



## **Service Management Portal**

# **Service Management Portal User Guide**



## Service Management Portal

**Document Title:** Service Management Portal User Guide

**Document Type:** User Guide

**Release:** N/A

**Abstract:** Provides a guide to the use of the Post Office Account web portal

**Document Status:** DRAFT

**Originator & Dept:** Mik Peach

**Contributors:** Mik Peach

**Internal Distribution:** Carl Marx, Dave Baldwin

**External Distribution:** Dave Hulbert (Post Office)

### Approval Authorities:

Name	Position	Signature	Date
Carl Marx	CS Support Services Manager		

### Document History

Version No.	Date	Reason for Issue	Associated CP/Pin/CL
0.1	22/12/2005	First Draft	

### Review Details

Review Comments by :	
Review Comments to :	

Mandatory Review Authority	Name
None	





## Service Management Portal

### Associated Documents

Reference	Version	Date	Title	Source
none				

### Abbreviations/Definitions

Abbreviation	Definition
OBC	Operational Business Change
OCP	Operational Change Process – usually used to refer to an instance of a request for an operational change
SSC	Software Support Centre
SLT	Service Level Target
Major Incident	An incident on the live estate which requires management focus from both Post Office and Fujitsu
Resolution	That which provided a permanent fix for an incident
Workround	A temporary fix for an incident

### Changes in this Version

Version	Changes
0.1	Initial draft

### Changes Expected

Changes
None at this stage



## Service Management Portal

<b>Document History</b>	2
Section 1 Document Overview	6
Section 2 System overview	6
Section 3 The Main Menu	6
Section 4 The Management Monitors	9
4.1 Alliance and Leicester NWB	11
4.2 CAPO NWB	11
4.3 Link NWB	11
4.4 NWB High Failure Count	11
4.5 TES QA	11
4.6 Debit Card	12
4.7 E-Top Ups	12
4.8 DVLA	12
4.9 PAF	12
4.10 BAS Routers	12
4.11 Track and Trace	13
4.12 Map of sites without comms	13
4.12 VIP sites without comms	18
4.13 Satellite sites without comms	18
4.14 Checking the status of an individual Post Office	19
4.15 About the Monitor	19
Section 5 Major Incident Management	21
5.1 Show open incidents	23
5.2 Show all incidents	25
5.3 Raise new MIR	26
5.4 Update MIR	28
5.5 Create action	31
5.6 Update action	33
5.7 Close incident	36
5.8 Show report	38
Section 6 Reports and SLTs	41
6.1 Weekly Update	41
6.2 Success rates	43
6.3 Daily Report	44
6.4 SLT tracker	45
6.4.1 Call to Resolution	46
6.4.2 DFD and LFS	49
6.4.3 Engineering	52
6.4.4 Network Banking	54
6.4.5 Telephony	56
6.4.6 Debit Cards	57
6.4.7 E-Top-ups	60
6.4.8 About SLTs	61
6.5 SRB	63



## Service Management Portal

6.6 SRB Dashboard.....	64
Section 7 Operational Business Change.....	65
7.1 OBC activity schedule.....	66
7.1 OBC activity schedule.....	68
7.2 OBC counts.....	69
Section 8 Operational Change (OCPs).....	70
8.1 OCP Menu.....	70
8.2 OCP Summary.....	71
8.3 OCP Detail.....	72



# Service Management Portal

## Section 1 Document Overview

This document is the user guide for the Service Management Portal which has been set up by Fujitsu Services Post Office Account in order to provide an ongoing mechanism by which Post Office staff can be provided with up to date information about the performance and condition of the Horizon system and also provides a mechanism by which Post Office and Post Office Account staff can manage any major incidents which may occur

## Section 2 System overview

The system is housed on an internet server, which is connected via the relevant security safeguards to the Fujitsu corporate network. Access to the system is via a defined web address. Some sections of the system access databases which are all held on SQL server systems. Whilst queries made on the databases are written into the html web pages, any actions which may change data in the SQL servers are carried out by server-side code in the form of Java servlets. From the user point of view, the only access to the data is via the web pages.

Note that this application is designed to run on a screen set to 1600 x 1200 pixels. The system will run on screen resolutions set lower than this value, and provision has been made for screen resolutions lower than this value. The application has not been tested at resolutions lower than 1200 x 1024, and running it at this level of resolution may cause some of the graphical elements to "jump" to the next page.

## Section 3 Logon and the Main Menu

When accessing the Service Management Portal, the first screen to be displayed is the logon screen shown in figure 0.

You should note that the application loads a cookie into the local PC in order to remember the username of the last person who logged on to the system from that PC, so after the first logon to the Service Management Portal, the last username will always be displayed.

Type the username and password and click on the Logon button.

The application will determine at this point the size of the available screen and will adjust succeeding pages accordingly, after which the main menu is displayed

Figure 0





## Service Management Portal

### Service Management Portal

#### User Logon

UserName:	<input type="text" value="mik"/>	Password:	<input type="password"/>
-----------	----------------------------------	-----------	--------------------------

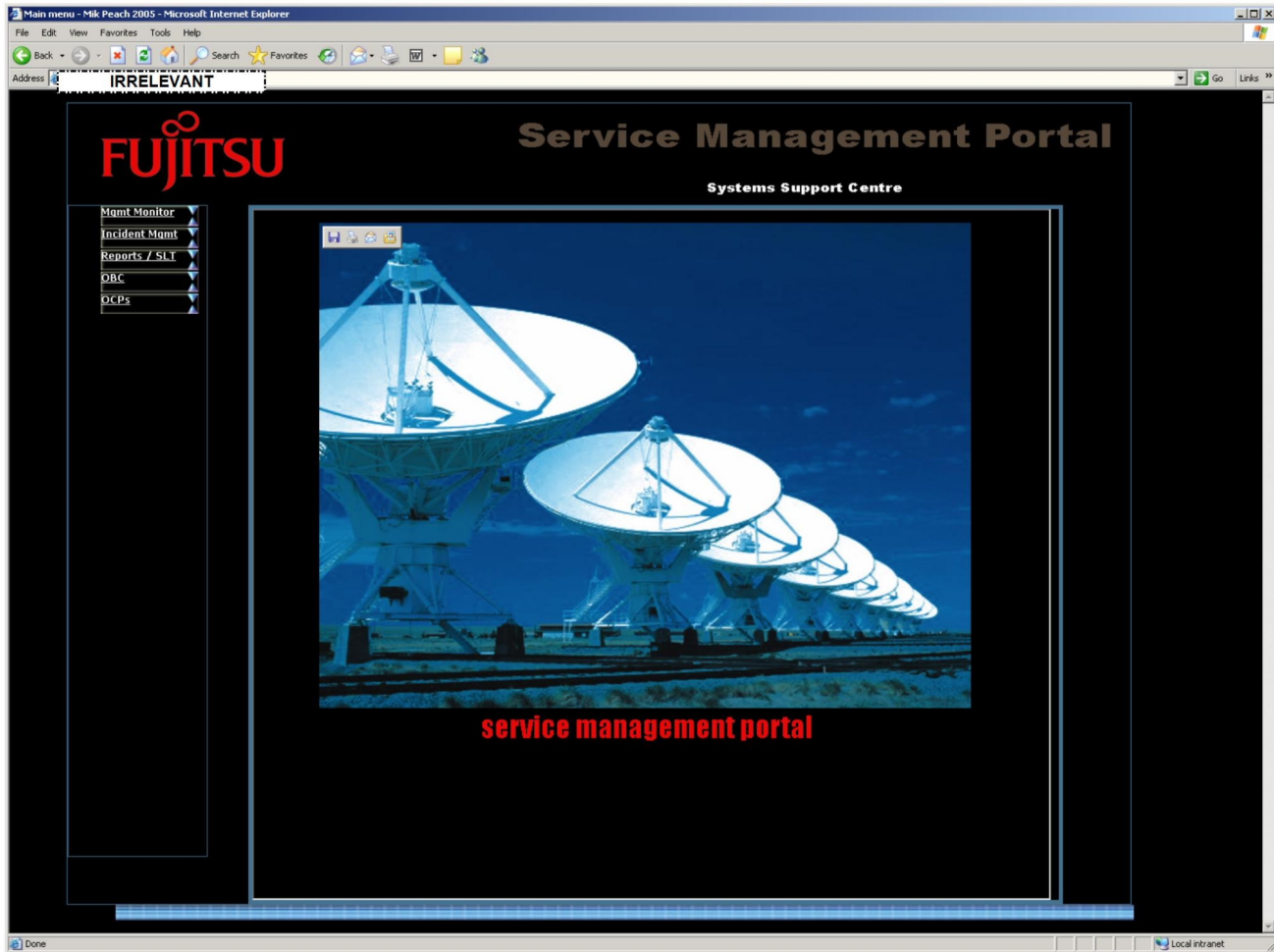
Logon

The main menu (see figure 1) is the screen displayed once the user enters the system. All of the other pages in the Service Management Portal follow the same layout. The menu for any given part of the system is on the left hand side of the screen and the results from any menu action are presented in the central target frame.



## Service Management Portal

Figure 1. The main menu



Menu Item	Meaning / Action	Options
Mgmt Monitor	Switches to the Management monitor functions (see section 4) when selected	none
Incident Mgmt	Switches to the Major Incident Management functions (see section 5) when selected	none
Reports / SLT	Switches to the Report presentation and SLT management functions (see section 6) when selected	none
OBC	Switches to the Operational Business Change displays (see section 7) when selected	none
OCPs	Switches to the Operational Change Process presentations (see section 8) when selected	none



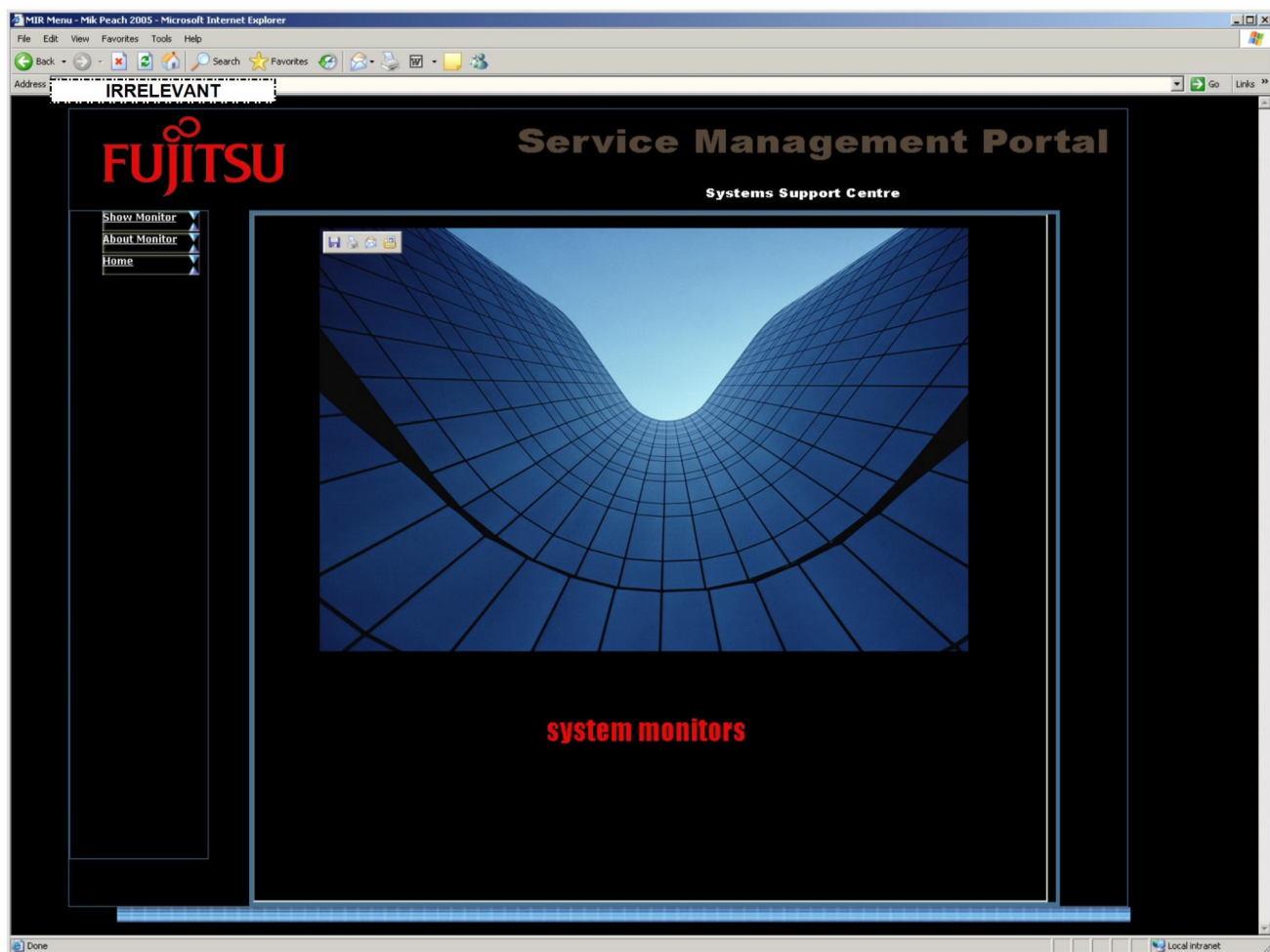
## Service Management Portal

### Section 4 The Management Monitors

The Management monitors present an up to date view of the live system from the service point of view as opposed to the monitors generally used by the operational support teams, which tend to be based on individual servers in the Horizon system.

Once the Mgmt Monitors menu item has been selected, the Mgmt Monitors menu is presented (see figure 2)

Figure 2 Management monitor menu

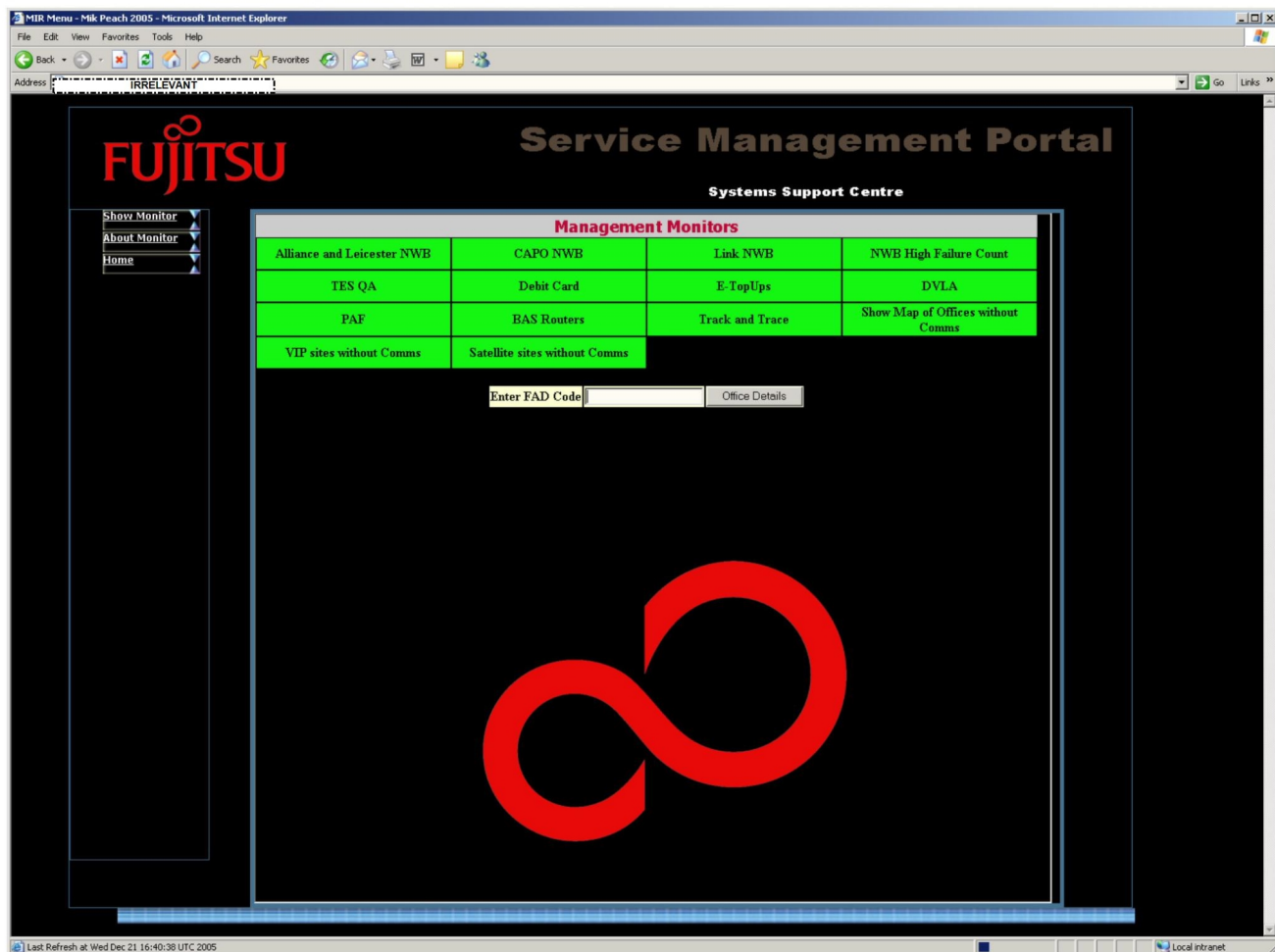


Menu Item	Meaning / Action	Options
Show Monitor	Displays the monitors themselves (see figure 3)	none
About Monitor	Displays a page giving the definitions of the monitors and their meanings. This page is reproduced below	none
Home	Returns to the Main Menu	none



## Service Management Portal

figure 3 Management monitor screen



For the most part the monitors which are shown are simple displays, with no opportunity for user-interaction. Green indicates that the service is running with no issues, amber indicates that there is an issue with the particular service but that it is running (although possibly in a degraded state or with a loss of some resilience), red indicates a serious issue with the service which is causing it to run in a degraded state, or not running at all.

The meanings of the colour change for the monitors is slightly different for each monitor. The precise meanings are detailed below.

It should be noted that Tivoli is utilised to receive these alerts from distributed monitoring programs. Some alerts are configured to trigger if they have not received a feed from the monitor within a specified time period. Therefore when a general communication issue is evident it is common to see most of the monitors alert. Monitors showing Sites without communications use statistics which may be up to one hour old and should be used as a guide rather than as a definitive statement of error





## Service Management Portal

### 4.1 Alliance and Leicester NWB

This monitors the connection from the two network banking authorisation agents in POA that connect to A&L. Including:

- Connection Heartbeat
- Statistical anomalies such as stale transactions or invalid encryption
- Key Performance statistics of the agents such as CPU usage
- Heartbeats or bad events on the Routing agents

Amber: Any of the routing agents alerting

Red: Both A auth agents or Both B auth agents alerting

### 4.2 CAPO NWB

This monitors the connection from the four network banking authorisation agents in POA that connect to CAPO. Including:

- Connection Heartbeat
- Statistical anomalies such as stale transactions or invalid encryption
- Key Performance statistics of the agents such as CPU usage
- Heartbeats or bad events on the Routing agents

Amber: Any of the routing agents alerting

Red: Both A auth agents or Both B auth agents alerting

### 4.3 Link NWB

This monitors the connection from the two network banking authorisation agents in POA that connect to LINK. Including:

- Connection Heartbeat
- Statistical anomalies such as stale transactions or invalid encryption
- Key Performance statistics of the agents such as CPU usage
- Heartbeats or bad events on the Routing agents

Amber: Any of the routing agents alerting

Red: Both A auth agents or Both auth B agents alerting

### 4.4 NWB High Failure Count

Using the reconciliation infrastructure, the number of failed transaction for each NWB FI, Debit Card and ETU service are totaled each two minutes. If any service has a failure rate of five percent or above an alert is raised.

Amber: None

Red: Any of the FIs reporting a percentage failure outside of core business hours

### 4.5 TES QA

This monitors the Transaction Enquiry Service web servers. Including:

- The state of the Oracle application server
- The http server
- The web cache

Amber: None

Red: Both webservers alerting



## Service Management Portal

### 4.6 Debit Card

This includes the health of each of the four active and four standby authorisation agents in POA and the connection of each to Streamline. This includes:

- Solve Connection.
- Checking that there is an active agent in each cluster.
- Statistical count of timeouts in the last fifteen minutes.

Amber: one clusters agent alerting

Red: Communications to Streamline or more than one cluster alerting

### 4.7 E-Top Ups

This includes the health of each of the four active and four standby authorisation agents and eight reversal agents in POA and the connection of each to EPAY. This includes:

- EPAY Connection.
- Checking that there is an active authorisation and reversal agent in each cluster.
- Statistical count of timeouts in the last fifteen minutes.

Amber: one clusters auth or reversal agent alerting

Red: Communications to EPAY of more than one clusters alerting

### 4.8 DVLA

This monitors the health of the two POA web servers and the statistical number of timeouts received when connecting to the DVLA servers.

Amber: Timeout threshold exceeded (10%)

Red: Any Webserver alerts

### 4.9 PAF

This monitors the health of the four POA web servers. Internal and external test calls are made to the system and the results checked.

Amber: None

Red: Any Webserver alerts

### 4.10 BAS Routers

The network management system checks that each BAS router can be contacted via ping. If one fails three consecutive ping attempts it is flagged as possibly down.

Amber: Any router has more than 50 counters marked as down

Red: Any BAS has not responded to 3 consecutive pings from the network management service.



## Service Management Portal

### 4.11 Track and Trace

This monitors both the harvester agents, interface agents and the web server on the Electronic Data Gateway (EDG). There are four harvesting agents, one per cluster and four interface agents, one per cluster.

Amber: Correspondence servers for one cluster alerting.

Red: Agents or Web service alerting.

### 4.12 Map of sites without comms

Switches to a geographical display (see figure 4)

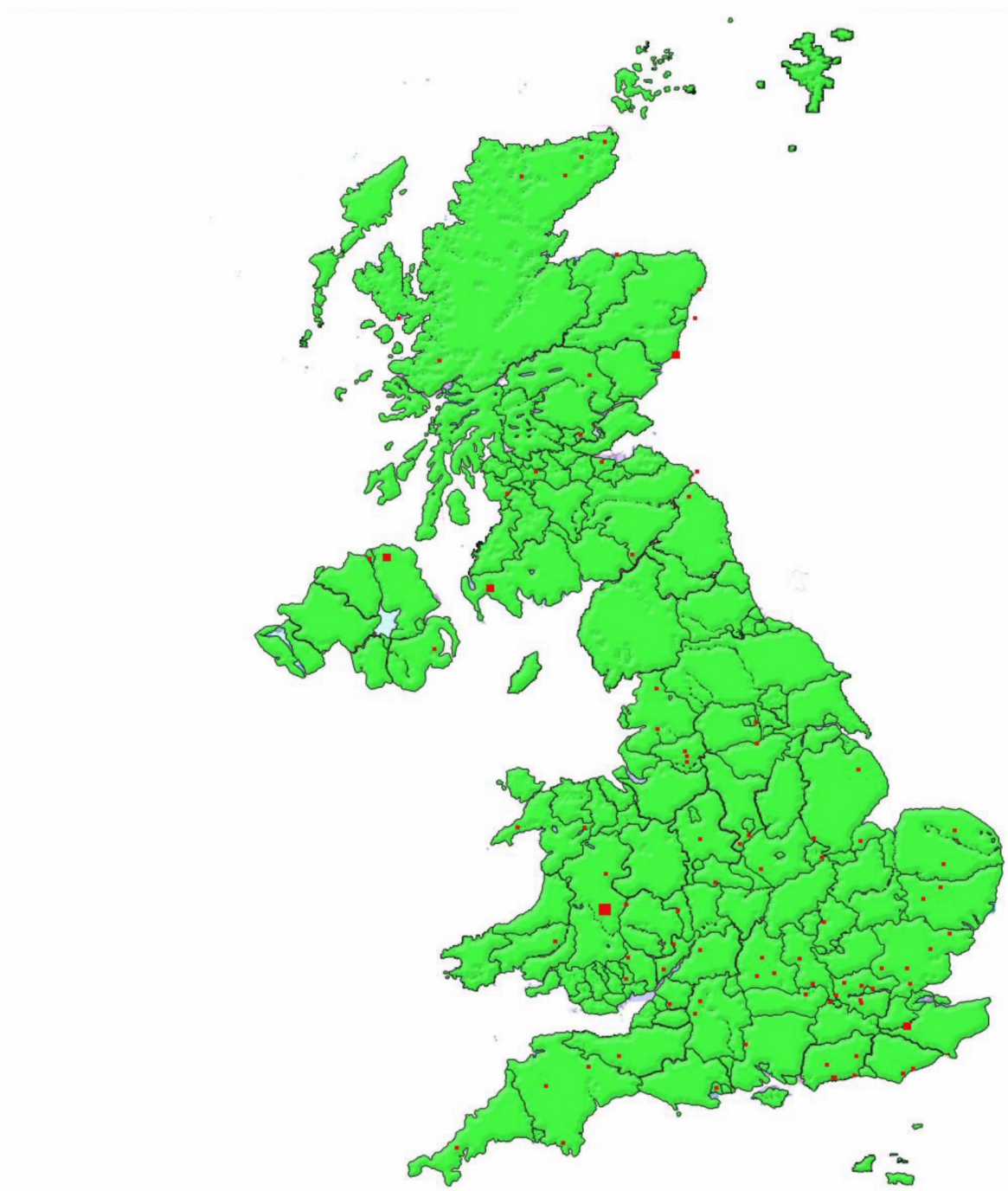
In this display, each red dot represents a Post Office which is not in communication with the data centre. Larger, red squares indicate that more than one Post Office has lost communications to the data centre within the same geographical area – this is most common during periods of severe weather when communications lines are disrupted.

Positioning the mouse pointer over a county produces a pop-up message with the count of uncommunicative Post Offices in the area and the total number of Post Offices in the area, for example "Powys – 6 of 204 down (2%)"



## Service Management Portal

figure 4 – Geographical presentation of Post Offices not in communication



Clicking the mouse on a county area displays information about the individual Post Office affected, FAD, Name, number of counters, connection type, Post Code and Local Exchange, displayed as in figure 5

















## Service Management Portal

Figure 5 Display of Post Offices in an area which are not communicating

### Offices Down in County Powys

FAD Code	Name	Number of Counters	Time identified as Down	Service Type	Local Exchange	PostCode
<a href="#">350632</a>	Llanelli Hill Post Office	1	2005-10-28 21:00:00	Voice	<a href="#">HR/WS/UD</a>	GRO  
<a href="#">200644</a>	Walton	1	2005-12-22 09:00:00	Voice	<a href="#">NE/UH</a>	GRO  
<a href="#">167644</a>	Penybont	1	2005-05-27 21:00:00	FRIACO Silver Daytime C1	<a href="#">SY/UC</a>	GRO  
<a href="#">171644</a>	ADFA	1	2005-12-15 13:00:00	Satellite	<a href="#">UNSET</a>	GRO  
<a href="#">223644</a>	Hundred Houses	1	2005-12-20 21:00:00	Voice	<a href="#">SY/UC</a>	GRO  
<a href="#">225644</a>	PENYBONT STORAGE	1	2005-12-19 17:00:00	Voice	<a href="#">SY/UE</a>	GRO  

There are a number of hot links on this display. Clicking on the FAD code hot link displays additional details about the Post Office in question in the format shown in figure 6.



## Service Management Portal

Figure 6 Detailed Post Office display


SMDB FAD details for Office 222647	
Outlet Name	Lingen Post Office
Address	<b>GRO</b>
PostCode	
Number of Counters	1
Current state (up to 1 hour out of date)	UP, last state change at 2005-12-12 10:42:38
Correspondence Server Cluster	4
LAN IP Subnet	IRRELEVANT
WAN IP Address	IRRELEVANT
ISDN/PSTN Telephone no.	<b>GRO</b>
Tivoli TMR	wc029
Distribution Suspended	No
Mobility Type	Fixed Counter
Service Type	Satellite
Digital Local Exchange	<a href="#">UNSET</a>
BAS Router	-

Clicking on the Local Exchange hot link displays additional details about all of the Post Offices which are connected to that local exchange in the format shown in figure 7. Clearly, if all of the Post Offices connected to an exchange are showing red, then it is likely that the problem is in the exchange itself, or at a higher level in the network hierarchy (possibly a BAS router). If the majority of the Post Office connected to the exchange are green, then it is likely that the issue is at a more local level.





## Service Management Portal

Figure 7 Exchange details

Offices on Digital Local Exchange SY/UC							
FAD Code	Name	Number of Counters	Service Type	Status	Time of Last State Change	PostCode	
192644	Llandrindod Wells PO	4	FRIACO Silver Daytime C1	UP	2005-10-07 10:56:06		 
390641	Ironbridge	2	FRIACO Silver Daytime C1	UP	2005-05-05 02:43:18		 
178644	Llandinam	1	Voice	UP	2005-11-30 10:35:52		 
183644	Tregynon	1	FRIACO Silver Daytime C1	UP	2005-05-05 09:01:48		 
186644	Nantoer	2	FRIACO Silver Daytime C1	UP	2005-07-04 09:01:01		 
238641	Rodington Post office	1	Voice	UP	2005-12-09 11:00:11		 
222644	Doldowlod	1	Voice	UP	2005-05-12 17:30:49		 
185647	CLUN	1	FRIACO Silver Daytime C1	UP	2005-12-03 10:57:36		 
512641	Kenley	1	Voice	UP	2005-11-24 10:17:52		 
491641	Llanfihangel	1	FRIACO Bronze	UP	2005-09-24 18:41:29		 
174644	Carno	1	Voice	UP	2005-11-28 10:57:55		 
154644	Crossgates	1	FRIACO Silver Daytime C1	UP	2005-11-16 08:55:21		 
507641	Great Bolas	1	Voice	UP	2005-10-07 14:03:34		 
195647	Knowbury	1	FRIACO Bronze	UP	2005-08-11 06:57:51		 
172644	Bettws Cedewain	1	Voice	UP	2005-08-25 14:46:28		 
167644	Penybont	1	FRIACO Silver Daytime C1	DOWN	2005-05-27 21:00:00		 
436641	WATERS UPTON POST OFFICE	1	Voice	UP	2005-12-19 12:02:38		 
266641	Llanrhaeadr Ym Mochnant P/O Llanrhaeadr	1	FRIACO Silver Daytime C1	UP	2005-05-04 02:43:37		 
152641	Acton Burnell	1	Voice	UP	2005-07-04 08:41:13		 
179641	Dorrington	1	Voice	UP	2005-11-30 10:49:27		 
218641	Sentinel Gardens	3	FRIACO Silver Daytime C1	UP	2005-05-31 08:57:49		 
388641	High Ercall	1	Voice	UP	2005-05-05 02:51:11		 
394641	Lawley	1	FRIACO Bronze	UP	2005-11-28 10:40:04		 
246208	Doddington	1	Voice	UP	2005-09-28 10:53:10		 
196647	Brinfield	1	FRIACO Bronze	UP	2005-10-18 16:41:04		 
223644	Hundred Houses	1	Voice	DOWN	2005-12-20 21:00:00		 
233647	NEWCASTLE STORE AND SERVE	1	Voice	UP	2005-10-11 18:02:58		 

GRO

Within this display there are two additional hot links for each Post Office . The  symbol, when clicked, will provide a display of the nearest working Post Offices to the Post Office selected, showing opening times, connection type, telephone number, and distance

from the selected Post Office. The format is shown in figure 8. Clicking on the  symbol will attempt to make a connection to the internet site "Google Maps", which will then show a graphical representation of the nearest alternate Post Offices within the same geographical area





## Service Management Portal

Figure 8 – nearest working Post Offices.

Nearest Working Post Offices to PostCode SY8				
PostCode	Distance (m)			
SY8	0			
FAD	Address	Service Type	Phone Number	Opening Hours
235647	<b>GRO</b>	Voice	<b>GRO</b>	Thu:13:00-17:00
196647		FRIACO Bronze		Mon:09:00-13:00 Tue:16:00-20:00 Thu:09:00-13:00
197647		FRIACO Bronze		Mon:09:00-13:00 Tue:09:00-13:00 Thu:09:00-13:00
199647		ADSL		Mon:09:00-17:30 Tue:09:00-17:30 Wed:09:00-13:00 Thu:09:00-17:30 Fri:09:00-17:30 Sat:09:00-13:00
204647		ADSL		Mon:09:00-17:30 Tue:09:00-17:30 Wed:09:00-17:30 Thu:09:00-17:30 Fri:09:00-17:30 Sat:09:00-12:30
200647		FRIACO Silver Daytime C1		Mon:09:00-17:30 Tue:09:00-17:30 Wed:09:00-12:30 Thu:09:00-17:30 Fri:09:00-17:30 Sat:09:00-12:30
PostCode	Distance (m)			
WR15	10963			
FAD	Address	Service Type	Phone Number	Opening Hours
292247	<b>GRO</b>	FRIACO Silver Daytime C1	<b>GRO</b>	Mon:09:00-17:30 Tue:09:00-17:30 Wed:09:00-17:30 Thu:09:00-17:30 Fri:09:00-17:30 Sat:09:00-12:30
PostCode	Distance (m)			
SY7	14671			
FAD	Address	Service Type	Phone Number	Opening Hours
182647	<b>GRO</b>	FRIACO Bronze	<b>GRO</b>	Mon:09:00-17:30 Tue:09:00-17:30 Wed:09:00-13:00 Thu:09:00-17:30 Fri:09:00-17:30 Sat:09:00-12:30
202647		ADSL		Mon:08:30-13:00 Wed:08:30-13:00 Fri:08:30-13:00 Sat:08:30-11:00
184647		Voice		Mon:09:00-17:30 Tue:09:00-17:30 Wed:09:00-13:00 Thu:09:00-17:30 Fri:09:00-17:30 Sat:09:00-12:00
185647		FRIACO Silver Daytime C1		Mon:09:00-17:30 Tue:09:00-17:30 Wed:09:00-17:30 Thu:09:00-17:30 Fri:09:00-17:30 Sat:09:00-12:30
181647		FRIACO Silver Daytime C1		Mon:09:00-17:30 Tue:09:00-17:30 Wed:09:00-17:30 Thu:09:00-17:30 Fri:09:00-17:30 Sat:09:00-12:30
187647		FRIACO Silver Daytime C1		Mon:09:00-17:30 Tue:09:00-17:30 Wed:09:00-17:30 Thu:09:00-13:00 Fri:09:00-17:30 Sat:09:00-12:30
222647		Satellite		Mon:09:00-12:30 Thu:09:00-12:30

### 4.12 VIP sites without comms

Holding the mouse pointer over this part of the management monitor display produces a pop-up message in the form “0% Down (0 down, 40 up), giving an indication of the performance of the nominated VIP sites.

### 4.13 Satellite sites without comms

Holding the mouse pointer over this part of the management monitor display produces a pop-up message in the form “2% Down (3 down, 140 up), giving an indication of the performance of those Post Offices which are connected to the central Horizon systems by satellite link.





## Service Management Portal

### 4.14 Checking the status of an individual Post Office

In the centre, at the lower end of the management monitor display page is a text box (shown in figure 9). By entering the FAD code for a Post Office, its current status (accurate to the last hour) can be ascertained. The display of this information is identical to that shown in figure 6

Figure 9 – check for the status of an individual Post Office

A screenshot of a web form. It has a black border. On the left, there is a yellow rectangular button with the text "Enter FAD Code" in black. To the right of this button is a white rectangular text input field. To the right of the input field is a grey rectangular button with the text "Office Details" in black.

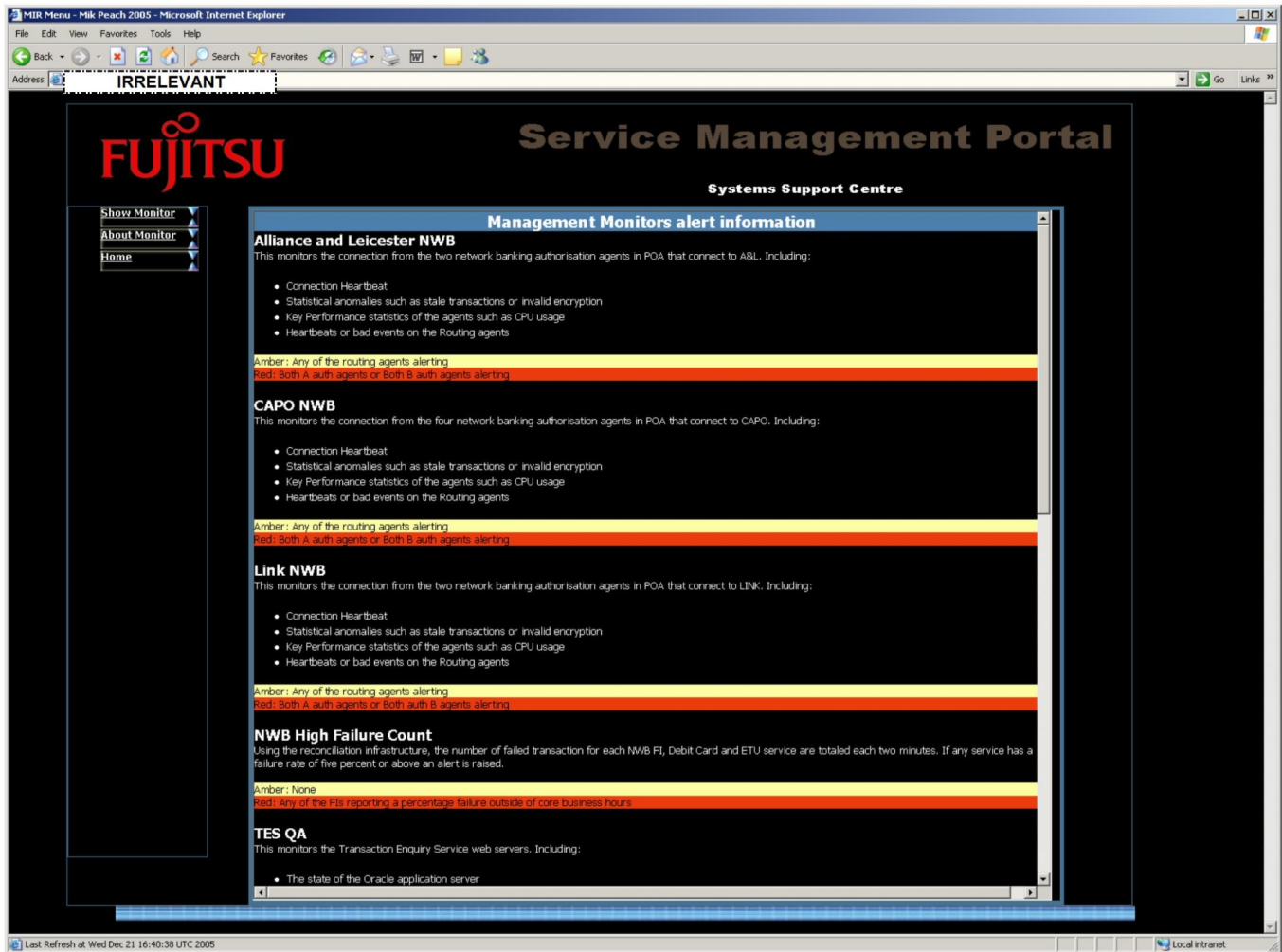
### 4.15 About the Monitor

Clicking on the menu item "About monitor" from the monitor menu will display the "about" page for the monitor, which contains the same details about the configuration of the individual monitor components as are detailed in sections 4.1 to 4.11 in this document. The format for this data is shown in figure 10



## Service Management Portal

Figure 10 - Management Monitor about screen





## Service Management Portal

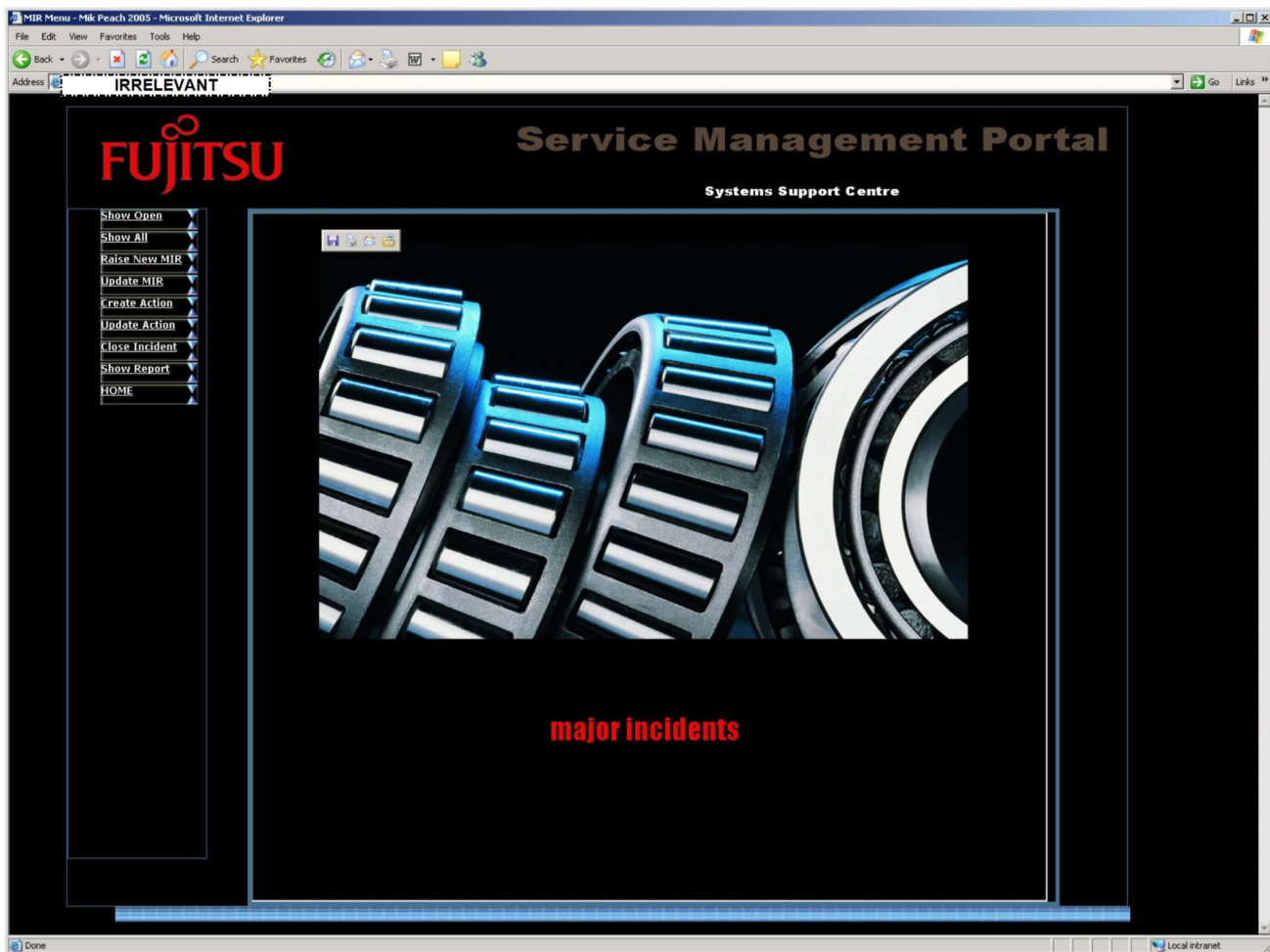
### Section 5 Major Incident Management

In the event of a Major Incident, it is important that both Post Office and Fujitsu Services Post Office Account have immediate access to the resolution progress, and that both organizations can see the relevant progress updates and the actions which have been allocated to the resolution. In addition, the current mechanisms for handling the necessary paperwork involved in the final resolution and sign-off of any incident are cumbersome and prone to excessive delays.

In order to resolve these deficiencies, the Major Incident Management system has been created to reside on the Service Management Web portal.

The initial menu is shown in figure 11

Figure 11 - Major Incident management menu





## Service Management Portal

Menu Item	Meaning / Action	Options
Show Open	Displays a summary of all major incidents which are open on the database	none
Show all	Displays a summary of all major incidents regardless of their status	none
Raise new MIR	Displays a screen which enables data to be input to open a new Major Incident	none
Update MIR	Displays a summary of the currently open incidents and after selection of one of these enables data to be input to update that incident	none
Create Action	Displays a summary of the currently open incidents and after selection of one of these enables data to be input to create a new action to be associated with that incident	none
Update Action	Displays a summary of the currently open incidents and after selection of one of these displays the actions associated with the incident, then allows those actions to be updated or deleted	none
Close Incident	Displays a summary of the currently open incidents and after selection of one of these enables data to be input to close that incident	none
Show report	Displays a summary of the currently open incidents and after selection of one of these displays the MIR report, which includes a timeline of the Updates and a list of the actions.	none
Home	Displays the Service Management Portal main menu	none







## Service Management Portal

### 5.1 Show open incidents

This displays a brief summary of all incidents which have not yet been closed on the database. The format of the screen is as shown in figure 12. The meaning of the individual fields is as follows :

Field	Meaning / Action	Options
Title	A brief title for the incident	Free text
Call number	The original number for the call – normally a Peak or Powerhelp (Phoenix) reference number	Free text with some limitations – this is not confined to the Powerhelp or Peak format.
Linked Calls	The number of calls which have been linked in the HSD with the master call which caused this major incident to be raised	Integer with no limits
Creation Date	The date on which the original major incident report was created	date
Service Outage	The date on which there was a service outage as a result of this incident. It is assumed that a major incident would be created only as a result of a service outage – all other forms of anomalous behavior within the system would be handled by the incident and problem management processes	date
Previous Outage	The date of the first of any previous occurrences of this major incident	date
Operational Impact	A brief statement of the operational impact of the major incident. Note that more detailed impacts are requested when updating an incident. It is assumed that at the time that the major incident is first created, detailed knowledge of the impact will not be available	Free text
Business Impact	A brief statement of the business impact of the major incident. Note that more detailed impacts are requested when updating an incident. It is assumed that at the time that the major incident is first created, detailed knowledge of the impact will not be available	Free text
Status	The current status of the major incident	One of “open”, “in progress” or closed
Instigator	The name of the person who created this major incident	Free text
	If any updates have been made to this major incident since the time that it was created, then clicking on this button will display those update records	none
	If any actions have been created and associated with this major incident since the time that it was created, then clicking on this button will display those action records	none



## Service Management Portal

Figure 12 Major Incident management – show open incidents

The screenshot displays the Fujitsu Service Management Portal in a Microsoft Internet Explorer browser window. The browser title is "MIR Menu - Mik Peach 2005 - Microsoft Internet Explorer". The address bar shows "IRRELEVANT". The portal has a dark blue background with the Fujitsu logo in the top left. The main heading is "Service Management Portal" with the subtitle "Systems Support Centre". A left-hand menu contains links: "Show Open", "Show All", "Raise New MIR", "Update MIR", "Create Action", "Update Action", "Close Incident", "Show Report", and "HOME". The main content area is titled "Open major incidents" and displays details for a specific incident:

<b>Title :</b>	Test for action deletion	<b>Call No:</b>	998998	<b>linked calls</b>	0
<b>Creation Date</b>	13/12/2005	<b>Service Outage</b>	13/12/2005	<b>Previous outage</b>	13/12/2005
<b>Operational Impact :</b>	None - test of action deletion - operational				
<b>Business Impact :</b>	None - test of action deletion - business				
<b>Status</b>	open	<b>Instigator</b>	Mik	<input type="button" value="show updates"/> <input type="button" value="show actions"/>	

The status bar at the bottom shows "Done" and "Local intranet".



## Service Management Portal

### 5.2 Show all incidents

This displays a brief summary of all incidents which have not yet been closed on the database. The format of the screen is as shown in figure 12. The meaning of the individual fields is identical to those in the “show open incidents” screen detailed in section 5.1 above

Figure 13 Major incident management – show all incidents

**Service Management Portal**  
Systems Support Centre

**All major incidents**

**Incident 1:**  
Title: Test of new template  
Call No: 021584 linked calls: 0  
Creation Date: 07/12/2005 Service Outage: 07/12/2005 Previous outage: 07/12/2005  
Operational Impact: Absolutely nothing - test operational impact only  
Business Impact: Absolutely nothing - test business impact only  
Status: closed Instigator: Mik  
[show updates] [show actions]

**Incident 2:**  
Title: test of mandatory  
Call No: 123121 linked calls: 0  
Creation Date: 07/12/2005 Service Outage: 07/12/2005 Previous outage: 07/12/2005  
Operational Impact: non  
Business Impact: non  
Status: closed Instigator: Mik  
[show updates] [show actions]

**Incident 3:**  
Title: Test for action deletion  
Call No: 998998 linked calls: 0  
Creation Date: 13/12/2005 Service Outage: 13/12/2005 Previous outage: 13/12/2005  
Operational Impact: None - test of action deletion - operational  
Business Impact: None - test of action deletion - business  
Status: open Instigator: Mik  
[show updates] [show actions]



## Service Management Portal

### 5.3 Raise new MIR

This screen is displayed in order to enable the user to create a new major incident record. Note that the title and call number fields are mandatory – these are used throughout the database to index the various tables. The format of the screen is shown in figure 14, and the meaning of the individual fields is as follows –

Field	Meaning / Action	Options
Title	A brief title for the incident	Free text - MANDATORY
Call number	The original number for the call – normally a Peak or Powerhelp (Phoenix) reference number	Free text with some limitations – this is not confined to the Powerhelp or Peak format. - MANDATORY
This Incident Date / Time	The date and time on which the major incident happened	Date – this defaults to the current date and time
Service Outage	The date on which there was a service outage as a result of this incident. It is assumed that a major incident would be created only as a result of a service outage – all other forms of anomalous behavior within the system would be handled by the incident and problem management processes	Date – this defaults to the current date and time
Previous Incident Date	The date of the first of any previous occurrences of this major incident	Date – this defaults to the current date and time
Business Impact	A brief statement of the business impact of the major incident. Note that more detailed impacts are requested when updating an incident. It is assumed that at the time that the major incident is first created, detailed knowledge of the impact will not be available	Free text
Operational Impact	A brief statement of the operational impact of the major incident. Note that more detailed impacts are requested when updating an incident. It is assumed that at the time that the major incident is first created, detailed knowledge of the impact will not be available	Free text
Status	The current status of the major incident	One of “open” or “in progress”
Instigator	The name of the person who created this major incident	Free text
Number of linked incidents	The number of calls which have been linked in the HSD with the master call which caused this major incident to be raised	Integer with no limits
<b>Add to Database</b>	Commits the data input from above and creates a new incident record in the database	





## Service Management Portal

Figure 14 Major Incident management – Raise new MIR

The screenshot shows a web browser window titled "MIR Menu - Mik Peach 2005 - Microsoft Internet Explorer". The address bar contains "IRRELEVANT". The main content area is titled "Service Management Portal" and "Systems Support Centre". On the left is a navigation menu with links: Show Open, Show All, Raise New MIR, Update MIR, Create Action, Update Action, Close Incident, Show Report, and HOME. The main form is titled "Enter a new MIR" and contains the following fields:

- Title (mandatory):
- Call Number (mandatory):
- This Incident Date: 21 December 2005 Time 16:45
- Service Outage Date: 21 December 2005 Time 16:45
- Previous Incident Date: 21 December 2005 Time 16:45
- Business Impact:
- Operational Impact:
- Instigator name:  status: open
- Number of linked incidents:
- Add to Database:

The status bar at the bottom shows "Done" and "Local intranet".

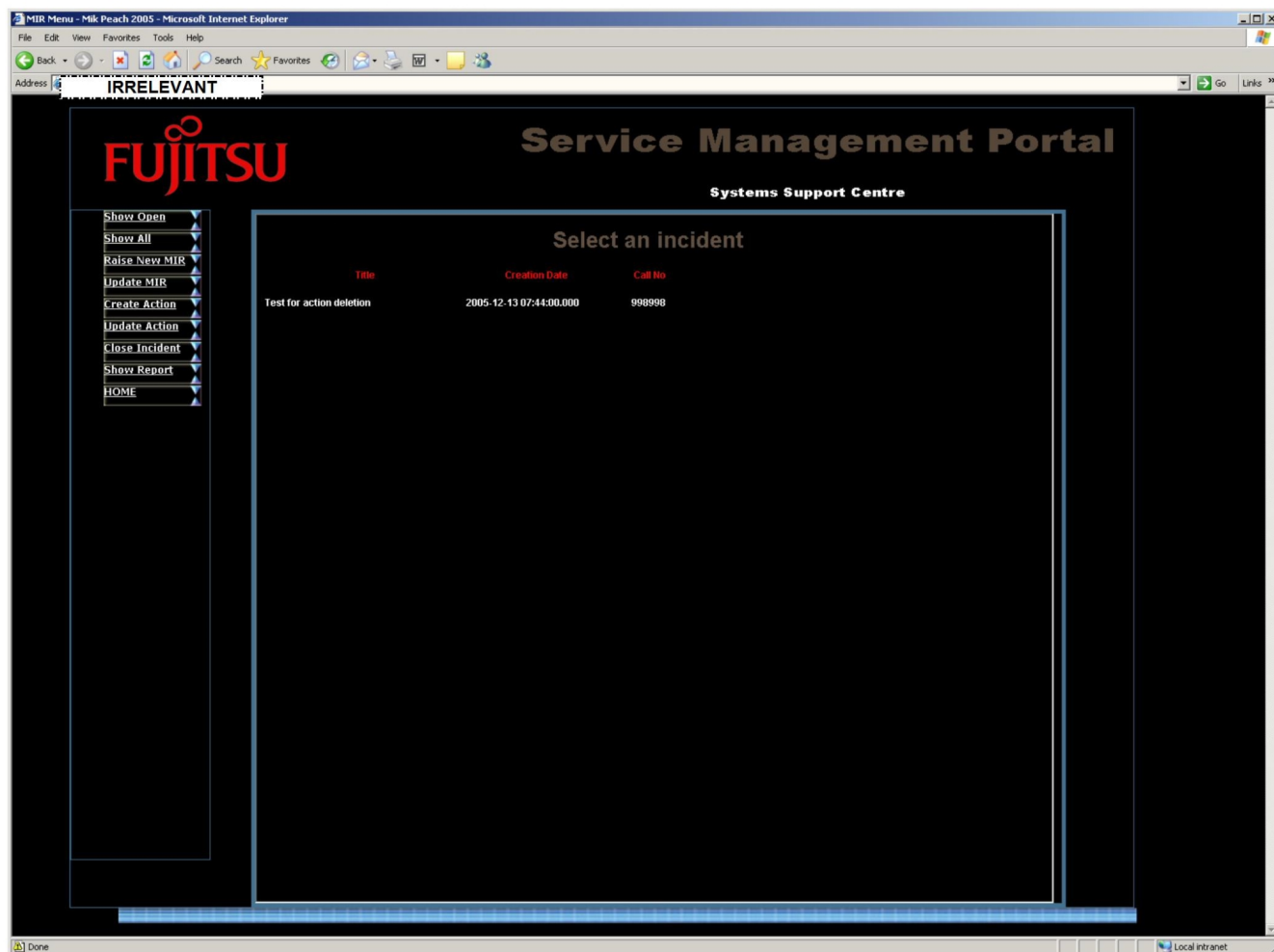


## Service Management Portal

### 5.4 Update MIR

When the "Update MIR" button is clicked, the system displays a summary line for each of the open incidents. The cursor changes to a hand when placed over these summary lines. Clicking on the relevant incident will then open the screen which enables an update record to be created. The format of the summary screen is shown in figure 15.

figure 15 Major Incident Management – Update MIR – selection of an incident





## Service Management Portal

figure 16 shows the format of the screen used to create an update record. Update records are created separately from the major incident record rather than simply updating the original in order to be able to generate a timeline for the incident.

Field	Meaning / Action	Options
Title	The title of the incident	Cannot be changed
Call number	The original number for the call –	Cannot be changed
Start Date	The date that the major incident was originally logged	Cannot be changed
New Business Impact	The revised estimation of the business impact of this major incident – note that this is further modified by the fields below relating to specific types of business impact	text
New Operational Impact	The revised estimation of the operational impact of this major incident – note that this is further modified by the fields below relating to specific types of operational impact	text
Branches affected	The number of Post Offices which have been affected by this incident	number
Counters affected	The number of Post Office counters which have been affected by this incident	number
Files affected	If any file transfers of data to Post Office systems, or to their customers or suppliers have been affected by the incident, then this should be documented here	text
Txn affected	The number of transactions which have been affected by this incident	number
HSD calls	The number of calls which have been received by the HSD caused by this incident	number
Other impact	Any other impact which has not been adequately covered in the 7 fields above	text
Status	The status of this incident	Either “In progress” or “open”, the default is “In progress”
Updater name	The name of the person who is completing this update	text
Update date time	The date and time of this update	Date/time, defaults to the current date and time
System returned data time	The date and time that the system was returned to usability	Date/time, defaults to the current date and time
<b>Add to Database</b>	Commits the details entered above to the database	



## Service Management Portal

figure 16 Major Incident Management – Update MIR – creation of an update record

The screenshot shows a web browser window titled "MIR Menu - Mik Peach 2005 - Microsoft Internet Explorer". The address bar contains "IRRELEVANT". The main content area is titled "Service Management Portal" and "Systems Support Centre". The left sidebar contains a menu with the following items: Show Open, Show All, Raise New MIR, Update MIR, Create Action, Update Action, Close Incident, Show Report, and HOME. The main form is titled "Update for major incident" and contains the following fields:

- Title: Test for action deletion
- Call number: 999999
- Start Date: 2005-12-13 07:44:00.000
- New Business Impact: [Text area]
- New operational Impact: [Text area]
- Impact statements: [Text area]
- branches affected: [Text field]
- counters affected: [Text field]
- files affected: [Text field]
- ton affected: [Text field]
- HSD calls: [Text field]
- other impact: [Text field]
- Status: In progress (dropdown)
- Updater name: [Text field]
- Update Date/Time: 21 December 2005 16:46 (datetime picker)
- System Returned Date/Time: 21 December 2005 16:46 (datetime picker)
- Add to Database: [Add to Database button]



## Service Management Portal

### 5.5 Create action

When the "Create Action" button is clicked, the system displays a summary line for each of the open incidents. The cursor changes to a hand when placed over these summary lines. Clicking on the relevant incident will then open the screen which enables an update record to be created. The format of the summary screen is shown in figure 17.

Figure 17 Major Incident Management – Create Action - select an incident



figure 18 shows the format of the screen used to create an action record. Action records are created separately from the major incident record rather than simply updating the original in order to be able to generate a timeline for the incident. Unlike Update records, once created action records can be amended or deleted.





## Service Management Portal

Figure 18 Major Incident Management – Create Action

Field	Meaning / Action	Options
Title	The title of the incident	Cannot be changed
Call number	The original number for the call –	Cannot be changed
Start Date	The date that the major incident was originally logged	Cannot be changed
Action	The action to be undertaken	text
Action comment	Any comments which may be applicable to the action	text
Action on	The owner of the action	text
Action logged date time	The time that the action was logged	Date / time – defaults to the current time
Action required by date time	The time by which the action is required to be completed	Date / time – defaults to the current time
Action completed date time	The time that the action was completed	Date / time – defaults to the current time
Add to Database	Commits the details entered above to the database	



## Service Management Portal

### 5.6 Update action

Unlike an update to a major incident, which is intended to be a snapshot of the state of the incident at a specific date and time and therefore cannot be changed once created, actions are more fluid and can therefore be amended and deleted. When the update action menu item is selected, a summary of the open major incidents is displayed – actions can only be created against open incidents. The format of the summary screen is shown in figure 19

Figure 19 Major Incident Management – Update Action - summary screen



In order to update or delete an action, selecting the “show actions” button will then display the actions for that particular incident, the format of this display is shown in figure 20.



## Service Management Portal

figure 20 Major Incident Management – Update Action - action summary

**FUJITSU** **Service Management Portal**  
Systems Support Centre

**Actions**

**Title :** Test only - end to end test of updates and actions **Call :** 123456

**Action :** action 1 - test only

**Owner:** mika

**Action Logged** 2005-12-23 11:27:00 **Required by** 2005-12-23 11:27:00

**Action completed:** 2005-12-23 11:27:00 **Comment:** action comment 1 - test only

In order to delete an action which has been previously logged, then it is necessary to click on the “delete action” button, at which time the system will ask for confirmation that the action is to be deleted, and (provided that this is confirmed) will delete the action entry from the database.





## Service Management Portal

In order to update an action which has been previously logged, then it is necessary to click on the "update action" button, the system will then present a screen with the details of the current action included, ready for amendment. The format of this screen is shown in figure 21

Figure 21 Major Incident management – update action

The screenshot shows a web browser window titled "MIR Menu - Mik Peach 2005 - Microsoft Internet Explorer". The address bar shows "Address: [REDACTED]". The main content area is titled "Service Management Portal" and "Systems Support Centre". On the left, there is a navigation menu with the following items: "Show Open", "Show All", "Raise New MIR", "Update MIR", "Create Action", "Update Action", "Close Incident", "Show Report", and "HOME". The "Update Action" item is highlighted. The main content area is titled "Changing action" and contains the following form fields:

- action**: [REDACTED]
- Incident Title**: Test only - end to end test of upc
- Call No.**: 123456
- Logged date / time**: 23 February 2005 11:27
- Required date / time**: 23 February 2005 11:27
- Completed datetime**: 23 February 2005 11:27
- Action Text**: [REDACTED]
- Action Comment**: action comment 1 - test only
- Action Owner**: mika

At the bottom of the form, there is a button labeled "Submit change to database".



## Service Management Portal

### 5.7 Close incident

When the “Close Incident” button is clicked, the system displays a summary line for each of the open incidents. The cursor changes to a hand when placed over these summary lines. Clicking on the relevant incident will then open the screen which enables a closure record to be created. The format of the summary screen is shown in figure 22.

figure 22 Major Incident Management – Close Incident – summary



Having selected the correct incident which is to be closed, the system displays a screen, shown in figure 23 which requests data which will be used to close the incident



## Service Management Portal

Figure 23 Major Incident management – close incident

Field	Meaning / Action	Options
Title	The title of the incident	Cannot be changed
Call number	The original number for the call –	Cannot be changed
Start Date	The date that the major incident was originally logged	Cannot be changed
Management Summary	A summary of the incident which will appear on the MIR report	Up to 2048 characters text
Root cause analysis	Details of the root cause of the MIR	text
Details of fix applied	Details of the fix which was applied to resolve the MIR, this could include (but is not limited to) a software fix, a workaround, a process change or a hardware change	text
OCP / CR / CT reference	Details which provide an audit train for the fix where this has not already been	text



## Service Management Portal

	supplied in the call.	
Fujitsu approver	The name of the Fujitsu staff member who has agreed the signoff of this major incident	text
Customer approver	The name of the customer staff member who has agreed the signoff of this major incident	text
MIR closure date time	The closure data and time of this major incident	Date / time – defaults to the current time
Customer signoff date time	The date and time at which the customer signed off this major incident	Date / time – defaults to the current time
Fujitsu signoff date time	The date and time at which Fujitsu signed off this major incident	Date / time – defaults to the current time
<b>Add to Database</b>	Commits the details entered above to the database	

### 5.8 Show report

Once an incident has been closed, the report on this incident can be generated. Reports can only be generated for closed incidents.

Once the “show report” menu item has been selected, the system displays a summary of all of the closed incidents as shown in figure 24. Clicking on the button labeled “produce MIR report” for the relevant incident. The format of this report is shown in figure 25.



## Service Management Portal

figure 24 Major Incident Management Show report - summary

The screenshot displays the Service Management Portal in a Microsoft Internet Explorer browser window. The browser's address bar shows "IRRELEVANT". The portal's header includes the Fujitsu logo and the text "Service Management Portal" and "Systems Support Centre". A left-hand navigation menu contains links such as "Show Open", "Show All", "Raise New MIR", "Update MIR", "Create Action", "Update Action", "Close Incident", "Show Report", and "HOME". The main content area, titled "Closed major incidents", lists two incidents. Each incident entry includes a "Title", "Creation Date", and "Call No.", followed by a "produce MIR report" button.

Title	Creation Date	Call No.
Test of new template	07/12/2005	021584
test of mandatory	07/12/2005	123121





## Service Management Portal

figure 25 Major Incident Management Show report

The screenshot shows a web browser window titled "MIR Menu - Mik Peach 2005 - Microsoft Internet Explorer". The address bar shows "IRRELEVANT". The page content is the "Service Management Portal" with the Fujitsu logo and "Systems Support Centre" text. A left sidebar contains navigation links: Show Open, Show All, Raise New MIR, Update MIR, Create Action, Update Action, Close Incident, Show Report, and HOME. The main content area is titled "Major Incident Report" and contains the following sections:

### Summary

Incident Title :	Its all gone wrong		
Call No:	123456	Incident Date:	2006-01-11 15:17:00
Service Lost:	2006-01-11 15:17:00	MIR Author:	Mik
Business Impact	none - test only - bi		
Operational Impact	none - test only - oi		
Management Summary	very very very long management summary just to check that the html page will handle lots and lots of data and not overflow beyond all reasonable doubt with absent of malice		

### Incident Details

Master Incident	123456	No of linked incidents	0
Previous occurrence	null	Fix applied	fixed the code
Service Outage	2006-01-11 15:17:00		

### Timeline

Update :	2006-01-11 15:18:00	Service restored Time	2006-01-11 16:18:00
New Operational impact	new business impact - oi	New Business impact	new business impact - bi
Branches impacted	10	counters impacted	20
transaction impacted	0	files impacted	None
		calls impacted	5
		other impact	

### Actions

Logged	2006-01-11 15:20:00	Action Owner	Carl
Required	2006-01-12 15:20:00	Action Completed	2006-01-12 15:20:00
Action	do some work		
Comment	sometime		

### Closure details

CP/CT/CR ref	OCP87654	MIR Closure :	2006-01-12 15:21:00
FS approver	Mik	FS closure	2006-01-12 15:21:00
PO approver	None	Customer closure	2006-01-12 15:21:00

Print this report

This report can be generated at any time after the incident has been closed. To produce a paper version of the report, click on the button labeled "print this report".



## Service Management Portal

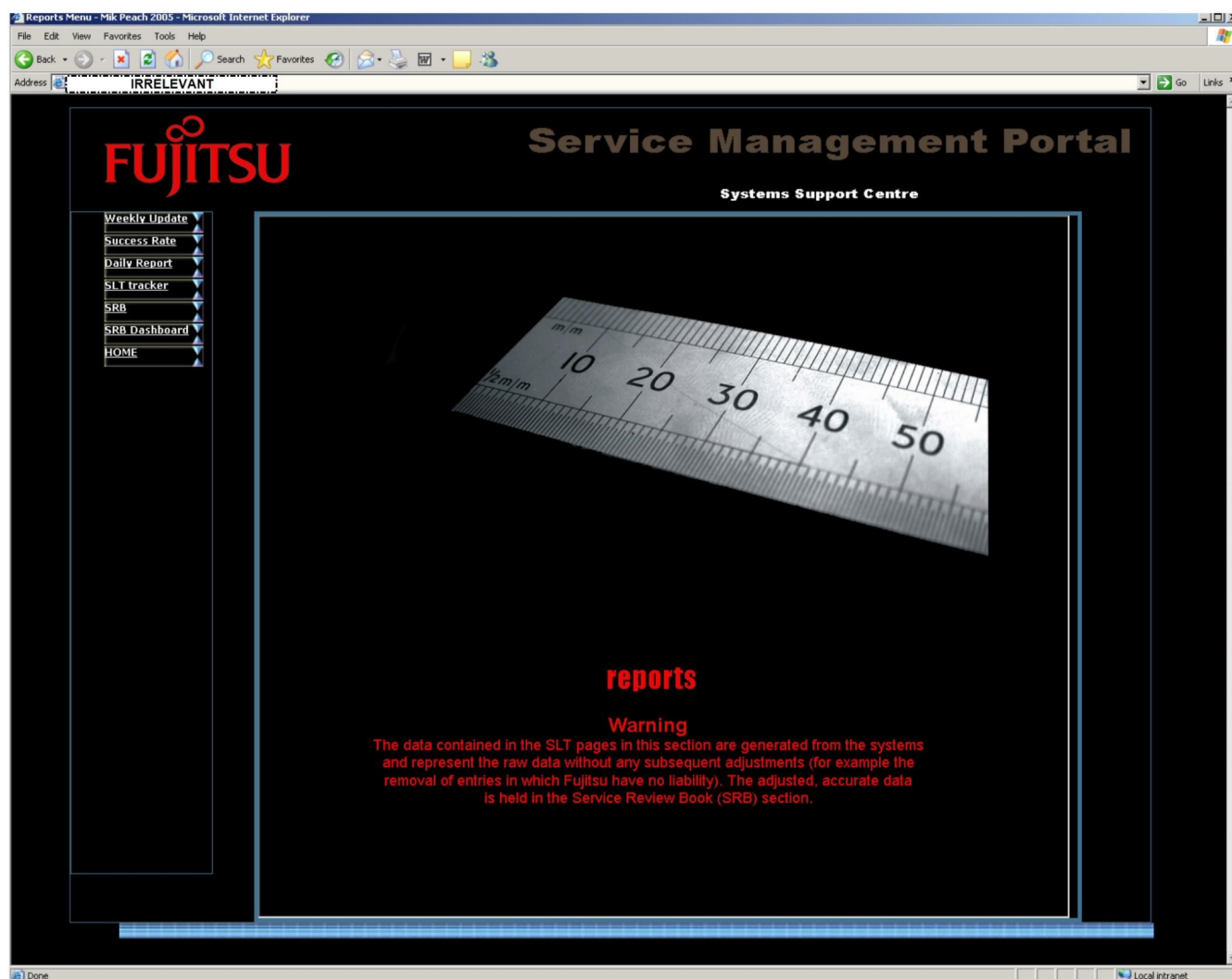
### Section 6 Reports and SLTs

There are a number of reports which are delivered to the customer on a regular basis. It is the purpose of this section of the Service Management portal to provide access to the most current version of these reports.

In addition, in this sections, are up to date figures for the performance of the system against the SLTs.

It should be noted, as displayed on the initial screen for this section, that the data in the SLT tracker is raw data direct from the systems and has not been adjusted to take account of those factors which are beyond the control of Fujitsu for example file deliveries which could not be made because the remote end was inoperable, Post Offices which have been closed, but for which the closure notification has been delayed etc). Accurate figures are held in the SRB section.

Figure 26 Reports and SLTs menu



#### 6.1 Weekly Update



## Service Management Portal

The weekly update is a manually entered summary of the events which have taken place during a week which may have had an impact on the relevant service.

At this version of the service management portal, this is simply a word document which is transcribed to html and inserted into the web site.

The format is shown in figure 27 below

Figure 27 Weekly update format

The screenshot shows a web browser window displaying the Service Management Portal. The portal has a dark blue header with the Fujitsu logo and the text 'Service Management Portal' and 'Systems Support Centre'. A left sidebar contains a menu with links: Weekly Update, Success Rate, Daily Report, SLT tracker, SRB, SRB Dashboard, and HOME. The main content area is titled 'Weekly report' and contains a table with three columns: SERVICE, STATUS, and COMMENTS. The table lists various services and their status, with detailed comments for each.

SERVICE	STATUS	COMMENTS
Data File Delivery Service	APS	AP clients reported that they cannot access the files we sent them over the weekend 25 <sup>th</sup> and 26 <sup>th</sup> June 2005. Clients included NS&I, TVL, SSE, WW, YE, CCM. This was a permissions issue which was resolved with a release note superseding the previous one. Mid Kent Water failed over but is almost resolved, hardware on site being progressed by an engineer see E-0506270225. Knowsley BC E-0507010504 AP client cannot access APS files on Gateway. User can now logon and collect AP files.
	Bureau De Change	No issues.
	EDG	No issues.
	EPay	Stuck or delayed reversals are being investigated. A call is being raised by Fujitsu to resolve.
	LFS	Minor file delivery exceptions. None impacting the service.
	POLES	1) POLFS Batch Matching job failed due to system shut down by Core Services. Unix and cancelled by SAP Basis team following a failed back up. Hot backups are now in use so this will not happen again. 2) The name of the event which triggers SAPADS was changed for preparation of S80 but the request to change it on SAP level wasn't raised. This was resolved. Corrective actions have been implemented to ensure all relevant teams are aware of the changes and the implications in advance. 3) 30 June Data issues with the file were picked up by PRISM as part of their daily checks without any user delay. 4) OCP
	TFS	No issues.
SAP Performance		No issues. OCP 11387 completed for the movement of CR 350 to the production environment for POLFS. Three transports were applied successfully.



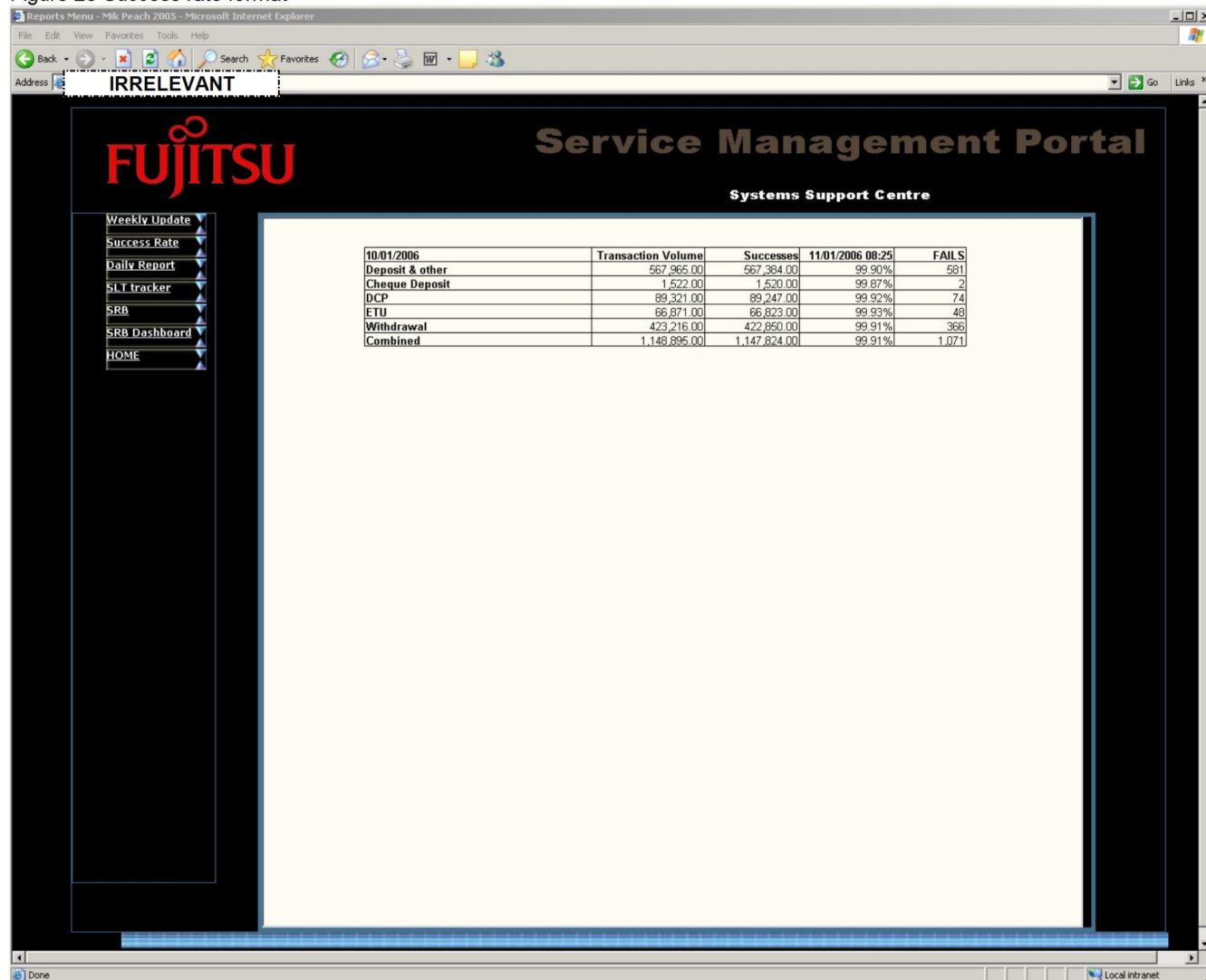
## Service Management Portal

### 6.2 Success rates

The success rates show, on a daily basis, the transaction levels, and the breakdown between successful and unsuccessful transactions through the Network Banking, Debit Card and E-Top-ups systems, with a breakdown on the network banking transactions for deposit and withdrawal transactions.

The screen display is shown in figure 28

Figure 28 Success rate format





## Service Management Portal

### 6.3 Daily Report

Displays a copy of the most recent daily report

Figure 29 Daily Report format

**Service Management Portal**  
Systems Support Centre

**Post Office Ltd Daily Status Report**

Time of report: 10/01/2006 17:59

Branch Availability	Live Branches Reported Daily	Branches Showing Status as UP	Difference Between Branches Showing as Up and Live Branches	Total Unavailable Network Calls raised by branches	Percentage of "Active" branches available for online services
11:09	14,274	14,187	87	52	99.64%
13:30	14,274	14,191	83	52	99.64%

Counter Availability	Total Available Hours	Affected Hours	Availability
09/01/2006	424656	7338	98.27%

Branch Comms with BT Energis	Number of Live Branches	Calls open < 24 hours	Calls open between 24 and 48 hours	Calls open > 48 hours
ADSL	10,515	0	0	2
PSTN	3,616	3	0	0
ISDN	143	0	0	0

Branches with calls open > 6 hours	Calls open between 6 and 24 hours	Calls open between 24 and 48 hours	Calls open > 48 hours	Calls pending closure or monitor
Hardware	0	50	23	16
Network	0	4	15	

Major incidents / problems affecting the live estate: (up to 16:00 today)

The numbers of hardware calls open and being carried over daily continue to be much higher than normal. This is primarily due to a transition of logistics suppliers, which took place over last weekend has had some teething troubles with systems and this has meant that some calls have been updated for closure later than normal. This issue is being dealt with and Fujitsu expect to see a significant improvement over the coming working days.

Updates from yesterday:

Nothing to Report

Navigation: << >> | Daily Report | Graphs | Data



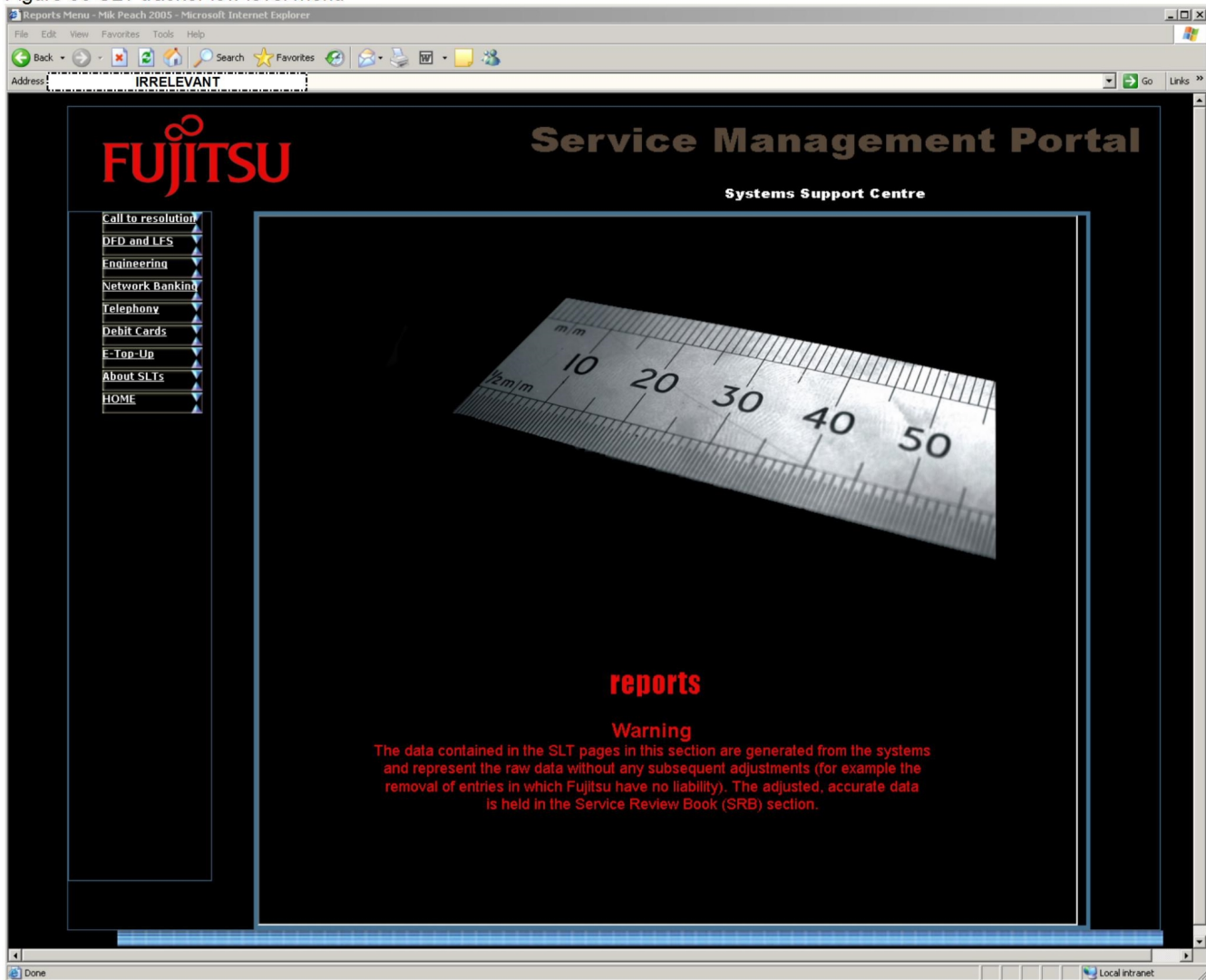


## Service Management Portal

### 6.4 SLT tracker

Clicking on the SLT tracker gives access to the lower level menu as shown below

Figure 30 SLT tracker low level menu





## Service Management Portal

### 6.4.1 Call to Resolution

This section displays the call to resolution statistics.

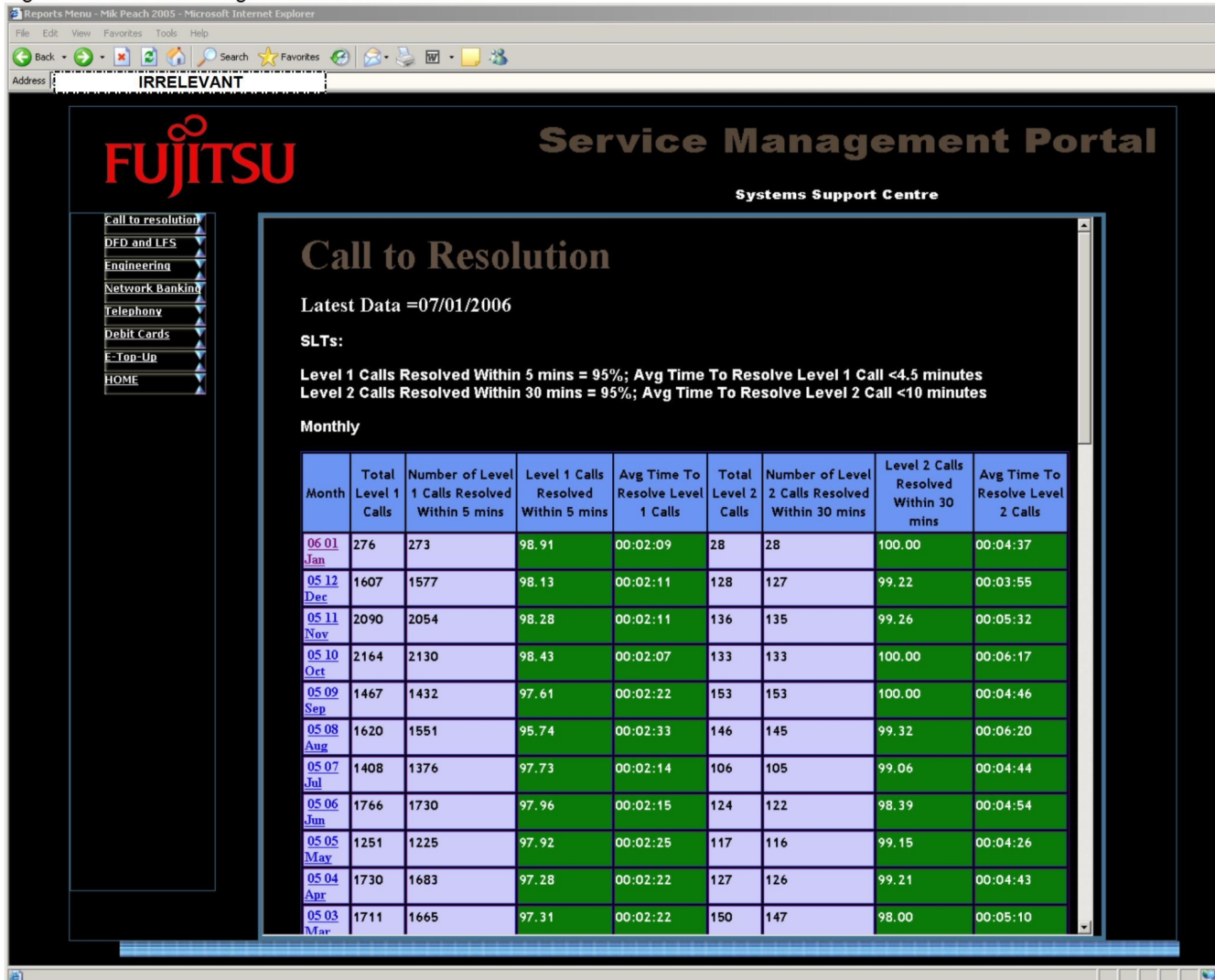
The SLTs in this area are

Level 1 Calls Resolved Within 5 mins = 95%; Avg Time To Resolve Level 1 Call <4.5 minutes

Level 2 Calls Resolved Within 30 mins = 95%; Avg Time To Resolve Level 2 Call <10 minutes

The layout of the statistics is self-explanatory.

Figure 31 Performance against call to resolution SLT



Within any month, there is a hot-link to the failed call details (in the month column) clicking on this link displays the detail of the failing calls as shown in figure 32



## Service Management Portal

Figure 32 failed calls in the SLT

IRRELEVANT

**FUJITSU** Service Management Portal  
Systems Support Centre

Call to resolution  
DFD and LFS  
Engineering  
Network Banking  
Telephony  
Debit Cards  
E-Top-Up  
HOME

Up

**Call To Resolution - Failed SLT Call Details**

Call Ref	Fad Code	SLT	Call Type	Problem Type	Open Date	Open Time	Close Date	Close Time	Suspension Time	Duration
E:0511300067	8420	Level 1 V	VNO1		30/11/2005	08:23	30/11/2005	08:39	00:09:21	00:06:04
E:0511300068	208320	Level 1 V	VNO1		30/11/2005	08:23	30/11/2005	08:32	00:03:22	00:05:10
E:0511290220	261539	Level 1 V	VNO1		29/11/2005	09:34	29/11/2005	09:43	00:03:11	00:05:27
E:0511280803	168555	Level 1 X	XIO6		28/11/2005	13:36	28/11/2005	13:44	00:00:55	00:06:50
E:0511280393	184418	Level 1 X	XIO6		28/11/2005	10:21	28/11/2005	10:28	00:00:41	00:06:46
E:0511250144	258230	Level 1 V	VNO1		25/11/2005	09:09	25/11/2005	09:15	00:00:48	00:05:20
E:0511240731	135005	Level 1 V	VNO1		24/11/2005	15:46	24/11/2005	15:55	00:00:35	00:06:25
E:0511240695	235539	Level 1 X	XIO6		24/11/2005	15:16	24/11/2005	15:21	00:00:00	00:05:09
E:0511240672	368704	Level 1 V	VNO1		24/11/2005	15:04	24/11/2005	15:20	00:03:16	00:12:22
E:0511230933	167420	Level 1 X	XIO6		23/11/2005	18:17	23/11/2005	18:26	00:00:35	00:08:26
E:0511230782	300614	Level 1 V	VNO1		23/11/2005	15:50	23/11/2005	15:56	00:00:44	00:05:06
E:0511230081	261424	Level 1 X	XIO6		23/11/2005	08:33	23/11/2005	08:38	00:00:33	00:05:17
E:0511220414	155618	Level 1 X	XIO6		22/11/2005	10:51	22/11/2005	10:57	00:00:30	00:05:41
E:0511210688	512641	Level 1 X	XIO6		21/11/2005	12:08	21/11/2005	12:15	00:01:30	00:05:52
E:0511210592	316832	Level 1 X	XIO6		21/11/2005	11:35	21/11/2005	11:41	00:00:24	00:05:24
E:0511210190	231939	Level 1 X	XIO6		21/11/2005	09:02	21/11/2005	09:07	00:00:14	00:05:43
E:0511180435	89008	Level 1 X	XIO6		18/11/2005	11:57	18/11/2005	12:04	00:01:18	00:05:04
E:0511180412	405611	Level 1 V	VNO1		18/11/2005	11:46	18/11/2005	11:52	00:00:46	00:06:14
E:0511178995	202343	Level 1 X	XIO6		17/11/2005	16:10	17/11/2005	16:16	00:00:58	00:05:11
E:0511150892	207843	Level 1 X	XIO6		15/11/2005	16:40	15/11/2005	16:47	00:01:05	00:05:39
E:0511150490	211801	Level 1 V	VNO1		15/11/2005	12:32	15/11/2005	12:40	00:01:47	00:06:48
E:0511140321	271715	Level 1 X	XIO6		14/11/2005	09:46	14/11/2005	09:51	00:00:10	00:05:06
E:0511140274	60023	Level 1 X	XIO6		14/11/2005	09:28	14/11/2005	09:33	00:00:09	00:05:28
E:0511100247	84941	Level 2 Z	ZS03		10/11/2005	09:09	10/11/2005	11:31	01:44:00	00:38:03
E:0511100327	236327	Level 1 V	VNO1		10/11/2005	09:31	10/11/2005	09:39	00:01:00	00:06:51
E:0511100064	263642	Level 1 X	XIO6		10/11/2005	07:34	10/11/2005	09:03	01:12:00	00:17:25
E:0511090678	139607	Level 1 X	XIO6		09/11/2005	15:32	09/11/2005	15:38	00:00:00	00:06:48
E:0511090083	218641	Level 1 X	XIO6		09/11/2005	09:03	09/11/2005	09:09	00:00:00	00:06:31
E:0511080299	124612	Level 1 X	XIO6		08/11/2005	10:01	08/11/2005	10:09	00:02:08	00:05:37
E:0511080221	317504	Level 1 V	VNO1		08/11/2005	09:35	08/11/2005	09:40	00:00:17	00:05:06
E:0511080143	101828	Level 1 V	VNO1		08/11/2005	09:07	08/11/2005	09:20	00:04:05	00:09:31
E:0511070983	152909	Level 1 X	XIO6		07/11/2005	15:36	07/11/2005	15:43	00:00:11	00:06:33
E:0511070750	302410	Level 1 X	XIO6		07/11/2005	12:40	07/11/2005	12:46	00:00:19	00:05:28
E:0511040416	404136	Level 1 X	XIO6		04/11/2005	11:51	04/11/2005	11:59	00:02:14	00:06:14
E:0511010678	12311	Level 1 X	XIO6		01/11/2005	16:17	01/11/2005	16:23	00:01:02	00:05:01
E:0511010092	265555	Level 1 X	XIO6		01/11/2005	09:00	01/11/2005	09:06		00:05:59
E:0511010046	201907	Level 1 V	VNO1		01/11/2005	08:12	01/11/2005	08:19	00:00:20	00:06:25

within the failed calls record, there is a hot-link to the powerhelp system, and the details of the call can be viewed, the layout is shown in figure 33

Care should be taken with this facility however. Powerhelp calls, once closed, and their details logged, are archived frequently to save space. If the call has already been archived, then the hot-link to the call will simply produce a screen displaying a message that the call details could not be found. **The link to Powerhelp is also dependant on the end-user PC having access to the Powerhelp system and may therefore not be available for some users.**



## Service Management Portal

Figure 33 Powerhelp call details

Reports Menu - Mik Peach 2005 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address: IRRELEVANT

---

### Service Management Portal

Systems Support Centre

HOME Post Office Account Live4.1 on hshpowermat1 PH4POALive on mste09pcadb01 10/01/2006

#### Call E-0601040340 ©2002 Fujitsu Services Limited

Status: Closed	Opened: Wed 04 January 2006 10:42	Affected Site: 486217
Severity: 2 C	Closed: Wed 04 January 2006 10:48	FAD/Path Code: 486217
Customer: 0039		No. Counters: 3
Priority: 0	Local / Intermediate / Remote: L	CSR/Team: uk089615 / HSH8

##### Caller Details

Caller: Mr Kotecha	Phone: 01223 988 0000	Site: 486217
Title: PostMaster	Login:	Department:
	Caller ID:	Location:

##### Call Problem Details

Product Type: PT01	Call Type: X	ProbType: X06	Problem:
Problem Text: PM states that he is locked out of the system			

##### Call Closure Details

Closed: 04/01/2006 10:48	Cause: CM2	Repair: R59	Resolution: RS06
Text: Call Close by Gurdeep Marwaha: PM could not log in or out, transfered to NBSC			

##### Call Asset Details

Asset ID:	Description:	Serial No:
Product: Non Horizon Business	Description: Non Horizon business	Server Name:
OTI Reference:	Counter Affected: 1	Associated Reference:

##### Call Activity Log

OPEN	Wed 04 January 2006 10:36 by uk089615 / HSH8	Saved: Wed 04 January 2006 10:42
New call taken by Gurdeep Marwaha: PM states that he is locked out of the system		
Information	Wed 04 January 2006 10:48 by uk089615 / HSH8	Saved: Wed 04 January 2006 10:48
Transferred to NBSC		
MODIFY	Wed 04 January 2006 10:48 by uk089615 / HSH8	Saved: Wed 04 January 2006 10:48
Call information modified by Gurdeep Marwaha Call Type: from 'S' to 'X' Product ID: from 'Riposte' to 'Non Horizon Business' Severity: from '3' to '2' Prod. Descr.: from 'Riposte' to 'Non Horizon business' ...etc.		
CLOSE	Wed 04 January 2006 10:48 by uk089615 / HSH8	Saved: Wed 04 January 2006 10:48
Call Close by Gurdeep Marwaha: PM could not log in or out, transfered to NBSC		

Done





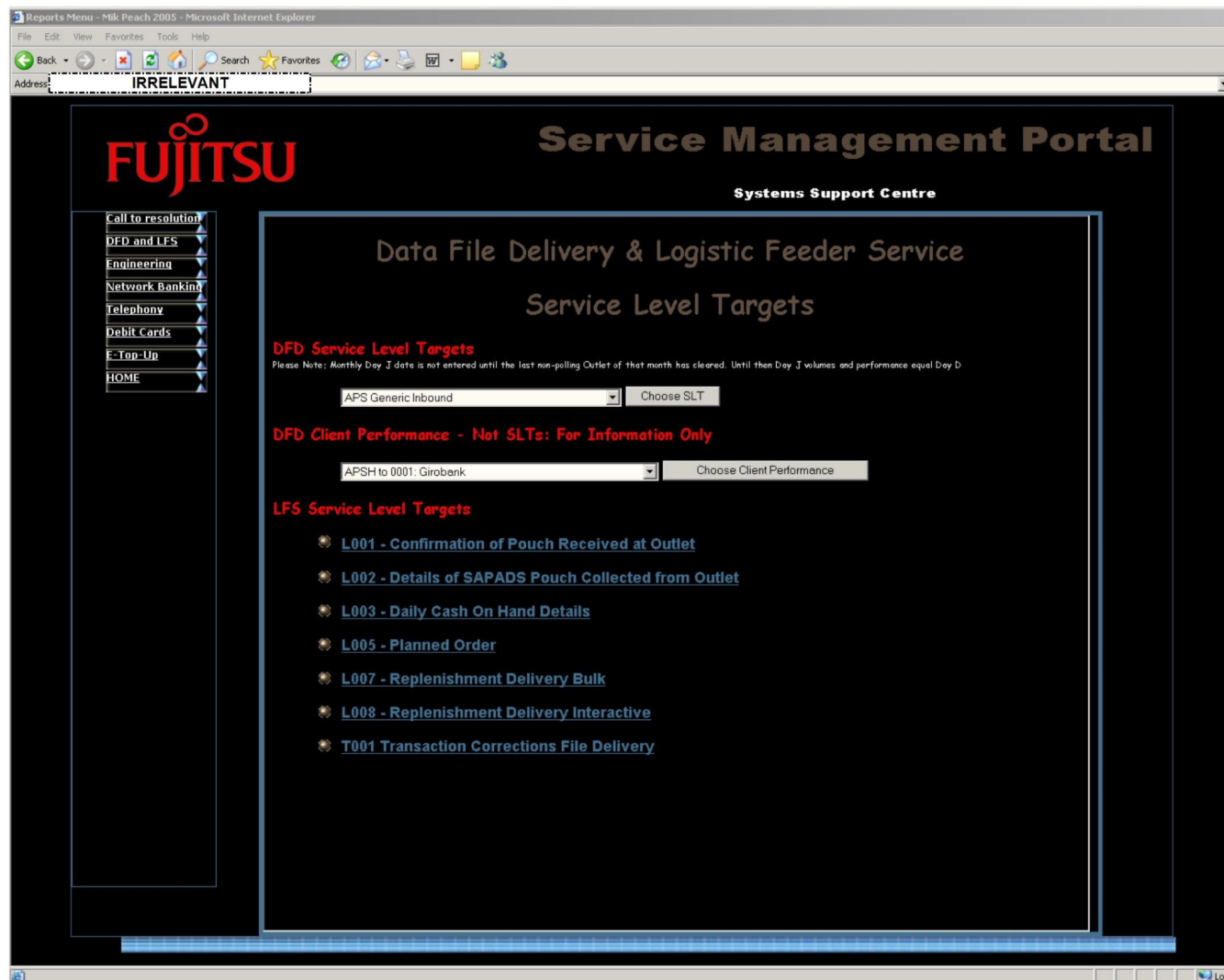
## Service Management Portal

### 6.4.2 DFD and LFS

DFD (Data File Delivery) and LFS Statistics can be found in this area.

The format of the screen is shown in figure 34

Figure 34 DFD and LFS menu screen



The formats of all of the results produced from this screen are identical and therefore, this section will outline only the generic format.

The user should select either the SLT (in the top section) or the APS client (in the second section) and then click on the associated button to get access to the statistics.

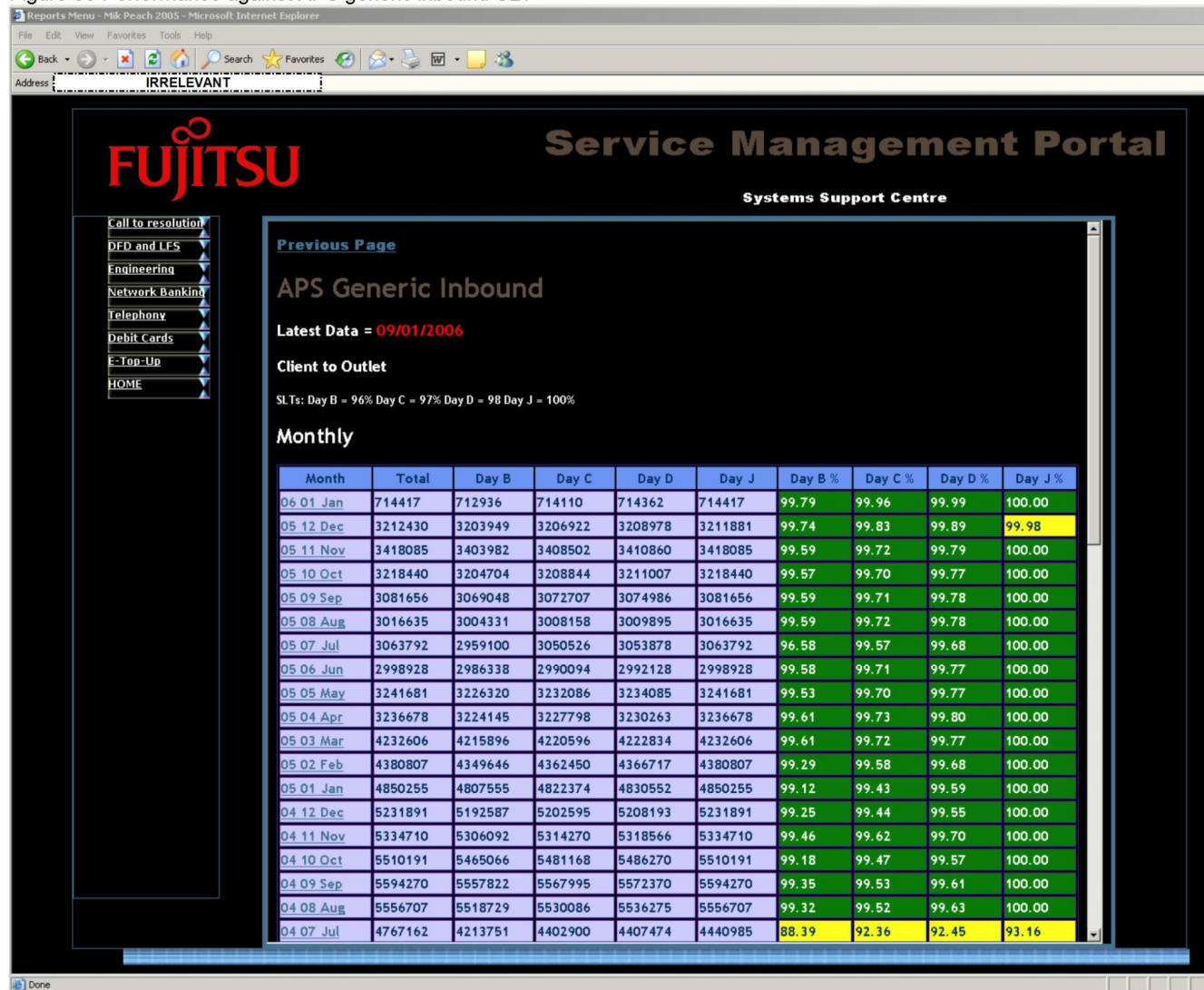




## Service Management Portal

Taking "APS Generic Inbound" as the example, highlight the SLT in the top selection box, then click on Choose SLT. The following screen will be displayed.

Figure 35 Performance against APS generic inbound SLT

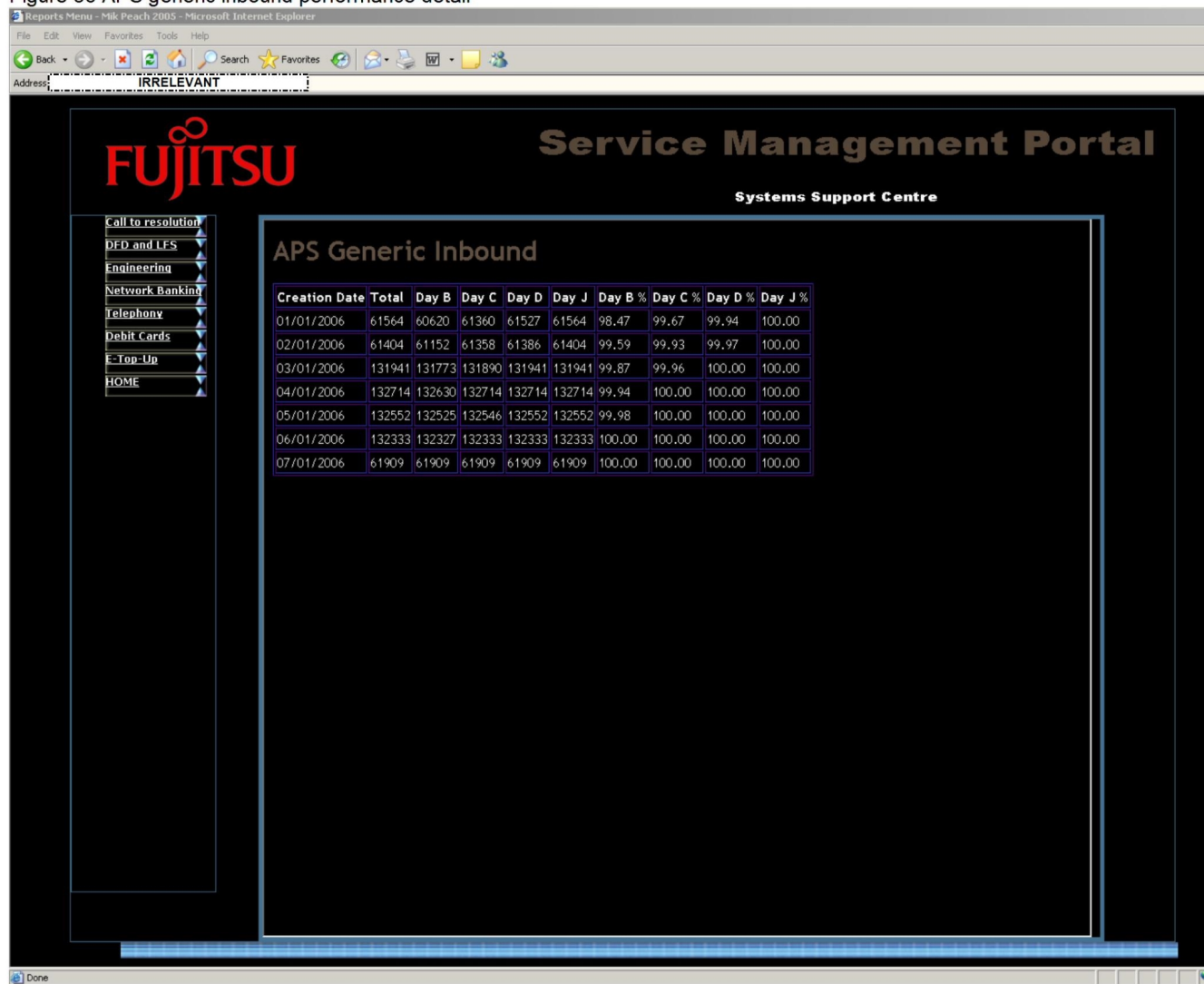


Details for each month can be displayed by clicking on the hot-link on the "month" column, at which time the screen will change to display the following data.



## Service Management Portal

Figure 36 APS generic inbound performance detail



Within the DFD service level targets selection box, the following selections can be made –

- 1) APS Generic Inbound
- 2) APS Generic Outbound
- 3) OBCH Data available to DWP system (historical data only)
- 4) OBCS Delivery of OBCS Stops lists (historical data only)
- 5) RDMC – Delivery of Reference Data
- 6) TPS – CTS File delivery
- 7) TPS – FRTS File delivery
- 8) TPS – HR SAP Delivery contract
- 9) TPS – HR SAP delivery normal
- 10) TPS – POLFS File delivery
- 11) TPS – Transaction file delivery to TIP

Within the DFD Client performance section, the following selections can be made. Note that this data is for interest only, there are no contractual SLTs with regard to the performance of the system in this area.

- 1) APSH to British Telecom
- 2) APSH to Northern Ireland Electricity



## Service Management Portal

- 3) APSH to Southampton CC
- 4) APSH to Yorkshire Electricity
- 5) APSH to SSE
- 6) APSH to BBC Easy Payments
- 7) APSH to Oxfordshire Social Service
- 8) APSH to Knowsley MBC
- 9) APSH to Hampshire CC
- 10) APSH to Welsh Water
- 11) APSH to Mid Kent Water

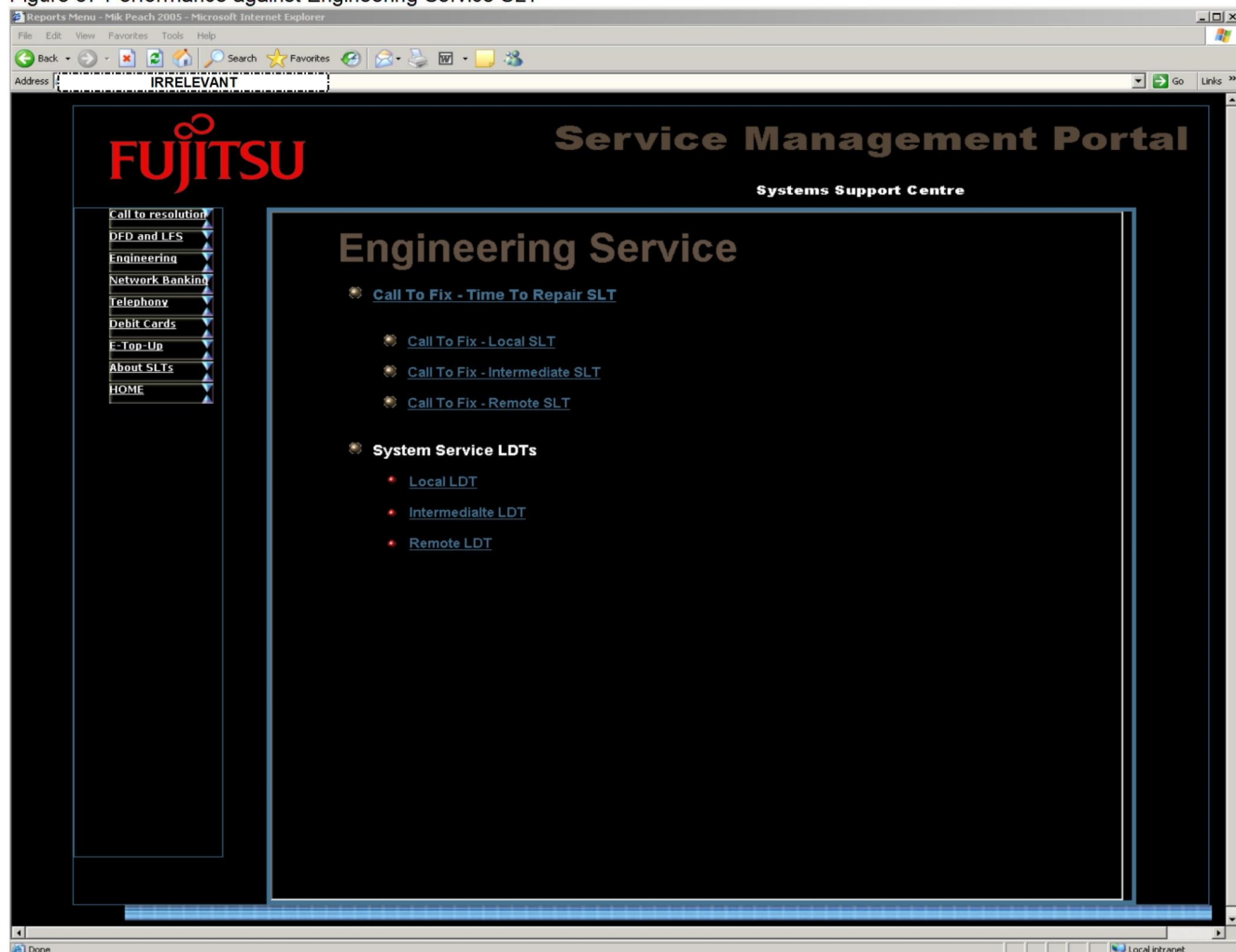
Within the LFS section of this page, the following options are available –

- 1) LFS confirmation of pouch received at outlet
- 2) Details of SAPADS pouch collected from Outlet
- 3) Daily Cash on hand details
- 4) Planned order
- 5) Replenishment delivery - bulk
- 6) Replenishment delivery - interactive
- 7) Transaction corrections file delivery

### 6.4.3 Engineering

This section relates to the performance of Fujitsu services with regard to the hardware break-fix SLTs. The section has a number of options as detailed below.

Figure 37 Performance against Engineering Service SLT

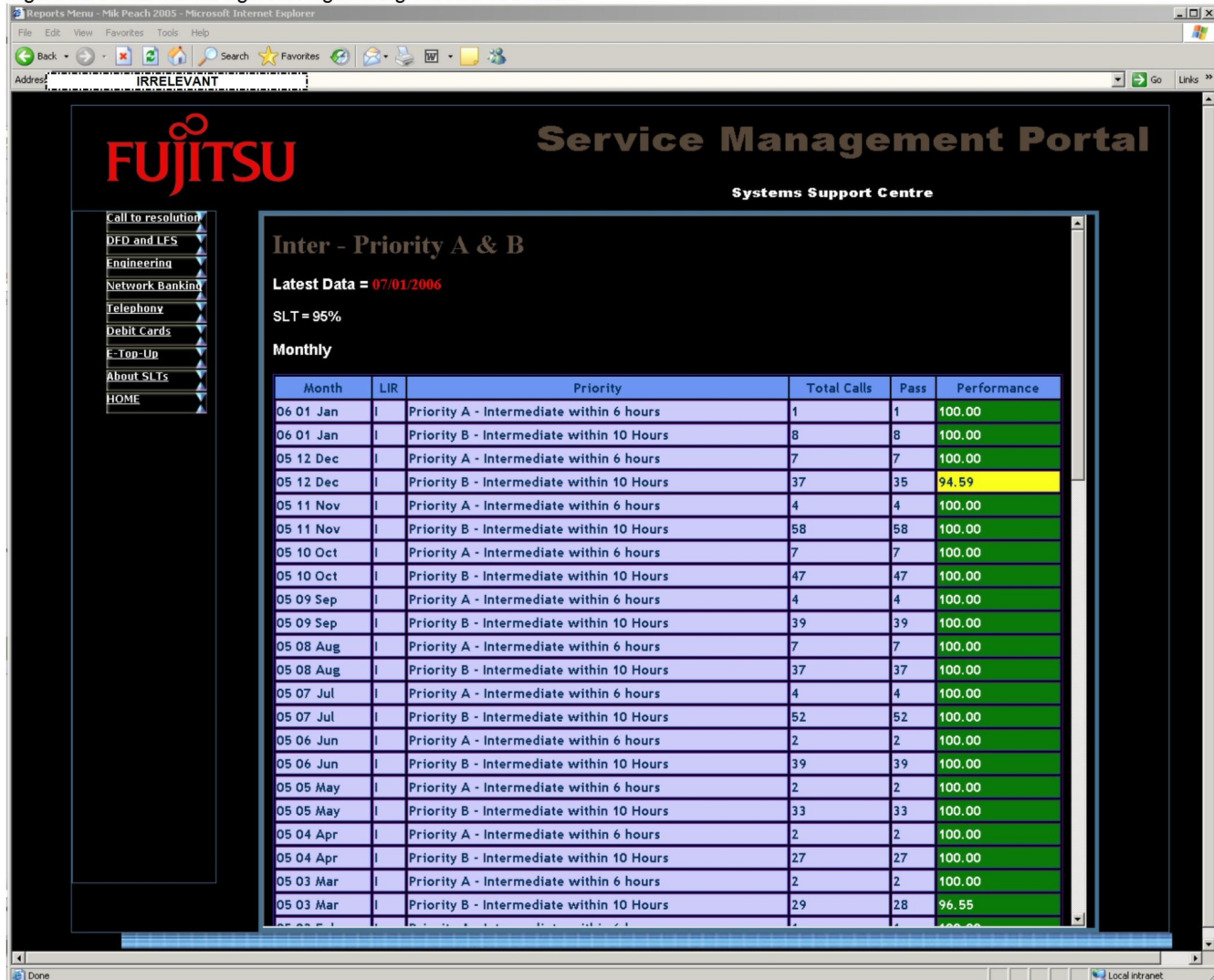




## Service Management Portal

The format for all of these screens is identical, giving details of the performance against the SLT which is specified on the screen itself. The example below in figure xxx is the screen relating to the performance against intermediate calls of priority A and B.

Figure 38 Performance against Engineering Service SLT detail





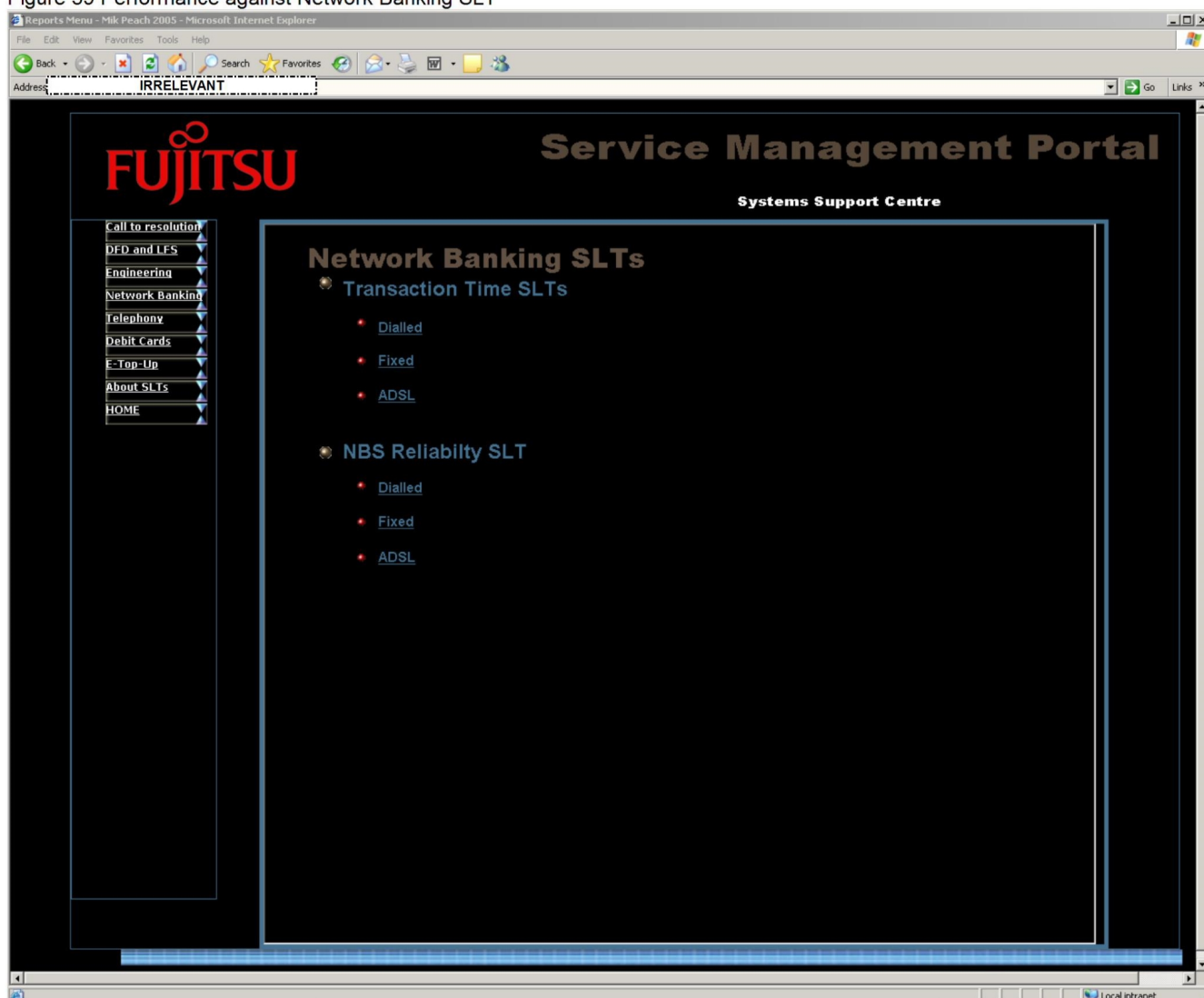


## Service Management Portal

### 6.4.4 Network Banking

The network banking section also has its own sub-menu, accessible from the menu screen shown in figure 39

Figure 39 Performance against Network Banking SLT



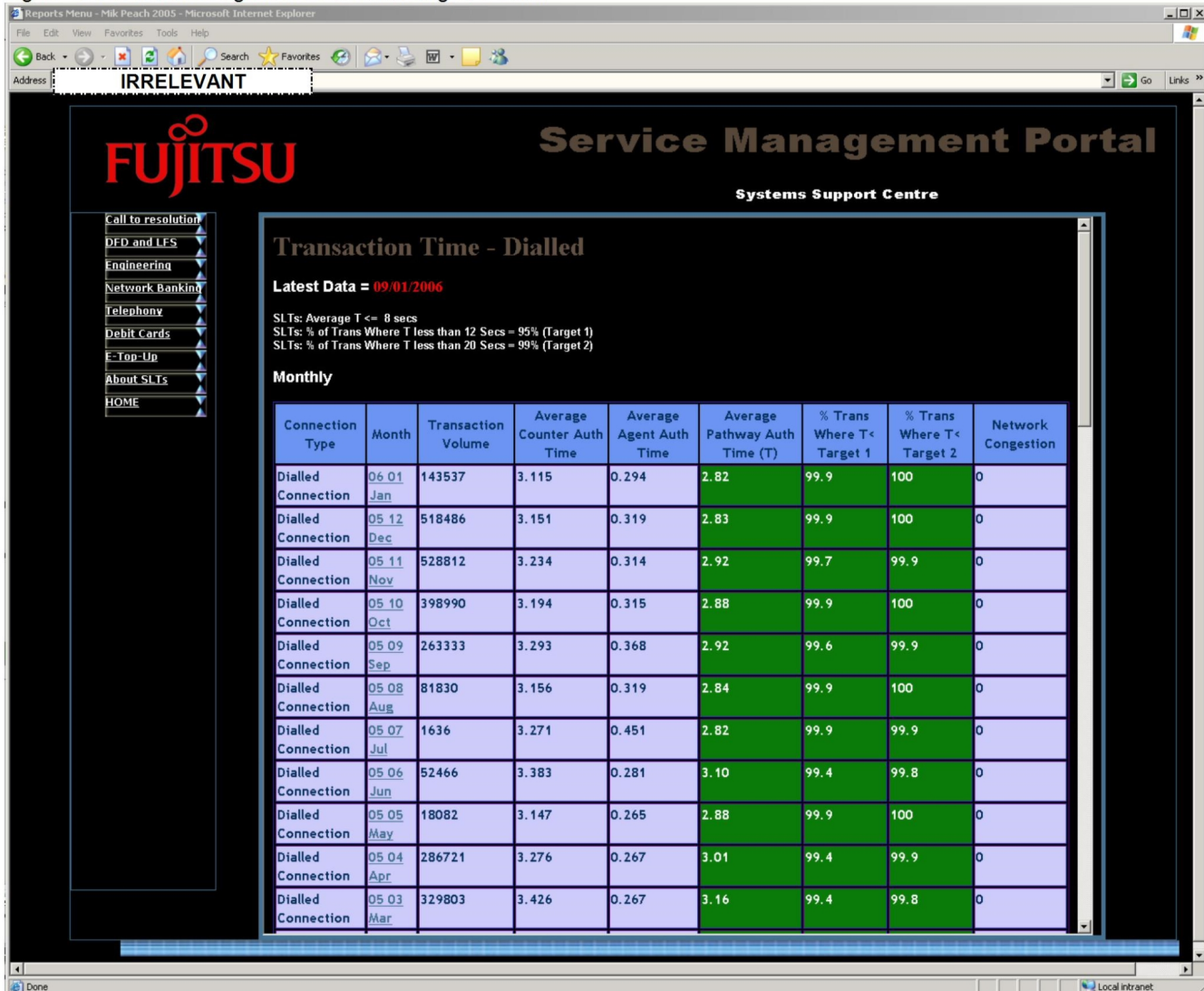
Regardless of which SLT is selected, the format of the screens is the same, and is shown in figure xxx below, the particular example being for Transaction time – fixed.





## Service Management Portal

Figure 40 Performance against Network Banking SLT detail



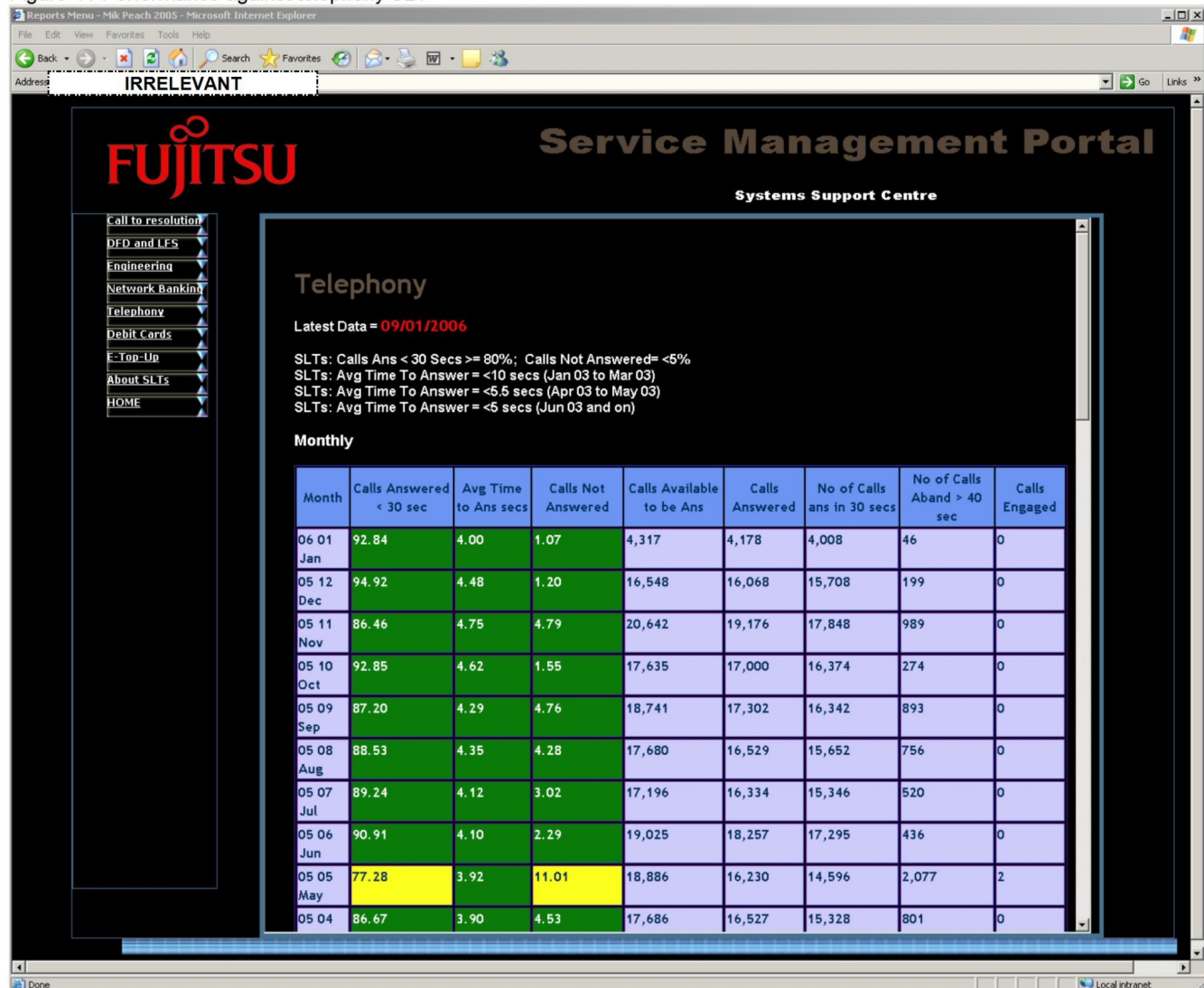


## Service Management Portal

### 6.4.5 Telephony

The telephony section in the SLT monitors relates to the performance of Fujitsu services against the telephony SLTs relating to the number of calls answered and not answered, and the waiting time on those calls experienced when calling the HST

Figure 41 Performance against telephony SLT



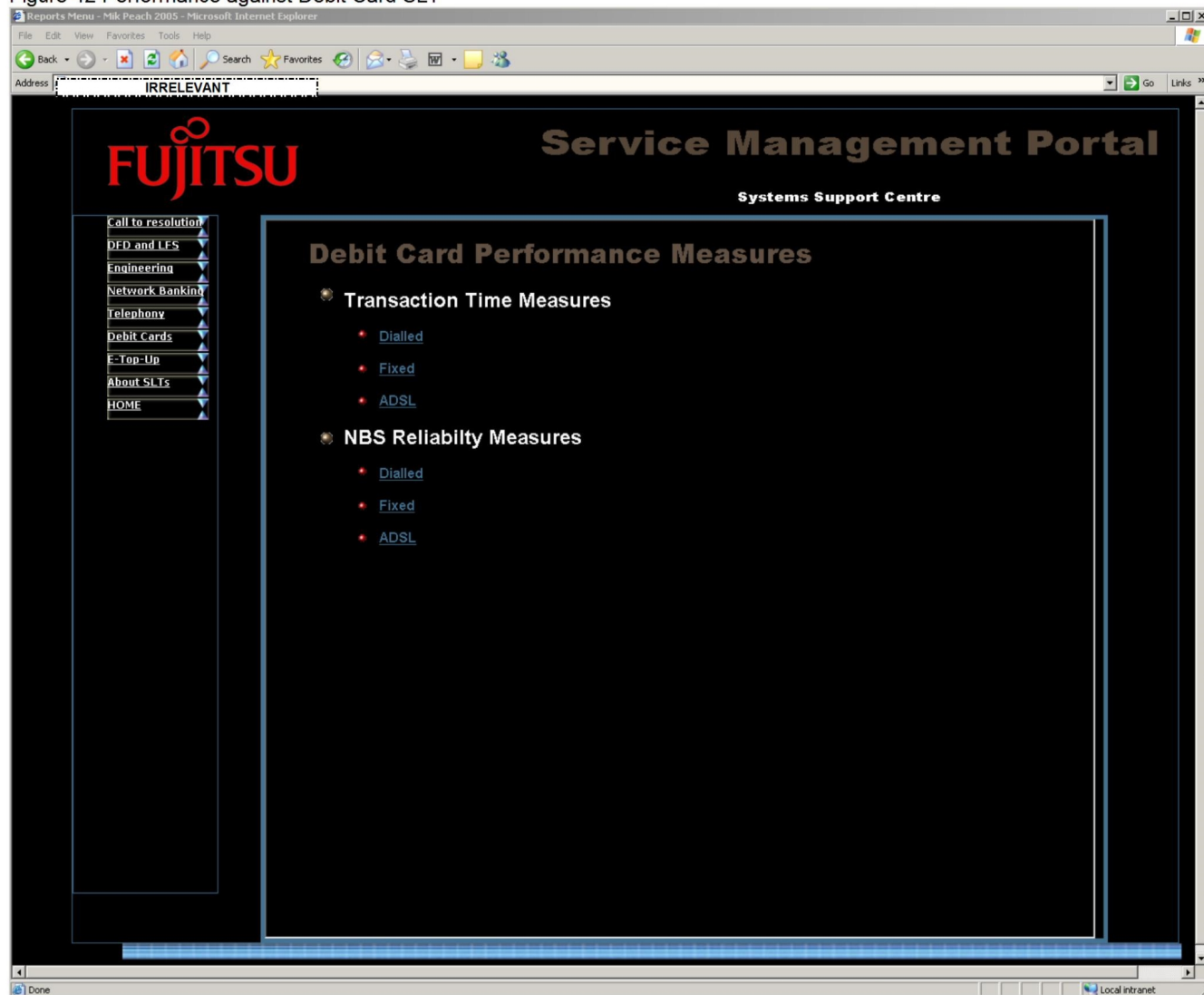


## Service Management Portal

### 6.4.6 Debit Cards

The Debit Card section has its own menu as shown in figure 42

Figure 42 Performance against Debit Card SLT



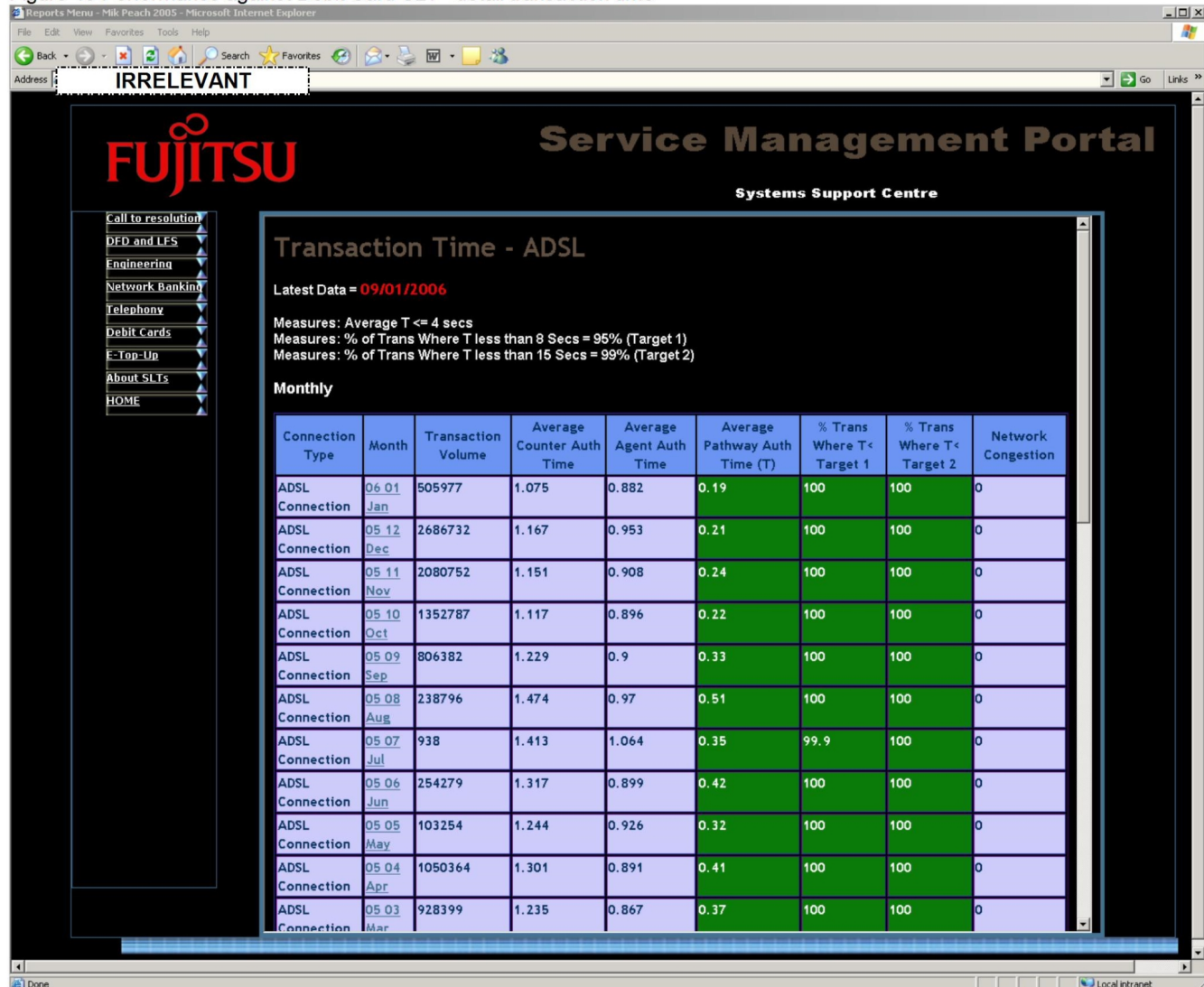
The specific measures relate to two separate areas – the transaction times across different sorts of network infrastructure and the reliability of the service, again split by the nature of the network infrastructure

Transaction time measures are displayed as shown in figure 43



## Service Management Portal

Figure 43 Performance against Debit Card SLT –detail transaction time

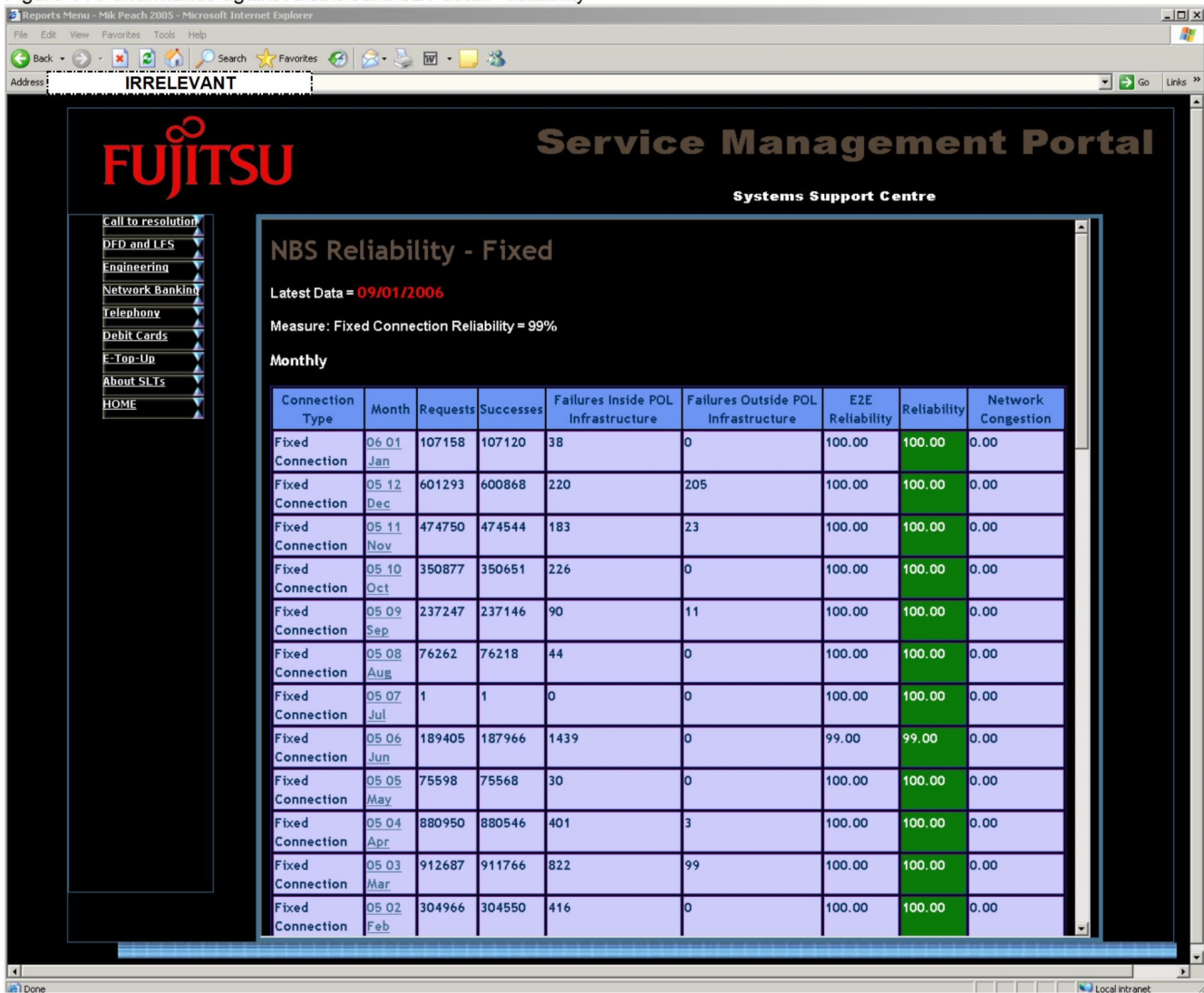


Reliability measures are displayed as shown in figure 44



## Service Management Portal

Figure 44 Performance against Debit Card SLT detail - reliability



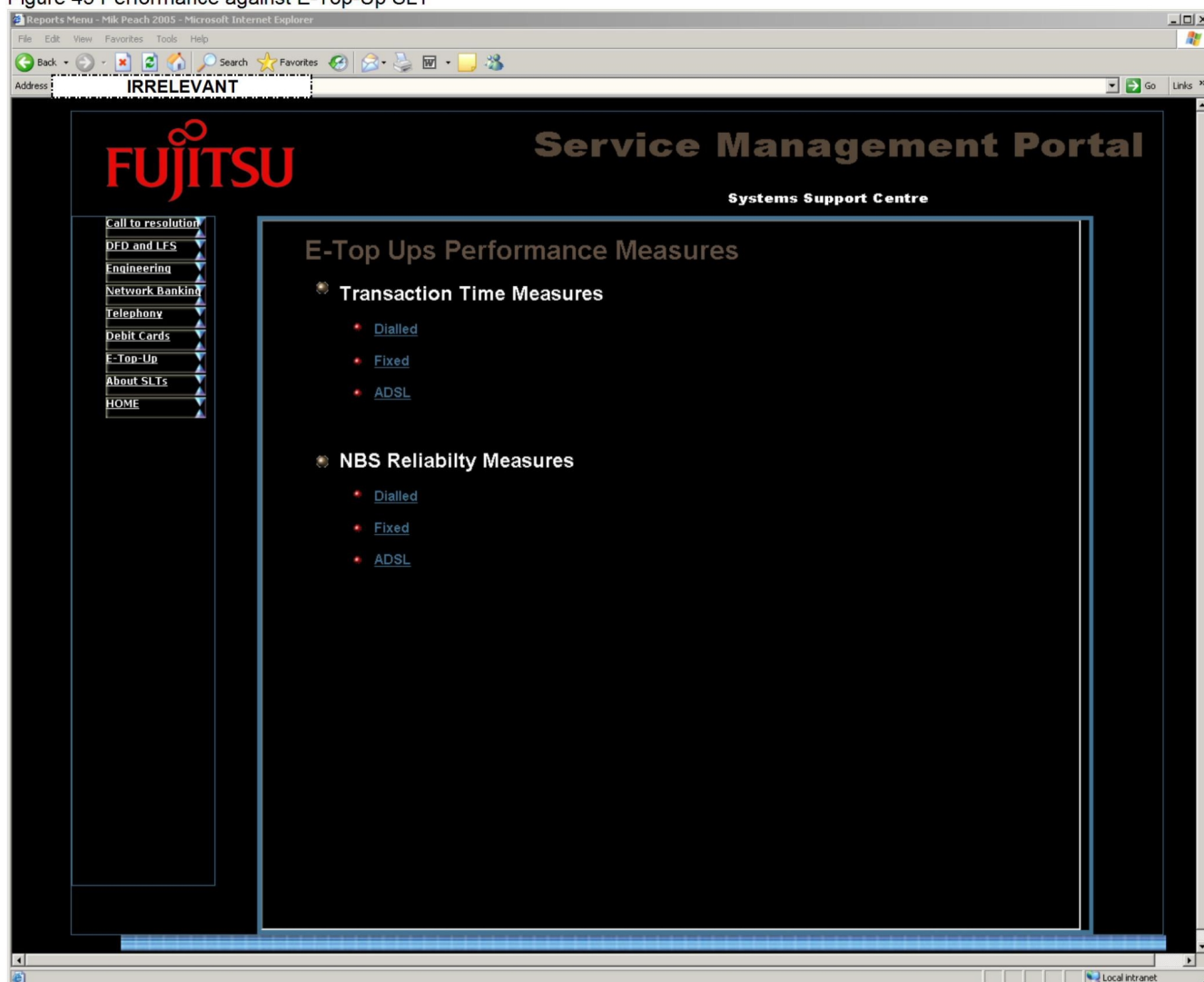




## Service Management Portal

### 6.4.7 E-Top-ups

Figure 45 Performance against E-Top-Up SLT



The format of the E-Top-ups menu, and the underlying screens is identical to those presented for the DCS service, and their meanings are also the same, so they have not been shown, please refer to section 6.4.6



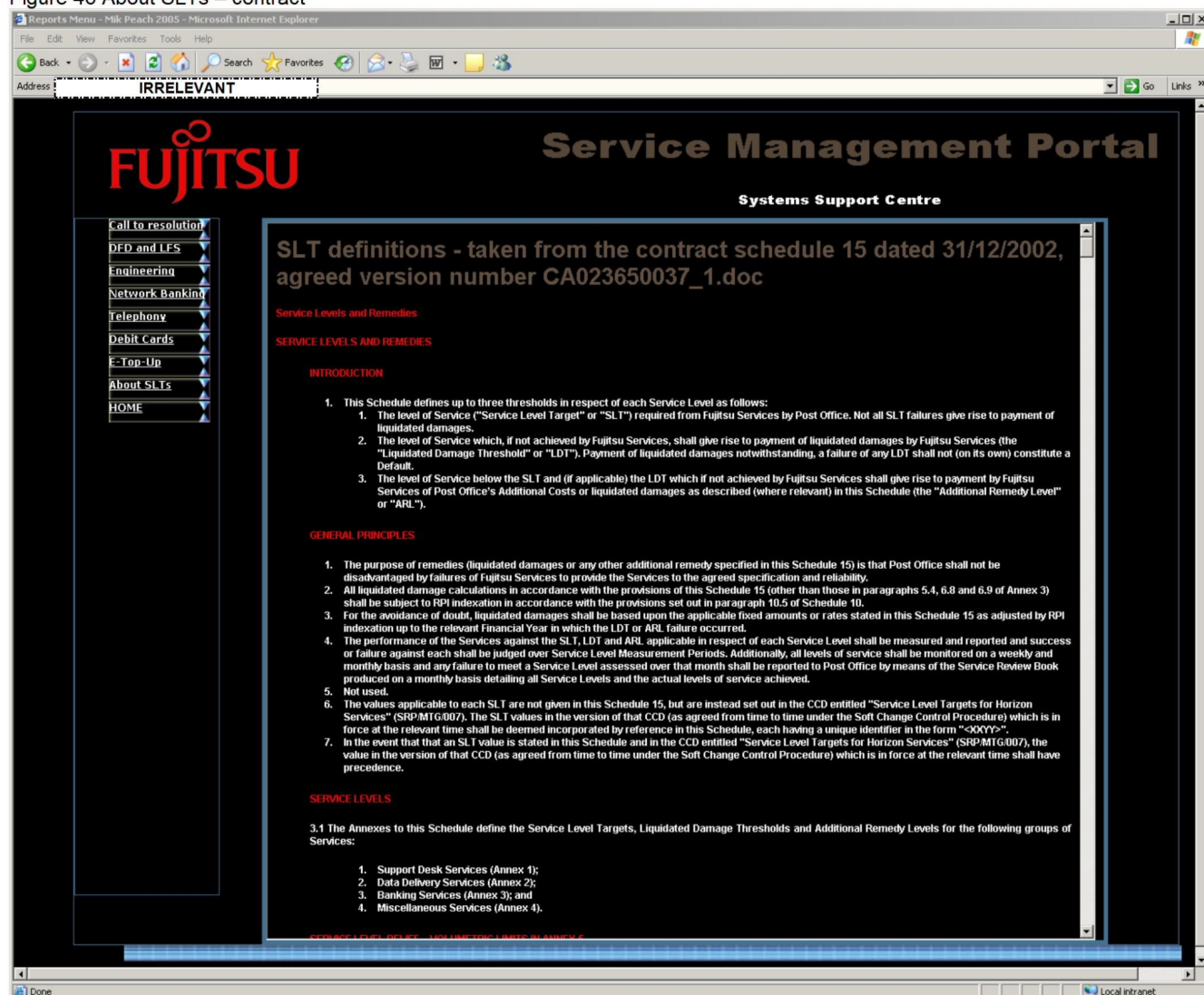
## Service Management Portal

### 6.4.8 About SLTs

The "About SLTs" section contains an extract from Schedule 15 of the contract, which relates to the SLTs and the manner in which they were negotiated, but does not show the values themselves. Within the document, hot links have been added to the SLTs to which that section relates.

The initial contract screen is displayed in figure 46

Figure 46 About SLTs – contract



If any of the hot links within the document are accessed, then the details of the SLT itself are shown as in figure 47 below.



## Service Management Portal

Figure 47 SLT details

Reports Menu - Mik Peach 2005 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Go Links

Address: IRRELEVANT

### Service Management Portal

Systems Support Centre

[Call to resolution](#)  
[DED and LFS](#)  
[Engineering](#)  
[Network Banking](#)  
[Telephony](#)  
[Debit Cards](#)  
[E-Top-Up](#)  
[About SLTs](#)  
[HOME](#)

Ref:	Service requirement	Service Level Target	LDT and/or ARL
	<a href="#">Engineer Services</a>		Y/N
E1.1	Priority A – Local within 4 hours	95%	Y
E1.2	Priority A – Intermediate within 6 hours	95%	Y
E1.3	Priority A – Remote within 8 hours	95%	Y
E2.1	Priority B – Local within 8 hours	95%	Y
E2.2	Priority B – Intermediate within 10 hours	95%	Y
E2.3	Priority B – Remote within 12 hours	95%	Y
E3.1	Average Downtime	<=30.78%	N
E4.1	Engineer Visits completed within 20 minutes	>50%	N

Ref:	Service requirement	Service Level Target	LDT and/or ARL
	<a href="#">Horizon System Helpdesk</a>		Y/N
H1.1	Calls answered within 30 seconds	>=80%	N
H1.2	Average time to answer	<5 seconds	N
H1.3	Calls not answered	<5%	N
H2.1	Level 1 calls resolved within 5 minutes	95%	N
H2.2	Average time to resolve Level 1 calls	<[4.5] minutes	N
H3.1	Level 2 calls resolved within 30 minutes	95%	N
H3.2	Average time to resolve Level 2 calls	<10 minutes	N
H3.3	Availability of Voicemail facility outside of HSH standard hours	100%	N

Done Local intranet



## Service Management Portal

### 6.5 SRB

Displays a copy of the most recent Service Review

Figure 48 Service Review Book.



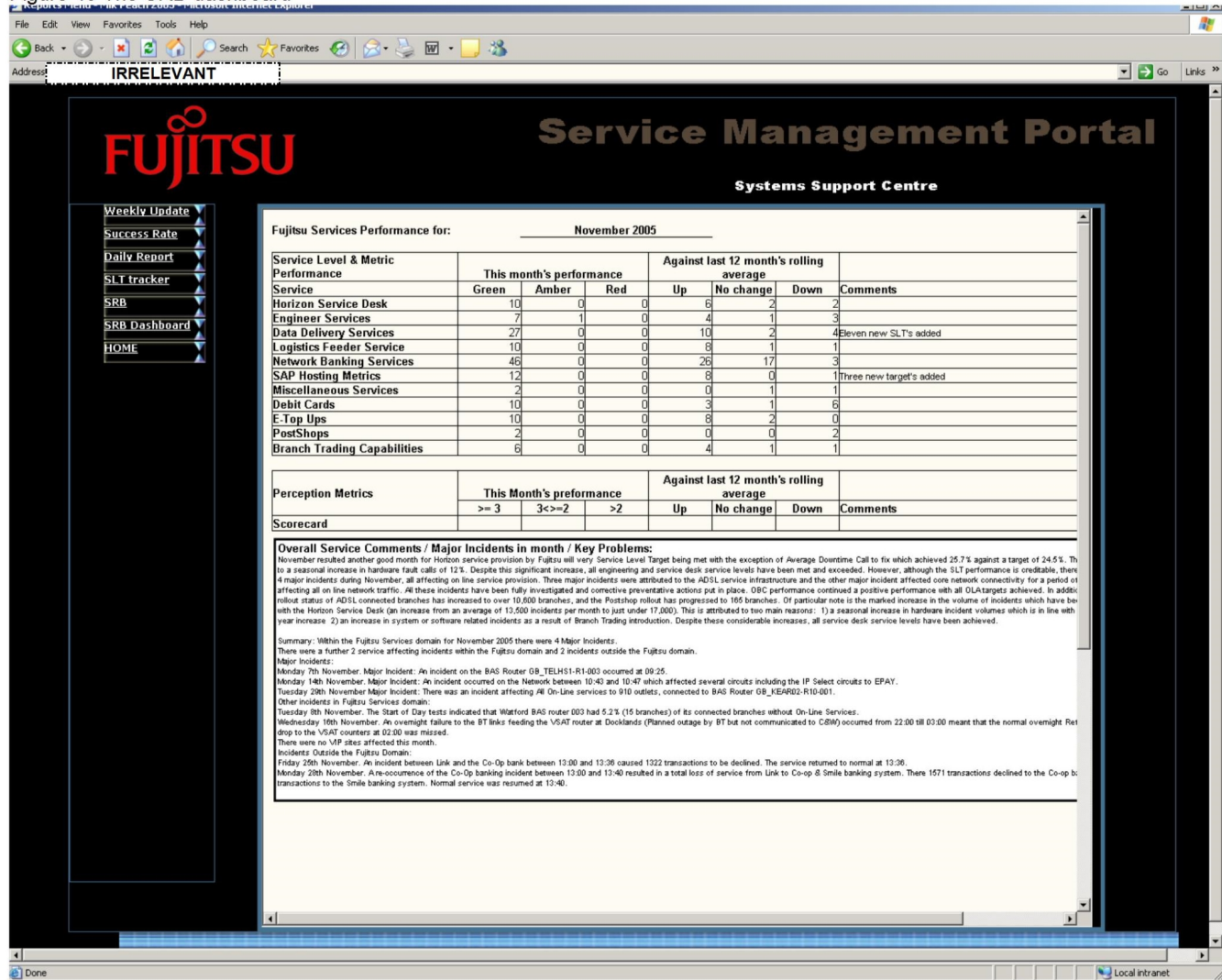


## Service Management Portal

### 6.6 SRB Dashboard

Whilst the SRB is a full and comprehensive document which reports on the state of the service and processes for the last month, the SRB dashboard is essentially the “bullet points” for the service, identifying the state of the service in terms of simple red, amber green status, and with descriptions of any key problems or major incidents.

Figure 49 The SRB dashboard







## Service Management Portal

### Section 7 Operational Business Change

The operational business change process is primarily concerned with business changes to Post Office requested by Post Office Ltd. For example closing offices, opening offices and changing the number of counters within an office.

The function of this part of the Service Management Portal is to provide summary information on the changes that have been requested. There is no requirement, nor opportunity to actually input any data.

Having clicked on OBC in the main menu, the system displays the OBC menu as shown in figure 50

Figure 50 OBC menu





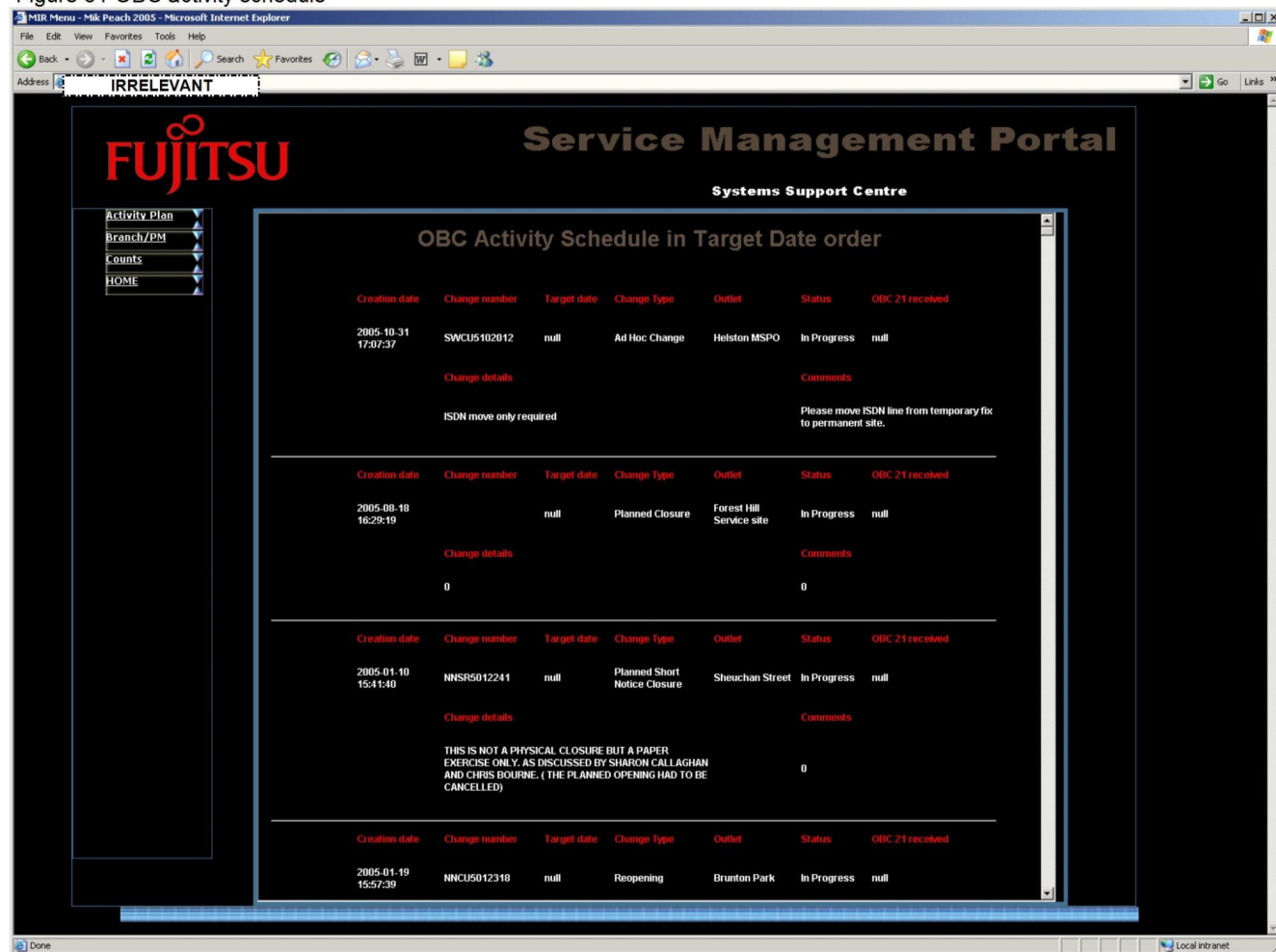
## Service Management Portal

### 7.1 OBC activity schedule

This screen shows, in date order, the activities which are scheduled to take place at post offices.

The format of the schedule is shown in figure 51

Figure 51 OBC activity schedule



Field	Meaning / Action	Options
Title	The title of the incident	Cannot be changed
Call number	The original number for the call –	Cannot be changed
Start Date	The date that the major incident was originally logged	Cannot be changed
Root cause analysis	Details of the root cause of the MIR	text
Details of fix applied	Details of the fix which was applied to resolve the MIR, this could include (but is not limited to) a software fix, a workaround, a process change or a hardware change	text
OCP / CR / CT reference	Details which provide an audit trail for the fix where this has not already been supplied in the call.	text
Fujitsu approver	The name of the Fujitsu staff member who has agreed the signoff of this major	text



## Service Management Portal

	incident	
Customer approver	The name of the customer staff member who has agreed the signoff of this major incident	text
MIR closure date time	The closure data and time of this major incident	Date / time – defaults to the current time
Customer signoff date time	The date and time at which the customer signed off this major incident	Date / time – defaults to the current time
Fujitsu signoff date time	The date and time at which Fujitsu signed off this major incident	Date / time – defaults to the current time
<input type="button" value="Add to Database"/>	Commits the details entered above to the database	



## Service Management Portal

### 7.1 OBC activity schedule

This screen displays the branches in which activities are scheduled, together with the contact details of name and address. The format of the screen is as shown in figure 52

figure 52 OBC Branch / PM listing

The screenshot shows a web browser window displaying the Service Management Portal. The page title is "OBC PM - Branch list - Outlet name order". The page content is organized into three rows, each representing a branch. The first row is for "Aberdovey", the second for "Acle", and the third for "Alfreton Road". Each row contains the following information: Outlet Name, Old Address, New Address, Old Contact, New Contact, Change number, Change Type, and Target Date. The "Old Address" and "New Address" fields are highlighted with a yellow background. The "Old Contact" and "New Contact" fields are also highlighted. The "Change number" and "Change Type" fields are highlighted. The "Target Date" field is highlighted. The page is displayed in a Microsoft Internet Explorer browser window.

Outlet Name	Old Address	New Address	Old Contact	New Contact	Change number	Change Type	Target Date
Aberdovey	GRO	GRO	Mr Melvyn Prescott	Mr G Humphries	NNSR5122479	Simple Relocation	2006-01-31
Acle	GRO	0, 0, 0, 0, 0	Mrs Brenda Law	0	SECR5122507	Simple Refurbishment	2006-02-17
Alfreton Road	GRO	0, 0, 0, 0, 0	Mrs Dorothy Robinson	0	NMSR5122382	Reopening	2006-01-24

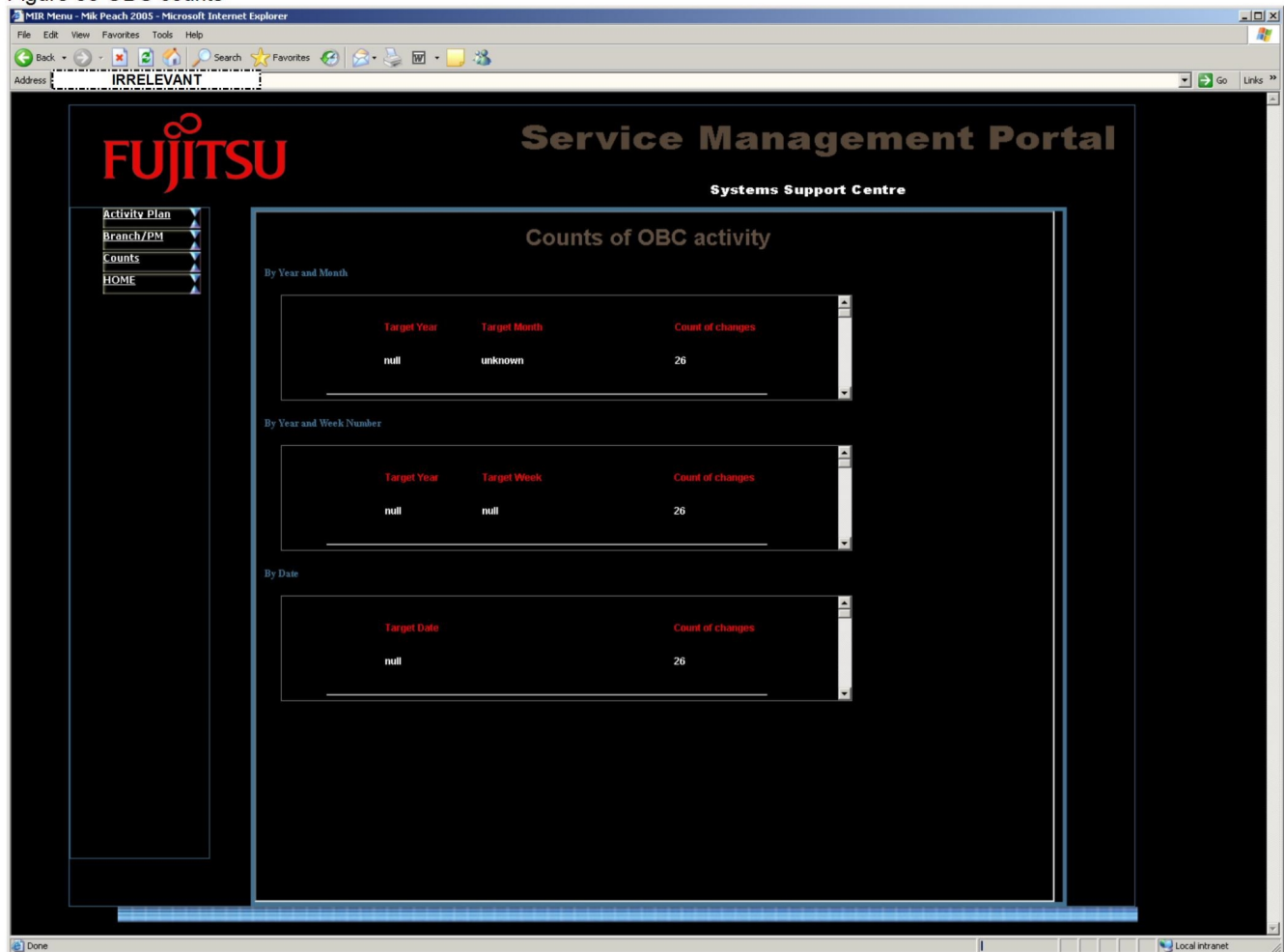


## Service Management Portal

### 7.2 OBC counts

This screen displays the count of activities which have been scheduled or completed, by year and month, by year and week number, and by Date

Figure 53 OBC counts







## Service Management Portal

### Section 8 Operational Change (OCPs)

#### 8.1 OCP Menu

OCPs are operational changes made to the system. The Service Management Portal shows both a summary and the detail of any OCP which has either been sent to Post Office for approval, or else has been marked as being system affecting. The OCP menu is shown in figure xxx and is accessed by clicking on the OCPs button on the main menu

figure 54 OCP menu





## Service Management Portal

### 8.2 OCP Summary

After clicking on the "OCP system" from the OCP menu, the OCP summary is displayed as shown in figure 55. This gives basic information about the change being proposed. If the mouse pointer is held over any part of the summary lines then the cursor will turn to a hand. Clicking on an OCP summary entry will cause the OCP details to be displayed as shown in figure 56

figure 55 OCP summary for selection

The screenshot displays the Service Management Portal interface. The main content area is titled "Choose an OCP" and contains a table of OCP entries. The table has three columns: "OCP number", "Implementation Date", and "Title". The sidebar on the left shows a menu with "OCP system" and "HOME" options. The status bar at the bottom indicates "Done" and "Local intranet".

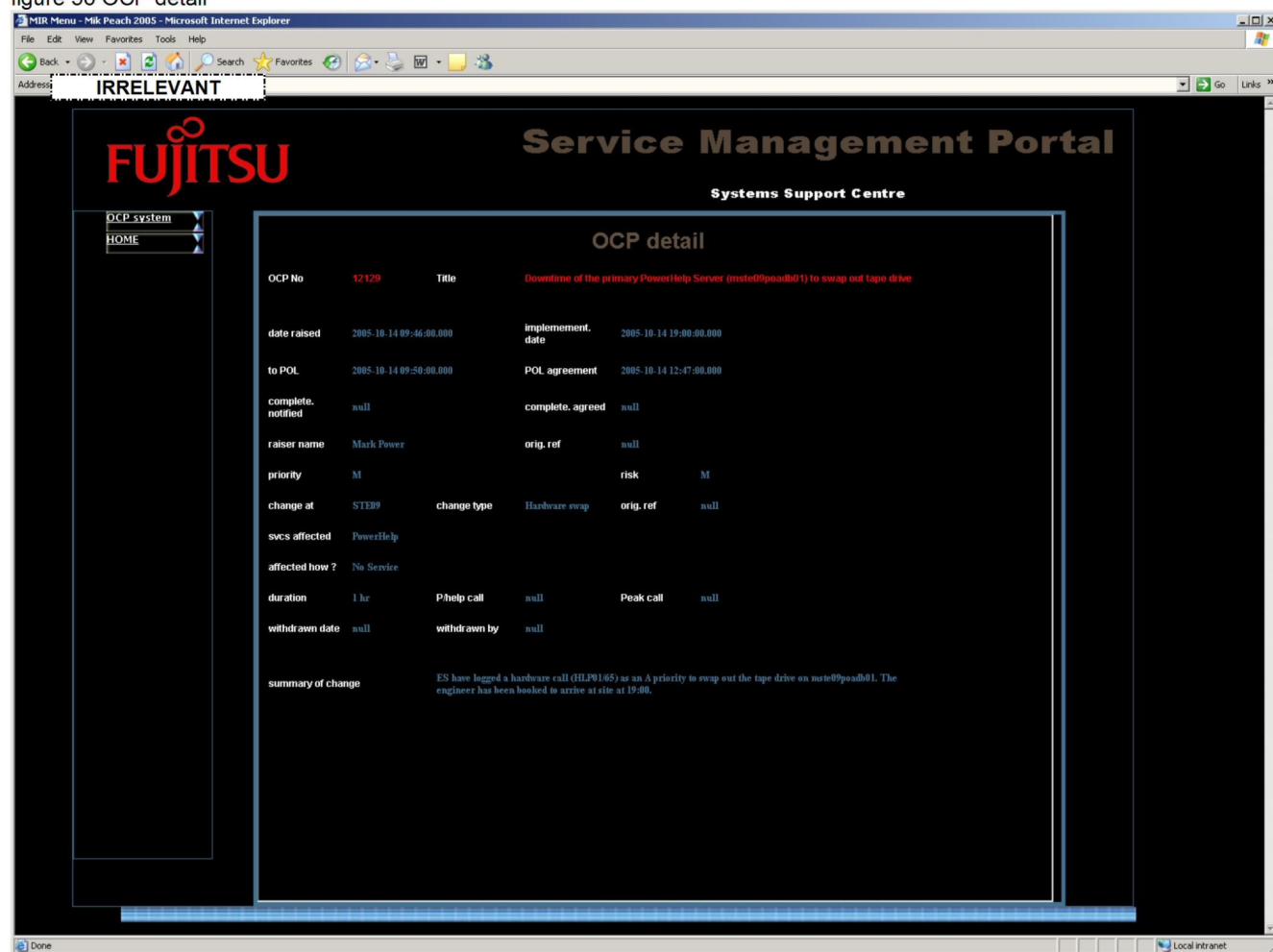
OCP number	Implementation Date	Title
12129	2005-10-14 19:00:00.000	Downtime of the primary PowerHelp Server (mste09oadb01) to swap out tape drive
12273	2005-11-03 10:00:00.000	Fail-over Bootle ACDB Server to Wigan
12327	2005-11-13 10:30:00.000	Bootle Firewalls and CAT 2 failure testing & investigation
12334	2005-11-14 20:00:00.000	Monthly PowerHelp Archive of Live closed call records
12366	2005-11-27 12:00:00.000	Bootle CAT 2 failure testing & investigation
12380	2005-11-22 09:30:00.000	Fail-over Bootle ACDB Server to Wigan.
12494	2005-12-12 12:00:00.000	POLFS SD Billing Document - Archiving/Deletion to start Monday 12/12/2005
12537	2005-12-16 10:00:00.000	Decommission POA Live Network kit at the FEL01 Site
12538	2006-01-15 12:00:00.000	Routing Loop fix during campus failover .
12547	2005-12-22 08:00:00.000	Re-install Audit Workstations onto New BRAD1 network (IP Select)
12552	2006-01-31 02:00:00.000	C&W Telehouse BAS Router Relocation (CHG19481)



## Service Management Portal

### 8.3 OCP Detail

figure 56 OCP detail



Field	Meaning / Action	Options
OCP No	The number of the OCP – for audit tracing purposes	
Call number	If the OCP is associated with a powerhelp or peak call , then this field will contain the call reference	
Title	The title of the OCP	
Date raised	The date that the OCP was raised	
Implementation date	The date on which the OCP was either implemented, or intended to be implemented	
To POL	The date that the OCP was forwarded to Post Office Ltd if this OCP required POL approval	



## Service Management Portal

POL agreement	The date that the OCP was returned as approved by Post Office Ltd if this OCP required POL approval	
Complete notified	The date on which the completion of the OCP was notified by the individual or unit that carried out the action	
Complete agreed	The date on which the completion of the OCP was agreed by the individual or unit that monitored the action	
Raiser name	The name of the person who raised the OCP	
Orig ref	If the OCP was raised by an organization external to Fujitsu, then this field contains the originators reference	
Priority	The priority of this OCP	H=High, M= Medium, L=Low
Risk	The risk of this OCP to the system	H=High, M= Medium, L=Low
Change at	The location or computer name at which the change will take place	
Change type	The type of change	
Svcs affected	The services that will be affected by the change	
Affected how	The manner in which the application of the OCP will affect the affected system	
Duration	The length of time that the OCP will take to implement	
p/help call	The powerhelp reference for the OCP if there is one	
Peak call	The peak reference for the OCP if there is one	
Withdrawn date	If the OCP has been withdrawn, then this field holds the date on which the OCP was withdrawn	
Withdrawn by	If the OCP has been withdrawn, then this field holds the name of the individual who withdrew the OCP	
Summary of change	A summary of the change	