



Post Office / Fujitsu

Executive Steering Board

23/01/14

Agenda

- Introductions
- Context
- Terms of Reference
- Performance Review
 - Run
 - Change
 - ATOS Transition
 - TSS Counter extension
 - Bid
 - Finances
- Post Office Ltd Update
- Opportunities/Topics for specific discussion
 - Post Office business strategy and underlying IT Strategy/ Enterprise Architecture
 - BPMA supporting them building their Horizon/automation archive
- AOB
 - Agree topics for presentation
 - Acceptance of T.O.R. and supporting material
 - Frequency of meetings

Executive Steering Board Terms of Reference



- The role of the group is to bring together the technology and business leadership teams from across the Post Office and Fujitsu to support the growth agenda.
- Given the breadth of the transformation agenda, having a direct connection with the technology and business stakeholders is a key part of driving change.
- The group will then:
 - Act as a point of escalation and provide guidance.
 - Shape strategy, understand the business context, especially in the new business areas such as Home-phone and Energy.
 - Resolve contention, in particular managing the link between 'Run' and 'Change' initiatives.
 - Support and drive change.
 - Act as the senior forum to oversee financial and service performance to ensure value.
- It is the most senior open forum, which will evolve into the primary technology leadership group in the context of the Towers procurement.

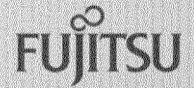
Terms of Reference (Cont.)

- Success will be measured by:
 - Visible reduction in opex directly attributable to initiatives or changes within the supply footprint.
 - Tangible growth initiatives directly linked to work of a technology partner.
 - Service Improvement.
 - Strength of Relationship.
- On a monthly basis the group will meet to discuss the following topics:
 - Review highlights, escalations and dashboards for Run, Change, Bid and Financial Performance.
 - Share and Review strategies and steer the direction of initiatives.
- Attendees:
 - Lesley Sewell, Martin George, Neil Wilkinson, Colin Stuart
 - Haydn Jones, Paul Patterson, Helen Lamb, Gavin Bell, Peter Thompson, Simon Rees
- The group will be chaired by: Lesley Sewell

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Executive Summary - Performance



- Overall, service delivery remains excellent for Horizon, having delivered our best ever 'Peak' performance.
- HPBB is vastly improved, with the focus now turning to process quality issues.
- Our Change programme remains on track delivering tangible components to help drive your business.

Run: Service Delivery Dashboard SLA Performance

1. SERVICE LEVEL TARGET SUMMARY	Last month's performance –Service Level Targets		
Service	Green	Amber	Red
Horizon Service Desk	8	0	0
Engineering Service	4	3	0
Branch Network Services	5	1	0
Central Network Services	7	0	0
Data Centre Operations	34	0	0
POLSAP	4	0	0
Reconciliation Service	2	0	0
Total SLTs – Dec 13	64	4	0

Total SLTs Nov-13	63	5	0
Total SLTs Oct-13	63	5	0

MONTHLY SERVICE HIGHLIGHTS

- + Peak Availability for December at branch and counter level reported at four year high in peak period
- + All four Priority 1 Engineering SLT's achieved – up on last month
- Drop in the Priority 3 Engineering SLT, missing conformance by 0.5%

Run: Service Delivery Dashboard Service improvements

2. SERVICE IMPROVEMENT TRACKER	A	M	J	J	A	S	O	N	D	J	F	M	Business Benefit
	p	a	u	u	u	e	c	v	e	a	e	a	
Upgrade single counter Epson calls to Cat A							▲						Ensures single counter branches are prioritised as without printer they cant trade
Branch network ISDN backup removal													Opex saving through replacement with ADSL and 2G/3G backup
Migration from BT ADSL to TalkTalk ADSL										▲			Opex savings and quicker support diagnosis through improved tooling giving better service to branches.
Review Cat C backstop SLA													Allows focus on Cat A calls providing greater service to branches in line with priority.
Horizon interface – Postcode Look Up										▲			Improves the day to day usability for all sub postmasters and service to ebayers
Holding spare kit in remote locations								▲					Drives faster response time and improves availability of the rural network
Increase the number of Branch Incident Managers													BIMs respond to recurring issues in branches and trouble shoot to resolve recurring branch issues. Improves overall Service above SLA.
Increase the speed of gold builds.													Speeds up deployment of a “rebuilt “counter improving recovery or deployment of equipment in branches.
Identification	Qualification			Pending			Delivery			Completed			

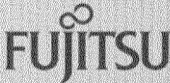
- This tracks the improvements Fujitsu is self funding following meetings and workshops with Post Office, NFSP and sub Postmasters.
- This consists of Horizon application changes through to service changes such as SLA reclassifications to improve service to all Post Office stakeholders.
- Homephone and Broadband to be included in future reports

Run: Service Delivery Dashboard Customer Satisfaction

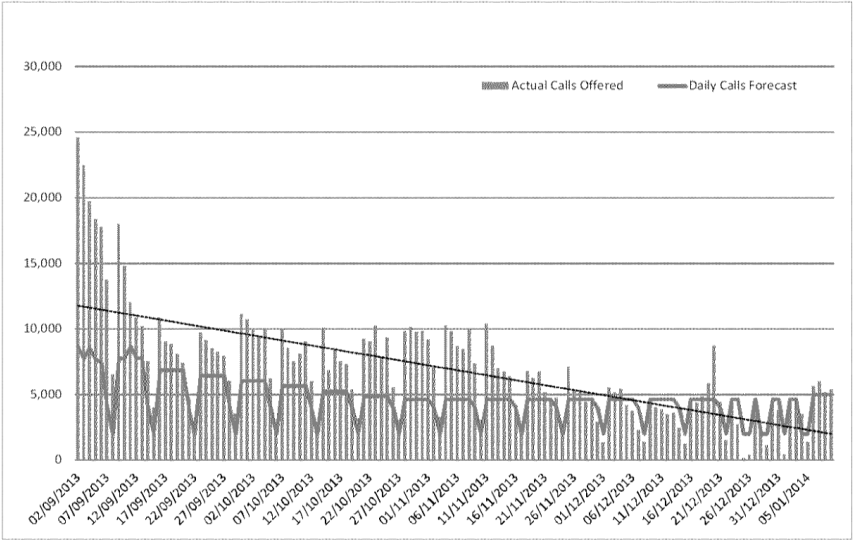
3. CSAT CONSOLIDATION	Q1	Q2	Q3	Jul	Aug	Sep	Oct	Nov	Comments
	13	13	13	13	13	13	13	13	
Overall Scorecard	8.6	8.9	8.9	8.9	9.0	8.7	8.2	8.5	5 scored in Security, up from 4.1 in Oct. 10 scored in Problem & OBC, 9 scored in Customer experience Underlying trend excluding recent security CSAT
Weighted Measure		9.1	8.9	8.9	9.1	8.7	8.5	8.7	
Weighted without security		-	-	-	-	-	8.7	8.9	

Customer Satisfaction is a monthly feedback process where Post Office staff score our performance against eleven areas of the contract from Operation Business Change, Release and Change through to Customer Experience. This has recently been widened to include Security and this year will be further extended to architecture governance.

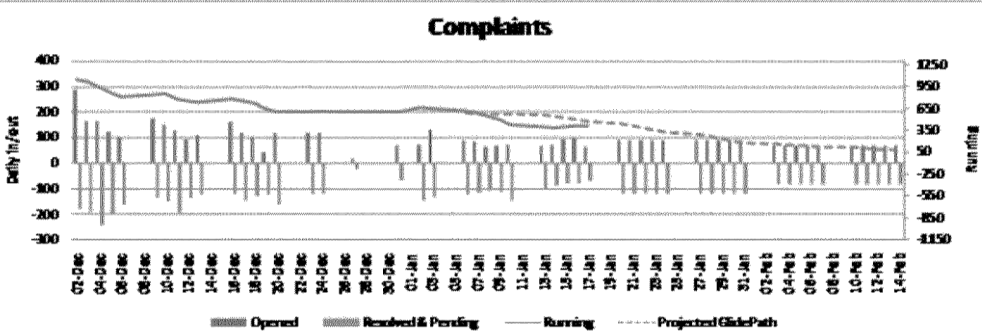
Run: HP&BB Performance Improvements



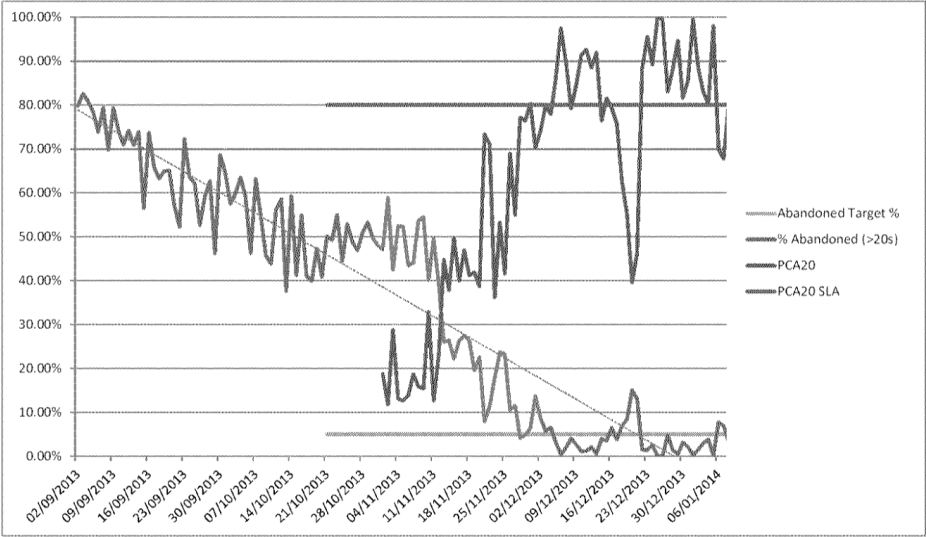
Calls Offered



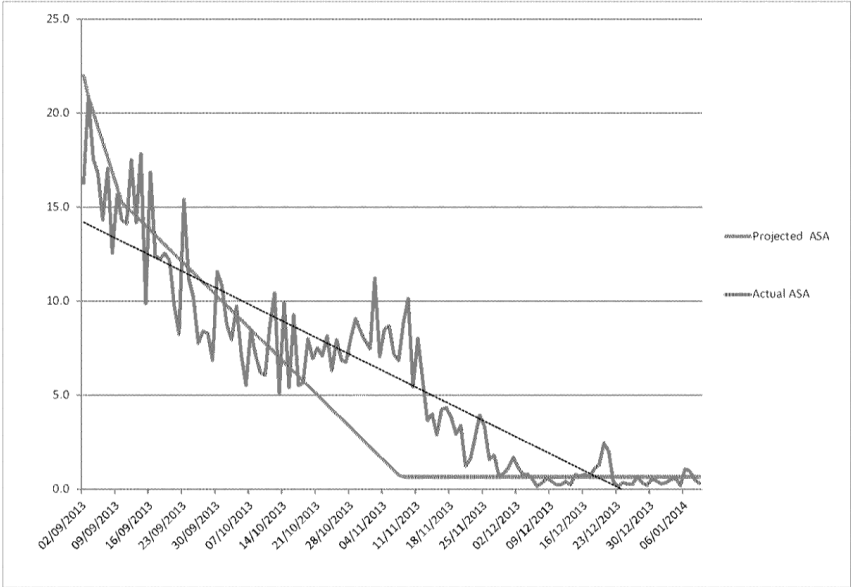
Complaints



PCA20 & Abandonment Rate



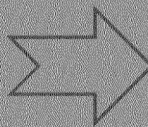
ASA



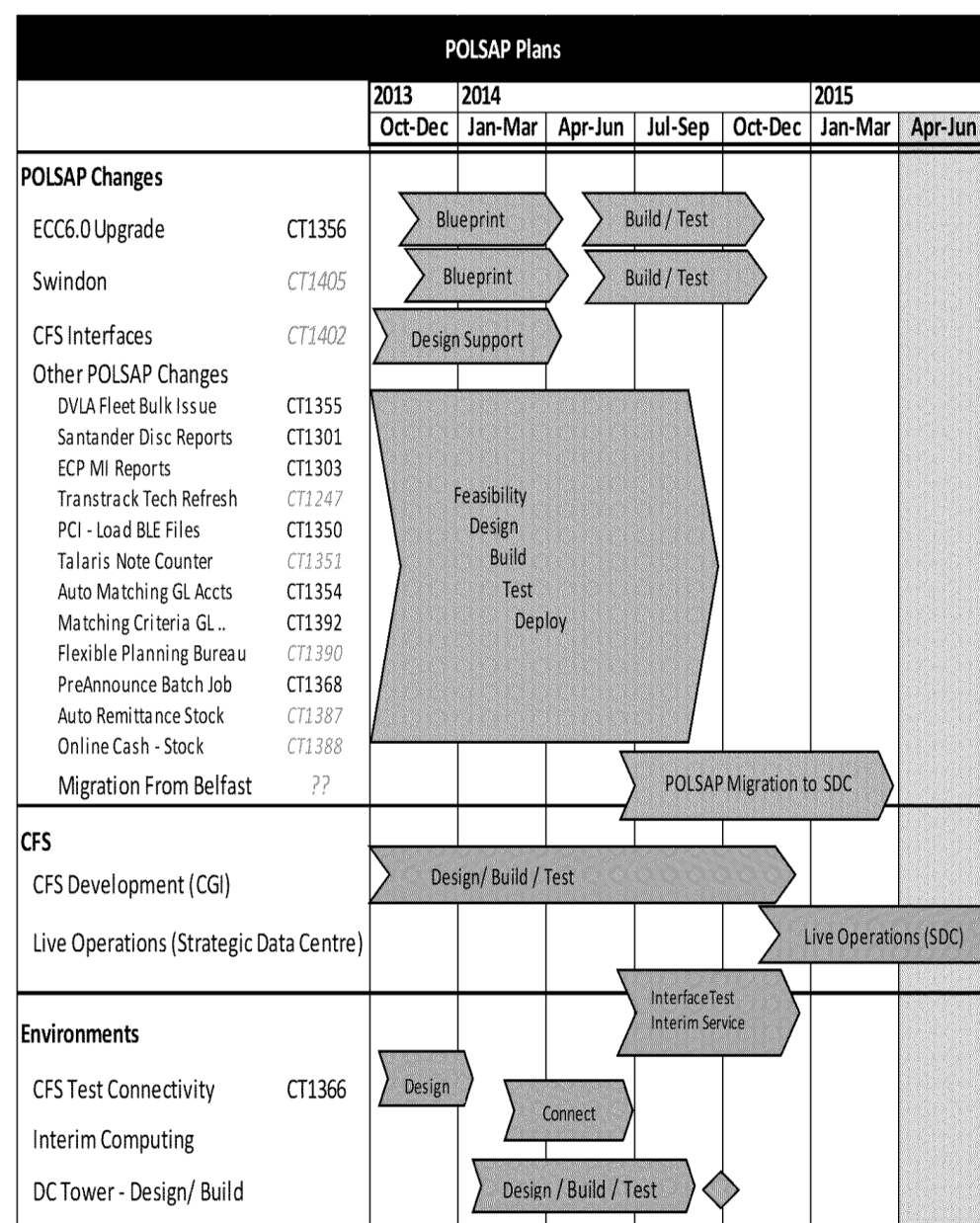
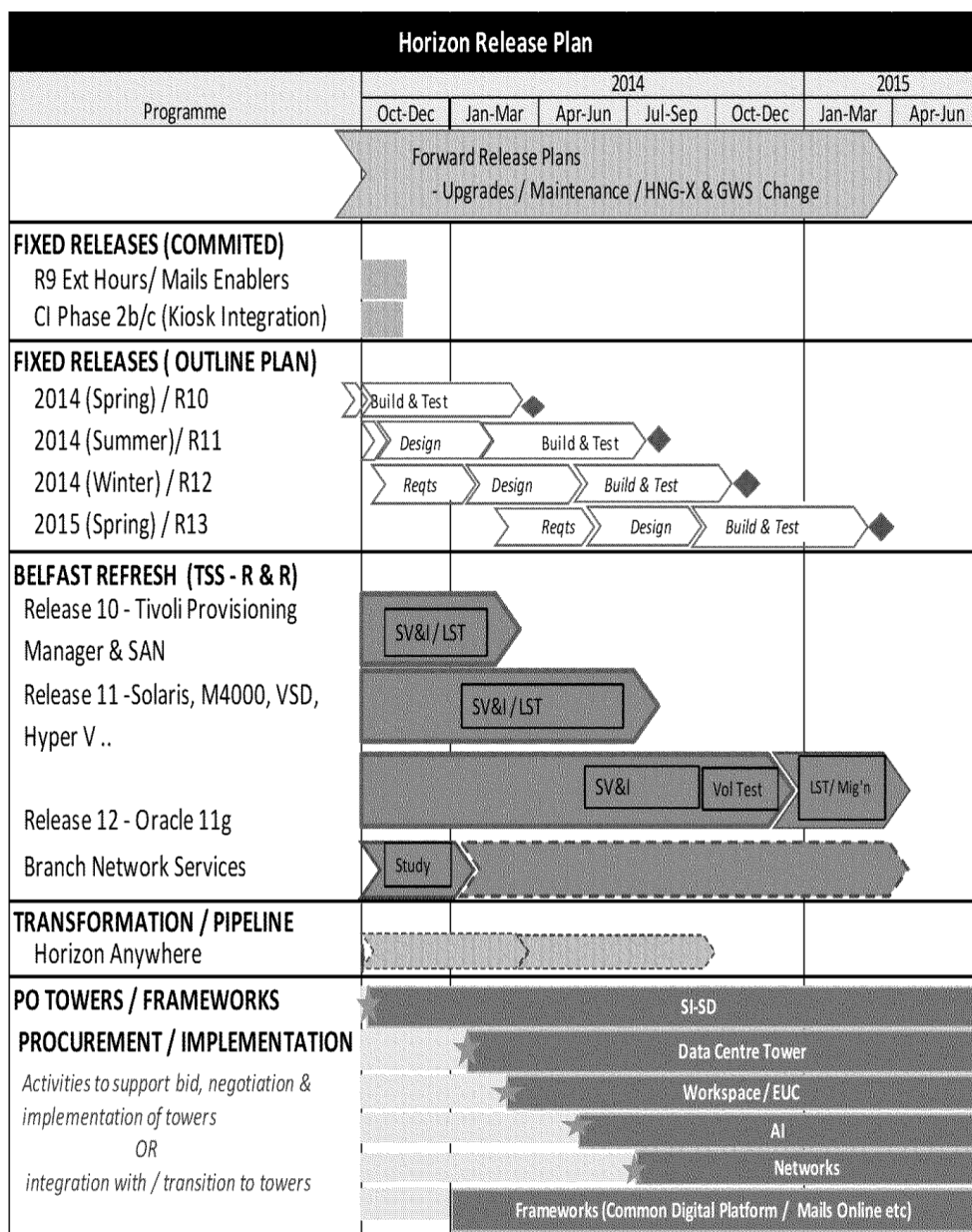
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Change: Programme Delivery Dashboard – Project Status

Project Status			
Project	LID	RAG	Comment
Self Service Kiosk Integration (CI/ POMS - R9)	Nov-13		CI & POMS delivered into Model Office 1/11. Pilot targetted to start Feb '14.
R9 (Ext Hours Batch & OSR, Mails Enablers, Bentley)	Oct/Nov -13		Delivered successfully in Oct/Nov, working on finalising service arrangements and minor update for OSR messaging .
R10 (TPM, Smart Card Reader Service, Smart Metering, Mails Enablers)	Mar-14		Plans established to deliver Smart Card Reader in Mar and Smart Metering / Mails Enablers in May/June. Delivery progressing on track.
Belfast Refresh	Various - Mar 15		Delivery on track with TPM (R10) progressing well in LST. Need to move to later Oracle version has moved completion of migration to 20/4 . Plans under review with PO.
Horizon Anywhere (PoC)	tbc		Initial work concluded on PoC, work suspended pending PO review.
Branch Network Study	Phase 1 24/1/14		Study progressing and on track with all but 3 out of 16 actions at Green.
SD Exit / SISD Integration	Jun-14	New	Project initiated following issue of notice 27/11, working with Atos on plans.

Change: Programme Delivery Dashboard –Programme Plans



Change: HP&BB Roadmap Summary



Jan-14				Feb-14				Mar-14				Apr-14				May-14				Jun-14			
	▲ R510		▲ R520						▲ R530														
	★ R500 ESCROW deposit																						

R510 – 17-Jan

Defects
Features
-Account Life Cycle(ph 1)
-Comms Summary table
-Notice of correction – credit referral
-Overage (ph1 - throttling)
-PCR363 – TT RTCC call
-WCLI Bar

R520 – 31-Jan

Defects
Features
-Time Related Charges automation (PCR161)
-Account Life Cycle(ph 2)
-Overage (ph2)

R530 – TBC (March)

Defects
Features
-Zimbra Netbackup (PCR209)
-Case Management
-Jeopardy – Dynamics (SP)
-Wholesale changes (PCR167)
-Targeted Customer Message
-Price/Product Catalogue and Comms changes (PCR370) *

R540 – TBC

Maintenance release
Defects
Features

Key

Delivered

In Development

In Planning

* Subject to CR agreement

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Finance Context

Assumption

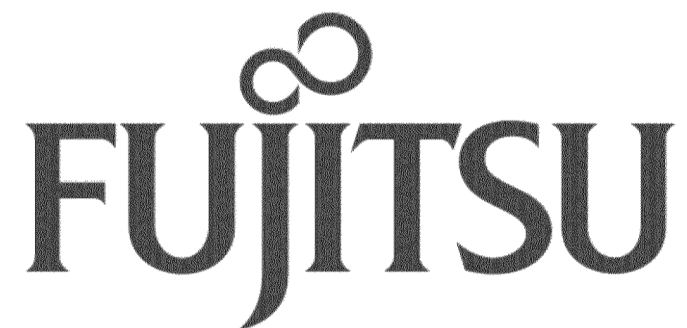
- Underlying finance framework for the account covering HNGX and HPBB contracts is operating effectively and transparently.
 - HPBB has some further work to do covering revenue and cost
- For this forum, we can include content but it will be nothing more than a restatement, commentary, narrative on the monthly position.

Alternatively

- A Run-the-Post Office forum should track transaction cost on a per product per ticket item basis.
- Pareto analysis will show that 80% of the cost will be skewed towards 20% of the products. Breaking out this analysis will point to a prioritisation.
- Investment can then be prioritised towards these products.
- Invest-to-save.

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shaping tomorrow with you