BTTP / Enhanced Help and User Support (10.03)

Business Solution Design

Governance

Presented to:	Senior User Forum	**Date of submission for Approval:**	02/06/2016
Outcome:	Option 2 approved for Solution Design		
Outcome Conditions:	• A single Solution Design Document is produced to cover Enhanced Help and Support (10.03) and Branch Messaging (10.19)		

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Contents

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Management Summary

1.1. Business Problem

On-line Help is currently not regarded as the first port of call for branches to resolve customer/product queries due to the clunkiness of the functionality and the lack of a search engine. Branches default to ringing the NBSC. This results in:

1. A poor in-branch experience for customers as they wait for the postmaster to obtain the answer from the helpline.
2. Increase costs into Support Services as they manage high call volumes.

1.2. Drivers for Change

The Branch Technology Transformation Programme has made the decision to retain and evolve the existing Horizon functionality provided by Fujitsu. Prior to this decision a procurement exercise was performed during which a number of requirements and improvement opportunities were captured and shared with potential bidders. These, along with recommendations from Project Sparrow and the Branch Support Programme have formed the basis of the driver for change and have been discussed in workshops with stakeholders and SME's which has resulted in the requirements documentation being produced (See Section 3).

The purpose of this document is to:-

- Ensure the business and programme stakeholders can:
  - Clearly communicate to a technology service provider what the solution needs to do to satisfy the customer's and business' needs
  - Provide input into the design phase with the supplier
- Define the scope of the work package
- Detail the business requirements.

1.3. Summary of Findings

The solution should provide:

- An intuitive search engine that enables the in-branch user to quickly get to the information they need therefore building the trust of branches in the content and encouraging self-service

- Organise information in such a way that it facilitates the smooth running of branches in recognition that branches are busy and their primary focus should be providing excellent service to our customers.

- The ability to publish information instantly (subject to internal approval) to ensure help content is current

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- Strengthened business processes which ensure help content is owned and managed.

- Management information down to branch and user level which allows an understanding of how help is being used

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Business Process **System** Not in current solution

On-Line Help Content Authoring → On-Line Help Content Content Approval → On-Line Help Content Content Publication → On-Line Help Content Format → On-Line Help Content Usage → On-Line Help Content MI

Issues

Help Content Governance(authoring/approval)
- Ownership within the business of content is poor
- Poor maintenance of content impacts user confidence in its accuracy
- Weak content approval process

Help Content Publication
- Cumbersome publishing process via Fujitsu
- New/revised help content restricted to once a week publishing cycle
- Opaque version controlling of content

Help Content Format
- Content not engaging or easy to navigate
- No content differentiation by user role/branch
- No rich media content and limited formatting/layout options

Help Content Usage
- Not easy to locate the required information drives calls into NBSC
- Search functionality is limited and not user friendly
- No FAQs or 'Hot Topic' areas

MI/Audit
- No management information or audit trail on usage of online help
- No feedback on quality/content

Requirements

Help Content Governance- authoring
- Clear business owners responsible for the accura of the content and approval or any changes
- A solution that facilitates the business need for a robust and flexible governance of content
- Case dependency mapping to ensure all areas a updated with the change

Help Content Publication
- Slicker publishing process which allows content to be published directly by POL
- All content to have transparent version control and change traceability

Help Content format
- Improved and more flexible content types(including pictures hyperlinks to create much more user friendly service
- Ability to have differentiated an tailored help content by user rol and branch type

Help Content Usage
- The introduction of tracking analytics by branch and user will hel to establish ease of use
- Search engine functionality ensuring answers can be found quickly
- Introduction of FAQs and Hot Topics accessible vi shortcut functions ensures the most popular information can be easily found

MI/Audit
- Recording of user that viewed content and for how long
- Audit trail of when on-line help is accessed
- User feedback shoul help to continually improve the service

On-Line Help Content Content Authoring → On-Line Help Content Approval → On-Line Help Content Publication → On-Line Help Content Format → On-Line Help Content Usage → On-Line Help Content MI

Internal Use Only   **To Be Solution: End to End Management within technical solution**

1.4. Recommendations

1.4.1. Impact on Core Operating Processes & Management & Support Services

Metric	Impact	Positive & Negative Factors
Customer	Positive	+ Quicker responses in branch to resolve customer queries or complete transactions compared to ringing through the NBSC. XX% of calls into NBSC are where the branch has a customer waiting at the counter [ST – Awaiting figures from KD]
Cost	Positive	+ Initial high-level estimate of 10 FTE savings if Online Help can be delivered alongside product simplification and branch uptake of the self service options is encouraged and supported by the business
Efficiency (Simpler To Run)	Positive	+ Simpler publishing and maintenance of Online Help content, including the ability to publish content instantly to branches + Utilising Online Help to actively assist Manager/Postmaster in the management of their branch (e.g. using weekly task lists)
Controls	Positive	+ Better control of Online Help content, with audit trail and approval for all changes and an easily accessible archive to view content that was live at a particular point in time + Management information about Online Help usage at a branch and user level giving an understanding of which branches are using the system, the areas which need improvement and providing support on any potential mediation cases + Meets one of the Project Sparrow recommendations

1.5. Next Steps

Enhanced User Help and Support is one of the Candidate Opportunities that the BTTP wish to take into Release 1. This outline document will be presented to the Senior User Forum followed by the Solution Design Authority for assessment and shall be a part of the Summary for Approval pack.

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1.6. Owner

This document is owned by Dawn Brooks who is responsible for approval of this document and all related feedback should be directed to them.

2. Business Context

There is an operational need to provide transactional and procedural information to support branches when completing their day to day tasks. It is essential that branches have instant access to the information and answers can be quickly retrieved, especially if this is to complete a transaction whilst a customer is waiting. The information must be kept up to date to ensure branches do not follow incorrect or out of date procedures, which may have a financial impact on the branch.

2.1. Background

2.2. Business Problem

2.2.1. Problem Statement

On-line Help is currently not regarded as the first port of call for branches with customer/product queries due to the clunkiness of the functionality and the lack of a search engine. Branches default to ringing NBSC resulting in a poor in-branch experience for customers as they wait for the postmaster to obtain the answer from the helpline. This in turn drives cost into Support Services

2.2.2. Current Mode of Operation Issues

The following key issues have been identified within the current mode of operation:

(Please refer to the requirements documentation at Section 3 for full details)

Id	Description	Impact	Recommended mitigation	Priority MoSCoW
01	Lack of search functionality	As there is no easy way for users to search on-line help to find answers, they tend to contact the NBSC for	EUHAS-001	M
			EUHAS-002	M
			EUHAS-003	S

2.2.3. Root Cause Analysis

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		information. This not only increases costs at NBSC but also impacts on the customer journey times.	EUHAS-001	M
			EUHAS-002	M
			EUHAS-003	S
			EUHAS-004	M
			EUHAS-005	S
02	System limitations to the way Online Help Content is Structured/Presented	The way in which the content is structured/presented, makes it difficult for users to find the solution they are looking for.	EUHAS-006	C
			EUHAS-008	S
			EUHAS-009	S
			EUHAS-010	S
		Users are unable to search for a topic but instead have to go through a series of menu buttons. It is not always clear under which button, the content lies.	EUHAS-015	M
			EUHAS-022	S
			EUHAS-023	C
			EUHAS-024	M
			EUHAS-026	S
		The impact is on the customer journey time whilst the user frantically searches for relevant information	EUHAS-048	C
			EUHAS-051	M
			EUHAS-052	C
			EUHAS-057	M
			EUHAS-060	S
			EUHAS-062	S
			EUHAS-063	M
			EUHAS-065	C
			EUHAS-066	S
			EUHAS-067	C
			EUHAS-068	C
			EUHAS-070	M
			EUHAS-071	M
			EUHAS-072	M
			EUHAS-073	S
			EUHAS-074	C
			EUHAS-075	S
03	Branch users can only access Online Help via the Horizon system	Provides users with more options to access help and means other devices can be used to find answers leaving	EUHAS-007	M

"One Best Way Delivering Change"

		the Horizon POS free for serving customers.	EUHAS-007	M
04	Need to ensure that only authorised users have access to the data via Access Control	POL operational instructions are safeguarded	EUHAS-011	M
			EUHAS-037	M
		Integrated content management process will ensure appropriate quality checks on content changes and that it is delivered to users in a timely manner	EUHAS-049	M
05	No link to the relevant Online help content based on the current screen/step in the transaction	Slows down the speed by which a branch can find the answer which in turn increases disruption to customers and demand on Support Services	EUHAS-012	M
			EUHAS-013	M
			EUHAS-014	S
			EUHAS-058	M
			EUHAS-059	S
			EUHAS-061	S
			EUHAS-080	M
06	It is not possible for users to download/print material in its entirety	Prevents user frustration seen with the current system where workbooks can be printed but have to be done a page at a time	EUHAS-016	S
			EUHAS-017	C
			EUHAS-018	C
			EUHAS-019	S
			EUHAS-020	S
			EUHAS-021	C
07	No robust Content Management process	Currently there is little governance around the content and no way for users to feedback on how good/useful it is.	EUHAS-025	M
			EUHAS-028	C
			EUHAS-029	M
			EUHAS-030	M
		Integrated content management process will ensure appropriate quality checks on content changes and that it is delivered to users in a timely manner	EUHAS-031	M
			EUHAS-032	M
			EUHAS-033	M
			EUHAS-034	M
			EUHAS-035	M
			EUHAS-036	M
			EUHAS-038	M
			EUHAS-039	C
			EUHAS-040	S

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			EUHAS-041	M
			EUHAS-042	C
			EUHAS-044	M
			EUHAS-045	M
			EUHAS-046	M
			EUHAS-047	M
			EUHAS-055	M
			EUHAS-076	M
			EUHAS-077	M
			EUHAS-078	M
			EUHAS-079	M
			EUHAS-081	C
			EUHAS-082	S
			EUHAS-083	S
			EUHAS-085	M
			EUHAS-086	S
			EUHAS-087	S
			EUHAS-088	M
				M
				S
				S
				S
				S
				C
				M
				C
				C
				M
				M
				M
				C
08	Lack of Management Information/Tracking Analytics	No analysis of help usage to drive improvements to content and layout	EUHAS-027	M
			EUHAS-043	M
			EUHAS-069	C
			EUHAS-084	M

| 09 | Need an easy way to migrate to the new format | Allows easy transition of current help content across to the new solution, but with the flexibility to exclude where content is to be rewritten | EUHAS-064 | M |

2.2.3. Root Cause Analysis

The following improvement opportunities were identified at the start of the BTTP programme. These were provided by various users within the business as suggestions as to how branch messaging could be improved.

Reference	Requirement Area	Title	Details	Source
IO_154	On-Line Help	Remote Access	Ability to access transactions screens to enable guidance to be provided to users on specific problems	Managed Services Team Mails - Pricing and Acceptance
IO_322	On-Line Help	Help - Best feature made too slow and complicated.	This has to be the easiest feature to use so that the best support is available.	Branch User Forum - Bhavna Desai (Relief Spmr)
IO_323	On-Line Help	Help Search	Search is useless.	Branch User Forum - Bhavna Desai (Relief Spmr)
IO_324	On-Line Help	Help tips	An area of the screen should be dedicated to tips/important information on the relevant transaction, for instance country specific mail rules, transaction requirements etc.	Branch User Forum - Karen Goldthorpe (Manor PO, Sheffield)
IO_325	On-Line Help	Help content	Horizon Help is hopeless, merely typing out paper manual onto a computer does not provide a useful help system. Replace with something similar to the many wiki available online (you do not have to allow everyone to alter it) and use the structure as a guide i.e. pages, the way they are linked and information is presented.	Branch User Forum - Karen Goldthorpe (Manor PO, Sheffield)

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IO_326	On-Line Help	Help page bookmarking	Bookmarking of horizon help pages to allow clerks to return to a particular page easily.	Branch User Forum - Karen Goldthorpe (Manor PO, Sheffield)
IO_327	On-Line Help	Help prioritisation of calls	Ticket based/email help system for non urgent enquires direct through horizon.	Branch User Forum - Karen Goldthorpe (Manor PO, Sheffield)
IO_328	On-Line Help	Help navigation	Helpline Page – Requires overall updating and made more 'user friendly' (certain processes need to be checked internally, for accuracy before transference of data) A bookmarking facility would be helpful to aid easier navigation. In respect of dangerous good procedure the information could be presented in an improved format (on similar lines to RMDG3 Business booklet, which for instance uses a table to show exceptions to the rule; in respect of electronic items containing lithium batteries.)	Branch User Forum - Karen Goldthorpe (Manor PO, Sheffield)
IO_329	On-Line Help	Help Search	On-line help is too long winded – can't find what you are looking for e.g. stock codes or answers to difficult mails questions. Need a search facility similar to Google	Angie Gambetta (Clay Cross PO)
IO_479	On-Line Help	Horizon on-line help - correcting errors	Not very helpful!! *needs more info about how to put things right rather than how to do the transaction. If I make a mistake there is nothing that shows me how to correct it.	FSC Issues Log
IO_480	On-Line Help	Horizon on-line help - live chat link	Not user friendly *could be vastly improved with instant messaging or direct link to a helpline advisor	FSC Issues Log
IO_481	On-Line Help	Horizon on-line help - split screen	Currently cannot read instructions and carry out the transaction * need to be able to see both at the same time.	FSC Issues Log

| IO_666 | On-Line Help | Link to security Ops Manual | A security button on the main screen of the application which is an electronic link to the Security Operations manual as well as other related communications should exist so that branch staff have the availability of the information that they need to reduce the risk of fraudulent activity. | Security and Fraud meeting with Chris Hardy |
| IO_691 | On-Line Help | Subspace Online | Are there any plans to put Subspace online onto Online help/horizon so that it can be viewed in branch? Branch feedback shows a reluctance to view as have to use own PC in own time, needs to be accessible in branch. | Anita Bravata Branch User Forum Co-ordination Manager |

2.3. Scope Boundaries

This document will detail the requirements associated with Online Help. Please note there will be a separate Business Specification Design Document which will detail the requirements associated with Branch Messaging.

2.3.1. In Scope

The following aspects are in scope for Online Help:

- Content Management
- Look and Feel
- Accessibility
- Ownership

Each section of the new help solution will have a business owner, who will be responsible for creating and maintaining the content on an on-going basis to ensure it remains up to date.

2.3.2. Out of Scope

This document will focus on the requirements for Online Help, other methods of getting important information to branches are not in scope therefore the following areas are excluded from the solution.

- Branch Messaging

- Grapevine text blasts and other communications

2.4. Problem Impact on Business

The following issues exist with Online Help today:

- The help solution is not content driven i.e. if a user is having problems with a specific transaction / part of the system, the help is not completely tailored to the problem the user is having. The current help solution isn't contextualised sensitive help – i.e. you can't search by key words – you end up at a main menu from which you then have to select the correct topic.

- There is no clear business owner for each of the sections of Online Help today (Changes not necessarily made to the exact request of the Product Manager)

- Branches don't use it because it's not user friendly

- Unable to report on how help is used (to support with on-going training)

- Not one version of the truth - various systems hold different information (Knowledge Base, Horizon Help)

- Cannot view help / horizon at the same time

- The current solution is not intuitive

- Help is not updated consistently, many sections of help haven't been updated for 12 months plus

- No instantaneous publishing (requirement for real-time content management)

- Can only change once a week, can only change a certain number of cases/characters/pages

- The current browser doesn't scroll. (We are only allowed text and images in the content pages (no scripting); the lack of scripting on the web pages greatly hinders the development of a better user experience such as improvements to site navigation and organisation of content.)

- Whenever changes are made to help content today they are not version controlled.

- In order to view help within Horizon today, you have to abandon any transaction that you are currently doing and start the transaction again, once you have exited help. This not only wastes time for the counter colleague but more importantly the customer.

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2.4.1. People

Counter Colleague:

- Not able to easily find the relevant information.

- Frustration at not being able to serve customers in a timely manner.

- Possible financial impact if out of date/inaccurate information is used to help them complete a transaction.

- No mechanism to feedback comments on the content or how useful it was in helping them.

Network Business Support Centre advisors:

- Cannot meet the SLA targets for answering calls due to high call volumes.

- Advise the branch to complete the transaction incorrectly due to out of date/inaccurate information.
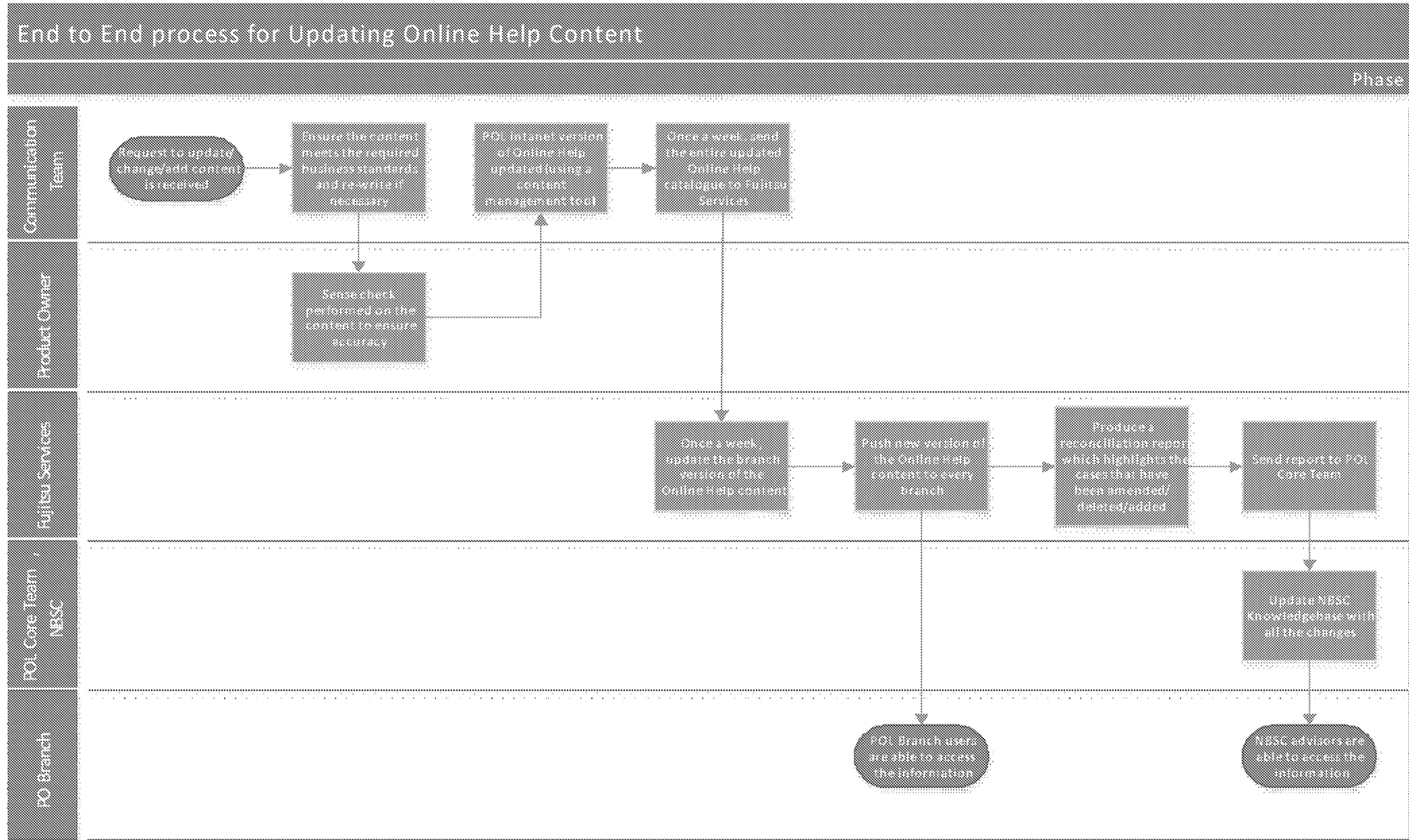
Communications Team: -

- Can only update the content once a week.

- No clear ownership of the content so usually go the person requesting the change to sense check and approve the content, which may or may not be the product owner.

Product Manager:

- No clear ownership of the content

- Some information on Online Help has not been updated since it was originally generated in 2009

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2.4.2. Process

End to End process for Updating Online Help Content

Phase

Communication Team
- Request to update change/add content is received
- Ensure the content meets the required business standards and re-write if necessary
- POL Intranet version of Online Help updated (using a content management tool)
- Once a week, send the entire updated Online Help Catalogue to Fujitsu Services

Product Owner
- Sense check performed on the content to ensure accuracy

Fujitsu Services
- Once a week update the branch version of the Online Help content
- Push new version of the Online Help content to every branch
- Produce a reconciliation report which highlights the cases that have been amended/deleted/added
- Send report to POL Core Team

POL Core Team / NBSC
- Update NBSC Knowledgebase with all the changes

PO Branch
- POL Branch users are able to access the information
- NBSC advisors are able to access the information

2.4.3. Technology

2.5. Solution Constraints

* Template Guidance - please read and delete these instructions. Describe all the constraints that the solution must be delivered within. The following table lists some common headings but do not be limited by these and adjust as required.

Constraints on the required solution are: to be completed at next stage

Constraint	Description
Timescale	
Resource availability	
Budget	
Legislation or Regulatory needs	
Technology framework/strategy	
Company Standards	
Security	
Safety	

2.6. Solution Acceptance Criteria

* Template Guidance - please read and delete these instructions. Describe the key factors to be used to evaluate the solution against the high level requirements. These factors will be used as input to further analysis work (where the functional and non-functional requirements will be established) at which point the criteria will be reviewed and confirmed.

The following key success factors represent measurable criteria that will be used to evaluate the recommended solutions to determine a solution will be acceptable to the business.

Id	Description	Measured by
SOL-1		

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2.7. Key Stakeholder Needs

The key solution needs from the perspective of key Stakeholders are:

Stakeholder Name	Role	Key Needs/Features of solution
Angela Van Den Bogard	Support Services	
Kevin Seller	Network	
Paul Swanton	Internal Communications	
Beau Burton	Training Lead	
Shirley Hailstones	Project Sparrow Recommendations	
Kath Alexander	Project Sparrow Recommendations	
Sharon Rai	SME	
Pau Blackmore	SME	
Mark Horne	SME	
Kendra Dickinson	SME	
Sandra McBride	SME	
Shaun Turner	Business Readiness Lead	
Gayle Peacock	Product Owner	
Angela James	Product Owner	
Jonathan Knox	Product Owner	

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3. *High Level Stakeholder & Detailed Requirements*

**Template Guidance – please read and delete these instructions. The high level and detailed requirements should be captured using the 'Business Requirements' template. There are two separate worksheets to enable the high level and detailed requirements to be recorded. Upon completion this workbook should be embedded within this document. Where the project is in its early stages there may only be high level stakeholder/business requirements. The detailed functional and non-functional requirements can be added at a later stage.

As a minimum it is recommended that each requirement is defined with the following:

- *Reqt ID*
- *Related high level Reqt.*
- *Version*
- *Functional Area*
- *Functional or Non-functional*
- *Requirement Name*
- *Requirement Description*
- *POL Transformation Design Principles*
- *Reason for Requirement*
- *Acceptance Criteria*
- *Acceptance Method*
- *Status*
- *Priority - MoSCoW*
- *Source*
- *Owner*
- *Trace To/From*
- *Ref Documents*

The Business Requirements template includes a definition of all the required attributes listed above.

This section contains the high level stakeholder requirements, which were used to evaluate the solution options. This also includes the detailed functional and non-functional requirements that will be required to deliver the solution.

<Insert completed Business Requirements here>

4. Functional Use Cases

This section defines the functional requirements in terms of the system actors and outline use case/functional descriptions.

**Template Guidance – please read and delete these instructions. A use case is a series of related interactions between a user or more generally, an 'actor' and a system/solution that enables the user to achieve a goal. A use case describes the system's behaviour as it responds to a series of related requests from an actor.

Use cases can also be used to capture functional requirements of a system/solution.

High level 'Use Cases' will be required to be produced at the 'Assess' stage in the project lifecycle, whereas the more detailed 'Use Cases' will only be required at the 'Design' stage.

It is mandatory that the 'Use Case' template is completed in accordance with the guidance above.

Use Case
Templatev1.0100915

<Insert completed 'Use Case' document here>

5. Recommended Option

Option 2 - Build new hosted service

5.1. Summary

- Best fit against requirements
- Architecturally the same solution as that already signed off by SUF 20th May for Branch Messaging

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- Strategic fit with STRN – moves help content outside of Fujitsu 'walled garden'

- Help content accessible on external devices

- Integrated content management approval and publishing workflows

5.2. Solution Outline

- Principle of this option would be to develop connectors that would enable Horizon to consume the SaaS taking advantage of a wider set of features. An integration layer would be developed that reduces dependence on a specific SaaS solution and therefore lock in.
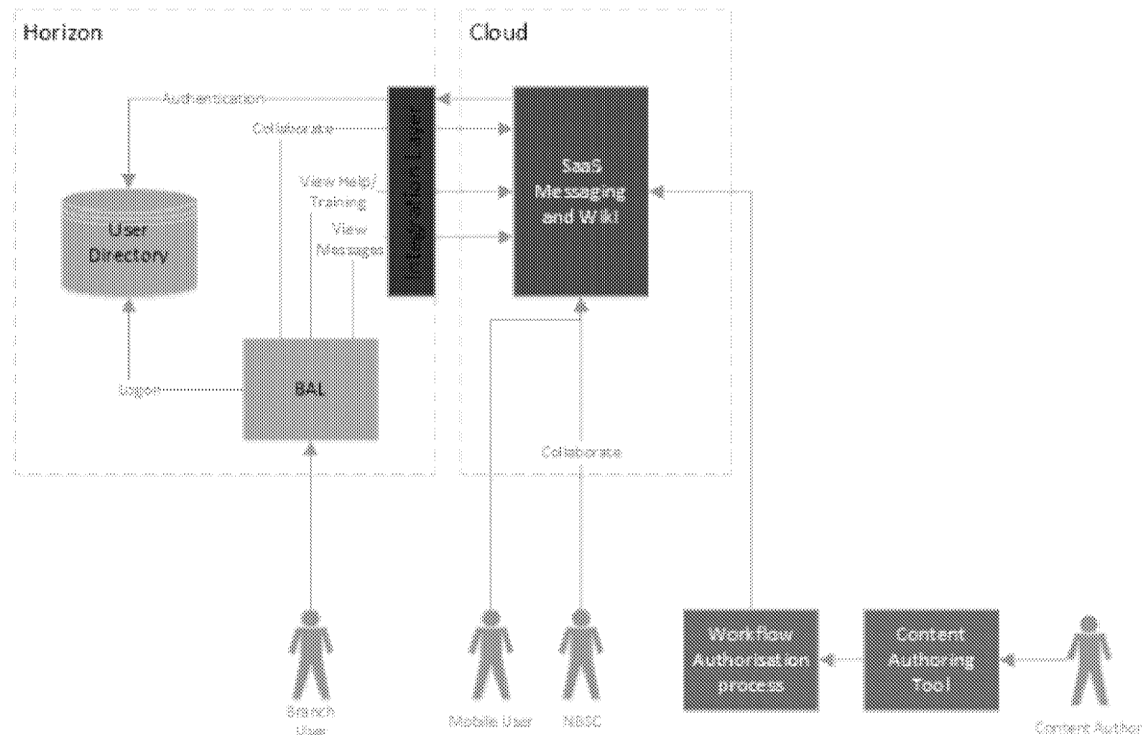
5.2.1. Pros and Cons

This option has the following advantages and disadvantages in relation to solving the business problem and delivery against the high level business requirements.

5.2.1.1. Solution Pros

This solution has the following advantages:

- Solution can be used to deliver on Enhanced Help & Support and Branch Messaging
- Straightforward to separate should PO wish to replace Horizon.
- Supports STRN goals
- Flexibility in content presentation to branches
- External device access to help content
- Integrated content management tool (e.g. Magnolia) would support all approval, authoring, publishing and content ownership requirements
- Supports differentiated content (dependency on user management to deliver this)

5.2.1.2. Solution Cons

This solution has the following disadvantages:

- Not as feature rich as social media solution, particularly in terms of two way engagement and collaboration

5.3. Timescale Outline

**Template Guidance – please read and delete these instructions. Provide an outline implementation plan and summarise key activities, milestones and dependencies.

<Insert Implementation Plan and Summary> THIS SECTION WILL BE COMPLETED FOLLOWING DELIVERY OF FULL SDD

5.4. Budgetary Costs

**Template Guidance – please read and delete these instructions. Provide details of all the costs for solution implementation and on-going delivery. Where there are options in terms of costs please provide specific details. If appropriate include the draft business case.

<Insert Budgetary Costs>

5.4.1. Solution Implementation

The estimated costs for implementing this solution will be <> given the following assumptions <>.

THIS SECTION WILL BE COMPLETED FOLLOWING DELIVERY OF FULL SDD

5.4.2. Solution On-Going Service Delivery

The estimated year on-year costs for using this solution will be <> given the following assumptions <>.

THIS SECTION WILL BE COMPLETED FOLLOWING DELIVERY OF FULL SDD

5.5. Key Risks & Issues

**Template Guidance – please read and delete these instructions. List the key risks and issues from the Risk Register.

5.5.1. Risks

Id	Description	Impact 1-5	Likelihood 1-5	Severity 1-25	Recommended mitigation	Status (Open, Closed, Deleted)
R01	With enhanced HELP, it will only have some impact on the calls into NBSC and will not tackle the problem why the branch is ringing in in the first place.	3	5	15	There should be focus on the project transaction journeys as part of the evolvement of Horizon which would help mitigate against this risk.	Open
RO2	There may be cultural issues adapting to a new online help solution as they has been such a reliance on NBSC helping the branch colleagues out in the past.	2	3	6	Effective training of any new help solution to help mitigate against this risk.	Open

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RO3	Information remains out of date.	5	5	25	As part of the move to the new help solution, all current help content will be re-written by the product owners and Risk 04 below will help to mitigate the content going out of date.	Open
RO4	No Ownership of help content.	3	5	15	Each section of help on the new solution will have a dedicated business owner who will be responsible for ensuring the content remains up to date. New Operational procedures will be put in place to ensure this happens.	Open
R05	Fujitsu, may not be able to deliver the improvements required to either the help functionality or the transaction processes, or the risk that the development costs are not justified/benefits can't be quantified	5	2	10	Once this BSD has been signed off by the Senior Sign-Off stakeholders there will be a session organised with Fujitsu to discuss our requirements.	

Key:

Category	Low	Medium Low	Medium	Medium High	High
Impact	1	2	3	4	5
Likelihood	1	2	3	4	5
Severity (Impact x Likelihood =)	1-5	6-10	11-15	16-20	21-25

5.5.2. Issues

Id	Description	Impact	Likelihood (H, M, L)	Recommended mitigation

THIS SECTION WILL BE COMPLETED FOLLOWING DELIVERY OF FULL SDD

5.6. Next Steps

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Initiate solution design phase
Raise change request for additional resource
Complete solution design document (IT)
Review and refine requirements to ensure alignment with proposed solution
Update business solution design document (business)
Initiate business readiness assessment with Key Accountable Resources
Refine benefits associated with solution and complete business case

6. Considered Options

This section provides a summary of other potential options considered.

6.1. Overview

The study considered the following options and their relative pros and cons:

Name	Description	Pros	Cons
Option 1	Centralisation of help • (HNG-A Model) - Centralisation of help content – resulting in quicker publishing of content to branches • Enhanced search facility	• Server side search functionality would improve branch ability to find information quickly • Centralisation of help content will result in quicker publishing out to branches	• No access to help content via non-Horizon POS devices • Content remains within the Fujitsu domain so no alignment to future strategic goals (e.g. STRN) • Does not address content

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			• management workflows
Option 3	Social media based solution – existing off the shelf package (e.g. Google, Yammer, Blue Kiwi) • Most feature rich and modern solution • Meets all requirements, but potentially over specified for POL • Ongoing costs likely to make solution prohibitively expensive	• Free upgrades • No penetration testing likely to be required • The service would offer other benefits such as integration into Head Office systems. • Provides a mechanism for improving engagement and collaboration with branch staff • Built in social media features like live feeds, 'like' and 'follow' buttons	• Overspecified against requirements • The cost model may make a solution prohibitively expensive • Upgrade schedule out of POL's control and likely to costly from a testing and integration perspective • Restricts POL to taking the features that are already there, or in the pipeline. Given the bespoke nature of some of the requirements the mapping may not be 100%.

7. Appendix A – Glossary

This section lists all terms used in this document.

Term	Meaning
AML	Anti Money Laundering
AP	Automated Payment
AP-ADC	Automated Payment Advanced Data Capture
BRL	Business Readiness Lead
BSD	Business Specification Document
BTTP	Branch Technology Transformation Programme – the programme for the delivery of the Front Office Application
Case	Generic term for a discreet piece of self contained help content

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Clerk	The merchant of the product or service at the Post Office counter
CRB	Criminal Records Bureau
Consumer	The user of the product or service acquired by the Customer
Content	Generic term used to describe the information contained within the help solution
Counter	Post Office Counter where a product or service is acquired by a customer from a Clerk
Customer	The acquirer of the product or service
DVLA	Driver and Vehicle Licencing Authority
EPOS	Electronic Point of Sale – the Front Office Application at a Post Office counter, or
	Electronic Point of Sale – item
FAQ	Frequently Asked Question
FOA	Front Office Application
FSC	Financial Service Centre – Branch Accounting and Client Enquiries
GIF	Graphics Interchange Format
HTML	HyperText Markup Language
Item	The product or Service being acquired by the customer or used by the consumer
JPEG	Joint Photographic Experts Group
MagCard	Magnetic Swipe Card
MOV	Apple Quicktime file format
NBSC	Network Business Support Centre - the internal helpdesk for Post Office branches
PDF	Portable Document Format
PNG	Portable Network Graphics
POL	Post Office Ltd
POS	Point of Sale
SME	Subject Matter Expert
TIFF	Tagged Image File Format
WMV	Windows Media Video

8. Appendix B – Document History

This section records the version history of this document.

8.1. Version History

Version	Date	Change Details	Author
0.1	08.04.2016	Draft version created	Jane E Smith
0.2	11.04.2016	Information added to section 2	Jane E Smith
0.3	13.04.2016	E2E solution and publishing Visio diagrams added	Jane E Smith
V1.0	15.04.2016	Final version for submission to SUF	Jane E Smith
V1.1	10.06.2016	Updated Section 5 with preferred solution and other options considered.	Angela Saul
V2.0	20.06.2016	Changed name/version to V2.0 at request of BTTP for consistency and added version number to header again for consistency.	Angela Saul

9. Appendix C – Post Office Process Classification Framework

<To be advised>

10. Document Control

10.1. Purpose

This document presents the findings of the study into <>.

*Template Guidance. The document reference naming convention should include the initials BSD representing Business Solution Design followed by the Project Reference Number.

10.2. Reviewers

	Name	Job Title	Date Completed
Sign off			
Peer Review			
Reviewers			

10.3. Referenced Documents

^"Template Guidance – please read and delete these instructions. List all documents referenced by this document.

Title	Version	Date	Document Ref.	Location