

Fujitsu Services  
LimitedFujitsu Services/Post Office Ltd Operational  
Business Change – Branch Interface Agreement

Ref: CS/IFS/003

Version: 7.0

Commercial in Confidence

Date: 20/12/05

**Document Title:** Fujitsu Services/Post Office Ltd Operational Business Change –Branch, Interface Agreement**Document Type:** Interface Agreement**Release:** N/A**Abstract:** This document sets out the interface between Fujitsu Services and Post Office Ltd in respect of Operational Business Change – Branch. It defines the customer and supplier responsibilities which both Post Office Ltd and Fujitsu Services must undertake in order to support the delivery of change to the Post Office network.**Document Status:** APPROVED**Originator & Dept:** Ian Venables, Fujitsu Services Limited (Post Office Account), OBC Service Delivery Manager**Contributors:** Ian Venables, David Anders, Paul Kirk**Internal Distribution:** Ian Venables; Nikki Hawkins;**External Distribution** David Anders; Rabia Cody; Tony Marsh; Bernadette O'Donnell; Paul Kirk; Kevin Parkin; Steve Bates; David McLaughlin; David Thompson; Della Latham; Alan Hudson**Approval Authorities:**

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## 0.0 Document Control

### 0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/Pin/ICL
0.1	4/10/98	First draft	
0.2	17/11/98	Second draft – supersedes first draft.	
0.3	30/11/98	Third draft incorporating comments received.	
1.0	1/4/99	Issued to definitive status	
1.1	2/7/99	Issued following formal review with PON	
2.0	7/7/99	Definitive for issue under CCN	
3.0	19/7/99	Definitive version for approval	CCN 512a
3.1	20/04/01	To introduce weigh scales, flat screens, trolleys, mobiles & satellite services.	
3.2	4/6/01	To incorporate comments following a Post Office Ltd meeting on 10 <sup>th</sup> May 01.	
3.3	17/05/01	To incorporate comments from Post Office Ltd by e-mail.	
3.4	24/1/02	To include changes to emergency closure process.	
3.5	26/3/02	To change PON to POL, to include supply of UPS, to make changes to the emergency closure section.	
3.6	06/08/02	To review for network banking implications; change ICL Pathway to Fujitsu Services and POL to Post Office Ltd; Change of document title to match other OBC documentation	
3.7	04/09/02	To incorporate review comments received and amend service lead times.	
4.0	25/09/02	Definitive version for approval	
5.0	09/12/02	To incorporate comments from reviewers to version 4.0, and to issue for Agreement	
5.1	07/02/03	Interim update arising from new contractual arrangements, and amendment of minor errors in version 5.0	
5.2	27/10/03	Updated following review comments to v5.1	

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6.1	04/03/05	<del>Document updated during walkthrough review with David Anders and Denise Miller</del>	
6.2	15/09/2005	To incorporate review comments received	
6.3	2/11/05	Updated following review comments and to incorporate latest version of the E2E processes	
7.0	20/12/2005	Updated after Review for Approval	

## 0.2 Review Details

Review Comments by:	09/01/06
Review Comments to:	Ian Venables

Mandatory Review Authority	Name
Fujitsu Services	N. Hawkins
	H. Forrest
	P. Purewal
	I. Venables
Post Office Ltd	D. Anders
	R. Cody
	P. Kirk
	K. Parkin
	N. Samuel
	S. Bates
	D. Thompson

## 0.3 Associated Documents

	Reference	Version	Date	Title	Source
1	CS/PDN/015	7.4	31/10/05	Operational Business Change – Branch, Service Descriptions and Schedule of Service Prices	Fujitsu Services
2	CS/STD/001	3.0	20/09/04	Definition of Compliant Counter for	Fujitsu Services

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				OBC	
3			DRAFT 21/12/05	HSD Planned and Unplanned Closure Process	Fujitsu Services
4	CS/OLA/035	20/04/0 5 V5	20/04/05	Operational Business Change – Network, Operational Level Agreement	Fujitsu Services
5	The Agreement between Fujitsu Services and Post Office Ltd dated 28 July 1999 as amended, in particular by CCN1100 (the 'Agreement')	1.0	28/07/99 as amended3 1/12/02	The Schedules to the Agreement	Post Office Ltd or Fujitsu Services
6	CHE/NET/003	0.3	22/07/02	OBC Network Operational Review Forum – Terms of Reference	Post Office Ltd
7	CS/PRD/058	13.0	In Review	Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change – Reference Data	Fujitsu Services

## 0.4 Abbreviations/Definitions

Abbreviation	Definition
ADSL	Asynchronous Digital Subscriber Line
AIM	Area Intervention Manager
BM	Post Office Branch Manager
BO	Post Office Branch Office – a Branch which is managed directly by Post Office Ltd, also known as 'Directly Managed'
BT	British Telecom



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CCN	Change Control Number
CRT	Cathode Ray Tube – a ‘television’ style counter monitor
FAD	Finance Accounts Division – a Post Office group that formerly issued unique identifying codes for branches. The term continues to be used to refer to the branch 7-digit unique identifying code.
Fujitsu Services	Fujitsu Services Ltd (Post Office Account)
FIM	Post Office Ltd – Network – Field Implementation Manager
HNS	Hughes Network Solution – the providers of satellite communications solutions
HSD	Fujitsu Services Horizon Service Desk
ID	Identifier
IM	Post Office Ltd – Network – Implementation Manager.
IPM	Post Office Ltd – Network – Implementation Project Manager.
IS	Post Office Ltd – Network – Implementation Support (a member of the Implementation team)
ISDN	Integrated Services Digital Network
LAN	Local Area Network
MID	Merchant Identifier – used to denote a branch for Debit Card and Bureau purposes
MPG	Multi-Position Gateway base unit
NBSC	Post Office Ltd Network Business Support Centre
NRP	Network Re-invention Programme
NS	Post Office Ltd – Network Support
OBC	Operational Business Change
OBC BORF	Operational Business Change – Branch Operational Review Forum
OCMS	Outlet Change Management System
PayPole	A support bracket fixed to the counter for mounting a PIN Pad
PES	Personal Earth Station – part of the satellite communications equipment
PIN Pad	Personal Identification Number Pad – a keypad used in conjunction with network banking transactions to enter Personal Identification Numbers
POL NIST	POL Network Implementation & Security Team
Powerhelp	The Fujitsu Services Horizon Service Desk call logging and

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	recording tool
PMMC	Postmaster's Memory Card – used to initialise counters
POEX	Post Office Limited External – a helpdesk for external customer enquiries
Post Office Ltd	Post Office Limited
Remedy	A Post Office Limited Call Logging and Incident Management system
RDMC	Fujitsu Services Reference Data Management Centre
RDORF	Reference Data Operational Review Forum
RDOT	Post Office Ltd Reference Data Operations Team
RDS	Post Office Ltd Reference Data System
AIM	Post Office Limited Area Interface Manager
Romec NPG	Royal Mail Engineering Contracting – Subcontractors for the supply of branch surveys and preparation work
SAP	Systeme, Anwendungen, Produkte in der Datenverarbeitung AG (a German software manufacturer)
SMC	The Fujitsu Services System Management Centre
SPG	Single Position Gateway base unit
Spmr	Sub-Postmaster
SSC	Fujitsu Services Systems Support Centre
TID	Terminal Identifier – used to denote an individual branch counter for Debit Card and Bureau purposes
Triage	Fujitsu Services nominated repair facility
UPS	Uninterruptible Power Supply
VSAT	Very Small Aperture Terminal – a term used to describe the type of application used for satellite communications to a branch

## 0.5 Changes in this Version

Version	Changes
6.0	Update to reflect comments to draft version 5.2.

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	Incorporation of revised OBC Branch processes following review.
6.1	Document updated during walkthrough review with David Anders and Ian Venables
6.2	To incorporate review comments received
6.3	Updated following review comments and to incorporate latest version of the E2E processes
6.4	For Approval after completion of review comments

## 0.6 Changes Expected

Changes
<ul style="list-style-type: none"><li>• The appended E2E processes will be modified and supplemented shortly to meet business developments with the additional services of “Opening directly to ADSL”, “Porting of Telephone Number”, “Porting of ADSL Service” and changes to archiving timescales.</li><li>• The new escalation matrix will be included shortly following its amendment by David Thompson of POL. To replace existing matrix at appendix 4.</li></ul>

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## 1.0 Background

This document sets out the Interface Agreement between Fujitsu Services and Post Office Ltd in respect of Operational Business Change - Branch. It defines the customer and supplier responsibilities which both Post Office Ltd and Fujitsu Services must undertake in order to support the delivery of change to the Post Office network.

## 2.0 Intent of this Agreement

The intent of the Agreement is to:

- Establish effective co-operation between Fujitsu Services and Post Office Ltd in the delivery of Operational Business Change to Post Office branches.
- Agree roles and responsibilities and detail the interactions that must take place, between Post Office Ltd and Fujitsu Services to ensure the successful delivery of changes within the Post Office network.
- Provide a contractually recognised definition of the roles and responsibilities of Post Office Ltd and Fujitsu Services in respect of delivering change to the Post Office network in the most efficient and cost effective manner.
- To formalise contractually between Fujitsu Services and Post Office Ltd, the End-to-End OBC Branch Processes, as appended to this Agreement

## 3.0 Scope

Post Office Ltd requires support for the Operational Business Change procedures they operate within their network.

Procedure Types:

Emergency procedures are those procedures used to identify and escalate “unplanned” change and predominantly relate to the emergency closure of Post Office branches. These procedures are detailed briefly within this Agreement at Section 8.2

- Planned procedures detail how “planned” Post Office branch change will be managed

This Agreement defines how Post Office Ltd and Fujitsu Services will work together to support Post Office Ltd change procedures, when those procedures are used to request changes detailed within Document Ref. 1

Document Ref.1 represents the totality of change types that are governed and supported through this Agreement. The specific areas described within this Agreement are:

- Key Responsibilities & Roles
- OBC Branch operating principles



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- Change communications channels
- Incident and Problem Management

## 4.0 Change Control

This document is to be held as a contractually controlled document, which shall be subjected to regular joint reviews by Post Office Ltd and Fujitsu Services. Such review shall be at least annually, and following any major changes to the OBC processes.

## 5.0 Responsibilities – General

In the context of this Agreement for OBC Branch change:

- Post Office Ltd is responsible for the management and implementation of change within the Post Office network
- Post Office Ltd is responsible for the definition and inclusion of their change requirements within Document Ref. 1
- Fujitsu Services is responsible for supporting Post Office network change, through the delivery of the operational services described in Document Ref. 1.
- Both parties are responsible for monitoring and reporting on those OBC branch change activities which happen within the respective organisations, and in seeking to improve performance in the delivery of OBC branch change.
- Post Office Ltd is responsible for the maintenance and security of the OBC Team mail box – i.e. POL NIST OBC; POL\_NIET\_CENTRAL\_OBC mailbox. The OBC Branch Change Mail Box is covered in greater detail in section 9.1 below.
- Both parties are responsible for adherence to this Agreement.
- Both parties will work together to adjust between them the specific responsibilities detailed in paragraph 6.0 where necessitated by individual OBC Branch Change circumstances.
- Where a change is required which does not fall within the scope of a standard service listed below in Appendix 1, the change must be ordered as a Service OBC013 (Ad Hoc Change); the responsibility of each party to perform individual aspects of such changes will then be the subject of individual agreement. Examples of this would include the installation or decommissioning of “event offices”, where the work is carried out wholly by Fujitsu Services; in this particular case, the completion of a survey and prep where required, the lay-out of the Horizon equipment, and the subsequent removal of the equipment would all become a Fujitsu Services responsibility, whereas under the standard process these areas of responsibility would be in the Post Office Ltd domain.

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## 6.0 Responsibilities - Specific

### 6.1 Post Office Ltd

Post Office Ltd is responsible for:

- a. The identification of the change from Document ref. 1 and the application of the appropriate procedure type.
- b. The communication of planned change requests to Fujitsu Services - via the OBC Team mailbox- using the agreed processes.
- c. Use of agreed file naming conventions for OBC Team mailbox communication.
- d. The communication of unplanned emergency closure requests to Fujitsu Services – via the Horizon Systems Helpdesk.
- e. For all changes the provision of purchase order numbers at the time of change order. This purchase order number will be known as the Change Control Number.
- f. The communication of reference data changes via the agreed reference data processes.
- g. The verification of the reference data that has been changed in response to a change request.
- h. Adherence to the change process timescales detailed within Appendix 1 below.
- i. The communication of Post Office branch closure, Post Office branch – Alternate Office and Post Office branch opening information to Post Office Customers and Clients.
- j. The communication of change exception information to Fujitsu Services. (E.g. change in delivery date)
- k. The final sign-off for the completion of change activity.
- l. The maintenance of the Post Office Ltd details within the OBC Branch change contacts list.
- m. Ensuring that branches provide access for Fujitsu Services staff or subcontractors who are attending at agreed and scheduled appointment times.
- n. Ensuring that branches inspect and verify the proof of identity provided by Fujitsu Services representatives upon arrival at the branch
- o. Ensuring that work being carried out in support of planned OBC branch change either by the Branch Manager, the Branch Manager's representatives, or other subcontractors of Post Office Ltd, is completed in accordance with the change process timescales detailed within Appendix 1 below.
- p. Ensuring that Horizon Equipment or packaging material is kept safe during the period when it is the responsibility of Post Office Ltd or its subcontractors
- q. The safe carriage of Horizon Equipment or packaging material from/to Triage to/from Post Office branches.
- r. Ensuring that removal, relocation or installation of the Horizon Counter Equipment is performed in accordance with instructions provided to Post Office Ltd by Fujitsu Services
- s. Requiring branch managers to advise Fujitsu Services staff or subcontractors of any health and safety risks that may be present on the premises in the area where Fujitsu Services staff or subcontractors will be working, prior to the works commencing on site. Branch

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Managers must be required to work with the Fujitsu Services representatives to minimise any such risks arising from the OBC Branch activity.

- t. The disconnection of the Horizon electrical circuit(s) at Horizon enabled Post Office branches.
- u. The provision or installation of a dedicated live electrical circuit for the Horizon system. The circuit must meet electrical regulations and the jointly agreed requirements of the Horizon system (as detailed in Document Reference CS/STD/001)
- v. The delivery of an Horizon compliant Post Office counter provided as part of an OBC branch change. The counter must support jointly agreed standards for the implementation of the Horizon system, as defined in Document Reference CS/STD/001
- w. The creation of new system roles, passwords, and making available the PMMC card at the time of system installation.
- x. Post Office Ltd is responsible for the supply of additional MIDs and TIDs as necessary
- y. Arranging and chairing regular OBC Branch Operational Review Forums
- z. Ensuring that Branch Managers are aware that no kit is to be interfered with/switched off at any time.

## 6.2 Fujitsu Services

Fujitsu Services is responsible for

- a. The acceptance, acknowledgement via the return of a POL Receipt spreadsheet within 48 working hours, and implementation of change requests electronically sent, by Post Office Ltd, to the OBC Team mail box.
- b. The verification and delivery of unplanned emergency closure requests received through the Horizon Service Desk.
- c. The management of the delivery of those aspects of change services which are the responsibility of Fujitsu Services.
- d. Use of agreed file naming conventions for OBC Team mailbox communication.
- e. The receipt and progression of reference data changes through agreed reference data change procedures.
- f. The provision of changed reference data for verification in accordance with agreed procedures.
- g. The assessment of planned changes and the identification of the change services needed to satisfy specific changes.
- h. Adherence to the timescales detailed in Appendix 1 below.
- i. The planning and delivery of Horizon activity and the prompt provision of work schedules to Post Office Ltd POL NIST for those aspects of changes which are the responsibility of Fujitsu Services.
- j. The provision of change prices through Document Ref. 1
- k. Communicating issue and exception information to Post Office Ltd to enable them to manage and control all their relevant change activity on the Post Office Ltd side of the change interface.
- l. The provision of a quarterly invoice net of credits due, and also a monthly invoice summary, with detailed supporting information provided in spreadsheet form.

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- m. The maintenance of the Fujitsu Services details within the OBC Branch change contacts list
  - n. Ensuring that Fujitsu Services representatives attending branches produce proof of identity to the branch manager
  - o. Ensuring that Fujitsu Services employees or subcontractors undertake a risk assessment, and provide full details to the branch manager of any health and safety risks associated with the works they will be carrying out, prior to the works commencing on site.
  - p. Provision of communications solution to the branch (ISDN, ADSL or VSAT as appropriate)
  - q. The supply of refurbished and tested Horizon equipment appropriate to the branch configuration and at the correct software build level and/or any associated packaging
  - r. The delivery of services specified in Appendix 1, including asset management, effecting amendments to branch configurations, and Horizon equipment on-site commissioning and configuration services.
  - s. The removal, relocation or installation of Horizon systems where appropriate, as detailed in the service descriptions (Appendix 1)
  - t. The provision of weekly and monthly reports on the performance of the Fujitsu Services OBC Branch services, against the targets and criteria detailed in Document Reference CS/OLA/035
  - u. Attending the OBC Branch Operational Review Forums to review service performance
  - v. The provision of service management to address late breaking developments or incidents, that would otherwise impact planned OBC go-live dates. Where appropriate, and by agreement with Post Office Ltd., invoke emergency service arrangements. These are outlined in Appendix 2.
  - w. The formulation and regular updating of a calendar specifically for the OBC BORF for future Software Releases, Data Centre Upgrades and any “events” that have the potential to necessitate an embargo or to disrupt those OBC Branch changes requiring configuration work by Fujitsu, for example: Openings, Relocations, Counter Increases/Counter Decreases.
  - x. To provide POL NIST with at least 10 weeks advance notification of future Software Releases and Data Centre Upgrades and with information on the potential impacts and their severity on POL’s OBC Branch operations.
  - y. To ensure that adequate contingency arrangements are in place to help POL to minimise any operational disruption.
  - z. Where possible and agreed with the Postmasters or Sub Postmasters Fujitsu engineers will remain on site until all configuration work has been completed.

## 7.0 Operational Business Change – Branch; Key Roles

The following are the key roles within Operational Business Change:



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## **7.1 The Post Office Ltd POL NIST**

The Post Office Ltd POL NIST will act as the normal Post Office Ltd point of contact for Fujitsu Services, and as the originator of change instructions issued to Fujitsu Services. The team will be responsible for:

- The checking, authorisation and forwarding of verified OBC20 forms to Fujitsu Services
- The completion and forwarding of OBC 22 Reference Data forms to Post Office Ltd RDOT, and the completion and forwarding of OBC 24 Reference Data Receipt and Verification forms to Fujitsu Services, for the authorisation of data that is not pre-authorised.
- Maintenance of an OBC23 audit record of changes.
- Checking invoices and support material for change work submitted by Fujitsu Services, and raising any subsequent queries
- The issuing of amendments to planned Change activities through the submission of version controlled OBC21 forms to Fujitsu Services
- The management of OBC Branch queries or issues

## **7.2 The Post Office Ltd Implementation Project Manager**

The Post Office Ltd IPM will act as a Post Office Ltd point of contact for Fujitsu Services for the management of planned change and will be responsible for:

- The identification of changes, or amendments to changes, on behalf of Post Office Ltd, and the translation of those changes into orders via the completion of an OBC20 form.
- Ensuring that change information passed to Fujitsu Services is accurate, complete and timely.
- The setting of dates for the scheduling of activities in strict accordance with the process definitions shown in Appendix 1.
- Acting as a point of contact within Post Office Ltd for exception information relating to changes in progress
- The end-to-end management of change processes from the Post Office Ltd perspective.
- Ensuring that other subcontractors to Post Office Ltd, or to the Post Office branch manager, complete their own activities to schedule, so as to enable Fujitsu Services to deliver those aspects contracted to them as planned.
- Arranging and overseeing site meetings, explaining to the Branch Manager his/her responsibilities and ensuring that they are discharged and attending site on work critical dates.

### 7.3 The Post Office Ltd Implementation Manager

The Post Office Ltd IM will act as a point of escalation see Appendix 4 within Post Office Ltd, as detailed in paragraph 8.3 of Document Reference CS/OLA/035. Escalation will be to the Fujitsu Services Operational Business Change Team Leader in cases where:

- A proposed OBC Branch Change cannot be delivered as planned, and any of the provisions set out in Appendix 2 below are requested
- Where the Post Office Ltd Implementation Project Manager and the Fujitsu Services Operational Business Change team have failed to agree on a suitable approach to meet the requirements

### 7.4 The Post Office Ltd – Field Implementation Manager

The Post Office Ltd Field Implementation Manager will act as a point of escalation see Appendix 4 within Post Office Ltd, as detailed in paragraph 8.3 of Document Reference CS/OLA/035. Escalation see Appendix 4 will be to the Fujitsu Services OBC Service Delivery Manager in cases where:

- An OBC Branch Change is required to be delivered which, for business requirements, does not meet the normal lead times defined in Appendix 1. All such cases will be considered within the parameters of paragraph 10.2 below.
- Where the Post Office Ltd Implementation Manager and the Fujitsu Services Operational Business Change Service Delivery Manager have failed to agree on a suitable approach to meet the requirements

### 7.5 The Post Office Ltd OBC Process Manager

The Post Office Ltd OBC Process Manager will represent Post Office Ltd in defining the OBC service requirements and performance targets, and will be responsible for:

- The definition of Post Office Ltd's requirements for OBC – Branch services and supporting OBC – Branch processes
- Chairing and managing the OBC BORF to review service performance (Document Reference CHE/NET/003)
- Identifying, developing and implementing OBC - Branch process and service improvements within Post Office Ltd
- Maintaining a point of contact with the Fujitsu Services OBC Service Delivery Manager for the ongoing review of the OBC process
- Acting as an escalation route where necessary, to the Fujitsu Services OBC Service Delivery Manager, or to the Horizon Service Management Forum (HSMF).



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- Modifying internal Post Office Ltd OBC Procedures to support and reflect the revised content of the Interface Agreement and other OBC – Branch Contract Controlled Documents.
- Reviewing the Interface Agreement and other OBC – Branch documentation in a comprehensive and timely manner.
- Arranging for the provision of additional MIDs or TIDs for use with the Debit Card service provision, as and when necessary

## **7.6 The Fujitsu Services Operational Business Change Team**

The Fujitsu Services OBC Team will act as a point of contact within Fujitsu Services for Post Office Ltd, and will implement the planned Change instructions. They will:

- Schedule the delivery of the Fujitsu Services elements of change services
- Log a Powerhelp call for each change type notified to Fujitsu Services. This call will be used to record and monitor the attendance on site of a Fujitsu Services engineer where appropriate, and to manage the movement of Horizon assets whilst in the care of other subcontractors to Post Office Ltd
- Ensure that change information is communicated from Fujitsu Services to Post Office Ltd
- Identify and manage exceptions to changes in progress (relating to Fujitsu Services activities) and advise Post Office Ltd without undue delay

## **7.7 The Fujitsu Services Operational Business Change Team Leader**

The Fujitsu Services OBC Team Leader will be responsible for:

- The management of service exceptions on behalf of Fujitsu Services
- The end to end management of change processes from the Fujitsu Services perspective
- The management of the Fujitsu Services Operational Business Change Team
- Acting as a first point of escalation for service exceptions
- The management of services provided by subcontractors acting on behalf on Fujitsu Services in the delivery of Changes.

## **7.8 The Fujitsu Services Service Delivery Manager**

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The Fujitsu Services Service Delivery Manager will represent Fujitsu Services in negotiating with Post Office Ltd on the range of OBC services and reporting on performance targets, and will be responsible for:

- Implementing changes to the structure and range of OBC services to meet the requirements of Post Office Ltd
- Representing Fujitsu Services at the OBC BORF
- Providing performance statistics to the OBC BORF and reviewing the OBC delivery performance
- Identifying, developing and implementing OBC - Branch process and service improvements within Fujitsu Services
- Maintaining a point of contact with the Post Office Ltd OBC Process manager for the ongoing review of the OBC process
- Acting as an escalation route to the Post Office Ltd Field Implementation Manager, or Post Office Ltd OBC Process Manager or to the Service Management Forum
- The maintenance and updating of Fujitsu Services OBC – Branch documentation, including this Interface Agreement, the Operational Level Agreement (Document Reference CS/OLA/035) and the Service Descriptions and Schedule of Service Prices (Document Reference CS/PDN/015).

## 7.9 Post Office Ltd Network Business Support Centre

The NBSC will be the single Post Office Ltd point of contact for Fujitsu Services for the management of unplanned changes and will be solely responsible for the authorisation and request of emergency closures on behalf of Post Office Ltd.

## 7.10 Fujitsu Services Horizon Service Desk

The HSD will be the single Fujitsu Services point of contact for the Post Office Ltd NBSC for the management of unplanned closures and will be responsible for the authentication of emergency closure calls and the end to end management of emergency closures.

Additionally, during the management of planned network change the Horizon Service Desk acts as a point of contact when any configuration or set-up problems are encountered during the implementation of OBC Branch change. The HSD records the incident on Powerhelp, and channels the call through to the appropriate second or third line technical support teams.

## 7.11 Fujitsu Services Systems Management Centre

The SMC will act as a point of contact for Post Office auditors or subcontractors during planned OBC Branch Change activity, solely for the purposes of verifying that the Horizon system has synchronised all the data held at the branch with the Correspondence Servers, and that the End of Day markers have been successfully received for the previous day. These

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responsibilities are detailed as appropriate within the process definitions shown in Appendix 1.

## 8.0 Operational Business Change, Branch - Operating Principles

### 8.1 Planned Change

The information pertinent to any given OBC branch change is submitted by Post Office Ltd POL NIST to Fujitsu Services. The submission is made to the OBC Team mail box on an OBC20 form, which may be followed by an OBC 21 supplementary information form if amendment is required; the OBC Team mail box is covered in greater detail in paragraph 9.1 below.

The Post Office Ltd RDOT will make the required reference data changes and pass them to the Fujitsu Services RDMC for application on the Horizon system.

#### 8.1.1 Postponement or Cancellation Policy

OBC21's will be received by Fujitsu Services should there be any amendment to the original OBC20 whether for a postponement or a cancellation.

For postponements received prior to the OCMS "lockdown" period there are no criteria for postponement lengths. Should a postponement be requested once the OCMS "lockdown" period has started then the postponement date can only be administered if the new date is within 28 calendar days of the original request for service date. Should the postponement be received by Fujitsu Services within 5 days of the request for service date then this postponement will not be able to be administered due to limitations of OCMS.

For clarification and guidelines on postponement criteria for each of the OBC versions reference should be made to the E2E processes contained within this document at appendix 2.

### 8.2 Emergency "Unplanned" Closure

The full process for the management of emergency "unplanned" closure is documented within Document Reference CS/PRD/106.

Emergency "unplanned" closure can result from a number of external causes. Where these causes can be considered to be "Force Majeure and the Horizon equipment is at risk of theft or damage, Fujitsu Services will, in accordance with Clause 49 of the Agreement, remove the Horizon equipment on request. Such circumstances would include:

- Fire or flood at the branch
- Building rendered unsafe due to vehicle impact damage, subsidence or explosion
- Post Office counter area insecure, and cannot reasonably be made secure, due to Robbery, Burglary or Ram Raid at the branch

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- If the Temporary Closure is anticipated to exceed 10 calendar days, POL NBSC will inform POL NIST, who will in turn complete an OBC22 Reference Data Form for a Temporary Closure and for the subsequent Reopening for forwarding to POL RDOT. Fujitsu Services will only remove the hardware where it is reasonably physically possible and safe to do so.

As the owner and insurer of the Horizon equipment, Fujitsu Services will undertake such action under these circumstances at its own expense. However, Post Office Ltd must take all reasonable steps to ensure the safety and security of the Horizon equipment whilst installed in Post Office branches.

In accordance with clause 20.1 of the Agreement, Fujitsu Services will not be responsible for any loss or damage caused to the physical hardware if such loss or damage is occasioned by the negligence or willful act or omission of Post Office Ltd.

Where an Emergency Closure is required, the Post Office Ltd NBSC will request such a change via a telephone call to the Fujitsu Services HSD, and will provide a Remedy reference number. The telephone calls will be made using agreed communication dialogues between the Post Office Ltd NBSC and HSD. Change requests must be supported by an authorisation number, which will be the Remedy Call Reference number. The HSD will validate the caller, record the branch closure details on a Powerhelp call, and provide the Powerhelp call reference number to the NBSC. The HSD operator will ascertain if the Horizon Equipment is secure, the anticipated duration of the closure, whether the Horizon Equipment may be left switched on, and whether the branch trading statement will be rolled over to the next accounting period(s).

If removal of the Horizon equipment is necessary, then the Fujitsu Services HSD team will raise a hardware call for a Fujitsu Service engineer to attend site and remove the equipment. The HSD will voice the Fujitsu Services OBC Team for awareness (Refer to CS/PDN/015 for more information)

In more detail:

- Post Office Ltd NBSC telephone HSD to inform them of the unplanned closure and provide the authorisation number
- HSD verify the identity of the caller by the receipt of a valid NBSC call reference number and log a call upon the successful verification of the branch details
- HSD ascertain office details, length of closure, and schedule engineers if the Horizon equipment is at risk or requires removal.
- If the closure is anticipated to exceed ten calendar days, an OBC22 Reference Data form is completed by Post Office POL NIST for a Temporary Closure (and for the subsequent re-opening)
- Post Office Ltd ensures the branch trading statement has been completed if the closure will be over one week.
- Post Office Ltd ensure the branch trading statement is rolled over each week if the Horizon equipment is left operational on site –see further details in paragraph 8.2.1 below
- Post Office Ltd to ensure equipment is left switched on and at Riposte, where the Horizon equipment is operational.



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- HSD will arrange for the replacement of damaged equipment if the site is secure, at a time agreed with the branch.
- Post Office Ltd to monitor closures and identify those that may continue for more than 3 weeks after the last branch trading statement.
- Closures lasting over 3 weeks will be escalated by Post Office Ltd to Fujitsu Services OBC Service Management
- For re-opening of sites after a closure of less than three weeks, where the Horizon equipment has remained on site, Post Office Ltd will notify the HSD
- Any re-opening after a closure of more than 3 weeks (where the FAD has archived), or that requires changes to the ISDN / Satellite connection will be managed through the OBC Branch process. This requires an OBC20 to be raised and will thereafter be managed as a planned re-opening.

### 8.2.1 Rolling-over temporarily closed Post Office branches

When a Post Office branch closes temporarily, the branch manager is obliged in the first instance to inform the NBSC.

As shown in the bullet points above (paragraph 8.2), where a Post Office branch closes temporarily, Post Office Ltd must ensure that the equipment is left switched on and at Riposte, and that the branch trading statement is rolled over each week, where the Horizon equipment is left operational on site.

The Horizon system is configured to ensure that a full balance is completed at least every third calendar week; if this is not completed, then the system loses access to the opening figures needed from the week “-2” balance result, with the effect that the balance produces a number of discrepancies, which cannot be resolved by the user. By archiving the transactions in this manner, the Horizon equipment effectively “dies” – whilst it may appear on site to be working normally, the balance figures will be inaccurate. The only way to resolve this situation is to complete a full branch closure, followed by a full branch re-opening, with consequent time delays and costs. The time delay can be mitigated by using a new FAD code and effecting a new branch open (as opposed to re-opening using the former branch FAD code).

In between every third week, the branch should be rolled over without production of the branch trading statement (as if the branch trading statement were suspended). If this is not done, then the branch remains in the previous branch trading statement; any attempts to do transactions would then result in errors (as they are being performed in the wrong branch trading statement); any transactions completed in this state (for example, recording rem's in/out which may occur to correct the branch stockholding) would then be associated with the wrong branch trading statement week and balance, with resultant financial inconsistencies. Additionally, if the branch is not rolled over, then a system alert is raised and reported to Post Office Ltd for investigation.

If the branch is being maintained as “open” (i.e. not reported as temporarily closed and being rolled-over each week), then it will continue to receive software downloads. If it is reported as being “temporarily closed” then software distribution is suspended until Fujitsu Services is notified that the branch has re-opened, when the software is remotely updated to the latest



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version. Hence, it is important that Fujitsu Services HSD is notified when a temporarily-closed branch re-opens for business.

Archiving:

For outlets trading and polling but not rolling over: archiving would take place on day 42, therefore an Office Rollover would need to take place not more than 42 days after the first stock unit rolled into the current Trading Period.

The same is true for outlets still polling but not trading and not rolling over. Although we do attempt to support Branches not rolling over within the 42 days, we cannot guarantee to resolve such issues and so reserve the right to request that such Offices are re-rolled. Note that Counter staff are warned at Day 38 and preventative action is taken to try and avoid the need for a re-roll at this point.

Note that we understand that 4 times a year there is a 35 day Trading Period and this is supported. However for these Trading Periods there is very little flexibility to support Branches that do not roll over on the correct date.

No change has been made to the formal position where any branch that is inactive for a period of 21 days or more may be required to re-roll.

For all outlets Non-Polling whether they be trading/not trading and rolling over/not rolling over archiving will occur after 42 days.

### **8.3 Emergency service provision – planned changes**

Circumstances may arise that prevent the delivery of planned changes. This may be due to human error, unavoidable late changes to requirements, or circumstances outside the control of Fujitsu Services or Post Office Ltd.

Where such conditions arise, Fujitsu Services will work with Post Office Ltd in an attempt to reschedule the change to accommodate the circumstances.

In exceptional circumstances, such as where there will be a substantial business impact or media interest, Fujitsu Services will work with Post Office Ltd in an attempt to provide an emergency Horizon service. Both parties will use reasonable endeavours to expedite a solution to the problem.

Each circumstance will be managed individually, and the emergency provision is likely to need to be tailored accordingly.

Appendix 2 gives an outline of emergency provisions that have previously been deployed to meet certain exceptional circumstances, and which may be appropriate to future cases. It is not intended as an exhaustive or definitive list, but rather as an aide memoir, should similar exceptional circumstances recur.

In each case, escalation to this level will be agreed by the Fujitsu Services Service Delivery Manager and Post Office Ltd Field Implementation Manager or OBC Process Manager, and

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reasonable endeavours made to implement it as soon as is practicable whilst being mindful of the individual circumstances giving rise to the situation.

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## 9.0 Change Communications Channels

### 9.1 The OBC Branch Change Mail Box

The OBC Branch Change Mail Box is the channel by which planned change requests are made and by which communication pertinent to the delivery of planned change requests is managed. The maintenance and security of the OBC Branch Change Mail Box is a Post Office Ltd responsibility. Any authorised OBC20 accepted by Fujitsu Services is accepted as a firm order for work

The information relevant to any given planned OBC branch change will be submitted to Fujitsu Services, via the OBC Branch Change mail box, on an OBC20 form (order) and an OBC 21 (amendment) form if required. Where Post Office are able to supply additional information relating to a change which does not materially change the instructions previously issued on the OBC20, then this information will be communicated to Fujitsu Services by way of an email or telephone call. An email is acceptable, for example, when advising of changes to dates scheduled for other suppliers (e.g. survey and prep dates for Romec NPG), or for amendment of details that do not affect Fujitsu Services delivery of OBC service - for example security, or cash and stock funding details. Email is also acceptable to advise of changes to the hours of business at the branch, provided that this change does not affect the scheduled attendance of Fujitsu engineers or suppliers. Where email is used, it should be sent to the OBC Team Group Mailbox – OBCTeam **GRO**

The OBC Team mail box will be monitored throughout the contractual hours of Fujitsu Services OBC attendance (09.00 to 17.30 Monday to Thursday, and 09.00 to 17.00 Friday, excluding all UK bank and public holidays) and requests placed in the mail box by Post Office Ltd will be either:

- Accepted by Fujitsu Services as an order for work (if the submission has been made on the OBC20 form). The OBC 20 form will be checked on receipt by Fujitsu Services; where an error or omission is identified, the Fujitsu Services OBC Team will contact the Post Office POL NIST and attempt to rectify the position.
- Rejected if the forms are incomplete, or the instructions are unclear and cannot be clarified as above, or if the order does not comply with the minimum lead times or milestones specified in the process documents at Appendix 1. The Fujitsu Services OBC Team will contact Post Office Ltd POL NIST who initially submitted the OBC20, and explain the reasons for its rejection
  - Actioned as amendments as instructed on an OBC 21 form, providing that those amendments can be actioned using reasonable endeavours

Where additional information (not an amendment) becomes available to further inform an OBC20 previously forwarded to Fujitsu Services, this information will be emailed by Post Office Ltd POL NIST to the Fujitsu Services OBC Team Mailbox at the earliest possible opportunity.

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Where the Fujitsu Services OBC Team needs to amend a Post Office Ltd OBC20, they will liaise with Post Office Ltd POL NIST to agree the amendment. This will be supported by the raising by Fujitsu Services of a revised version of the OBC20 form, referred to as an OBC21 v.1 (or subsequent).

## **9.2 The Horizon Service Desk**

The Horizon Service Desk is the channel by which the NBSC requests emergency action at a Post Office branch and through which notification of any unplanned closure which affects the Horizon System is channelled.

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## 10.0 Summary of Key Activities for Delivering OBC Branch Changes

### 10.1 Standard Change Activity

The process tables shown in Appendix 1 detail the necessary key activities and communication between Post Office Ltd and Fujitsu Services for delivering OBC branch change. They also provide the minimum timescale at which supporting activities must be undertaken. The minimum timescale is expressed in working days. Monday to Friday inclusive comprising 5 working days. UK Bank and Public Holidays do not count as working days.

The lead times indicated within Appendix 1 for each OBC Branch Change type reflect the minimum notice period required by Fujitsu Services in order to deliver the planned change, and the latest points within that overall timescales at which supporting activities may be undertaken in order to allow a reasonable degree of contingency (within which to manage any issues that may arise). Notwithstanding this detail, and the points made in section 10.2 below, Fujitsu Services continues to work to reduce these lead times in order to improve the overall service provision to Post Office Ltd. Further lead time reductions will be made when they can be delivered without threat to service delivery reliability.

### 10.2 Deviations to the Standard Change Activity

Deviations to change requirements, standards and processes will be managed on a case by case basis. No commitments, in terms of delivery time, delivery standard or price can be given by Fujitsu Services - until the detail of the specific deviation is known and understood. Management of exceptions may invoke a supplementary charge.

Where Post Office Ltd request delivery of Change Activities “Out of Hours” (see paragraph 9.0 of Document Reference CS/PDN/015 for full details), then the “Out of Hours” prices detailed in Document Reference CS/PDN/015 will apply. However, should that work element not, in fact, be delivered “Out of Hours”, then the Standard Hours prices for that element would apply.

In exceptional circumstances Fujitsu Services will use reasonable endeavours to compress the time scales detailed in Appendix 1.

Wherever the overall lead time specified within Appendix 1 is compressed, or the supporting activities do not occur at the agreed milestones shown within Appendix 1, Fujitsu Services shall be entitled to reject the Change Order as detailed in Paragraph 9.1. Where the Change Order is accepted, Fujitsu Services shall not be held accountable for any resultant service delivery failure.

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Where unexpected circumstances arise which threaten or prevent the delivery of a planned change, Fujitsu Services and Post Office Ltd will use reasonable endeavours to attempt to provide an emergency Horizon service, as detailed in section 8.3. Under such circumstances, Post Office Ltd will work to ensure that their subcontractors support such endeavours to provide an emergency Horizon service.

### 10.3 Process Assumptions

OBC Branch change processes have been developed using the following assumptions:

- a) The installation of Horizon systems will be made to a compliant counter, where the counter offers the correct operating area and space (Document Reference CS/STD/001). Where a space-compliant counter is not available, a survey will be carried out by Post Office Ltd for a trolley or mobile counter installation, and a trolley supplied and installed by Post Office Ltd where applicable.
- b) Post Office Ltd will ensure that the site is compliant
- c) The electrical supply to the branch conforms to “in force” electrical regulations
- d) An Horizon electrical radial circuit, fitted with a working circuit breaker of the correct size (Document Reference CS/STD/001), will be provided prior to the Horizon equipment commissioning work.
- e) The services and the price of the services Fujitsu Services provide to support Operational Business Change at the Post Office branch are based on delivery in core office hours. Work outside core hours will incur additional charges.

The standard hours of service delivery are detailed in full in paragraph 9.0 of Document Reference CS/PDN/015. Document Reference CS/PDN/015 also details the charges levied by Fujitsu Services for the delivery of those services during core hours, and outside of those hours.

- f) The Fujitsu Services engineering team provide both OBC Branch change support and Break-Fix component exchange within branches. It has been agreed between Fujitsu Services and Post Office Ltd that a guaranteed Fujitsu engineer 09:00 default service will be provided for all OBC changes at no additional cost to Post Office Ltd. When commissioning the Horizon equipment, Fujitsu Services has a duty of care to ensure that any identified on-site health and safety risks arising from the works planned are brought to the attention of the branch manager, and mitigating actions discussed. Equally, the branch manager has a duty of care to advise the Fujitsu Services engineers of any health and safety risks present in the workplace, and to agree mitigating actions.

### 10.4 Incident and Problem Management

Fujitsu Services will operate jointly agreed incident and problem management processes, to manage OBC branch change incidents and problems from notification to resolution.



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## 10.5 Reference Data

The management of Reference Data, and the monitoring of its application, is undertaken by the RDORF. The information below is intended as a brief outline only; further detail regarding the information flow supporting the Reference Data changes can be found within Document Reference CS/PRD/058.

The Post Office Ltd POL NIST submit branch Reference Data to the Reference Data Operational Team at Chesterfield, using an OBC22 form. This is processed, and the changes then passed on to the Fujitsu Services RDMC.

Some Reference Data changes do not require the submission of an OBC20 form – such as changes to branch opening hours or phone numbers. This Reference Data – known as “Helpdesk” Reference Data – is supplied direct to the Fujitsu Services Reference Data team from Post Office Ltd RDOT at Chesterfield. The provision of this data is outside the scope of this document, and is detailed within Document Reference CS/PRD/058.

### 10.5.1 OBC Branch Change requiring a new FAD Code

Certain change types require a new Post Office FAD code. A new FAD code is generally required:

- For a new Greenfield Site opening
- If a branch has to have a VSAT satellite comms solution, in place of an ISDN line installation
- If a branch has to have an ISDN line installation, in place of a VSAT satellite comms solution
- For a branch conversion (i.e. from a Directly Managed branch to a Franchise or Sub-Post Office branch)
- DN POL is currently examining the feasibility of not changing the FAD Code for all of its OBC Branch Conversions.
- Where the Horizon equipment has archived at a branch, the branch can be reopened in a minimum of 15 working days if a new FAD is obtained and the base units swapped out. Alternatively, in order to retain the old FAD a closure and reopen would be required. This will require a minimum of 30 working days.

A new FAD code can be obtained from Post Office Ltd Product and Branch accounting team within 48 hours (if the requirement is urgent) via Post Office Ltd POL NIST.

Where a change in comms type is necessary (from VSAT to ISDN or vice versa), a replacement FAD code is not a technical requirement. However, without a new FAD code, it is necessary to complete a complete system closure of the branch, and then to process a complete system re-open of the branch, and these actions must be performed consecutively, rather than concurrently. These actions will take approximately a month, during which time the branch would need to be closed for business.

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By providing a new FAD code, the opening of the “new” branch (i.e. using the new FAD code) can be progressed while the existing branch remains open to the public. Following the changeover to the new comms type and use of the new FAD code, the former configuration can be closed without an impact on customer service.

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## **11.0 Debit Card – MIDs and TIDs**

In order to transact Debit Card functionality, a Post Office branch must be allocated a Merchant Identifier (MID), and each counter position within that branch must be allocated a Terminal Identifier (TID).

Post Office Ltd is responsible for the provision of sufficient MIDs and TIDs to enable the Debit Card Application to be successfully delivered by Fujitsu Services. The allocation of MIDs and TIDs resulting from OBC Branch Change is initiated by OCMS which sends a feed to the MID/TID generator, whereby an appropriate number of MIDs and TIDs are enabled and associated to the branch, or, in the case of a closure or counter decrease, are marked as being redundant.

An initial supply of 18,750 MIDs and 50,000 TIDs has been provided by Post Office. Once allocated to a branch, a MID cannot be reused or reallocated; a redundant TID can be re-allocated after a period of three months.

The OBC Branch Operational Review Forum will review periodically the number of MIDs and TIDs available for allocation, such that Post Office Ltd can take steps to acquire additional supplies in good time when necessary.

To assist with this management, Fujitsu Services will make Post Office Ltd aware if the number of available MIDs or TIDs falls below an agreed threshold. This threshold is set at 250 MIDs or TIDs. Additionally, Post Office Ltd may request Fujitsu Services to provide a detailed breakdown of the numbers of MIDs and TIDs in use at any time, by the submission of a Miscellaneous Data Request via Post Office Ltd Network Support.

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## **12.0 Use of Contractors**

### **12.1 Fujitsu Services**

Fujitsu Services may use such agreed contractors as are required for the delivery of its responsibilities under OBC branch change. However, all Fujitsu Services employees, or contractors acting on behalf of Fujitsu Services must have been security cleared by Post Office Ltd in advance (other than employees of British Telecom acting in the installation or amendment of the Horizon communications line, who will produce their own passcards).

### **12.2 Post Office Ltd**

Post Office Ltd may use such agreed contractors as are required for the delivery of its responsibilities under OBC branch change. Post Office Ltd may request additional contractors to be added to the list shown in paragraph 12.2.1. Fujitsu Services will not unreasonably withhold authorisation for such additional contractors.

#### **12.2.1 Authorised Contractors**

Fujitsu Services hereby authorise the following contractors for use in this connection:

Romec NPG Ltd, Central Office, PO Box 124, Stockport, Cheshire, SK1 1AB

Avery Weigh Tronix Ltd, Foundry Lane, Smethwick, Warley, West Midlands, B66 2LP

### **12.3 Liability**

The liabilities applicable within the delivery of Operational Business Change – Branch are as determined within The Agreement (Doc Ref. 5). Notwithstanding this, where Post Office Ltd chooses to use a contractor other than Fujitsu Services for Operational Business Change work, the following additional conditions apply:

- When Horizon equipment is being decommissioned, Fujitsu Services will not be liable for any data loss where the decommissioning procedures defined by Fujitsu Services (See Appendix 1) have not been observed by the Post Office auditor or any other contractor
- Any damage caused to the Horizon equipment by such contractor during its connection or disconnection, or during its transit to or from the branch location when the transit is undertaken by the contractor, will be at the risk of Post Office Ltd. The repair costs of any such damage will be chargeable to Post Office Ltd.
- Where packaging is supplied to Post Office Ltd or its nominated contractor in support of any OBC – Branch activities, then Post Office Ltd will be liable for any loss of or damage to such packaging, fair wear and tear excepted.
- Where a remedial visit by a Fujitsu Services engineer is required in order to resolve an issue or to replace or repair any damaged equipment, the reasonable costs of such a visit will also be recoverable from Post Office Ltd unless it is Fujitsu themselves who are responsible for the issue or faulty Horizon equipment.

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## **13.0 Commercial Aspects**

The charging, invoicing and commercial principles associated with the delivery of OBC Branch changes are detailed within the OBC Branch Service Descriptions and Pricing Document (Document Reference CS/PDN/015).

## **14.0 OBC Branch Change Contacts List**

The OBC Branch change contacts list provides details of those persons employed, by Fujitsu Services and Post Office Ltd, in the delivery or support of OBC Branch change. The list is held within the OBC Branch, Operational Level Agreement document(Document Reference CS/OLA/035).

The Post Office Ltd OBC Process Manager is responsible for the maintenance of the contacts list from the Post Office Ltd perspective. Within Fujitsu Services the Operational Business Change Service Manager is responsible for the maintenance of Fujitsu Services details.

Only OBC Branch change requests made by Post Office Ltd POL NIST or by the NBSC will be actioned by Fujitsu Services. OBC Branch change requests made by Post Office Ltd staff not approved within the OBC Branch contacts list will be referred to Post Office Ltd POL NIST for approval and clarification of the actions required.



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## **APPENDIX 1 – OBC Branch Change Processes**

This section documents the processes that support each type of OBC Branch Change. The processes have been drawn up in workshops held between Post Office Ltd, Fujitsu Services, and Romec NPG, and are intended to describe fully each process from inception to completion.

As such, in addition to containing information that is relevant to the Interface between Post Office Ltd and Fujitsu Services, each process also details the Interfaces between Post Office Ltd and their other subcontractors, and processes internal to Post Office Ltd. In each section, the parties responsible for completing the relevant action are shown in the right hand column.

Post Office Ltd also holds process documentation for types of OBC Branch Change within which there is no interaction with Fujitsu Services – for example the provision of a Trolley, Scales or installation of a UPS. The processes for these types of OBC Branch Change are outside the scope of this document.

### **Commissioning of Horizon Equipment**

The OBC Branch Change processes detailed below include references to the Horizon Equipment commissioning and configuration work undertaken by the Fujitsu Services engineers. This element is described fully within Document Reference CS/PDN/015. Please also see the Conversion Process within this document (Appendix 1).

In summary:

Fujitsu Services make available reconditioned and tested Horizon equipment at the correct software build level, which Post Office Ltd's subcontractor transport to the branch site, unpack, and lay out on the counter in accordance with a pre-defined survey plan. The subcontractor will then complete a Europa test of the hardware.

A Fujitsu Services engineer will subsequently attend site, and check the equipment lay-out against the survey plan and the printout from the Europa test. The engineer will then replace any pieces of hardware that have failed the Europa test, connect the equipment to the Branch communications solution (VSAT PES or ISDN line), and commence the download of the configuration.

The time taken to download the Branch configuration and load the Riposte software will vary enormously dependant on the size of the Branch; whether the Branch is a new open or a re-open; and the type of communications solution used. Further information is provided within Document Reference CS/PDN/015.

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## **Service Descriptors**

Each OBC Branch Change will be ordered using one of the following Service Descriptors a term used to identify the particular type of change required at that branch. Certain Service Descriptors also have supplementary Sub-Categories to further clarify the precise nature of the change required. Post Office POL NIST will identify the appropriate Descriptor (and any Sub-Category), and select it when completing the OBC20 order form.

Any change required which does not fall within the scope of a Service Descriptor listed below, must be ordered as a Service OBC013 (Ad Hoc Change), and will then be the subject of individual agreement with regard to lead times and charges.

The range of Service Descriptors and Sub-Categories is shown in the table below:

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# **OBC Branch – Service Descriptors – (for Orders Placed On or After 19/01/04)**



"OBC Branch -  
Service Descriptors V

## **Important Note**

- The term “Standard” covers normal Fixed Horizon kit (including that used on a Trolley solution branch) and the kit required for a Luggable storage site connected via an ISDN line.
- The term “VSAT” covers normal Fixed Horizon kit (including that used on a Trolley solution branch) connected via a VSAT.
- The term “service site only” covers the reduced Horizon kit that is supplied for a “Core and Outreach” service site connected via an ISDN line.

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## • APPENDIX 2 VERSION 10 OF E2E PROCESSES



"OBC Branch - 2 to 1  
or 1 to 2 Counter Pos



"OBC Branch -  
Complex Refurbishm



"OBC Branch -  
Complex Relocation V



"OBC Branch -  
Conversion On Site V



"OBC Branch -  
Counter Decrease Ver



"OBC Branch -  
Counter Increase Ver



"OBC Branch - CPU  
Relocations Vers 5.0



"OBC Branch -  
Exchange of CRT wit



"OBC Branch -  
Exchange of Fixed w



"OBC Branch -  
Openings & Reopeni



"OBC Branch -  
Openings and Re-Op



"OBC Branch -  
Planned Closure & Pl



"OBC Branch - Simpl  
Refurbishment Vers



"OBC Branch - Simpl  
Relocation Vers 10.0



"OBC Branch -  
Unplanned Urgent Cl

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## APPENDIX 3– EMERGENCY SERVICE PROVISIONS

This section details Emergency Service Provisions that have previously been deployed to meet certain exceptional circumstances.

It is not intended as an exhaustive or definitive list, but rather as an aide memoir, should similar exceptional circumstances recur.

Deployment of any of the emergency provisions listed below may only be implemented in accordance with the escalation routes detailed in section 8.3 above.

### Change of counter configurations not implemented

Circumstance	Possible emergency solution
A configuration change to the number of working counters has not been actioned	<p><i>If the change is to decrease the number of counters:</i> Leave a set of counter equipment connected to the LAN, but installed under the counter. This maintains the configuration whilst the amendment is actioned, without taking up serving space.</p> <p><i>If the change is to increase the number of counters:</i> Consider redeploying a back office position to the new serving position.</p>

### Branch configuration error

Circumstance	Possible emergency solution
A change to the branch configuration has not been processed or has not taken effect	Involve second or third line support and request manual intervention to amend the branch configuration.
Previous branch configuration needs to be erased, but there is insufficient time for this to be processed. This will occur where a branch is planned to re-open, but the closure was not previously notified to Fujitsu Services, or where the outlet communications type needs to be changed	Erasing a branch configuration cannot be significantly accelerated by third line support. Where a branch needs to reopen urgently, without sufficient time for the configuration to be amended, the process can be shortened by the allocation of a new FAD code. This enables the branch to proceed as a new open, without waiting for the previous configuration to be closed.



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**Branch has closed without synchronisation of message store**

Circumstance	Possible emergency solution
A branch has closed and replication of the message store has not been possible, either because of network problems or because the Horizon equipment has been disconnected by someone other than an approved engineer.	Following of the agreed Closure Procedures at the time of branch closure will identify that there are unsynchronised transactions trapped at the branch. Where this occurs, the Post Office Ltd Auditor, or subcontractor engaged by Post Office Ltd to decommission the Horizon equipment, must notify the Fujitsu Services OBC Team. The OBC Team will arrange to recover the data through the “laptop data retrieval” method, whereby a Fujitsu Services engineer attends site with a specially configured laptop, which will connect the Gateway base unit, via a standard telephone line, to the correspondence server. If this does not prove possible, the affected base units must <u>not</u> be returned for refurbishment. When the Fujitsu Services OBC Team is contacted, they will advise the arrangements that have been made for the transfer of the affected base units to a Fujitsu Services engineer, who will either undertake Laptop Data Retrieval at a secure Fujitsu location, or arrange carriage of the base units to the Fujitsu Services Third Line support team. It should be noted that due to system security measures, or if the base unit has been disconnected from the network for a period of more than three weeks, recovery of the data may not be possible.

**ISDN provision is delayed**

Circumstance	Possible emergency solution
The ISDN line has not been moved as part of a branch refurbishment, or provided at a new location on a relocation	<p>Where an ISDN line has not been moved within an office, it may be possible to make a connection by use of lengthy ISDN leads, where these can be connected safely. These can be joined together to provide long cable runs, but this should only be seen as a temporary measure.</p> <p>Where a connection to the ISDN point cannot be achieved, the existing Horizon equipment can continue to operate and provide an off-line service; however, as Network Banking facilities would be unavailable under these circumstances, Post Office Ltd have indicated that they would prefer not to use this contingency.</p> <p>Full Post Office facilities, including Network Banking, can be provided by installing a “laptop retrieval”</p>

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	laptop, and leaving it running for the period until a permanent solution can be implemented. However, this solution is reliant upon the provision of a working PSTN telephone line, and exceeds the design criteria for the laptop, and as such can be unreliable in service and require frequent engineer attention. It also may only be implemented with agreement from the Security teams, as it obviates certain security protocols. Use of this solution occupies the branch PSTN telephone line permanently, and so alternative telephone facilities (such as a mobile phone) must be provided.
The ISDN line has not been installed as part of a new branch opening	It is not possible to download office configuration via the “laptop data retrieval” method described above. Initial office configuration can only be achieved across an ISDN line.

## ISDN is not available at a new location

Circumstance	Possible emergency solution
A branch has relocated, or is planned to open, and ISDN is unavailable at the location (i.e. ISDN is out of limits)	<p>Initially, BT should be asked to complete a physical test at the proposed new location, which may find that ISDN is, after all, available.</p> <p>Where ISDN is unavailable, the only alternative comms solution is VSAT. The outlet configuration needs to be changed to reflect this. To change the communications type requires the full closure of the branch, followed by stripping all details of the branch from all sub-systems, followed by processing a “new open” for the branch under the new communications type. This process is lengthy, taking at least a month to complete. A workaround to this delay is to process the “new open” for the branch using a new FAD code, which can be processed concurrently with the closure of the original FAD code. Installing a satellite dish requires an application for full planning permission, which can take several months to be granted. However it is possible to install a satellite dish and to then apply for planning permission retrospectively. Post Office Ltd is prepared to accept the costs and risks associated with this; if planning permission is subsequently refused, then the dish will have to be removed (at a cost), and no communications solution will be available at the location.</p>

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	<p>If full use is made of both “workarounds” detailed in the last two paragraphs, then it may be possible to implement a VSAT installation and keep the original planned Branch go-live date; even if this is not possible, the delay to planned opening can be minimised by this approach:</p> <p>The starting point for this emergency solution will be the notification by BT that an ISDN line is not available at the planned location (even after the physical test mentioned above). This notification could come at any point in the BT order process; for a new Open, the order is placed with BT by Cable &amp; Wireless at day –18, with an intended BT installation at day –8.</p> <p>HNS can respond to an urgent satellite installation request in a “standard” location (i.e. no installation difficulties, no listed building consent required, not on an island, not in the remotest areas of Scotland) normally in 10 working days. Additionally, it takes 10 working days for Fujitsu Services to process a new open through OCMS (to set up the new FAD code etc). Hence, once the decision is made to progress a satellite solution, it will take a minimum of 10 working days to complete; if the decision is made between Day –18 and Day –11, it may thus be possible to keep the original planned installation date.</p> <p>The end to end process for us implementing the new opening as a satellite installation (under these emergency circumstances) would be as follows:</p> <ol style="list-style-type: none"> <li>1. BT Advise ISDN is unavailable (Day 0)</li> <li>2. Fujitsu Services team would advise POL ASAP, but assuming that BT notification is late evening – this would be Day 1</li> <li>3. Post Office Ltd then need to decide that the site should be implemented as a VSAT site and advise Fujitsu Services - Day 2</li> <li>4. Fujitsu Services advise HNS/Cable &amp; Wireless as soon as possible – Day 3</li> <li>5. There is then the 10 working days lead-time required, leading to the Satellite installed on Day 14</li> <li>6. The Fujitsu Services engineer would then be targeted to attend site on Day 15</li> </ol> <p>However, this is dependant upon Post Office Ltd being able to:</p> <ul style="list-style-type: none"> <li>• supply and implement a new FAD code within these timescales</li> </ul>
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	<ul style="list-style-type: none"><li>• accept the risks of putting up the dish in this location without planning permission having been granted (and any subsequent costs to comply with planning conditions subsequently imposed, such as painting the dish)</li><li>• accept the cost of any non-standard elements to the satellite installation (King Posts, mounting brackets etc)</li></ul> <p>Within the timescales above, a new Gateway PC would also need to be dispatched to site. Whether this would be on site prior to the scheduled attendance point of the Romec engineer for site lay-out will be dependant on when we are advised by BT that ISDN is unavailable at the outlet., and this would have to be treated on a case-by-case basis. However, if the base unit cannot be delivered to site before Romec's scheduled attendance date, then it is likely that the most cost-effective solution for Post Office Ltd would be for the Fujitsu Services engineer to lay-out and exchange the base unit during commissioning – again this would be considered on a case-by-case basis.</p> <p>Ultimately, where no communications solution is available, the location is unsuitable for an Horizon installation.</p>
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## Conversion on Site

Circumstance	Possible emergency solution
To facilitate configuration of all nodes without experiencing undue delay.	If there is sufficient space on the counter and electrical sockets are available then the Fujitsu engineer will configure nodes 2 and 3 on the Friday prior to the configuration of the slaves.

## APPENDIX 4- INCIDENT MANAGEMENT AND ESCALATION

