ND1623 2007

B2B TROUBLE-TO-RESOLVE (T2R) USER STORY REQUIREMENTS

Version no: 1.0.0

Network Interoperability Consultative Committee
Ofcom
Riverside House,
2a Southwark Bridge Road,
London SE1 9HA
UK
http://www.nicc.org.uk

Normative Information

Document history

Revision	Date	Notes
Issue V1.0.0	1st October 2007	Prepared for NICC publication by updating version number, adding NICC ND reference and converting from spreadsheet to document format

Contents

Page

1.0 Introduction

The “NICC B2B Interface Framework document” provides the introduction and framework for all NICC B2B standards. It is important to read the Framework in conjunction with this document.

2.0 Purpose & Scope

This document provides details of user stories describing requirements for Trouble-to-Resolve (T2R) process standard development.

They were developed and reviewed in detail by NICC B2B. As new requirements and issues emerge this document will be updated to drive improvements to the T2R standard.

3.0 Create or Validate User Stories (US) for T2R

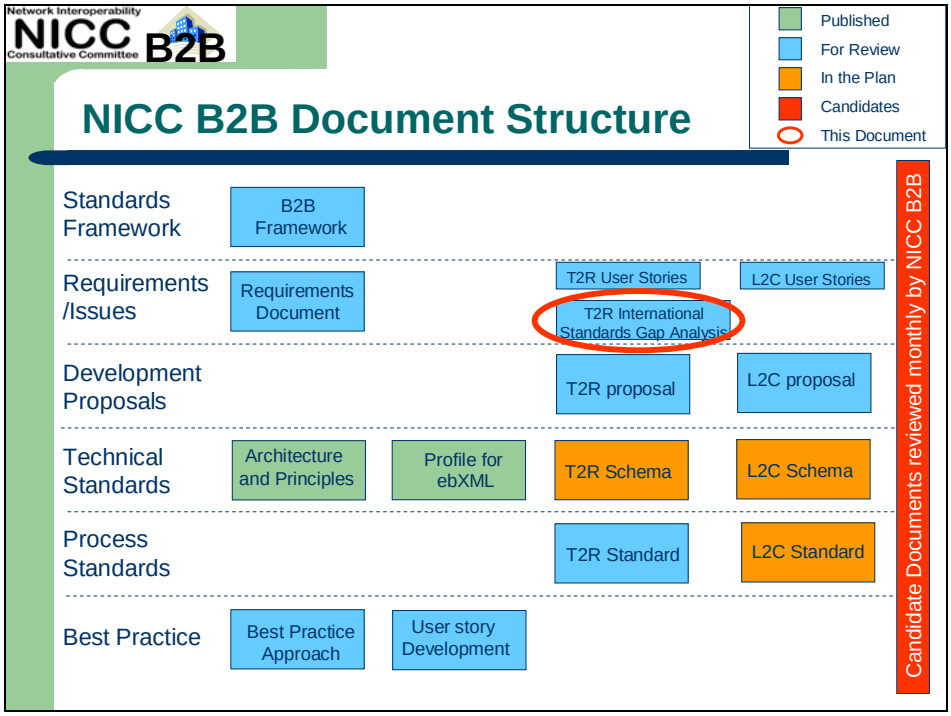
To method used to develop User Stories is described in the NICC B2B User Story Approach document. To quote the document:

- “The NICC B2B User Stories Approach document contains a description of the approach the NICC B2B proposes for developing business-to-business ‘User Story Scenarios’ or “User Stories” as a means of defining standards for B2B gateways in the UK telecoms industry. It is one a number of techniques designed to facilitate the rapid development of systems, processes and products to meet user and customer requirements.
- User story scenarios are end to end stories that can be easily understood by business people with requirements and systems and process development teams. Existing requirements can be aligned to business scenarios, to identify possible gaps in the requirements, which can then be filled. They enable the work to be divided up into work stream activities that can be taken forward by development teams. The scenarios can be prioritised to give a clear direction to development teams for the order of work.”

See below for a summary of the analysis and Annex 1 for the full analysis

4.0 NICC B2B Document Structure & Further Information

This document forms part of a suite of documentation developed and maintained by NICC B2B as shown below. They can be accessed from the NICC publication web site @ http://www.nicc.org.uk/nicc-public/publication.htm. and if they are in development from http://niccb2b.org.uk/ . For access and further details please contact niccb2b@niccb2b.org.uk .



5.0 Keeping this document up to date and relevant

In order to keep NICC B2B standards and best practice up to date and relevant the documents it publishes together with any new issues and requirements are reviewed on a regular basis. If you have any comments or suggestions for improvement please forward them to niccb2b@niccb2b.com or place them directly on to the NICC B2B website @ http://niccb2b.org.uk/wiki/index.php/Main_Page/work/Issues

Annex 1: Roles & Terminology

Role	Attributes
BT Customer	End User/customer of BT
End User	End User/customer of a CP (BT or other)
BT Process	Internal BT process e.g. L2C, T2R
CP	Communication Provider e.g. BTR (BT Retail), BTW (BT Wholesale), Openreach, Vodafone, Bulldog etc.
Supplier	An organisation supplying a service (can be a CP) e.g. Openreach is the Supplier of LLU to a CP

Term	Description
Automation	Refers to the nature of the business-to-business interaction. Automation in this context means the interaction is a B2B message dialogue, and not e.g. a phone call between CP and BT. It does not refer to the processes initiating, or responding to the interaction, e.g. CP requested to make an appointment for their End User.
Dialogue Service	A transactional service proviced by the Supplier that enables e.g. queries, tests, appointing. These services can be stand-alone (e.g. test), or can be linked to an Order or Problem Report (e.g. engineering appointment). Dialogue Services are available via both B2B channel, and Web Services
KCI	Keep Customer Informed - a notification touchpoint which updates the 'customer' (in the context of these User Stories, the CP) on progress/completion of the work
Notify	A party Notifies another party of an event e.g. Supplier sends a KCI to the CP
Query	A party wants to Query information possessed by another party e.g. CP wants to query the details of an existing Supplier appointment
Request	A party Requests another party to take some action e.g. CP requests the Supplier raises a Problem Report in their domain

Annex 2: T2R User Stories

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
21CCE Blueprint Interfaces Analysis						
T2R1	Request Appointment Booking (Dialogue Service)	CP	book an engineering appointment, including confirming a reserved appointment, where this is necessary to resolve the problem	I can arrange for an engineer(s) to visit, in agreement with my End User	**Performance (non-functionals)** - Right First Time (RFT) The resources booked first time Resources with correct skills/equipment are booked to perform resolution within SLA (e.g. access to correct appointment book for product/technology) Appointment slot booked is within SLA timescale (default) CP can request a date/time beyond SLA if required by their EU Appointment slot duration is appropriate for necessary work %times Manual fallback needed to book Appointment - Cycle Time (CT) Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP asks the Supplier to book Appointment/reserve resource(s) 2 Supplier reserves the required human resources. The reservation is based on the pre-defined criteria (i.e. for human resources the skill-set, certification etc are considered). The reservation is based on the resource profile and not a named individual 3 Supplier assigns the tools and equipments needed by the resources for the implementation of the resolution 4 Supplier provides the CP with the reservation details including the duration of the appointment 5 If the earliest available slot is not within the SLA, the Supplier records this such that the SLA violation can be accounted for 6 Supplier ensures that the resource reservation is commercially feasible 7 Supplier asks for the CP approval where necessary	T2R2, T2R15, T2R26, T2R27, T2R36, T2R37, T2R38, T2R45
T2R2	CP Request Appointment Cancellati	CP	cancel an engineering appointment which is no longer required	an abortive visit is avoided, and charges incurred	**Performance (non-functionals)** - RFT Resources reservation cancelled first time %times Manual fallback needed Cancellation can occur at any time up to 'point of no return' (PONR) within the process	T2R1, T2R15, T2R26, T2R27, T2R36, T2R37, T2R38, T2R45

	on (Dialogue Service)				Cancellations requested after the PONR are rejected with reason text/code There is a manual process available beyond the PONR (although the Supplier may levy charges) - CT Cancellation acknowledgement within <x seconds (expectation is transaction is real-time) - % Automation – 100% (up to PONR) - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP asks the Supplier to cancel the reservation of human resource(s) (engineering appointment) 2 Supplier cancels the resource reservation as requested by the CP 3 Supplier notifies the CP after completion of the cancellation task	
T2R3	Execute Solution Tasks	CP	request the Supplier to perform specific tasks (as contracted)	I can use the Supplier as an agent to undertake work on my behalf	Performance (non-functionals) - RFT The task request is sent to the Supplier correctly the first time %times manual exceptions occur - CT Response time for transaction <x sec (expectation is transaction is real-time) This will start the SLA clock - % Automation – 100% - % System Availability to be determined by specific implementations Process (functionals) 1 CP requests the Supplier to perform a task 2 Supplier schedules and assigns the task, and communicates the same to the CP 3 CP compiles and monitors his overall task schedule along with the inputs from the various Suppliers	
T2R4	Supplier Keep Customer Informed (KCI)	Supplier	update the CP of progress on the problem resolution tasks at agreed milestones (i.e. KCI), including the Clear and Close status', when I believe the problem is resolved	the CP is kept informed of task(s) progress	**Performance (non-functionals)** - RFT CP receives KCI first time KCI includes component and/or e2e test results as applicable (see T2R6) KCI includes key milestones including Clear-confirm and Close KCI includes other instructions e.g.: reappoint required; TRC authorisation required; etc %times manual exceptions occur %times the KCI milestones or SLA timescales breached - CT KCI updates based on process milestones/task completions to be agreed by CP and Supplier KCI message sent to CP >x seconds of process milestone being met, or could be sent as bulk update if agreed with CP **This can stop the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier determines, gathers and validates the data to be sent in the form of KCIs from the different parties involved (Partner/Supplier etc.) 2 Supplier creates the required KCIs 3 Supplier sends the appropriate KCIs from time to time to the CP, and to other agreed parties	T2R4

					(Partner/other Supplier/End User etc.) 4 CP may inform the End User about the status of the resolution **Optional** Could be expanded to include sending of regular KCIs at timed intervals upon CP request (see T2R5)	
T2R5	CP Request Task Status	CP	request the Supplier to advise me of progress on the problem tasks	I can get immediate advice on progress	**Performance (non-functionals)** - RFT Supplier receives request from CP first time CP receives correct update first time %times manual exceptions occur - CT Response time <x sec (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP requests a progress update from the Supplier as per the agreed frequency and medium 2 Supplier determines, gathers and validates the data to be sent in the form of KCIs from the different parties involved (Partner/Supplier etc.) 3 Supplier sends the appropriate KCIs from time to time to the CP, and to other agreed parties (Partner/Supplier/End User etc.) 4 CP analyses the data to detect any potential delays or SLA breaches 5 CP may inform the End User about the status of the resolution **Optional** Could be expanded to include request for regular KCIs at timed intervals	T2R6
T2R6	Notify Test **(This User Story is deleted. It is covered by T2R4 KCI)**					T2R4
T2R7	Notify Performance Data	Supplier	provide service performance information to the CP	the CP can proactively assess on a regular basis if the service(s) provided by the Supplier are working as expected, undertake trend analysis, and take action if problems exist	**Performance (non-functionals)** - RFT The performance data provided correctly the first time Data is accurate and consistent - %times exceptions occur - %times manual fallback required - CT The regularity of reports sent to the CP to be agreed between CP and Supplier - % Automation – 100% - % System Availability – to be determined by specific implementations	T2R8

					Process (functionals) 1 Supplier gathers both the static and the dynamic information pertaining to the CP network and service(s) and analyses it to identify any possible problems or degradation of the required performance level 2 Supplier alerts the CP if any deviation from the agreed performance parameters is evident or a problem is identified 3 Supplier sends the performance updates and/or root cause of a problem identified to the CP as a standard report, as scheduled 4 CP carries out trend/exception analysis on the data received to determine deviation from the SLAs and other problems	
T2R8	Request Performance Data	CP	have the ability to request performance information from the Supplier when I require it	I can proactively determine how the Supplier's service is performing, and be able to take action if problems exist	**Performance (non-functionals)** - RFT The performance data provided correctly the first time Data is accurate and consistent The performance data provided on time e.g.: - %times exceptions occur - %times manual fallback required - %times information requested - CT Response time to receive report is x sec/min from request - Cost to serve - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP requests the performance details of the service(s) from the Supplier 2 Supplier gathers both the static and the dynamic information pertaining to the CP's network and service(s) and analyses it to identify any problems or degradation of the required performance level 3 Supplier alerts the CP if any deviation from the agreed performance parameters is evident or a problem is identified 4 CP receives the performance updates and/or root cause of a problem identified from the Supplier as scheduled 5 CP carries out trend/exception analysis on the data received to determine deviation from the SLAs	T2R7
T2R9	Request Service Information (Dialogue Service)	CP	obtain information from the Supplier about the service experiencing a problem	I can associate it with other information I have on the service and problem, such that I can make a diagnosis on the root cause(s) of the problem	**Performance (non-functionals)** - RFT All necessary service information received first time %times manual exceptions occur - CT Time taken for the Supplier to gather all the relevant information for identifying the problem Response time <x sec (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP determines if it needs any information from the Supplier and requests the Supplier for the service	

					related data 2 Supplier gathers the necessary static and dynamic information about the service it provides 3 Supplier collects the data and sends it to the CP 4 CP analyses the data to identify and progress resolution of the problem	
T2R10	Request Test (Dialogue Service)	CP	request a test (of the appropriate type) of the service within the Supplier's domain	I can identify any problems in this domain, or confirm successful resolution of a problem	**Performance (non-functionals)** - RFT CP updated with test results first time %times manual exceptions occur - CT Response time <x seconds (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP determines the appropriate type of test for the service, and nature of the problem, and prioritizes the tests to be carried out in Supplier's domain 2 CP determines if the End User needs to be contacted in case of an intrusive test, and schedules the test accordingly 3 Supplier performs the test(s) (component, e2e) and the result(s) is communicated to the CP 4 The tests and the results are stored in a database (CP and Supplier) 5 CP analyses the test data and uses the outcome to resolve the problem 6 If the CP is not satisfied with the test outcome they can repeat the test(s)	
T2R11	Request Problem Report	CP	request the Supplier to resolve a problem in their domain which is affecting my service	the End User's service(s) is restored	**Performance (non-functionals)** - RFT The problem report is raised successfully first time The PR contains all mandatory data to meet minimum quality standard %times manual exceptions occur in raising the report Expectation is the Supplier confirms their own diagnosis to the CP shortly after the report is acknowledged - CT Response time to accept a problem and confirm predicted repair time (Supplier->CP) dependent on specific processes **This will start the SLA clock** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP determines or suggests the problem lies in the Supplier domain 2 CP sends the Supplier a Problem Report 3 Supplier acknowledges the receipt of the PR 4 Supplier carries out diagnostic tests in order to determine if the problem in in his domain 5 Supplier accepts the PR is diagnosed in his domain, if not then the PR is rejected	T2R17, T2R18, T2R41, T2R42
T2R12	Notify Working Solution Demonstr	Supplier	inform the CP that the implemented solution has been	I can confirm that the problem has been resolved to the End User's satisfaction	**Performance (non-functionals)** - RFT CP informed of satisfactory demonstration first time %times exceptions occurred	T2R4

	ated		demonstrated to the End User		- Cycle time Will normally be sent as part of Clear of Supplier problem report **If sent as part of a Clear KCI, this will stop the SLA clock** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier will offer, or the End User can request a demonstration of service restoration 2 Supplier demonstrates working service to the End User 3 End User confirms that the resolution meets his requirements 4 Supplier informs the CP that the problem resolution has been demonstrated to the End User as part of the problem report Clear KCI 5 CP accepts the PR Clear from the Supplier	
T2R13	Request Supplier/ Partner Input	Supplier	request co-operation from a Partner or other Supplier	I can set-up a schedule of routine activity (e.g. maintenance activities) which requires input from the CP and/or End User	**Performance (non-functionals)** - RFT Co-operation request received successfully first time %times exceptions occur - CT Response time to be agreed by CP and Supplier - Automation to be agreed (likely to be email or voice channel depending on volume) - Volume and Cost will determine automation requirements **Process (functionals)** 1 Supplier requests co-operation from the Partner(s) and/or other Supplier(s) 2 Supplier schedules and co-ordinates the routine activity with the CP/end user 3 Supplier communicates the schedule details to all the concerned parties through the agreed channel	
T2R14	Notify End User Information Required	Supplier	request additional information from the CP	I can progress the action I am undertaking (applicable to various processes)	**Performance (non-functionals)** - RFT Information request received successfully first time Accurate information obtained the first time time - CT Response time <x sec (expectation is transaction is real-time) This can stop the SLA clock if appropriate (this will be conveyed in the message) - % Automation – dependent on request type - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier requests the CP to provide End User sourced data (request volumes should be minimal if main process transactions include all necessary data) 2 CP supplies all necessary data 3 Supplier analyses the End User data in order to provide an appropriate advice/help/resolution of the Problem	
T2R15	Notify Assistance Required	Supplier	request assistance from the End User, CP or other Supplier	I am able to successfully complete the necessary resolution work in my	**Performance (non-functionals)** - RFT The Assistance notification received successfully on time The Assistance is obtained within SLA	T2R1, T2R2, T2R26, T2R27, T2R36, T2R37, T2R38, T2R45

			during problem resolution	domain	- CT Response time of manual response <x mins/hours **This can stop the SLA clock if appropriate (this will be conveyed in the message)** **Process (functionals)** 1 Supplier notifies the CP that assistance is required from the CP, End User or another Supplier (e.g. assistance during Appt; End User to disconnect CPE; etc) 2 End User, CP or other Supplier contact the Supplier to confirm assistance (or not)(manual process) 3 Any changes to the PR e.g. change of Appt are agreed and changes made (e.g. CP reappoints) 4 Assistance is provided by the relevant party to progress the PR	
T2R16	Notify Partner/Supplier Jeopardy Action Requested	Supplier	notify the CP of a process delay/failure	the CP can take appropriate action to manage the delay/failure	**Performance (non-functionals)** - RFT CP receives jeopardy notification first time Notification details reason and impact description (could be a reason code if agreed with CPs) Notification could include requested action by CP %times exceptions occur - CT Jeopardy message sent to CP <x seconds of jeopardy condition occuring - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier identifies a jeopardy in their process which will impact agreed resolution target or component milestone 2 Supplier sends jeopardy notification to the CP 3 Supplier works to resolve the jeopardy or reschedules the tasks 4 CP registers and acts on the jeopardy as necessary e.g. updating the End User of delay 5 Escalation processes are invoked in Supplier and CP domains as per business rules	T2R29
Openr each WLR						
T2R17	Request Problem Report Amendment	CP	request the Supplier to update the Problem Report with an appointment or the information supplied	the Problem Report can reflect all relevant and current information, which will assist in its resolution	**Performance (non-functionals)** - RFT The Amendment is received successfully first time %times manual exceptions occur in amending the report Amendment can convey information such as: new appt details, Time Related Charges authorisation; updated information from the EU; etc - CT Response time for confirmation of amendment <x mins **This can adjust the SLA clock if appropriate (this will be conveyed in the message)(e.g. appt chosen beyond SLA date)** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP sends a Problem Report amendment to the Supplier	T2R11, T2R18

					2 Supplier amends the PR (e.g. add new appointment) and confirms this to the CP 3 Supplier acts accordingly on the amendment	
T2R18	Request Problem Report Cancellation	CP	request the Supplier cancels the Problem Report	the Supplier stops any further activity on it	**Performance (non-functionals)** - RFT Problem Report cancellation received successfully first time %times manual exceptions occur in cancelling the report - CT Response time for acknowledgement of receipt of cancellation <x secs Response time for confirmation of cancellation <x mins **This will stop the SLA clock** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP decides to cancel the PR and sends the Cancellation to the Supplier 2 Supplier aborts any work in progress and cancels the PR within the Supplier domain Note: The only acceptable Industry reason for cancelling a PR in progress, is where the problem has been resolved. Where authorised costs have been incurred by the Supplier, the Supplier should identify this such that these costs are recovered from the CP. This is a manual process.	T2R11, T2R17
T2R19	Request Problem Report Clear Confirm	CP	confirm I agree the problem is resolved	the Supplier can close their PR, and I can manage the closure of the PR in my domain	**Performance (non-functionals)** - RFT The Clear-confirm is received successfully first time %times manual exceptions occur in obtaining the Clear-confirm - CT Response time for confirmation of Clear-confirm <x mins - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier believes he has resolved the problem and sends a Clear KCI 2 CP receives the Clear KCI and confirms with their EU the problem is resolved 3 CP sends a Clear-confirm to the Supplier 4 Supplier sends a KCI Close to the CP and closes the PR in the Supplier domain	T2R4, T2R20
T2R20	Request Problem Report Clear Reject	CP	reject a Problem Report Clear notification from the Supplier	the PR can remain open where I still believe there to be a problem in the Supplier's domain	**Performance (non-functionals)** - RFT The Clear-reject is received successfully first time %times manual exceptions occur in obtaining the Clear-reject - CT Response time to complete unfinished problem resolution and send further Clear-confirm <x mins (to be agreed by CP and Supplier) **This will restart the SLA clock** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)**	T2R4, T2R19

					1 CP rejects the Clear-confirm sent by the Supplier 2 Supplier revisits the PR to reconfirm it is cleared, or takes further action to clear it. If the Supplier believes that no problem exists, or has been resolved after this, a further Clear will be sent. The PR will then go into a state which requires manual intervention to progress or close the PR Note: PR in the Supplier's domain may be resolved, but the End User's problem resides within another domain. The CP is responsible for orchestrating multiple PRs with different Suppliers.	
T2R21	Request Third Party Report	CP	send a Third Party Problem Report to the Supplier	the Supplier is informed and can action the Problem Report	**Performance (non-functionals)** - RFT The Third Party report is received successfully first time %times manual exceptions occur in obtaining the Third Party report - CT Response time for acknowledgement of receipt of Third Party report <x secs - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP sends the Third Party report to the Supplier 2 Supplier raises a Third Party PR in it's domain	T2R11, T2R23, T2R24
T2R22	Notify Third Party Report	Supplier	notify the CP of a Third Party problem report I have received	the CP is aware of a problem which could affect the services supplied by me	**Performance (non-functionals)** - RFT The Third Party report is received successfully first time %times manual exceptions occur in obtaining the Third Party report - CT Response time for acknowledgement of receipt of Third Party report <x secs - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier sends the Third Party report to the CP 2 CP registers the problem and possible impacts	T2R25
T2R23	Notify Network Damage Report	CP	report a Third Party network damage to the Supplier	the Supplier is informed and can action the Problem Report	**Performance (non-functionals)** - RFT The Damage report is received successfully first time %times manual exceptions occur in obtaining the Damage report - CT Response time for acknowledgement of receipt of Damage report <x secs - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP sends the Damage report to the Supplier 2 Supplier raises a Damage PR in its domain	T2R11, T2R21, T2R24
T2R24	Notify Reportable Incident	CP	notify the Supplier of a Reportable	I fulfil my responsibility and the Supplier can act on the incident	**Performance (non-functionals)** - RFT The Reportable Incident report is received successfully first time	T2R11, T2R21, T2R23

			Incident		%times manual exceptions occur in obtaining the Reportable Incident report - CT Response time for acknowledgement of receipt of Reportable Incident report <x secs - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP sends the Reportable Incident report to the Supplier 2 Supplier raises the RI PR in its domain	
T2R25	Notify Problem Report	Supplier	send the CP a Problem Report	the CP is requested to resolve a problem in their domain	**Performance (non-functionals)** - RFT The Problem Report is received successfully first time %times manual exceptions occur in obtaining the Problem Report - CT Response time for acknowledgement of receipt of the Problem Report <x secs **This starts an SLA clock in the CP's domain** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier sends the Problem Report report to the CP 2 CP raises a PR in its domain	T2R22
Openr each Dialog Servic es						
T2R26	Query Appointment Details (Dialogue Service)	CP	query the details of an existing engineering appointment	I can check the details and take any necessary action	**Performance (non-functionals)** - RFT Correct Appointment details received the first time %times manual exceptions occur in obtaining the Appointment details - CT Transaction response time <x seconds (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP requests the Supplier to provide the Appointment details 2 Supplier retrieves and sends the Appointment details to the CP **Optional** Expanded query to return details of all appts for this CP. Query criteria needs to be agreed - may need to be done after we know all appt reqs inc L2C	T2R1, T2R2, T2R15, T2R27, T2R36, T2R37, T2R38, T2R45
T2R27	Request Appointment	CP	request the availability of appointment slots	I can select a slot which suits me and my End User	**Performance (non-functionals)** - RFT Appointment availability details received the first time	T2R1, T2R2, T2R15, T2R26, T2R36, T2R37, T2R38, T2R45

	Availability (Dialogue Service)		to meet my need		Resources with correct skills/equipment are available to perform resolution within SLA (e.g. access to correct appointment book for product/technology) CP has appointment slot choice within SLA timescale Appointment slot duration is appropriate for necessary work CP is advised of appointment slot duration when selecting slot %times manual exceptions occur in obtaining the Appointment details - CT Transaction response time <x seconds (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP requests the Supplier to provide the Appointment availability details 2 Supplier retrieves and sends the Appointment availability details to the CP 3 If the Dialogue Service is not 'functionally' available it returns a response to indicate this **Options:** More advanced search options e.g. slots before/after a specified time More granular slot durations	
T2R28	Query Fault History (Dialogue Service)	CP	query the Supplier's fault history on a specified service	I know the problem history of the service and can use the data in existing problem resolution	**Performance (non-functionals)** - RFT Accurate fault history received the first time The default history period is 90 days (plus see Optional below) Rules are applied where the History is not available (e.g. on renumbered services) %times manual exceptions occur in obtaining the Fault History - CT Transaction response time <x seconds (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP requests the Supplier to provide the problem history of the service 2 Supplier retrieves and sends the repair history of the service to the CP **Optional** The period of the HIstory can be defined (to a maximum limit - to be agreed) e.g. in months	
Others from NICC T2R Requirements Templates						
T2R29	Escalate	CP	escalate a	I can reflect that the	**Performance (non-functionals)**	T2R16

	Problem Report		Supplier's existing Problem Report	priority/severity has changed, or chase lack of progress, and get the problem resolved accordingly	- RFT Problem Escalation request received the first time %times manual exceptions occur in obtaining the Problem Escalation request - CT Transaction response time <x minutes **This can adjust the SLA clock (e.g. a higher level SLA applied)** - % Automation – 100% **(process would be B2B txn sent then followed up by manual process)** - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP applies business rules to trigger Escalation 2 CP requests the Supplier raises the priority of the Problem Report, or the CP chases lack of progress by the Supplier 3 CP waits a maximum time for a suitable response, otherwise a manual process is invoked 4 Supplier identifies reason for the Escalation and acts accordingly, responding to the CP with intended action or progress update (KCI)	
T2R30	Notify Charge	Supplier	notify the CP that a one-off charge will be applied to the Problem (e.g. where the EU has damaged equipment)	I can recover costs that I am not liable for	**Performance (non-functionals)** - RFT Charge notification received the first time %times manual exceptions occur in obtaining the Charge notification - CT Transaction response time <x seconds **This can stop the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier identifies an excess cost and raises a Charge notification to the CP 2 CP assesses the Charge and accepts or rejects it 3 If Charge accepted the Supplier progresses the resolution 4 If Charge is rejected negotiation takes place via a manual process 5 Supplier has the ability to modify the Charge and send a further notification 6 CP can accept or reject further notifications with same process 7 CP can cancel the PR is requested by their End User	T2R31, T2R46
T2R31	Request Charge Accept/Reject	CP	be able to accept of reject the one-off charge	I have control of any such charges rasied (note that rejection will likely lead to further investigation and negotiation on responsibility via a manual process)	**Performance (non-functionals)** - RFT Charge Accept/Reject received the first time %times manual exceptions occur in obtaining the Charge Accept/Reject - CT Transaction response time <x seconds **This can start the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% for Accept, for Rejection further negotiation may take place via a manual process - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP assesses the Charge notification and sends an accept or reject to the Supplier	T2R30, T2R46

					2 If Charge accepted the Supplier progresses the resolution 3 If Charge is rejected negotiation takes place via a manual process 4 Supplier has the ability to modify the Charge and send a further notification 5 CP can accept or reject further notifications with same process (final outcome is an accept or cancellation) 6 CP may cancel the PR if requested by their End User	
T2R32	Notify Planned Outage	Supplier	notify the CP that a service outage is required to resolve the problem (where this outage may impact other End User services for that CP. Where >1 CPs are affected, the PEW process is invoked)	I can advise the CP of the impact of the reolution, and gain agreement on progression and scheduling	**Performance (non-functionals)** - RFT Planned Outage notification received the first time Planned Outage identifies all CP services that will be affected Any other CPs affected are identified (if so then process follows PEW process) %times manual exceptions occur in obtaining the Planned Outage notification - CT Transaction response time <x seconds **This can stop the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% where Accepted, if Rejected notification is folllowed by a manual process - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier identifies the need for a Planned Outage (which will affect only this CP's services) and sends a notification to the CP 2 CP validates the request and sends an accept/reject 3 If the Outage is accepted the Supplier progresses the resolution at the scheduled time 4 If the Outage is rejected negotiation takes place via a manual process 5 Supplier has the ability to modify the Planned Outage details and send a further notification 6 CP can accept or reject further notifications with same process Note: if other CPs would be affected by the outage, then this PR must be parked (is the clock stopped?), and the Supplier invokes the Notify PEW process (T2R34). Once the PEW is complete the dependent PR can be progressed/cleared	T2R33
T2R33	Request Planned Outage Accept/Reject	CP	be able to accept or reject the service outage	I can manage my End User impacts and agree a suitable outage schedule	**Performance (non-functionals)** - RFT Planned Outage Accept/Reject received the first time %times manual exceptions occur in obtaining the Planned Outage Accept/Reject - CT Transaction response time <x seconds **This can start the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% if Accepted, if Rejected notification is followed by a manual process - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP assesses the Planned Outage notification and sends an accept or reject to the Supplier 2 If Outage accepted the Supplier progresses the resolution at the scheduled time 3 If Outage is rejected negotiation takes place via a manual process 4 Supplier has the ability to modify the Planned Outage details and send a further notification 5 CP can accept or reject further notifications with same process	T2R32

					Note: where the CP has requested a scheduled outage time which generates a charge by the Supplier (e.g. for out-of-hours), this User Story process is followed by the Supplier raising a Notify Charge process (T2R30)	
NICC B2B User Story Review Apr/May 07						
T2R34	Notify Planned Engineering Works	Supplier	notify CPs of a Planned Engineering Works where this is planned works, or necessary to resolve a specific PR(s)	they are aware of any disruption to service, and can advise their End Users accordingly	**Performance (non-functionals)** - RFT PEW notification received the first time PEW identifies all CP services that will be affected Planned PEW timing conforms to any business rules (e.g. non-working hours) PEW information (location/timing/affected services etc) is available to the Supplier's Resolve Problem and Monitor & Assure processes %times manual exceptions occur in obtaining the PEW notification - CT Notification should be a minimum of x hours prior to the PEW - % Automation – 100% - % System Availability to be determined by specific implementations - Data accuracy and consistency **Process (functionals)** 1 Supplier notifies CPs of PEW. The PEW may be due to planned works, or required to resolve a specific PR, where the resolution work affects other CPs 2 CP receives the PEW notification and can identify which CP services it impacts 3 CP sends out End User notifications as appropriate	T2R43, T2R44
T2R35	Notify End User Visit Not Required	Supplier	notify the CP if, during a pre-arranged Appointment, it is not necessary to visit the End User's premises (e.g. all work can be undertaken external to the premises)	the CP can inform their End User that they should not expect an engineer to call, and do not have to be present at the premises	**Performance (non-functionals)** - RFT Visit Not Required notification received the first time %times manual exceptions occur in obtaining the Notification - CT Visit Not Required notification sent within x mins of engineer identifying the need - % Automation level to be determined by specific implementations - % System Availability to be determined by specific implementations **Process (functionals)** 1 Engineer identifies he does not need to visit the EU premises and initiates a notification 2 Supplier notifies CP 3 CP can advise their EU that engineer will not visit them	
T2R36	Request Appointm	CP	reserve an engineering	I can arrange the appointment during first	**Performance (non-functionals)** - RFT	T2R1, T2R2, T2R15, T2R26, T2R27, T2R37,

	ent Reservation (Dialogue Service)		appointment prior to raising a Problem Report, or during its progress	contact with my End User, or later as required to resolve the problem	The Appointment is reserved first time The reservation is against resources with correct skills/equipment to perform resolution within SLA (e.g. access to correct appointment book for product/technology) Appointment slot reserved is within SLA timescale (default) CP can request a date/time beyond SLA if required by their EU Appointment slot duration is appropriate for necessary work %times Manual fallback needed to reserve Appointment - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) The reservation period is temporary and operates on a time-out if not Booked. Expiry time for temporary reservation is sufficient to meet CP process needs (i.e. time delay to raise a PR and confirm appt) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP asks the Supplier to reserve Appointment/reserve resource(s) 2 Supplier reserves the required human resources. The reservation is based on the pre-defined criteria (i.e. for human resources the skill-set, certification etc are considered). The reservation is based on the resource profile and not a named individual. The reservation is temporary and will time-out after a set duration 3 Supplier provides the CP with the reservation details including the duration of the appointment 4 If the earliest available slot is not within the SLA, the Supplier records this such that the SLA violation can be accounted for 5 Supplier ensures that the resource reservation is commercially feasible 6 Supplier asks for the CP approval where necessary	T2R38, T2R45
T2R37	Supplier Request Appointment Cancellation	Supplier	cancel an engineering appointment which is either not necessary or cannot be met	the CP is made aware and can book another appointment if necessary	**Performance (non-functionals)** - RFT Appt Cancellation received first time %times Manual fallback needed Cancellation request can occur at any time up to 'point of no return' (PONR) within the process There is a manual process available beyond the PONR - CT Transaction response time <x seconds **This can stop the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% (up to PONR) - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier asks the CP if they can cancel the reservation of human resource(s) (engineering appointment) 2 CP responds with an Accept/Reject 3 If accepted the Supplier cancels the appointment 4 CP will subsequently book another appointment if required, for no earlier than the date specified by the Supplier (e.g. due to a delay). Any SLA volation is logged by the Supplier and compensation processes followed 5 If the request is rejected the process reverts to manual	T2R1, T2R2, T2R15, T2R26, T2R27, T2R36, T2R38, T2R45
T2R38	Notify	CP	be able to accept	I have some control	**Performance (non-functionals)**	T2R1, T2R2, T2R15,

	Supplier Request Appointment Cancellation Accept/Reject		or reject the appointment cancellation	over actions that directly impact my End Users	- RFT Appt Cancellation Accept/Reject received the first time %times manual fallback needed in sending the notification - CT Transaction response time <x seconds **This can start the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP assesses the Appt Cancellation and sends an accept or reject to the Supplier 2 If the cancellation is accepted the Supplier cancels the Appt 3 If necessary the CP subsequently makes another appointment, for no earlier than the date specified by the Supplier (e.g. due to a delay). Any SLA volation is logged by the Supplier and compensation processes followed 4 If the cancellation is rejected negotiation takes place via a manual process	T2R26, T2R27, T2R36, T2R37, T2R45
T2R39	CP Notify Task Status	CP	update the Supplier of progress on tasks within my domain	the Supplier is informed of the progress/completion of tasks upon which they are dependent	**Performance (non-functionals)** - RFT Supplier receives notification first time %times manual exceptions occur - CT Updates based on process milestones/tast completions to be agreed by CP and Supplier Process clock stopped within Supplier domain whilst waiting on task completion from CP Notify message sent to Supplier within <x seconds of process milestone being met - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP undertakes a task within their domain in order to progress the problem resolution 2 CP sends both regular updates and completion status to the Supplier 3 Supplier is kept informed of the status, and knows when the task is complete such that they can progress the resolution **Optional:** Regularity of clock-based updates to be agreed by CP and Supplier	T2R40
T2R40	Supplier Request Task Status	Supplier	request the CP to advise me of progress on the task within their domain	I can get immediate advice on progress	**Performance (non-functionals)** - RFT CP receives request from Supplier first time Supplier receives correct update first time %times manual exceptions occur - CT Response time <x sec (expectation is transaction is real-time) If Supplier receives a completion status update the Suppier restarts their SLA clock - % Automation – 100% - % System Availability to be determined by specific implementations	T2R39

					Process (functionals) 1 Supplier requests a progress update from the CP 2 CP determines the progress status 3 CP sends the status update to the Supplier 4 Supplier receives the update, and when completion reached, can progress the problem resolution in their domain (restarting their SLA clock) **Optional:** Could be expanded to include request for regular updates at timed intervals	
T2R41	Notify Update Information	CP	notify the Supplier of new information relating to the Problem Report	the Supplier has the latest and complete information about the PR which will assist its resolution	**Performance (non-functionals)** - RFT Supplier receives notification from CP first time %times manual exceptions occur - CT Updated information sent within <x sec/min of it being available **This can adjust the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP has aquired new information relating to the Problem Report 2 CP notifies the Supplier of this new information 3 Supplier updates the PR within their domain, and takes the appropriate action	T2R11
T2R42	Request Suspend/ Resume Problem Report	CP	request the Supplier to suspend the Problem Report pending further advice, and resume it when required	I can stop activity on the PR when required to avoid unnecessary, untimely or abortive work, and restart it when required	**Performance (non-functionals)** - RFT Supplier receives request from CP first time %times manual exceptions occur - CT Response time <x sec (expectation is transaction is real-time) Supplier stops their SLA clock on receipt of Suspend, and restarts clock on receipt of Resume Supplier applies a time-out if no Resume is received within x hours/days (to be agreed by CP and Supplier) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP requests the Supplier Suspends progress of the PR 2 Supplier receives the Suspend, freezes progression of the PR, and stops activity and the SLA clock 3 CP requests the Supplier resumes the PR progression 4 Supplier restarts their SLA clock and progresses the PR 5 If no Resume is sent to the Supplier, the Suspend times-out, and the Supplier invokes the time-out auto cancel process	T2R11
T2R43	Notify Major Service Outage	Supplier	notify CPs of an Major Service Outage (MSO)	they are aware of any disruption to service, can advise their End Users accordingly, and	**Performance (non-functionals)** - RFT MSO notification received the first time MSO identifies all CP services that will be affected	T2R34, T2R44

	(MSO)			avoid reporting individual PRs for affected services	MSO notification includes likely service outage time MSO information (location/timing/affected services etc) is available to the Supplier's Resolve Problem and Monitor & Assure processes %times manual exceptions occur in obtaining the MSO notification - CT Notification should happen within x mins of the MSO being identified - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier identifies an MSO notifies affected CPs 2 CP receives the MSO notification and can identify which CP services it impacts 3 CP sends out notifications as appropriate	
T2R44	Notify PEW or MSO Status	Supplier	notify CPs of the status of a PEW or MSO	they are aware of when a PEW starts, intermediate progress updates, and when a PEW/MSO is finished	**Performance (non-functionals)** - RFT PEW/MSO status notification received the first time PEWMSO start notification includes predicted finish time PEWMSO notification can convey cause or resolution progress notes PEW/MSO status information (location/timing/affected services etc) is available to the Supplier's Resolve Problem and Monitor & Assure processes %times manual exceptions occur in obtaining the MSO notification - CT Notification should happen within x mins of the PEWMSO being started or finished - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier identifies the PEW is starting, or a PEW/MSO has finished, and notifies the CP 2 Supplier progresses any dependent PRs 3 CP receives the status notification 4 CP notifies its End Users as appropriate and progesses any dependent PRs	T2R34, T2R43
T2R45	Request Further Appointment Reservation (Dialogue Service)	CP	reserve a further engineering appointment where it is necessary	all required work can be completed to resolve the problem	**Performance (non-functionals)** - RFT The Appointment is reserved first time The reservation is against resources with correct skills/equipment to perform resolution within SLA (e.g. access to correct appointment book for product/technology) Appointment slot reserved is within SLA timescale (default) CP can request a date/time beyond SLA if required by their EU Appointment slot duration is appropriate for necessary work %times Manual fallback needed to reserve Appointment - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) Expiry time for temporary reservation is sufficient to meet CP process needs (i.e. time delay to raise a PR and confirm appt) **This can adjust the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100%	T2R1, T2R2, T2R15, T2R26, T2R27, T2R36, T2R37, T2R38

					- % System Availability to be determined by specific implementations **Process (functionals)** 1 CP has identified or been informed of the need for a further appointment 2 CP follows the standard Appt Reservation process as per that User Story. SLA violation would not apply if the further appt is required due to CP issues/delay e.g. End User 'no access' 3 CP would then send a PR Amendment to add the new appt to the PR	
T2R46	Notify Excess Appointment Charge	Supplier	abort an appointment (on the day) where the engineer estimates the Time Related Charges (TRC) will exceed the allocated appointment time	I can have the additional charges accepted and a new appointment made	**Performance (non-functionals)** - RFT The Notification to the CP is received first time The Notification identifies the reason (i.e. appt abandoned) The Notification details the new charges (e.g. charge band) %times Manual fallback needed to send Notification - CT A time-out will apply to the wait period whereby the PR must be reappointed or cancelled by the CP (by product, to be agreed by CP and Supplier) **This can stop the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier engineer identifies (probably when on site) that the work cannot be completed within the agreed TRC 2 Engineer aborts the appt, and a notification is sent to the CP 3 CP receives notification and decides whether to authorise the higher charge, or cancel the PR 4 If CP authorises - CP reappoints using standard process 5 CP sends PR Amendment to Supplier giving authorisation and new appt details. SLA violation will not apply until the SLA clock is restarted 6 If CP does not authorise - CP will either send Amendment specifying non-approval, or no response 7 On receipt of non-approval, or time-out after no response, the Supplier will Cancel the PR	T2R30, T2R31
T2R47	Notify Auto Cancel	Supplier	be able to automatically cancel a PR where progression is dependent on the CP but I get no response (e.g. Resume transaction not sent)	I can remove PRs from the workstack that I consider to be no longer active	**Performance (non-functionals)** - RFT The Notification to the CP is received first time The Notification identifies the reason (e.g. auto cancel of a Suspended PR where no Resume received) The auto cancel is invoked according to business rules applied by the process %times Manual fallback needed to send Notification - CT Time-out applied to Suspended PRs before reminder KCI sent Further time-out applied between KCI and auto-cancel Time-out periods will be agreed between CP and Supplier - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Precondition: PR is in a suspended state awaiting CP input 2 After a set time-out where no CP input, or if incomplete input has been received by the Supplier, the	T2R42

					Supplier sends a KCI to prompt action by the CP 3 If no response or manual contact from the CP is received after a further time-out period, then the Supplier sends an Auto Cancel notification to the CP, and cancels the PR in the Supplier's domain 4 If a further incomplete response is received within the second time-out, then a manual process is invoked	

Annex 3: Exception User Stories

Exception ID	Exception Process	All	Manage Contact	Sell service	Supply service	Configure	Obtain payment	Manage Progress	Monitor & Assure Service	Resolve Problem	As a …	I want to…	So that …	Success Criteria	Other remarks/Issues
EX001	Technical Escalation									y	CP	have a complex problem root cause to be escalated to the appropriate expert team within the Supplier's domain	expert technical diagnosis can be performed, if necessary in co-operation with my organisation, such that resolution is achieved	**Performance (non-functionals)** - RFT The need for specialist technical expertise is recognised at the earliest point The PR is forwarded to the correct technical team first time All relevent information is available to the team e.g. test results, field engineer's notes etc - CT The technical team works to an agreed SLA according to customer/product etc KCIs are sent at regular intervals - % Automation – where possible, apparently complex Problems will be automatically forwarded to the technical team e.g. as a result of automated T&D **Process (functionals)** 1 An Open PR is determined by the Supplier to be complex, requiring expert technical diagnosis 2 The PR is automatically or manually forwarded to the correct technical team 3 The technical team perform expert T&D to determine the route cause and invoke restoration 4 Regular KCIs are sent during expert diagnosis and resolution, according to the needs to particular customer types 5 Once the problem is resolved, it is cleared/closed as normal 6 Any compensation payments to the CP are	

														calculated and invoked for SLA violations	
EX002	Management Escalation									y	CP	escalate my PR for the attention of more senior management within the Supplier's domain	the necessary priority is assigned, and resources engaged to progress the resolution of my problem in line with my SLA		
EX003	Information Required									y	Supplier	obtain a greater level of information from the Buyer, relating to the nature and manifestation of the problem	I have the most complete view of the problem that will enable me to resolve it		

EX004	Transaction Failure								**y**	**y**	CP	have standard processes for dealing with B2B Business Transaction failures including: message receipt failure (Receipt Ack Exception); message validation failure (Acceptance Ack Exception); message nil receipt or receipt time-out (TTR time-out); message response time-out (TTP time-out)	when failures occur I can rectify any problems and enable/manage Business Transaction success in a standard way		
EX005	Transaction Failure								**y**	**y**	CP or Supplier	have standard processes for dealing with B2B Business Transaction failures including: message receipt failure (Receipt Ack Exception); message validation failure (Acceptance Ack Exception); message nil receipt or receipt time-out (TTR time-out); message response time-out (TTP time-out)	when failures occur I can rectify any problems and enable/manage Business Transaction success in a standard way		
EX006	Repeat PR									**y**	Supplier	have a standard process for dealing with repeat PRs on the same service instance, identifying whether they are recurrence of the original problem, or a new problem	I can identify and resolve a repeatitive fault condition, or avoid abortive work on a PR I believe I have resolved in my domain, and avoid further repeat PRs		

EX007	Missing KCI									y	CP	have a standard process for chasing KCI notifications I expected but have not received	I can manage the progress tracking of PRs with my Suppier, where pogress appears to be delayed, or at risk of failing or has failed my SLA		
EX008	CP Manage RWT									y	CP	have a standard process for dealing with a PR which has been Cleared by the Supplier as 'Right When Tested'	I have the opportunity to dispute the RWT and have the Supplier revisit the PR		
EX009	Supplier Manage RWT									y	Supplier	have a standard process for dealing with a PR which I have Cleared as 'Right When Tested'	if the CP disputes this finding I can undertake further diagnosis, and if this proves the problem out of my domian I am able to raise charges		
EX010	Touchpoint Initiated Beyond PONR									y	CP	have a standard process for being informed of, and dealing with Touchpoints I initiate beyond the Supplier's Point Of No Return	I am aware of the status of the PR, and can initiate Supplier interaction via other means		

- End -