

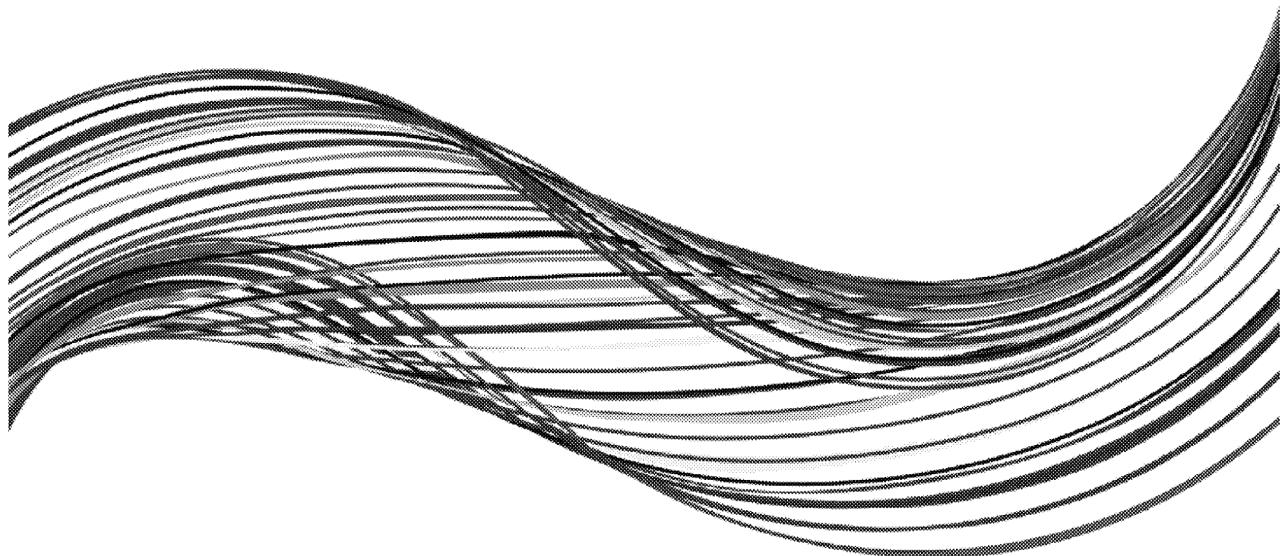
SERVICE REVIEW BOOK
February 2010
COMMERCIAL IN CONFIDENCE



Fujitsu Services Royal Mail Group Account

Service Review Book

February 2010





Document Control

Title: Service Review Book – February 2010

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the period 1st to 28th February 2010

Status: Definitive

Distribution: Service Management Review

Fujitsu Services, Royal Mail Group Account: Head of Service Management

Fujitsu Services, Royal Mail Group Account Customer Service Management Team

Author: Mark Jones & Suzie Appleby-Robbins , Fujitsu Services, Royal Mail Group Account: Service Delivery Unit

Approval Authority: Dave Keeling: Fujitsu Services, Royal Mail Group Account: Operations Director



CONTENTS

1	MANAGEMENT SUMMARY.....	4
2	INCIDENT OVERVIEW.....	6
3	BUSINESS CONTINUITY.....	8
3.1	BUSINESS CONTINUITY TESTING.....	8
3.2	FORTHCOMING TESTING.....	8
3.3	BUSINESS CONTINUITY INCIDENTS AND ISSUES.....	8
4	COMPLAINTS	9
5	SERVICE SUMMARY.....	11
5.1	HORIZON SERVICE DESK	11
5.2	ENGINEERING SERVICE.....	15
5.3	BRANCH NETWORK SERVICE / CENTRAL NETWORK	19
5.4	OPERATIONAL BRANCH CHANGE SERVICE.....	22
5.5	SERVICE INTEGRATION SERVICE	23
5.6	DATA CENTRE OPERATIONS SERVICE / DATA FILE TRANSFER.....	23
5.7	SECURITY SERVICE.....	24
6	SERVICE IMPROVEMENT.....	26
7	LEAN - SENSE & RESPOND.....	27
8	SERVICE LEVEL PERFORMANCE.....	28
8.1	HORIZON SERVICE DESK	28
8.2	ENGINEERING SERVICE.....	29
8.3	BRANCH NETWORK SERVICE.....	30
8.4	CENTRAL NETWORK SERVICE	31
8.5	DATA CENTRE OPERATIONS SERVICE.....	32
8.6	REFERENCE DATA SERVICE.....	38
8.7	RECONCILIATION SERVICE	39



1 MANAGEMENT SUMMARY

The Service Review Book this month shows that Fujitsu's performance across the majority of service level targets has continued to remain consistent in spite of the continuing challenges of the rollout of both Branch Router and the HNGx pilot.

Please note also that separate numbers for the Horizon Online targets have been introduced to the Book where appropriate. In addition, numbers for the remaining targets which can be reported separately are being developed and should be included from next month.

The Horizon Service Desk received a total of 14,774 inbound calls which is an increase of 550 from January. The rolling six month average is now at its highest since April 2009. A total of 7% of all incoming calls in February were from Horizon on-line branches which currently make up just over 1% of the current estate. Currently the main issues that PMs are logging calls for are being investigated in order to achieve a ratio more closely aligned to that of the Horizon estate.

The desk has increased headcount to cope with the additional volumes of calls expected and have improved on the First Time Fix rate, achieving 90.76% for February as opposed to 90.45% in January.

The important indicators of Branch and Counter availability continue to be achieved. In February, Branch Availability was recorded at 99.78% against a 99.33% target and overall Counter availability resulted in an achievement of 99.53% against the 98.92% target.

In February there were no Major Incidents, although there were four service affecting incidents that were within the Fujitsu domain. Two VIP branches had service affecting incidents - East Ham (194002) and Brighton (261907). There was one (A&L blank file) incident that was service affecting, however this was outside the Fujitsu domain. Please see the Incident Management section below for more details.

February was a difficult month for Engineering. The first week was particularly challenging with a high number of calls carried over for Base Unit faults. This resulted in lower than normal conformance from which we were never in a position to recover in order to achieve the monthly targets – although the final three weeks were delivered at - or very close to - the overall monthly targets. However, there has been a steady improvement of between 5%-6% in the overall numbers compared with the start of the month.

Our conformance against the peripheral A priority SLAs was much more positive, achieving all three major targets: our best performance since October 2009. It remains a key objective to not only maintain the Engineering Service throughout the rollout but to also work closely with both our suppliers and Post Office Limited to deliver improvements where we identify opportunities to do so.

There were no Day J failures in February.

There were 99 incidents in Reconciliation during February, all of which were cleared within the agreed contractual targets agreed. We have successfully introduced a fix to bulk F99 exceptions which was introduced in two stages.

The Operational Business Change Service (OBC) have now completed a total of 57 Luggable to PHU conversions but did for the first time see an increase in the number of failures for varying reasons. These failures are described in Section 5.4 below. Following the problem at the opening of Chesham - a Horizon site – we have since introduced a manual workaround and are now in the process of introducing an automated fix.

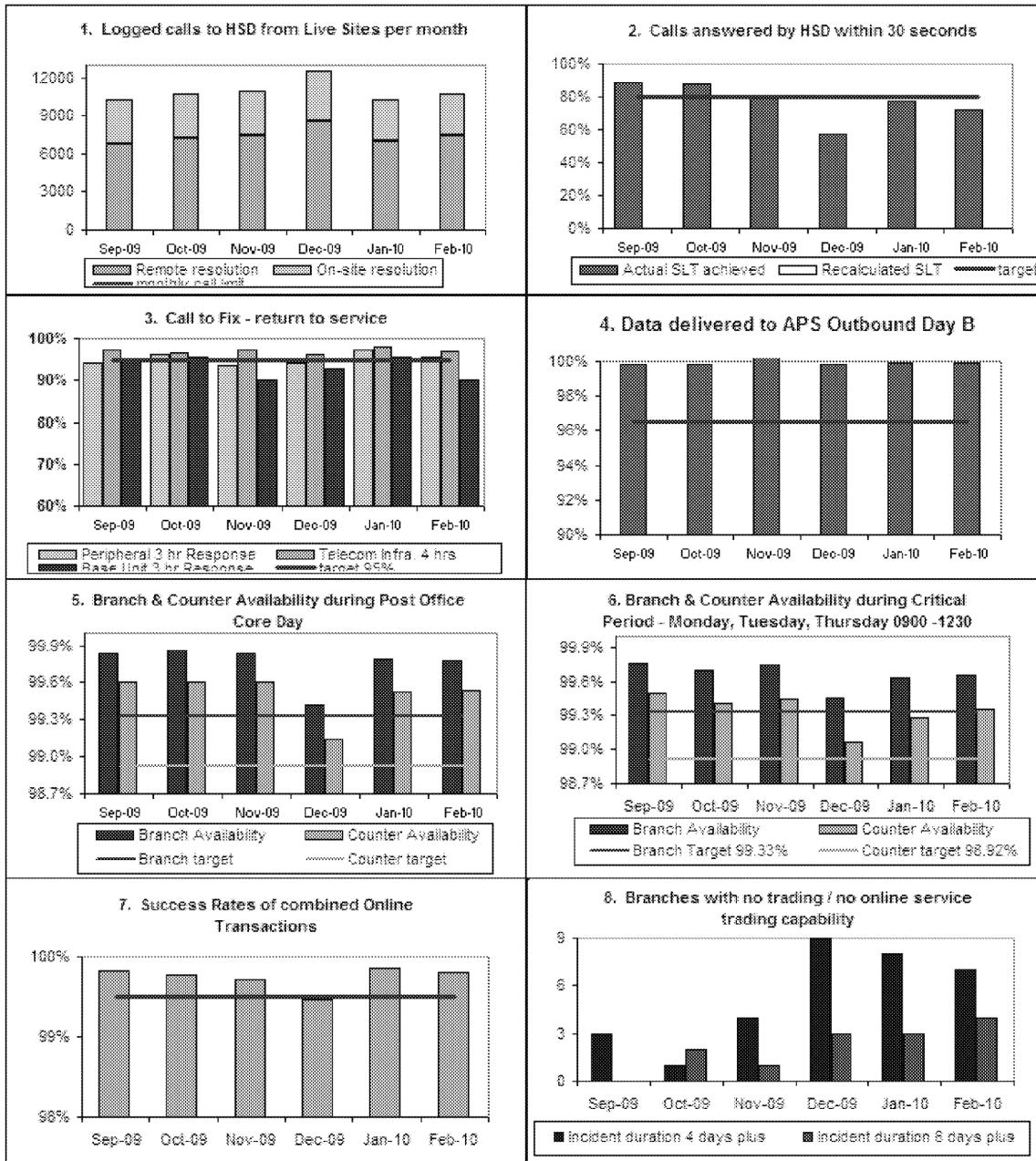
A very successful meeting with the Post Office Live Service Team was held in February. We analysed our end to end escalation and incident management processes to ensure that they would provide what was required during the main rollout. We collectively agreed an approach on how we can ensure that the right level of confidence can be provided where we are required to act swiftly and professionally in response to an issue at a branch, regardless of where that escalation has come from. This reduces both duplication and overall response times.

It is one of our combined strengths in service that we are able to work together to deliver improvements even during the difficult times and this relationship will stand us in good stead along the journey to delivering HNG-X.



Executive Dashboard

February 2010





2 Incident Overview

Summary: Within the Fujitsu Services domain for February 2010 there were no Major Incidents. There were 4 service affecting incidents within the Fujitsu domain.

There were 2 incidents affecting VIP sites.

There was 1 (A&L Blank Files) service affecting incident that was outside the Fujitsu domain.

Major Incident: None

Other incidents in Fujitsu Services domain: **Thursday 11th February.** VSAT Branches over threshold reporting 19 of the 51 branches unavailable at 09:03 to 09:29. This incident was due to an issue within the BT domain, at their base station in Turin. Call 2015192 refers.

Friday 19th February. High call volumes at the HSD, this indicated that there were Debit Card and E-Top Up transactions failing. Calls started at 12:03. Investigations took place and DC Agent 4 was identified as requiring a reboot. Reboot took place at 14:20 under OCP 25641. Authorizations began going through OK and calls to HSD stopped at 15.44 hrs.

Although incoming calls to the HSD had ceased, SSC third line continued investigations. This was because 25% of DC transactions should have been going through to DC Agent 4, however only 1% was going via this route, the remainder were being shared around the other 3 DC Agents. SSC and Networks then identified an issue between Correspondence Server 4 and its dual Correspondence Server 14. This necessitated a Network card to be replaced on Correspondence Server 14. This full and final resolution occurred overnight and therefore totally resolved by 08:00 20th Feb. Call 2044831 refers.

Tuesday 23rd & Sunday 28th February. There is currently a counter issue in the HNGX domain (152 Branches) when clerks are scanning and using the F11 button (recalculate) a zero amount transaction £0 is entered before the correct amount transaction. We have identified the problem and the fix is in the next release of counter code 25_08 which will be released in 2 to 3 weeks. We are currently looking at ways to inform clerks of the actions or to disable the F11 button until the release has been issued to Live. A&L have assisted us in removing the extra zero transaction to allow the AP file to be processed. The main PEAK covering this is PC0194848.

VIP sites affected this month: **Wednesday 3rd February.** VIP site East Ham (FAD 194002) Gateway had blue screened, causing no on-line services. Branch required an engineer to site to replace the Gateway. Branch services were unavailable from 09:40 to 12:39. Call 1986542 refers.

Friday 12th February. Brighton VIP site FAD 261907 loss of Gateway at 09:28 no services available. An engineer went to site to replace the gateway, but the unit failed on fit at 12:00. A second engineer visit was required to replace Gateway. Engineer arrived at 18:10 (Post Master stayed on site) and replaced Gateway and left site re-building overnight. The CMT and engineer checked the PO was health checking Saturday morning and Branch was available and working from 08:00 Saturday morning. Unfortunately the Branch could not open to the Public as the PM had insufficient staff. Issue escalated to the POSD Duty manager. Call 2019946.



SERVICE REVIEW BOOK
February 2010

COMMERCIAL IN CONFIDENCE



**Incidents outside
the Fujitsu
Domain:**

NB: A working group has been set up with POL, CSC, Logica and Fujitsu, re the issues of the delivery of the AP client files regarding delivery times, and issues around empty files.

CSC have now put in place an automatic email response to Fujitsu which is generated when an empty file is received and Fujitsu will then automatically resend the file via the SMC and Unix team, this eliminates the need to involve the Duty Managers from both POL & Fujitsu.

Week ending 07/02: There was 1 blank A&L file failure during the week and this was escalated via the new Automatic Process and resent. This has been the only incident of blank A&L files in the month.



3 Business Continuity

3.1 Business Continuity Testing

No Business Continuity testing was performed in February. Instead the focus was on updating the campus DR test plan ready for the walkthrough test in March. This included major enhancements relating to POL FS/SAP.

3.2 Forthcoming Testing

22nd and 23rd March – Business Continuity walkthroughs including IRE11 campus DR and central database fail-over.

1st April – Loss of STE04 (HSD) walkthrough

The proposal for 2010 Business Continuity testing has been submitted to POL and is pending review.

3.3 Business Continuity Incidents and Issues

On Friday 19th February debit card agent 4 required a reboot to resolve an issue with debit card and E-Top Up transactions failing. After the transactional issues had been resolved a network card was swapped on Correspondence Server 14 to return the utilisation of debit card agent 4 back to normal. As a result of this issue some debit card and E-Top Up transactions failures were seen between 12:03 and 15:44 (as per calls to HSD). See incidents in section 2 for further information.



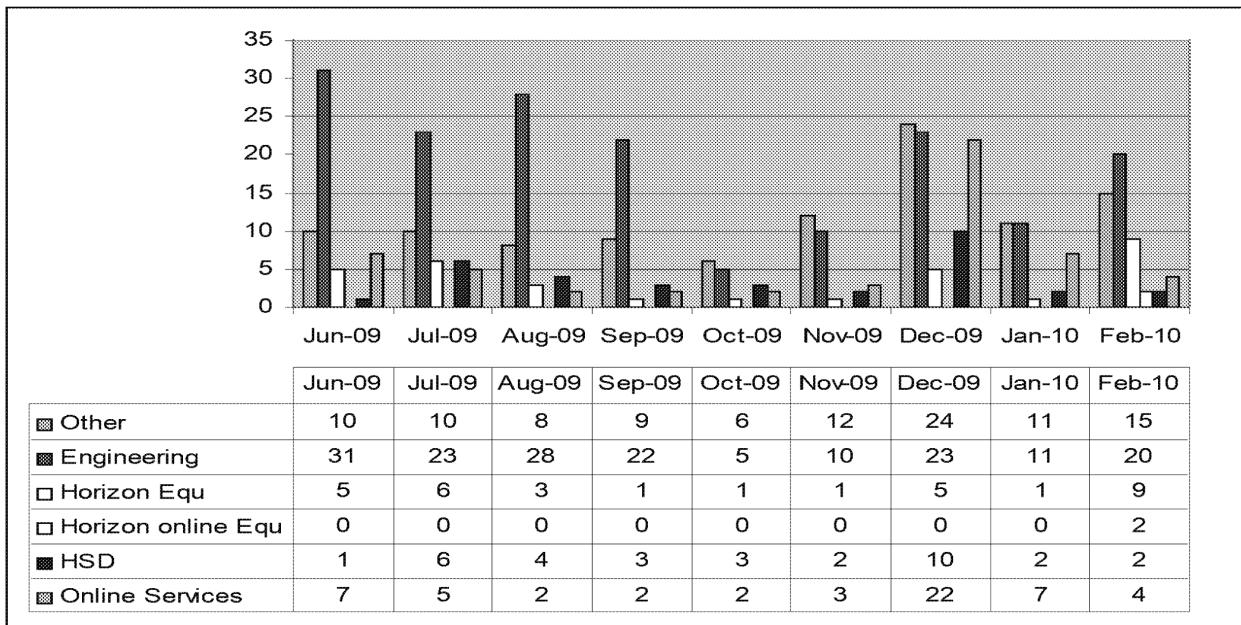
4 Complaints

During February, 52 complaints were made to the NBSC about Fujitsu Services. This is 20 complaints more than received last month. 15 have been categorised as "other" and included "duplicate", "PM not happy with the agreed SLA" and complaints against other 3rd parties leaving 37 complaints received this month within the Fujitsu remit: this represents 0.34% of all calls logged at HSD, or 1 in 291 incidents.

Of the 37 complaints, 20 were logged against Engineering; of those 2 were to do with Branch Router install times being missed. 11 were regarding Equipment failure; no trends were found but the complaints have been fed back to Repairs for further investigation.

2 complaints were logged against Horizon online sites, both due to screen freezes. We are aware that more complaints were raised but they did not go through the correct channels. This has been fed back to the programme teams and processes are being put in place to capture these in the future.

There were also 4 complaints due to no online services and 2 due to HSD call handling.

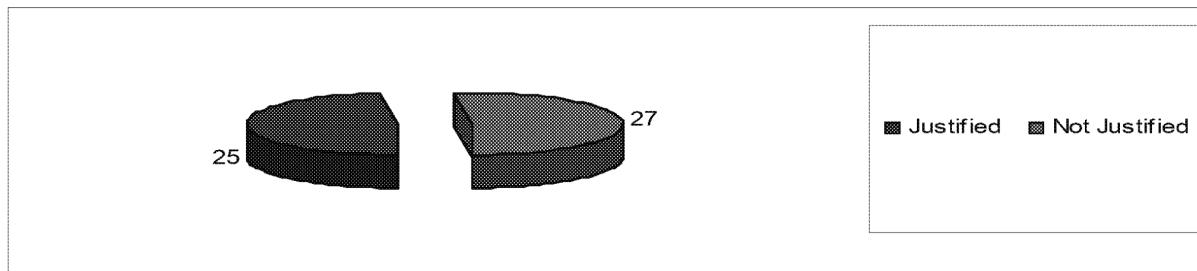


Justified and Not Justified complaints

All complaints are considered valid and these have now been broken into Justified and Not Justified.

Complaints are justified where there has been a failure within the Fujitsu remit.

25 Complaints were considered valid and 27 were considered not valid. Of the 25 complaints considered valid, 18 were due to Engineering, 3 due to Quality, 2 due to HSD call handling and 2 due to Horizon online screen freezes.



SERVICE REVIEW BOOK
February 2010

COMMERCIAL IN CONFIDENCE

Historical Breakdown of Complaints Data

All complaints were investigated and 10 required a formal response. 6 were considered justified. 1 was due to equipment failure and the engineer finding that his spare kit failed on fit. 1 was due to Screen Freezes on Horizon Online counter and 4 were due to Engineers missing the ETA.

	July-09	Aug-09	Sept-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
Total number of complaints logged against Fujitsu Services	50	45	37	17	28	84	32	52
Exclusions (duplicate / inappropriate)	10	8	9	6	12	24	11	15
Total number of actual complaints	40	37	28	11	16	60	21	37
Number passed to Fujitsu Services for formal investigation	6	6	5	4	2	9	4	10
Number considered justified by Fujitsu Services that required formal investigation	1	4	4	2	1	9	1	6



5 Service Summary

5.1 Horizon Service Desk

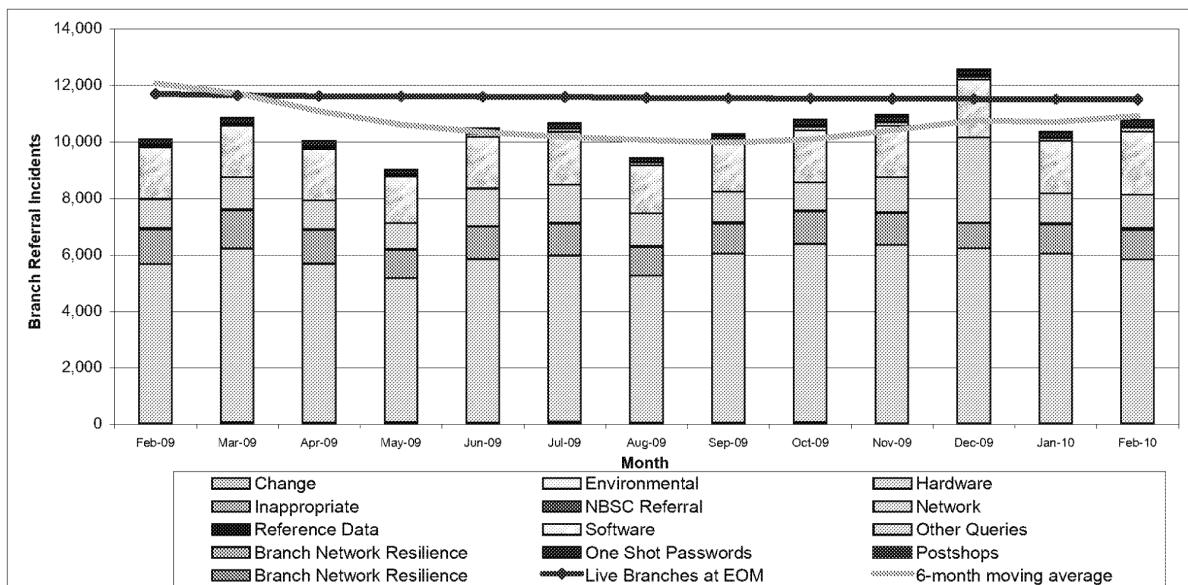
HSD had another challenging month receiving a total of 14,774 inbound calls - an increase of 550 calls compared to January. 1,026 calls were received from Horizon on-line sites. Software and Network call types increased the most, Software by 354 calls and Network by 142. The increase was seen across all call types apart from Hardware calls which decreased by 236 on last month.

Service related incidents impacted 11 days in February – the majority of these incidents were reported between 9am-10am, during the peak part of the normal working day. On the 12th February, high call volumes increased the call duration to 7.31 minutes, due to information being gathered to help resolve the issues being reported. On the 15th, 248 calls were offered within an hour and a half ; 94 were coded as service unavailable. On the 24th, 130 software calls were logged due to “failing transactions”. 5 days were impacted due to Horizon online sites receiving error messages on their counters.

HSD has increased its agents by 8 new starters this month to manage the increase of calls received.

FTF is still above target being 90.76% for February. This is a measure on a repeat call for the same site, for the same piece of equipment having a fault re-logged within 24hours.

Calls logged by Branches



	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
Branch Network Resilience	14	17	17	18	28	18	17	23	30	37	47	37	11
Change	7	14	29	27	20	12	30	8	6	4	1	6	3
Postshops	20	18	16	12	5	12	3	8	2	0	0	3	4
Environmental	42	59	37	43	44	78	25	55	62	46	49	33	36
Hardware	5622	6149	5620	5116	5787	5889	5211	5990	6324	6315	6194	6009	5795
Inappropriate	1222	1347	1182	987	1144	1120	1018	1047	1146	1115	879	1031	1056
NBSC Referral	64	42	39	40	24	40	38	49	35	35	19	34	56
Network	1020	1142	1013	908	1330	1348	1150	1097	999	1243	3019	1062	1198
Other Queries	85	78	81	60	94	114	98	125	135	131	110	113	151
Reference Data	0	0	0	0	0	0	0	0	0	0	0	0	0
One Shot Passwords	156	166	165	137	152	158	140	193	192	180	153	152	248
Software	1820	1813	1815	1652	1830	1868	1697	1659	1830	1811	2046	1855	2215
Total Calls	10074	10845	10014	9000	10458	10657	9427	10254	10761	10917	12517	10335	10773
6-month moving average	12073	11711	11088	10609	10347	10175	10067	9968	10093	10412	10756	10702	10926
Live Branches at EOM	11705	11644	11613	11609	11604	11593	11561	11549	11535	11530	11519	11513	11503



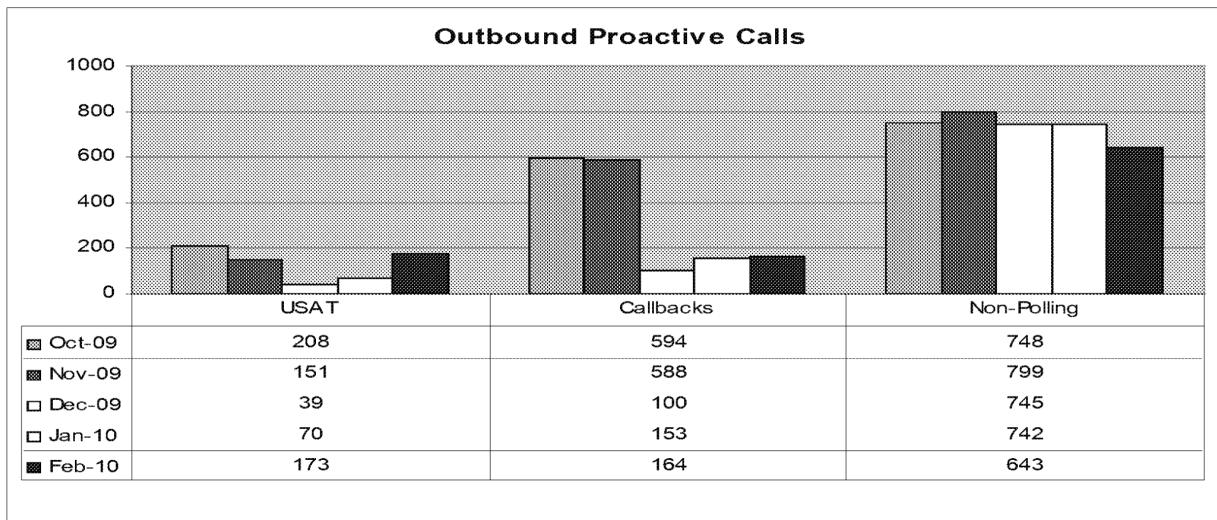
SERVICE REVIEW BOOK
February 2010

COMMERCIAL IN CONFIDENCE



Proactive Calls made by HSD

980 proactive calls were made by the HSD in February.



USAT Survey Results

HSD completed 173 USAT surveys in February and achieved an overall average of 4.4 out of 5

USAT Questions - February 10 – Scores out of 5		Average Overall
Q1 - How satisfied were you with the manner your call was initially taken by the Helpdesk?		4.4
Q2 - How satisfied were you that the agent that took your call, understood the problem you were having?		4.2
Q3 - How satisfied were you with the agents' ability to deal with the problem you were having?		4.3
Q4 - How satisfied were you with the communication you received about your engineering visit?		4.2
Q5 - How satisfied were you with the manner the engineer conducted himself upon arrival at site?		4.5
Q6 - How would you rate the knowledge/skill demonstrated by the engineer who attended site?		4.6
Q7 - How satisfied were you with the quality of service that was provided by your engineer?		4.5

Previous months stats

	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
Q1	4.4	4.1	4.4	4.2	4.4	4.5	4.4
Q2	4.3	4.1	4.3	4.1	4.3	4.6	4.2
Q3	4.1	4	4.1	4.6	4.2	4.5	4.3
Q4	4.1	4.1	4.1	4	4.1	4.3	4.2
Q5	4.6	4.7	4.6	4.4	4.6	4.7	4.5
Q6	4.5	4.3	4.6	4.5	4.5	4.7	4.6
Q7	4.5	4.2	4.6	4.8	4.5	4.6	4.5

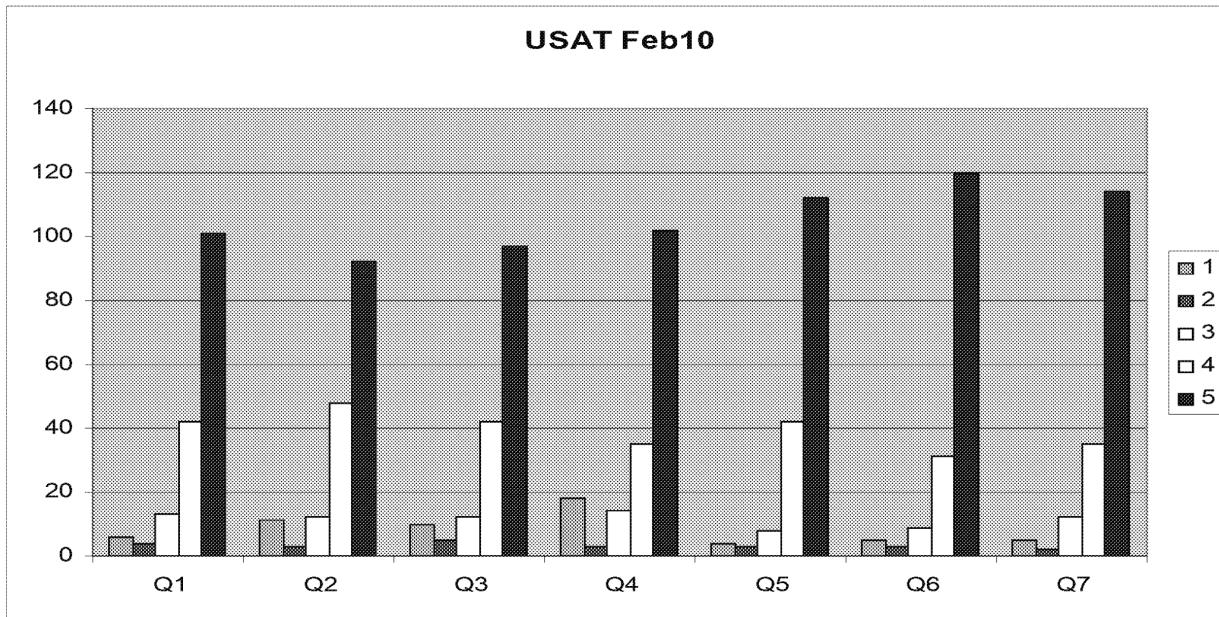


SERVICE REVIEW BOOK
February 2010

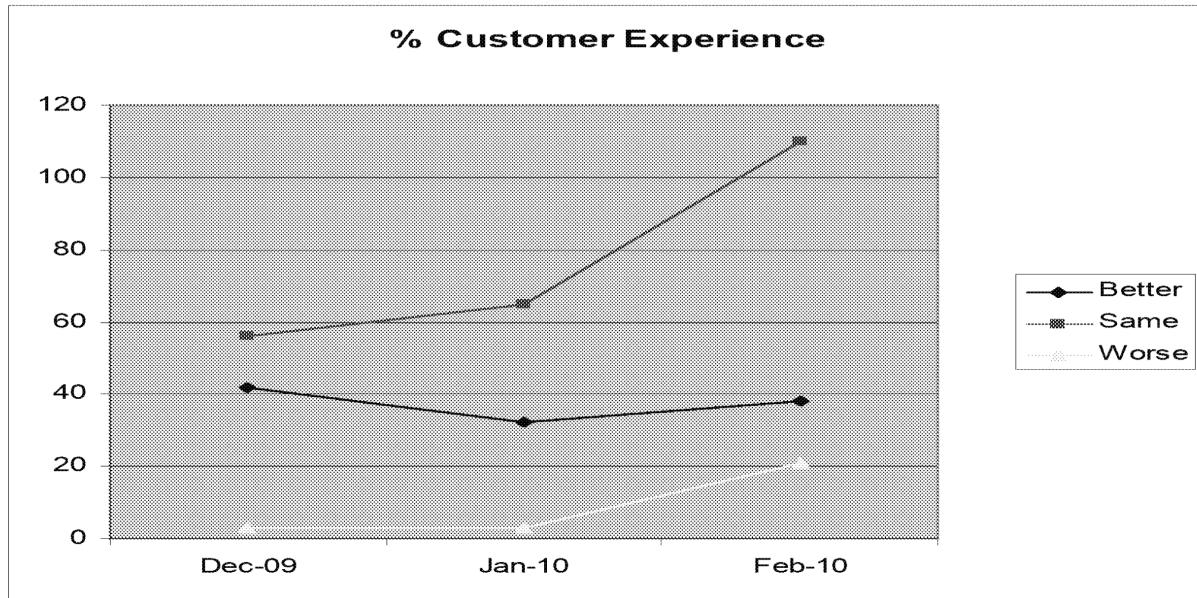
COMMERCIAL IN CONFIDENCE



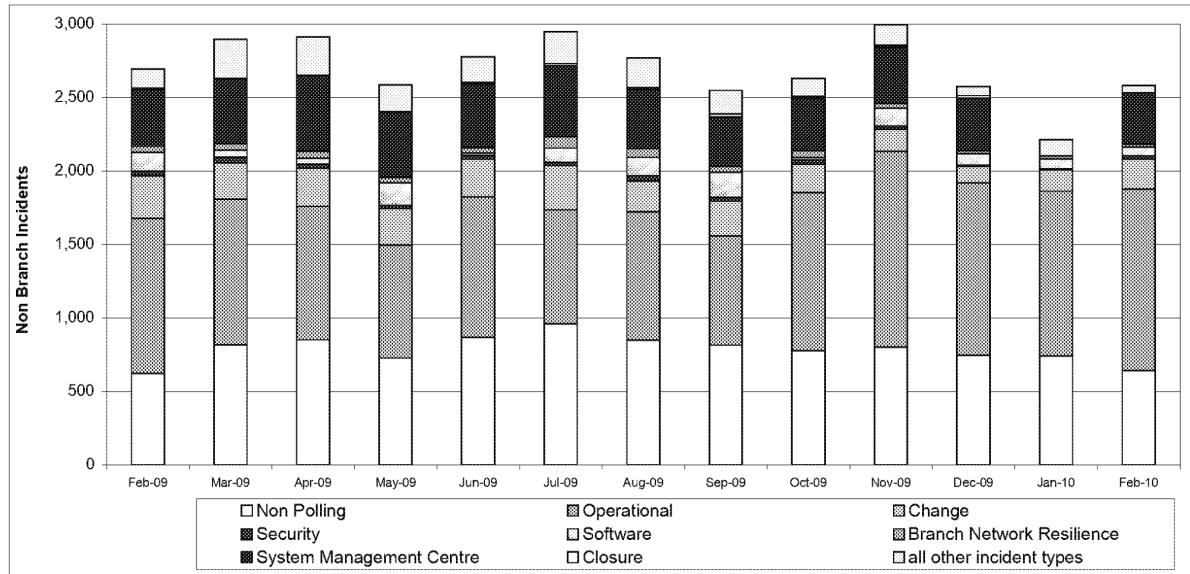
Out of the 7 above questions asked of the PM, a score of 5 was given to 62%, 4 was given to 24%, 3 was given to 9%, 2 was given to 3% and 1 was also given to 3%.



Q8 – Would you say this experience was Better, Worse or the Same as the service you normally get when contacting us?




SERVICE REVIEW BOOK
February 2010
COMMERCIAL IN CONFIDENCE

Non-Branch Calls


	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
Branch Network Resilience	43	46	47	37	34	78	61	41	46	31	21	18	17
Change	291	249	260	248	255	301	212	236	195	150	114	144	208
Security	31	39	26	23	26	22	36	25	29	21	6	11	21
Software	125	46	42	153	18	98	125	171	15	121	79	65	59
Closure	7	8	7	1	5	15	11	18	5	12	16	5	3
System Management Centre	386	438	511	448	438	483	402	338	363	386	359	0	348
Operational	1056	991	909	769	956	774	873	743	1076	1335	1173	1120	1234
Non-Polling	622	816	850	727	869	961	847	815	776	800	745	742	642
all other incident types	133	264	261	181	175	216	203	162	124	139	61	107	51
Total Calls	2694	2897	2913	2587	2776	2948	2770	2549	2629	2995	2574	2212	2583

This graph shows central infrastructure and branch system monitoring capabilities.

These calls are logged by SMC, OBC or others. Branches are not negatively affected by this proactive work.



5.2 Engineering Service

February was a challenging month for the Engineering Service. We encountered snow and associated weather conditions throughout much of the UK, which caused hazardous driving conditions for engineers trying to reach sites, as well as an issue building base units at the beginning of the month.

We entered the month with approximately 40 Base Unit issues at which we were unable to build new counters. Attending these sites would have meant that the engineers were held on site with nothing to do until the issue was resolved; because of this, engineers were advised not to attend until a fix had been declared. This led to a high level of SLT failure, as by the time a fix was declared and engineers had attended sites, SLTs had already been surpassed. Once these calls had been resolved, the focus around Base Unit calls was then moved to delivering the rest of the month successfully in order to recover SLTs and provide good service to Post Masters. During the latter three weeks of the month, we were able to recover between 5.5 and 6% on each of the SLTs for 3 hour response, 6 hour incident to fix and 8 hour end to end fix, and 9.5% on the 3 hour subsequent response target. Whilst the performance achieved was not at the SLT, the level of recovery managed during a difficult month from a challenging starting position was admirable and reflects the hard work put in by the HSD and Engineering teams.

The Peripheral SLTs for 3 hour on site response, 4 hour end to end fix and 8 hour end to end fix were all achieved. One out of 5 subsequent response calls failed the SLT, due to the fact that the call in question was at a site which took longer than the SLT time to reach but is not classed as remote, meaning that we achieved 80% against this target.

C priority SLT achievement was lower than recent months; this was again due to the difficulties experienced with base unit builds and reaching sites through deep snow. Force Majeur was not claimed for a number of calls due to the fact that they were not updated in a sufficiently timely fashion; the teams involved have had this fed back to them and processes have been put in place to ensure that timely updates are provided in future in order to keep PMs as up to date as possible.

The volume of screen and PSU incidents logged returned to normal levels during February, largely due to the fact that despite the snow, the weather wasn't particularly cold. A high number of PinPad incidents were logged, partly due to a bad batch of PinPads released into the spares loop at the end of January. Some of these PinPads failed on fit, and some were early life failures: as soon as the problem was recognised they were recalled. The increase in calls related to Other Items is due to the fact that the Branch Router is currently included in the total, and BAU engineering have attended some sites in order to reprovision routers and ensure the maximum effectiveness of the equipment is reached. This part will be split out on the next month's report. PHU calls are described below.

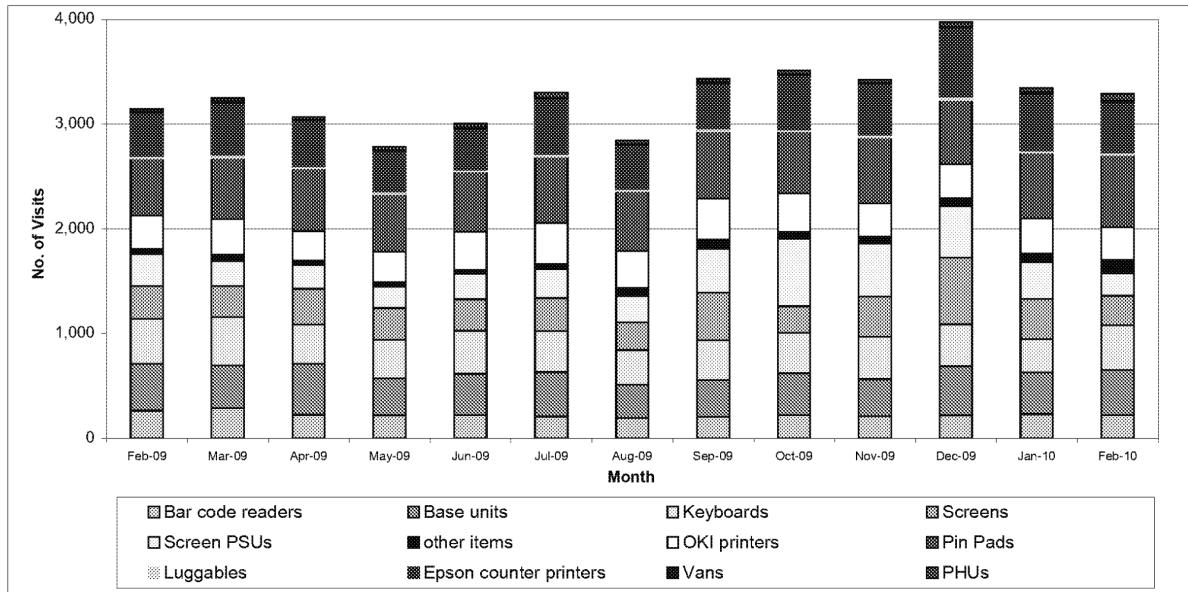


SERVICE REVIEW BOOK
February 2010

COMMERCIAL IN CONFIDENCE



Branch Calls which resulted in an Engineer Visit



	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
Bar code readers	263	286	225	218	223	207	195	202	220	209	218	229	221
Base units	449	411	487	353	390	424	316	353	400	354	467	398	428
Luggables	27	28	25	21	19	27	24	23	18	29	34	23	23
Keyboards	427	460	371	366	413	392	330	380	388	402	403	319	431
Epson counter printers	414	499	435	391	392	529	423	432	517	482	657	534	481
OKI printers	319	342	280	290	367	393	353	387	364	318	323	336	316
Pin Pads	542	588	599	554	575	632	570	648	596	629	613	633	692
Screens	313	296	343	305	301	313	266	457	252	386	638	383	280
Screen PSUs	306	241	227	205	240	280	252	419	642	510	488	352	216
other items	50	56	44	41	38	48	75	87	70	64	79	80	123
Vans	5	8	10	6	8	8	7	15	9	10	12	17	14
PHUs	26	34	20	33	37	48	31	29	38	31	40	41	61
TOTAL	3141	3249	3066	2783	3003	3301	2842	3432	3514	3424	3972	3345	3286
Average Daily Visit Rate	143	135	139	129	125	132	126	149	143	149	177	149	149


SERVICE REVIEW BOOK
February 2010
COMMERCIAL IN CONFIDENCE

Details of Post Office van part swaps and repairs:

Trile reference	Branch	Branch name	Product	Repair Code	Category
2027318	110444	Colsterworth mobile	PATCTXFLAT	R06 Engineer visit - Cable repaired/reseated/adjusted	Screens
2050424	115444	Cowdenbeath mobile	PATICLX365/400A	R01 Engineer visit - Unit replaced	Base Units
1986467	116444	Llandrindod Wells mobile	PATWAL3400BCR	R74 HSD Action - User advised	Bar Code Readers
1987013	116444	Llandrindod Wells mobile	PATWAL3400BCR	R01 Engineer visit - Unit replaced	Bar Code Readers
1980013	118444	Kington mobile	PATOKI8P-PTR	R03 Engineer visit - Unit repaired/adjusted	OKI Printers
2001731	124444	Woolsery mobile	PATICLX365/400A	R03 Engineer visit - Unit repaired/adjusted	Base Units
2028631	124444	Woolsery mobile	PATPINPAD	R74 HSD Action - User advised	Pin Pads
2009164	126444	Llandeilo mobile	PATQLTPHONE	R10 Engineer visit - Unit cleaned	other
1985089	128444	Pembroke mobile	PATICLX365/400A	R01 Engineer visit - Unit replaced	Base Units
2050040	131444	Coldstream mobile	PATPINPAD	R01 Engineer visit - Unit replaced	Pin Pads
1976066	139444	Turriff mobile	PATICLX365/400A	R01 Engineer visit - Unit replaced	Base Units
1986245	139444	Turriff mobile	PATICLX365/400A	R43 User Action - User resolved unassisted	Base Units
1996376	143444	Hemingford Grey mobile	PATQLTPHONE	R01 Engineer visit - Unit replaced	other
2032222	143444	Hemingford Grey mobile	PATICLX365/400A	R01 Engineer visit - Unit replaced	Base Units

Details of PHU 1.5 Repairs

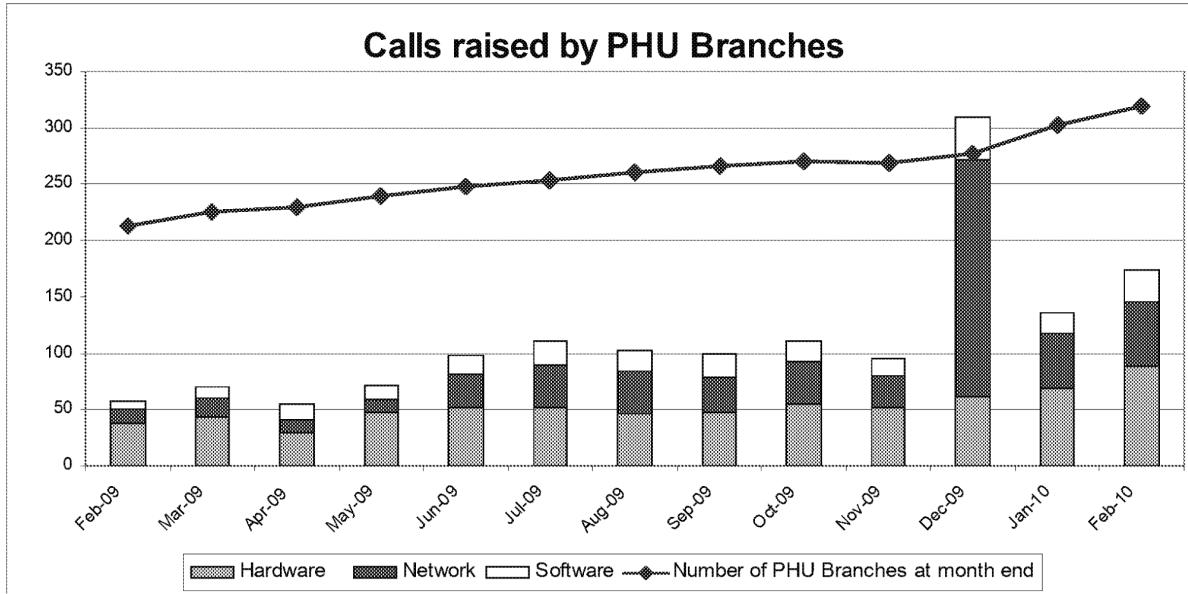
The number of calls logged by PHU branches in February saw an increase of 38 from 136 in January to 174. When compared with previous months figures the ratio of calls logged to PHUs in the estate has remained consistent. The luggable to PHU conversion programme means there are now 16 more PHUs in the estate making a total of 319, leaving a total of 120 sites that still require the upgrade to a PHU 1.5.

We had anticipated an increase in calls during the luggable to PHU conversion given that PMs are using an entirely new piece of kit; and the HSD received seen calls from PMs who require further advice and guidance on the set up and connection of the kit following the install. To reduce the level of these calls in future and ensure the PMs know the correct procedure we are currently working with POL to produce a laminate which as well as providing the correct numbers to call and Branch code to log calls under. The laminate will also feature hints and tips for resolving common faults and ways to prevent them, as well as information on the store and serve addresses and access times for these sites. This address and access time information will enable us to keep up to date on PMs serving patterns, in order for HSD to reduce call duration and prevent repetition and confusion.

Work with Repairs on the problems experienced with hard drives is encouraging and has meant that we now have a better understanding of possible causes of failure as well as a proven link to incorrect power-offs. We are now working closely with Geller in order to provide a resolution going forward.

Investigating a correlation between the number of PHU movements and calls logged has identified a number of branches that regularly log a more than average number of hardware calls and by arranging for senior engineers to proactively attend these sites we hope to reduce the calls logged at these sites.

RMGA_Closing_Call_Type	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
Hardware	38	43	29	47	52	52	46	48	55	52	62	68	88
Network	12	17	12	12	29	37	38	31	37	28	209	49	57
Software	8	10	13	12	17	21	18	20	19	15	39	19	29
Number of PHU Branches at month end	213	225	230	239	248	253	260	266	270	269	277	303	319



Breakdown of Hardware Incidents

Repaired by Engineer visit	65
Remote fix by Desk or other Fujitsu group	33

	Repair Code	Calls completed
<u>Engineer visits</u>		
	R01 Engineer visit - Unit replaced	33
	R02 Engineer visit - Mirror disk replaced/repaired/adjusted	3
	R03 Engineer visit - Unit repaired/adjusted	6
	R04 Engineer visit - Hub replaced/repaired/adjusted	1
	R06 Engineer visit - Cable repaired/reseated/adjusted	5
	R07 Engineer visit - Cable replaced	8
	R08 Engineer visit - No action taken / User advised	2
	R11 Engineer visit - Mains adaptor/PSU replaced/repaired/adjusted	3
	R65 ENG visit - Obstruction removed	1
	R17 Engineer Visit - Reboot by engineer	3
<u>Remote fixes</u>		
	BCR HSD Re-seated cable	1
	R38 PHU cable pack replenished	13
	R40 User Action - Reboot	5
	R43 User Action - User resolved unassisted	1
	R44 User Action - Engineer visit cancelled by site	0
	R45 User Action - PINpad re-installation by branch	0
	R71 HSD Action - Caller referred/transferred to NBSC	
	R74 HSD Action - User advised	10
	R94 SSC - fix applied	2
	RS2 S/Ware - Error / Reboot	1
<u>Total calls closed</u>		98



5.3 Branch Network Service / Central Network

5.3.1 Branch Network Service

During January, 961 network calls were completed by HSD (a 761 decrease from the previous month. 97% of these were resolved within 4 hours against the 95% target and 98% resolved within 6 hours against the 100% target.

The following table is a summary of the Weekly Dashboard in January:

	26-Feb	19-Feb	12-Feb	05-Feb
Number of branches with no online services - no BNR	12	11	14	14
Number of branches with service impacting intermittent faults - no BNR	17	20	17	19
Total number of branches with service impacting faults	29	31	31	33
Number of branches with solid comms fault - BNR installed	7	8	11	12
Number of branches with intermittent comms fault - BNR installed	8	5	6	8
Total number of branches with BNR installed	15	13	17	20
Number of branches on monitor	37	37	42	40
Average age of all solid down faults in days	9.8	11.2	10.0	11.1
Average age of all intermittent calls in days	14.8	15.5	17.0	20.8
Average age of all incidents with Post Office Ltd	19.0	19.0	20.0	18.0
Tracker Calls Solid Down Open >4 days but <6 days	1	0	0	2
Tracker Calls Solid Down Open 6 days & over	0	0	0	1

Those branches that were solid down for more than 6 days:

Burwick Post Office

The antenna at this VSAT branch had become damaged in the extreme weather conditions. BT were unable to attend sooner due to the weather causing issues with travelling across to Orkney.

Hindringham SAS

The branch did not have sufficient coverage for a GSM modem and no PSTN line was available for a PSTN modem solution. An engineer was initially sent to swap the kit however this was unsuccessful; a fault was then raised with Cable & Wireless when it was found that the line had an issue. C&W sent BT to the exchange to fix the fault. Once this fault was fixed, the engineer was re-sent to swap the kit and this resolved the issue. Feedback has been given to CMT as to how this could have been resolved more quickly.

Old Aylesford SAS

The kit was eventually swapped at this branch following several unsuccessful attempts; there was insufficient GSM signal for the branch to trade on this backup solution.



SERVICE REVIEW BOOK
February 2010

COMMERCIAL IN CONFIDENCE



The average age of solid down has been a little higher than usual due to the issue at Welling Post Office proving to be difficult to trace. The branch is currently trading out of a portakabin in a Morrison's car park with the wrong BT line, the correct BT line is currently inside the Morrison's building. POL are currently having difficulties in getting BT to move the line and this is currently being escalated.

As reported in last month's SRB, CMT are now posting out GSM modems to branches with agreement with the Postmaster that they can install themselves. During February, 13 were sent out and only 2 branches required a follow-up visit from an engineer to assist. This activity allows the engineering resource to be available for other calls they have for Post Office branches.

CMT have taken on a new process where they remove CLI (Caller Line Identification) from the Post Office line when a branch router is either being installed or re-provisioned. CLI is found on occasion and prevents the branch router from being installed/re-provisioned; CMT in the past would ask a 3rd party within Fujitsu to do this, however taking on this process makes the branch router quicker to install.



5.3.2 Central Network Service

Fujitsu Central Network

There were no Service Affecting faults within the Central Network raised during February.

None Service Affecting Faults.

On the 12th February, there was a fibre connection break on one of the major connections provided by Cable and Wireless which supports test and support functions from Bracknell. As part of the circuit infrastructure all traffic should failover to a secondary route. Due to a configuration error on the Routing not all of the network traffic was being diverted correctly and we experienced loss of connection. Service was restored to all following a configuration change on the Routing (12th February) and C&W resolved the fibre fault on 13th February. Live Service was not affected by this fault.

On the 21st February, we were advised of a connection failure on one of the two circuits to the Northern Data Centre (Huthwaite). As part of the investigation we were informed that there had been a flood and one of the Cable and Wireless Customer Edge Routers had sustained water damage. This incident was reported to C&W who attended site on the 22nd and resolved the failure by replacing the Router. Service was not affected as there is a secondary circuit which is used for resilience.

BT VSAT Service

During February there were no major network faults affecting the VSAT service.

Cable and Wireless ISDN Service

During February there were no reported incidents affecting this service within the Cable and Wireless domain.

BT/Core ISP ADSL Service

During February there have been no issues affecting the central DSL or ADSL network.

Summary and Management Information

BT has continued to progress 21CN across the Branch Infrastructure which has not resulted in additional faults being reported.

The RMGA network team are still working closely with the project team to ensure seamless transition into HNG-x and are still involved in validating and testing, plus physical and logical connections of the infrastructure, including Branch Router and WWAN. The network team are also involved in validating and negotiating the decommissioning of service out of the Wigan and Bootle data centres.

Project Activities

We are working with C&W, CSC and Post Office to deliver the upgraded circuits into the NDC and Sungard, and expect completion by end of March.

We are also working with a project team to deliver a solution for Bio-Metric data carrier services from the Branch over to a Cogent data centre.

All SLTs were achieved in February.

BRANCH & COUNTER NUMBERS at Month End

Live Branches	11,503
Live Counters	30,186



5.4 Operational Branch Change Service

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Cumulative
TOTAL FAILURES TARGET (2%)	0.00 %	0.60 %	0.60 %	1.10 %	1.10 %	1.00 %	0.50 %	0.60 %	0.00 %	0.00 %	1.10 %	4.10 %	0.89%
TOTAL FAILURES (number)	0	1	1	2	2	2	1	1	0	0	1	4	15
CROWN BRANCH FAILURES (0%)	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00%
CROWN BRANCH FAILURES (number)	0	0	0	0	0	0	0	0	0	0	0	0	0
NUMBER OF CHANGES DELIVERED	272	171	169	203	194	213	200	185	133	81	101	102	2024
NUMBER OF CHANGES CANCELLED	23	10	3	14	20	10	12	20	14	2	8	5	141
NUMBER OF CHANGES - CLOSURES	174	116	144	189	158	172	165	144	104	62	80	79	1587
TOTAL FAILURES - CLOSURES TARGET (2%)	0.00 %	0.90 %	0.70 %	1.10 %	1.30 %	1.20 %	0.60 %	0.70 %	0.00 %	0.00 %	1.30 %	5.10 %	0.95%

Failures

291434 – Castlefields. – PSTN Line Fault

129102 – Chesham. – Errors in VPN process feed files

138006 – East Acton. – Faulty hardware meant ACF files for decrease could not be delivered

499614 – Pensarn. – Discovery of Asbestos delayed the project.

Information & Actions

PSTN line faults aren't generally determinable ahead of configuration although we do already employ a process which whoosh tests the service on the line and this will always capture any obvious fault prior to our attendance so that it can be rectified in time.

Errors in the VPN feeds for Greenfield Openings is a new complication. Root cause analysis has been carried out and a fix identified which can be manually deployed if further instances occur. An automated fix is also in construction.

The Luggable to PHU1.5 exchange programme continues and up to week ending 26th February 57 sites in total have been converted.



5.5 Service Integration Service

5.5.1 Post Shops

All Geller Tills have been removed from Post Offices.

5.6 Data Centre Operations Service / Data File Transfer

5.6.1 Day J Failures

There were no Day J failures in February.

5.6.2 Reconciliation Service

99 reconciliation incidents were cleared during February. This is 24 fewer than reported in January.

There were 28 priority incidents cleared within the 8 hour SLT. Of the remaining 71 incidents, all 71 were cleared within the 5 day SLT.

Reconciliation issues in February

There are a small number of branches that are not rolling over their stock units within the 42 day period. With the support of the NBSC, these branches are being contacted and roll over shortly after. The number of non-rolled branches has decreased again in February.

The failure of the delivery of the Streamline file on the 29/01/2010 caused circa 40,000 error messages on the Streamline Reconciliation report. A call was sent to Development to write a script to bulk F99 the exceptions, which was successfully run in two stages, one on the 12/02/2010 and the other on the 17/02/2010.

There were around 15,000 State E11 exceptions on the Network Banking reports from the 19/02/2010. A call has been sent to Development to write a script to bulk F99 the exceptions, and Development are still investigating the root cause of these exceptions.

There has been a large increase in the number of State 4 exceptions on the Network Banking reports, for both Horizon and HNGx branches. These transactions are not completing and P&BA are authorising MSU to set these transactions to F99, as well as having to manually reconcile the customer accounts, as the accounts are being incorrectly debited/credited. A call is currently with Development to work on a fix to reduce the number of these exceptions.

5.6.3 Transaction Corrections Delivered to Branch

Delays with the overnight scheduler are resulting in corrections files being delivered the next day. This is affecting the SLT performance and is being investigated.

SERVICE REVIEW BOOK
February 2010

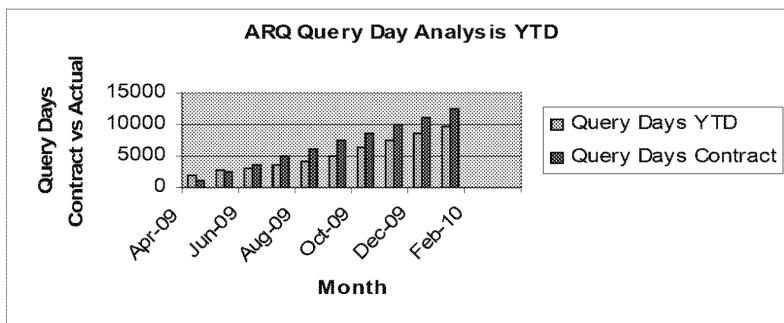
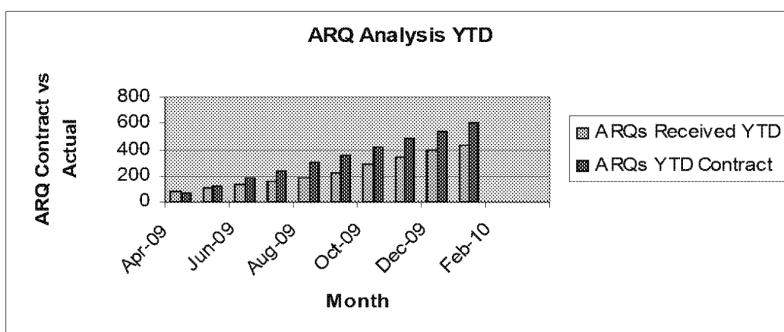
COMMERCIAL IN CONFIDENCE



5.7 Security Service

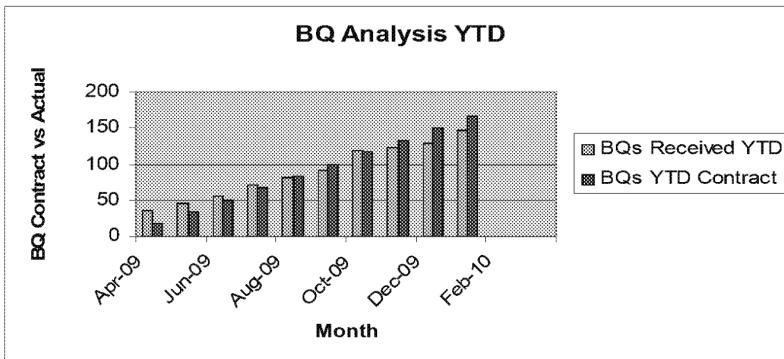
Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
96	660	527	37
Query Days this month	YTD Contract	Received YTD	
2851	13750	12530	



Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
10	183	156	0





SERVICE REVIEW BOOK
February 2010

COMMERCIAL IN CONFIDENCE



Litigation Support

Witness statements requested this month	2	Witness statements YTD	21
Days in court this month	0	Days in court YTD	0

Litigation Support – POL Requests for Information – Legal Aid/Defence

Requests Received YTD	Estimates Supplied YTD	Requests Commissioned YTD	Data/Service Supplied YTD
2	0	0	0

Litigation Support - Current Month and Forthcoming Court Commitments

Outlet	Date	Location	Comments
West Byfleet	15 Mar 09	Guildford	Witness requested
Porters Avenue	17 May 10	Snaresbrook	Witness requested

Internal Adhoc Audit Retrieval Requests

Received this month	Received YTD	Outstanding
4	18	0



6 Service Improvement

R = Significantly behind schedule A = Behind schedule G = On target

Service Improvement	Benefit	Progress to Date	Status
Fujitsu engineers to rewire NTE2000 faceplate	Removing the need for a BT engineer will reduce cost and processing time, as well as consolidating visits and thus reducing the age of a network call.	Refresher training distributed; on monitor.	ONGOING
Preventative Maintenance visits	OBC engineers will perform proactive preventative maintenance visits to selected branches.	On hold during HNGx rollout and Luggable to PHU conversions, although selected visits are still taking place.	ONGOING
Inappropriate Calls	Encouraging PMs not to call the HSD for NBSC issues will free agents to deal with HSD issues.	Lean Workstream to look at Inappropriate Calls has been re-opened. Action to change NBSC IVR to be discussed at BSORF.	ONGOING
PHU1.5 Kit Emergency Packs	Providing PMs who are using PHU1.5 kit with a selection box of spare cables, router, Bar Code Reader and keyboard will reduce the resolution time for minor faults.	Implemented. On monitor.	ON MONITOR
Reboot/ Tivoli	Changing the process in HSD for dealing with PWWDCTR calls, leading to increasing Counter availability	Implemented. On Monitor	ON MONITOR



7 LEAN - Sense & Respond

Engineering FI

After all the hard work put into the data gathering for validation, we are now starting work on the ideas which came out of the Design week. The ideas were put into two groups, Quick Wins (see below for a short selection) and Projects. With Both HSD/CMT working together with Touch, not only are we able to learn from each other but also improve the overall service as one team.

RE F	Activity/Action
I8 A2	Improve 'Product Type' Call Input at Frontline (including CTX product code improvements)
I5	Improve Access Times Information in calls
K1	Improve FTF Performance Measures
M1	SUSPENDED -Engineers change procedure to deal with base builds
G1	Implement reboot for system freezes
A1 A3 B2	Improve HSD engineering Knowledgebase (KELs) and agent knowledge with increased and continuous input from TOUCH Engineers
I10	Improve Postcode awareness on HSD
J2	A99 Checker - Remove PSE Check
O1	Network call routing improvements
D3	CMT to provide improved updates to Post Masters on Network calls
M2	Reduce engineer waiting time on intermittent network calls
D5	Improve procedure for dealing with Solid Down Network Calls
M4 M3	Align CMT/HSD to provide TOUCH Support
I6	SUSPENDED Improve character display at FRC
F1	To improve quality of information on NFF Sites
F1	To improve quality of information on DOA
L5	Improve procedure for dealing with late builds
B1	HSD & Touch comm cell - Agent/FRC/Engineer
I2	Provide Touch with SLT2's



COMMERCIAL IN CONFIDENCE

8 SERVICE LEVEL PERFORMANCE

8.1 Horizon Service Desk

Ref	SLT	ARL		Feb09	Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10
	80%		Horizon Service Desk													
			Calls answered within 30 seconds whole estate	90.8%	97.4%	96.5%	91.9%	86.4%	86.2%	84.9%	88.9%	83.2%	81.0%	57.1%	77.6%	72.5%
				91.2%		Q2		91.6%		Q3	87.4%		Q4	75.5%		Q1
			Horizon													73.4
			Horizon Online													69.5
	<10.0 secs		Average Time to Answer <10.0 seconds whole estate	6.0	5.0	5.0	5.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
				5.7		Q2		4.7		Q3	4.0		Q4	4.0		Q1
	<5%		Calls not answered	2.1%	0.4%	0.7%	1.3%	0.7%	1.6%	2.2%	1.6%	2.1%	3.5%	10.7%	4.9%	4.9%
				2.2%		Q2		0.9%		Q3	1.8%		Q4	5.4%		Q1
	100%		Voicemail available outside HSD standard hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
				100.0%		Q3		100.0%		Q4	100.0%		Q1	100.0%		Q1
	100%		Voicemail calls raised next working day	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
				100.0%		Q3		100.0%		Q4	100.0%		Q1	100.0%		Q1
	>=85%		First Time Fix whole estate	90.8%	90.9%	90.7%	90.3%	90.5%	90.7%	90.4%	91.0%	90.4%	90.1%	91.7%	90.5%	90.8%
				90.4%		Q2		90.5%		Q3	90.7%		Q4	90.7%		Q1
			Horizon													TBC
			Horizon Online													TBC
	95%		Software incidents resolved by Reboot <=15 minutes	96.7%	95.9%	96.8%	96.2%	96.1%	96.6%	96.3%	95.8%	95.8%	95.4%	95.5%	95.2%	94.0%
				96.5%		Q2		96.4%		Q3	96.3%		Q4	95.6%		Q1
			Horizon													94.9
			Horizon Online													75.6
	100%		Software incidents resolved by Reboot <=30 minutes	99.1%	97.6%	98.3%	98.2%	99.2%	98.9%	99.3%	97.9%	98.4%	98.7%	98.1%	97.8%	97.7%
				98.4%		Q2		98.6%		Q3	98.7%		Q4	98.4%		Q1
			Horizon													97.9
			Horizon Online													95.6

Reports for separate FTF numbers for Horizon and Horizon Online are being developed

SERVICE REVIEW BOOK
February 2010

COMMERCIAL IN CONFIDENCE

8.2 Engineering Service

Ref	SLT	ARL		Feb09	Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10
			Branch Infrastructure - Call to Fix													
95%	NO		Base unit A Priority - 3 Hr Response	94.5%	89.9%	93.5%	93.3%	88.6%	85.8%	89.5%	94.6%	95.6%	90.1%	92.7%	95.7%	90.0%
				90.8%		Q2		91.8%		Q3		90.0%		Q4		92.8%
90%	NO		Base unit A Priority - 6 Hr Engineer Incident to Fix	94.5%	89.6%	91.7%	91.2%	88.0%	85.0%	90.1%	94.6%	93.6%	88.2%	88.2%	90.9%	87.0%
				91.6%		Q2		90.3%		Q3		89.9%		Q4		90.0%
95%	NO		Base unit A Priority - 8 Hr End to End Incident to Fix	95.6%	92.3%	93.5%	95.1%	94.6%	90.8%	92.8%	96.1%	96.2%	92.7%	91.4%	95.2%	90.2%
				94.0%		Q2		94.4%		Q3		93.2%		Q4		93.4%
95%	NO		Base unit A Priority - 3 Hr Subsequent Response	87.5%	79.6%	86.6%	87.8%	90.0%	84.6%	87.7%	81.6%	77.3%	65.8%	79.8%	90.0%	80.9%
				81.5%		Q2		88.1%		Q3		84.6%		Q4		74.3%
95%	NO		Peripheral A Priority - 3 Hr Response	94.8%	94.5%	95.1%	96.0%	92.9%	93.5%	95.2%	94.2%	96.3%	93.4%	94.2%	97.1%	95.5%
				94.3%		Q2		94.7%		Q3		94.3%		Q4		94.6%
95%	NO		Peripheral A Priority - 4 Hr End to End Incident to Fix	92.1%	93.0%	92.8%	92.5%	93.3%	92.1%	93.8%	93.6%	95.7%	91.4%	91.0%	94.2%	95.2%
				92.2%		Q2		92.9%		Q3		93.2%		Q4		92.7%
97%	NO		Peripheral A Priority - 8 Hr End to End Incident to Fix	99.3%	99.3%	98.5%	99.1%	97.8%	99.6%	99.3%	99.1%	99.1%	100.0%	97.3%	99.0%	98.3%
				98.8%		Q2		98.6%		Q3		99.3%		Q4		98.8%
95%	NO		Peripheral A Priority - 3 Hr Subsequent Response	75.0%	66.7%	50.0%	66.7%	80.0%	100.0%	100.0%	83.3%	100.0%	100.0%	66.7%	85.7%	80.0%
				80.8%		Q2		65.6%		Q3		94.4%		Q4		88.9%
95%	NO		Priority C - End of Next Business Day (flexible structure)	90.3%	94.2%	91.3%	91.2%	88.3%	87.5%	86.8%	91.9%	94.6%	93.3%	91.3%	92.5%	87.7%
				92.2%		Q2		90.3%		Q3		88.7%		Q4		93.1%
100%	NO		Priority C - End of Next Business Day + 2 hours (flexible structure)	92.1%	95.0%	92.8%	92.8%	89.8%	89.1%	88.5%	93.2%	95.6%	94.3%	92.7%	93.4%	89.4%
			Postshop Engineer - Call to Fix	93.6%		Q2		91.8%		Q3		90.3%		Q4		94.2%
100%	NO		Critical incident within 8 hours	100.0%	100.0%	63.0%	75.0%	67.0%	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	N/A	N/A
						Q2		68.3%		Q3		100.0%		Q4		N/A
100%	NO		Non-critical incident within 48 hours	100.0%	88.0%	100.0%	67.0%	67.0%	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	N/A	N/A
				62.7%		Q2		78.0%		Q3		100.0%		Q4		N/A


 SERVICE REVIEW BOOK
 February 2010


COMMERCIAL IN CONFIDENCE

8.3 Branch Network Service

Ref	SLT	ARL		Feb09	Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10
			Branch Telecom Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	97.10%	97.60%	96.80%	97.40%	96.80%	97.30%	98.10%	97.30%	96.70%	97.20%	96.30%	98.00%	96.80%
				97.60%		Q2		96.80%		Q3	97.37%		Q4	96.73%		Q1
	100%	NO	Priority A - 6 hours (flexible structure)	98.10%	98.50%	98.00%	98.30%	97.90%	98.30%	98.60%	98.30%	97.90%	98.60%	97.40%	98.70%	98.30%
				98.60%		Q2		98.07%		Q3	98.40%		Q4	97.97%		Q1
			Branch and Counter Availability													
	>99.33%	NO	Branch Availability during the Critical Period	99.68%	99.76%	99.69%	99.71%	99.76%	99.69%	99.76%	99.76%	99.70%	99.75%	99.46%	99.64%	99.66%
				99.66%		Q2		99.72%		Q3	99.74%		Q4	99.64%		Q1
	>98.92%	NO	Counter Availability during the Critical Period	99.37%	99.63%	99.38%	99.42%	99.50%	99.37%	99.46%	99.49%	99.41%	99.45%	99.07%	99.28%	99.36%
				99.36%		Q2		99.43%		Q3	99.44%		Q4	99.31%		Q1
	>99.33%	NO	Branch Availability during Post Office Core Day	99.82%	99.85%	99.81%	99.84%	99.83%	99.82%	99.85%	99.84%	99.86%	99.84%	99.42%	99.79%	99.78%
				99.82%		Q2		99.83%		Q3	99.84%		Q4	99.71%		Q1
	>98.92%	LD	Counter Availability during Post Office Core Day	99.59%	99.67%	99.56%	99.62%	99.60%	99.57%	99.61%	99.61%	99.64%	99.61%	99.14%	99.52%	99.53%
				99.59%		Q2		99.59%		Q3	99.60%		Q4	99.46%		Q1
	99%	LD	Banking & Related Services Reliability													
			Fixed Connection Reliability	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.75%	98.68%	99.80%	99.82%
				100.00%		Q2		100.00%		Q3	100.00%		Q4	99.48%		Q1
	99%	LD	ADSL Connection Reliability	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.74%	99.28%	99.86%	99.83%
				100.00%		Q2		100.00%		Q3	100.00%		Q4	99.57%		Q1
	97%	LD	Dialed Connection Reliability	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.57%	97.61%	99.62%	98.48%
				99.33%		Q2		100.00%		Q3	100.00%		Q4	98.06%		Q1



SERVICE REVIEW BOOK
February 2010



COMMERCIAL IN CONFIDENCE

8.4 Central Network Service

Ref	SLT	ARL		Feb09	Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	
			Network Availability														
	>=99.95%	NO	A&L Network Availability	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
				100.0%		Q2		100.0%		Q3		100.0%		Q4		100.0%	Q1
	<=1	NO	Banking Authorisation Agent Availability for Each Availability Period														
			Number of PI outages >2 minutes for same bank	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				0		Q2		0		Q3		0		Q4		0	Q1
	<=2	NO	Number of PI outages >2 minutes for different banks	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				0		Q2		0		Q3		0		Q4		0	Q1



COMMERCIAL IN CONFIDENCE

8.5 Data Centre Operations Service

8.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Feb09	Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10
	<=2.5 secs	LD	Banking & Related Services Transaction Times Average time for Banking Transactions across Fixed, ADSL & Dialled Connections (whole estate)	0.31	0.32	0.32	0.32	0.32	0.32	0.32	0.32	0.32	0.32	0.30	0.38	0.34
				0.31	Q2	0.32	Q3	0.32	Q4	0.32	Q1					
			Horizon												0.38	0.34
			Horizon Online												0.57	0.56
			DFD Outbound - APS All Clients													
96.5%	LD	APS transactions delivered by 23:59hr Day B	99.7%	99.7%	99.7%	99.7%	99.8%	99.8%	99.7%	99.8%	99.8%	99.7%	99.8%	99.9%	99.9%	99.9%
			99.7%	Q2	99.7%	Q3	99.8%	Q4	99.8%	Q1						
97.5%	LD	APS transactions delivered by Day C	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%
			99.9%	Q2	99.9%	Q3	99.9%	Q4	99.9%	Q1						
98.5%	LD	APS transactions delivered by Day D	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%
			100.0%	Q2	100.0%	Q3	100.0%	Q4	100.0%	Q1						
100.0%	LD	APS transactions delivered by Day J	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%
			99.9%	Q2	100.0%	Q3	100.0%	Q4	100.0%	Q1						



SERVICE REVIEW BOOK
February 2010



COMMERCIAL IN CONFIDENCE

8.5.2 Data File Delivery – LFS

Ref	SLT	ARL		Feb09	Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	
97%	NO	DFD Outbound - LFS	Confirmation of pouch received at Branch by 22:00hr Day A whole estate	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.5%	99.9%	99.9%	99.9%	
			Horizon		99.9%		Q2	99.9%		Q3	99.9%		Q4	99.9%		Q1	
			Horizon Online											99.5%	99.9%	99.6%	
			Confirmation of pouch received at Branch by Day B whole estate	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.6%	99.9%	99.9%	99.9%	
			Horizon		99.9%		Q2	99.9%		Q3	99.9%		Q4	99.9%		Q1	
	LD		Horizon Online											99.6%	99.9%	99.9%	
			Confirmation of pouch received at Branch by Day I whole estate	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	
			Horizon		100.0%		Q2	100.0%		Q3	100.0%		Q4	99.9%		Q1	
			Horizon Online											99.9%	100.0%	100.0%	
			SAPADS Pouch collected from Branch by 22:00hr Day A whole estate	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.8%	99.9%	99.7%	
97.2%	NO	SAPADS Pouch collected from Branch by Day B whole estate	Horizon		100.0%		Q2	100.0%		Q3	100.0%		Q4	99.9%		Q1	
			Horizon Online											99.8%	99.9%	99.7%	
			SAPADS Pouch collected from Branch by Day I whole estate	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.8%	99.9%	99.3%	
			Horizon		100.0%		Q2	100.0%		Q3	100.0%		Q4	99.9%		Q1	
			Horizon Online											100.0%	100.0%	100.0%	
	NO		SAPADS Pouch collected from Branch by 23:59hr Day A whole estate	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	
			Horizon		100.0%		Q2	100.0%		Q3	100.0%		Q4	99.9%		Q1	
			Horizon Online											99.9%	100.0%	100.0%	
			Daily Cash on Hand details to SAPADS by 23:59hr Day A whole estate	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	100.0%	100.0%	99.9%	99.4%	99.7%	99.2%	
			Horizon		99.8%		Q2	99.8%		Q3	99.8%		Q4	99.8%		Q1	
100.0%	NO	SAPADS Pouch collected from Branch by Day I whole estate	Horizon Online											99.4%	99.6%	99.2%	
			SAPADS Pouch collected from Branch by 23:59hr Day A whole estate	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	100.0%	100.0%	99.9%	97.8%	99.9%	99.6%	
			Horizon											99.4%	99.6%	99.2%	
96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A whole estate	Horizon Online											99.4%	99.6%	99.2%	



SERVICE REVIEW BOOK
February 2010



COMMERCIAL IN CONFIDENCE

8.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Feb09	Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10
	96%	NO	DFD Outbound - POL MIS													
			Transaction records to TIP gateway by 03:00hr Day B whole estate	99.0%	94.8%	99.1%	99.1%	99.1%	99.1%	99.7%	99.1%	99.1%	100.0%	99.2%	99.0%	96.2%
			Horizon		97.6%		Q2	99.1%		Q3	99.3%		Q4	99.9%		Q1
			Horizon Online											98.8%	98.9%	98.2%
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C whole estate	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.8%	99.8%	99.7%	99.6%	99.6%	99.6%	99.7%
			Horizon		99.7%		Q2	99.7%		Q3	99.8%		Q4	99.8%		Q1
			Horizon Online											99.6%	99.6%	99.7%
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D whole estate	99.9%	99.9%	99.8%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.8%	99.8%	99.8%
			Horizon		99.9%		Q2	99.8%		Q3	99.9%		Q4	99.8%		Q1
			Horizon Online											99.8%	99.8%	99.8%
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J whole estate	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%
			Horizon		99.9%		Q2	100.0%		Q3	100.0%		Q4	99.9%		Q1
			Horizon Online											99.9%	100.0%	100.0%
			DFD Outbound - POLFS													
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B (whole estate)	99.0%	99.2%	99.1%	99.1%	99.0%	99.1%	99.1%	99.0%	99.1%	99.2%	98.8%	98.9%	98.1%
			Horizon		99.9%		Q2	99.1%		Q3	99.1%		Q4	99.0%		Q1
			Horizon Online											98.8%	98.9%	98.1%
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C (whole estate)	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.8%	99.7%	99.7%	99.6%	99.6%	99.6%
			Horizon		99.7%		Q2	99.7%		Q3	99.7%		Q4	99.7%		Q1
			Horizon Online											99.6%	99.6%	99.6%
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D (whole estate)	99.9%	99.9%	99.8%	99.8%	99.9%	99.9%	99.8%	99.9%	99.9%	99.8%	99.8%	99.8%	99.8%
			Horizon		99.9%		Q2	99.8%		Q3	99.9%		Q4	99.9%		Q1
			Horizon Online											99.8%	99.8%	99.8%
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J (whole estate)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%
			Horizon		99.9%		Q2	100.0%		Q3	100.0%		Q4	99.9%		Q1
			Horizon Online											99.9%	100.0%	100.0%
														99.9%	100.0%	100.0%



SERVICE REVIEW BOOK
February 2010



COMMERCIAL IN CONFIDENCE

8.5.4 DFD Outbound – Reconciliation, HR SAP, CTS & PO Client Files

Ref	SLT	ARL		Feb10	Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10
100%	<=2	NO	DFD Outbound - Reconciliation & Settlement Reports to TIP gateway													
			Delivery by 08:05hr Day B whole estate	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
			Horizon		0.0		Q2	0.0		Q3	0.0		Q4	0.0		Q1
			Horizon Online												0.0	0.0
			Delivery by 12:00 (after failure in FS domain) or by 18:00 (after failure of DRSR or TES)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		NO	DFD Outbound - Reconciliation Files		100.0%		Q2	100.0%		Q3	100.0%		Q4	100.0%		Q1
			Number of failures of REC file delivered to CAPO daily by 03:00hr (whole estate)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
			Horizon		0.0		Q2	0.0		Q3	0.0		Q4	0.0		Q1
		NO	Horizon Online												0.0	0.0
			Number of failures of REC file delivered to A&L daily by 03:00hr	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	100%	NO	REC files delivered to CAPO by 16:00hr on Day B whole estate		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
			Horizon		100.0%		Q2	100.0%		Q3	100.0%		Q4	100.0%		Q1
			Horizon Online												100.0%	100.0%
		NO	REC files delivered to A&L by 18:00hr on Day B whole estate		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
			Horizon		100.0%		Q2	100.0%		Q3	100.0%		Q4	100.0%		Q1
	100%	NO	Horizon Online												100.0%	100.0%
			DFD Outbound - HR SAP													
		LD	HR SAP delivered to the POL gateway by 21:30hr on the Friday preceding the pay run date (whole estate)		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
			Horizon		100.0%		Q2	100.0%		Q3	100.0%		Q4	100.0%		Q1
			Horizon Online												100.0%	100.0%
															100.0%	100.0%


 SERVICE REVIEW BOOK
 February 2010


COMMERCIAL IN CONFIDENCE

8.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Feb09	Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10
90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	DFD Inbound - LFS	98.9%	92.3%	99.3%	99.5%	99.6%	99.5%	92.8%	99.6%	99.6%	99.5%	99.4%	99.4%	99.5%
			whole estate		96.7%	Q2		99.5%	Q3		97.3%	Q4		99.5%	Q1	
			Horizon											99.4%	99.9%	99.5%
			Horizon Online											100.0%	100.0%	99.7%
				99.6%	99.8%	99.6%	99.7%	99.9%	99.8%	93.4%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%
	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A		99.8%	99.8%	Q2		99.7%	Q3		97.7%	Q4		99.3%	Q1	
														99.9%	99.9%	99.9%
														100.0%	100.0%	100.0%
			Delivery of transaction correction records to Branches available at 23:59:59hr Day A													
90%	LD	Transaction corrections available by 08:00 on Day B	whole estate	98.7%	98.9%	99.1%	99.4%	99.5%	99.5%	98.5%	99.6%	99.5%	98.8%	73.3%	77.1%	70.8%
					98.9%	Q2		99.3%	Q3		99.5%	Q4		90.5%	Q1	
			Horizon											73.3%	79.1%	70.9%
			Horizon Online											64.9%	71.9%	54.3%
				99.9%	99.8%	99.7%	99.8%	99.9%	99.8%	99.8%	99.9%	99.9%	100.0%	79.1%	79.9%	77.1%
	LD	Transaction corrections available by 12:00 on Day B	whole estate		99.8%	Q2		99.9%	Q3		99.9%	Q4		93.0%	Q1	
			Horizon											77.1%	80.0%	77.2%
			Horizon Online											64.9%	72.4%	60.5%
				100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%
					100.0%	Q2		100.0%	Q3		100.0%	Q4		99.9%	Q1	
100%	LD	Transaction corrections available by 23:59:59 on Day J	whole estate											99.9%	100.0%	100.0%
			Horizon											99.9%	100.0%	100.0%
			Horizon Online											99.9%	100.0%	100.0%



SERVICE REVIEW BOOK
February 2010



COMMERCIAL IN CONFIDENCE

8.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL													
			Feb09	Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10
	<=3 core hrs	NO	Central Systems Availability Outages in Core Hours where the Core Solution is unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.1	0.0	0.0
	<=8 core hrs	NO	Outages in Core Hours where the Core AND Banking Solutions are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.1	0.0	0.0
	<=14 core hrs	NO	Outages in Core Hours where the Core Solution AND Other Services are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.1	0.0	0.0
98.5%	NO	POL FS Availability POL FS Availability	100.0%	96.8%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	>=4 hours	NO	POLFS shall not be unavailable to users on any single occasion during the service level management period	0	1	0	0	0	0	0	0	0	0	0	0
99.75%	NO	Transaction Enquiry Service TESQA availability between 07:00hr and 22:00hr for SLT calendar year	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
97%	NO	Transaction received in the data centre between 07:00 and 20:00 daily will be available within 15 mins on TESQA	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	99.7%	99.8%	99.0%	100.0%
100%	NO	If TES fails transaction received between 07:00 and 20:00 will be available within 2 hours on the TESQA	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%
100%	NO	Transaction received in the data centre between 20:00 and 22:00 daily will be available within 40 mins on TESQA	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
100%	NO	If TES fails transaction received between 20:00 and 22:00 will be available within 2 hours on the TESQA	100.0%	99.9%	Q2	100.0%	Q3	100.0%	Q4	100.0%	Q4	100.0%	Q1	100.0%	100.0%
100%	NO	Transaction received in the data centre between 22:00 and 07:00 daily will be available within 4 hours on TESQA	100.0%	94.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
			98.1%	Q2	100.0%	Q3	100.0%	Q4	100.0%	Q4	100.0%	Q1	100.0%	100.0%	100.0%



SERVICE REVIEW BOOK
February 2010



COMMERCIAL IN CONFIDENCE

8.6 Reference Data Service

Ref	SLT	ARL	DFD Inbound - Reference Data	Feb09	Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10
96%	NO	Reference data delivered by Day B	whole estate	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%	99.9%	100.0%
			Horizon	99.8%		Q2		99.8%		Q3		99.8%		Q4		99.9%
			Horizon Online												99.9%	99.9%
															100.0%	100.0%
	NO	Reference data delivered by Day C	whole estate	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%
			Horizon	99.9%		Q2		99.9%		Q3		99.9%		Q4		99.9%
			Horizon Online												99.9%	99.9%
															100.0%	100.0%
98%	LD	Reference data delivered by Day D	whole estate	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%
			Horizon	99.9%		Q2		99.9%		Q3		99.9%		Q4		99.9%
			Horizon Online												99.9%	99.9%
															100.0%	100.0%
	LD	Reference data delivered by Day J	whole estate	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%
			Horizon	100.0%		Q2		100.0%		Q3		100.0%		Q4		99.9%
			Horizon Online												99.9%	100.0%
															100.0%	100.0%



SERVICE REVIEW BOOK
February 2010



COMMERCIAL IN CONFIDENCE

8.7 Reconciliation Service

Ref	SLT	ARL		Feb09	Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	
95%	NO		Exception / Error Resolution														
			Banking & Related Services Priority Exceptions resolved in 8 hours or less (whole estate)	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
				100.0%	100.0%	Q2		95.0%	Q3		100.0%	Q4		100.0%	Q1		
			Horizon												100.0%	100.0%	
			Horizon Online												100.0%	100.0%	
	NO		BIM report issued within 5 working days whole estate	100.0%	100.0%	100.0%	100.0%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	
				100.0%	100.0%	Q2		100.0%	Q3		96.9%	Q4		99.5%	Q1		
			Horizon												100.0%	100.0%	
			Horizon Online												100.0%	100.0%	
			Payment File Delivery to Merchant Acquirer (Debit Card)														
by 12:00	LD		Payment file delivered to MA on the day following creation date of the file	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
				100.0%	100.0%	Q2		100.0%	Q3		100.0%	Q4		100.0%	Q1		
			Horizon												100.0%	100.0%	
			Horizon Online												100.0%	100.0%	