FUJITSU

Fujitsu Services Royal Mail Group Account

Service Review Book
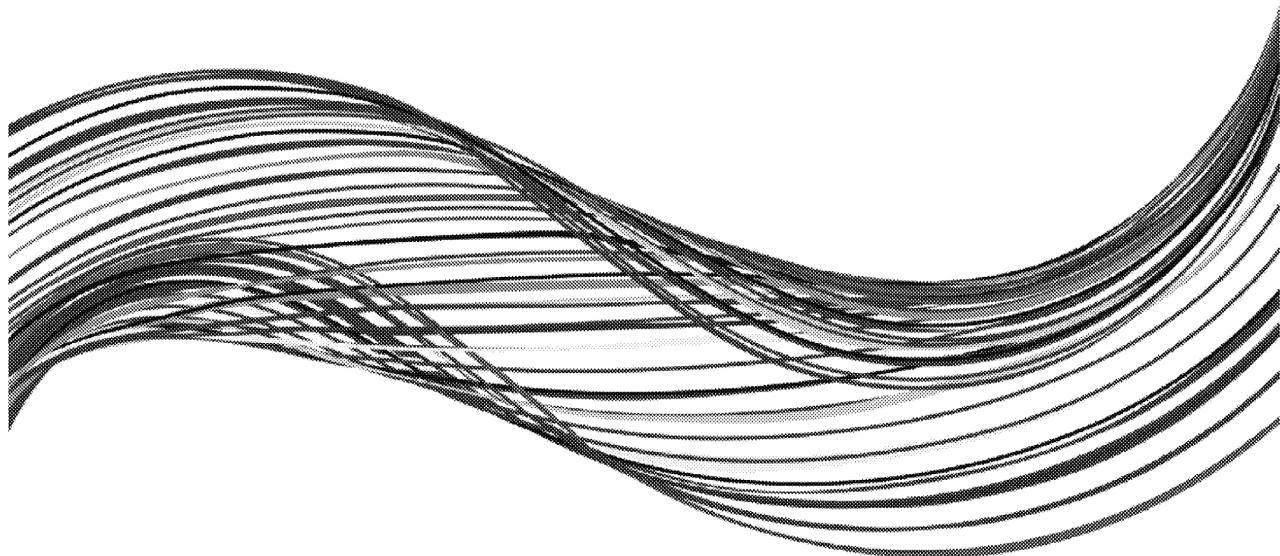
April 2010

Document Control

Title:	Service Review Book – April 2010
Abstract:	This document contains a summary of the Monthly Service Performance Statistics for the period 1st to 30th April 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

April saw similar volumes of Major Incidents as in March affecting both Horizon and HNG. Vast progress has been made to deliver the required fixes into live to address the underlying root causes. A tremendous effort has gone into the event management service improvement to improve proactivity and ultimately reduce the length or avoid service outages. Service Delivery ensures best practice is followed across the various service towers and processes and lessons learned are key to improve the service. Despite the number of Major Incidents, the majority of SLT were met. Where we have failed SLT the root cause is understood and corrective actions are in place to address those and are shared with POL Service Delivery.

During April the HNGx rollout programme was still suspended and a number of HNG service impacting incidents were experienced. The on-going root cause analysis and subsequent corrective actions for the BAL/BDB issues are being reported on a daily basis by our Problem Manager as part of the Red Alert. Daily progress reports have been made available to both POL Service and Programme.

Within the Fujitsu Services domain there were 7 Major Incidents and a further 6 service affecting incidents. Outside the Fujitsu domain there were no service affecting incidents. One Incident affected a VIP site. Major Incident Reports were produced with the exception of the root cause for the BAL/BDB issue (daily Red Alert update).

The Service Delivery Assurance corrective actions are actively being managed and weekly reviews are taking place between Fujitsu and POL Service stakeholders. From the 34 identified actions, 26 have been completed or are on track for completion, with 8 outstanding actions being actively pursued to completion.

HSD received a total of 16,041 calls which is a volume decrease of 3,565 from last month. Call volumes were slightly higher than average over the past year, notably for software calls as a result of the Major Incidents experienced in April. The HSD made 1,772 proactive calls to the branches during quieter periods, and have also been contacting back around 20 HNGx sites on a daily basis, which has received very good feedback from the Post Masters. This work will continue going forward. USAT score increased by 0.1 to 4.5 for April and the FTF is also above target at 91.35%. Various service improvements for the service desk were progressed in April. The outputs from the service improvements were audited by POL Service and favourable feedback was received.

April saw relatively low volumes of calls to Engineering. Performance was uniformly good for the majority of the month, with the exception of the ISDN outage which impacted the comms to around a quarter of Portable Hosted Units (PHUs), meaning that a large number of A priority calls were logged simultaneously in quite remote geographical areas. The nature of these calls made it challenging to complete them all within SLT; although 15 were completed in time, the remainder had to be carried over, which caused the majority of the month's failure on the Base Unit SLTs. Despite these issues, the recovery during the remainder of April saw our engineering service achieve 3 of the 8 A priority SLTs, improving on every Peripheral target conformance from March. C priority conformance also improved on recent performance. Further LEAN activities are underway to improve the MTBF and those are shared with POL Service Delivery on a weekly and monthly basis.

During April 1,437 network calls were completed by HSD, a 349 call increase over the previous month. 97.8% of these were resolved within 4 hours against the 96.5% target and 98.5% were resolved within 6 hours against the 100% target. Work is ongoing to provide additional focus to long term incidents as well as to ensure that all the correct diagnostic and on site checks are performed at the earliest possible point of contact with the branch in order to reduce the overall age of these complex incidents.

Branch and counter availability saw achievement above target at 99.70% and 99.60% respectively and an improvement on March availability which also saw targets being exceeded.

The data centre operations and reference data service saw all SLT achieved.

There were no Day J failures. 343 reconciliation incidents were cleared during April. This is 6 more than reported in March. There were 212 priority incidents of which 196 were cleared within the 8 hour SLT. Of the remaining 131 incidents, 114 were cleared within the 5 day SLT. This month sees both reconciliation SLT fail for the first time in 12 months. The reconciliation team has been strengthened by an additional 2 team members. We expect the volumes to reduce significantly once the BAL/BDB issues have been resolved.

FUJITSU

POST OFFICE

POST OFFICE

Executive Dashboard
April 2010

FUJITSU

1. Logged calls to HSD from Live Sites per month

Legend: Remote resolution, On-site resolution, monthly call limit

2. Calls answered by HSD within 30 seconds

Legend: Actual SLT achieved, Recalculated SLT, target

3. Call to Fix - return to service

Legend: Peripheral 3 hr Response, Telecom Infra. 4 hrs, Base Unit 3 hr Response, target 95%

4. Data delivered to APS Outbound Day B

5. Branch & Counter Availability during Post Office Core Day

Legend: Branch Availability, Counter Availability, Branch target, Counter target

6. Branch & Counter Availability during Critical Period - Monday, Tuesday, Thursday 0900 -1230

Legend: Branch Availability, Counter Availability, Branch Target 99.45%, Counter target 99.21%

7. Success Rates of combined Online Transactions

8. Branches with no trading / no online service trading capability

Legend: Incident duration 4 days plus, Incident duration 6 days plus

FUJITSU

2   Incident Overview

Summary: Within the Fujitsu Services domain for April 2010 there were 7 Major Incidents and associated failures. There were a further 6 service affecting incidents within the Fujitsu domain.

There was 1 incident affecting VIP sites.

There were no further incidents outside of the Fujitsu domain.

Major Incident: **Thursday 1st April.** NWB transactions were timing out from 09:40 to 11:35 and the initial investigations thought this to be SQL issues on the Oracle DB. Further investigations linked this failure with the MI for the 31st call number 2189248 and the following NWB incident on the 6th call number 2193667. All the 3 incidents are detailed on the MI 2189248 and are attributed to Network congestion caused by 3 major factors:

1. The POLFS/SAP local file system back up schedule running during the business day by design

2. Excesses 'chatter' as a consequence of the network design in which All VLANS were trunked to all BladeFrame uplinks to enable any VLAN to be accessible to any physical BladeFrame port

3. The firewall reaching the 'configured' limit of concurrent connections

These 3 issues have now been resolved.

Tuesday 6th April. There was failure overnight (Monday to Tuesday) of 1 Debit Card Authorization Agent, and 1 DCM server, both were restarted. The Agents were re-homed at 02:00 OK.   At 08:50 calls were received at the HSD with failing DC transactions. Investigations showed instability across both Debit Card Authorization agents LPRPDEA001 and 002. NT support decided to reload both servers consecutively and the service was restored at 09:56. During this period, the number of Debit Card transactions affected was, 10,349 with 2,492 timeouts. A Major Incident report has been generated under MI 2202081 and there were 3 Peaks associated and now complete, they are: PC0195709, PC0196169, and PC0196336.

Tuesday 6th April. At the same time as the DC failure and to compound the issue there was a failure of NWB transactions due to a Network Incident from 09:15 to 09:46. This was identified and attributed to the incidents of the 31st, 1st and now the 6th and the cause was due to the 3 main factors as listed in the above failure of the 1st. The transactions failing from 08:50 to 09:56 was, Horizon NWB 187,285 with 30,084 timeouts, HNGX NWB 12,322 with 2,722 timeouts and Debit Card 657 with 127 timeouts. NB. This incident has been treated as a separate MI from the DC failure, but as stated above is linked to the NWB congestion and covered under MI report 2189248.

Tuesday 6th April. Incident in the ISDN network mainly affecting PHUs which are DOD dial on demand, incident started at the beginning of the day 08:00 and 119 branches logged calls. The network team within RMGA, plus Core networks and C&W were fully investigating. Fault continued into the next day and required the help of the C&W support team to assist in locating the fault. The problem was due to an incorrect configuration table within the Wigan Radius server. When the problem was identified a failover to the Bootle Radius server was instigated into the "Live" service to replace the Wigan server. ISDN Network operational from 17:00 on the Tuesday. There was a total of 167 branches which logged calls for this incident out of 685 ISDN connected sites. TFS call 2201256 refers.

Friday 9th April. Several HNGX branches were phoning into the HSD with "Unable to contact the Data Centre". The incident occurred from 15:37 to 15:57. 49 branches logged calls. Incident identified to the "Streams" being switched back on at 14:00 on BDB1, Streams was switched off and service returned to normal. A P1 call raised with Oracle and details and logs sent to Oracle for investigation. Call 2220375 refers. NB. At the time of this failure it was not declared a MI but as further investigations showed that "Streams" was a contributory factor

COMMERCIAL IN CONFIDENCE

and not the root cause, and this was the start of the Branch Data Base Hanging LCK Error, an MI report was produced. The LCK Errors are still occurring. (This is being managed by Problem Manager Jim Singh as part of the Red Alert). We have a P1 call with Oracle and we have installed extra tracing on Oracle's advice to gather more evidence.

Wednesday 28th April. HNGX branches reporting "Unable to contact Data Centre" 104 calls logged from 16:11 to 18:00. Major Incident report has been written and is awaiting internal approval before distribution. Call 2287209 refers. NB. Forms part of the MI for the LCK Errors.

Thursday 29th April. Re-occurrence of the above incident HNGX branches reporting "Unable to contact Data Centre" 13 branches logged calls from 12:12 to 12:21. This incident forms part of the MI report from the previous day. Call 2290796 refers and is linked to the MI call 2287209. NB. Forms part of the MI for the LCK errors.

Other incidents in Fujitsu Services domain:

Thursday 1st April. Moneygram service appeared to be unavailable, investigations showed that 1 of the Moneygram Web servers had a corrupt Agent Mapping file so 50% of Moneygram calls were failing. Reload of the Web server and a re-load of the Agent mapping file was required. Service outage from 11:47 and was successfully restored at 15:40 after the reload of the server and mapping file. Call 2195095 refers.

Friday 9th April. Incident raised on the T&T Track & Trace service as Parcelforce not getting all the T&T messages. Investigations showed that 2 of the T&T Agents were out of service and had been since the 31st March and the 1st April. As the NPS only holds 3 days worth of messages some will be lost. OCP was raised to restart the Agents 1 at 18:00 and the other at 20:00. There are some 600,000+ messages waiting to be transferred once the Agents are restarted. Call 2220784 refers.

Wednesday 14th April. There was a late surge of calls at the HSD from HNGX branches, they had issues rolling over. The issue appeared to be unable to rollover a stock unit and this was due to a lock from another counter, required re-boot and then the failing counter to release the lock, there was timing and procedural issue here. As the calls started late and ran past 18:00 when the HSD should normally close, we kept 3 agents available to take calls up to 18:30, as we had 11 calls queuing. Only 8 calls logged to the incident and some calls carried over to the next day. Call 2236908 refers.

Friday 16th April, A sudden influx of calls to the HSD at 16:45 from branches reporting unable to contact the Data Centre. Calls lasted for about 10 minutes with up to 11 calls waiting. Initial indications were that it was an IP Stream failure but a more detailed investigation showed a BDB 2 issue regarding Lock Manager. This is the subject of a Peak fix under morning Prayers. Call 2245774 refers and 6 branches logged calls. NB. See above incident on Friday 9th re LCK Error.

Wednesday 21st April, (Occurs every day since). Whenever Post Offices stop using their counters (usually at end of day), we are being informed by the SMC, that alerts are being generated by the ISDN failing sites in the tabletop report as being over threshold following the generation of the "Ping" scripts.

Whilst investigations continued every morning during a Technical Bridge, it soon became apparent that the supposed failing ISDN Sites were returning to service as soon as the PM used their counters. In fact every day, the 'failing sites' were under the threshold by about 08.30 to 08.45 hrs each morning.

Investigations at the weekend proved that the ISDN connected branches were working fine as they could all connect to the Data Centres. However this proved that the Data Centres were unable to "Ping" outwards to the branches and therefore the ISDN reporting scripts were wrong. Investigations continued and the root cause was due to a change made in the CNIM s/w. This has subsequently been resolved on the HNGX ISDN routers under OCP26695 but has yet to be applied to the Horizon estate, so the alerts still continue and are monitored. Call 2267113 refers.

Tuesday 27th April. Global users were down from 15:33 to16:19, this was due to OBC in Stevenage 04 installing test kit and patching in an incorrect number for the test kit which was already used for the Global users. The error was rectified and the Global users were restored to service. Call 2281857 refers.

VIP sites affected this month:	**Tuesday 6th April.** VIP site Chelmsford 212114 gateway down, no service from 09:29 to 14:08. Engineer replaced the gateway. Call 2203834 refers.
Incidents outside the Fujitsu Domain:	None

3 Business Continuity

3.1 Business Continuity Testing

A Business Continuity walkthrough of 'Loss of STE04' was completed on 15th April. The test report has been distributed to Gary Blackburn and Andrew Harley.

3.2 Forthcoming Testing

Walkthroughs for the loss of BAL server and SAN switch are scheduled for 5th May.

3.3 Business Continuity Incidents and Issues

On Thursday 1st April a corrupt Moneygram mapping file caused 50% of the Post Office estate to be unable to perform Moneygram transactions for the duration of the fault. There was insufficient evidence to identify how the corruption occurred.

Also on Thursday 1st April NWB transaction timeouts were caused by an Oracle database issue that has since been resolved by patches applied onto Live over the weekend of 3rd/ 4th.

Tuesday 6th April saw instability across both debit card authorisation agents which was caused by a known memory issue currently awaiting fix. The workaround consists of a daily reboot out of trading hours. Later on that day there were NWB timeouts attributed to the late running of POLFS/ SAP backup schedules.

An ISDN issue was seen on Tuesday 6th April mainly affecting Dial on Demand PHUs. A configuration issue in the Wigan Radius server was fixed to resolve the problem.

On the 9th, 16th, 28th and 29th April we saw further blips relating to HNG-X branches being unable to contact the data centre. Fujitsu continue to work with Oracle to resolve the root cause and prevent further occurrences.

See incidents in section 2 for further information.

4   Complaints

During April 56 complaints were made to the NBSC about Fujitsu Services. 8 have been categorised as "other", which includes duplicates and PMs not being happy with the agreed SLA, leaving 48 complaints received this month within the Fujitsu remit: this represents 0.4% of all calls logged at HSD, or 1 in 280 incidents.

Of the 48 complaints, 17 were logged against Engineering; 23 were logged against online services, of which 7 were due to the error message "Unable to contact DataCentre", 4 related to online banking and 12 to other issues; 4 were logged due to Equipment failure; 4 against HSD. All complaints have been investigated and HNGX sites have been added to the daily callbacks to help assist with getting all calls logged for the branch and to keep PMs updated.

Escalations have also been added to the complaints this month to help capture sites which complained outside process.

	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10
Other	9	6	12	24	11	15	9	8
Engineering	22	5	10	23	11	20	18	17
Horizon Equ	1	1	1	5	1	9	6	4
Horizon online Issues	0	0	0	0	0	2	6	7
HSD	3	3	2	10	2	2	3	4
Online Services	2	2	3	22	7	4	3	16
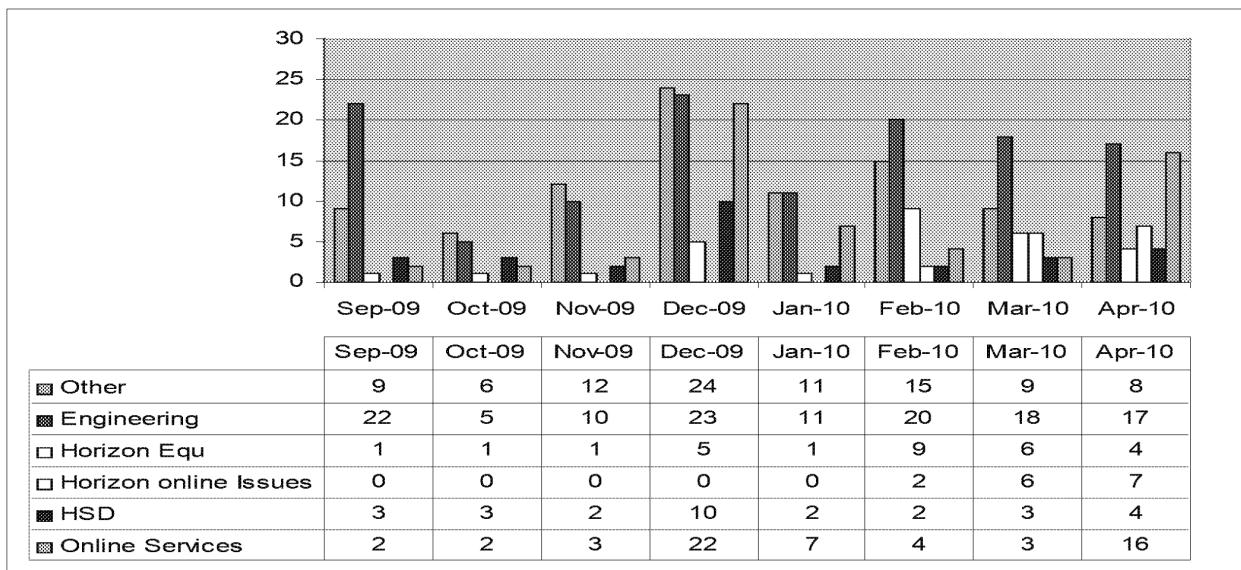
Justified and Not Justified complaints

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

40 Complaints were considered valid and 16 were considered not valid. Of the 40 complaints considered valid, 17 were due to Engineering, 18 were due to online services, 3 due to Equipment and 2 due to HSD call handling.
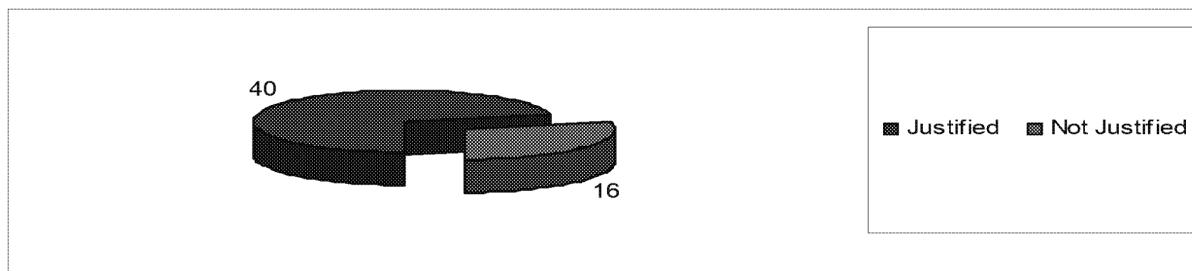
Historical Breakdown of Complaints Data

All complaints were investigated and 11 required a formal response. 6 were considered justified. 5 complaints were due to Engineering missing the SLA, which has been feedback to our Engineering services and 1 was due to lack of checks carried out by a HSD Agent- feedback and extra training has been given.

	Sept-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar -10	Apr -10
Total number of complaints logged against Fujitsu Services	37	17	28	84	32	52	45	56
Exclusions (duplicate / inappropriate)	9	6	12	24	11	15	9	8
Total number of actual complaints	28	11	16	60	21	37	36	48
Number passed to Fujitsu Services for formal investigation	5	4	2	9	4	10	7	11
Number considered justified by Fujitsu Services that required formal investigation	4	2	1	9	1	6	1	6

FUJ00096458

5 Service Summary

5.1 Horizon Service Desk

HSD received a total of 16041 calls in April, which is a volume decrease of 3565 from last month. Call volumes were slightly higher than average over the past year, notably for software calls as a result of the Major Incidents experienced this month.

Service related incidents impacted call volumes on four days in April; the 1st, 6th, 9th and 28th.

The HSD made 1772 proactive calls to the branches during quieter periods, and have also been contacting back around 20 HNGx sites on a daily basis, which has received very good feedback from the Post Masters. This work will continue going forward.

USAT score increase by 0.1 to 4.5 for April and the FTF is also above target at 91.35%.

Calls logged by Branches
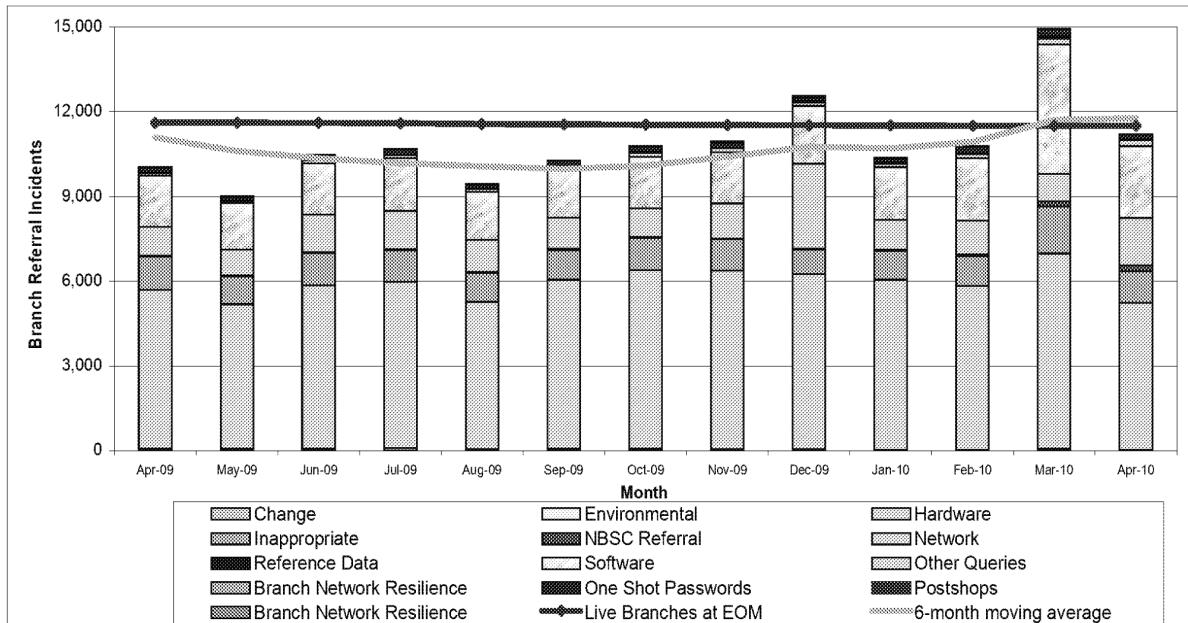
	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10
Branch Network Resilience	17	18	28	18	17	23	30	37	47	37	11	48	2
Change	29	27	20	12	30	8	6	4	1	6	3	5	2
Postshops	16	12	5	12	3	8	2	0	0	3	4	33	2
Environmental	37	43	44	78	25	55	62	46	49	33	36	59	39
Hardware	5620	5116	5787	5889	5211	5990	6324	6315	6194	6009	5795	6912	5204
Inappropriate	1182	987	1144	1120	1018	1047	1146	1115	879	1031	1056	1673	1104
NBSC Referral	39	40	24	40	38	49	35	35	19	34	56	183	204
Network	1013	908	1330	1348	1150	1097	999	1243	3019	1062	1198	971	1686
Other Queries	81	60	94	114	98	125	135	131	110	113	151	209	227
Reference Data	0	0	0	0	0	0	0	0	0	0	0	0	0
One Shot Passwords	165	137	152	158	140	193	192	180	153	152	248	220	187
Software	1815	1652	1830	1868	1697	1659	1830	1811	2046	1855	2215	4581	2536
Total Calls	10014	9000	10458	10657	9427	10254	10761	10917	12517	10335	10773	14894	11193
6-month moving average	11088	10609	10347	10175	10067	9968	10093	10412	10756	10702	10926	11700	11772
Live Branches at EOM	11613	11609	11604	11593	11561	11549	11535	11530	11519	11513	11503	11505	11499

Proactive Calls made by HSD

1772 proactive calls were made by the HSD in April.

Outbound Proactive Calls

	USAT	Callbacks	Non-Polling	HNGX Callbacks
Dec-09	39	100	745	0
Jan-10	70	153	742	0
Feb-10	173	164	643	0
Mar-10	243	162	771	690
Apr-10	532	154	668	418
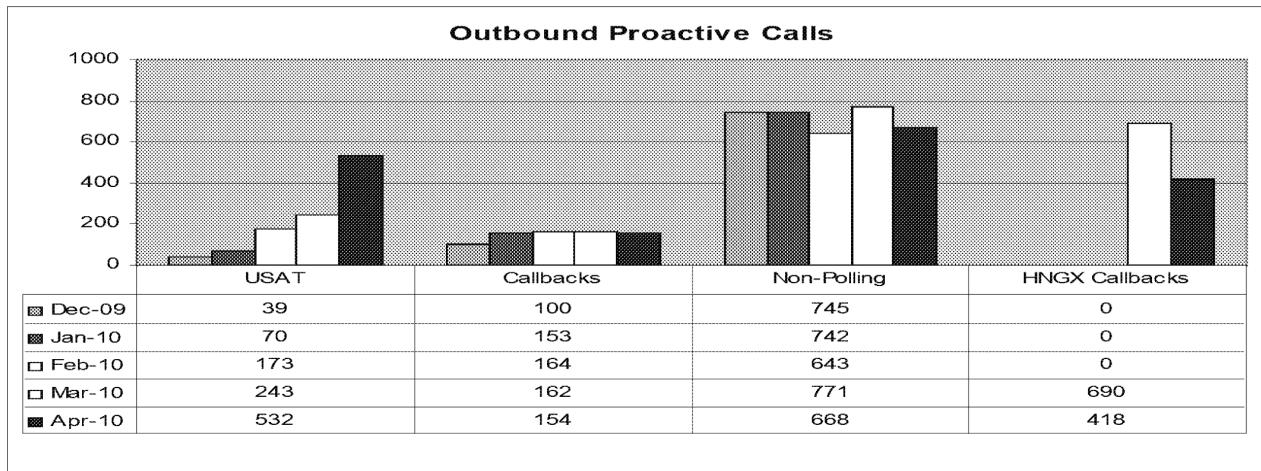
USAT Survey Results

HSD Contacted 532 sites in April but only 212 PM's wanted to complete a USAT survey.
April achieved an overall average of 4.5 out of 5, which is a 0.1 increase from last month.

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

Out of the 7 above questions asked of the PM, a score of 5 was given to 69%, 4 was given to 18%, 3 was given to 7%, 2 was given to 3% and 1 was given to 3%.

FUJITSU

POST OFFICE

USAT April 10
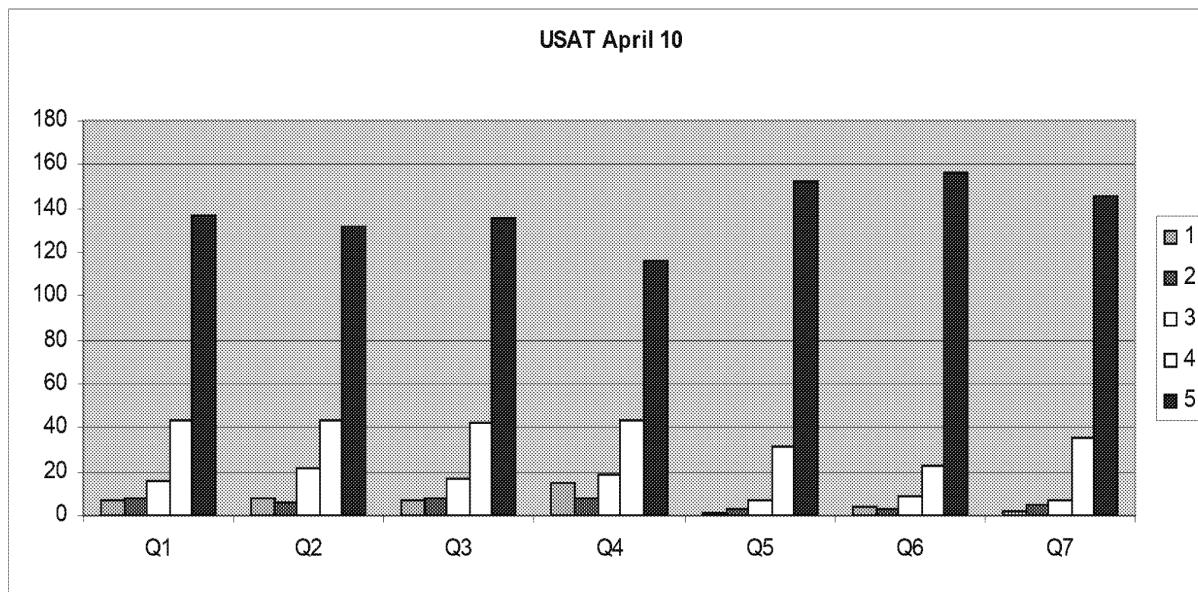
Q8 – Would you say this experience was Better, Worse or the Same as the service you normally get when contacting us?
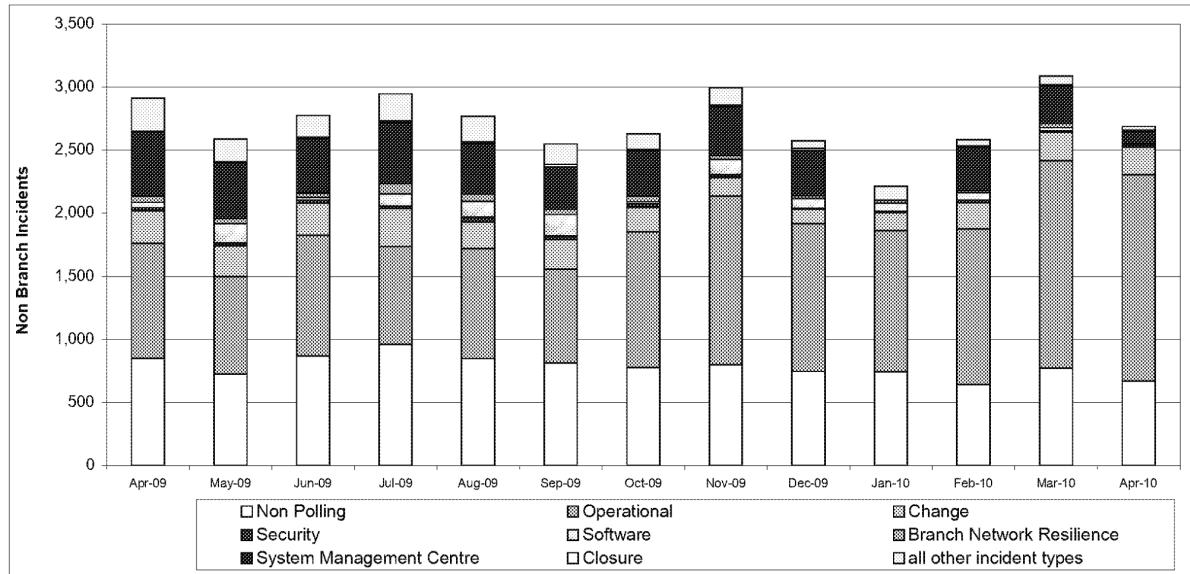
% Customer Experience

FUJITSU

Non-Branch Calls

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10
Branch Network Resilience	47	37	34	78	61	41	46	31	21	18	17	32	3
Change	260	248	255	301	212	236	195	150	114	144	208	225	217
Security	26	23	26	22	36	25	29	21	6	11	21	13	21
Software	42	153	18	98	125	171	15	121	79	65	59	24	12
Closure	7	1	5	15	11	18	5	12	16	5	3	5	4
System Management Centre	511	448	438	483	402	338	363	386	359	0	348	303	97
Operational	909	769	956	774	873	743	1076	1335	1173	1120	1234	1644	1637
Non Polling	850	727	869	961	847	815	776	800	745	742	642	773	668
all other incident types	261	181	175	216	203	162	124	139	61	107	51	68	28
Total Calls	**2913**	**2587**	**2776**	**2948**	**2770**	**2549**	**2629**	**2995**	**2574**	**2212**	**2583**	**3087**	**2687**

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.

FUJITSU

POST OFFICE

5.2 Engineering Service

April saw relatively low volumes of calls to Engineering, a reduction of 26% from March, with no single cause for the reduction. The reduction was evenly spread across all hardware types with the exception of PHUs and Vans; as the PHU estate grows with the luggable to PHU programme, we anticipate a related proportional increase in this type of call. Performance was uniformly good for the majority of the month, with the exception of the ISDN outage which impacted communications to around a quarter of the PHU estate, meaning that a large number of A priority BU calls were logged simultaneously in limited, quite remote geographical areas. The nature of these calls made it challenging to complete them all within SLT; although 15 were completed in time, the remainder had to be carried over, which caused the majority of the month's failure on the Base Unit SLTs. There was also some confusion in Northern Ireland branches over which days were being taken for the Easter weekend- different branches chose to take either Thursday and Friday, Friday and Monday, or Monday and Tuesday. This potential difficulty was not recognised until UK Bank Holiday Monday, meaning that some SLTs had expired. Despite these issues, thanks to consistent good performance for the rest of the month we achieved 3 of the 8 A priority SLTs, improving on every Peripheral target conformance from March. C priority conformance also improved on recent performance.

Extended build times for Horizon base units continue due to additional immediates; however it has been established that HNG-x base units take an average of 32 minutes to build, approximately twice as fast as Horizon.

Branch Calls which resulted in an Engineer Visit
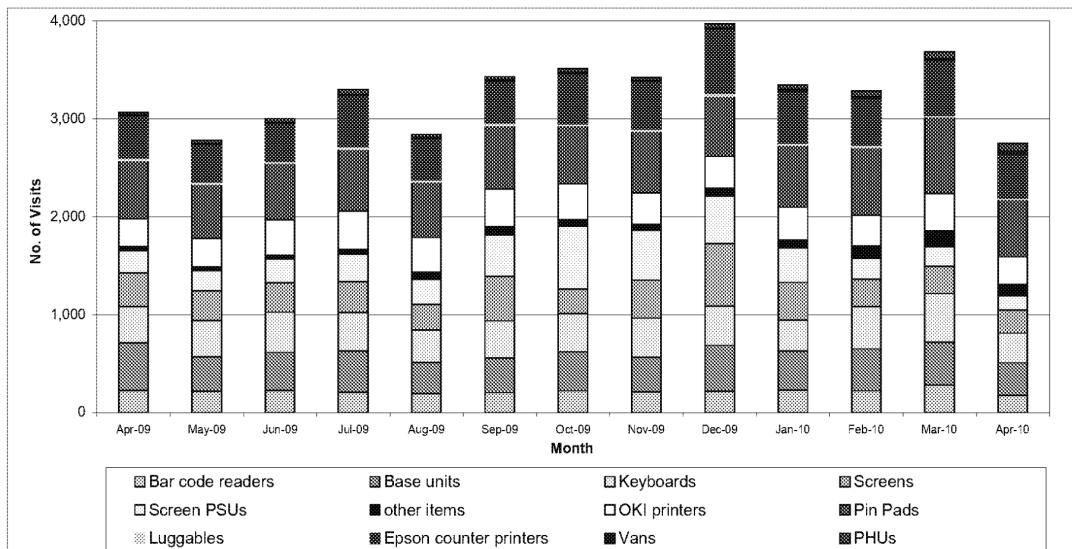
	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10
Bar code readers	225	218	223	207	195	202	220	209	218	229	221	279	176
Base units	487	353	390	424	316	353	400	354	467	398	428	440	330
Luggables	25	21	19	27	24	23	18	29	34	23	23	13	11
Keyboards	371	366	413	392	330	380	388	402	403	319	431	496	303
Epson counter printers	435	391	392	529	423	432	517	482	657	534	481	559	457
OKI printers	280	290	367	393	353	387	364	318	323	336	316	383	278
Pin Pads	599	554	575	632	570	648	596	629	613	633	692	785	586
Screens	343	305	301	313	266	457	252	386	638	383	280	277	238
Screen PSUs	227	205	240	280	252	419	642	510	488	352	216	204	145
other items	44	41	38	48	75	87	70	64	79	80	123	158	120
Vans	10	6	8	8	7	15	9	10	12	17	14	21	23
PHUs	20	33	37	48	31	29	38	31	40	41	61	70	84
TOTAL	3066	2783	3003	3301	2842	3432	3514	3424	3972	3345	3286	3685	2751
Average Daily Visit Rate	139	129	125	132	126	149	143	149	177	149	149	147	125

SERVICE REVIEW BOOK
April 2010

COMMERCIAL IN CONFIDENCE

Details of Post Office van part swaps and repairs:

Triole reference	Branch	Branch name	Product	Repair Code	Category
2238569	100444	Wick mobile	PATICLX365/400A	R74 HSD Action - User advised	Base Units
2254934	100744	Markethill mobile	PATPINPAD	R74 HSD Action - User advised	Pin Pads
2274588	100744	Markethill mobile	PATPINPAD	R01 Engineer visit - Unit replaced	Pin Pads
2232078	103444	Tow Law Mobile	PATROUTER-STD	R74 HSD Action - User advised	other items
2195975	105444	Kippen Mobile	PATTM-J7100PTR	R01 Engineer visit - Unit replaced	Epson counter printer
2284209	107444	Bedale Mobile	PATROUTER-STD	R06 Engineer visit - Cable repaired/reseated/adjusted	other items
2193579	116444	Llandrindod Wells mobile	PATPINPAD	R01 Engineer visit - Unit replaced	Pin Pads
2193812	116444	Llandrindod Wells mobile	PATWAL3400BCR	R01 Engineer visit - Unit replaced	Bar Code Readers
2213835	116444	Llandrindod Wells mobile	PATPINPAD	R06 Engineer visit - Cable repaired/reseated/adjusted	Pin Pads
2269113	118444	Kington mobile	PATCTXFLAT	R01 Engineer visit - Unit replaced	Screens
2268372	124444	Woolsery mobile	PATICLX365/400A	R06 Engineer visit - Cable repaired/reseated/adjusted	Base Units
2268503	124444	Woolsery mobile	PATCTXFLAT	R06 Engineer visit - Cable repaired/reseated/adjusted	Screens
2207199	125444	Kilgetty mobile	PATOKI8P-PTR	R08 Engineer visit - No action taken / User advised	OKI Printers
2224438	128444	Pembroke mobile	PATTM-J7100PTR	RP5 H/Ware (Printer) - Cleaning Cycle advised	Epson counter printer
2230322	129444	Alnwick mobile	PATICLX365/400A	R01 Engineer visit - Unit replaced	Base Units
2267008	130444	Stocksfield mobile	PATOKI8P-PTR	R01 Engineer visit - Unit replaced	OKI Printers
2264004	141444	Denholm mobile	PATWAL3400BCR	BCR HSD Re-seated cable	Bar Code Readers
2121652	143444	Hemingford Grey mobile	PATICLX365/400A	R17 Engineer Visit - Reboot by engineer	Base Units
2249743	143444	Hemingford Grey mobile	PATCTXFLAT	R74 HSD Action - User advised	Screens
2260441	143444	Hemingford Grey mobile	PATCTXFLAT	R74 HSD Action - User advised	Screens
2260593	143444	Hemingford Grey mobile	PATCTXFLAT	R01 Engineer visit - Unit replaced	Screens
2264309	143444	Hemingford Grey mobile	PATPINPAD	R01 Engineer visit - Unit replaced	Pin Pads
2268361	143444	Hemingford Grey mobile	PATICLX365/400A	R01 Engineer visit - Unit replaced	Base Units

PHU 1.5

23 luggable units were converted to PHUs in April meaning that the number of PHUs in the estate at month end stood at 391, leaving 62 luggable units to convert. There were 201 Branch Routers installed at existing PHU sites throughout April meaning in total 343 have now successfully migrated to Branch Router.

The number of network calls logged in April saw a significant increase from those logged in March. This is due to the ISDN outage on 7th April which resulted in approximately 25% of PHU branches logging a call with HSD. Excluding these incidents the number of network calls logged in April saw a very small increase, and hardware and software call volumes remained consistent despite the rise in the number of counters in the estate.

The work to replenish PHU sites' emergency cable packs has completed and we have now re-stocked all sites that were found to have no spares at all as a result of the Postmaster not informing HSD of emergency cable use. We are continuing to ensure Postmasters are aware that they need to contact HSD if any of the cables from their pack is used in order to maintain a quick resolution to issues that can be resolved over the phone by the Postmaster rather than requiring an engineer visit.

FUJITSU

SERVICE REVIEW BOOK
April 2010

COMMERCIAL IN CONFIDENCE

POST OFFICE

We are introducing a dedicated team on the Horizon Service Desk looking into call trends and working to find better resolutions. Part of the work they are carrying out will include looking into PHU builds/revisits and engineer issues on-site. Once relevant data has been produced analysis work will take place to identify the area of focus to improve the MTBF and reduce and counter down-time.

Details of Repairs:

RMGA_Closing_Call_Type	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10
Hardware	29	47	52	52	46	48	55	52	62	68	88	112	122
Network	12	12	29	37	38	31	37	28	209	49	57	79	183
Software	13	12	17	21	18	20	19	15	39	19	29	33	32
Number of PHU Branches at month end	230	239	248	253	260	266	270	269	277	303	319	368	391

Calls raised by PHU Branches

Legend: Hardware — Network — Software — Number of PHU Branches at month end
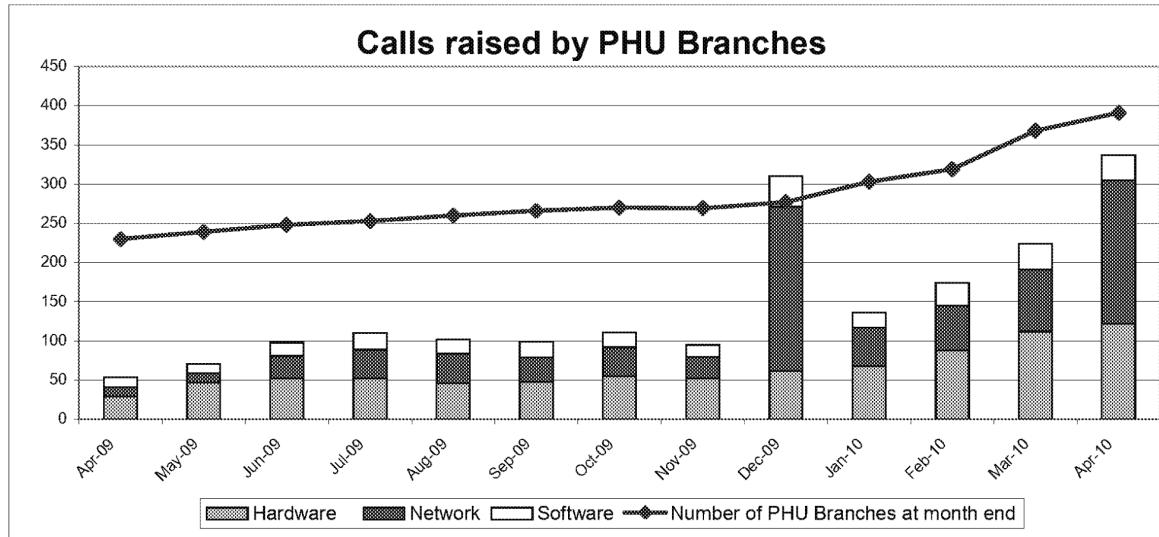
Breakdown of Hardware Incidents

Repaired by Engineer visit	84
Remote fix by Desk or other Fujitsu group	43

	Repair Code	Calls completed
Engineer visits	R01 Engineer visit – Unit replaced	44
	R02 Engineer visit – Mirror disk replaced/repaired/adjusted	7
	R03 Engineer visit – Unit repaired/adjusted	5
	R06 Engineer visit – Cable repaired/reseated/adjusted	4
	R07 Engineer visit – Cable replaced	6
	R08 Engineer visit – No action taken / User advised	1
	R11 Engineer visit – Mains adaptor/PSU replaced/repaired/adjusted	5
	R17 Engineer Visit – Reboot by engineer	10
	R36 ENG visit – Branch Router restarted	2
Remote fixes	R23 SMC – No action Taken	2
	R38 PHU cable pack replenished	7
	R40 User Action – Reboot	9
	R45 User Action – PINpad re-installation by branch	1
	R44 User Action – Engineer visit cancelled by site	3
	R66 NW – Reboot Resolved	1
	R68 HSD Action – Engineer Incident raised	2
	R74 HSD Action – User advised	15
	R96 SSC – fault resolved	1
	RS2 S/Ware – Error / Reboot	2
Total calls closed		127

FUJITSU

5.3   Branch Network Service / Central Network

5.3.1   Branch Network Service

During April 1437 network calls were completed by HSD, an increase of 349 calls over the previous month. 97.8% of these were resolved within 4 hours against the 96.5% target and 98.5% were resolved within 6 hours against the 100% target. Work is ongoing to provide additional focus to long term incidents as well as to ensure that all the correct diagnostic and on site checks are performed at the earliest possible point of contact with the branch in order to reduce the overall age of these complex incidents.

Summary of the Weekly Dashboard for April:

Week Ending	30th April	23th April	16th April	9th April
Number of branches with no online services - no BNR	10	6	6	
Number of branches with service impacting intermittent faults - no BNR	12	8	7	8
Total number of branches with service impacting faults	22	14	13	26
Number of branches with solid comms fault - BNR installed	7	5	2	2
Number of branches with intermittent comms fault - BNR installed	8	3	4	2
Total number of branches with BNR installed	15	8	6	4
Number of branches on monitor	23	36	50	51
Average age of all solid down faults in days	16.2	14.8	10.3	10.2
Average age of all intermittent calls in days	33.7	37.2	33.8	37.4
Average age of all incidents with Post Office Ltd	21.0	25.6	37.4	37.7
Tracker Calls Solid Down Open >4 days but <6 days	0	0	2	0
Tracker Calls Solid Down Open 6 days & over	0	4	0	0

5.3.2 Central Network Service

Fujitsu Central Network
There was a single Service Affecting fault within the Central Network in April. The failure was related to a Radius Authentication failure in Wigan and affected 20% of the ISDN Estate, Calls were received from 167 Branches between 5th April March between 11:25 and 7th April 17:15. Due to the nature of the incident a Major Incident was called and managed under TFS 2089529.

BT VSAT Service
During March there were no major network faults affecting the VSAT service.
Although there were no major issues reported in April

Cable and Wireless ISDN Service
During April there were no reported incidents within the Cable and Wireless domain.

BT/Core ISP ADSL Service
During April there were 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 continuing to work closely with the project team to ensure seamless transition into HNG-x. During April Orange and Vodafone WWAN services have been used in the Branch Estate. 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. The C&W circuit installation has been completed @ Sungard, we have also completed the first phase of the circuit installations @ NDC and hope to complete circuit installation by Mid June.

During April we have also been assisting the project team in the installation of the AEI Interim solution. This work has involved a number of CNS teams including the NOSS and Core ISP. We have ensured that the Service elements of the AEI Interim solution remain separate to HNG-x and have worked with Core delivery units to install the completed Central Network Infrastructure components.

BRANCH & COUNTER NUMBERS at Month End

Live Branches	**11,499**
Live Counters	**30,215**

5.4   Operational Branch Change Service

	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	Cumulative
TOTAL FAILURES TARGET (2%)	0.60 %	1.10 %	1.10 %	1.00 %	0.50 %	0.60 %	0.00 %	0.00 %	1.10 %	4.10 %	3.20 %	2.60 %	1.33%
TOTAL FAILURES (number)	1	2	2	2	1	1	0	0	1	4	4	2	20
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	169	203	194	213	200	185	133	81	101	102	131	89	1801
NUMBER OF CHANGES CANCELLED	3	14	20	10	12	20	14	2	8	5	7	12	127
NUMBER OF CHANGES - CLOSURES	144	189	158	172	165	144	104	62	80	79	109	63	1469
TOTAL FAILURES - CLOSURES TARGET (2%)	0.70 %	1.10 %	1.30 %	1.20 %	0.60 %	0.70 %	0.00 %	0.00 %	1.30 %	5.10 %	3.70 %	3.20 %	1.36%

Failures

223644 – Hundred Houses – ISDN shift order raised on incorrect number

163013 – Wrythe – Prodlist software configuration issues

Information & Actions

127 Luggable to PHU exchanges have been completed.

MSS team have created date query checkers to ensure prodlist issues are picked up and rectified.

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 transactions failing Day J during April.

5.6.2 Reconciliation Service

343 reconciliation incidents were cleared during April. This is 6 more than reported in March.

There were 212 priority incidents of which 196 were cleared within the 8 hour SLT. Of the remaining 131 incidents, 114 were cleared within the 5 day SLT.

Reconciliation issues in April

At the beginning of April there were delays with the reversals of transactions completed at Horizon Branches. This led to an increase in A priority calls and the root cause behind this increase is still being investigated.

Further delays in reversals being sent to the FI caused 4,002 transaction exceptions for CardAccount. These were all successful but late reversals. There were also problems for Link Interchange, where there were 273 State E23 transaction exceptions. 27 of these were failed reversals, needing manual reconciliation.

In the month of April there has been an increase in branches not rolling over their stock units within the 42 day period. In particular, one problem branch has not rolled over their Stock Unit for over three weeks, which causes hundreds of exceptions on a daily basis. This has been escalated but remains unresolved.

Further issues with Network Banking timeouts caused circa 62,000 transaction exceptions for CardAccount for both Horizon and Horizon On Line. Development have written a script to bulk F99 the exceptions, requiring no input from Post Office Ltd.

Throughout April there have been large numbers of TPS exceptions on the TPSC257 – POLFS Incomplete Summaries report. This began on the reports produced on Monday 12th April and the root cause was investigated. Until the fix is deployed to Live a workaround is in place to ensure that all held back files are captured and sent to POLFS the following day.

FUJITSU

COMMERCIAL IN CONFIDENCE

5.7 Security Service

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
60	60	60	12
Query Days this month	YTD Contract	Received YTD	
1778	1250	1778	
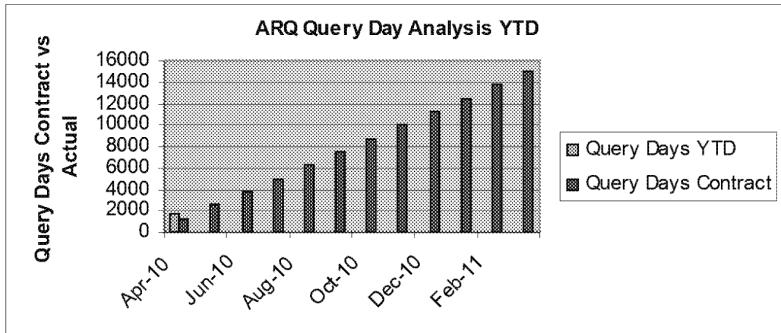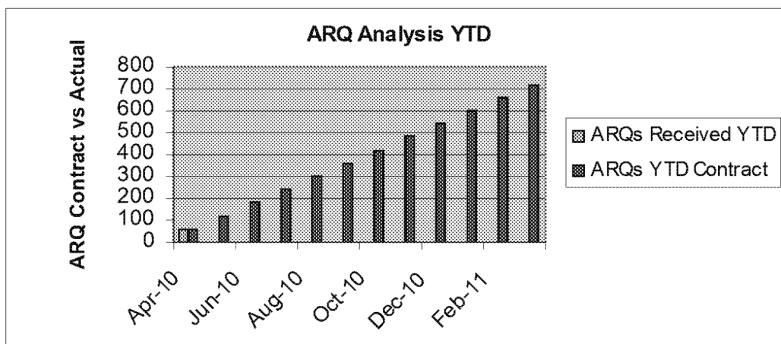
Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
4	17	4	0

COMMERCIAL IN CONFIDENCE

BQ Analysis YTD
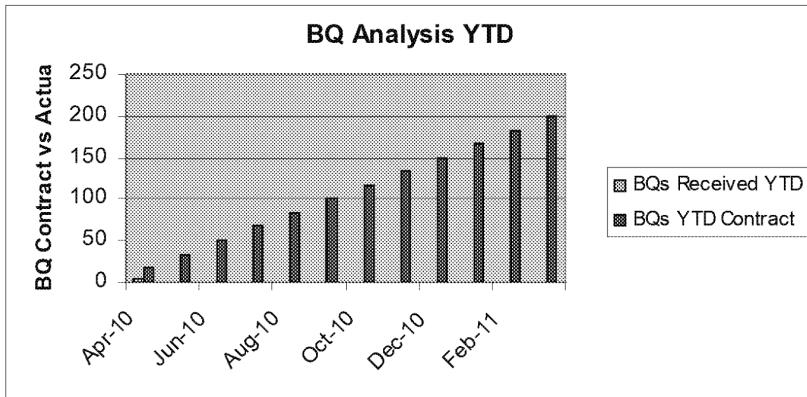
Litigation Support

Witness statements requested this month	4	Witness statements YTD	4
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
1	1	0	0

Litigation Support - Current Month and Forthcoming Court Commitments

Outlet	Date	Location	Comments
Porters Avenue	14 May 10	Snaresbrook	Witness requested
Porters Avenue	17 May 10	Snaresbrook	Witness requested
Stoke Newington	26 Jul 10	Snaresbrook	Witness requested
Lodge Avenue	9 Aug 10	Snaresbrook	Witness requested
West Byfleet	11 Oct 10	Guildford	Witness requested

Internal Adhoc Audit Retrieval Requests

Received this month	Received YTD	Outstanding
5	5	3

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

FUJITSU

7   LEAN - Sense & Respond

Engineering FI

Work is still ongoing for the Lean activities, however due to the high call volumes this month no new projects have been started.

REF	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		Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Apr10
			Horizon Service Desk													
	80%		Calls answered within 30 seconds	96.5%	91.9%	86.4%	88.2%	84.9%	88.9%	88.2%	81.0%	57.1%	77.6%	72.5%	75.8%	81.6%
			whole estate	Q2		91.6%	Q3		87.4%	Q4		75.5%	Q1		75.3%	
			Horizon											73.4%	80.7%	81.8%
			Horizon Online											69.5%	56.9%	77.9%
	<10.0 secs		Average Time to Answer <10.0 seconds	5.0	5.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	9.0	9.0
			whole estate	Q2		4.7	Q3		4.0	Q4		4.0	Q1		5.7	
	<5%		Calls not answered	0.7%	1.3%	0.7%	1.6%	2.2%	1.6%	2.1%	3.5%	10.7%	4.9%	4.9%	5.4%	6.8%
				Q2		0.9%	Q3		1.8%	Q4		5.4%	Q1		5.1%	
	100%		Voicemail available outside HSD standard	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%
			hours	Q3		100.0%	Q4		100.0%	Q1		100.0%	Q1		100.0%	
	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%
				Q3		100.0%	Q4		100.0%	Q1		100.0%	Q1		100.0%	
	>=85%		First Time Fix	90.7%	90.3%	90.5%	90.7%	90.4%	91.0%	90.4%	90.1%	91.7%	90.5%	90.8%	89.3%	91.6%
			whole estate	Q2		90.5%	Q3		90.7%	Q4		90.7%	Q1		90.2%	
			Horizon												89.9%	91.6%
			Horizon Online												86.1%	91.6%
	95%		Software incidents resolved by Reboot <=15	96.8%	96.2%	96.1%	96.6%	96.3%	95.8%	95.8%	95.4%	95.5%	95.2%	92.3%	93.8%	89.7%
			minutes	Q2		96.4%	Q3		96.3%	Q4		95.6%	Q1		93.8%	
			Horizon											94.9%	95.2%	90.7%
			Horizon Online											75.6%	88.0%	83.3%
	100%		Software incidents resolved by Reboot <=30	98.3%	98.2%	99.2%	98.9%	99.3%	97.9%	98.4%	98.7%	98.1%	97.8%	96.9%	97.4%	89.9%
			minutes	Q2		98.6%	Q3		98.7%	Q4		98.4%	Q1		97.4%	
			Horizon											97.9%	98.3%	90.8%
			Horizon Online											95.6%	94.0%	83.3%

8.2 Engineering Service

Ref	SLT	ARL		Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Apr10
			Branch Infrastructure - Call to Fix													
	95%	NO	Base unit A Priority - 3 Hr Response	93.5%	93.3%	88.6%	85.8%	89.5%	94.6%	95.6%	90.1%	92.7%	95.7%	90.0%	95.8%	93.0%
			whole estate		Q2	91.8%		Q3	90.0%		Q4	92.8%		Q1	93.8%	
			Horizon										95.7%	90.0%	95.7%	92.7%
			Horizon Online										100.0%	100.0%	100.0%	100.0%
	90%	NO	Base unit A Priority - 6 Hr Engineer Incident to Fix	91.7%	91.2%	88.0%	85.0%	90.1%	94.6%	93.6%	88.2%	88.2%	90.9%	87.0%	90.0%	87.7%
			whole estate		Q2	90.3%		Q3	89.9%		Q4	90.0%		Q1	89.3%	
			Horizon										90.8%	87.0%	89.9%	87.6%
			Horizon Online										100.0%	100.0%	100.0%	90.9%
	95%	NO	Base unit A Priority - 8 Hr End to End Incident to Fix	93.5%	95.1%	94.6%	90.8%	92.8%	96.1%	96.2%	92.7%	91.4%	95.2%	90.2%	92.4%	91.2%
			whole estate		Q2	94.4%		Q3	93.2%		Q4	93.4%		Q1	92.6%	
			Horizon										95.1%	90.2%	92.4%	90.9%
			Horizon Online										100.0%	100.0%	100.0%	100.0%
	95%	NO	Base unit A Priority - 3 Hr Subsequent Response	86.6%	87.8%	90.0%	84.6%	87.7%	81.6%	77.3%	65.8%	79.8%	90.0%	80.9%	76.9%	82.9%
			whole estate		Q2	88.1%		Q3	84.6%		Q4	74.3%		Q1	82.6%	
			Horizon										90.0%	80.9%	79.6%	82.1%
			Horizon Online										100.0%	100.0%	100.0%	100.0%
	95%	NO	Peripheral A Priority - 3 Hr Response	95.1%	96.0%	92.9%	93.5%	95.2%	94.2%	96.3%	93.4%	94.2%	97.1%	95.5%	95.1%	96.3%
			whole estate		Q2	94.7%		Q3	94.3%		Q4	94.6%		Q1	95.9%	
			Horizon										97.0%	95.8%	95.0%	96.1%
			Horizon Online										100.0%	75.0%	100.0%	100.0%
	95%	NO	Peripheral A Priority - 4 Hr End to End Incident to Fix	92.8%	92.5%	93.3%	92.1%	93.8%	93.6%	95.7%	91.4%	91.0%	94.2%	95.2%	93.4%	94.4%
			whole estate		Q2	92.9%		Q3	93.2%		Q4	92.7%		Q1	94.3%	
			Horizon										94.4%	95.4%	93.2%	94.2%
			Horizon Online										85.7%	75.0%	100.0%	100.0%
	97%	NO	Peripheral A Priority - 8 Hr End to End Incident to Fix	98.5%	99.1%	97.8%	99.6%	99.3%	99.1%	99.1%	100.0%	97.3%	99.0%	98.3%	98.9%	98.9%
			whole estate		Q2	98.5%		Q3	99.3%		Q4	98.8%		Q1	98.7%	
			Horizon										99.0%	98.6%	98.8%	98.8%
			Horizon Online										100.0%	75.0%	100.0%	100.0%
	95%	NO	Peripheral A Priority - 3 Hr Subsequent Response	50.0%	66.7%	80.0%	100.0%	100.0%	83.3%	100.0%	100.0%	66.7%	85.7%	80.0%	100.0%	100.0%
			whole estate		Q2	65.6%		Q3	94.4%		Q4	88.9%		Q1	88.6%	
			Horizon										85.7%	75.0%	100.0%	100.0%
			Horizon Online										100.0%	100.0%	100.0%	100.0%
	95%	NO	Priority C - End of Next Business Day (flexible structure)	91.3%	91.2%	88.3%	87.5%	86.8%	91.9%	94.6%	93.3%	91.3%	92.5%	87.7%	90.9%	92.0%
			whole estate		Q2	90.3%		Q3	88.7%		Q4	93.1%		Q1	90.4%	
			Horizon										92.5%	87.7%	90.9%	92.1%
			Horizon Online										81.3%	91.1%	91.4%	90.4%
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	92.8%	92.8%	89.8%	89.1%	88.5%	93.2%	95.6%	94.3%	92.7%	93.4%	89.4%	92.3%	93.0%
			whole estate		Q2	91.8%		Q3	90.3%		Q4	94.2%		Q1	91.7%	
			Horizon										93.4%	89.4%	92.3%	93.1%
			Horizon Online										87.5%	91.1%	92.1%	91.0%

8.3 Branch Network Service

Ref	SLT	ARL		Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Apr10
			Branch Telecom Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	96.80%	97.40%	96.80%	97.30%	98.10%	97.30%	96.70%	97.20%	96.30%	98.00%	96.30%	96.50%	97.80%
			whole estate		Q2	96.80%		Q3	97.57%		Q4	96.73%		Q1	97.10%	
			Horizon										98.00%	96.80%	96.20%	97.80%
			Horizon Online										100.00%	100.00%	100.00%	96.80%
	100%	NO	Priority A - 6 hours (flexible structure)	98.00%	98.30%	97.90%	98.30%	98.60%	98.30%	97.90%	98.60%	97.40%	98.70%	98.30%	98.00%	98.50%
			whole estate		Q2	98.07%		Q3	98.40%		Q4	97.97%		Q1	98.33%	
			Horizon										98.70%	98.30%	97.90%	98.50%
			Horizon Online										100.00%	100.00%	100.00%	98.40%
			Branch and Counter Availability													
	>99.45%	NO	Branch Availability during the Critical Period	99.69%	99.71%	99.76%	99.69%	99.76%	99.76%	99.70%	99.75%	99.46%	99.64%	99.66%	99.27%	99.59%
			whole estate		Q2	99.72%		Q3	99.74%		Q4	99.64%		Q1	99.52%	
			Horizon										99.64%	99.66%	99.70%	99.59%
			Horizon Online										99.69%	99.22%	81.55%	99.64%
	>99.21%	NO	Counter Availability during the Critical Period	99.38%	99.42%	99.50%	99.37%	99.45%	99.49%	99.41%	99.45%	99.07%	99.28%	99.35%	98.93%	99.46%
			whole estate		Q2	99.43%		Q3	99.44%		Q4	99.31%		Q1	99.19%	
			Horizon										99.28%	99.35%	99.41%	99.47%
			Horizon Online										99.24%	99.18%	80.32%	99.28%
	>99.45%	NO	Branch Availability during Post Office Core Day	99.81%	99.84%	99.83%	99.82%	99.85%	99.84%	99.86%	99.84%	99.42%	99.79%	99.78%	99.55%	99.70%
			whole estate		Q2	99.83%		Q3	99.84%		Q4	99.71%		Q1	99.72%	
			Horizon										99.79%	99.78%	99.78%	99.70%
			Horizon Online										99.73%	99.55%	91.60%	99.78%
	>99.21%	LD	Counter Availability during Post Office Core Day	99.56%	99.62%	99.60%	99.57%	99.61%	99.61%	99.64%	99.61%	99.14%	99.52%	99.53%	99.32%	99.60%
			whole estate		Q2	99.59%		Q3	99.60%		Q4	99.46%		Q1	99.46%	
			Horizon										99.53%	99.53%	99.53%	99.61%
			Horizon Online										96.72%	99.50%	90.79%	99.47%
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.75%	98.68%	99.89%	99.32%	99.81%	99.59%
			whole estate		Q2	100.00%		Q3	100.00%		Q4	99.48%		Q1	99.83%	
	99%	LD	ADSL Connection Reliability	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.74%	99.28%	99.86%	99.83%	99.73%	99.56%
			whole estate		Q2	100.00%		Q3	100.00%		Q4	99.67%		Q1	99.80%	
	97%	LD	Dialed Connection Reliability	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.57%	97.61%	99.62%	98.48%	97.68%	96.81%
			whole estate		Q2	100.00%		Q3	100.00%		Q4	99.06%		Q1	98.52%	

Branch Availability targets have been increased to 99.45% (from 99.33%) and Counter targets have been increased to 99.21% (from 98.92%) wef 01/03/2010

8.4 Central Network Service

Ref	SLT	ARL		Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Apr10
			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%
				Q2	100.0%	Q3		100.0%		Q4		100.0%		Q1	100.0%	
			Banking Authorisation Agent Availability for Each Availability Period													
	<=1	NO	Number of PI outages >2 minutes for same bank	0	0	0	0	0	0	0	0	0	0	0	0	0
				Q2	0	Q3		0		Q4		0		Q1	0	
	<=2	NO	Number of PI outages >2 minutes for different banks	0	0	0	0	0	0	0	0	0	0	0	0	0
				Q2	0	Q3		0		Q4		0		Q1	0	

FUJITSU

COMMERCIAL IN CONFIDENCE

8.5 Data Centre Operations Service

8.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Apr10
			Banking & Related Services Transaction Times													
	<=2.5 secs	LD	Average time for Banking Transactions across Fixed, ADSL & Dialed Connections (whole estate)	0.32	0.32	0.32	0.32	0.32	0.32	0.32	0.32	0.30	0.38	0.34	0.43	0.43
				Q2		0.32	Q3		0.32	Q4		0.31	Q1		0.38	
			Horizon										0.38	0.34	0.43	0.43
			Horizon Online										0.57	0.56	0.57	0.52
			DFD Outbound - APS All Clients													
	96.5%	LD	APS transactions delivered by 23:59hr Day B	99.7%	99.7%	99.8%	99.8%	99.7%	99.8%	99.8%	99.7%	99.8%	99.9%	99.9%	100.0%	100.0%
				Q2		99.7%	Q3		99.8%	Q4		99.8%	Q1		99.9%	
	97.5%	LD	APS transactions delivered by Day C	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%
				Q2		99.9%	Q3		99.9%	Q4		99.9%	Q1		100.0%	
	98.5%	LD	APS transactions delivered by Day D	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		99.3%	Q1		100.0%	
	100.0%	LD	APS transactions delivered by Day J	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%
				Q2		100.0%	Q3		100.0%	Q4		99.9%	Q1		100.0%	

COMMERCIAL IN CONFIDENCE

SERVICE REVIEW BOOK
April 2010

COMMERCIAL IN CONFIDENCE

8.5.2 Data File Delivery – LFS

Ref	SLT	ARL		Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Apr10
			DFD Outbound - LFS													
	97%	NO	Confirmation of pouch received at Branch by 22:00hr Day A	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.5%	99.9%	99.9%	99.9%	99.8%
			whole estate		Q2	99.9%	Q3	99.9%		Q4		99.8%		Q1		99.9%	
			Horizon									99.5%	99.9%	99.6%	99.9%	99.8%
			Horizon Online									100.0%	100.0%	100.0%	99.9%	100.0%
	97.2%	LD	Confirmation of pouch received at Branch by Day B	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.6%	99.9%	99.9%	99.9%	99.8%
			whole estate		Q2	99.9%	Q3	99.9%		Q4		99.8%		Q1		99.9%	
			Horizon									99.6%	99.9%	99.9%	99.9%	99.8%
			Horizon Online									100.0%	100.0%	100.0%	99.9%	100.0%
	100.0%	NO	Confirmation of pouch received at Branch by Day I	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%
			whole estate		Q2	100.0%	Q3	100.0%		Q4		99.9%		Q1		100.0%	
			Horizon									99.9%	100.0%	100.0%	100.0%	100.0%
			Horizon Online									99.9%	100.0%	100.0%	100.0%	100.0%
	97%	NO	SAPADS Pouch collected from Branch by 22:00hr Day A	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.8%	99.9%	99.7%	99.9%	99.8%
			whole estate		Q2	100.0%	Q3	100.0%		Q4		99.9%		Q1		99.9%	
			Horizon									99.8%	99.9%	99.7%	99.9%	99.8%
			Horizon Online									100.0%	100.0%	99.7%	99.9%	100.0%
	97.2%	NO	SAPADS Pouch collected from Branch by Day B	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.8%	99.9%	99.3%	99.9%	99.9%
			whole estate		Q2	100.0%	Q3	100.0%		Q4		99.9%		Q1		99.7%	
			Horizon									99.8%	99.9%	99.9%	99.9%	99.9%
			Horizon Online									100.0%	100.0%	99.9%	99.9%	100.0%
	100.0%	NO	SAPADS Pouch collected from Branch by Day I	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%
			whole estate		Q2	100.0%	Q3	100.0%		Q4		99.9%		Q1		100.0%	
			Horizon									99.9%	100.0%	100.0%	100.0%	100.0%
			Horizon Online									99.9%	100.0%	100.0%	100.0%	100.0%
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.8%	99.8%	99.8%	99.8%	99.8%	100.0%	100.0%	99.9%	99.4%	99.7%	99.2%	99.7%	99.5%
			whole estate		Q2	99.8%	Q3	99.8%		Q4		99.8%		Q1		99.5%	
			Horizon									99.4%	99.6%	99.1%	99.7%	99.4%
			Horizon Online									97.8%	99.9%	99.4%	100.0%	100.0%

SERVICE REVIEW BOOK
April 2010

COMMERCIAL IN CONFIDENCE

8.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Apr10
			DFD Outbound - POL MIS													
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B whole estate	99.1%	99.1%	99.1%	99.1%	99.7%	99.1%	99.1%	100.0%	98.8%	99.0%	98.2%	99.1%	99.3%
			whole estate		Q2	99.1%		Q3	99.3%		Q4	99.9%		Q1	98.7%	
			Horizon									98.8%	98.9%	98.1%	99.0%	99.2%
			Horizon Online									100.0%	97.1%	98.6%	99.7%	99.9%
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C whole estate	99.7%	99.7%	99.7%	99.7%	99.8%	99.8%	99.7%	99.6%	99.6%	99.6%	99.7%	99.7%	99.8%
			whole estate		Q2	99.7%		Q3	99.8%		Q4	99.6%		Q1	99.7%	
			Horizon									99.6%	99.6%	99.6%	99.7%	99.8%
			Horizon Online									100.0%	97.7%	99.7%	99.9%	99.9%
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D whole estate	99.8%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
			whole estate		Q2	99.8%		Q3	99.9%		Q4	99.8%		Q1	99.8%	
			Horizon									99.8%	99.8%	99.8%	99.9%	99.9%
			Horizon Online									100.0%	98.1%	99.8%	100.0%	100.0%
	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%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%
			whole estate		Q2	100.0%		Q3	100.0%		Q4	99.9%		Q1	100.0%	
			Horizon									99.9%	100.0%	100.0%	100.0%	100.0%
			Horizon Online									99.9%	100.0%	100.0%	100.0%	100.0%
			DFD Outbound - POLFS													
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B (whole estate)	99.1%	99.1%	99.0%	99.1%	99.1%	99.0%	99.1%	99.2%	98.8%	98.9%	98.1%	99.0%	98.9%
					Q2	99.1%		Q3	99.1%		Q4	99.0%		Q1	98.7%	
			Horizon									98.8%	98.9%	98.1%	99.0%	99.2%
			Horizon Online									98.9%	97.1%	99.2%	99.1%	94.2%
	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%	99.8%	99.7%	99.7%	99.6%	99.6%	99.6%	99.7%	99.5%
					Q2	99.7%		Q3	99.7%		Q4	99.7%		Q1	99.7%	
			Horizon									99.6%	99.6%	99.6%	99.7%	99.7%
			Horizon Online									100.0%	97.7%	99.8%	99.3%	95.2%
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D (whole estate)	99.8%	99.8%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.8%	99.8%	99.8%	99.8%	99.7%
					Q2	99.8%		Q3	99.9%		Q4	99.9%		Q1	99.8%	
			Horizon									99.8%	99.8%	99.8%	99.9%	99.9%
			Horizon Online									100.0%	98.1%	99.9%	99.4%	96.3%
	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%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%
					Q2	100.0%		Q3	100.0%		Q4	99.9%		Q1	100.0%	
			Horizon									99.9%	100.0%	100.0%	100.0%	100.0%
			Horizon Online									99.9%	100.0%	100.0%	100.0%	100.0%

SERVICE REVIEW BOOK
April 2010

COMMERCIAL IN CONFIDENCE

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

Ref	SLT	ARL		Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Apr10
			DFD Outbound - Reconciliation & Settlement Reports to TIP gateway													
	<=2	NO	Delivery by 08:05hr Day B	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
			whole estate		Q2	0.0	Q3		0.0	Q4		0.0	Q1			0.0
			Horizon										0.0	0.0	0.0	0.0
			Horizon Online										0.0	0.0	0.0	0.0
	100%	NO	Delivery by 12:00 (after failure in FS domain) or by 18:00 (after failure of DRSH 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%
					Q2	100.0%	Q3		100.0%	Q4		100.0%	Q1			100.0%
													100.0%	100.0%	100.0%	100.0%
													100.0%	100.0%	100.0%	100.0%
			DFD Outbound - Reconciliation Files													
	<=2	NO	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
					Q2	0.0	Q3		0.0	Q4		0.0	Q1			0.0
			Horizon										0.0	0.0	0.0	0.0
			Horizon Online										0.0	0.0	0.0	0.0
	<=2	NO	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
					Q2	0.0	Q3		0.0	Q4		0.0	Q1			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	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%
			whole estate		Q2	100.0%	Q3		100.0%	Q4		100.0%	Q1			100.0%
			Horizon										100.0%	100.0%	100.0%	100.0%
			Horizon Online										100.0%	100.0%	100.0%	100.0%
	100%	NO	REC files delivered to A&L by 18:00hr on Day B	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%
			whole estate		Q2	100.0%	Q3		100.0%	Q4		100.0%	Q1			100.0%
			Horizon										100.0%	100.0%	100.0%	100.0%
			Horizon Online										100.0%	100.0%	100.0%	100.0%
			DFD Outbound - HR SAP													
	100%	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%	100.0%
					Q2	100.0%	Q3		100.0%	Q4		100.0%	Q1			100.0%
			Horizon										100.0%	100.0%	100.0%	100.0%
			Horizon Online										100.0%	100.0%	100.0%	100.0%

COMMERCIAL IN CONFIDENCE

8.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Apr10
			DFD Inbound - LFS													
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	99.3%	99.5%	99.6%	99.5%	92.8%	99.6%	99.6%	99.5%	99.4%	99.4%	99.5%	99.5%	96.2%
			whole estate		Q2	99.5%	Q3		97.3%		Q4	99.5%	Q1		99.4%	
			Horizon									99.4%	99.9%	99.4%	99.5%	96.3%
			Horizon Online									100.0%	100.0%	99.6%	99.7%	93.3%
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	99.6%	99.7%	99.9%	99.8%	93.4%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	99.9%
					Q2	99.7%	Q3		97.7%		Q4	99.3%	Q1		99.9%	
												99.9%	99.9%	99.9%	99.9%	99.9%
												100.0%	100.0%	100.0%	99.9%	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	99.1%	99.4%	99.5%	99.5%	99.5%	99.6%	99.5%	98.8%	73.3%	77.1%	70.8%	99.0%	99.1%
			whole estate		Q2	99.3%	Q3		99.5%		Q4	90.5%	Q1		TBC	
			Horizon									73.3%	79.1%	70.9%	TBC	TBC
			Horizon Online									64.9%	71.9%	54.3%	TBC	TBC
	96%	LD	Transaction corrections available by 12:00 on Day B	99.7%	99.6%	99.9%	99.9%	99.6%	99.9%	99.9%	100.0%	79.1%	79.9%	77.1%	99.9%	99.7%
			whole estate		Q2	99.9%	Q3		99.9%		Q4	93.0%	Q1		TBC	
			Horizon									77.1%	80.0%	77.2%	TBC	TBC
			Horizon Online									64.9%	72.4%	60.5%	TBC	TBC
	100%	LD	Transaction corrections available by 23:59:59 on Day J	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%
			whole estate		Q2	100.0%	Q3		100.0%		Q4	99.9%	Q1		100.0%	
			Horizon									99.9%	100.0%	100.0%	100.0%	100.0%
			Horizon Online									99.9%	100.0%	100.0%	100.0%	100.0%

SERVICE REVIEW BOOK
April 2010

COMMERCIAL IN CONFIDENCE

8.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Apr10
			Central Systems Availability													
	<=3 core hrs	NO	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	2.1	0.0	0.0	0.0	0.0
				Q2	0.0	Q3		0.0		Q4		2.1	Q1		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	2.1	0.0	0.0	0.0	0.0
				Q2	0.0	Q3		0.0		Q4		2.1	Q1		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	2.1	0.0	0.0	0.0	0.0
				Q2	0.0	Q3		0.0		Q4		2.1	Q1		0.0	
			POL FS Availability													
	98.5%	NO	POL FS Availability	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
				Q2		Q3			100.0%	Q4		100.0%	Q1		100.0%	
	>=4 hours	NO	POLFS shall not be unavailable to users on any single occasion during the service level management period	0	0	0	0	0	0	0	0	0	0	0	0	0
				Q2	0.0	Q3		0.0		Q4		0.0	Q1		0.0	
			Transaction Enquiry Service													
	99.75%	NO	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%
				Q2	100.0%	Q3		100.0%		Q4		100.0%	Q1		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	99.7%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	99.7%	99.8%	99.0%	100.0%	99.0%	98.1%
				Q2	100.0%	Q3		100.0%		Q4		99.8%	Q1		99.3%	
	100%	NO	If TES fails transaction received between 07:00 and 20:00 will be available within 2 hours on the TESQA	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	**99.9%**	100.0%	100.0%	100.0%	100.0%
				Q2	100.0%	Q3		100.0%		Q4		99.9%	Q1		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%	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		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%	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		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%	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		100.0%	

SERVICE REVIEW BOOK
April 2010

COMMERCIAL IN CONFIDENCE

8.6 Reference Data Service

Ref	SLT	ARL		Mar09	Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Apr10
			DFD Inbound - Reference Data														
	96%	NO	Reference data delivered by Day B	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%	99.9%	100.0%	99.9%	99.3%
			whole estate	99.8%	Q2		99.8%	Q3		99.8%	Q4		99.9%	Q1		99.9%	
			Horizon										99.9%	99.9%	99.9%	99.9%	99.3%
			Horizon Online										100.0%	100.0%	100.0%	100.0%	100.0%
	97%	NO	Reference data delivered by Day C	99.9%	99.8%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%
			whole estate	99.9%	Q2		99.9%	Q3		99.9%	Q4		99.9%	Q1		99.9%	
			Horizon										99.9%	99.9%	99.9%	99.9%	99.8%
			Horizon Online										100.0%	100.0%	100.0%	100.0%	100.0%
	98%	LD	Reference data delivered by Day D	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%
			whole estate	99.9%	Q2		99.9%	Q3		99.9%	Q4		99.9%	Q1		99.9%	
			Horizon										99.9%	99.9%	100.0%	99.9%	99.8%
			Horizon Online										100.0%	100.0%	100.0%	100.0%	100.0%
	100%	LD	Reference data delivered by Day J	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%	100.0%
			whole estate	100.0%	Q2		100.0%	Q3		100.0%	Q4		99.9%	Q1		100.0%	
			Horizon										99.9%	100.0%	100.0%	100.0%	100.0%
			Horizon Online										100.0%	100.0%	100.0%	100.0%	100.0%

COMMERCIAL IN CONFIDENCE

COMMERCIAL IN CONFIDENCE

8.7 Reconciliation Service

Ref	SLT	ARL		Apr09	May09	Jun09	Jul09	Aug09	Sep09	Oct09	Nov09	Dec09	Jan10	Feb10	Mar10	Apr10
			Exception / Error Resolution													
	95%	NO	Banking & Related Services Priority Exceptions resolved in 8	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	92.5%
			hours or less (whole estate)	Q2		93.3%	Q3		100.0%	Q4		100.0%	Q1		99.3%	
			Horizon										100.0%	100.0%	100.0%	94.1%
			Horizon Online										100.0%	100.0%	100.0%	88.3%
	95%	NO	BIM report issued within 5 working days	100.0%	100.0%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	87.0%
			whole estate	Q2		100.0%	Q3		98.9%	Q4		99.5%	Q1		100.0%	
			Horizon										100.0%	100.0%	100.0%	94.5%
			Horizon Online										100.0%	100.0%	100.0%	78.1%
			Payment File Delivery to Merchant Acquirer (Debit Card)													
	by 12:00	LD	Payment file delivered to MA on the day following creation date	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%
			of the file	Q2		100.0%	Q3		100.0%	Q4		100.0%	Q1		100.0%	
			Horizon										100.0%	100.0%	100.0%	100.0%
			Horizon Online										100.0%	100.0%	100.0%	100.0%

COMMERCIAL IN CONFIDENCE