



POCL Horizon Programme

Business Service Management

Management of the Live Environment - Summary Report No 35 - September

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Management Summary

1.0 Problem Management (pages 4- 15)

- 70 Problems are currently open
- 42 of these are owned by PONU the other 28 are owned by ICL Pathway

1.1 CSR+ related problems

- There are now 21 problems open in relation to CSR+ - 6 of these are in relation to LFS, 7 are AP related problems
- The AP problems cover data integrity (reconciliation errors), corrupt validation files, delayed transactions and missing files. They impact on our ability to reconcile payments to clients, provide product breakdowns and meet SLA timescales.

1.2 Non- Polling

- Work is ongoing in ICL Pathway to provide a way of harvesting marooned transactions from non-polling offices;
- The final version of ICL's call script for contacting offices which have problems with polling has been agreed and is being implemented 3/10/00.

2.0 Outlets System Group (pages 16-20)

- Overall status is currently **amber**.
- Two targets within HAPS have been categorised as red. These are:
 1. ICL Pathway management support unit reports should match the appropriate transfer file contents. There are currently 5 problems open within BSM on this issue (see page 7).

2. Day D delivery of AP transaction files failed the SLA by 0.3 % One file was missed on each daily delivery until 13/9/00 and no files were received on 5/9/00.

3.0 Transaction Processing (pages 21-25)

TP will soon be in a position to make a more accurate assessment of resource requirements upon completion of Horizon roll out. This may have a permanent effect on their long term templated posts. The impact of CSR+ will also require assessment once data becomes available.

The Network on Horizon (Pages 26-33)

- **Coping Curve** : The outlet coping curve shows that offices are now coping at a similar level to NRO & NRO1 and better than the live trial offices.
- **Phone around /average Balance Times** Average Balance time for September sample : 2 hours 05 Minutes (compared to 2 hours 23 minutes for August)
- **Subsequent Balance Support**

96.28%	Of offices requesting Second Balance Support received it
92.24%	Of offices requesting Third Balance Support received it
93.83%	Of offices requesting Fourth Balance Support received it

- **SPMR Resignations** : The levels of sub-postmaster resignations do not seem to have significantly increased during the Horizon rollout phase.

4.0 Network Business Support Centre (pages 34-43)

- In September there was an increase in calls logged at NBSC regarding the service provided by NBSC, local cash distribution centres and Swindon Parcelforce Worldwide Logistics.

4.1 Post Office Customer Management

- Three out of the six main SLA's were achieved this month. The failures were the abandoned rate and the percentage of calls answered within 15/60 seconds.
- September saw a 21% increase of calls offered from 67192 in August to 81487 last month. Average calls increased per week due to the fuel crisis and Inland Revenue queries.

5.0 Horizon System Helpdesk (pages 44-48)

- Complaints regarding HSH have decreased slightly this month.
- During week commencing 18/9/00 the number of calls to HSH rose sharply (an increase of 2700 calls) due to the Family Tax Credit problem

6.0 Business Impact (pages 52-54)

- The Business Impact model is a tool which will enable the Service Level Agreements between PON and ICL Pathway to be assessed from a business wide perspective. The scores will show how any SLA failures are affecting PON and where the most pain is felt.
- The key impacts this month are file and data deliveries for Day D, Business Incidents, calls answered within 20 and 40 seconds.