

HSRF SUMMARY REPORT ON SERVICE REVIEW FORUMS

MONTH: April 2002

Items headed Issues Escalated will be discussed under the agenda item

REFERENCE DATA

General

- **RDORF Venue** - With the future de-commissioning of Wolverton Mill, from the beginning of the 2002/2003 financial year, the RDORF is trialling the new Video Meetings service, as a cost saving measure. The contingency plan, if the Video Meetings service is unsuccessful for any reason, is to rotate RDORF meetings between Farnborough, Bracknell, and Chesterfield.
- **Icons** – Following the joint review on 14th February, a revised draft version of the Horizon Icon Service Description was produced by ICL Pathway (v0.5). POL has some outstanding issues, (primarily commercial), and so a final meeting has been scheduled for 27th March, with senior commercial decision makers requested to attend from both businesses. The S 11 R software release, which includes outstanding country flag scales icons, is due to be implemented on 12 March 2002. A report on the benefits of Web Riposte from ICL Pathway should be available shortly; it is believed that this will include mention of a potential future service improvement for icon delivery.
- **Rework** - The 16.8% of Product rework files received in the ICL Pathway RDMC during February, was higher than the 11.4% rework figure for January. The main cause of Product rework during February was an RDS fault, which was fixed within the same month, but which will also have a knock-on effect on March rework figures. Outlet rework fell from 7.3% in January to 4.4% in February. The overall number of Outlet rework files continues to remain low. POL are enhancing their internal monitoring of rework, to facilitate a more helpful exchange of information with ICL Pathway, at monthly RDORF meetings.
- **Interface Agreement** - POL previously proposed the modification of the Interface Agreement, so that it becomes an umbrella agreement, encompassing integrated and simplified Service Descriptions and Service Catalogues. A POL/ICL Pathway meeting is to be arranged shortly to discuss.
- **OBC actual lead times** - are being monitored over a two month period to support the initiative that is looking at the possibility of reducing overall OBC lead times.
- **RDS Enhancements** - Version Control - currently has no revised go-live date (RD Ops team impacting the exclusion of AP); the Reversal Flags data-fix is now in UAT; Post Office Local Collection is now live; Network Banking - development work on the interfaces has progressed to plan, UAT expected end-March; Network Reinvention - a new quote has been

received from the supplier and now awaiting customer acceptance; Retail Line Review Data Fix – ‘Segmentation’ set up as a project and a new quote has to be obtained from the supplier; Network Banking Engine (IBM) - development work on the interfaces has progressed to plan, UAT expected end-March; Archive Non Core Data – specification out for internal review; the remainder of the RDS work-packages are on hold.

- **ICL Pathway Monitoring/Reporting Enhancements for Reference Data** – POL have received ICL Pathway’s initial investigations into a possible, more cost-effective solution variant, and will be discussing them in detail.
- **Network Banking** - This is being supported, discussed and monitored by the RDORF.
- **RDORF Terms of Reference** – The recent POL draft TOR will be used as a template by ICL Pathway, for the purpose of consistency with the other TORs. The updated RDORF TORs, are to be circulated via the Library system, for formal review. The updated RDOT/ICL Pathway OLA will be sent out for formal review, (with the author’s response to previous review comments), before the next RDORF.

PROBLEM MANAGEMENT

General

- **Orange Mobile Top ups** - both parties agreed that the problem was dealt with efficiently, once it had been identified. ICLP had misunderstood POL’s issue regarding the time it took them to flag it up as a problem. Eric Hillier agreed to investigate and report back at the next meeting accordingly.
- **Quantum cards (Screen Freezes)** - this continues to confound. The diagnostics from the S10 download failed to identify or prove anything new regarding this problem. ICLP continue to update the database with the number of calls received on this topic and SSC (ICLP technical) are still investigating. It was acknowledged that whilst the number of incidents was not significant in terms of volume, impact on those affected was serious. ICLP assured POL of their commitment to resolving the issue.

New Service Improvement Opportunities

- POL advised that the structure of Problem Management was (along with the rest of BSM) currently being changed due to reviews affecting all of BSM and POL alike. Julian white outlined the major changes planned in Operations and agreed to share the organisation charts once these started to take shape. The main point made was that the relationship and processes in respect of POL / ICLP remained largely unaffected. ICLP confirmed that they were also going through an organisational change but processes would be virtually unaffected by this. Both sides agreed to keep each other updated on developments as they arose.
- POL informed ICLP of the temporary change regarding who is leading Problem Management for POL. Kevin Lenihan has been seconded to the development team, to lead on Network Banking work and Julian White will cover until a replacement has been appointed.

BUSINESS CONTINUITY

General

- Network Services business continuity plan and proposal to mitigate the risk of Energis failing - the forum were unable to come to a formal agreement on this as ICL Pathway preferred to provide a considered response having first consulted with their Development and Commercial teams.
- Girobank DR gateway business continuity test - the test failed as a result of problems at Girobank's end. ICL Pathway do not want to re-test as they have fulfilled their obligation - POL agreed to take this matter up with Girobank's Business Continuity Manager.
- Network Banking - possible changes to the Business Continuity Framework have been highlighted. This was discussed as an operational issue rather than contractual.
- The issue regarding possible failure of Energis and their network has been raised at a contractual level and letters exchanged between Alan Barrie and Stephen Muchow.

HELPDESK

General

- The forum discussed late notification to HSH and NBSC of problems anticipated regarding a software drop (notified 5:20pm Friday, problems expected Saturday). The issue is being pursued.
- Single Point of Contact - recognised the need for robust planning for phase 2.
- The forum agreed in principle a change to the call matrix in the Interface Agreement - NBSC will deal with savings stamp reversal incidents.
- Information was shared about transferred calls between helpdesks. Agreed to devise a common form to capture problems and exchange information weekly.
- The need to be more proactive in forward planning for up and coming events was agreed.
- Problems are being caused when auditors ask for a one shot password "just in case" then don't notify ICL Pathway when they don't need it - POL agreed to pursue.
- Incorrect Reference Data is causing problems for ICL Pathway in relation to outbound calls for non - polling. Of 593 calls made in February 2002 69 (11.6%) had incorrect access times. Of the calls made so far in March 35 of 140 (25%) had incorrect access times (Access times, in terms of when to phone and also when to visit outlets).
- NBSC Telephony - HSH again complained about problems with the NBSC telephony where there have been difficulties for callers when selecting certain options on the IVR via SPOC. This has been escalated within POL.

TIP

General

- The overall service in February was good.
- The TIP Operational Review Book format was again reviewed and only requires a few minor changes. It is now established as the basis of the monthly service review.
- The Disaster Recovery Test on 8 - 10 March was successful. TIPORF wish to record and thank in particular Steve Gardiner, ISD, for the part he played. It is proposed that the next Pathway & POL DR tests which are currently scheduled separately in August & October, be consolidated.
- Incident management is still via an interim arrangement until an NBSC/HSB process can be finalised.
- It was decided that OPTIP did not require a file resend service (as required for APS) but an ad-hoc Pathway resource service.
- A Service Improvement Proposals log has now been established, listing: management of file rejections over system upgrade weekends; management of rejections over normal weekend; improvement of auditor visit process & EOD.
- A Risk Register has now been established, listing: TIPORF inability to review & manage NWB reconciliation because TIPORF is not fully aware of NWB implications.
- A £700k invalid barcode incident is under investigation to assess whether ICL Pathway conformed to the TIP AIS.

AP

- HAPS was successfully decommissioned on 20/02/02.
- Horizon AP Client Service - On 17/01 AP Client service operating from the non Giro FTMS experienced delays receiving their files due to an incident raised by BT, on BT's own network. The files were however delivered within the OLA window.
- Horizon AP Client Service: On 22/02/02 the Girobank file was delivered late as a result of Girobank's Disaster Recovery test undertaken that evening.
- CTO Service developments are proceeding to plan.
- The bank holiday reference data for Northern Ireland and also Scotland was incorrect. This was corrected before Good Friday as this is where the NI ref data error was.
- When the cash account reference data was sent to outlets over the last weekend in February (23rd - 24th), the volume of data caused the system to slow down, affecting the onward transmission of some inbound (i.e. tariff data) client files. This impacted on ICL Pathway's SLA performance and is likely to do the same each year when cash account reference data is sent to outlets.
- The status of all the AP Client OLA's was reviewed and the following changes were identified as being required: NBSC cover both in and out of hours, changes to engineer response times and future changes to include

adhoc changes and file resends. It was agreed that the live clients whose OLA had not been completed and signed off should be given priority. This action is ongoing

- A list of all CRs & CCNs in progress was reviewed. No issues identified with these as progress is good.

LOGISTICS FEEDER SERVICE

General

- Current plan for MRP - there is currently a bug within SAP that has stalled the start of the background pilot. CHD have to get an expert in from Germany to look at it.
- The risk register has identified that the Disaster Recover plans have not been tested. As a result Paul Martin has taken an action to try to get them included in the TIP test scheduled for August 2002.
- The OLA has been signed off by POL and Pathway are now waiting for it to be sent to them for final sign off.
- There are still major concerns on both sides that the current SLA does and will not meet operational requirements.