Document Title:	**SERVICE REVIEW - PERFORMANCE STATISTICS**
Document Type:	SERVICE REVIEW - APRIL 2000
Abstract:	This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 31st March 2000
Status:	Definitive
Distribution:	Service Management Review Forum ICL Pathway Management Team ICL Pathway Customer Service Management Team Richard Brunskill Dave Fletcher Peter Robinson ICL Pathway Library
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Approval Authority:	Stephen Muchow, Director Customer Service
Signature:	_____ **Date:** 07.04.00

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0 DOCUMENT CONTROL

0.1 DOCUMENT HISTORY

Version	Date	Reason
0.1	16.07.97	Initial Draft with limited circulation & issue for review
0.2	27.08.97	Draft for first Service Review and evaluation within the Service Management Review Forum
0.3	16.09.97	Amended by Service Review Forum (August) input.
0.4	10.10.97	Amended by Service Review Forum (September) input.
0.5	11.11.97	Amended to reflect SLA profiles arising from Rel 1C implementation
0.6	17.12.97	Minor changes with introduction of Release 1C reports.
0.7	19.01.98	BPS MIS Reports included
0.8	13.02.98	BPS MIS Reports deleted – issued via Electronic Route.
0.9	13.03.98	Amended by Service Review Forum (January) input. Includes new Management Report (Section 2)
1.0	14.04.98	Amended by Service Review Forum (February) input. Includes Actual v's Predicted Volumes.
2.0	15.12.98	Draft restructure of NR2 Service Review - Performance Statistics Book
2.1	11.03.99	Restructure of NR2 Service Review - Performance Statistics Book – as accepted by Service Review Forum.
2.2	17.06.99	Amended to reflect Horizon contract changes made on 24th May 1999.
2.3	12.08.99	Brought into line with Performance Measures as set out in the revised contract
2.4	08.09.99	Service Review Book for August performance
2.5	16.09.99	Revised Service Review Book for August performance
2.6	07.10.99	Service Review Book for September performance
2.7	05.11.99	Service Review Book for October performance
2.8	07.12.99	Service Review Book for November performance
2.9	10.01.00	Service Review Book for December performance
3.0	07.02.00	Service Review Book for January performance
3.1	07.03.00	Service Review Book for February performance
3.2	14.03.00	Revised Service Review Book for February performance
3.3	20.03.00	Revised Service Review Book for February performance
3.4	07.04.00	Service Review Book for March performance

Commented [MSOffice1]: Service Level Agreement

Commented [MSOffice2]: Management Information System

Commented [MSOffice3]: Management Information System

0.2 ASSOCIATED DOCUMENTS

Version	Date	Title
0.1	02.07.97	Business Performance SLA Listings
0.9	13.03.98	R1C Operations Report
1.0	01.03.99	ICL Pathway Customer Service Monthly Incident Review

Commented [MSOffice4]: Service Level Agreement

0.3 ABBREVIATIONS

EIS	Executive Information System	POCL	Post Office Counters Limited
HSH	Horizon System Helpdesk	SLA	Service Level Agreement
IT	Information Technology	SLAM	Service Level Agreement Monitor
MIS	Management Information System	TBN	To be Notified
MAT	Minimum Acceptable Threshold	TRT	Termination Review Threshold

Commented [MSOffice5]: Executive Information System

Commented [MSOffice6]: Post Office Counters Limited

Commented [MSOffice7]: Horizon System Helpdesk

Commented [MSOffice8]: Service Level Agreement

Commented [MSOffice9]: Information Technology

Commented [MSOffice10]: Service Level Agreement Monitor

Commented [MSOffice11]: Management Information System

Commented [MSOffice12]: To be Notified

Commented [MSOffice13]: Minimum Acceptable Threshold

Commented [MSOffice14]: Termination Review Threshold

0.4 GLOSSARY

For ease of use the glossary of terms used in this review book are classified by the main reporting groups against which they appear:

- **HELPDESK SERVICES**

POCL (Non-Serv):	All calls placed with Horizon System Helpdesk that embrace non- System Service calls (currently equates to Advice & Guidance, Operations, Implementation, Reconciliation, Security and Other).
Advice & Guidance	Calls requiring general advice.
Operations	Calls diagnosed as relating to the operating environment.
Implementation	Calls for site preparation and installation.
Reconciliation	Calls requiring reconciliation of a particular part of the system.
Security	Calls relating to security breaches or for the requirement of one shot passwords.
Other	Calls relating to PO closures, reference data changes, miscellaneous environmental issues and failed verification calls.
POCL (Serv):	All calls placed with Horizon System Helpdesk that embrace System Service calls (currently equates to Hardware, Network and Software).
H/W:	Calls diagnosed as relating to a system hardware fault.

Commented [MSOffice15]: Post Office Counters Limited

Commented [MSOffice16]: Post Office Counters Limited

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N/W: Calls diagnosed as relating to a system network fault.

S/W: Calls diagnosed as relating to a system or application software fault.

- **CALL TO RESOLUTION**

'A' Priority: Logged calls that reflect a fault which has 'resulted in substantial impact on all automated counter positions in the outlet'.

'B' Priority: Logged calls that reflect a fault which has 'resulted in substantial impact on an automated counter position, but not all automated counter positions in the outlet'.

0.5 CHANGES IN THIS VERSION

1 INTRODUCTION

1.1 APPROACH

This document contains those reports and information necessary for the Service Management Forum to review delivery of the contract by ICL Pathway.

The issue of this document is now definitive and is to be used commencing March 1999.

1.2 INTERPRETATION

Data interpretation, beyond report label classification, can be further qualified by use of the Service Review Guide.

1.3 REVIEW BOOK CONSTRUCTION

This book is sectioned by key areas against which Service Management Reviews are to be conducted. Where necessary supplementary information will be provided to support the service performance status reports.

- Management Summary

- Horizon Volumetrics

- Service Performance Status Report

- Customer Service Operations Report

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2 MANAGEMENT SUMMARY

Programme Status	Live Outlets	Operational Counters
31st March 2000	4566	10361
Comments		

1. In order to comply with the requirement to issue the first version of the SRB by 5th working day of the month, the 'up to date' figures for TPS, APS and OBCS file delivery cannot be obtained for the previous month. This is due to Data Warehouse processing cycles and the effects of late polling. This subsequent version contains updated TPS, OBCS and APS file delivery performance measures, which now reflect the true position at the end of March.
2. Engaged call statistics have now been received from BT and included.
3. A detailed explanation and action plan for all SLA failures is included within section 4.9.

3 HORIZON VOLUMETRICS

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3.1   OPERATIONAL OUTLET & COUNTER VOLUMES
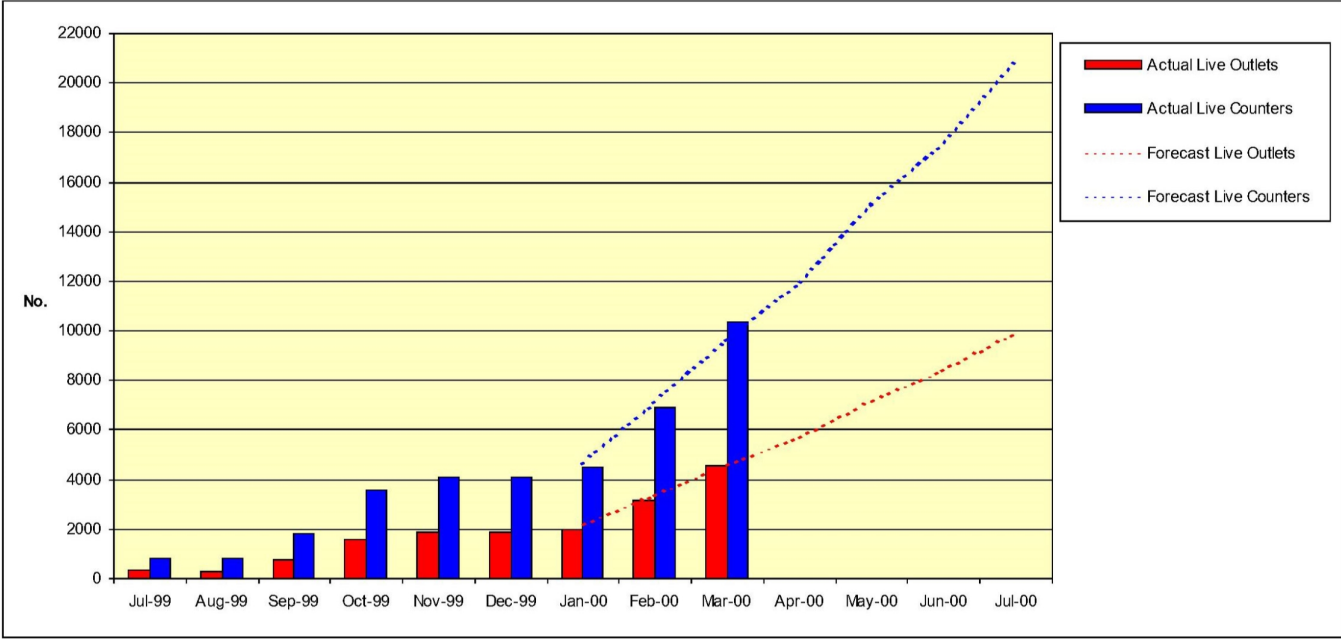
	Jul-99	Aug-99		Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00
Actual Live Outlets	323	321		749	1596	1859	1858	2000	3136	4566				
Actual Live Counters	821	819		1819	3558	4122	4122	4485	6886	10361				
Forecast Live Outlets								2158	3328	4552	5652	7158	8382	9912
Forecast Live Counters								4646	7077	9621	11907	15036	17580	20759

3.2   HORIZON SYSTEM HELPDESK – LOGGED CALL VOLUMES
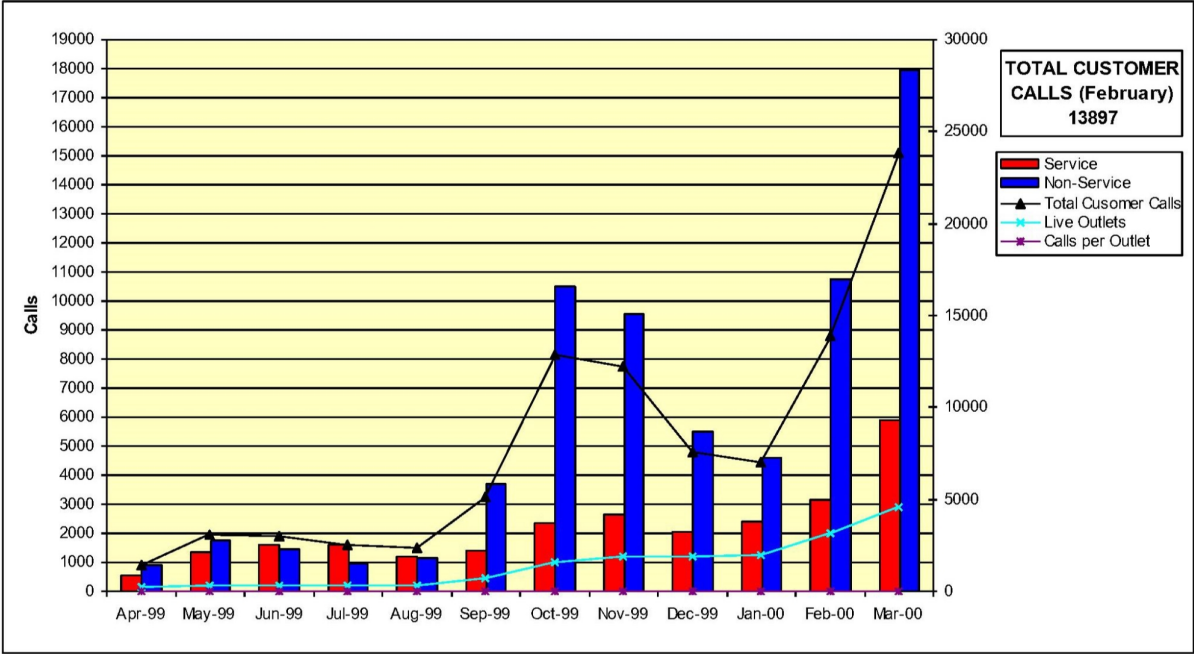
	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00
Service	547	1347	1592	1609	1219	1422	2352	2664	2046	2425	3131	5901
Non-Service	897	1743	1446	928	1158	3680	10477	9567	5510	4592	10766	17954
Total Cusomer Calls	1444	3090	3038	2537	2377	5102	12829	12231	7556	7017	13897	23855
Live Outlets	202	299	299	323	321	749	1596	1859	1858	2000	3136	4566
Calls per Outlet	7.1	10.3	10.2	7.9	7.4	6.8	8.0	6.6	4.1	3.5	4.4	5.2

3.3 HORIZON SYSTEM HELPDESK - LOGGED CALL PROFILES
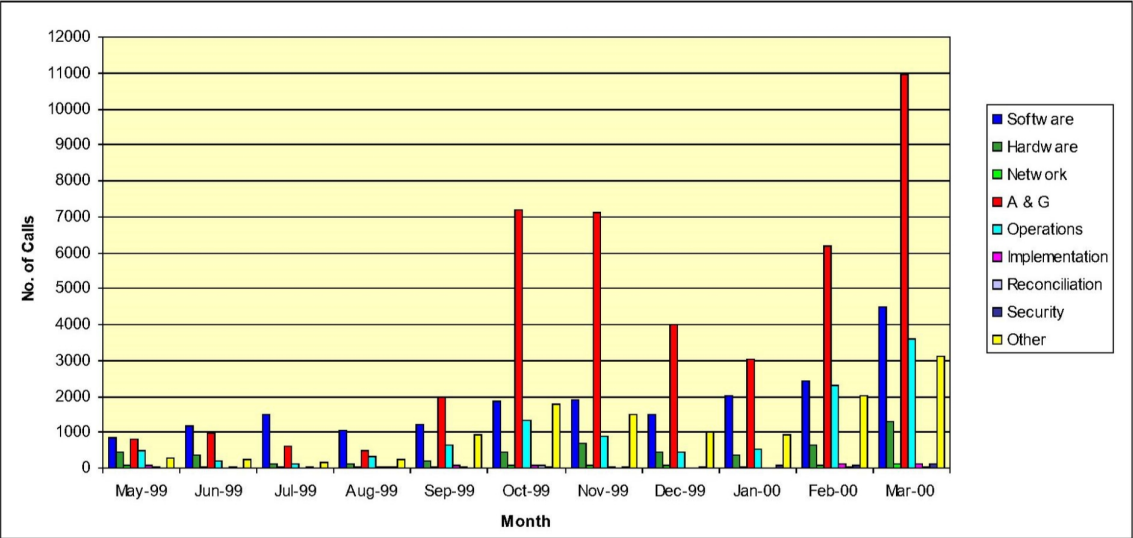
	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00
Software	833	1164	1477	1064	1198	1843	1881	1509	2022	2438	4495
Hardware	430	375	110	124	195	437	694	463	358	629	1280
Network	84	53	22	40	29	72	89	74	45	64	126
A & G	818	979	591	481	1996	7193	7095	4009	3044	6196	10968
Operations	494	202	119	330	639	1316	870	425	545	2302	3577
Implementation	73	5	11	52	68	82	30	12	17	124	124
Reconciliation	57	37	28	29	47	65	19	6	7	34	24
Security	0	0	12	30	11	44	45	46	65	85	135
Other	301	223	167	249	919	1777	1508	1012	914	2025	3126
Total Calls	**3090**	**3038**	**2537**	**2399**	**5102**	**12829**	**12231**	**7556**	**7017**	**13897**	**23855**

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4 SERVICE PERFORMANCE STATUS

4.1 HELPDESK SERVICES

Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	HELPDESK SERVICES	MAT	TRT	Comment
												Horizon Helpdesk			
						74.5	75.2	85.0	91.1	89.2	84.9	Calls answered within 20s	80%	N/A	
	84.5	91.3	97.0	98.9	89.9	79.7	80.3	87.6	92.9	91.7	88.4	Calls answered within 40s	99.9%	N/A	See Section 4.9
90	79	95	98	98	98	85.6	85.8	86.4	93.9	91.7	92.2	Calls abandoned through ring-off	99%	N/A	See Section 4.9
			100			94.8	61.0	99.2	99.3	90.8	95.5	Calls Engaged	99%	N/A	See Section 4.9
82	58	46	81		89	96.2	96.0	95.8	88.4	91.9	87.7	Level 1 Calls resolved within 5 mins	95%	N/A	See Section 4.9
91	77	73	98			99.9	100.0	100.0	100.0	100.0	100.0	Level 1 Calls resolved within 10 mins	100%	N/A	
90	65	76	100			98.6	99.6	99.2	99.1	96.2	95.7	Level 2 Calls resolved within 30 mins	95%	N/A	
97	69	78	98			99.5	99.8	99.9	99.9	98.3	98.1	Level 2 Calls resolved within 45 mins	100%	N/A	See Section 4.9
										100.0	100.0	Cash Account: second line availability for call answering	95%	N/A	
										100.0	100.0	Cash Account: second line callback <= 20 minutes	100%	N/A	
												Cash Account: call scripts correctly followed by HSH	95%	N/A	POCL to supply

4.2 SYSTEM SERVICE

Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	SYSTEM SERVICE	MAT	TRT	Comment
												Call to Resolution (Local)			
			88	90	82	75.0	100.0	83.3	87.5	55.0	64.3	Hardware/Network Priority A - 4 hours Non-Remedial	95%	N/A	See Section 4.9
			83	84	82	86.4	92.0	96.9	84.4	70.3	81.3	Hardware/Network Priority B - 8 hours Non-Remedial	95%	N/A	See Section 4.9
			88		91	87.5	100.0	100.0	87.5	90.0	92.9	Hardware/Network Priority A - 6 hours Remedial	100%	N/A	See Section 4.9
			87	96	85	89.4	95.5	97.5	90.5	78.7	88.4	Hardware/Network Priority B - 10 hours Remedial	100%	N/A	See Section 4.9
												Call to Resolution (Intermediate)			
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Hardware/Network Priority A - 6 hours Non-Remedial	95%	N/A	
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Hardware/Network Priority B - 10 hours Non-Remedial	95%	N/A	
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Hardware/Network Priority A - 9 hours Remedial	100%	N/A	
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Hardware/Network Priority B - 15 hours Remedial	100%	N/A	
												Call to Resolution (Remote)			
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0	Hardware/Network Priority A - 8 hours Non-Remedial	95%	N/A	
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	70.0	Hardware/Network Priority B - 12 hours Non-Remedial	95%	N/A	See Section 4.9
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0	Hardware/Network Remote Priority A - 12 hours Remedial	100%	N/A	
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0	Hardware/Network Remote Priority B - 24 hours Remedial	100%	N/A	

4.3 DATA SERVICES

Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	DATA SERVICES	MAT	TRT	Comment
												RDMC Reference Data			
					90	98.72	99.14	99.13	99.30	99.46	99.26	Data Delivery - Day B	97%	N/A	
					95	99.4	99.6	99.5	99.7	99.79	99.62	Data Delivery - Day C	99%	N/A	
					100	99.6	99.8	99.6	99.8	99.87	99.71	Data Delivery - Day D	100%	N/A	See Section 4.9
												APS Reference Data			
					97	98.0	99.3	100.0	99.6	99.41	99.38	Data Delivery - Day B	97%	N/A	
					99	99.8	99.3	100.0	99.9	99.51	99.71	Data Delivery - Day C	99%	N/A	
					100	100.0	99.3	100.0	99.9	99.66	99.78	Data Delivery - Day D	100%	N/A	See Section 4.9
												APS Data			
			92	95	92	96.3	99.1	97.0	98.5	98.94	98.86	File Delivery - Day B	97%	N/A	
					94	98.6	99.1	99.6	99.3	99.64	99.52	File Delivery - Day C	99%	N/A	
				99	100	99.0	99.5	99.8	99.5	99.78	99.68	File Delivery - Day D	100%	98%	See Section 4.9
												TPS data			
					100	99.0	99.3	99.6	99.6	99.90	99.67	File Delivery - Day B	97%	N/A	
					100	99.6	99.7	99.9	99.8	99.90	99.81	File Delivery - Day C	99%	N/A	
					100	99.9	99.9	100.0	99.9	99.98	99.96	File Delivery - Day D	100%	98%	See Section 4.9
												OBCS Data			
					100	99.8	100.0	99.9	99.8	99.87	99.83	OBCS Stop List - Day B	97%	N/A	
		98	98			99.9	100.0	99.9	99.9	99.95	99.90	OBCS Stop List - Day C	99%	N/A	
					100	99.9	100.0	100.0	99.9	99.96	99.92	OBCS Stop List - Day D	100%	98%	See Section 4.9
					83	96.7	98.6	98.8	96.38	97.60	94.28	File Delivery - Day B	97%	N/A	See Section 4.9
					98	98.9	99.6	99.7	99.49	99.70	99.64	File Delivery - Day C	99%	N/A	
					99	99.3	99.8	99.8	99.76	99.85	99.79	File Delivery - Day D	100%	98%	See Section 4.9

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4.4 TRANSACTION SERVICES

Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	TRANSACTION SERVICES	MAT	TRT	Comment
												OBCS			
												Issues (local)	39.00	39.50	
												Issues (foreign)	42.50	43.00	
												Encashment (local)	26.94	27.44	
												Encashment (foreign)	28.10	28.60	
												APS			
												Cash Payments - No tokens handed back to customer	19.96	20.46	
												Cash Payments - Tokens handed back to customer	21.52	22.02	
												Cash Payments - Using Smart Card or Key	26.56	27.06	
												EPOSS			
												EPOSS	30.00	30.50	

4.5 TRAINING SERVICES

Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	TRAINING SERVICES	MAT	TRT	Comment
						100.0	100.0	100.0	100.0	100.0	100.0	Training Course Availability	100%	N/A	
						100.0	100.0	100.0	100.0	100.0	100.0	Training Venue Quality	85%	N/A	
						100.0	100.0	100.0	100.0	100.0	100.0	Training Course Quality	95%	N/A	
						99.6	100.0	100.0	100.0	100.0	99.9	Training Course Cancellation	98%	N/A	
						96.6	96.6	100.0	99.9	100.0	100.0	Training Course Competence Levels	95%	N/A	
						100.0	100.0	100.0	100.0	99.5	99.6	Training Course Timeliness Live Delivery	100%	N/A	See Section 4.9

4.6 IMPLEMENTATION & ROLL OUT

Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	IMPLEMENTATION SERVICES	MAT	TRT	Comment
												Site Survey - Quality Compliance	85%	N/A	See Section 4.9
												Site Modification - Quality Compliance	85%	N/A	
												Site Modification - Repairs Completeness	98%	N/A	
												Site Installation - Quality Compliance	85%	N/A	
												Site Installation - Repairs Timeliness	98%	N/A	

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4.7 LFS SERVICES (WITH EFFECT FROM CSR+)

Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	LF Service (CSR+)	MAT	TRT	Comment
												Outlet to SAPADS Data Transfer			
												Confirmation of Pouch Received at Outlet - Day A	98%	N/A	
												Confirmation of Pouch Received at Outlet - Day B	100%	98%	
												Details of SAPADS Pouch Collected from Outlet - Day A	98%	N/A	
												Details of SAPADS Pouch Collected from Outlet - Day B	100%	98%	
												Daily Cash on Hand Details - Day A	98%	95%	
												Weekly Stamps / Stock on Hand Details - 22:00 on Day C	98%	N/A	
												Weekly Stamps / Stock on Hand Details - 23:59 on Day C	100%	98%	
												Weekly Inventory Items Details - 22:00 on Day C	98%	N/A	
												Weekly Inventory Items Details - 23:59 on Day C	100%	98%	
												SAPADS to Outlets Data Transfer			
												Delivery of SAPADS Planned Orders to Outlets - Day A	96%	N/A	
												Delivery of SAPADS Planned Orders to Outlets - Day B	100%	96%	
												Delivery of SAPADS Advice Notes to Outlets - 08:00 on Day C	98.5%	N/A	
												Delivery of SAPADS Advice Notes to Outlets - 12:00 on Day C	N/A	96%	

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4.8 BUSINESS INCIDENT MANAGEMENT

Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Business Incident Management	MAT	TRT	Comment
										94.1	97.9	Incidents resolved <= 5 days of receipt	100%	N/A	See Section 4.9

4.9 SUPPORTING COMMENTS

Section	Performance Measure	Comments
4.1	HSHD – Calls answered within 40 seconds HSHD – Calls abandoned through ring off HSHD – Calls engaged	**Performance Summary** 88.4% of calls were answered within 40 seconds. 92.2% of calls were abandoned through ring-off. 95.5% of calls were engaged. **Cause and Action** Whilst there has been improvement in performance with regard to 'Calls abandoned through ring-off' and 'Calls engaged', 'Calls answered within 40 seconds' has seen a dip. This aligned with a gradual reduction in performance against 'Calls answered within 20 seconds' has prompted ICL Pathway to review the detail of the manpower model for the HSH. This review is currently ongoing. In the meantime extra resource is being drafted in to ensure continued conformance for 'Calls answered with 20 seconds' and improved performance for the other service levels.

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4.1	HSHD - Level 1 calls resolved within 5 minutes HSHD - Level 2 calls resolved within 45 minutes	**Performance Summary** 87.7% of Level 1 calls were resolved within 5 minutes. 98.1% of Level 2 calls were resolved within 45 minutes. **Cause and Action** New outlets are being added to the live estate at 300+ per week and our initial analysis of the call text would suggest in many cases that a number of calls are taking longer to resolve due to Clerk / PM unfamiliarity with the system. It is worth noting however that during March the average duration of L1 & L2 calls was: L1 = 3 mins. 54 seconds L2 = 11 mins. 30 seconds We are currently embarking on a detailed analysis of all L1 & L2 calls taking each weeks newly rolled out offices over a defined period, (thought initially to be 12 weeks), to identify the average call duration falling over the 12 week period. This will give comfort in the knowledge that once the roll out programme has been completed, call duration will fall to an acceptable level against all outlets. In the meantime, we are ensuring all HSH TSA's are aware of the need to resolve A&G calls quickly and effectively without compromising customer service.

| 4.2 | **Local**
Hardware / Network Priority A – 4hrs Non-Remedial
Hardware / Network Priority A – 6hrs Remedial
Hardware / Network Priority B – 8hrs Non-Remedial
Hardware / Network Priority B – 10hrs Remedial

Remote
Hardware/Network Priority B - 12 hours Non-Remedial | **Performance Summary**
Local
64.3% of priority A Hardware / Network calls were resolved within 4 hours, and 92.9% were resolved within 6 hours. 81.3% of priority B calls were resolved within 8 hours and 88.4% of calls were resolved within 10 hours.

Remote
70% of Priority B calls were resolved in 12 hours

Cause and Action
A number of actions have been taken in the last three weeks to attempt to define the root cause of our being unable to meet these SLA's and to improve the processes surrounding call resolution.
Unfortunately over the last few months there have been a number of software issues, which have manifested themselves as hardware failure, especially true with regard to screens and printers. This has caused the HSH 1st and 2nd line to become over cautious and therefore to review all hardware call symptoms against the 'Known Error Log' (KEL) before passing the call to Field Engineering, thus creating an unacceptable delay.

In order to resolve this issue a number of actions have been taken:
1. The HSH 2nd line has been tasked to allocate dedicated resource to handle all hardware calls and thus speed up the process of diagnosis.
2. Field Service themselves have been reviewing calls in the |

		2nd line 'call stack' and taking calls directly from the stack if, in their opinion, a site visit is thought appropriate. 3. With the experience currently obtained within the field we are attempting to produce an easy guide for each hardware product. This should allow the 1st line to readily identify hardware calls and therefore allocate them direct to Field Service without the need for all calls to be reviewed by 2nd line. 4. We have now convened a weekly 'Field Service / HSH Forum' to discuss and review process failures where actions are placed to resolve the issues. We have now taken on dedicated resource to further diagnose the route cause of each failure, by analysing each call in detail. This will define the process changes that are required or further enforcement of the process flow.
4.3	Data Services - RDMC Reference Data Delivery by Day D	**Performance Summary** 99.71% of RDMC Reference Data was delivered by Day D. **Cause and Action** Calculation of this SLA is based upon the delivery of 'Core' reference data to all outlets on a daily basis. The 'Non Polled' outlet report is used to identify when an outlet has failed to return an 'End of Day' (EOD) marker to the Data Centre. If this is the case, the outlet is assumed to have not received a delivery of reference data. This method of calculation weighs heavily in the direction of POCL as we cannot determine whether or not the outlet has received this data prior to any communication problem preventing an EOD, the assumption therefore is that it has not. CSR+ sees this SLA being calculated automatically to counter level.

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| 4.3 | Data Services - APS Reference Data Delivery by Day D | **Performance Summary**
99.78% of APS Reference Data was delivered by Day D.

Cause and Action
Calculation of this SLA is based upon the delivery of APS reference data to all outlets ONE day per month. The 'Non Polled' outlet report is used to identify when an outlet has failed to return an 'End of Day' (EOD) marker to the Data Centre. If this is the case, the outlet is assumed to have not received a delivery of APS reference data. This method of calculation weighs heavily in the direction of POCL as we cannot determine whether or not the outlet has received this data prior to any communication problem preventing an EOD, the assumption therefore is that it has not.

CSR+ sees this SLA being calculated automatically to counter level. |
| 4.3 | Data Services - APS File Delivery by Day D | **Performance Summary**
99.68% of APS transaction files were delivered by Day D.

Cause and Action
Failure of this SLA is entirely attributable to 'Non Polling'.

We are now working closely with POCL with the aim of:
1. Driving down the instances of non polling due to comms failures.
2. Driving down the instances of non polling due to counter switch off at the outlet
3. Mitigating the risk to POCL clients / customers in the event of APS transactions failing to poll by reviewing the escalation process and documentation retrieval from the outlet.
N.B. APS transactions that have been delivered to HAPS after |

		day D, are identified on the 'Polling Exception' report.
4.3	Data Services - TPS File Delivery by Day D	**Performance Summary** 99.96% of TPS transaction files were delivered by Day D. **Cause and Action** Failure of this SLA is entirely attributable to 'Non Polling'. We are now working closely with POCL with the aim of: 1. Driving down the instances of non-polling due to comms failures. 2. Driving down the instances of non polling due to counter switch off at the outlet.
4.3	Data Services - OBCS Stops List by Day D	**Performance Summary** 99.92% of OBCS Stops List files were delivered by Day D. **Cause and Action** Calculation of this SLA is based upon the delivery of OBCS stop list data to specific outlets on a daily basis. The 'Non Polled' outlet report is used to identify when an outlet has failed to return an 'End of Day' (EOD) marker to the Data Centre. If this is the case, the outlet is assumed to have not received a delivery of OBCS stop list data. This method of calculation weighs heavily in the direction of POCL as we cannot determine whether or not the outlet has received this data prior to any communication problem preventing an EOD, the assumption therefore is that it has not. CSR+ sees this SLA being calculated automatically to counter level.

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| 4.3 | Data Services - OBCS File Delivery by Day B
Data Services - OBCS File Delivery by Day D | **Performance Summary**
94.28% of OBCS transaction files were delivered by Day B.
99.79% of OBCS transaction files were delivered by Day D.

Cause and Action
Failure of the Day B SLA can be attributed to the non delivery of data to BA for transactions completed on 9th March.
This failure was due to the BA data centre at Washington being closed for 36 hours over the period, therefore no data files were accepted.

Failure of the Day D SLA is entirely attributable to 'Non Polling'
We are now working closely with POCL with the aim of:
1. Driving down the instances of non polling due to comms failures.
2. Driving down the instances of non polling due to counter switch off at the outlet. |
| 4.4 | Transaction Services (OBCS, APS and EPOSS) | **Performance Summary**
The method of calculating performance against these SLAs is currently being reviewed between ICL Pathway and POCL Commercial. |

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4.5	Training Services - Training Course Timeliness Live Delivery	**Performance Summary** 99.6% of training courses were delivered in the required time (i.e. within five days of the Horizon system being in Live operation in the Outlet). **Cause and Action** This failure was caused by 'Knowledge Pool' cancelling 1 course in this month. This was due the power at the hotel being cut off following a road accident. The delegates were re-scheduled on different courses. Approximately 20 staff were given training prior to the contractual training window. All these cases were agreed with the delegate (and many were at the delegate's request). Authorisation for 5 of these was sought from ICL Pathway and POCL. Control of this has been tightened up, and we expect this figure to drop. This situation will be resolved by next month.
4.6	Implementation Services	**Performance Summary** The data required for the calculation of these SLA's is currently unavailable from both POCL, for the 'Quality' derived measures and from ICL Pathway for the 'Repair' measures. The provision of this data has now been escalated as a high priority task within ICL Pathway and we expect to have some initial figures for discussion at the May 2000 SRF in respect of April 2000 performance.

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4.8	Business Incident Management	**Performance Summary** 97.9% of business incidents were cleared within 5 working days of receipt. (The definitions of 'cleared' being that sufficient detail was supplied to POCL to allow reconciliation or client settlement to take place). Three Business Incidents did not achieve this SLA: 1. Ref: 0003201015: Receipts and Payments (post migration). This was a new problem that took some time to resolve as each individual line of the Cash Account required checking to the message store. A revised Cash Account was produced and sent to POCL TIP. 2. Ref: 0003130820: A transaction contained an invalid transaction mode. Reference data checks against all transaction modes took some time to complete with the resulting resolution occurring 1 day outside the SLA. 3. Ref: 00033130910: This was a Customer / Client enquiry. This case took a while to resolve as there was some dispute with the PM as to whether a reversal had taken place. The PM initially denied this to be the case, necessitating a full check of the message store, however our investigations subsequently proved otherwise. The incident was finally cleared one day outside the SLA.

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5   CUSTOMER SERVICE OPERATIONS REPORT

5.1   CROSS DOMAIN PROBLEMS - OPEN CALLS / WORK IN PROGRESS

PinICL Number	Date Raised	Problem Management Calls – Description	Last Update	Next Update	Status	Problem Manager
PC0019130	03/12/98	PM - PO unable to read shiny Barcodes	10/02	31/03	Monitor	Audrey Adams
PC0026385	03/06/99	PM – NBSC-HSH Interface and Responsibilities	14/01	31/01	Monitor	Dave Fletcher
PC0027145	24/06/99	PM – Outlets not polling information	03/03	17/03	Monitor	Richard Brunskill
PC0030464	30/09	BCM – Major Business Continuity Incident	03/03	20/03	WIP	Tony Wicks
PC0032761	04/11	PM – Operational Integrity Violation	11/02	18/02	WIP	Deidre Connis
PC0033128	10/11	PM - Dugannon PO £43k discrepancy	18/02	23/02	WIP	Paul Curley
PC0040415	13/03	Belfast PO experiencing high volumes of calls	24/03	07/04	WIP	Alison Peacock