

## 1 SUMMARY

- Live service is operating successfully within SLA and with no major customer satisfaction issues.
- SO6 counter migration progressing well
- Implementation tail is running to target with 34 outlets remaining to install. Achieving 100% by end-October is at risk unless there is some positive action by Post Office in managing some of their PM's.

The rebuild of the wings and COR1 is now complete although the rebuild of COR1 experienced numerous issues.

The install of the final part of the OCMS kit is complete.

The initial costing for NWB are complete.

S06 counter migration was started, regressed and is now going extremely well.

### 1.1 VITAL STATISTICS

Live Base as at 27<sup>th</sup> July 2001: 17,592 Post Offices, 38,294 Counters

Cumulative Data is from 1<sup>st</sup> December 1999 to 27<sup>th</sup> July 2001 inclusive

Monthly Data is from 1<sup>st</sup> July 2001 to 27<sup>th</sup> July 2001 inclusive

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#### OBCS

Total number of transactions to date	704,036,156
Total number of transactions in July	50,104,420
Total value of payments to date	£54,951,914,092
Total value of payments in July	£4,008,291,103.97

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#### EPOSS

Total number of receipts to date	847,970,249
Total number of payments to date	153,407,936
Total number of zero value transactions to date	70,707,596
Total number of receipts in July	53,861,910
Total number of payments in July	7,464,883
Total number of zero-value transactions in July	5,268,857
Total value of receipts to date	£48,170,578,734
Total value of payments to date	£14,554,433,042

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Total value of receipts in July	£3,438,151,336
Total value of payments in July	£744,539,405

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**APS**

Total number of transactions to date	300,878,311
Total number of transactions in July	23,531,331
Total value of receipts to date	£7,899,436,346
Total value of receipts in July	£571,788,813

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**NOTES:**

- EPOSS zero-value transactions include issue of books, change of address, etc.
- Cumulative Data from May 1999 will be published once analysis of archived Data Warehouse data is complete.
- Weekly data is now available on the Customer Service web site.

Release Notes raised in July	85
Release Notes Applied to live in July	83
Release Notes withdrawn	14

## 1.2 PROGRESS

### 1.2.1 Operations and Support

Another good month for data and file delivery, with an expected Day D TIP achievement in the region of 99.6%.

The rebuild of the wings and COR 1 are now complete although the rebuild of COR1 was extremely problematic.

Energis achieved their 99.95% ISDN availability target for the first time in a year . There is also an improvement in VSAT availability (99.52%) although this is still not satisfactory. The removal of CLIP is now complete.

The trend with regard to non-pollled offices is continuing to improve and work is progressing on the revision of the procedures to take into account counter and network improvements as part of the Day D rectification plan.

The Host fail-over business continuity test was successfully completed. A meeting was held with Martyn Bennett with regard to hand-over of Pathway business continuity. However CSs ability to carry out this function is severely affected by the withdrawal of authorisation to recruit an additional business continuity head. Possible solutions are being investigated but currently this remains a major area of risk.

Reference data continues to run well and message broadcasts are running at 1 per day on average. Work is well on the way on proving the Scavenger Agents. The first of the 3 RDT data streams has now been scavenged with a number of code bugs having been found and corrected.

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There are now 15 AP clients of which 12 have been migrated from HAPS and we are now delivering over 50% of transactions direct to clients rather than HAPS. File transfers are generally good but with occasional problems with individual clients

Progress on the Quantum gas termination problem continues. A check of the current keyboards has identified a further 100 which require swapping. This is due to be completed before the end of August.

The new CSR+ CTO Service CCN has now been signed off and the forecast is due to be available end-January. The deadline in end-February when the PON-Sema HAPS contract terminates.

The ongoing relationship with SAPADS continues to be problematic. They have yet to provide us with a clear understanding of their plans and progress and attendance at Service Review Forums remains sporadic. There are still anomalies in Daily Cash on Hand and Weekly Stock on Hand reporting but the fixes will not go in until after S10. Amendment of the LFS SLAs will need to be progressed following acceptance of the rectification plan.

The backlog service of around 80 icons have been released into the estate in SO6. Agreement has been reached with Escher re the IPR regarding the in-house produced YG icons. These have now been released by PON and will be released to the estate mid-August. There is still work to be done in agreeing the ongoing service with Escher.

### **1.2.2 Infrastructure Services**

The revaluation exercise at the start of the month resulted in a significant increase of calls abandoned/engaged.

The review of System Service remedial calls has now been completed with agreement reached up to 3<sup>rd</sup> week of April. Revised invoice notes will be issued to commercial within the next fortnight. HSH are continuing to work on a remedial statement for software calls from Sept 2000 to April 2001. The September figure will be used to calculate the value payable for the previous 3 months. The remedy database is now working effectively.

YG MIS provision is now going according to plan with positive comments from the YG MIS team.

MSU have achieved 100% BIMS incident management SLA target for July!

A total of 416 sites have been visited by the FSM team in July. At a recent meeting with PON the team were described a '...a real success story and one of the high spots of Horizon'. Assistance to the SSC is still being provided by FSM in the investigation into 'phantom transactions' with on-site visits being planned where necessary. The FSM team is also providing assistance in the resolution of the 'slow running counters' problem. 50 sites have been contacted to determine if M1 has helped but in many cases no improvement is being reported. On-site visits are being arranged.

Christine McKay contacted a site in Scotland regarding the complaint they had logged with the help-desk, only to find their call had been wrongly categorised. The site had

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called to compliment HSH but as there was no appropriate category it had been marked as a complaint.

It is expected that Single Point of Contact will be implemented end August .

This month has seen the introduction of the Management Care Visit process

A counter news article was issued end-July to address several of the A&G type problems. MSU will track call categories to see if there is an improvement.

There were a total of 189 OBC orders for July (137 in June).

There are now 34 outlets left remaining from the tail with a disproportionate amount of rescheduling due to PM's withholding approval. There is now a risk that we will not achieve our end-date of end October and the contractual date of end-November unless PON get a grip of this. This is now being escalated to PON with a weekly status report being provided.

### **1.2.3 Security Management**

Work is continuing on implementing anti-virus software on the estate.

Discussion on NB security requirements continue with Post Office with outputs being fed into SDS and SRS. Recent changes to the latest version of the Reqts catalogue will require significant input in the area of data retrieval.

Rules of Engagement for YG penetration testing have now been agreed.

### **1.2.4 Service Introduction**

Work is commencing on the implementation plans for BI1/2/3 and non-functional requirements for Network Banking. Initial costs have now been completed and are being reviewed. Work is continuing of SLAs with the completion of 2 workshops with the customer

The YG Contents Hosting service CCNis expected to be agreed this week. Installation of GGP forms printing going well and first drop of revised forms has now gone out.

After an initial problem which resulted in a fix being backed out, SO6 counter migration is progressing well.

S10 data centre and counter planning is ongoing. The EMC and Dynix upgrades have been deferred until BI2.

Telexus planning has now started.

### **1.2.5 Staffing**

Eric Hillier has now joined Infrastructure Services as Problem Manager. Ed Willis has joined as Release Controller. Steven Hustwayte is leaving

### **1.3 ISSUES and RISKS**

The risk with YG is now reduced as the service progresses. However with the possibility of Paul Curley leaving there is a substantial area of risk with regard to the ongoing management of the service.

Work has progressed on the network banking SLAs . Correct scoping of SLAs will remain a risk until work is complete on technical design of the solution.

Pathway-wide Business Continuity remains a risk due to resource constraints. Possible solutions are being considered.

Responsibility for the resolution of environmental issues within post-offices remains a concern. Lack of clarity re resolution route for these issues and liability needs to be addressed. This has still to be progressed.



## ICL Pathway

Customer Service  
Monthly Report – July 2001Ref: CS/REP/0105  
Issue: 1.0

Week Ending		07/07/2001		14/07/2001		21/07/2001		28/07/2001	
	Target	Volume	Achieved	Volume	Achieved	Volume	Achieved	Volume	Achieved
<b>DFD Services</b>									
APS Data File Delivery Performance (Remedial)		3,661,290		3,255,274		3,061,686		2,998,615	
Day B	97%	3,630,592	99.16%	3,228,208	99.17%	3,049,083	99.59%	2,988,116	99.65%
Day C	98%	17,263	99.63%	10,099	99.48%	6,790	99.81%	5,252	99.83%
Day D	100%	3,780	99.74%	3,769	99.59%	2,507	99.89%	2,601	99.91%
<b>OBSC Data File Delivery Performance (Remedial)</b>									
		11,819,338		12,157,020		11,836,636		11,893,326	
Day B	97%	11,767,773	99.56%	12,075,330	99.33%	11,802,071	99.71%	11,863,767	99.75%
Day C	99%	16,092	99.70%	21,414	99.50%	14,973	99.83%	15,262	99.88%
Day D	100%	12,196	99.80%	14,488	99.62%	10,752	99.93%	4,718	99.92%
<b>TPS Data File Delivery Performance (Remedial)</b>									
		60,070,839		58,707,689		58,032,852		58,038,707	
Day B	97%	59,390,173	98.87%	57,992,176	98.78%	57,504,372	99.09%	58,516,998	99.12%
Day C	98%	400,639	99.53%	330,754	99.34%	350,161	99.69%	348,719	99.71%
Day D	100%	89,628	99.68%	99,758	99.51%	79,593	99.83%	94,981	99.87%
<b>Inbound Data Delivery Performance (Remedial)</b>									
Day B	97%		97.65%		98.42%		98.61%		96.59%
Day C	99%		99.05%		99.15%		99.51%		99.43%
Day D	100%		99.24%		99.23%		99.36%		99.60%
<b>LFS Services</b>									
Outlet to SAPADS Data Transfer									
Pouch rec'd at Outlet Day A	98.0%		98.02%		98.83%		99.26%		99.34%
Pouch rec'd at Outlet Day B	100.0%		99.47%		99.14%		99.56%		99.70%
Pouch collected from Outlet Day A	98.0%		99.57%		99.19%		99.58%		99.36%
Pouch collected from Outlet Day B	100.0%		99.65%		99.37%		99.69%		99.65%
Daily Cash on hand details Day A	98.0%		87.40%		86.97%		87.12%		88.40%
Weekly St/SoH 22.00 Day C	98.0%		99.55%		99.90%		99.90%		99.84%
Weekly St/SoH 23.59 Day C	100.0%		100.00%		100.00%		100.00%		100.00%
Weekly inventory 22.00 Day C	98.0%		99.85%		99.90%		99.90%		99.84%
Weekly inventory 23.59 Day C	100.0%		100.00%		100.00%		100.00%		100.00%
<b>SAPADS to Outlet Data Transfer</b>									
Delivery planned orders Day A	96.0%		99.13%		98.88%		99.37%		99.41%
Delivery planned orders Day B	100.0%		99.46%		99.22%		99.70%		99.79%
Delivery advice notes 08.00 Day C	98.5%		100.00%		100.00%		100.00%		100.00%
Delivery advice notes 12.00 Day C	100.0%		100.00%		100.00%		100.00%		100.00%

## 2 PROGRESS

### 2.1 OPERATIONS & SUPPORT

#### 2.1.1 Achievement Against SLA

##### 2.1.1.1 Data File Delivery

July was a good month regarding delivery of all files to TIP, OBSC, HAPS & AP. There were no major file delivery issues and we will be achieving 99.6% for DAY D to TIP.

#### 2.1.2 Network

The Energis achievement against SLA for June 2001 was as follows:

Backbone	99.99%
Client Links	100.00%
ISDN	99.95%
VSAT	99.52%

The ISDN availability shows a further improvement and is on SLA target for the first time in a year. This improvement is in some part, due to the Service Improvement Plan put together by Martin Southern of Energis, although due to the high number of electrical storms during late June through to early July, it will be difficult to hit target again in the immediate future.

The previous downturn in VSAT performance has been reversed, although is still not satisfactory.

Whilst using one months figures as a benchmark for Satellite Service, should not be read into too much, (due to the small estate), these are still disappointing. Energis are continuing with their Service Improvement Plan with HOT. One planned improvement, is that HOT are expecting to expand their Engineer Support although this will take a while to kick in, whilst another is that a satellite workshop has been arranged for the end of August.

Non-Polled, has continued to show improvement since early March. There was however a downturn during the last few days of June through until mid July due to the aforementioned electrical storms. The overall picture is good with most of the few double dayers being attributed to the PO. The long-term outlook is also promising with the SMC (Richard Lumb in particular) being very proactive in continually looking at longer-term improvements.

The removal of CLIP is almost complete, with no resultant problems.

### **2.1.3 Business Continuity**

There are currently no open MBCIs.

The test for Host fail over was successfully conducted, but the Campus Fail Over was cancelled due to S06 issues and is now scheduled for the 11/12<sup>th</sup> August.

- a. July saw the Business Continuity focus into updating several documents and further work on the Bracknell Disaster Recovery workshop.
- b. Some progress was made on the Horizon Business Continuity plans.
- c. Initial work has been undertaken in introducing and defining the Girobank DR Gateway BC test.

### **2.1.4 Support**

A number of activities relating to the management of the ACDB and other servers, which had been undertaken by Implementation staff, have been transferred at very short notice to the SSC.

The problematic rebuild of Correspondence Server 1 at Bootle required assistance from SSC staff.

On YG John Simpkins, John Ballantyne, and Paul Steed have continued to be involved as the solution gets rolled out to more Outlets. Work has continued on the Interface agreement between ICL Pathway and CGEY/PON for support.

Total calls raised through SSC - 346

Total calls closed through SSC - 391

### **2.1.5 Reference Data**

Day to day service is running well.

GGP forms printing (Your Guide) – Amendments to 8 forms and new GGP icons are with Release Management for scheduling (these are delivered as code, not as reference data). PON OSG have coordinated the data for new GGP offices as per the GGP rollout plan.

Message broadcasts continue to run at an average of 1 per day. However, the MBS e-mails occasionally arrive several hours after they should.

AP Client migration continues. 90+ Girobank clients were migrated in July. CCN807 has been signed off (on 30 July) for the introduction of the new CTO services.

The SDS for Reference Data for Network Banking has been circulated to RDT – there are still a large number of questions to be answered about where RDT fits into the processes. RDT have been party to discussions concerning the data model, these are at a very early stage.

Work is well underway on proving the Scavenger Agents. There are 3 data streams on the RDT Rig, the first has been completely scavenged with data fixes made as necessary. Input from RDT has led to a number of code bugs having been found (and corrected) and a change to the procedure when anomalous data is found. The PON OSG stream will be scavenged during August.

### **2.1.6 POCL Interfaces**

During July the file transfers to HAPS were well within OLA deadline of 3 am.

APS Client Service. There are now fifteen AP clients of which twelve have been migrated from HAPS. File transfers generally good – occasional problems with individual clients: Quantum gateway, where a primary failure on 19/7 uncovered the fact that files were waiting to be sent to Pathway; APS-SPM, where a Power failure on 2/7/01 prevented the transfer of the file. On 9/7/01, Girobank reported one file missing. This was due to an FTP server timeout and the file was resent.

The Quantum Gas Termination problem: A check of the current keyboards identified a further 100 keyboards which require swapping. This is due to be complete before the end of August.

The new CSR+ CTO service. The CCN has just been sign-off & a plan is being produced. The service is forecast to be available before the end of January. The deadline is end Feb when the PON-SEMA HAPS contract terminates.

The TPS service is good. A fruitful meeting was held with PON on 23<sup>rd</sup> July. A way forward was agreed. A draft OLA was reviewed and a further meeting agreed for 4<sup>th</sup> September, where it will be finalised. It is anticipated that the TIP service review will be co-located with the existing Reconciliation Forum and terms of reference were discussed on that basis.



The LFS service is good. However PON SAPADS still in pilot mode – and they have yet to provide us with a clear understanding of their plans & progress. There is still an issue with PON attendance at the Service Review Forum. Following the excellent attendance at June's meeting, July was sparsely attended. There are still anomalies in the reporting of Daily Cash on Hand and Weekly Stock on Hand, which are under investigation. Despite being raised to A priority by Richard Brunskill to provide more focus, fixes have missed S10. Amendment of the LFS SLAs is still an outstanding issue.

PON progress continues to be slow regarding setting up a "24/7" incident management service at NBSC for APS & TPS, instead of via PON AP Service Management or the "Bus Systems National Helpdesk".

The Icon service: The "Backlog-batch" of approx. 80 icons are now being released to the estate in Release S06. A CCN is to be raised to charge PON for the 7 for which they have agreed to pay. Agreement was reached with Escher re their IPR regarding the in-house produced "GGP icons". These have been now approved by PON and are in the S/W release pipeline for release mid August. There is significant work still to be done to agree an ongoing service with PON – in particular a back-to-back agreement with Escher. There is also a new batch of approx. 20 icons awaiting production.

### **2.1.7 AP Client Migration**

## **2.2 INFRASTRUCTURE SERVICES**

### **2.2.1 Achievement Against SLAs**

#### **2.2.1.1 Business Incident Management**

Achievement for July 2001 is not expected to reach conformance of 100% due to on going delays in acquiring data for receipts and payment incidents. BSU staff are to be trained by SSC to enable them to handle themselves.

**2.2.1.2 Helpdesk and System Service**

Week Ending		30/06/2001		07/07/2001		14/07/2001		21/07/2001		28/07/2001	
	Target	Volume	Achieved	Volume	Achieved	Volume	Achieved	Volume	Achieved	Volume	Achieved
<b>Call Answering Performance</b>											
Calls Presented		11,732		19,104		8,779		8,363		9,862	
Calls Abandoned < 40 seconds		504		1,626		174		150		156	
Calls Engaged / Calls Abandoned > 40 seconds	<1%	655	5.83%	4,632	26.50%	6	0.07%	3	0.04%	12	0.12%
Total Calls Answered		11,228		17,478		8,605		8,213		9,706	
Calls Answered < 20 seconds	80%	9,995	89.02%	9,184	52.55%	8,580	99.71%	8,194	99.77%	9,601	98.92%
Calls Answered < 40 seconds	99.9%	10,104	89.99%	9,641	55.16%	8,596	99.90%	8,209	99.95%	9,631	99.23%
<b>Call to Resolution Performance</b>											
Total Level 1 Calls		3,381		3,229		2,449		2,291		3,297	
Level 1 Calls resolved in < 5 minutes	95%	3,364	99.50%	3,205	99.26%	2,448	99.96%	2,291	100.00%	3,297	100.00%
Level 1 Calls resolved in < 10 minutes	100%	3,381	100.00%	3,229	100.00%	2,449	100.00%	2,291	100.00%	3,297	100.00%
Total Level 2 Calls		1,471		2,712		1,091		1,143		1,119	
Level 2 Calls resolved in < 30 minutes	95%	1,461	99.32%	2,686	99.04%	1,080	98.99%	1,136	99.39%	1,111	99.29%
Level 2 Calls resolved in < 45 minutes	100%	1,468	99.80%	2,710	99.93%	1,087	99.63%	1,139	99.65%	1,119	100.00%
Total Hardware A Calls		10		17		10		11		13	
Hardware Priority A < 4 hours	95%	10	100.00%	17	100.00%	10	100.00%	11	100.00%	13	100.00%
Hardware Priority A < 6 hours (Remedial)	100%	10	100.00%	17	100.00%	10	100.00%	11	100.00%	13	100.00%
Total Hardware Priority B Calls		806		850		774		756		731	
Hardware Priority B < 8 hours	95%	798	99.01%	848	99.76%	772	99.74%	756	100.00%	729	99.73%
Hardware Priority B < 10 hours (Remedial)	100%	804	99.75%	848	99.76%	774	100.00%	756	100.00%	730	99.86%

The failure of calls abandoned/engaged was due to significant additional service calls being received due to postmasters trying to perform revaluation.

**2.2.2 MSU****2.2.2.1 Service Performance**

We have now completed our review of the System Service remedial calls – we have reached agreement with PON up to and including the 3<sup>rd</sup> week of April this year. Prior to any re-issue of invoice and subsequent payments, MSU are in discussion with Pathway Commercial regarding the weighting that must be applied to bring our revised payments in line with any inflation adjustments that have occurred during the period. It is expected that revised invoice notes will be issued to Commercial within the next fortnight. MSU are submitting current month's system service remedies to PON in accordance with the time scale agreed.

HSH continue to work on providing a remedial statement for software calls from September 2000 to April 2001. We are concentrating heavily on ensuring that the September figure is as accurate as possible as this will be used as the basis to calculate the value payable for the previous 9 months where it has been decided that call data will not be directly scrutinised. With regard to the current submission of software calls, from May 2001, they are being submitted with the hardware / network calls to PON. I believe however, that PON are not yet in a position to conduct any call analysis in respect of these software calls.

The remedy database is now working efficiently and ISD are using this as the sole reference point for calculating the HW/ NW SLA conformance. MSU are now in a position where all SLA reporting is sourced from the same data set and this should

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ensure more accuracy within the reports. MSU are looking to enhance certain functions within the database to capture individual suspension and delay times, rather than simply declaring an aggregate figure. This will assist the remedy process and also feed into the developments required to ensure we can calculate Transaction Service remedies correctly.

MSU are now controlling the provision of backing data to assist in the Management Care Visits. To provide an effective 'pack', this requires a good deal of effort in extracting data from the various data bases held within the area in a tight timescale. We are ensuring that this process is perfected and is developed into a routine task.

'Your Guide' MIS provision to PON is going according to plan with all our obligations currently being satisfied. We have had positive comment from PON on the quality of the data we are presenting and are building up a good relationship with the YG MIS team within PON

#### **2.2.2.2 Incident Management**

We are still seeing some small volume of Receipts and Payment errors following the regression of the final R&P fix within the SO6 release. MSU will continue to insist that all fixes be progressed through to the live estate as quickly as possible to avoid financial integrity issues.

APS reconciliation continues without any real problems other than PON delays in providing TIP processed values. PON have now caught up their previous backlog in the supply of TPS processing data to MSU and APS daily reconciliation is now up to date.

Considerable work is being completed in ensuring that a comprehensive set of reconciliation reports and a robust incident management process is developed for the Network Banking Stream. MSU are heavily involved in the design of both the reports and the associated NWB 'Workstation' which will be used to provide support data within the incident management process.

MSU have achieved the 100% BIMS incident management SLA target for July!!

#### **2.2.2.3 IT Support**

No real issues, however we are experiencing some problems with the ordering and provision of kit for LPD. Problems are centred on the purchase order / cost code process. MSU are looking into ways of improving the process here through liaison with the other areas within LPD.

#### **2.2.2.4 Operational Services**

The Operational Services Team reports no real issues. Non-polling is still a considerable resource hungry process. MSU have pushed through changes to the report distribution process to ensure that Tivoli has sight of the outlets that are non-polling during the early hours of the morning when the report is produced. This should ensure that health checking of non-pollled outlets could commence earlier giving more time to allocate engineering resource to any identified problems. Although this process will not be needed once the full-scale outlet monitoring changes commence within the SMC, it is a viable contingency should these new processes be unavailable at any time.



### **2.2.3 Strategic Services Unit**

#### **2.2.3.1 Field Service Management**

By the end of June a total of 416 Site visits will have been completed by the FSM team.

The relocation at Frensham Way is planned for the Bank Holiday weekend at the end of August. A satellite-to-satellite move is planned, and this will be the first time that such a move has been completed. However, this date is dependent upon the new building being completed and handed over on the 13<sup>th</sup> August, and this is still uncertain.

The SSC investigation into 'phantom transactions' continues to be assisted by the FSM team. The Microtouch diagnostic equipment failed to show the presence of RF interference at Wawne or Old Isleworth. A resistive monitor has been installed as a diagnostic step at Old Isleworth, and initial indications are that the site is experiencing phantom transactions on this monitor too. This eliminates the Optoma screen as a source of the problem. User error may now be the cause, and an extended site visit to observe working practices is planned.

The FSM team is now providing assistance in determining the current scale of the slow running problem. 50 sites have been contacted to determine if the M1 software has addressed their slow running symptoms. In many cases, Postmasters report no improvement in system performance since M1. FSM visits will now be targeted, to determine the exact nature of the concerns and provide further information to SSC/4<sup>th</sup> line.

At the Cross Domain Problem Management meeting, Kevin Lenihan (PON) referred to the FSM team as being "a real success story and one of the high spots of Horizon".

***Christine McKay contacted a site in Scotland regarding the complaint they had logged with the helpdesk, only to find that their call had been wrongly categorised. The site had called to compliment HSH, but as there was no appropriate category, it had been marked as a complaint!***

#### **2.2.3.2 Service Management**

##### **2.2.3.2.1 Single Point of Contact (CR R106)**

The CCN has been re-issued to PON and it is expected that SPoC will be introduced by the end of August 2001. Julie Welsh will lead from ICL Pathway on its implementation working closely with ISD HSH and the NBSC.

##### **2.2.3.2.2 Customer Complaints**

The table below shows Customer complaints received between 1<sup>st</sup> July and 27<sup>th</sup> July. Complaints are received from 3 sources: NBSC, PM's directly and referrals from Support sections. After investigation, the team has identified that approximately 50% of complaints raised are not justified; all complaints are responded to and investigated.



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We have responded to 27 complaints = 13 justified and 14 not justified.

	Wrong Advice	Attitude	NBSC	System	Install	Engineers	Electrics
<b>Raised to C.S.</b>	15	2	0	8	1	0	1
<b>Raised to HSH</b>	13	1	4	10	0	2	0

Referrals to PON - 4 problem sites and 5 complaint calls.

To date 57 outlets have been referred to PON for retraining, all have completed either retraining, had RNM assistance or there is a temporary problem that PON are aware of that will be resolved soon. 30 have shown a dramatic reduction in calls to the Horizon Helpdesk since retraining has been completed. 45 are still on monitor until calls have reduced, or further action is required by PON.

The bulk of the complaints through this period have been driven by PONU NBSC and have been escalated to the HSH Operations Management for investigation and report.

The complaints from NBSC have reduced by almost half this month. It would be reasonable to conclude that this is due to HSH addressing their actions.

The HSH complaints have risen slightly; this has been largely down to the problems with revaluation and power issues earlier in the month. Complaints regarding Agent attitude have decreased to almost nothing. These issues are fully investigated with the advisor concerned and their manager, and are also alerted to the Call Centre Manager and the Operations Manager.

On the plus side: HSH have received 5 compliments this month from PM's and 4 complaints about bad advice from NBSC.

#### 2.2.3.2.3 Compensation

We have focused our attention on the outstanding compensation claims left over from the Implementation Team. We inherited 78 calls from A-track and the rollout helpdesk, which has now been reduced to 21 after investigation. There are 6 claims against Pathway still to be settled equating to approximately £2,000 in compensation.

#### 2.2.3.2.4 Management Care Visit Programme

This month has seen the introduction of the new process involving more managers from both PON and CS. The standard questionnaire has been supplemented by an aide memoir, which opens up the scope of discussion with the PM. The administration of the MCVF process has been shared between PON and the SSU on behalf of CS, while the MSU supplies an information pack to managers immediately prior to each visit. The document describing the new process has still to be signed off by PON.

#### 2.2.3.2.5 HSH Call Reduction

A Counter News article was issued at the end of July to address several of the other advice and guidance type problems by reminding postmasters what they have to hand before contacting the helpdesk. MSU will now track the call categories to see if there is any noticeable reduction.

**2.2.3.3 Outlet Business Change**

OCMS testing was suspended this month when the last of the changes that had been input was cancelled by the Post Office. A meeting was held between the key people in MSS, SSC, and OBC who are currently managing changes manually. No one from the OCMS design or support was available to attend. It was agreed to feed a number of new changes into OCMS and monitor the progress through the other systems. This had to be aborted when the ACDB crashed and was failed over to Wigan, as OCMS cannot currently cope with this condition. There are a few issues with the functionality of OCMS and a further meeting is required to resolve these.

The following tables show actual deliveries for June and firm orders for changes up to the end of November.

**Opening/Relocation/Refurbishment (Outlets)**

Month	Total Deliveries	Actual Deliveries Allowed Within Contract	Actual Deliveries Additional to Contract
June	108	23.28	84.72

Month	Total Orders	Forecast Deliveries Allowed Within Contract	Forecast Deliveries Additional to Contract
July	159	Not yet available	Not yet available
August	139	Not yet available	Not yet available
September	97	Not yet available	Not yet available
October	11	Not yet available	Not yet available
November	3	Not yet available	Not yet available

**Closures (Outlets)**

Month	Total Deliveries	Actual Deliveries Allowed Within Contract	Actual Deliveries Additional to Contract
June	29	14.55	14.45

Month	Total Orders	Forecast Deliveries Allowed Within Contract	Forecast Deliveries Additional to Contract
July	30	Not yet available	Not yet exceeded contract
August	12	Not yet available	Not yet exceeded contract
September	5	Not yet available	Not yet exceeded contract
October	1	Not yet available	Not yet exceeded contract

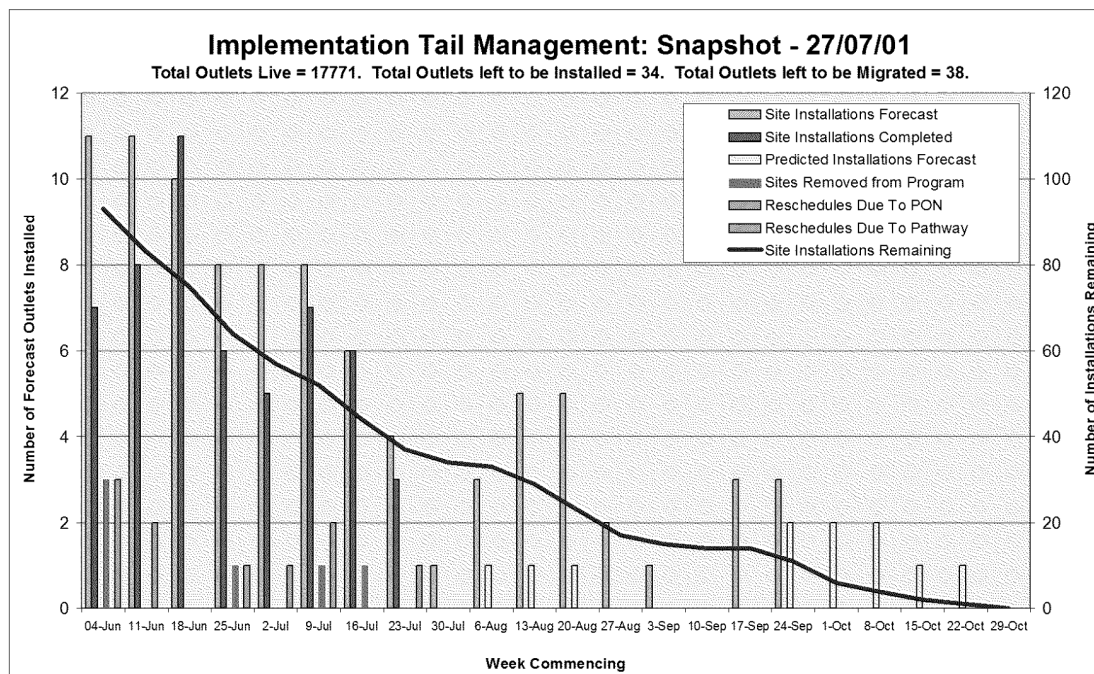
**Implementation Tail (Outlets)**

Month		Installed	Gone Live
June	Actual	32	63
July	Actual	21	23
August	Scheduled	19	
September	Scheduled	7	
	No date yet	8	38 remaining
October			

November

#### 2.2.3.4 Implementation Tail

The installation tail rate is now running below CS expectations and as at 31<sup>st</sup> July there are 34 outlets left to install. There appears to be a disproportionate amount of rescheduling (particularly noticeable in Scotland) due to Postmasters withholding approval partially due to PM holidays.



## 2.3 SECURITY MANAGEMENT

a. Work continues on implementing / updating anti-virus software on the live estate. Significant configuration work has been undertaken and associated PinICLs are being progressed or have been closed. S10 testing of software distribution has made good progress and a successful pilot of the distribution process has been undertaken. A revised PID has been completed to reflect the final design, which has saved 20 days of SIDU incremental costs.

b. Work on a PID for the introduction of compliance, vulnerability and intrusion detection toolkits is being progressed in NB timescales and is dependent upon associated requirements.

c. Discussions on security requirements for Network Banking continue with PONU. Emerging outputs are being consolidated in revisions to the SRS and SDS. Recent changes to the latest version of the Requirements Catalogue will require significant input in the area of data retrieval.

d. Input has been provided to consolidate emerging security requirements for the GGP (YG) kiosks and contents hosting service. The rules of engagement for penetration testing and disclosure agreements have been documented and signed off.

e. Work continues in conjunction with Consignia on defining Data Controller / Processor responsibilities under the Data Protection Act. A DPA health check has been arranged with ICL Group Legal to highlight any issues before the new Act fully replaces its predecessor.

f. Four audit data extractions were completed in response to PON Security/Audit and internal requests. Associated witness statements were provided where appropriate on a "without prejudice" until contractual agreement is reached. Eleven requests for information (RFIs) were received this month exceeding both the agreed monthly burst rate and the annual maximum. These will be carried over to next month.

g. The Key Manager successfully processed all key requests received this month. The number of keys generated for key expiry replacements are now exceeding those for roll-outs and re-rolls. The total number of outlets in the KMS key expiry exercise has reached 750. The results are encouraging but indicate that about 10% of outlets will ignore prompts to download new security data.

h. Work continues on an information security control grid to facilitate self-assessment schedules for ISO17790 compliance. Implementation will be progressed across the organisation by the ISO17799 Workshop Group as part of ISO9001 accreditation work.



## 2.4 SERVICE INTRODUCTION

### 2.4.1 Network Banking

Work is just continuing on the implementation plans and the non-functional requirements. Work on the first round of costings is complete.

### 2.4.2 GGP

The service description and hence CCN for the Content host is expected to be agreed this week.

### 2.4.3 Other Release Activities

Correspondence server 1 rebuild  
COMPLETE

CP3026 – Replace and update auto config signing server – Oct  
This has to be complete before BI1  
The kit has been delivered  
Planning has started

EFTPOS – with BI?  
Haven't started work on this yet

GGP forms printing on existing counter – July  
Installation ongoing with no problems  
First drop of upgraded forms has gone out

GGP kiosk, network and contents host services - June  
Service descriptions and costings are with PON  
Change, release, incident and problem management processes under discussion with PON and should be resolved this week.

Key reissue –April / May  
Comments received from PON on the process

NWB  
Work continues on SRS / SDS on the SLA side.  
First draft of costings completed  
Implementation planning for BI1 and BI2 and BI3 ongoing

OCMS  
COMPLETE

POLO server removal  
The servers have been switched off but still need to be withdrawn. REVOKED from PVCS. Waiting confirmation from I. Cooley re status of actual servers.

Remote general purpose gateway installation - Pat

Users can now login to the boxes but there are still issues that have now been raised on a pinicl.

S06 – June / July–

Migration at the datacentre has completed but we are still waiting for the updated WAN link – due 29<sup>th</sup> July.

Counter migration started – was backed out and has started again. We still have 16 outlets with the old version of S06. These will be tidied up later. Migration now going extremely well.

S10 - September –

Data centre and counter planning is ongoing

The EMC and Dynix upgrade will be deferred until BI2.

Talexus - Mick

Mick is just starting to get involved with this.

Wing server rebuild – May

COMPLETE

UK versus US date issue - July

Failed testing so back with PIT

## 2.5 STAFFING

Sheila has one new member of staff.

## 3 ISSUES & RISKS

### 3.1 OPERATIONS & SUPPORT

### 3.2 INFRASTRUCTURE SERVICES

#### 3.2.1 MSU

The BIMS SLA has been missed for several quarters due to the ongoing delays in acquiring data for receipts and payment incidents. This is currently the subject of a review with the SSC re the re-deployment of staff to MSU.

### **3.2.2 HSH Quality Award**

The nomination was raised on 10<sup>th</sup> July. Almost a month on it is still unknown whether it has been accepted or not and then presented to ISD HSH. This is too long.

## **3.3 SECURITY MANAGEMENT**

a. The co-incidental DLT failure that resulted in an incomplete TMS audit trail continues to be managed under normal problem management procedures. Mitigation action for a "read after write" process and automated media management have completed SO6 testing and will be introduced in September.

b. The KMS smoothing algorithm will be enabled by the end of August to minimise the impact of a key expiry peak in the future. In the interim a process must be devised for those cases where Postmasters fail to respond to related memo-view prompts. Several outlets are already running on unchanged keys and whilst there will be no immediate adverse effect, they will eventually be cut off from the centre and require considerable support effort to recover. Programme priorities are likely to prevent the early introduction of preferred automated management exception reporting via Tivoli in favour of a manual process.

c. PON Security requirements for investigation support and the provision of witness statements continue to place a strain on existing resource. Internal Consignia discussions into requirements for audit related data for NWB have delayed the raising of the expected Change Request to formalise this support.

d. Security input to Network Banking SRS/SDS and YG pilot implementation continues to place a strain on existing resource, which is fully engaged in supporting the existing Horizon solution. Emerging EFTPOS requirements will exacerbate the problem.

## **3.4 SERVICE INTRODUCTION**

## **3.5 FINANCE**

CS Budget for OPEX 2001/02 is £56.7m

Business Model 050601 is £56.5m

Forecast (CSJune01) is £53

The major forecast changes from May actuals and forecast, are £600k forecast reduction in HSH calls due to a lower run rate and 400k reduction due to Tip remedies being double forecast.

The budget needs increasing for 6 security heads and reducing for Klaus and Business Effectiveness team.

Next Stephen Muchow review is on 13<sup>th</sup> August.