

<b>Fujitsu Services</b>	<b>CSR+ HORIZON SYSTEM HELPDESK Processes and Procedures Description</b>	<b>Ref:</b>	<b>CS/PRO/092</b>
		<b>Version:</b>	<b>5.0</b>
	<b>COMMERCIAL IN-CONFIDENCE</b>	<b>Date:</b>	<b>25-MAR-2003</b>

---

**Document Title:** **CSR+ HORIZON SYSTEM HELPDESK Processes and Procedures Description**

**Document Type:** Processes and Procedures Description

**Release:** CSR+

**Abstract:** This document describes the processes required to provide the Horizon System Helpdesk operations

**Document Status:** Approved

**Author & Dept:** Helen Pharoah, Application Products Delivery Unit

**Contributors:** Jan Ambrose, Victor Gough, Dave Law

**Reviewed By:** Fujitsu Services: Jan Ambrose, Richard Brunskill, Dean Felix, Graham Hooper, Harjinder Hothi, Victor Gough, Dave Law, Denise Miller, John Moran, Trish Morris, Julie Welsh, Martin Whitehead.

Post Office Ltd Infrastructure Project Team: Andrew Perkins

Post Office Ltd Contracts and Commercial Team

**Comments By:**

**Comments To:** Document Controller & Author

**Distribution:** Fujitsu Services Library, Dean Felix, Andrew Gibson, Donna Munroe, Mik Peach, Martin Provoost, Phillipa Whittington, Dave Wilcox.

## 0.0 Document Control

### 0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL No.
0.1	20/08/99	Initial draft for ICL Pathway and Horizon review.	
0.2	01/10/99	Draft for ICL Pathway and Post Office Counters Ltd review.	
0.3	19/11/99	Draft for ICL Pathway and Post Office Counters Ltd review.	
0.4	14/01/00	Draft for ICL Pathway and Post Office Counters Ltd review.	
1.0	11/02/00	Approved.	
1.1	15/08/00	Draft for ICL Pathway and Post Office Counters Ltd review.	CCN630 CP2677
2.0	12/09/00	Approved.	CP2753
2.1	07/12/00	Draft for ICL Pathway and Post Office Counters Ltd review.	
3.0	12/12/00	Approved.	
3.1	10/07/01	Draft for ICL Pathway and Post Office Counters Ltd review.	CP3016
3.2	04/09/01	Draft for ICL Pathway and Post Office Counters Ltd review.	CCN777
4.0	20/09/01	Approved.	
4.1	16/07/02	Draft for internal Customer Service review.	CP3271 CCN811
4.2	28/01/03	Draft for Fujitsu Services and Post Office Ltd review.	CCN1012 CCN1015 CCN1016
4.3	11/03/03	Draft for Fujitsu Services and Post Office Ltd review.	CP3393
5.0	25/03/03	Approved.	

## 0.2 Approval Authorities

Name	Position	Signature	Date
Clive Read	Chief Technical Architect, Post Office Ltd		
Martin Riddell	Director, Customer Service, Post Office Account, Fujitsu Services		

## 0.3 Associated Documents

Reference	Version	Title	Source
CR/FSP/0004		Service Architecture Design Document	PVCS
CS/DES/013		CSR+ Horizon System Helpdesk PPD Design	PVCS
CS/IFS/003		Pathway/POL Interface Agreement – Outlet	PVCS
CS/PRD/029		The Management Process for Operational Business Change – Outlet	PVCS
CS/PRD/058		Pathway/POL Interface Agreement – Product	PVCS
CS/PRO/090		CSR+ Access Control and User Administration PPD	PVCS
CS/PRO/091		CSR+ Automated Payment Service PPD	PVCS
CS/PRO/093		CSR+ Introduction PPD	PVCS
CS/PRO/094		CSR+ Order Book Control Service PPD	PVCS
CS/PRO/095		CSR+ Electronic Point of Sale Service PPD	PVCS
CS/PRO/096		CSR+ Logistics Feeder Service PPD	PVCS
CS/PRO/097		CSR+ Operating Environment PPD	PVCS
CS/PRO/148		Technical Service Desk: Service Description	PVCS
CS/SER/002		Horizon Systems Helpdesk: Service Description	PVCS
NB/PRO/001		Network Banking Service PPD	PVCS
PA/STR/013		ICL Pathway Core System Release Plus Contents Description	PVCS

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

#### 0.4 Abbreviations/Definitions

Abbreviation	Definition
ACUA	Access Control and User Administration
AP	Automated Payment
APS	Automated Payments Service
BT	British Telecommunications
CSR+	Core System Release Plus
EPOSS	Electronic Point of Sale Service
FAD	Financial Accounts Division (of the Post Office)
HAPS	Host Automated Payment System
HSH	Horizon System Helpdesk
ICL	International Computers Limited
ISDN	Integrated Services Digital Network
LAN	Local Area Network
LFS	Logistics Feeder Service
NBSC	Network Business Support Centre
OBC	Operational Business Change
OBSC	Order Book Control Service
OSG	Outlet Systems Group
PATH code	A dummy FAD code.
PC	Personal Computer
PES	Personal Earth Station
PIN	Personal Identity Number
PMMC	PostMaster's Memory Card
PO	Post Office
POL	Post Office Ltd
POIT	Post Office Information Technology
POLO	Post Office Log On
PPD	Processes and Procedures Description
PVCS	Automated Configuration Management tool used by Fujitsu Services

Fujitsu Services

**CSR+ HORIZON SYSTEM HELPDESK Processes  
and Procedures Description**

Ref: CS/PRO/092

Version: 5.0

**COMMERCIAL IN-CONFIDENCE**

Date: 25-MAR-2003

	library
RLM	Retail Line Manager
RNM	Retail Network Manager
SHD	Service Helpdesk
SLA	Service Level Agreement
TIP	Transaction Information Processing
TP	Transaction Processing
TSD	Technical Service Desk
WAN	Wide Area Network

**0.5 Changes in this Version**

Version	Changes
0.2	Comments received on V0.1 incorporated.
0.3	Comments received on V0.2 incorporated. Updated to reflect Horizon System Help Desk Call Enquiry Matrix V4.0.
0.4	Comments received on V0.3 incorporated.
1.0	Comments received on V0.4 incorporated. Incident name column for Non-ICL Pathway calls included. Reference to Horizon System Help Desk Call Enquiry Matrix [Ref. CS/FSP/002] removed.
1.1	Updated to reflect restructured HSH calls (CCN630). Updated to include new CSR+ HSH calls (CP2677).

Version	Changes
2.0	Document-only changes (CP2753): <i>Abbreviations:</i> Removal of 'RDS'. Correction of 'RD' definition. <i>Section 5.2 Cash account:</i> Amendment of 1 <sup>st</sup> sentence from 'The HSH is available to offer assistance on training incidents...' to 'The HSH is available to offer additional advice for incidents...'.

Fujitsu Services

CSR+ HORIZON SYSTEM HELPDESK Processes  
and Procedures Description

Ref: CS/PRO/092

Version: 5.0

COMMERCIAL IN-CONFIDENCE

Date: 25-MAR-2003

	<p><i>Section 5.3 Change:</i> Deletion of 'temporary or' from 1<sup>st</sup> paragraph. Amendment of 'Post office temporary closure' and 'Post office planned closure' to 'Post office planned temporary closure' and 'Post office planned permanent closure'.</p> <p><i>Section 5.5 Documentation:</i> Addition of the following sentence to the end of the paragraph: 'The HSH will pass the call on to the appropriate unit within ICL Pathway for resolution.'</p> <p><i>Section 5.7 Hardware:</i> Insertion of the phrase ' , e.g. because the equipment is damaged' after 'in using the equipment installed at the outlet'.</p> <p><i>Section 5.9 Inappropriate helpdesk:</i> Replacement of 'Post Master Improvement' by 'Suggestions for service improvement'.</p> <p><i>Section 5.10 Network:</i> Replacement of last sentence by 'In the event of a LAN or WAN failure, the HSH will allocate an ICL or BT engineer as appropriate to attend the post office. The caller will be told when the engineer is expected to arrive.'</p> <p><i>Section 5.13 Reference data:</i> Replacement of 3 occurrences of 'The NBSC must also check that the correct data is held in the POCL RDS' by 'The HSH will confirm with the NBSC that the relevant reference data has been sent to ICL Pathway'.</p>
2.1	<i>Section 0.3 Associated documents:</i> Removal of version numbers from document references and addition of 'Unless a specific version is referred to above, reference should be made to the current Approved version of documents.'
3.0	None.
3.1	<p>Updated to reflect more and amended call codes (CP3016).</p> <p><u>Document-only changes:</u></p> <p><i>Section 4.1 HSH telephone numbers:</i> Removal of 'The old number, <b>GRO</b> <b>GRO</b>, which is printed on PMMCs, may still be used and will be redirected until 2001' as now obsolete.</p>

Version	Changes
3.2	<p><i>Section 3 Overview and Section 4.1 HSH telephone numbers:</i> Updated to include introduction of single point of contact for postmasters to contact support centres (CCN777).</p> <p><u>Document-only changes:</u></p> <p>Updated to include comments received on V3.1 as follows:</p> <p><i>Section 0.4 Abbreviations:</i> Addition of PC, PIA and RLM and removal of HFSO, MIB and UAE.</p>



Fujitsu Services

CSR+ HORIZON SYSTEM HELPDESK Processes  
and Procedures Description

Ref: CS/PRO/092

Version: 5.0

COMMERCIAL IN-CONFIDENCE

Date: 25-MAR-2003

	<p><i>Section 4.3.3 Authorised-user password access:</i> Addition after 'Retail Network Managers' of '/Retail Line Managers/Performance Improvement Advisors'.</p> <p><i>Section 5.4 Customer complaint:</i> Replacement of 'HFSO' by 'RLM/PIA'.</p> <p><i>Section 5.8 Implementation:</i> Removal of this section.</p> <p><i>Section 5.10 (now 5.9) Network:</i> Addition after 'Robust ISDN socket' of '(point where the ISDN cable is plugged in for trolleys and mobiles)'. Addition after 'Second ISDN point' of (point for serving for trolleys and mobiles).</p> <p><i>Section 5.14 (now 5.13) Security:</i> Removal of the Key refresh call. In the Secure ISDN box call, after 'secure ISDN box' replacement of 'used by a mobile outlet' by '(the lockable cabinet that contains the robust socket at insecure locations e.g. serving points for trolleys and mobiles)'.</p> <p><i>Section 5.17 (now 5.16):</i> Rewording of 'an item being' as 'that an item needs to be'.</p>
4.0	None.

4.1	<p>Change of company name from Post Office Counters Ltd to Post Office Ltd on 1/10/2001 (CCN811).</p> <p>Change of company name from ICL to Fujitsu Services on 02/04/2002.</p> <p><i>Section 5 HSH calls:</i> Updated to reflect restructured HSH calls (CP3271) as follows:</p> <ul style="list-style-type: none"><li>• Simplification of Customer complaint category.</li><li>• Relocation of Environmental calls relating to post office emergency closures from the Environmental category into their own Emergency closure category:</li><li>• In the Hardware category, removal of 'Key reader fault' and 'Processor swap due to s/w error', addition of 'PIN pad fault', and relocation of 'Secure ISDN box' call from the Security category.</li><li>• In the Inappropriate helpdesk category, removal of the following calls: 'Consumable order', 'Non Horizon equipment', 'Weighing-related', 'LFS stock query', 'Memo View business query', 'Request for counter change' and 'Suggestions for service improvement'. Addition of 'Caller hung up' call.</li><li>• In the Network category, removal of the following calls: 'Outlet disconnected from data centre during smart card transaction', 'Robust ISDN socket' and 'Second ISDN point'.</li><li>• In the Security category, removal of 'clerk/manager access'.</li><li>• In the Software category, removal of 'out of virtual memory' and 'warning that receipts and payments do not match', and addition of 'hardware problem requiring reboot or print queue deletion'.</li><li>• Removal of the Trolley category.</li></ul>
-----	--



4.2	<p style="text-align: center;"><u>Note:</u> <i>All changes since the last approved version (V4.0) are revision-tracked.)</i></p> <p><u>Change to OBCS recall rule changes (CCN1012/CP3302):</u></p> <p>In OBCS stop list enquiry call, amendment of last two bulleted items as follows: 'If there is a recall in place with the effective date <u>of today or earlier than today, ...</u>' and 'of <u>later than today or later, ...</u>'.</p> <p><u>Helpdesk Single Point of Contact Phase 2 (CCN1016/CP3315):</u></p> <ul style="list-style-type: none"><li>• Removal of the following categories and their contents: Advice and guidance, Cash account, Customer complaint (except for the 'Compliment' call), Documentation, and Training.</li><li>• Relocation of the following calls:<ul style="list-style-type: none"><li>• 'PMMC or PIN lost' moved from Security category and split into 'Both PMMCs or spare PMMC lost' in Hardware category and 'Active PMMC or PIN lost' in Software category;</li><li>• 'Caller hung up', 'FSM contact, and 'Wrong number' moved from Inappropriate helpdesk category to new Other queries category;</li><li>• 'Compliment' moved from Customer complaint category to Other queries category;</li><li>• 'Caller fails initial verification' and OBCS stop list enquiry' calls moved from Security category to Other queries category.</li><li>• 'Communication with the centre failed' moved from Security category to Network category;</li></ul></li><li>• Addition of the following calls: 'NBSC referred call' and 'POL Horizon issue' in Inappropriate helpdesk category, 'Hardware swap/adjustment due to network error' in the Network category, 'System access issue' in the Security category.</li></ul> <p><u>Extension of the role of the HSH to provide a Technical Helpdesk function (CCN1015/CP3315):</u></p> <p>Addition of explanatory paragraph to <i>Section 2 Scope</i>.</p>
-----	--

Version	Changes
---------	---------

Fujitsu Services

CSR+ HORIZON SYSTEM HELPDESK Processes  
and Procedures Description

Ref: CS/PRO/092

Version: 5.0

COMMERCIAL IN-CONFIDENCE

Date: 25-MAR-2003

4.2 (contd.)	<p>To reflect the new contract with Post Office Ltd:</p> <p><i>Section 4.2 HSH service hours:</i> Replacement of section by ‘The HSH service is available between the hours of 08.00 – 18.30 Monday to Saturday, excluding Christmas Day. Outside these hours, the HSH Voicemail Service is provided to take messages. Messages left on the HSH Voicemail Service will be actioned by the HSH commencing at 08.00hrs on the following working day.’</p> <p><u>Document-only changes:</u></p> <p>Updated to include comments received on V4.1 as follows:</p> <p><i>Section 0.4 Abbreviations:</i> Removal of definitions for CAP, OPS, OSD, PIA, RD, and SMC.</p> <p><i>Section 4.3.5.2 NBSC:</i> Removal of ‘Additionally, NBSC staff will undergo the caller authentication process which requires them to provide a pre-agreed pass code before the HSH will activate an emergency closure.’</p> <p><i>Section 4.3.9 Contingency:</i> Replacement of 1st and 3rd sentences by ‘The HSH service is provided from two full operational mirror sites. ... Should one site become unable to operate, the other site will continue to deal with calls.</p> <p><i>Section 5.3 Environmental:</i> Replacement of Environmental issue’s description with ‘The HSH should be informed if the outlet is open and the equipment is working but service is expected to be interrupted for some environmental reason; for example, the outlet manager may have a planned power outage for work on site. The HSH will record the details and take any necessary action; such as, in the case of a planned power outage, noting the reason for non-polling.’</p> <p><i>Section 5.4 Hardware:</i> Insertion of ‘Secure ISDN box’ (moved from ‘Security’).</p> <p><i>Section 5.6 Network:</i> ‘Disconnected node (LAN)’ renamed ‘LAN failure (disconnected node)’ and ‘ISDN failure (WAN)’ renamed ‘WAN failure (ISDN)’.</p> <p><i>Section 5.10: Reference data:</i> Descriptions for ‘Pathway and POL reference data incorrect’ merged.</p> <p><i>Section 5.12 Software:</i> For ‘PMMC or PIN lost’, replacement of ‘supervisor’ by ‘second-line support technician’. Reinstatement of ‘Security data was unusable’ (previously in ‘Security’) and ‘Processor swap due to software error’ (previously in Hardware). Addition of ‘Key refresh’ call.</p>
--------------	--

Version	Changes
---------	---------

4.3	<p><i>Section 4.3.9 Contingency:</i> Updated to reflect closure of MAN05 HSH (CP3393).</p> <p>Document-only changes:</p> <p><i>Terminology throughout:</i> Removal of the name 'Pathway'. Replacement of the term 'outlet' by 'branch'.</p> <p><i>Section 3 Overview:</i> In bulleted item, replacement of 'all problems' by 'some problems'.</p> <p><i>Section 4.3.1 Call validation:</i> For NBSC row in table, deletion of 'The NBSC caller must provide a PATH code, name and telephone number to enable the HSH to validate the caller'. For Password requests row in table, amendment of 'They will then be issued with a reference number and asked to contact the HSH' to '... a reference number that they must quote to the HSH' and amendment of 'Callers contacting the HSH without verification will be refused access to the authorised-user password service' to 'Callers unable to quote the reference number will be refused access ....'</p> <p><i>Section 4.3.2 Call logging:</i> Addition of the following: 'The caller will be advised if it is known that the problem relates to a major incident affecting multiple branches'.</p> <p><i>Section 4.3.3 Authorised-user password access:</i> Amendment of 'The caller will then call the HSH quoting this unique reference number and will be asked to perform the authorised-user password procedure sequence following instructions from the HSH' to 'The NBSC will then call the HSH quoting this unique reference number. The HSH will then call the branch asking for the unique reference number and ask them to perform...'</p> <p><i>Section 5.5 Inappropriate helpdesk:</i> For NBSC referred call row, replacement of 'referred back' by 'transferred back'.</p> <p><i>Section 5.8 Other queries:</i> Removal of the Field Service Manager contact call. Removal of 'Voicemail call – no details provided'.</p>
5.0	Insertion of new <i>Section 5.1 Business continuity</i> .

## 0.6 Changes Expected

Changes
None.

## 0.7 Table of Contents

<b>1</b>	<b>Purpose.....</b>	<b>13</b>
<b>2</b>	<b>Scope.....</b>	<b>13</b>
<b>3</b>	<b>Overview.....</b>	<b>13</b>
<b>4</b>	<b>HSH information.....</b>	<b>15</b>
4.1	HSH telephone number.....	15
4.2	HSH service hours.....	15
4.3	Contacting the HSH.....	15
4.3.1	Call validation.....	15
4.3.2	Call logging.....	17
4.3.3	Authorised-user password access.....	17
4.3.4	Non-branch callers to the HSH.....	17
4.3.5	Non-branch call sources.....	18
4.3.6	Call escalation.....	18
4.3.7	Inappropriate calls.....	19
4.3.8	Call redirecting.....	19
4.3.9	Contingency.....	19
<b>5</b>	<b>HSH calls.....</b>	<b>20</b>
5.1	Business continuity.....	20
5.2	Change.....	20
5.3	Emergency closure.....	21
5.4	Environmental.....	21
5.5	Hardware.....	22
5.6	Inappropriate helpdesk.....	23
5.7	Network.....	24
5.8	Operational.....	25
5.9	Other queries.....	25
5.10	Reconciliation.....	26
5.11	Reference data.....	27
5.12	Security.....	28
5.13	Software.....	29

## 1 Purpose

This PPD describes the operation of the Horizon System Helpdesk (HSH), in accordance with Fujitsu Services Core System Release Plus (CSR+).

This PPD provides a description of all the processes involved in order to enable the contractual agreement of operations and to be a source from which authors can develop any further user documentation needed.

## 2 Scope

This PPD contains high-level information on the Horizon System Helpdesk.

For brevity, the Horizon System Helpdesk is referred to in this document as ‘the HSH’.

This PPD is one of a set of PPDs provided for CSR+. The way in which the set fits together is described in the CSR+ Introduction PPD [Ref. CS/PRO/093].

The procedure for the post office staff calling the HSH is described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].

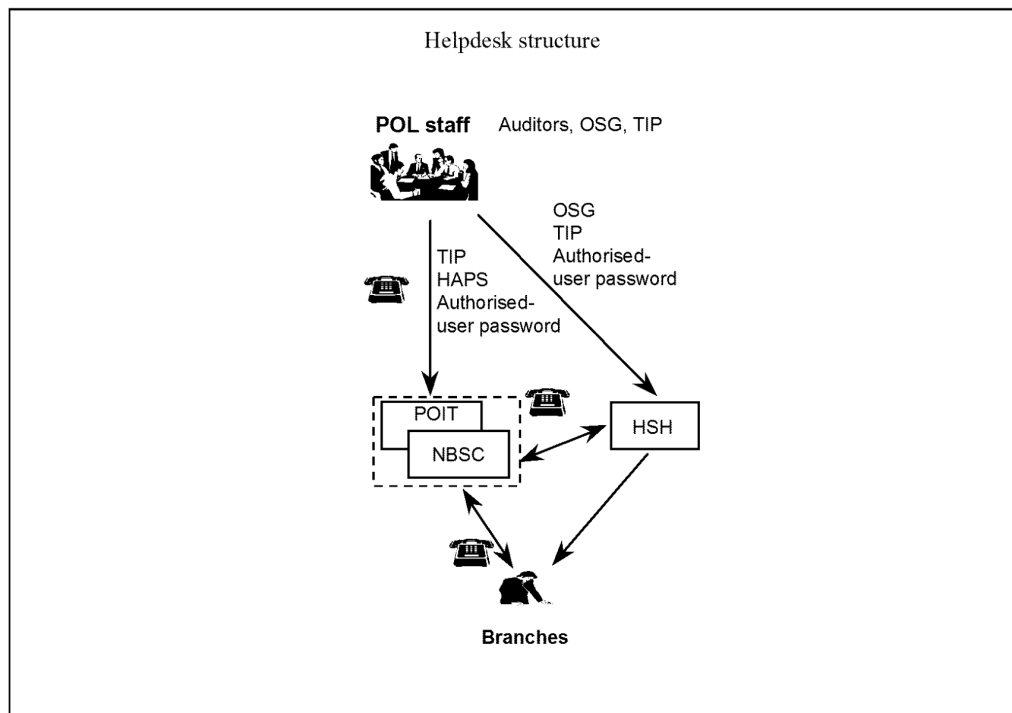
(A Technical Service Desk (TSD) that handles Universal Banking technical incidents is co-located within the HSH, but the service provided by the TSD does not form part of the existing services provided by the HSH and is therefore not described in this PPD. For a description of the TSD, see the Technical Service Desk – Service Description [Ref. CS/PRO/148].)

## 3 Overview

The following helpdesk service will be provided by Fujitsu Services:

- The **HSH**, which provides Post Office Ltd branch staff with a single point of contact for dealing with some problems relating to the Horizon system installed in branches, and also for OBCS fallback encashments. Additionally it provides a single point of contact for operational issues concerning the Horizon system from pre-determined sources within Post Office Ltd. Any calls received which are inappropriate to this helpdesk may be re-directed to the NBSC (Network Business Support Centre).

The structure of the helpdesk service is as follows:



The diagram above shows the Fujitsu Services helpdesk and who the potential callers will be.



## 4 HSH information

The HSH deals with all technical and operational calls related to the Fujitsu Services environment or the data feeds into Fujitsu Services from Post Office Ltd and their clients. It provides a single point of contact for branch staff (for the calls described in *Section 3 Overview*) and Fujitsu Services operation staff. For further information for non-branch staff and non-Fujitsu Services staff, see *Section 4.3.4 Non-branch callers to the HSH*.

### 4.1 HSH telephone number

Branch staff contact the HSH by telephoning the NBSC telephone number and selecting the option for the HSH.

### 4.2 HSH service hours

The HSH service is available between the hours of 08.00 – 18.30 Monday to Saturday, excluding Christmas Day.

Outside these hours, the HSH Voicemail Service is provided to take messages. Messages left on the HSH Voicemail Service will be actioned by the HSH commencing at 08.00hrs on the following working day.

### 4.3 Contacting the HSH

#### 4.3.1 Call validation

The HSH is available to receive calls from any of its authorised sources and will take calls that are described in *Section 5 HSH calls* of this PPD.

All callers to the HSH will be subject to initial validation. Callers failing validation will not gain access to the HSH and the call will be recorded as inappropriate.

The validation performed for each call is as follows:

Branch staff	Verifies the identity of branch staff by asking questions based on the post office FAD (Financial Accounts Division) code, post office address, name and telephone number.
Post Office Ltd non-branch staff	<p>Post Office Ltd non-branch staff are normally filtered through the NBSC. The NBSC will register a call with the HSH on behalf of non-branch staff. TIP (Transaction Information Processing) and OSG (Outlet Systems Group) have facilities to log calls direct with the HSH.</p> <p>Circumstances surrounding when these callers request a call to be logged on the HSH are described in <i>Section 4.3.5.1 Post Office Ltd</i>.</p>
NBSC	<p>In cases of emergency closure, NBSC staff are required to contact the HSH on behalf of a branch. The HSH will require the branch's FAD and name, and details of the nature of the incident.</p> <p>Circumstances surrounding when the NBSC should contact the HSH are described in <i>Section 4.3.5.2 NBSC</i>.</p>
Password requests	<p>Callers requesting the issue of authorised-user passwords must contact the NBSC for verification.</p> <p>They will then be issued with a reference number that they must quote to the HSH. This process is described more fully in <i>Section 4.3.3 Authorised-user password access</i>. Callers unable to quote the reference number will be refused access to the authorised-user password service.</p>
Fujitsu Services suppliers	<p>These groups are provided with a PATH code and will be subject to the same verification procedures as Post Office Ltd non-branch staff.</p> <p>Circumstances surrounding when these callers contact the HSH are described in <i>Section 4.3.5.3 Fujitsu Services</i>.</p>

Before calling the HSH, the caller should gather as much information as possible to enable the HSH operator to diagnose the nature of the problem swiftly.

#### 4.3.2 Call logging

The operator will attempt to resolve or diagnose the problem during this initial telephone call. The information will be recorded as an incident onto a helpdesk system and allocated a unique call reference number.

At the end of the call the operator will inform the caller of the call identity number and what action to expect next. This identity number should be recorded by the caller and quoted if the caller needs to ring the HSH about this incident. The caller will be advised if it is known that the problem relates to a major incident affecting multiple branches.

If the caller's query/problem is not resolved within the initial telephone call, the HSH will advise the caller the date/time by which they will next receive contact. (This contact will take the form of either a site visit by an engineer or a telephone call from someone in the Fujitsu Services support chain.)

#### 4.3.3 Authorised-user password access

There are two types of requirement for authorised-user password access:

- Planned, i.e. from Post Office Ltd Auditors in the case of an Audit visit, or Retail Network Managers/Retail Line Managers/Performance Improvement Advisors in the case of a planned branch closure.
- Unplanned, i.e. when a branch manager forgets their password or becomes locked out of the system by repeated incorrect entry of their password.

The authorised-user password is issued by the HSH once the caller has been verified by the NBSC.

The caller requiring authorised-user password access will call the NBSC and obtain verification and a unique reference number. The NBSC will then call the HSH quoting this unique reference number. The HSH will then call the branch asking for the unique reference number and ask them to perform the authorised-user password procedure sequence following instructions from the HSH. This will allow access to the system.

The authorised-user password is valid for one session only. When the caller logs out, the authorised-user password can no longer be used. Where the caller has forgotten the password it is a priority for them to set up a new password for normal use, using the procedures described in the CSR+ ACUA PPD [Ref. CS/PRO/090].

The system requires the authorised-user procedure sequence to be completed within five minutes of being started.

#### 4.3.4 Non-branch callers to the HSH

The HSH is available to take incident calls from sources other than Post Office Ltd branches. These sources are NBSC, TIP and OSG for Post Office Ltd operational calls and from within Fujitsu Services.

These non-branch callers will be pre-authorised by the allocation of a dummy FAD code (PATH code). This PATH code is allocated by Fujitsu Services who will agree the incident types available to be registered via this route.

Fujitsu Services	CSR+ HORIZON SYSTEM HELPDESK Processes and Procedures Description	Ref:	CS/PRO/092
		Version:	5.0
	COMMERCIAL IN-CONFIDENCE	Date:	25-MAR-2003

---

#### **4.3.5 Non-branch call sources**

##### **4.3.5.1 Post Office Ltd**

Post Office Ltd incidents affecting the EPOSS (Electronic Point of Sale Service), APS (Automated Payments Service) or reference data services that arise in the Post Office Ltd environment will also be reported to the HSH in accordance with agreed procedures.

##### **4.3.5.2 NBSC**

In the event of an unplanned post office closure, the affected post office will contact the NBSC and inform them. The NBSC will then contact the HSH on behalf of the affected post office to register an incident. The NBSC operator will need to quote the post office FAD code, their name and telephone number and the nature of the problem (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).

##### **4.3.5.3 Fujitsu Services**

Incidents arising from within the Fujitsu Services operation will result in a call to the HSH. Callers from within the Fujitsu Services operation will also have to pass the same verification procedure as a branch by providing a dummy FAD code or PATH code and name to access the HSH.

#### **4.3.6 Call escalation**

Call escalation can be interpreted in three separate ways:

- An incident passed through the support chain for resolution.
- SLA (Service Level Agreement) targets in jeopardy.
- A customer unhappy with the service.

##### **4.3.6.1 Incident passed through the support chain**

Once an incident is registered onto the HSH incident management system, it is likely to be passed along the support chain to different support groups who are responsible for different areas of the system, e.g. Networks. The HSH staff have visibility of all incidents and will track progress of the call throughout its life.

##### **4.3.6.2 SLA targets in jeopardy**

Should the SLA targets of a particular incident approach or pass minimum SLA levels, the HSH staff will begin to escalate visibility of this situation, using a manual escalation process to ensure timely escalation into Fujitsu Services, its supplier, and Post Office Ltd where appropriate.

This escalation procedure may utilise a problem manager at a predetermined point. The problem manager will be responsible for ensuring that the correct management and resources are in place to resolve the problem and restore the service levels. The problem manager will be supported by an agreed cross-boundary escalation process that covers the Post Office Ltd and Fujitsu Services organisations, should disputes of ownership and responsibility arise.

Fujitsu Services	CSR+ HORIZON SYSTEM HELPDESK Processes and Procedures Description	Ref:	CS/PRO/092
		Version:	5.0
	COMMERCIAL IN-CONFIDENCE	Date:	25-MAR-2003

---

#### **4.1.6.3 Customer unhappy with service**

The caller's view of escalation will arise should the caller be unhappy with the service provided or disagree with the progress or actions taken to resolve a particular incident. The caller will contact the NBSC to register his or her dissatisfaction.

All complaint calls will be brought to the attention of Fujitsu Services Service Management and are available to the Service Management Forum if requested.

#### **4.1.7 Inappropriate calls**

The HSH may be mistakenly contacted by persons not authorised to use the HSH. These callers will be unable to pass verification and will be refused access, an incident call will be recorded on the HSH incident management system.

Should the caller be authorised to contact the HSH and pass verification the HSH operator will establish the nature of the caller and if the issue is outside the responsibility of the HSH the caller will, where applicable, be re-directed to the correct helpdesk. An incident will be recorded on the HSH incident management system.

Callers requiring re-direction to another helpdesk will be supplied with the phone number of the appropriate desk, if known.

#### **4.1.8 Call redirecting**

If the HSH receives a call that is not appropriate to the HSH, where possible the HSH operator will advise the caller to ring the appropriate number. Where applicable the HSH operator will supply the phone number of the appropriate desk.

#### **4.1.9 Contingency**

The HSH service is provided from one site. Should this site become unable to take calls, within four hours Fujitsu Services will provide the following services from another site: telephony and call logging, the FAD list and the OBCS stop list. During the switchover time, the NBSC will take all calls.

## 5 HSH calls

This section gives descriptions of the calls that may be received by the HSH from PO branch staff and Post Office Ltd clients.

### 5.1 Business continuity

Problem	Description
Major incident affecting multiple branches	Should a call relate to a major incident affecting multiple branches, the caller will be advised that their post office FAD code will be added to the master call relating to this incident.

### 5.2 Change

Problem	Description
Post office planned temporary closure	Planned changes are managed in conformance with the processes for Operational Business Change established between Post Office Ltd and Fujitsu Services.
Post office planned reopening	
Post office planned permanent closure	The processes are based on the delivery of change to agreed timescales, the detail of which can be found in:
Post office planned relocation	Pathway/POL Interface Agreement - Outlet [Ref. CS/IFS/003]
Post office configuration change	Pathway/POL Interface Agreement - Product [Ref. CS/PRD/058]
Weigh scales	



### 5.3 Emergency closure

Problem	Description
Post office emergency closure	The NBSC acts as business support for the branches and will be contacted in the event of a branch closing on an emergency basis. The NBSC will inform Fujitsu Services of all such instances by logging an incident call on the HSH quoting the post office FAD code, the caller's name and contact number and the nature of the closure. The HSH will cancel any planned engineer visits to that site, as outlined in the document:  The Management Process for Operational Business Change - Outlets [Ref. CS/PRD/0029].
Post office reopening (no change)	

### 5.4 Environmental

Problem	Description
Environmental issue	The HSH should be informed if the branch is open and the equipment is working but service is expected to be interrupted for some environmental reason; for example, the branch manager may have a planned power outage for work on site. The HSH will record the details and take any necessary action; such as, in the case of a planned power outage, noting the reason for non-polling.
Post office power failure	All power issues are referred to the NBSC.  However, the HSH log reports power failures for information, as a cause of non-polling.

## 5.5 Hardware

Problem	Description
Back office printer fault	If a problem arises in using the equipment installed at the branch, e.g. because the equipment is damaged, the branch manager or branch staff will ring the HSH to gain access to suitable support. The caller will be required to make a note of the activity being performed when the problem arose, before the HSH is called.
Bar-code reader fault	
Counter printer fault	
Keyboard fault	In the event of a branch PC system failure or a peripheral failure, the HSH will allocate an engineer to attend the post office. The caller will be told when the engineer is expected to arrive.
Magnetic card reader fault	
Monitor fault	The engineer will normally carry spare parts with him; however occasionally spare parts may need to be couriered to the post office. In this instance the engineer will arrive shortly after the spare part has been delivered. The post office will be informed in advance to expect a spare part to be delivered.
Monitor touch facility not functioning	
PIN pad fault	Once at the post office the engineer will replace the faulty part, test its operation and then check that the branch manager is happy that the system is now operational. The engineer will remove any broken equipment when he leaves.
Processor fault	
Secure ISDN box <sup>1</sup>	If equipment is damaged the engineer will complete a report on the circumstances surrounding the damage which will be agreed and signed by the branch manager.
Smart card reader fault	
	For more details see the CSR+ Operating Environment PPD [Ref. CS/PRO/097].

<sup>1</sup> The secure ISDN box is the lockable cabinet that contains the robust socket at secure locations e.g. serving points for trolleys and mobiles.

## 5.5 Hardware (cont)

Problem	Description
Both PMMCs or spare PMMC lost	<p>Each time a PC is powered on, the Post Office Log On (POLO) procedure must be performed. The branch manager is issued with a PMMC card plus a spare and PIN when the equipment is installed. This card and PIN must be kept in separate secure locations and used when the equipment is powered on after being switched off as described in the CSR+ Access Control and User Administration PPD [Ref. CS/PRO/090].</p> <p>If either both cards or just the spare card is lost, the HSH must be contacted.</p> <ul style="list-style-type: none"><li>• If both cards are lost, stolen or damaged, then the system will be declared down and an engineer dispatched to replace the cards and bring the system back into operation. The branch manager, when completing the Service Visit Report Card, will declare whether the cards were lost, stolen or damaged and will surrender any damaged cards to the engineer.</li><li>• If only the spare card has been lost, stolen or damaged, then a replacement is posted.</li></ul> <p>(For the loss of the active card or PIN, see <i>Section 5.13 Software</i>.)</p>

## 5.6 Inappropriate helpdesk

Problem	Description
POL business issue POL Horizon issue	Should a member of the branch staff contact the HSH with a problem that does not relate to the Fujitsu Services system, they will be referred to the NBSC.
NBSC referred call	<p>Should the NBSC incorrectly refer a branch caller to the HSH:</p> <ul style="list-style-type: none"><li>• If the problem is a POL business issue, the caller will be transferred back to the NBSC.</li><li>• If the problem is a POL Horizon issue, the HSH will resolve it.</li></ul>

## 5.7 Network

Problem	Description
Communication with the centre failed, could not get security data	<p>If a member of the branch staff reports that the system displayed a message during a POLO procedure to say that communication with the centre failed and it could not get new security data, the HSH will establish the cause of the failure.</p> <ul style="list-style-type: none"><li>• If the branch is not currently authorised to collect the security data (for example, because an authorisation granted by the automated systems has expired), the HSH will invoke the necessary authorisation (known as 'opening the door'). If the HSH are unable to do this, the incident will be passed into the Fujitsu Services support organisation.</li><li>• If the branch cannot communicate with the centre via the WAN, then the HSH will ensure that the communications problem is resolved.</li></ul> <p>The HSH may advise the branch to continue using the old security data whilst the problem is being resolved.</p>
LAN failure (disconnected node)	<p>The network is monitored centrally and any fault will most likely be resolved before it becomes visible to the post office. However, should the post office encounter networking difficulties the HSH should be contacted. Networking difficulties are likely to show themselves as messages saying that the central system cannot be contacted. If this occurs, a member of the branch staff should contact the HSH who will take details of the network fault.</p> <p>The fault will be investigated and corrected by support staff who will inform the branch manager when the network link has been restored. In the event of a LAN or WAN failure, the HSH will allocate a Fujitsu Services or BT engineer as appropriate to attend the post office. The caller will be told when the engineer is expected to arrive.</p>
WAN failure (ISDN)	
Satellite/PES	
Unable to contact HQ	
Hardware swap/adjustment due to network error	<p>The engineer will report the action taken to resolve the LAN or WAN failure.</p> <p>(Should a member of the branch staff wish to cancel a planned engineer visit, they should contact the HSH.)</p>

## 5.8 Operational

Problem	Description
File transfer problem	Incidents arising from the transfer of data into and out of the Fujitsu Services environment and systems should be registered on the HSH. The HSH will pass these incidents initially into Fujitsu Services operations who will investigate the nature of the incident and pass the call into second line support if necessary.
Remote systems hardware	
Remote systems network	
Remote systems software	

## 5.9 Other queries

Problem	Description
Caller fails initial verification	Callers who ring the HSH in error and are not authorised to use the HSH, will be refused access to the HSH and directed to the NBSC.
Caller hung up or wrong number	Should the caller terminate the call or contact the HSH as a wrong number, the HSH will take no action.
Compliment	Should a branch or the NBSC wish to register a positive comment about the Horizon system or service, the compliment is recorded.
OBCS stop list enquiry	<p>If the customer wishes to make an OBCS encashment during a period of system failure, the HSH will ask the caller for the Customer Reference Number, Order Book Serial Number and Common Payment Package Number. The HSH will then check the database and advise the caller of the following:</p> <ul style="list-style-type: none"><li>• If there is no stop in place, to make the encashment.</li><li>• If there is a stop in place, not to make any encashments but to impound the book.</li><li>• If there is a recall in place with the effective date of today or earlier, to encash one valid foil and impound the book.</li><li>• If there is a recall in place with the effective date of later than today, to encash valid foils dated prior to and including today and impound the book.</li></ul>

Fujitsu Services      **CSR+ HORIZON SYSTEM HELPDESK Processes and Procedures Description**      Ref:      **CS/PRO/092**  
Version:      **5.0**  
COMMERCIAL IN-CONFIDENCE      Date:      **25-MAR-2003**

---

## 5.10 Reconciliation

Problem	Description
Reconciliation/ business incident	<p>Reconciliation incidents will be raised from various sources: the branch staff, Post Office Ltd concerning the EPOSS, APS and Reference Data services, and Fujitsu Services Business Support for all services.</p> <p>All incidents will be registered on the HSH and will be passed directly to the Fujitsu Services Business Support Unit where they will be categorised according to the service affected and will range from payment problems to accounting anomalies. They will be given an incident priority based on the nature of the incident.</p>



## 5.11 Reference data

Problem	Description
Address/phone number incorrect	Should a member of the branch staff contact the HSH to report that the address or phone number of the branch is incorrect, the HSH will refer the caller to the NBSC for confirmation of the correct details for the branch. The HSH will confirm with the NBSC that the relevant reference data has been sent to Fujitsu Services.
Missing icon/product (core product and AP)	Should a member of the branch staff contact the HSH to report that the icon for a core product or AP appears to be missing, the HSH will refer the call to Fujitsu Services for investigation. The HSH will confirm with the NBSC that the relevant reference data has been sent to Fujitsu Services.
Missing icon/product (non-core product)	Should a member of the branch staff contact the HSH to report that the icon for a non-core product appears to be missing, the HSH will refer the caller to the NBSC for confirmation that the branch should be selling the product.
Fujitsu Services or Post Office Ltd reference data incorrect	When the expert teams in Fujitsu Services or Post Office Ltd identify incidents caused by incorrect reference data, they are logged in the appropriate domain for resolution.
Product detail incorrect	Should a member of the branch staff contact the HSH to report that the details of a product appear to be incorrect, for example price, the HSH will refer the caller to the NBSC for confirmation of the correct details. The HSH will confirm with the NBSC that the relevant reference data has been sent to Fujitsu Services.

## 5.12 Security

Problem	Description
Authorised-user password required	<p>Passwords within an office are controlled by the manager, and if a member of staff forgets their password the manager can reset it. If the manager forgets their password they should contact the NBSC; an emergency password can then be issued by the HSH using the authorised-user password procedure to allow them to reset their own password. Audit staff will also need access to the system and require use of the authorised-user service to gain access. Each person authorised to use this service will be pre-registered and will have to undergo a verification procedure before access to the authorised-user service is permitted.</p> <p>Once verified the caller will be issued with a password that is valid for only one session and cannot be used again. (Further information on using authorised-user passwords is given in the CSR+ Access Control and User Administration PPD [Ref. CS/PRO/090].)</p>
System access issue	<p>The HSH is available to offer advice if user error occurs during POLO (for example, a PIN mistype), or to provide guidance on powering up or safely powering down the system (for example, during power outages).</p> <p>If the manager forgets their password/gets locked out, then the caller is referred to the NBSC for the provision of an authorised-user password, or advised in the case of user error.</p> <p>(If a clerk/supervisor forgets their password/gets locked out and contacts the HSH, then the call is dealt with as an inappropriate helpdesk call on a POL Horizon issue (see Section 5.6).)</p>

### 5.13 Software

Problem	Description
Active PMMC or PIN lost	<p>Each time a PC is powered on, the Post Office Log On (POLO) procedure must be performed. The branch manager is issued with a PMMC card plus a spare and PIN when the equipment is installed. This card and PIN must be kept in separate secure locations and used when the equipment is powered on after being switched off as described in the CSR+ Access Control and User Administration PPD [Ref. CS/PRO/090].</p> <p>If the active card or PIN is lost, the HSH must be contacted. The HSH operator will ask a series of questions to verify the identity of the caller and then pass the caller on to a second-line support technician. The technician will then assist the branch manager to generate a new PIN or allocate a PIN to the spare card. This process involves the caller following verbal instructions from the HSH technician. In extreme cases, where the system cannot generate the PIN easily, the caller will be taken through the underlying recovery process that involves typing a 15-character Fallback Response Code into the Horizon system.</p> <p>The new PIN must be stored securely as instructed in the CSR+ Access Control and User Administration PPD [Ref. CS/PRO/090]. In the case of a lost card, this procedure invalidates the lost card and a replacement card is ordered for issue to the post office to use as a spare.</p> <p>(For the loss of both cards or just the spare card, see <i>Section 5.5 Hardware</i>.)</p>
Key refresh – update security data	<p>When a key refresh is required, the manager of the branch will receive a memo via the Memo View facility advising them to update the PMMC. They may contact the HSH if they need assistance in performing the security data update process.</p> <p>This call is also used by the Fujitsu Services Horizon Incidents Team where a branch needs to be contacted and asked to complete the security update.</p>
Security data was unusable	<p>If a member of the branch staff reports that the system displayed a message during a POLO procedure to say that the security data received was unusable, the HSH will advise the caller to retry the procedure. If the fault recurs, then the incident will be passed into the Fujitsu Services support organisation.</p>

---

Hardware problem requiring reboot or print queue deletion	Software problems can arise in the form of an error message displayed on the screen or during the use of the system when something fails to work as expected. Branch staff should record any messages appearing on the screen or details of what activity was being undertaken at the time of the problem and advise the HSH operator of these messages and actions.
Other software error	Details of the incident will be captured by the HSH operators who will determine the nature of the problem, allocate a call identification number and inform the caller of the next expected action.
System freeze/slow response	If the problem has occurred before and has been previously resolved, the operator will issue instructions to the caller to perform an authorised temporary procedure or alternatively the HSH operator may attempt to resolve the problem by repeating the process on the HSH reference system.
System message displayed on screen	If the problem requires a more technical solution the incident will be passed into the Fujitsu Services support organisation. The incident will then be investigated and an authorised temporary procedure or resolution may be applied. The support technicians may contact the caller to understand the incident circumstance more fully or to gather more evidence to assist the investigation. If a branch is contacted by a support technician, the support technician will quote the call reference number.
Processor swap/adjustment due to software error	The engineer will report the action taken to resolve the software failure.  (Should a member of the branch staff wish to cancel a planned engineer visit, they should contact the HSH.)

---