



BTTP / Enhanced Help and User Support (10.03)

Business Solution Design

Note to reader. The Business Solution Design Document is in draft form and will be finalised once the outline Solution Design Proposal has been produced.

Governance

Presented to: Senior User Forum

Date of submission for Approval: 19/04/2016

Outcome: {Provide commentary on the decision }

Outcome Conditions: {Provide commentary on the decision and if the special requests or caveats are attached to the decision}

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Management Summary

1.1. Business Problem

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

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

1.2. Drivers for Change

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

The purpose of this document is to:-

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

1.3. Summary of Findings

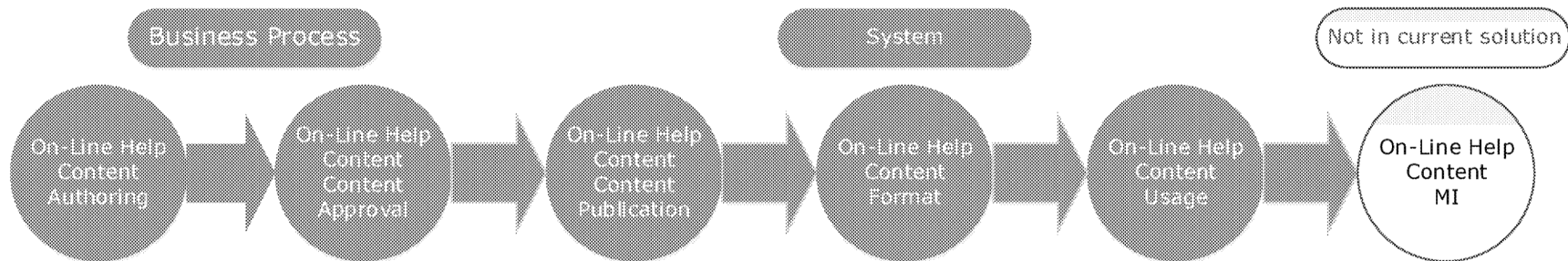
The solution should provide:

- An intuitive search engine that enables the in-branch user to quickly get to the information they need therefore building the trust of branches in the content and encouraging self-service
- Organise information in such a way that it facilitates the smooth running of branches in recognition that branches are busy and their primary focus should be providing excellent service to our customers.
- The ability to publish information instantly (subject to internal approval) to ensure help content is current

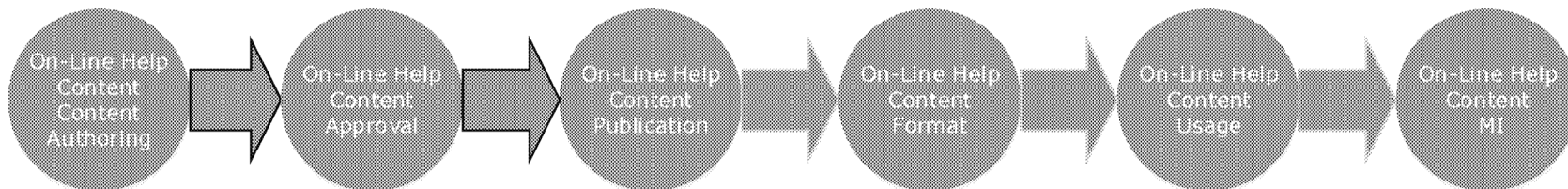
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- Strengthened business processes which ensure help content is owned and managed.
- Management information down to branch and user level which allows an understanding of how help is being used

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Issues	Help Content Governance (authoring/approval)	Help Content Publication	Help Content Format	Help Content Usage	MI/Audit
	<ul style="list-style-type: none"> Ownership within the business of content is poor Poor maintenance of content impacts user confidence in its accuracy Weak content approval process 	<ul style="list-style-type: none"> Cumbersome publishing process via Fujitsu New/revised help content restricted to once a week publishing cycle Opaque version controlling of content 	<ul style="list-style-type: none"> Content not engaging or easy to navigate No content differentiation by user role/branch No rich media content and limited formatting/layout options 	<ul style="list-style-type: none"> Not easy to locate the required information drives calls into NBSC Search functionality is limited and not user friendly No FAQs or "Hot Topic" areas 	<ul style="list-style-type: none"> No management information or audit trail on usage of online help No feedback on quality/content
Requirements	Help Content Governance - authoring	Help Content Publication	Help Content format	Help Content Usage	MI/Audit
	<ul style="list-style-type: none"> Clear business owners responsible for the accuracy of the content and approval of any changes A solution that facilitates the business need for a robust and flexible governance of content Case dependency mapping to ensure all areas are updated with the change 	<ul style="list-style-type: none"> Slicker publishing process which allows content to be published directly by POL All content to have transparent version control and change traceability 	<ul style="list-style-type: none"> Improved and more flexible content types (including pictures, hyperlinks) to create much more user friendly service Ability to have differentiated and tailored help content by user role and branch type 	<ul style="list-style-type: none"> The introduction of tracking analytics by branch and user will help to establish ease of use Search engine functionality ensuring answers can be found quickly Introduction of FAQs and Hot Topics accessible via shortcut functions ensures the most popular information can be easily found 	<ul style="list-style-type: none"> Recording of user that viewed content and for how long Audit trail of when on-line help is accessed User feedback should help to continually improve the service



Internal Use Only

To Be Solution: End to End Management within technical solution

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1.4. Recommendations**1.4.1. Impact on Core Operating Processes & Management & Support Services**

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

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1.5. Next Steps

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

1.6. Owner

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

2. Business Context

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

2.1. Background

2.2. Business Problem

2.2.1. Problem Statement

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

2.2.2. Current Mode of Operation Issues

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

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

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Id	Description	Impact	Recommended mitigation	Priority MoSCoW
01	Lack of search functionality	As there is no easy way for users to search on-line help to find answers, they tend to contact the NBSC for information. This not only increases costs at NBSC but also impacts on the customer journey times.	EUHAS-001 EUHAS-002 EUHAS-003 EUHAS-004 EUHAS-005	M M S M S
02	System limitations to the way Online Help Content is Structured/Presented	<p>The way in which the content is structured/presented, makes it difficult for users to find the solution they are looking for.</p> <p>Users are unable to search for a topic but instead have to go through a series of menu buttons. It is not always clear under which button, the content lies.</p> <p>The impact is on the customer journey time whilst the user frantically searches for relevant information</p>	EUHAS-006 EUHAS-008 EUHAS-009 EUHAS-010 EUHAS-015 EUHAS-022 EUHAS-023 EUHAS-024 EUHAS-026 EUHAS-048 EUHAS-051 EUHAS-052 EUHAS-057 EUHAS-060 EUHAS-062 EUHAS-063 EUHAS-065 EUHAS-066 EUHAS-067 EUHAS-068 EUHAS-070 EUHAS-071 EUHAS-072 EUHAS-073 EUHAS-074 EUHAS-075	C S S S M S C M S C M C S S M C C C M M M S C S

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

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			EUHAS-036	M
			EUHAS-038	M
			EUHAS-039	C
			EUHAS-040	S
			EUHAS-041	S
			EUHAS-042	M
			EUHAS-044	S
			EUHAS-045	S
			EUHAS-046	M
			EUHAS-047	M
			EUHAS-055	S
			EUHAS-076	S
			EUHAS-077	S
			EUHAS-078	S
			EUHAS-079	C
			EUHAS-081	M
			EUHAS-082	C
			EUHAS-083	C
			EUHAS-085	M
			EUHAS-086	M
			EUHAS-087	M
			EUHAS-088	C
08	Lack of Management Information/Tracking Analytics	No analysis of help usage to drive improvements to content and layout	EUHAS-027 EUHAS-043 EUHAS-069 EUHAS-084	M M C M
09	Need an easy way to migrate to the new format	Allows easy transition of current help content across to the new solution, but with the flexibility to exclude where content is to be rewritten	EUHAS-064	M

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2.2.3. Root Cause Analysis

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

Reference	Requirement Area	Title	Details	Source
IO_154	On-Line Help	Remote Access	Ability to access transactions screens to enable guidance to be provided to users on specific problems	Managed Services Team Mails - Pricing and Acceptance
IO_322	On-Line Help	Help - Best feature made too slow and complicated.	This has to be the easiest feature to use so that the best support is available.	Branch User Forum - Bhavna Desai (Relief Spmr)
IO_323	On-Line Help	Help Search	Search is useless.	Branch User Forum - Bhavna Desai (Relief Spmr)
IO_324	On-Line Help	Help tips	An area of the screen should be dedicated to tips/important information on the relevant transaction, for instance country specific mail rules, transaction requirements etc.	Branch User Forum - Karen Goldthorpe (Manor PO, Sheffield)
IO_325	On-Line Help	Help content	Horizon Help is hopeless, merely typing out paper manual onto a computer does not provide a useful help system. Replace with something similar to the many wiki available online (you do not have to allow everyone to alter it) and use the structure as a guide i.e. pages, the way they are linked and information is presented.	Branch User Forum - Karen Goldthorpe (Manor PO, Sheffield)
IO_326	On-Line Help	Help page bookmarking	Bookmarking of horizon help pages to allow clerks to return to a particular page easily.	Branch User Forum - Karen Goldthorpe (Manor PO, Sheffield)

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IO_327	On-Line Help	Help prioritisation of calls	Ticket based/email help system for non urgent enquires direct through horizon.	Branch User Forum - Karen Goldthorpe (Manor PO, Sheffield)
IO_328	On-Line Help	Help navigation	Helpline Page – Requires overall updating and made more ‘user friendly’ (certain processes need to be checked internally, for accuracy before transference of data) A bookmarking facility would be helpful to aid easier navigation. In respect of dangerous good procedure the information could be presented in an improved format (on similar lines to RMDG3 Business booklet, which for instance uses a table to show exceptions to the rule; in respect of electronic items containing lithium batteries.)	Branch User Forum - Karen Goldthorpe (Manor PO, Sheffield)
IO_329	On-Line Help	Help Search	On-line help is too long winded – can’t find what you are looking for e.g. stock codes or answers to difficult mails questions. Need a search facility similar to Google	Angie Gambetta (Clay Cross PO)
IO_479	On-Line Help	Horizon on-line help - correcting errors	Not very helpful!! *needs more info about how to put things right rather than how to do the transaction. If I make a mistake there is nothing that shows me how to correct it.	FSC Issues Log
IO_480	On-Line Help	Horizon on-line help - live chat link	Not user friendly *could be vastly improved with instant messaging or direct link to a helpline advisor	FSC Issues Log
IO_481	On-Line Help	Horizon on-line help - split screen	Currently cannot read instructions and carry out the transaction * need to be able to see both at the same time.	FSC Issues Log
IO_666	On-Line Help	Link to security Ops Manual	A security button on the main screen of the application which is an electronic link to the Security Operations manual as well as other related communications should exist so that branch staff have the availability of the information that they need to reduce the risk of fraudulent activity.	Security and Fraud meeting with Chris Hardy

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IO_691	On-Line Help	Subspace Online	Are there any plans to put Subspace online onto Online help/horizon so that it can be viewed in branch? Branch feedback shows a reluctance to view as have to use own PC in own time, needs to be accessible in branch.	Anita Bravata Branch User Forum Co-ordination Manager
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2.3. Scope Boundaries

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

2.3.1. In Scope

The following aspects are in scope for Online Help:

- Content Management
- Look and Feel
- Accessibility
- Ownership

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

2.3.2. Out of Scope

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

- Branch Messaging
- Grapevine text blasts and other communications

2.4. Problem Impact on Business

The following issues exist with Online Help today:

- The help solution is not content driven i.e. if a user is having problems with a specific transaction / part of the system, the help is not completely tailored to the problem the user is having. The current help solution isn't contextualised sensitive help – i.e. you can't search by key words – you end up at a main menu from which you then have to select the correct topic.
- There is no clear business owner for each of the sections of Online Help today (Changes not necessarily made to the exact request of the Product Manager)
- Branches don't use it because it's not user friendly
- Unable to report on how help is used (to support with on-going training)
- Not one version of the truth - various systems hold different information (Knowledge Base, Horizon Help)
- Cannot view help / horizon at the same time
- The current solution is not intuitive
- Help is not updated consistently, many sections of help haven't been updated for 12 months plus
- No instantaneous publishing (requirement for real-time content management)
- Can only change once a week, can only change a certain number of cases/characters/pages
- The current browser doesn't scroll. (We are only allowed text and images in the content pages (no scripting); the lack of scripting on the web pages greatly hinders the development of a better user experience such as improvements to site navigation and organisation of content.)
- Whenever changes are made to help content today they are not version controlled.
- In order to view help within Horizon today, you have to abandon any transaction that you are currently doing and start the transaction again, once you have exited help. This not only wastes time for the counter colleague but more importantly the customer.

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2.4.1. People

Counter Colleague:

- Not able to easily find the relevant information.
- Frustration at not being able to serve customers in a timely manner.
- Possible financial impact if out of date/inaccurate information is used to help them complete a transaction.
- No mechanism to feedback comments on the content or how useful it was in helping them.

Network Business Support Centre advisors:

- Cannot meet the SLA targets for answering calls due to high call volumes.
- Advise the branch to complete the transaction incorrectly due to out of date/inaccurate information.

Communications Team: -

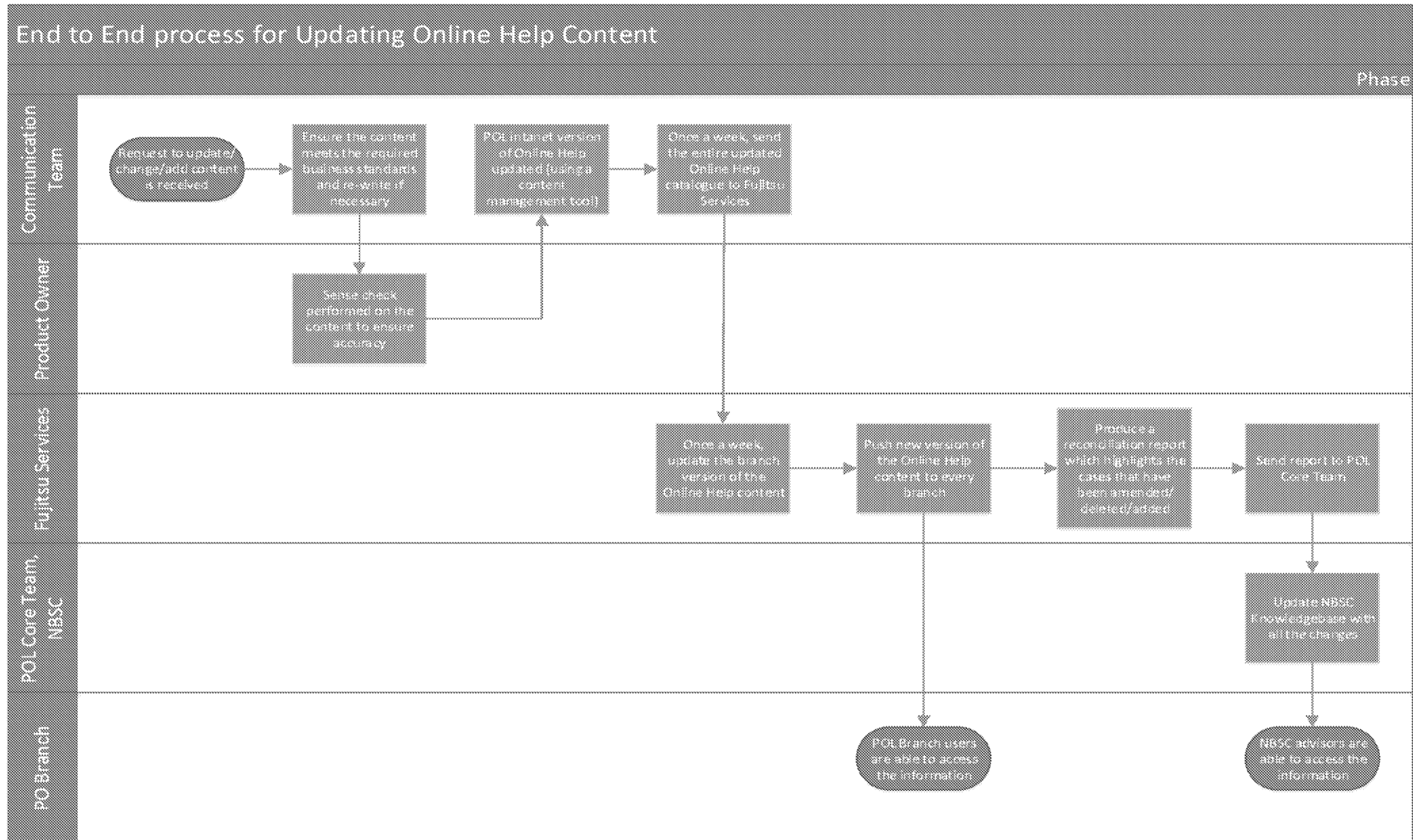
- Can only update the content once a week.
- No clear ownership of the content so usually go the person requesting the change to sense check and approve the content, which may or may not be the product owner.

Product Manager:

- No clear ownership of the content
- Some information on Online Help has not been updated since it was originally generated in 2009

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2.4.2. Process



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2.4.3. Technology**2.5. Solution Constraints**

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

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

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

2.6. Solution Acceptance Criteria

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

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

Id	Description	Measured by
SOL-1		

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Id	Description	Measured by

2.7. Key Stakeholder Needs

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

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

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3. High Level Stakeholder & Detailed Requirements

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

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

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

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

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

<Insert completed Business Requirements here>

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4. Functional Use Cases

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

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

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

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

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



Use Case
Templatev1.0100915

<Insert completed 'Use Case' document here>

5. Recommended Option

This section provides the full details of the recommended way forward and should not be duplicated in section 8.

5.1. Summary

***Template Guidance – please read and delete these instructions. Summarise the key features of this solution and why on balance it was recommended. Include reasons why this recommendation was selected ahead of other options. Please explain which of the Core Operating Processes & Management & Support Services as part of the Post Office Process Classification Framework are impacted by the recommended solution [See Appendix C for further information]*

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<Insert Summary>

5.2. Solution Outline

***Template Guidance – please read and delete these instructions. Provide a context diagram/frame diagram, high level business process(s), customer journey flows or similar that summarises the solution and shows any scope boundaries. Clearly describe any scope issues related to what this solution offers as in and out of scope.*

<Insert Context Diagram, Frame Diagram, High level business process(s), customer journey flows and describe scope boundaries>

5.2.1. Pros and Cons

***Template Guidance – please read and delete these instructions. Identify the key advantages and disadvantages such as the coverage of requirements, whole life costs, the degree of risk associated with the solution etc. Where appropriate show the weighting of the issue(s) in terms of its importance and decision as to whether to option is selected (or not). Please describe the future impact on people, process and technology and synergies/linkage to other business areas (e.g. front office and back office).*

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

5.2.1.1. Solution Pros

This solution has the following advantages:

5.2.1.2. Solution Cons

This solution has the following disadvantages:

5.3. Timescale Outline

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

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<Insert Implementation Plan and Summary>

5.4. Budgetary Costs

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

<Insert Budgetary Costs>

5.4.1. Solution Implementation

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

5.4.2. Solution On-Going Service Delivery

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

5.5. Key Risks & Issues

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

5.5.1. Risks

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

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5.5.2. Issues

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

5.6. Next Steps

***Template Guidance – please read and delete these instructions. List the next steps for progressing this option i.e. the plan for the next 3 weeks (or whatever the immediate timeframe is). The plan should list steps, owners and target timeframes.*

<Please list next steps>

6. Considered Options

This section provides a summary of other potential options considered.

6.1. Overview

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

Name	Description	Pros	Cons

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6.2. Option <Name>

***Template Guidance – please read and delete these instructions.*

<Please describe>

6.2.1. Summary

***Template Guidance – please read and delete these instructions. Summarise the solution.*

<Please describe>

6.2.2. Solution Outline

***Template Guidance – please read and delete these instructions. Provide a context diagram/frame diagram, high level business process(s), customer journey flows or similar that summarises the solution and shows any scope boundaries. Clearly describe any scope issues related to what this solution offers as in and out of scope.*

<Insert Context Diagram, Frame Diagram, High level business process(s), customer journey flows and describe scope boundaries>

6.2.3. Pros and Cons

***Template Guidance – please read and delete these instructions. Identify the key advantages and disadvantages such as the coverage of requirements, whole life costs, the degree of risk associated with the solution etc. Where appropriate show the weighting of the issue(s) in terms of its importance and decision as to whether to option is selected (or not). Please describe the future impact on people, process and technology and synergies/linkage to other business areas (e.g. front office and back office).*

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

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6.2.3.1. Solution Pros

This solution has the following advantages:

6.2.3.2. Solution Cons

This solution has the following disadvantages:

6.2.4. Timescale Outline

The estimated timescales for implementing this solution will be <> given the following dependencies <> and assumptions <>.

6.2.5. Budgetary Costs

6.2.5.1. Solution Implementation

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

6.2.5.2. Solution On-Going Service Delivery

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

6.2.6. Key Risks & Issues

The following key risks and issues are associated with this option.

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6.2.6.1. Risks

Id	Description	Impact 1-5	Likelihood 1-5	Severity 1-25	Recommended mitigation	Status (Open, Closed, Deleted)
R01	With enhanced HELP, it will only have some impact on the calls into NBSC and will not tackle the problem why the branch is ringing in in the first place.	3	5	15	There should be focus on the project transaction journeys as part of the evolvement of Horizon which would help mitigate against this risk.	Open
RO2	There may be cultural issues adapting to a new online help solution as they has been such a reliance on NBSC helping the branch colleagues out in the past.	2	3	6	Effective training of any new help solution to help mitigate against this risk.	Open
RO3	Information remains out of date.	5	5	25	As part of the move to the new help solution, all current help content will be re-written by the product owners and Risk 04 below will help to mitigate the content going out of date.	Open
RO4	No Ownership of help content.	3	5	15	Each section of help on the new solution will have a dedicated business owner who will be responsible for ensuring the content remains up to date. New Operational procedures will be put in place to ensure this happens.	Open
R05	Fujitsu, may not be able to deliver the improvements required to either the help functionality or the transaction processes, or the risk that the development costs are not justified/benefits can't be quantified	5	2	10	Once this BSD has been signed off by the Senior Sign-Off stakeholders there will be a session organised with Fujitsu to discuss our requirements.	

Key:

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

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6.2.6.2. Issues

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

7. Appendix A – Glossary

This section lists all terms used in this document.

Term	Meaning

8. Appendix B – Document History

This section records the version history of this document.

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8.1. Version History

Version	Date	Change Details	Author
0.1	08.04.2016	Draft version created	Jane E Smith
0.2	11.04.2016	Information added to section 2	Jane E Smith
0.3	13.04.2016	E2E solution and publishing Visio diagrams added	Jane E Smith
V1.0	15.04.2016	Final version for submission to SUF	Jane E Smith

9. Appendix C – Post Office Process Classification Framework

<To be advised>

10. Document Control**10.1. Purpose**

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

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

10.2. Reviewers

	Name	Job Title	Date Completed
Sign off			
Peer Review			
Reviewers			

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10.3. Referenced Documents

***Template Guidance - please read and delete these instructions. List all documents referenced by this document.*

Title	Version	Date	Document Ref.	Location