate RDMC verification & comparison reports	2 day	Deliver Reports to Post Office Ltd	Day 8 (6pm)	Pathway
Post Office Ltd check reports	2 days	Notifies Pathway of authorisation	Day 10 (8 pm)	Post Office Ltd
Pathway process authorisation	Immediate	Release change (release day)	Day 10 (8 pm)	Pathway
Update systems & documentation	Varies		Day 11+	Pathway

Delivery to Counters following release is as described in section 3.3

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5.5 Advanced Standard

Changes that, in addition to Type A Reference Data, require activities such as loading Type B (scales and discount indicator) Reference Data, managing additional information, MIS updates or testing.

End-to-End lead time = 14 days

Action	Duration	Result	Milestone		Owner
Business generates change	1 day	Deliver OBC to Post Office Ltd	Day 1 (6pm)		Post Office Ltd
Post Office Ltd processes change	1 day	Deliver notification to Pathway		Day 2 (6pm)	Post Office Ltd
Post Office Ltd processes Reference Data	2 days	Deliver Reference Data to RDOT	Day 4 (6pm)		Post Office Ltd
RDOT input Reference Data	3 days	Send to Pathway	Day 7 (8pm)		Post Office Ltd
Pathway System processes		*Available to Pathway*	*Day 8 (8am)*		
Pathway process request for change	2 days	Preparations complete		Day 4 (6pm)	Pathway
Pathway process Reference Data	2 days	Ready for testing	Day 9 (6pm)		Pathway
RDT test change	1 days	Deliver Reference Data to Post Office Ltd	Day 10 (6pm)		Pathway
Pathway generate RDMC verification & comparison reports	2 day	Deliver Reports to Post Office Ltd	Day 12 (6pm)		Pathway
Post Office Ltd check reports	2 days	Notifies Pathway of authorisation	Day 14 (8 pm)		Post Office Ltd
Pathway process authorisation	Immediate	Release change (release day)	Day 14 (8 pm)		Pathway
Amend MIS mapping	1 day		Day 14 (6pm)		Pathway
Update documentation	Varies		Day 12+		Pathway

Delivery to Counters following release is as described in section 3.3

5.6 Advanced Complex

Changes that require update Type C Reference Data.

End-to-End lead time = 25 days

Action	Duration	Result	Milestone	Owner
Business generates change	2 days	Deliver OBC to Post Office Ltd	Day 2 (6pm)	Post Office Ltd
Post Office Ltd processes change	2 days	Deliver notification to Pathway	Day 4 (6pm)	Post Office Ltd
Post Office Ltd processes Reference Data	2 days	Deliver Reference Data to RDOT	Day 6 (6pm)	Post Office Ltd
RDOT input Reference Data	5 days	Send to Pathway	Day 11 (8pm)	Post Office Ltd
Pathway System processes		*Available to Pathway*	*Day 12 (8am)*	
Pathway process request for change	2 days	Preparations complete & notify CD	Day 7 (6pm)	Pathway
Pathway processes Reference Data	2 days	RDT handover to CD	Day 13 (6pm)	Pathway
Create Type C Reference Data	5 days	Ready for testing	Day 18 (6pm)	Pathway
RDT Validate changes	2 days	Deliver Reference Data to Post Office Ltd	Day 20 (6pm)	Pathway
Pathway generate RDMC verification & comparison reports	2 day	Deliver Reports to Post Office Ltd	Day 22 (6pm)	Pathway
Post Office Ltd check reports	3 days	Notifies Pathway of authorisation	Day 25 (8 pm)	Post Office Ltd
Pathway process authorisation	Immediate	Release change (release day)	Day 25 (8 pm)	
Amend MIS mapping	1 day		Day 25 (6pm)	Pathway
Update documentation	Varies		Day 25+	Pathway

Delivery to Counters following release is as described in section 3.3

5.7 Advanced Complex Extended

Changes that may require updated Type C Reference Data and/or extended validation/verification.

End-to-End lead time = 30 days

Action	Duration	Result	Milestone	Owner
Business generates change	2 days	Deliver OBC to Post Office Ltd	Day 2 (6pm)	Post Office Ltd
Post Office Ltd processes change	2 days	Deliver notification to Pathway	Day 4 (6pm)	Post Office Ltd
Post Office Ltd processes Reference Data	2 days	Deliver Reference Data to RDOT	Day 6 (6pm)	Post Office Ltd
RDOT input Reference Data	5 days	Send to Pathway	Day 11 (8pm)	Post Office Ltd
Pathway System processes		*Available to Pathway*	*Day 12 (8am)*	
Pathway process request for change	2 days	Preparations complete & notify CD	Day 7 (6pm)	Pathway
Pathway processes Reference Data	2 days	RDT handover to CD	Day 13 (6pm)	Pathway
Create Type C Reference Data	10 days	Ready for testing	Day 23 (6pm)	Pathway
RDT Validate changes	2 days	Deliver Reference Data to Post Office Ltd	Day 25 (6pm)	Pathway
Pathway generate RDMC verification & comparison reports	2 day	Deliver Reports to Post Office Ltd	Day 27 (6pm)	Pathway
Post Office Ltd check reports	3 days	Notifies Pathway of authorisation	Day 30 (8 pm)	Post Office Ltd
Pathway process authorisation	Immediate	Release change (release day)	Day 30 (8 pm)	
Amend MIS mapping	1 day		Day 30 (6pm)	Pathway
Update documentation	Varies		Day 30+	Pathway

Delivery to Counters following release is as described in section 3.3

5.8 AP Client Take-On

As described in AP Client Service Introduction and Change Processes & CS Services Catalogue documents [ref. 3 & 4].

5.9 Basic Express

Changes that involve only Type A Reference Data and are one of the named change types in [section 4.6.1].

End-to-End lead time = 2 days

Action	Duration	Result	Milestone	Owner
Business generates change	2 hours	Deliver OBC to Post Office Ltd	Day 1 (10am)	Post Office Ltd
Post Office Ltd processes change	3 hours	Deliver Reference Data to RDOT	Day 1 (1pm)	Post Office Ltd
RDOT input Reference Data	7 hours	Send to Pathway	Day 1 (8pm)	Post Office Ltd
Pathway System processes		*Available to Pathway*	*Day 2 (8am)*	
Pathway process change	1 hour	Deliver Reference Data to Post Office Ltd	Day 2 (10am)	Pathway
Pathway generate verification reports	2 hours	Deliver Reports to Post Office Ltd	Day 2 (noon)	Pathway
Post Office Ltd check reports	4 hours	Notifies Pathway of authorisation	Day 2 (4pm) *	Post Office Ltd
Pathway process authorisation	2 hours	Release change (release day)	Day 2 (6pm)	Pathway

Delivery to Counters following release is as described in section 3.3

* Note: As Basic Express is a form of Fast Track change and therefore outside the norm it is a Pathway requirement that authorisation is received by 4 pm.

5.10 Migration Special

To meet the need to apply a quick change to the Product to Branch mappings for an branch

End-to-End lead time = 1 day

Action	Result	Milestone	Owner
required change identified	Notify RDOT	*	Post Office Ltd
RDOT input Reference Data	Send to Pathway	*	Post Office Ltd
Pathway process change	Release change (release day)	*	Pathway

Delivery to Counters following release is as described in section 3.3

* Note:

> Migration Special Reference Data files (identifiable as such by virtue of the OBC prefix used) arriving by 10am on a working weekday, will be released that night by Pathway, for distribution.

> Migration Special Reference Data files received by Pathway by 4pm and accompanied by a notifying 'phone' call, on a working weekday, will be released that night by Pathway, for distribution.

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5.11 System Parameters - Pure

Changes that involve changing system parameters and do not require verification (i.e. are pre-authorised).

End-to-End lead time = 3 days

Action	Duration	Result	Milestone	Owner
Business generates change	1 day	Deliver OBC to Post Office Ltd	Day 1 (6pm)	Post Office Ltd
Post Office Ltd processes change	1 day	Deliver information to Pathway	Day 2 (10am)	Post Office Ltd
Pathway process change	2 days	Release change	Day 3 (8pm)	Pathway

Delivery to Counters following release is as described in section 3.3

* Note:

> System Parameters – Pure requests arriving by 10am, on a working weekday, will be processed and the data released by Pathway for distribution on the night following.

> At the Network Banking release of the Horizon system the only System Parameters that may be amended using this category are:

> > MCWP
> > MAAWP

> Amendments will be within limits defined within the Contract Schedules.

6 Volume of change

6.1 Introduction

The Post Office Ltd forecast volume of Operational Business Change is shown in Appendix A: OBC Volumes for Year 2002

On a 3 monthly basis the RDORF will review actual and forecast volumes to estimate the impact on future capacity and lead-times.

6.2 Committed volumes

The Reference Data Operational Review Forum will review both changes to forecast and actuals against the baseline.

The baseline for Reference Data record changes is given in the AIS [ref. 5].

Data, which is required specifically for the implementation of a new system release (e.g. NWB), is exceptional to these committed volumes and as such will not be accounted within any measurement against this Agreement.

Where:

- the quarterly forecast figures (or observed actuals) for a rolling 12 month period, show an increase of more than 15% on the baseline for the (aggregated) total of all OBCs or for all Reference Data records or
- Fast-track changes (excepting Migration Specials) exceed 10% of the rolling annual total volume of changes, then

a Change Request (CR) is required for full impacting of the resource needed to deliver the end-to-end process and to establish a new baseline.

Where these limits are exceeded changes will be processed as exceptions [see section 9.2].

N.B. Changes requested directly by Pathway or required to support a major system upgrade or as otherwise agreed (e.g. database tidying activity) may be excluded from change volumes by agreement between Post Office Ltd and Pathway.

6.2.1 Peaks in Business Change activity

- Where the total volume of Business changes raised in any week is no more than 15% above the baseline, the changes will be processed to meet the agreements specified in this document.
- Where the total volume of Business changes raised in any week is more than 15% above the baseline, this is termed a 'peak'.

- Where the 'peak' is between 15% and 30% above the baseline, notification must be given at least 1 week in advance, for the changes to be processed to meet the agreements specified in this document.
- Where the 'peak' is between 30% and 50% above the baseline, notification must be given at least 4 weeks in advance, for the changes to be processed to meet the agreements specified in this document.
- Where the total volume of Business changes raised in any week is anticipated to be greater than 50% above the baseline, or where the notice period of a peak is not possible, the changes will be treated as an exception [see section 9.2].
- Where sufficient notice of an increase in volume over 50% above the baseline is available, a CR can be raised to change the baseline.
- Where the total volume of Business changes is greater than 20% above the baseline, over a 3-month period, a CR is required to change the baseline volumes.

RDORF will ensure that there is careful co-ordination of each component of the change(s) and will prioritise between current work, where necessary.

Examples of peak activity are end of year and Tariff Changes.

a)   End of year
The end of financial year changes will normally represent a peak in change activity. Changes that can be expected at this time of year include:
- Cash Account changes (which are not covered by OBC processes but do need to be co-ordinated with the OBC activity)
- changes caused by Budget decisions
- other product changes, e.g. Tariff Change or the introduction of new Homecare Stamp Changes.

Post Office Ltd and Pathway will plan and manage these changes as separate peak change projects.

b)   Tariff changes
A Tariff Change may include new product introduction, revaluation, price changes and/or scales data changes, with multiple changes of each type. It may cause a large overhead on verification, particularly of scales data, and requires careful co-ordination, as well as being open to last minute amendment by Postcomm.

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7 Deliverables

To ensure milestones are not put at risk all deliverables must be:

- Complete and identifiable e.g. cross referencing change numbers
- Error free [see section 9.3 for managing errors]
- Correctly dated (see section 7.3)
- Delivered by the relevant deadlines set out in the Interface Agreement [see section 5 for required milestones]
- Delivered through the agreed mechanisms.

7.1 Post Office Ltd to Pathway

Post Office Ltd shall deliver to Pathway:

1) Reference Data for Advanced and Basic changes
2) Operational Business Change forms for Advanced changes and System Parameter Pure
3) Supporting items and/or information appropriate for changes e.g. AP tokens, Operational Focus
4) Authorisation for Advanced and High Risk Basic changes
5) Volumetric forecasts of changes, including peaks

7.2   Pathway to Post Office Ltd

 Pathway shall deliver to Post Office Ltd:

1) Reference Data direct to Live Counters, for OBCs that are pre-authorised by Post Office Ltd.
2) Reference Data to Verification Counters, for OBCs to be verified, and that:
   - include Type C Reference Data for Advanced changes when necessary
   - has been validated to ensure changes work as requested on the OBC forms.
3) Verification and Comparison Reports (as appropriate) that identify exactly what changes to the counter have been implemented
4) Reports to RDORF on volumetrics, including observed peaks.

7.3 Future Dating

Reference Data records contain a 'Start Date' which is the date on which the change is to become effective on the Horizon counters. This date should always be in the future when the data is created and remain a 'future date' throughout processing and distribution so that it is still a future date when it arrives at the counters.

There is a risk to Post Office Ltd if the OBC process is not initiated sufficiently in advance of the Start Date to allow for:

- the IFA lead-time for processing, validation, authorisation and release to the Live system for that particular type of change
- the distribution time to branches
- additional contingency where Post Office Ltd consider the Reference Data to have business critical importance

Where, for whatever reason, Post Office Ltd are unable to initiate the OBC process sufficiently in advance, then Post Office Ltd and Pathway would establish an Agreed Date to supersede the Start Date.

Pathway reserves the right to log as a pre-live incident, the receipt of any Reference Data which is not future dated. This is because data which has an immediate start date (i.e. any date in the past at the time when the data reaches the Horizon counter) may have an adverse effect and may create additional calls to HelpDesks.

The scheduling of non-future dated data by Post Office Ltd delaying authorisation of the release of Reference Data is not an approved method.

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8 Roles & Responsibilities

8.1 Post Office Ltd – General

Post Office Ltd shall, without limitation:

8.1.1 Administration and Control

a) Appoint and communicate to Pathway the name of an owner for this Interface Agreement. The owner shall maintain and communicate to Pathway the list of change authorisers for Product Reference Data.
b) Measure & report on the performance of processes carried out by Post Office Ltd under this Interface Agreement.
c) Participate in the Service Review process, to cover all aspects of the process and its operation, including the provision of regular forecasts of volumes, at least annually.
d) Review the OBC process, documentation and forms to identify and implement improvements jointly with Pathway.
e) Maintain details of the Post Office Ltd contacts relevant to these processes within the change contacts list in the OLAs [ref. 12 & 13].
f) Ensure that all staff involved in the OBC process are aware of their role and responsibilities

8.1.2 Implementation

a) Ensure Post Office staff and clients are aware of changes in time to make the necessary preparations
b)   Resolve queries from Pathway that are material to an OBC
c) Communicate issues and exception information to Pathway, as reasonably necessary to assist them, to enable them to manage and control all their relevant change activity on the Pathway side of the change interface.
d) Provide the Postmaster communication (e.g. Operational Focus, Memo View) to Pathway for comment before release and make any amendments reasonably required by Pathway
e) Identify potential variations to the service as soon as known e.g. peak activity
f) Process and communicate advanced product changes, in accordance with timescales in [section 5], to Pathway ensuring, where necessary, that changes are submitted separately in units of release.
g) Verify changes and provide authorisation ready for release [in accordance with section 8.6]
h) Ensure that the Post Office Ltd copy of reference documents, e.g. copy of the Menu Hierarchy, is available to Post Office Ltd staff who require it
i) Maintain and ensure the security of the OBC Product and Reference Data verification mailboxes on Post Office Ltd servers

8.1.3 Files & Reference Data

a) Ensure the date contained in the Reference Data is in accordance with the required lead-times [see section 5]

b) Where possible, all Reference Data which should be applied as a unit, as defined by business rules or the OBC, should be supplied in a single file. Where this is not possible, subsequent files must be identifiable as the same unit of release.

c) Recognise that the file is the unit of release and all changes within one file are constrained by the longest lead-time.

d) Allocate unique Business Change Request number (Change Control Number).

e) Ensure all required change information and data is submitted to Pathway e.g. menu hierarchy information [ref. 14] AP CTO packs etc.

f) Ensure the accuracy and integrity of the change information and Reference Data provided to Pathway

8.2 Post Office Ltd - Reference Data Operational Team

Post Office Ltd RDOT shall, without limitation:

a) Process and transmit basic Reference Data changes to Pathway over routes & timetables, as specified in the OLA [ref. 12].

b) Supply Reference Data to support advanced change in accordance with specified standards [see section 0.3].

c) Allocate unique Business Change Request number (Change Control Number) where necessary.

d) Ensure that the content of any file is consistent with the change identifier.

8.3 Post Office Ltd Network Business Support Centre (NBSC)

NBSC shall, without limitation:

a) Provide an interface to log Post Office Ltd Live incidents raised by Post Office Ltd or Pathway.

b) Monitor, track and provide updates on Post Office Ltd Live incidents, to resolution.

8.4 Pathway responsibilities

Pathway shall, without limitation:

8.4.1 Administration and Control

a) Appoint and communicate to Post Office Ltd the name of an owner for this Interface Agreement.
b) Measure & report to RDORF the performance of Pathway processes carried out under this Interface Agreement.
c) Participate in the Service Review process, to cover all aspects of the process and its operation, including the provision of 3 monthly reports on the volume of change received over the previous year.
d) Review the OBC process, documents and forms to identify and implement improvements jointly with Post Office Ltd.
e) Maintain the details of the Pathway contacts relevant to these processes within the OBC Product Change contacts list in the OLAs [ref. 12 and 13].
f) Ensure that all staff involved in the OBC process are aware of their role and responsibilities

8.4.2 Implementation

a) Ensure Pathway staff and suppliers are aware of changes in time to make the appropriate preparations, where necessary
b) Review the Postmaster communication/instructions and notify Post Office Ltd of any amendments reasonably required, before issue.
c) Communicate issues and exception information to Post Office Ltd, as reasonably necessary to assist Post Office Ltd, to enable them to manage and control all their relevant change activity on the Post Office Ltd side of the change interface.
d) Receive and progress basic Reference Data change requests through the Reference Data change procedures
e) Receive and progress advanced Reference Data change requests. These may be sent electronically by Post Office Ltd to the OBC Product Change Mailbox or via fallback routes (e.g. fax)
f) Assess advanced changes and identify and deliver the change services needed to satisfy specific changes
g) Ensure that supporting Pathway processes are implemented to manage the delivery of change services
h) Ensure that appropriate updates to Menu Hierarchy are forwarded to Post Office Ltd librarian for onward distribution within Post Office Ltd
i) Provide invoices for the completion of work, when appropriate [see section 9.5]
j) Release correctly authorised changes to meet the Agreed Date [see section 9.3]

8.4.3 Files & Reference Data

a) Provide changed Reference Data, Verification and Comparison Reports in accordance with agreed procedures [see section 0.3]

8.5 Horizon Service Helpdesk (HSH)

HSH shall, without limitation:

a)   Provide an interface to log Pathway Live incidents raised by Post Office Ltd or Pathway.

b)   Monitor, track and provide updates on Pathway Live incidents, to resolution.

8.6 Verification, authorisation & release

Note: for details of the process [see section 3.4].

1)   Post Office Ltd shall
  ➢ Verify the OBC form before keying the Reference Data.
  ➢ Use the RDS system built in validation rules on the Reference Data keyed in.
  ➢ Verify the Reference Data once it has been keyed, before it is sent to Pathway.

2)   Pathway shall
  ➢ Check that all the Reference Data required for an OBC has been received.
  ➢ Check that the contents of a file are appropriate for that file / change type.
  ➢ Confirm that the Postmaster communication/instruction is appropriate
  ➢ Raise any queries with Post Office Ltd relevant to the progression of an OBC
  ➢ Produce a Verification and Comparison Report (where necessary) for changes delivered to the verification counters.
  ➢ Confirm that the change works technically, before sending data and reports to Post Office Ltd for verification.

3)   Post Office Ltd shall
  ➢ Perform Authorisation
  ➢ Gain the agreement of Pathway, where Post Office Ltd wish to release a change that contains a known deviation from the original intention (including an inappropriate communication).

4)   Pathway shall
  ➢ Explain to Post Office Ltd's reasonable satisfaction any queries which Post Office Ltd have arising from the validations carried out, or, where the change is part of the technical implementation, accept responsibility for that element of the change.
  ➢ Not unreasonably withhold its agreement to release changes which Post Office Ltd approve as acceptable deviations from the original intention.
  ➢ Release the Reference Data for authorised changes to the live system provided Post Office Ltd has complied with it obligations set out in [section 8.6 para 3].

Each party accepts responsibility for those aspects of a change for which it has responsibility to test.

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Business tests for the purpose of verifying changes to Reference Data are conducted by Post Office Ltd and are described in [ref. 14]. These tests include, where appropriate, review of Verification and Comparison Reports and the functional testing of Reference Data on test counters supplied by Pathway. Authorisation from Post Office Ltd to Pathway to release Reference Data is made on the basis of these tests.

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9 Orders and exceptions

9.1 Orders

- The receipt in the CS Reference Data team mailbox of the OBC form is the confirmed request from Post Office Ltd to Pathway, for Advanced and System Parameter Pure Changes.

- The receipt of a Reference Data file containing only Basic (Class 1 Reference Data) in the RDMC, is the confirmed request for change from Post Office Ltd to Pathway.

- The receipt of a correctly completed Authorisation Form from Post Office Ltd is the confirmed authorisation to release the change.

- The receipt of pre-authorised change files (e.g. Migration Special, Pure Basic or System Parameter Pure) clearly identified as such and containing that type of change, is the authorisation for release of the changes.

- Requests for non-OBC changes (i.e. those not defined in the RDCC [ref. 2]) will not be accepted and need to be submitted as a Change Request. However, the change request may also initiate an update to the RDCC so that new changes are introduced to the OBC process, where agreed. In many cases once a CR has been approved the delivery mechanisms will be the same as, or similar to, those used for OBC.

9.2 Exceptions

Exceptions, e.g. to volumes or lead-times, will be processed using available resources without any guarantee of service delivery. Both Post Office Ltd and Pathway shall notify the other party when a request is recognised to be an exception.
Note: An agreed Deviation to the Service (e.g. Reference Data necessary for the implementation of a new system release such as CSR+) is not an exception.

Post Office Ltd may wish to change the priority of an exceptional change so that it is given preference over normal changes. In this instance the agreed lead-times may be extended pro rata for displaced activities.

9.3 Errors and Rework

This section relates to errors or rework for both Product and Branch Reference Data, where appropriate.

9.3.1 Recording Pre-Live Incidents

All observed errors will be recorded as pre-live incidents in accordance with the OLAs (refs. 12 & 13). The change will be suspended awaiting corrective action, potentially delaying the achievement of that milestone for all changes affected by the error. For example, a file containing records that are rejected will not be processed until the rejected records are corrected and any other change which is in any way associated with the rejections may also be delayed. Where the achievement of a milestone is at risk, corrective action will be taken by the appropriate party or parties, by agreement, in order to achieve the final milestone, where possible.

A pre-live incident will be raised for late deliverables.

If the Start Date contained within Reference Data record is not future dated or is set to a date prior to the Required Date a pre-live incident will be raised i.e. the Start Date is either prior to the date on the OBC form, or is not consistent with the overall lead-times (see section 7.3).

If it is known that the final milestone will not be achieved, or an alert has been requested and the data is being released and will become active on the following day an Alert may be necessary as described in section 2.5.

9.3.2 Rework categorisation and thresholds

Rework files are files which are, or appear to be, either Amendment files or Error Corrections files to a change that is currently being progressed. They necessitate additional activity by all parties and as such may have an impact on lead-times.

Appropriate steps shall always be taken to establish and eliminate the root cause of Rework. This will be monitored by the RDORF

9.4 Escalation

Disagreements about the service e.g. whether a change is exceptional, will be raised, and wherever possible resolved, at the RDORF. If agreement cannot be reached at the RDORF, either party may invoke formal escalation mechanisms.

9.5 Charging

- AP Client Take-On is charged as specified [see ref. 4].
- Deviations to the service will be charged as per the CCN.
- Invoices will be raised and paid in accordance with Contract Schedule A10.

10 Appendix A: OBC Volumes for Year 2002

The volume of change estimated by Post Office Ltd for the year 2002 is as follows.
The values were provided initially in December 1999, and subsequently amended.

Change and Category	OBC Volume
Basic Change	
Change price & min/max price/volume	660
Increase non core product availability in branches	432
Change MOP for product (existing MOPs)	86
Change customer sales rules	27
Change product name	22
Change voidable / reversable	5
Subtotal	**1232**
Advanced Simple	
Change additional fields	18
Subtotal	**18**
Advanced Standard	
Change accounting calendar	1
Subtotal	**1**
Advanced Complex	
Add EPOSS product	516
Permanent cessation of product	363
Change mapping to c/a	24
Change Menus	13
Change picklist ordering: 1. Cash Declaration/ONCH	1
2. Cash Rem Out - Notes	1
3. Cash Rem Out - Coin Full Bags	1
4. Cash Rem Out - Coin Partial Bags	1
5. Cash Rem Out - Unusable Coin	1
6. Rem Out - Other Postage Stamps	2
Change Royal Mail tariff	3
Change Advice Notes Product Group Ordering (add or remove Group, alter order)	15
Change Parcelforce tariff (limited range)	1
Change Non-Value Stock Product Group Ordering (add or remove Group, alter order)	8
Change Non-Value Stock Item Ordering within Product Group	1
Change Advice Notes Item Ordering within Product Group	1
Subtotal	**952**
Advanced AP	
Add AP client	251
Add AP service	111

Remove AP service	41
Change client name	37
Remove AP client	26
Subtotal	**466**
Change requiring Change Request	
Change printed forms	32
Change stock reconciliation	15
Change VAT	-
New VAT	-
New currency	-
Change currency	-
Subtotal	**47**
Other (processed via ITMs in CSR+, interim arrangements in CSR)	
Change product start date	77
Temporary cessation of product	32
Change product between core & local	18
Subtotal	**127**
Grand Total	**2843**

DN: volumes yet to be amended to include impact of LFS/SAPADS. e.g. increase in "Add EPOSS product". Also Refresh Cash Account details (usually to amend text on Cash Account lines)
DN: volumes for NWB change to be supplied – may affect some existing entries such as change product name

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11 Appendix B: Standard Changes - Details

Section 4.2 gives details of the hierarchy of changes which are Standard Changes. The complete list of changes applicable to each type can be found in the RDCC [ref 2]. Below is a representative sample of the changes for each type.

N.B. It should be noted that whilst a change may fall into a specific category if there is an associated change which falls into a different category with a longer lead time on which the first change is dependent, both changes will adopt the category of the second change.

11.1.1 Basic - Pure

     Increase product availability (non-core)
     Change clerk instructions

11.1.2 Basic – High Risk

     Change product price
     Revaluation
     Change min/max quantity/value
     Change whether voidable or reversible
     Change between existing methods of payment
     Change product names
     Cease Item Transaction Mode for a product
     Restart Item Transaction Mode for a product
     Change ability to print receipt

     Add routing gateway (NWB) +
     Change name only – in routing gateway (NWB) +
     Change Bank name only - in Issuer Scheme (NWB) +
     Add Banking Operation (when associated item already exists) (NWB) +
     Change presentation sequence override only - in Banking Operation (NWB) +
     Add method of entry (NWB) +
     Change method of entry (NWB) +
     Add IIN range for existing bank card (NWB) +
     Change IIN range for existing bank card (NWB) +
+ Items introduced for Network Banking

11.1.3 Advanced Simple

     Non core product becomes core
     Change use of additional fields

11.1.4 Advanced Standard

     Change discount indicator (not used)
     Change value to non-value stock
     Change client name – non AP
     Change calendar

Remove AP client
Change pick-list for existing product

11.1.5 Advanced Complex

Add new product - non value stock
Add new product - make value stock available to rem-in
      (up to 6 weeks prior to it being made available for sale)
Change screen layout (Menu Hierarchy)
Change accounting node
Change Best Fit screens
Add Item Transaction Mode with Item Transaction Mode Code
Change Picklist ordering: †
      Add/Change/Remove non-value stock product group ordering   †
      Change non-value stock item ordering within product group †
      Add/Change/Remove advice notes product group ordering †
      Change advice notes item ordering within product group   †

† These items are to be included in the next version of the RDCC.

11.1.6 Advanced Complex Extended

Change scales matrix/tariff change

Changes to Horizon reports text fields or content which can be achieved directly using Pathway Reference Data.

[DN: The majority of changes to Horizon reports can only be achieved by code changes and are therefore subject to CR. This mechanism within the OBC processes is limited to those changes which can be made through Reference Data only and requests for such changes not currently listed in the Reference Data Change Catalogue must be confirmed with Pathway prior to raising the OBC. As changes of this nature are identified they will be added to the Reference Data Change Catalogue]

Network Banking changes other than those listed in Basic High Risk and System Parameter – Pure.

Change routing gateway – physical (name only change is categorised as HR)
Add Issuer Scheme
Change Issuer Scheme (change to Bank name only is categorised as HR)
Add Banking Operation (when associated item does not exist)
Add NWB Card
Change NWB Card
Add NWB Token Element
Change NWB Token Element

[DN: The introduction of all Network Banking entities and amendments to them, with the exception of those noted in Basic – High Risk and System Parameters – Pure, will be Advanced Complex Extended It should be noted that in the future additional checking of Network Banking Reference Data may be deemed to be necessary, in a similar fashion to that currently used for AP, in which case leadtimes will need further consideration.

Please note that Network Banking Contract Schedule N01 defines the leadtime for changes in this category to be Advanced Complex. At the time that Contract Schedule N01 was agreed the overall leadtime for Advanced Complex changes was 30 days however the leadtime for Advanced Complex has since been reduced to 25 days. The overall leadtime for Advanced Complex Extended changes is 30 days and is therefore consistent with the leadtime agreed within Contract Schedule N01.]

11.1.7 System Parameters – Pure

At the Network Banking release of the Horizon system the only System Parameters that may be amended using this category are:

MCWP
MAAWP

Amendments will be within limits defined within the Contract Schedules.