



IT Systems Change Request (CR)

Change Request Title	Fujitsu EUM Counter Enhancements	Change Request Number	
		Version No.	2.1
		Supplier reference number	
Project Title	Enhanced User Management	Project ID	EUM
Required Implementation date	January 2018	Type of response required (RFI, ROM, Formal Proposal)	Formal Proposal

Cost Centre / Budget Code	114.16001.01.0 1.01.52	Approved Funding	Yes	Related CR's	
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Author Tel. / Email	Graham Bevan graham.bevan@postoffice.co.uk GRO	Assigned Project Manager Tel. / Email	Esther Harvey Esther.harvey@postoffice.co.uk GRO	Architect Tel. / Email	Steve Page Steve.page@postoffice.co.uk GRO
Sponsor Tel. / Email	Julie Thomas Julie.thomas@postoffice.co.uk GRO	Contract Manager Tel. / Email	No Contract Change	Finance Analyst Tel. / Email	N/A
Test Manager Tel. / Email	James Hume James.hume@postoffice.co.uk GRO	BRM / SDA Tel. / Email	N/A	IT Project Manager Tel. / Email	Graham Bevan Graham.Bevan@postoffice.co.uk GRO

CR Approvals

Supporting Docs Attached	None Completed	Architect Team approval	Architect engaged		
Sponsor approval	Yes	Name of Peer Reviewer	N/A	Date Peer Review Completed	N/A
CR submission date	14.08.2017				

Overview of Change – Please provide a high level description of the change including any supporting operational changes; and the reasons for it. Detailed requirements should be documented in the 'Detailed Requirements and Acceptance' section below. Please describe the outline change in terms of business impact.

Background:

The EUM solution is live in a number of sites across the network and will be ramped up to approximately 500-1000 branches between September and November 2017. Through joint working with Fujitsu, a number of enhancements to support the EUM counter solution have been identified. This CR describes the required changes which will ideally be implemented by January 2018, ahead of a further ramp up of the EUM rollout across the network.

In addition, there is an existing Fujitsu CT pending Post Office approval, CT2307 Fujitsu Services Application development for EUM Credence Reporting Enhancements, see attachment. This CT has been challenged due to the cost and the existing CR will be withdrawn. Please impact assess this CT for delivery alongside the changes below to assess if the associated delivery costs can be reduced through economies of scale.

IT Systems Change Request Form

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Key Business Requirements:

The required changes are:

1. Dual Login Capability – Provide the ability for a branch user to have multiple concurrent sessions open on multiple Horizon terminals but only to have one session active at any one time. Being able to easily switch between sessions without being required to log in and out of the separate sessions.
2. EUM Network De-activation – Capability to rapidly, temporarily, remove EUM controls network wide in response to a major incident.
3. Creation of a Counter Training Role – To allow staff to only access training transactions on Horizon in the event they are locked out of horizon sales because of training expiry.
4. Local Update of Training Records – Introduction of a new capability to apply immediate updates to the Horizon training records. Circumventing the PODG 24 hours data replication cycle and allowing immediate access to sales transactions once training is completed.
5. Deletion of Old HUIDs – Introduction of a robust process to manage the bulk logical deletion of old HUIDs.
6. Screen Messaging – Introduction of an capability to display basic training reminders on Horizon.

The required solutions are elaborated further below, however Fujitsu are requested to support a design workshop for each of the areas to elicit the specific requirements and acceptance criteria.

Solution Outline:

Dual Login Capability

- When logged in to a Horizon counter users should be able to lock their current session and without logging out of or closing the current session, be able to login to a second Horizon Counter terminal, using the same credentials (HUID/POID linked HUID and Horizon Password).
- If a user attempts to login to a second session without locking the first then the system should preferably automatically lock the first session, or prevent the second login and display an appropriate error message.
- Once the user has logged into a second session the user should be able to switch between counters and associated baskets by locking the current open session and unlocking the second session.
- The system will allow the user to only have one unlocked session at a time, e.g. will prevent a second session from being unlocked if there is already an unlocked session in existence, displaying an appropriate error message, or automatically lock the first session.
- If a session has been used to initiate the printing of back office reports or any other long running activities, then the session should be allowed to be locked to allow the user to switch to another terminal, but the initiated activity on the first session should be able to continue to completion. The exact use cases where this would be possible to be advised by Fujitsu and elaborated through the design development.
- **Assumption** - Standard Session timeouts and behaviour should be applied to all open sessions – please advise if this assumption is correct.

EUM Network De-activation

- In the event of a major issue, e.g. incorrect training data is pushed to the counters from Success Factors which invalidates all users training, effectively removing access to Horizon sales for all users, there is a requirement to rapidly disable EUM training controls across the network.
- This would be a 'break glass' solution and be triggered through the existing incident management service.
- Full auditability of this event and the subsequent re-activation of training controls are required to ensure Post Office can identify and differentiate sales that were transacted during this period.
- During the period of suspension any update files from EUM should either be continued to be applied

IT Systems Change Request Form

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(preferable) to ensure when the suspension is removed the estate is in an accurate position regarding user status and training records, or if not possible, EUM updates should be queued and applied on removal of the suspension.

Creation of a Counter Training Role

- Current Horizon roles include – Branch Manager; Assistant Manager; Clerk; these relate to Back Office and Sales functions.
- A new Training Role is required which would allow users to logon to Horizon but only allow them access to the compliance training transactions.
- This will allow users whose essentials training has expired, to be set up as a training user and be able to access and complete the required compliance training.
- In the event that it a single user branch and the Branch Manager has allowed his Essentials training to expire there will need to be a capability for the user to login and switch their role to the Training Role.
- Assumption: The training role will be subject to the same password rules as the existing roles.

Local Update of Training Records

- The desired outcome is, when a user completes and passes a compliance training transaction on Horizon, the training records held on within Horizon (those provided by EUM) are updated to reflect the User has passed the training and the required by date for that training is reset for 12 months in the future. As a result a user should be able to login to Horizon immediately and transact the associated sales transactions.
- In slow time the training record will be output to a PODG file and applied to Success Factors for replication back to Horizon the following day. **NOTE:** The work to support the PODG route replication is subject to a separate CR and should not form part of the CT response to this CR.
- **Assumption:** It is assumed that the solution to deliver this functionality will be a new AP-ADC datatype capable of updating the Horizon Training Records database.

Deletion of Old HUIDs

- As the EUM solution roles out to the Network and new HUIDs, linked to the users POIDs are created, there is a requirement to be able to logically delete the users old HUIDS at an appropriate time.
- The deletions are currently managed by the FS MAC Team on an individual HUID basis. The requirement is for this capability to be uplifted to allow Post Office to be able to request Logical Deletion of old HUIDs (not linked to POIDs) by Fadcode or groups of Fadcodes.
- This may require exceptions to the current business rules around logical deletion or new business rules may be required.

Screen Messaging for Training Reminders

- To ensure Horizon users have notification of imminent training expiry dates, it is required that when a user logons on to Horizon a message is displayed notifying the user of any training curricula that is due to expire in the next 2 weeks and the date of expiry – exact message text to be defined. 2 weeks is an initial assumption, though the period should be configurable and be able to be varied via a service request – i.e. not a release dependant change.
- The message should only display in the event a user has a training curricula that is due to expire and should not display if no curricula are due to expire in the defined period.
- The message should only be applicable to actual training curricula, not the exceptional override curricula. This may require an additional attribute to be made available within the Type X reference data for the training curricula supplied by Post Office and may require corresponding change to the reference data test environment.

Attachments: All supporting documents must be inserted below and referred to by their full title, version no. and date. See guidelines for examples of minimum supporting document expectations

IT Systems Change Request Form



CT2307.rtf

- CT2307 Fujitsu Services Application development for EUM Credence Reporting Enhancements

Environments/Applications Affected: (Please indicate which applications are affected by this change – the list below is not exhaustive, please add applications as relevant)

HNG-X	Y	CMS	N	Post & Go	N
HNG-A	Y	NOTE: I have added the HNG-A Application to the template as it will be impacted – Graham Bevan			
HNG Test Automation development required? Y/N (If Yes then Fujitsu will be expected to provide an impact in their response to the CR).	Y	Credence	Y	Stock Management POLSAP	N
HNG Test Automation Script revision required? Y/N (If Yes then the CR will need to impact assessed by the Horizon test Team to assess how much effort is required to complete the automation script updates)..	Y	PODG	N	Swindon Systems	N
AEI	N	Internet	N	Transtrack	N
ATM	N	MDM (Master data management)	N	Web	N
Call Centre	N	Paystation	N	SAP SuccessFactors	Y

Business Processes Affected: (Please indicate which business operations are affected by this change – the list below is not exhaustive, please add operations as relevant)

Branch Network	Y	Supply Chain (Value & Non Value Stock)	N	Mails	N
FSC	N	SAP SuccessFactors	N	Telephony	N
Client Settlement	N	Financial Services	N	Government	N
Contact Centre (NBSC)	Y	Other (please specify)	N		

Suppliers impacted by the change – Please state Yes, No or Clarification required (Y/N/C)

If a 3rd Party Supplier is being used to provide anything that isn't contracted as an existing service, please confirm that you have carried out an assessment using the correct Group Purchasing procedures – please consult your Finance Analyst or Purchasing Services as appropriate for advice.

BT	N	Capgemini	N	Cogent	N	Commidea	N	CSC	N
Fujitsu	Y	HP	N	Ingenico	N	Interchange		Itron	N
Logica	N	Q-Matic	N	Siemens	N	Streamline/HSBC	N	Steria	N
Vocalink	N	Wincor Nixdorf	N	Accenture	N	NCR	N	Computacentre Atos	Y

Supplier Contact Details – if contact has already been made with a Supplier(s), please include Contact name and details, as this will aid speedier progression at the Supplier end. Post Office can add supplier details if assistance has been provided in the development of this CR or a specialist supplier is required.

Contact Details: No contact has been made with Fujitsu services or Accenture. However, Graham Bevan of Atos is fully aware that this request is being raised.

Acceptance – If Acceptance Criteria are not applicable or where they could apply but not for this particular development, please explain why. Please include testing requirements & acceptance.

Full requirements and acceptance criteria will be developed during an initial design phase.

Detailed Requirements and Acceptance (Please copy and paste the following table for each requirement. Please refer to CR guidelines for help). – Please consider non-functional requirements. E.g. resilience, performance, availability, criticality. Consider POL's obligations when defining requirements. Where a supporting document contains

IT Systems Change Request Form

Acceptance – If Acceptance Criteria are not applicable or where they could apply but not for this particular development, please explain why. Please include testing requirements & acceptance.			
the requirements, enter a reference to the supporting document (named in full with version number and date)			
Requirement ID		Supplier	Fujitsu
Requirement	Full requirements and acceptance criteria will be developed during an initial design phase.		
Acceptance Criteria			
Acceptance Method			

Version	Date	Status	Change Details	Author
V1.0	14.08.17	Initial	Creation of initial submission	Graham Bevan
V2.0	15.08.17	2 nd Draft	Updated with comments from John Hill	Graham Bevan
V2.1	17.08.17	3 rd Draft	Updated with comments from Shaun Turner. Shaun has also confirmed Michale Howarth approval of the CR on behalf of Network.	Graham Bevan

Despatch – Upon completion please submit the form to the mailbox below

POLBPOResultMgmt.it-solutions **GRO**

For help and guidance on successfully completing this Change Request form please refer to the Change Request Form Guidelines in the CHAMP Library.