Service Support – Sarah Bull

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SMR Overview
of
SACM & Capacity Management Activities
Manage Service Change (MSCs)
in
June 2011

SACM & Capacity Management Activities
Manage Service Change (MSCs)

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Key Events this month

Event	Date
Upgrade to key Capacity Server	June 2011
Major review of Credence systems and performance	June 2011
First POL & FS capacity forum held in Chesterfield	June 2011

Successes / Achievements

• PA/PER/033 controlled document has been edited and passed to POL for review

• Full upgrade and house keeping of Athene Metron completed with no service impact

• FS/POL capacity meeting reviewed current reporting, amendments to PA/PER/033, and any improvements or enhancements that could be by delivered by the service. A new service impact review showed that the RBS transaction load would not cause any impact. However it did highlight the need for all teams to work closely together as highlighted in the capacity forum.

Key Performance Highlights

Measure Reference	Comment
MSC Change Volume	183 changes RED - same day 33 AMBER – 2 – 6 days 54 GREEN – over 7 days 96
MSC Change clarifications	Emergency 25 - 3 under 3 hours notice. Expedited 22 Reboots 3 Retrospectives 13 Withdrawn 5
POL Changes received	A total of 29 changes were received from the customer POL. RED – Same day - 9 AMBER - 2-6 days notice 10 GREEN - over 7 days notice 10
Monthly Report	Granular 5 min data charts have been extended to show 3 months back data. Services overview report includes previous month summary page
Credence Performance	The credence systems have shown increasing stability thanks to the various joint initiatives between FS and Logica managed by Gaby Reynolds and Melanie King.
No major incidents	The HNG-X absorbed an increase of over 12 Million transaction from April during the May trading period.

For Awareness

RBS transaction increase review requested that POL confirm the external 3rd party data /network links sourced outside of FS management. To confirm final service impact.

Service Corrections

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Key Improvement Projects			
Improvement Initiative	Benefit / Outcome	Estimated Due Date	Progress this month
Enhance Monthly Transaction Reports	Allow POL team to map business plans to historic and predicted HNG-X transactional trends	October 2011	Previous month datasheet added for comparison. 5 minute granular data extend to show 3 month back data
Communication

Regular calls with Tony Jamasb and ad-hoc reviews With leadership team members | Improved communication between teams | September 2011 | -Active discussion around providing more that just charts. Heighted awareness of the Capacity Service
- creation of forum with Architect team and capacity team |
| Automation

Remove manual processing to free resource to engage in productive granular analysis | Increased turn around for "what if" analysis and enhanced support for Ad-hoc incident and problem resolution | In line with Release 5. | Better end user presentation of 5 minute transaction data. Right first time integration from data systems to reporting interface |
| Enhance Toolsets

Active engagement with capacity component owners | Mapping transactional and component capacity disciplines to delivered business servers for faster RCA & Impact analysis | December 2012 | Upgrade of control tools such as Athene and ECC underway. Athene Metron system now fully upgraded |
| Respect & Commitment

Open and honest dialogue | Continue to build on the open and honest dialogue already observed | 2011 continued review | Actively promote the use of phone discussion of problems/issues encountered. face to face meeting held to improve understanding. |
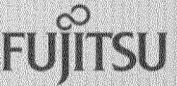
June Capacity Report

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	Service	Transactions Peak / Day	Total Transactions	Success	Response Times Seconds			ADSL Fails	Silver Fails	Bronze Fails	Misses (stale)	Timeouts	Errors	Comments
					Bronze	Silver	ADSL							
NBS	Network Banking	1,370,274	19,489,707	99.92%	3.1	1.3	0.8	0.08%	0.04%	0.22%				Slightly higher total but lower peak
CAPO	Card Account Transx	1,093,605	13,490,049											Total increase due to additional vocalink traffic
Santander	Personal & Business Banking	83,807	1,577,149											
Vocalink	Banking Services	205,445	4,423,433											
DCS	Debit Card Settlement	288,530	4,648,985	99.93%	3.6	1.9	1.3	0.07%	0.03%	0.19%				Bronze connection failure levels reduced, Daily peak lower than last minth but total continue month on month increase
ETU	Electronic Mobile Topup	55,931	953,848	99.97%	2.9	1.4	1.0	0.02%	0.00%	0.16%				
Web Services														
DVLA	DVLA Tax Disc	319,172	1,889,730	99.56%			0.5					0.30%	0.14%	High errors on wed 22nd need to be reviewed
Kahala	Parcelforce	475	8,565	99.84%			0.6				0.06%	0.06%	0.05%	approx 25 % increase on last month
Telecoms BACS	Bank Account Checker	20,539	361,977	99.99%			0.1				0.00%	0.00%	0.00%	Lower daily peak, total remains stable but high
Telecoms ADSL	Broadband Checker	387	8,226	98.48%			3.2				1.14%	0.05%	0.33%	Figures lower than last month
APOP	Automated Postal Orders	156,861	3,293,173	100.00%			0.0					0.00%	0.00%	Lower daily peak but month on month total increases +10%
MoneyGram	Money Gram cash	51,070	929,530	99.98%			1.4					0.02%	0.00%	
PAF	Postal Address Finder	73,590	1,782,891	90.03%			0.0				See TAB	22.19%	7.18%	+10% increase in total but daily figures lower. Success figures re-calculated on total requests
Transaction Volumes														
APS	Automated Payment Bill Payment Service	1,065,689	17,704,293											Transactions within agreed limits. Monthly total higher but daily peak lower
BDC	Bureau De Change	93,159	1,427,073											Approx 15% increase on last month total
EPOSS	Electronic point of Sales & Service	8,259,942	143,676,809											Total transactions have increased but daily peak is lower.
New Services														
AEI	App enrollment Identification	3,108	61,849	99.96%							0.00%	0.00%	0.03%	Slightly lower transaction volumes
PCIA		4,608	91,336	99.99%			0.2				0.00%	0.00%	0.00%	Total transactions have increased but daily peak is lower.

Total Transactions All services May 2011   Total monthly transactions have increased by over 12 Million

187,900,715