

ICL PATHWAY CHANGE CONTROL NOTE (CCN) - SHEET 1		CCN NO: 957b	
CCN TITLE: HELP DESK SERVICE LEVEL VARIATIONS		CHANGE ADMINISTRATION USE ONLY. CR NO: N/A CP NO: N/A	
IMPLEMENTATION DATE OR RELEASE: See section 2 of Details of Change below.		EXPIRY DATE: 21 st June 2002	
CCN RAISED BY: P. John Pope		DATE: 21 st June 2002	
EMERGENCY IMPLEMENTATION DATE: N/A			
SUBMISSION DATE: 21 st June 2002			
APPROVALS REQUIRED: YES			
PATHWAY APPROVAL	DATE	POCL APPROVAL	DATE
<p>EXECUTIVE SUMMARY OF IMPACT ASSESSMENTS: By letter (the "Letter") dated 29 September 2000 from Keith Baines to Tony Oppenheim, POCL asserted that it had acquired the right to terminate the Codified Agreement between the parties dated 28 July 1999 (the "Codified Agreement") on the basis that Pathway had failed to meet certain Service Levels referred to in the Letter for three Service Level Measurement Periods in a 24 month period.</p> <p>Whilst reserving its position under the Codified Agreement in respect of that and all other rights to terminate asserted by POCL, Pathway has entered negotiations and workshops with POCL and has taken steps to address the issues raised in the Letter.</p> <p>The full package of measures to address the issues raised in the Letter is not yet agreed between the parties. As part of the package of measures and amendments to be introduced, the parties have agreed variations to the SLAs concerning the answering of calls to the Help Desk set out in Schedules A15, A16 and G10 of the Codified Agreement.</p> <p>To clarify the Service Level basis for the introduction of "Network Banking" the parties agree, on the terms set out in this CCN, to give affect to the agreed Service Level variations relating to the answering of calls by the Help Desk, notwithstanding that the overall package of measures and amendments to be introduced to the Codified Agreement remains to be agreed.</p>			
OVERALL IMPACT ASSESSMENT: HIGH / MEDIUM / LOW			
REASON FOR CHANGE: Partial resolution of issues raised in the Letter and variation of Service Level provisions.			

DETAILS OF CHANGE:

In consideration for each party's promises to the other set out in this CCN, Pathway and POCL agree as follows:

1. Interpretation

1.1 In this CCN (except where the context requires otherwise) the following terms and expressions shall have the following meanings:

"Codified Agreement" the meaning ascribed to it in the *Executive Summary of Impacts* Section;

"Pathway" the Contractor as defined in the Codified Agreement;

"Letter" the meaning ascribed to it in the *Executive Summary of Impacts* Section;

"this CCN" this CCN number 957b together with its Attachments 1 and 2;

1.2 Words and expressions defined in the Codified Agreement (except where the context requires otherwise) shall have the same meanings where used in this CCN.

1.3 Unless stated otherwise, any reference to a Section, paragraph or Attachment is to the relevant section, paragraph or attachment of this CCN.

2. Variations to Service Level Provisions

2.1 The variations to the provisions of Schedules G10, A15 and A16 of the Codified Agreement described in Attachment 1, shall be deemed to have been made to those Schedules at and shall become effective from the start of the Service Level Measurement Period commencing 1st March 2002.

2.2 Without prejudice to paragraph 2.1, the variations referred to in that paragraph shall be reflected in the next version of the Codified Agreement to be introduced as a new "base line" under the Change Control Procedure after the date of this CCN.

3. Rights and Remedies

POCL irrevocably waives all rights and remedies it may have acquired in respect of any failure to meet the Service Levels listed in Attachment 2 to this CCN, which occurred prior to 1st March 2002. All such failures occurring prior to 1st March 2002 shall be disregarded for the purposes of the application after that date of paragraphs 4.4 of Schedule A06 of the Codified Agreement in respect of those Service Levels.

4. The existence of and terms of this CCN are Confidential Information.

PROPOSED REVISION TO WORDING OF CODIFIED AGREEMENT:

As described in paragraph 3 of the *Details of Change* Section.

ACCEPTANCE / IMPLEMENTATION TIMETABLE: the Timetable.

PA/TEM/007, Version 3.0, Sheet 1

ICL PATHWAY CHANGE CONTROL NOTE (CCN) SHEET 2		CCN NO: 957b
CCN TITLE: SERVICE LEVEL VARIATIONS		
COSTS TO POCL: Not applicable		
Payment Plan/Terms of Payment: Not applicable		
Documentation:		
Codified Agreement Schedules Affected: Schedule A15, A16 and Schedule G10.		
New Contract Controlled & Referenced Documents: Not applicable		
Documents Quality Reviewed: YES/NO - Not applicable		
Reference	Title	Version & Date
Reason for Document Update:		
Affected Contract Controlled/Referenced Documents: Not applicable		
Reference	Title	Version & Date
Other Affected Documents (<i>for information only</i>):		
Reference	Title	Version & Date
Deliverables: Not applicable		
Personnel: Not applicable		
Existing Timetable: Not applicable		
Implementation Plans: Not applicable		
Security: Not applicable		
Risk: Not applicable		
System Support: Not applicable		
System Management: Not applicable		
Standards: Not applicable		
Accommodation/Location: Not applicable		
Charging Mechanism: Not applicable.		
Service Delivery Criteria: Not applicable		
Service Levels: Variations described in this CCN		
POCL Responsibilities: Not applicable		
Contractual Issues: Not applicable		
Other: This CCN is raised in place of CCN 957a rejected by Post Office Ltd		

PA/TEM/007, Version 3.0, Sheet 2

CHANGE CONTROL NOTE

ID: PWY_CCN_957 CCN:0957b Create Date: 18-APR-2002 11:50:30
Status: APPROVED Originator: Ken.Westfield

=====

Title:

Helpdesk Service Level Variations

Main Description:

=====

Related Parts

- | | | |
|---|---|---------------|
| 0 | PWY:CCN.A;1
(CHANGE_MANAGEMENT)
Change Control Notes | Ken.Westfield |
| 1 | PWY:CS-PRD.A;1
(LIBRARY)
Process definition | Ken.Westfield |
| 2 | PWY:CD_ATTACH.A;1
(CHANGE_MANAGEMENT)
Change Document Attachments | Ken.Westfield |
| 8 | PWY:CA_SCHEDULE_A.A;1
(LIBRARY)
CODIFIED AGREEMENT Schedule A Documents | Ken.Westfield |
| 8 | PWY:CA_SCHEDULE_G.A;1
(LIBRARY)
CODIFIED AGREEMENT Schedule G Documents | Ken.Westfield |

Related Items

Affected

- | | | |
|---|---|---------------|
| 2 | PWY:CCN_0957_1.A-CDATTACH;1 (Affected)
(CCN_00957_1.doc)
CCN 00957 ATTACHMENT 1 | Ken.Westfield |
|---|---|---------------|

Response

- | | | |
|---|---|---------------|
| 2 | PWY:CCN_0957_1.A-CDATTACH;2 (Response)
(CCN_00957_1.doc)
CCN 00957 ATTACHMENT 1 | Ken.Westfield |
|---|---|---------------|

Response

- | | | |
|---|---|---------------|
| 6 | PWY:CCN_0957_1.A-CDATTACH;3 (Response)
(CCN_00957_1.doc)
CCN 00957 ATTACHMENT 1 | Ken.Westfield |
|---|---|---------------|

Affected

- | | | |
|---|---|---------------|
| 8 | PWY:BP/CON/194.A-CONTEXT;2.0 (Affected)
(BPCON194.doc)
CODIFIED AGREEMENT SCHEDULE A15 - REQUIREMENTS CATALOGUE | Ken.Westfield |
|---|---|---------------|

Affected

- | | | |
|---|---|---------------|
| 8 | PWY:BP/CON/235.A-CONTEXT;2.0 (Affected)
(BPCON235.doc)
CODIFIED AGREEMENT SCHEDULE G10 - POCL INFRA SERVICE LEVELS & REMEDIES | Ken.Westfield |
|---|---|---------------|

Affected

- | | | |
|---|--|---------------|
| 8 | PWY:BP/CON/195.A-CONTEXT;3.0 (Affected)
(BPCON195.doc)
CODIFIED AGREEMENT SCHEDULE A16 - SOLUTIONS CATALOGUE | Ken.Westfield |
|---|--|---------------|

Info

15 PWY:CCN_0957B_2.A-CDATTACH;1 (Info) Alison.Clarke
(CCN_00957b_2.doc)
CCN 957b Attachment 2

Info

15 PWY:CCN_0957B_1.A-CDATTACH;1 (Info) Alison.Clarke
(CCN_00957b_1.doc)
CCN 957b Attachment 1

=====
Related Child Change Documents:
=====

Related Parent Change Documents:
=====

=====
Action Messages
=====

Action Number: 1 Date Apr 18 2002 11:51:44 By: Ken Westfield (Change Management)

Comments

CCN 957 created as a dummy entry initially.

To be populated with CCN 957 from J Pope, which is a subset of CCN 851b/c to allow NWB to proceed.

Action Number: 3 Date Apr 22 2002 17:04:05 By: Alison Clarke (Change Management)

CCB Minutes Meeting: 210 On: 22-Apr-02 Decision: **CCN PENDING**

Presented to CCB by J Pope for submission to POL. K Westfield asked whether a 4 day approval was required (to 25/04/02) and J Pope confirmed this. L Foley pointed out a typing error, J Pope to correct. As such CCB agree to submit to POL. CCN Pending

Action Number: 8 Date Jun 20 2002 07:52:56 By: Ken Westfield (Change Management)

Comments

CCN re-instigated and updated to reflect changes in timescales for CCN 851e.

CCN and attachment re-loaded into PVCS and submitted ex-committee.

=====

Action History

- =====
- | | | | |
|----|---|---------------|------------|
| 1 | 18-APR-2002 11:50:30 | Ken.Westfield | GRO |
| | WESTFIELDK | | Chg Mgmt |
| | Document created | | |
| 2 | 22-APR-2002 12:55:13 | Ken.Westfield | GRO |
| | WESTFIELDK | | Chg Mgmt |
| | Actioned document from RAISED to READY_TO_SUBMIT | | |
| 3 | 22-APR-2002 15:12:03 | Ken.Westfield | GRO |
| | WESTFIELDK | | Chg Mgmt |
| | Actioned document from READY_TO_SUBMIT to SUBMITTED | | |
| 4 | 26-APR-2002 16:49:28 | Ken.Westfield | GRO |
| | WESTFIELDK | | Chg Mgmt |
| | Actioned document from SUBMITTED to REJECTED | | |
| 5 | 26-APR-2002 16:50:04 | Ken.Westfield | GRO |
| | WESTFIELDK | | Chg Mgmt |
| | Actioned document from REJECTED to WITHDRAWN | | |
| 6 | 20-JUN-2002 07:49:24 | Ken.Westfield | GRO |
| | WESTFIELDK | | Chg Mgmt |
| | Actioned document from WITHDRAWN to RAISED | | |
| 7 | 20-JUN-2002 07:51:59 | Ken.Westfield | GRO |
| | WESTFIELDK | | Chg Mgmt |
| | Actioned document from RAISED to COMMERCIAL_REVIEW | | |
| 8 | 20-JUN-2002 07:52:06 | Ken.Westfield | GRO |
| | WESTFIELDK | | Chg Mgmt |
| | Actioned document from COMMERCIAL_REVIEW to READY_TO_SUBMIT | | |
| 9 | 20-JUN-2002 08:27:07 | Ken.Westfield | GRO |
| | WESTFIELDK | | Chg Mgmt |
| | Actioned document from READY_TO_SUBMIT to SUBMITTED | | |
| 10 | 21-JUN-2002 10:42:20 | Alison.Clarke | GRO |
| | CLARKEA | | Chg Mgmt |
| | Actioned document from SUBMITTED to WITHDRAWN | | |
| 11 | 21-JUN-2002 10:45:40 | Alison.Clarke | GRO |
| | CLARKEA | | Chg Mgmt |
| | Actioned document from WITHDRAWN to SUBMITTED | | |
| 12 | 21-JUN-2002 15:10:02 | Alison.Clarke | GRO |
| | CLARKEA | | Chg Mgmt |
| | Actioned document from SUBMITTED to APPROVED | | |
| 13 | 24-JUN-2002 16:11:37 | Alison.Clarke | GRO |
| | CLARKEA | | Chg Mgmt |
| | Actioned document from APPROVED to RAISED | | |
| 14 | 24-JUN-2002 16:11:54 | Alison.Clarke | GRO |
| | CLARKEA | | Chg Mgmt |
| | Actioned document from RAISED to APPROVED | | |
| 15 | 24-JUN-2002 16:12:15 | Alison.Clarke | GRO |
| | CLARKEA | | Chg Mgmt |
| | Actioned document from APPROVED to RAISED | | |
| 16 | 24-JUN-2002 16:13:51 | Alison.Clarke | GRO |
| | CLARKEA | | Chg Mgmt |
| | Actioned document from RAISED to APPROVED | | |

Update History

- =====
- | | | | |
|---|---------------------------------|---------------|------------|
| 0 | 18-APR-2002 11:50:30 | Ken.Westfield | GRO |
| | WESTFIELDK | | Chg Mgmt |
| | Related Design Part PWY:CCN.A;1 | | |
| 1 | 18-APR-2002 11:51:44 | Ken.Westfield | GRO |
| | WESTFIELDK | | Chg Mgmt |

Added action description
1 22-APR-2002 12:53:44 Ken.Westfield
WESTFIELDK Chg Mgmt
Detailed description edited
1 22-APR-2002 12:54:12 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Item PWY:CS/PRD/105.A-INTDOC;0.6 (Affected)
1 22-APR-2002 12:54:12 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Design Part PWY:CS-PRD.A;1
1 22-APR-2002 12:55:03 Ken.Westfield
WESTFIELDK Chg Mgmt
Request attribute(s) updated
2 22-APR-2002 12:58:59 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_0957_1.A-CDATTACH;1 (Affected)
2 22-APR-2002 12:58:59 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Design Part PWY:CD_ATTACH.A;1
2 22-APR-2002 14:59:37 Ken.Westfield
WESTFIELDK Chg Mgmt
Unrelated Item PWY:CS/PRD/105.A-INTDOC;0.6
2 22-APR-2002 15:04:26 Ken.Westfield
WESTFIELDK Chg Mgmt
Detailed description edited
2 22-APR-2002 15:07:15 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_0957_1.A-CDATTACH;2 (In Response To)
3 22-APR-2002 15:57:27 Ken.Westfield
WESTFIELDK Chg Mgmt
Detailed description edited
3 22-APR-2002 17:04:05 Alison.Clarke
CLARKEA Chg Mgmt
Added action description
3 26-APR-2002 16:49:21 Ken.Westfield
WESTFIELDK Chg Mgmt
Request attribute(s) updated
5 20-JUN-2002 07:48:39 Ken.Westfield
WESTFIELDK Chg Mgmt
Detailed description edited
5 20-JUN-2002 07:49:15 Ken.Westfield
WESTFIELDK Chg Mgmt
Request attribute(s) updated
6 20-JUN-2002 07:51:51 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_0957_1.A-CDATTACH;3 (In Response To)
8 20-JUN-2002 07:52:56 Ken.Westfield
WESTFIELDK Chg Mgmt
Added action description
8 20-JUN-2002 08:06:42 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Item PWY:BP/CON/195.A-CONTREXT;3.0 (Affected)
8 20-JUN-2002 08:06:42 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Item PWY:BP/CON/194.A-CONTREXT;2.0 (Affected)
8 20-JUN-2002 08:06:42 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Design Part PWY:CA_SCHEDULE_A.A;1
8 20-JUN-2002 08:06:44 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Item PWY:BP/CON/235.A-CONTREXT;2.0 (Affected)

8 20-JUN-2002 08:06:44 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CA_SCHEDULE_G.A:1
10 21-JUN-2002 10:45:08 Alison.Clarke **GRO**
CLARKEA Chg Mgmt
Detailed description edited
11 21-JUN-2002 10:46:53 Alison.Clarke **GRO**
CLARKEA Chg Mgmt
Request attribute(s) updated
13 24-JUN-2002 16:11:46 Alison.Clarke **GRO**
CLARKEA Chg Mgmt
Related Item PWY:CCN_0983_1.A-CDATTACH:1 (Information)
15 24-JUN-2002 16:12:52 Alison.Clarke **GRO**
CLARKEA Chg Mgmt
Unrelated Item PWY:CCN_0983_1.A-CDATTACH:1
15 24-JUN-2002 16:13:28 Alison.Clarke **GRO**
CLARKEA Chg Mgmt
Related Item PWY:CCN_0957B_2.A-CDATTACH:1 (Information)
15 24-JUN-2002 16:13:28 Alison.Clarke **GRO**
CLARKEA Chg Mgmt
Related Item PWY:CCN_0957B_1.A-CDATTACH:1 (Information)
16 18-JUL-2002 14:23:24 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
16 19-JUL-2002 16:22:27 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
16 19-AUG-2003 15:12:44 Tariq Arain **GRO**
ARAIN SCM
Request attribute(s) updated

Archived Attribute Information
=====

----- END OF CHANGE CONTROL NOTE PWY_CCN_957 -----