



**SERVICE REVIEW BOOK**  
June 2007

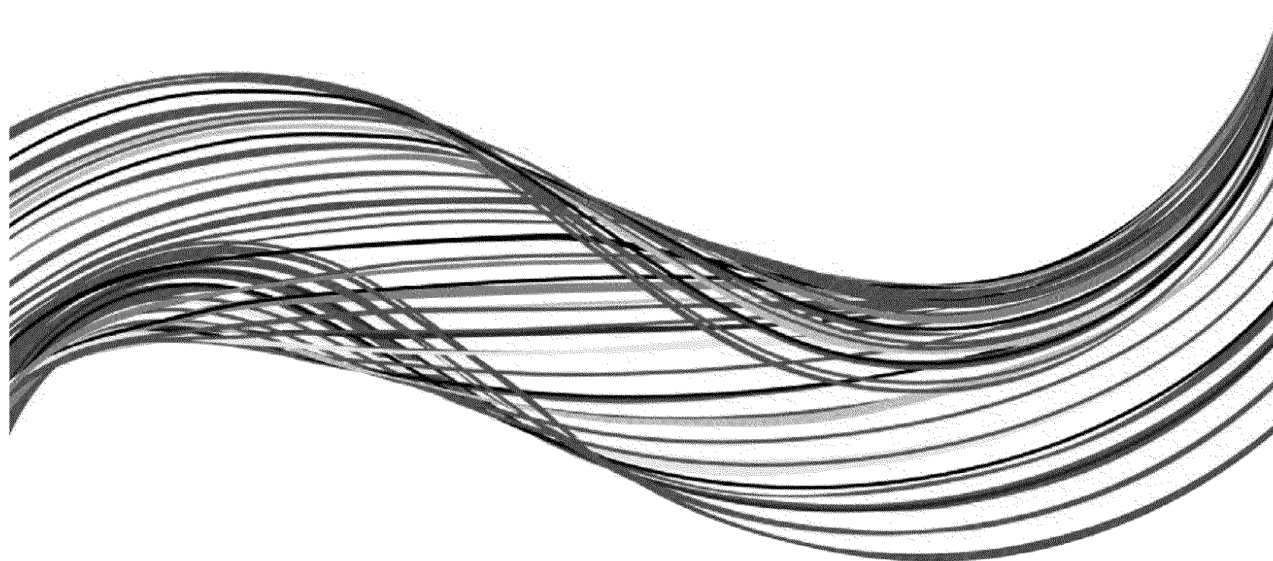


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# **Fujitsu Services Royal Mail Group Account**

## **Service Review Book**

**June 2007**





## SERVICE REVIEW BOOK June 2007



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### Document Control

**Title:** Service Review Book – June 2007

**Abstract:** This document contains a summary of the Monthly Service Performance Statistics for the Period 1<sup>st</sup> to 30<sup>th</sup> June 2007

**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

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# SERVICE REVIEW BOOK

June 2007



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# 1 MANAGEMENT SUMMARY

Summary: Within the Fujitsu Services domain for June 07 there were no Major Incidents, four service affecting incidents within the Fujitsu domain, 1 incident relating to VIP sites and one further service affecting incident outside the Fujitsu domain. Details are given in the Incident Overview below.

Exceptional weather conditions has led to increasing call volumes in some areas, a noticeable increase of branches with services unavailable at the start of each business day and associated difficulties in resolving some calls. However in each case, those outlets without communications have returned to service and the number failing has been under the set threshold by 09.15 each morning.

Branch and counter availability continue to remain above target at 99.8% and 99.3% respectively.

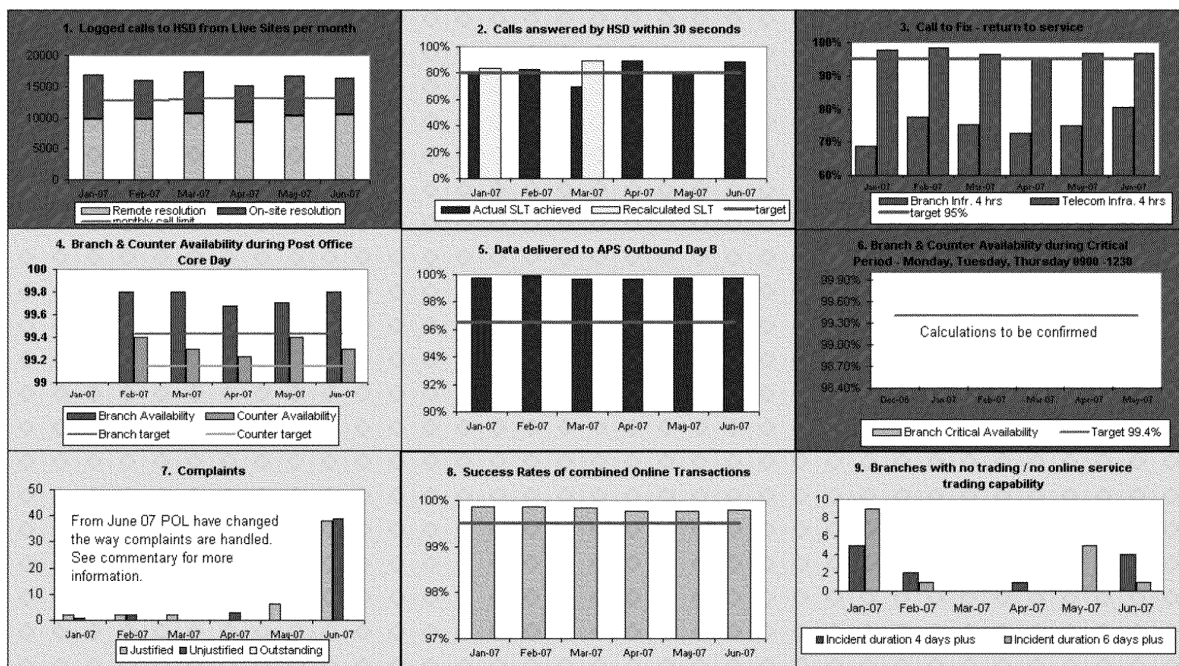
90 OBC changes were delivered in the month and all the OBC targets were exceeded with all OLAs met. The reporting for OBC has been simplified, with joint targets now agreed based on the achievement of opening times.

The Epson printers are now installed on more than 50% of counters. The number of calls remains high, but the majority are resolved at the desk. The issue with the print cartridges has been identified by Epson and a remedial plan is being agreed, focussing on minimising impact to the branches.

Service levels on A priority engineering calls have improved, but C priority performance has declined. Further work has taken place this month to improve the quality of information passed through to engineers and in scheduling resource. Discussions are in hand to agree revised targets once all major improvement actions have been implemented.

A total of 106 complaints were received. Under the revised complaints process, most of these are now passed through to Fujitsu for investigation and comment to ensure all corrective actions are captured and implemented. Hence the total for investigation was 77, with 38 justified.



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## 2 Incident Overview

### Summary:

Within the Fujitsu Services domain for June 2007 there were no Major Incidents. There were 4 further service affecting incidents within the Fujitsu domain.

There was 1 incident affecting a VIP site.

There was 1 further service affecting incident outside of the Fujitsu domain.

**NB.** We have experienced in the month of June a season of storms. With major downpours and areas of major flooding, there have been a greater number of branches that have suffered enforced closures. Due also to power failures and bad weather conditions there has been a noticeable increase of branches with services unavailable at the start of each business day (08:00). However in each case, those outlets without communications have returned to service and the number failing has been under the set threshold by 09.15 each morning.

### Major Incidents:

None

### Other incidents in Fujitsu Services domain:

**Thursday 14<sup>th</sup> June.** There was a router issue within the BT satellite domain at 04:18 affecting all the 60 VSAT outlets (Call E -0706140003 refers). BT instigated a repair and a return to service started at 09:30. By 10:15 the number affected was under threshold and the total VSAT estate was back on-line by 12:00. BT (SkyLogic) told us that an unknown third party was transmitting on the same frequency timeslot as their D-Star VSAT service. Apparently this can be caused by, miss-configuration, malfunction, or malicious third party equipment.

**Monday 18<sup>th</sup> June.** There was an incident within the C&W ISDN domain causing on-line transactions to time out at 137 branches, from 14:20 to 15:20. A fault existed and then resolved within the C&W core network. This was delaying transactions to 30 seconds and causing timeouts at the counter. Call E-0706181000 refers. C&W investigated but could not identify any cause for this incident within their domain.

**Tuesday 19<sup>th</sup> June.** Total loss of the VSAT network of 60 branches (8 are closed) at 10:10 due to an RF Interference incident at the BT base station in Turin (Italy). BT restored service at 13:40 to the VSAT network, and by 14:46 service restored to all the VSAT connected branches by 14:46. Call E-0706190371 refers. BT reported that the failure was a RF Bandwidth Management fault which was rectified.

**Wednesday 20<sup>th</sup> June.** A total loss of the VSAT network of 60 branches (8 are closed) at 17:27 due to a major storm in Turin (Italy) and loss of connectivity at the BT base station. BT restored service at 18:57. Call E-0706200979 refers.

**Saturday 23<sup>rd</sup> June.** The House of Commons, VIP site, 003011 lost On-line services at 13:38, due to power failure. Engineer to site on Monday morning, due to traffic & parking issues arrived on site at 11:00. Gateway replaced and branch working from 13:30. Call E-0706230271 refers.

### VIP sites affected this month:

### Incidents that were outside the Fujitsu Domain:

**Monday 25<sup>th</sup> June.** There was a higher than normal number of VSAT connected sites 22 that had lost on-line services over the weekend. This was due to storms, but all had re-connected by 09:15. Call E-0706250056 refers.

### Details of Incidents / Calls affecting Branch Availability

Date of Incident	Description of Incident	Average Counters / Branches Affected	LDs - SLT hours Counters / Branches	Associated calls to HSD



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## 3 Business Continuity

### 3.1 Business Continuity Testing

Over the week-end of the 15<sup>th</sup> to 18<sup>th</sup> of June test 2, the data-centre fail-over, was successfully conducted.

On Sunday 1<sup>st</sup> of July test 12, the System Management Centre test, was successfully conducted.

On Wednesday and Thursday 4<sup>th</sup> and 5<sup>th</sup> of July the Outlet Change Management Service operational test was successfully conducted.

### 3.2 Forthcoming Testing

During July procedural walk-throughs are planned for the Database Server, test 3, and Reference Data, test 9.

An operational test is planned for test 7, the Generic Agent, for Sunday 22<sup>nd</sup> of July.

### 3.3 Business Continuity Planning

During June further progress was made on developing the HNG-X Business Continuity Framework and the HNG-X Operational Test Plans and initial copies have been produced. Work also continued on writing the HNG-X changes for the Business Continuity Plans.

### 3.4 Business Continuity Incidents and Issues

No Major Business Continuity Incidents were raised during June.

Some progress was made on the implementation and commissioning of the LST rig in the LEW02 Disaster Recovery site during June. The LST commissioning phase is expected to be completed either later this month (July) or during August.

The operational test for the loss of Bracknell 01, i.e., the relocation to LEW02, is therefore being postponed until later in the year.



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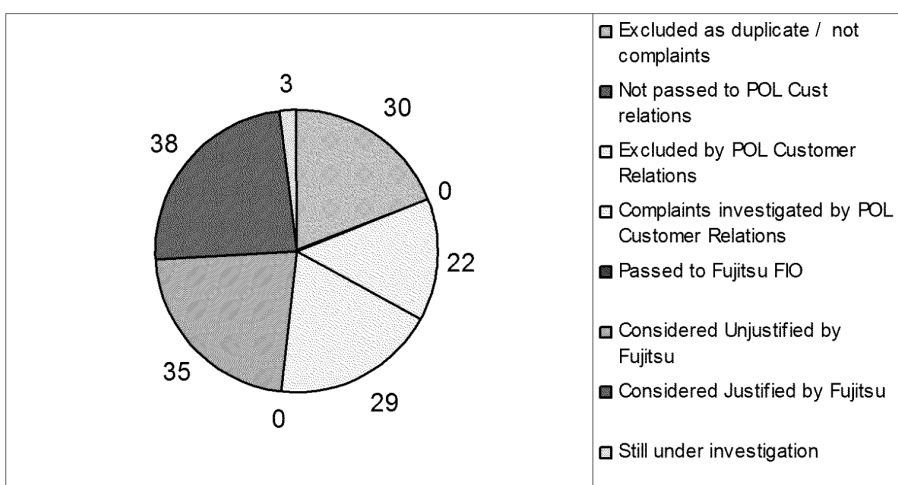


### 4 Complaints

During June, there were 128 complaints logged about Fujitsu Services, with 77 standard complaints passed to Fujitsu for formal investigation. Of these, 38 complaints were considered justified, with 3 outstanding as they are awaiting resolution before a Justified/Unjustified decision is made. Complaints about Fujitsu Services account for 26.2% of all complaints received at the NBSC during June. The overall volume of complaints logged against Fujitsu Services has increased this month, however comparisons of the volume of justified complaints cannot be made, due to the process change.

As the process has changed this month, details of all justified complaints are available in a separate spreadsheet and remedial actions are added to the CSIP register and discussed at the relevant ORFs.

#### Breakdown of Complaints



#### Commentary

**Engineer Complaints:** There was an increase in Engineering Complaints, including 21 around online services. The majority of complaints were caused by missed engineer ETAs where the expectation had not been met. Work is underway to improve the system of providing ETAs.

We had a small number of complaints relating to the quality of the refurbished Ithaca printers. The Epson printer rollout programme continues to replace the Ithaca printers and progress is continuing according to schedule. To date 17716 new printers have been installed, which equates to 50.62% of the printers in the estate. Despite the fact that the number of Epson calls into the desk remains high, the number of related engineering visits remains low. In relation to the blank printing problem, Epson have redesigned the ink cartridge to enable a more pressurised cleaning cycle which they believe will resolve the problem.

**HSD:** There were 7 justified complaints to the HSD. The main issues were 3 require refresher training of HSD staff and 3 require a BIM visit in relation to Printer malfunctions.

**Online Services:** There were 6 justified complaints against online services. The main issue was BT having intermittent faults. Unfortunately these are often difficult to trap and can last several days.



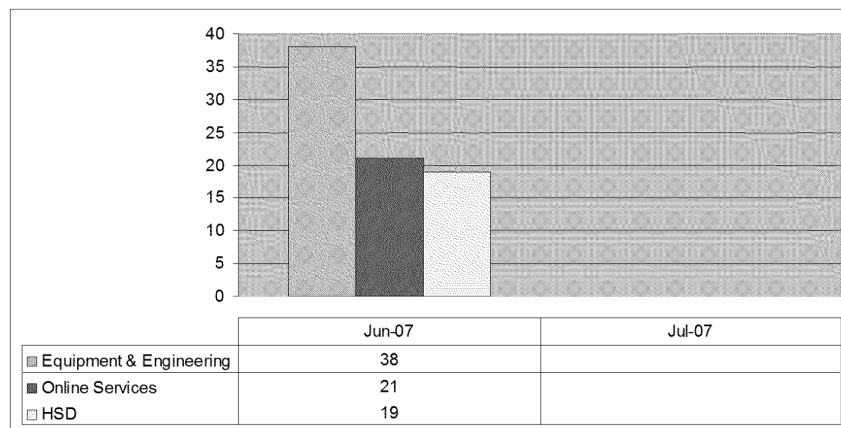


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### Top 3 Areas of complaints forwarded to Fujitsu Services



### Historical Breakdown of Complaints Data

	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May07	Jun07
Total number of complaints logged against Fujitsu Services	98	88	71	97	101	95	128
Exclusions (duplicate / inappropriate)	13	12	8	22	16	15	22
Total number of actual complaints	85	76	63	75	85	80	106
Complaints passed to POL Customer Relations	68	71	56	73	81	84	x
Complaints excluded by POL Customer Relations (duplicate / chaser)	4	10	7	14	10	12	x
Total number of complaints investigated by POL Customer Relations	64	61	49	59	71	72	x
Number of complaints passed For Information Only to Fujitsu	30	43	25	32	47	39	n/a
Number passed to Fujitsu Services for formal investigation	10	3	4	2	3	6	77
Number considered justified by Fujitsu Services	1	2	2	2	0	6	38

**As the complaints process is handled differently, reported figures from June 2007, will appear differently.**

**X** No figures were provided by POL this month

**n/a** There is no longer a situation where complaints are passed to Fujitsu for Information Only. Hence that entry will no longer be applicable.



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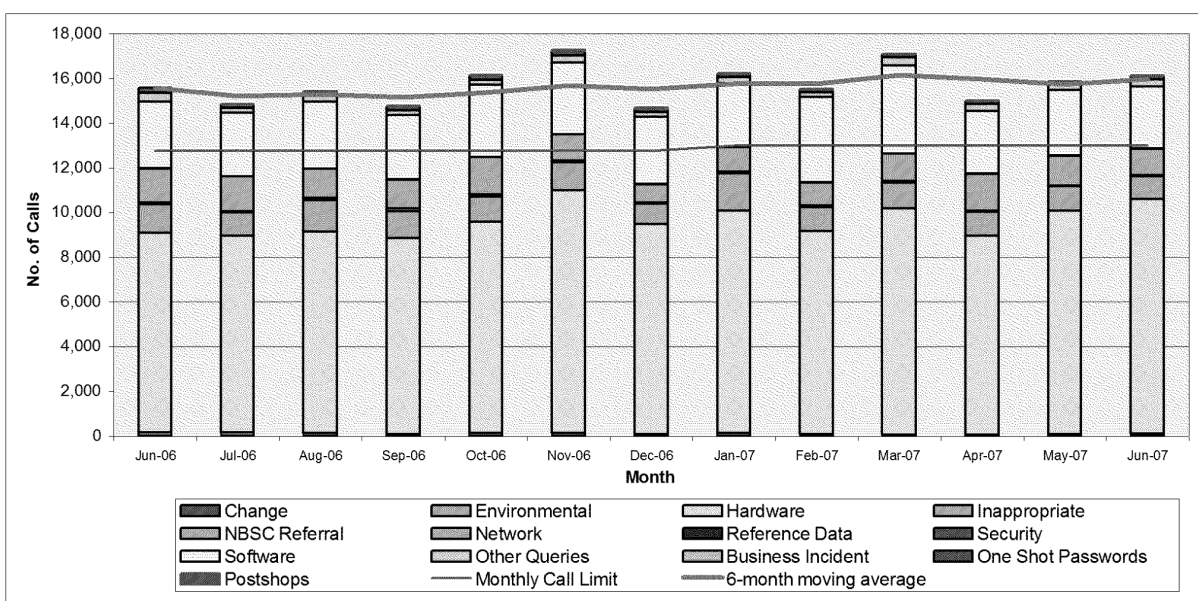


## 5 Service Summary

### 5.1 Horizon Service Desk

The HSD saw a slight increase in the number of calls from Post Office Branches logged during June, with 16,123 calls logged at the desk, compared with 15,852 during May. This figure is on par with the average of the last 9 months, although slightly higher than recent months. This would have been due to the severe weather across the UK (flooding and lightning strikes) that caused an increase in Hardware Calls.

- Network Calls continue at their normal level.
- Hardware Calls show a slight increase.



	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
Business Incident													
Change			2					1	2	2	1	0	2
Postshops		25	31	32	26	80	57	45	37	46	31	41	33
Environmental	173	181	144	101	129	134	82	152	102	73	68	97	123
Hardware	8906	8755	8982	8735	9434	10855	9382	9926	9057	10090	8883	9989	10468
Inappropriate	1271	1052	1208	1223	1142	1246	898	1654	1065	1161	1062	1083	1018
NBSC Referral	94	54	108	98	96	82	63	71	85	63	55	33	42
Network	1513	1563	1302	1298	1671	1170	837	1115	1031	1223	1654	1342	1177
Other Queries	400	197	247	194	234	327	229	260	216	337	298	223	314
Reference Data	1	0	3	0	0	0	0	0	0	1	0	0	0
Security	6	2	2	1	2	4	1	6	8	12	13	14	14
One Shot Passwords	220	177	205	185	202	169	140	147	114	131	140	119	144
Software	2977	2843	2987	2896	3219	3199	2991	2853	3792	3951	2804	2910	2788
<b>Total Calls</b>	<b>15561</b>	<b>14849</b>	<b>15421</b>	<b>14763</b>	<b>16155</b>	<b>17266</b>	<b>14680</b>	<b>16230</b>	<b>15509</b>	<b>17090</b>	<b>15010</b>	<b>15852</b>	<b>16123</b>
6-month moving average	15561	15205	15277	15149	15350	15669	15522	15753	15767	16155	15964	15729	15969
Monthly Call Limit	12750	12750	12750	12750	12750	12750	12750	13000	13000	13000	13000	13000	13000

#### Review of HSD SLTs

Both HSD SLT's shown below were achieved for June.

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	62.90%	88.89%
Calls Abandoned (Target 5%)	6.36%	2.49%





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## 5.2 Engineering Service

June 07 has seen call volumes again finish under 6,000 with 700 A Priority calls in this period.

As the Epson roll-out continues to gather momentum, the number of engineering visits for the office counter printers (Epson & Ithaca combined) continues to decrease.

Compared to May, June has seen an improvement in A priority SLT conformance, and a slight decrease in C priority conformance. The A priority calls fixed within four hours rose from 74.8% to 80.4%, whilst A priorities resolved within six hours also improved to 88.1% from 86.8%. Conformance on C priority next day calls showed final figures of 91.3%, a decrease of 4.4% on the previous month which came in at 95.7%. Next Day +2 hours on C priorities reached 92.2% conformance after being 96.2% in May.

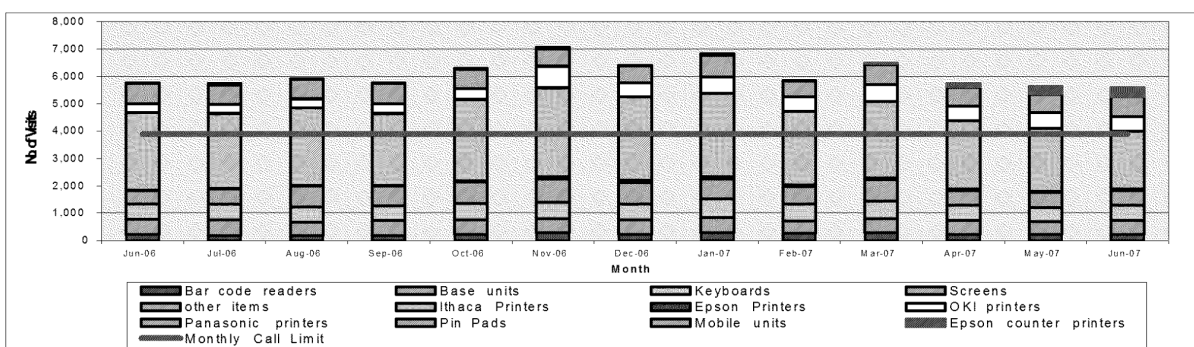
Base unit builds again prove to be the highest single point of failure when we attend A priority calls. We have improved the time taken to get engineers to site for the four hour call to fix. However the main problem in hitting the SLT lies with the time taken on site which obviously includes various attempts to solve the problem before kit is swapped out.

The reduction in C priority conformance was due to a number of contributing factors. There was an increase in fail on fits, especially Ithaca counter printers (currently under investigation). This would increase the time the engineer spends on site, and could subsequently impact calls allocated for later in the day- and it is not always the case that the spare part is in the engineer's buffer stock. The counter printer calls continue to be monitored as part of the Sense and Respond project. The extreme weather had an indirect effect on engineering ability to reach calls. In addition to this, a proportion of directly affected failed calls were not fed into the exclusion lists. The process is currently under review, to ensure that we are more efficient should this happen again.

We continue to analyse failure points and built improvements upon them. The engineering desk has been reorganised, and a new resource manager employed. A successful innovation forum was held between desk staff including MACs, and engineers to discuss possible areas of improvement.

June has again seen all counter availability targets met, with all conformances in excess of 99%.

### Engineering Branch Visits



	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
Bar code readers	236	185	185	183	217	275	227	290	262	294	229	225	226
Base units	540	558	490	549	538	511	522	544	447	495	501	461	508
Mobile units	32	41	28	36	37	52	34	42	34	47	29	35	27
Keyboards	563	573	546	543	594	610	577	681	633	642	562	513	550
Ithaca Printers	2825	2735	2827	2604	2960	3251	3047	3033	2678	2805	2515	2307	2111
Epson back office printers	13	16	19	20	15	22	3	2	0	1	x	x	x
Epson counter printers										25	124	256	330
OKI printers	314	316	322	347	398	778	514	586	540	615	525	577	545
Panasonic printers	3	1	2	1	1	3	0	0	0	0	x	x	x
Pin Pads	734	720	712	739	695	634	612	808	565	719	681	670	713
Screens	487	570	757	712	792	847	797	741	630	776	535	538	538
Other items	15	19	33	36	43	74	77	86	64	74	45	47	57
<b>TOTAL</b>	<b>5762</b>	<b>5734</b>	<b>5921</b>	<b>5770</b>	<b>6290</b>	<b>7057</b>	<b>6410</b>	<b>6815</b>	<b>5853</b>	<b>6493</b>	<b>5746</b>	<b>5629</b>	<b>5603</b>
Epson to OKI exchanges	12	9	7	10	10	37	x	x	x	x	x	x	x
Average Daily Visit Rate	240	244	257	245	262	294	298	284	266	265	274	245	238
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875



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## 5.3 Branch Network Services / Central Network

### 5.3.1 Branch Network Services

During May there were 1,177 calls logged across all Network Types into the HSD.

#### SLT's

The 'Priority A – 6 hours' SLT saw 28 failures from a total of 1140 closed calls measured, resulting in 97.5% achievement. A contributing factor to the SLT conformance miss can be attributed to volume of incidents that require investigation outside of the Incident Management process, thus requiring extensive investigation from Fujitsu Services and Post Office Ltd.

#### Other issues in June

In previous months we have been reporting a higher than expected fall out rate from the IP Migration activity. This activity has now almost completed with 2 Branches left to migrate.

During the last month we have become aware of a problem with the VSAT solution. This is currently being addressed with assistance from Core ISP/BT.

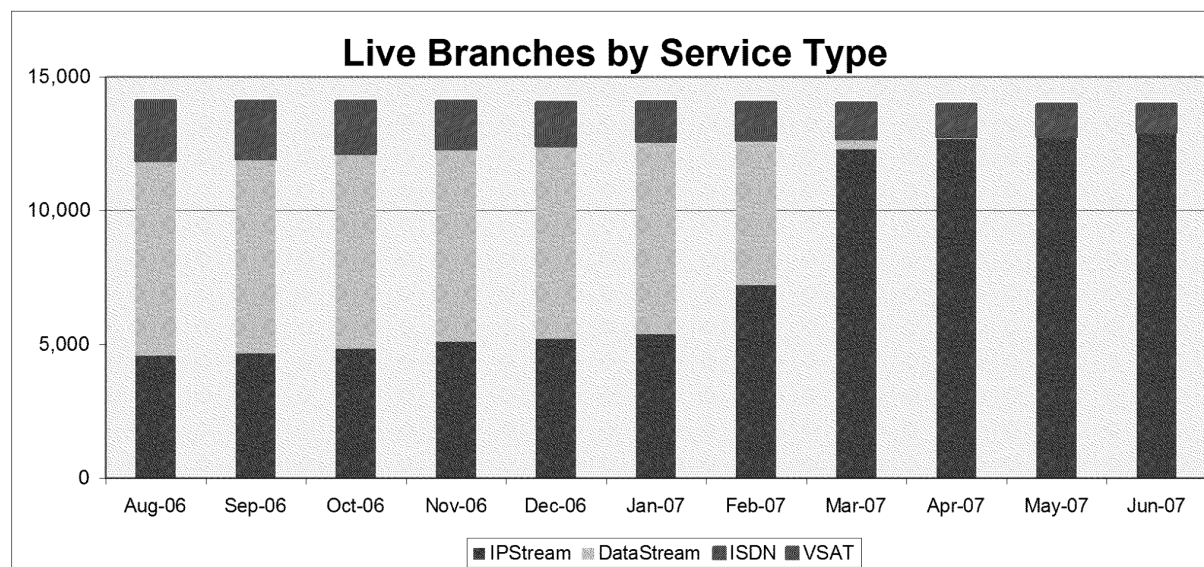
June also saw a higher than expected number of faults logged due to adverse weather conditions in some cases resulting in flooding which impacted our and BT's ability to resolve within SLT.

### 5.3.2 Central Network

This month the HSD network incident volumes were impacted by a C&W ISDN incident on Monday 18 June and several BT VSAT incidents at the Skylogic base station in Turin (Italy). The ADSL IPStream service and datacentre LAN services were extremely stable.

#### **BRANCH & COUNTER NUMBERS at Month End**

<b>Live Branches</b>	<b>13,996</b>
<b>Live Counters</b>	<b>34,355</b>

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	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
IPStream	4,567	4,655	4,829	5,090	5,197	5,390	7,211	12,296	12,709	12,748	12,928
DataStream	7,297	7,269	7,287	7,214	7,199	7,183	5,402	369	40	17	5
ISDN	2,130	2,046	1,852	1,680	1,578	1,422	1,374	1,310	1,205	1,183	1,002
VSAT	135	135	132	113	96	82	67	60	61	60	61
TOTALS	14,129	14,105	14,100	14,097	14,070	14,077	14,054	14,035	14,015	14,008	13,996



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### 5.4 Operational Branch Change Service

	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Cumulative
TOTAL FAILURES TARGET (2%)	8.70%	3.36%	1.09%	0.88%	2.33%	2.50%	1.30%	1.35%	1.96%	1.54%	0.89%	1.20%	2.85%
TOTAL FAILURES (number)	8	9	7	4	3	2	2	3	2	3	2	1	45
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	140	304	268	142	169	60	97	99	134	89	80	90	1672
NUMBER OF CHANGES - CANCELLED	133	300	263	133	152	54	90	91	122	85	73	83	1579
NUMBER OF CHANGES - CLOSURES	92	269	230	114	129	40	77	74	98	65	56	57	1301
TOTAL FAILURES - CLOSURES TARGET (2%)	8.70%	3.36%	1.09%	0.88%	2.33%	2.50%	1.30%	1.35%	1.96%	1.54%	0.89%	1.80%	3.46%

#### Failures

Falmouth (236555) – ISDN Line Plant delayed provision

#### Corrective Actions

ISDN provisions are now ordered 44 working days in advance where possible instead of the normal 22 days. This allows for identification of Line Plant earlier thus giving an additional period for Line Plant to be resolved before the Open to Public date.

*NB; Please be advised that the table above has now been modified to take into account the new operational targets agreed between Post Office OBC and Fujitsu OBC*



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### 5.5 Service Integration Service

#### 5.5.1 Post Shops

Both of the Postshop SLTs were conformant.

<b>June</b>	<b>Week 1</b>	<b>Week 2</b>	<b>Week 3</b>	<b>Week 4</b>	<b>Week 5</b>	<b>Monthly Totals</b>
<b>Number of calls received</b>	7	5	7	12	2	33
<b>Number of calls resolved in 8 hours</b>	6	5	7	9	2	29
<b>Number of calls resolved in next day</b>	1	0	0	1	0	2
<b>Number of Hardware faults</b>	5	2	3	7	2	19
<b>Number of software faults</b>	1	3	4	4	0	12
<b>Number of outstanding calls</b>	0	0	0	1	0	1

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## 5.6 Data Centre Operations Service / Data File Transfer

There were no major incidents in relation to the Data Centre Operations Service within the Data Centre central Infrastructure for the month of June 07.

Throughout the month there was a total of 176 operational changes 154 made by Royal Mail Group Account and 22 by Post Office Limited, there was no service impacts as a result of those changes being implemented.

Currently there are 7 customer facing risks identified in the Data Centre Operations service classified by RAG status as 1 amber and 6 green risks. The amber risk is related to the Lewes DR (CSR039) and is expected to be closed over the next few months following the BCP test of Lewes.

### 5.6.1 Day J Failures

There were zero no lets this month.

## 5.7 Reconciliation Service

There were 33 Reconciliation incidents cleared during June. This is 9 less than that reported in May 07.

There were 3 Priority incidents cleared within the 8 hour response SLT.

Remaining 30 incidents were cleared within the 5 day SLT.

### Reconciliation issues in June

The following branch had marooned transactions. Due to human errors the base units were wiped and transactions have been lost.

Branch 057102      E-0704170213

The specified process was not adhered to in this instance and the engineer involved is no longer with the company. Additionally the process is being reviewed and improved ways of tracing these base units is being investigated to prevent further occurrences.

## 5.8 Reference Data & Message Broadcast Service

The outstanding 'A' priority incident for removal of the Slovenian Tolar was completed last month although there is still concern about the process which First Rate are following.

## 5.9 Security Service

### Automated Key Refresh

The key refresh algorithm was turned off in April so no outlets have been selected for keyrefresh in June.

### Manual Key Refresh

There were no manual keys generated this month,

### Key Management Administration

It was agreed with the development team that the Counter Key Refresh Algorithm be turned off in April. This has been done via OCP 15691 and will be off for between 3 and 6 months, and monitored continually.





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### Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
38	180	163	3
Query Days this month	YTD Contract	Received YTD	
863	3750	3182	

### Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
12	25	26	2

Witness statements provided this month	0	Witness statements YTD	2
Days in court this month	0	Days in court YTD	2

## 5.10 Current Month and Forthcoming Court Commitments

Outlet	Date	Court location	Comments
Caledonian Road	16 July 07	Kingston Crown Court	2 witnesses required
London Road	3 September 07	Reading Crown Court	Witness required
South Warnborough	10 September 07	Winchester Crown Court	2 witnesses required
Ardgowan Road	10 September 07	Kingston Crown Court	Witness required

## 5.11 Updates to Previous Months Prosecutions

Outlet	Comments
None received	



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## 6 Service Improvement

This section of the SRB details the key Service Improvement activities in progress within RMGA. The full Service Improvement Registers are discussed at the Operational Review Forums and can be obtained from the appropriate Service Delivery Manager.

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

Service Improvement	Benefit	Progress to Date	Status
Implementation of Tfs & OCMM reporting toolset.	Improved Incident management capabilities with automatically escalated calls, POL own resolving group and ability to update calls in their stack leading to improved communication & reduced delay in resolution of calls. Improved reporting from Incident Management system.  Implementation July/August	Development of Block 4 customisation complete.  Training / UAT scheduled to start 11-12/07/07  Go-Live: 01/08/07	IN PROGRESS
Provision of ADSL modem to engineers to be utilised as a diagnostic tool	It is proposed that the ADSL modem would be able to determine if there is ADSL service to the MLB, which would clearly identify if there is a comms or hardware fault which is preventing online services. This would reduce the need for a BU swap for diagnostic purposes, reducing time on site for engineers and impact to branches.  Following successful testing & sign off of the concept, implementation will be within 6-8 weeks.	Results from testing have been analysed and in 8% of cases the modem would remove the need for a base unit replacement.  Internal Business case being written to justify.	IN PROGRESS
BT Wholesale, BT Global Services, POL, FS weekly Conference Call to discuss longest / problem online services faults	All parties aware of the problem branches and input from BT Retail / Wholesale on how these problem branches can be resolved. Clear identification of ownership within BT of branches which fall into a "grey area".  Immediate realisation of benefit.	Conference calls now held weekly.	ON MONITOR
FS Engineering supporting MLB faults / internal wiring faults	This would reduce the need for BT Retail to attend site for MLB faults / internal wiring faults, which would speed up resolution times and improve customer experience.  This Service Improvement requires full costing and impacting as it is possible that there would be a cost passed to Post Office Ltd. However the implementation of this service offering would remove the need for a BT engineer visit currently charged at £170 to Post Office Ltd	Initial high level discussion held with engineering. More detailed discussions to be held to determine feasibility of this proposal	IN PROGRESS
Branches which do not roll BTP run the risk of archiving messages and then not being able to roll BTP, requiring an OBC re-roll, which impacts branch 20+ days.  Currently POL do not have all the information needed to manage this, therefore FS have improved our reporting to	Branches will always roll BTP and therefore will not be subject to the OBC re-roll.  Immediate benefit	Reporting and management of these branches has been improved. Regular communication between POL and Fujitsu.  42day process review meeting scheduled for July.	IN PROGRESS



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Service Improvement	Benefit	Progress to Date	Status
facilitate the capture of these branches and are escalating to POL. Review of information currently available to POL underway, to identify if all information can be provided to allow for management of these branches.  Training to be provided to AIO by FS about the BTP and the issues & consequences			



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# 7 Sense & Respond

*Due to the timescales around production of the Sense & Respond data and analysis, the information in the SRB will always be for the previous month. The full Sense & Respond report is issued separately.*

The data captured during May has highlighted the top 2 highest demand types as being Hardware and Software. Trend analysis has shown an increase in total call volumes for both Hardware (+1041) and Software (+125) from April to May.

During May, the HSD fixed 64.6% of calls received (11809) and this was an increase of 2% of total calls from April.

For networking calls, a focus has been made to track ADSL and ISDN call volumes and the mean time to clear. Trending has highlighted a decrease in call volume from April to May for both ADSL (-68) and ISDN (-369) calls.

The restructuring of CMT has helped to increase call ownership across the team. The mean time to clear of network calls will be monitored over the upcoming months to understand the impact of this change.

A knowledge base tool created by CMT is currently being merged with a training tool designed by the Reuters service desk. The aim of this project is to create a training knowledge tool which can be tailored to support all frontline teams with appropriate knowledge to resolve PM issues. The training aspect will help the managers identify training needs across the desk.

For Pin Pad errors, revised HSD KELs from Hypercom have been communicated to frontline to help with Pin Pad diagnostics/fixes.

Due to a high number of no fault found parts being returned to Hypercom repairs, HSD will now be advising engineers to attempt a re-installation of the Pin Pad before swapping it out.

For hardware demand, the highest call volume received is Counter Printer faults (approximately 4550 calls received in May). Unfortunately the weekly Epson call rate is now higher than the Ithica per 100 printers and we are receiving Epson calls spikes every Monday. More positively, the HSD are resolving the majority on frontline and this has helped increase our FTFR this month.

Another area of focus is regarding chase calls. There are a number of sites who have made a number of repeat calls for incidences they have logged, however, the PM continues to log repeat calls even with updates provided. We have an opportunity of saving 10% if these site calls are reduced. Further work is needed on this issue and will be discussed with the Post Office during June.

The focus on software errors will be suspended due to the belief that many of the software issues will be resolved once HNG-X is rolled out. The project will be revisited after the roll out to understand the impact on software errors.

An additional objective regarding engineering calls is to reduce the amount of calls to HSD from Touch, Fujitsu and ROMEK engineers. Engineering call volumes have decreased during May (-652) and we will be monitoring June's data to see if the trend continues.

With the pilot of using multiple 'plus' signs to break up the block text that Clientele receives at TOUCH, it is hoped this will continue to drive down the number of engineering calls.

A project monitoring inappropriate calls between the HSD and NBSC desks have achieved is objective of reducing the number of calls between the desks from 10% to 5%. The team will continue to monitor the inappropriate call volumes and ensure monthly communication is maintained between the HSD and NBSC desks.



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## 8 APRIL SERVICE LEVEL PERFORMANCE

### 8.1 Horizon Service Desk

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>Horizon Service Desk</b>													
	80%		Calls answered within 30 seconds	80.1	79.3	90.2	89.7	83.6	82.8	89.5	89.1	80.4				
				82	Q4			Q1			Q2				Q3	
	<10.0 secs		Average Time to Answer <10.0 seconds	8.2	9.0	8.0	7.0	7.0	7.0	8.0	7.0	7.0				
				9.1	Q4			Q1			Q2				Q3	
	<5%		Calls not answered	2.7	2.0	1.3	0.8	2.1	2.0	2.1	2.0	3.9				
				2.2	Q4			Q1			Q2				Q3	
	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	Q4			Q1			Q2				Q3	
	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	Q4			Q1			Q2				Q3	
	>=85%		First Time Fix	88.4	88.4	88.4	88.4	88.4	88.4	88.4	88.4	88.4				
				88.4	Q4			Q1			Q2				Q3	
	95%		Software incidents resolved by Reboot <=15 minutes	99.49	99.49	99.49	99.49	99.49	99.49	99.49	99.49	99.49				
				99.49	Q4			Q1			Q2				Q3	
	100%		Software incidents resolved by Reboot <=30 minutes	99.49	99.90	99.77	99.74	99.74	99.74	99.34	99.46	99.74	97.86			
				99.49	Q4			Q1			Q2				Q3	



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## 8.2 Engineering Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>Branch Infrastructure - Call to Fix</b>													
	95%	NO	Priority A - 4 hours (flexible structure)	63.0	61.8	64.5	62.1	68.9	77.5	76.6	73.0	74.8	80.4			
					Q4		TBC	Q1		73.8		Q2	76.4		Q3	
	95%	NO	Priority B - 8 hours (flexible structure)	76.3	72.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
					Q4			Q1		N/A		Q2	N/A		Q3	
	95%	NO	Priority C - End of Next Business Day (flexible structure)	90.5	93.8	93.0	88.3	92.4	94.8	92.9	93.2	95.7	91.3			
					Q4		TBC	Q1		93.3		Q2	93.4		Q3	
	100%	NO	Priority A - 6 hours (flexible structure)	75.0	77.0	79.4	79.9	82.6	87.7	86.3	84.2	86.8	88.1			
					Q4		TBC	Q1		85.2		Q2	86.5		Q3	
	100%	NO	Priority B - 10 hours (flexible structure)	83.1	79.6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
					Q4			Q1		N/A		Q2	N/A		Q3	
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	91.7	95.1	93.9	89.1	93.0	95.3	93.6	94.1	96.2	92.2			
					Q4		TBC	Q1		94.0		Q2	94.1		Q3	
			<b>Postshop Engineer - Call to Fix</b>													
	100%	NO	Critical incident within 8 hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	95.4	100.0	100.0			
					Q4		100.0	Q1		100.0		Q2	98.5		Q3	
	100%	NO	Non-critical incident within 48 hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
					Q4		100.0	Q1		100.0		Q2	100.0		Q3	

Priority B targets have now ceased as agreed.



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## 8.3 Branch Network Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>Branch Telecom Infrastructure- Call to Fix</b>													
	95%	NO	Priority A - 4 hours (flexible structure)	96.1	97.3	97.4	97.3	97.6	98.3	96.4	95.1	96.8	96.7			
					Q4		TBC		Q1		Q2			Q3		
	95%	NO	Priority C - End of Next Business Day (flexible structure)	100.0	100.0	97.6	96.8	96.0	N/A	N/A	N/A	N/A	N/A			
					Q4		TBC		Q1		Q2			Q3		
	100%	NO	Priority A - 6 hours (flexible structure)	97.1	98.0	98.3	98.1	98.1	99.1	97.7	96.2	97.4	97.5			
					Q4		TBC		Q1		Q2			Q3		
	100%	NO	Priority C - End of next business day + 2 hours	100.0	100.0	100.0	96.8	96.0	N/A	N/A	N/A	N/A	N/A			
							TBC			N/A						
			<b>Branch and Counter Availability</b>													
	>99.80%	NO	Branch Availability during the Critical Period	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC			
					Q4		TBC		Q1		Q2			Q3		
	>98.53%	NO	Counter Availability during the Critical Period	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC			
					Q4		TBC		Q1		Q2			Q3		
	>99.43%	NO	Branch Availability during Post Office Core Day	99.80	99.7	99.7	99.8	99.7	99.8	99.8	99.7	99.7	99.8			
					Q4		TBC		Q1		Q2			Q3		
	>99.13%	LD	Counter Availability during Post Office Core Day	99.39	99.3	99.2	99.2	99.2	99.4	99.3	99.2	99.4	99.3			
					Q4		TBC		Q1		Q2			Q3		
			<b>Banking &amp; Related Services Reliability</b>													
	99%	LD	Fixed Connection Reliability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.0	100.0	100.0			
					Q4		100.0		Q1		Q2			Q3		
	99%	LD	ADSL Connection Reliability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
					Q4		100.0		Q1		Q2			Q3		
	97%	LD	Dialed Connection Reliability	100.0	99.0	100.0	100.0	100.0	100.0	99.0	98.0	99.0	99.0			
					Q4		99.9		Q1		Q2			Q3		

Priority C targets have now ceased as agreed.



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## 8.4 Central Network Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>Network Availability</b>													
	>=99.95%	NO	A&L Network Availability	100%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
				100%	Q4		100.0	Q1		100.0	Q2		100.0	Q3		
			<b>Banking Authorisation Agent Availability for Each Availability Period</b>													
	<=1	NO	Number of PI outages >2 minutes for same bank	0	0	0	0	0	0	0	0	0	0			
				0	Q4		0	Q1		0	Q2		0	Q3		
	<=2	NO	Number of PI outages >2 minutes for different banks	0	0	0	0	0	0	0	0	0	0			
				0	Q4		0	Q1		0	Q2		0	Q3		





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## 8.5 Data Centre Operations Service

### 8.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>Banking &amp; Related Services Transaction Times</b>													
	<=2.5 secs	LD	Average time for Banking Transactions across Fixed, ADSL & Dialed Connections	0.37	0.37	0.37	0.37	0.36	0.36	0.36	0.36	0.36	0.36			
					Q4		0.37	Q1		0.36	Q2		0.36	Q3		
			<b>DFD Outbound - APS All Clients</b>													
	96.5%	LD	APS transactions delivered by 23:59hr Day B	99.8	99.5	99.8	99.7	99.8	99.9	99.7	99.7	99.8	99.8			
					Q4		99.7	Q1		99.8	Q2		99.8	Q3		
	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			
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		
	98.5%	LD	APS transactions delivered by Day D	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9			
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		
	100%	LD	APS transactions delivered by Day J	99.9	99.9	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
					Q4		99.9	Q1		100.0	Q2		100.0	Q3		





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## 8.5.2 Data File Delivery - LFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>DFD Outbound - LFS</b>													
	97%	NO	Confirmation of pouch received at Branch by 22:00hr Day A	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.8	99.9	99.9			
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		
	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	99.8	99.9	99.9			
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		
	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	100.0	100.0	100.0			
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	97%	NO	SAPADS Pouch collected from Branch by 22:00hr Day A	99.9	96.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9			
					Q4		98.8	Q1		99.9	Q2		99.9	Q3		
	97.2%	NO	SAPADS Pouch collected from Branch by Day B	100.0	96.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9			
					Q4		98.8	Q1		99.9	Q2		99.9	Q3		
	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	100.0	100.0	100.0			
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.8	99.0	99.4	96.5	99.7	99.8	99.7	99.0	99.7	99.7			
					Q4		98.3	Q1		99.7	Q2		99.5	Q3		



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### 8.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>DFD Outbound - POL MIS</b>													
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	99.0	98.5	98.9	99.0	99.1	99.2	99.0	98.8	99.1	99.1			
					Q4		98.8	Q1		99.1	Q2		99.0	Q3		
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C	99.7	99.7	99.7	99.7	99.8	99.8	99.7	99.6	99.7	99.7			
					Q4		99.7	Q1		99.7	Q2		99.7	Q3		
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D	99.9	99.8	99.8	99.8	99.9	99.9	99.8	99.9	99.8	99.9			
					Q4		99.8	Q1		99.9	Q2		99.9	Q3		
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	99.9	99.9	99.9	100.0	99.9	100.0	100.0	99.9	99.9	100.0			
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		
			<b>DFD Outbound - POLFS</b>													
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B	99.0	98.5	98.9	99.0	99.1	99.1	99.0	98.8	99.1	99.1			
					Q4		98.8	Q1		99.0	Q2		99.0	Q3		
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C	99.9	99.6	99.7	99.7	99.8	99.8	99.7	99.6	99.7	99.7			
					Q4		99.7	Q1		99.7	Q2		99.7	Q3		
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D	99.9	99.8	99.8	99.8	99.9	99.9	99.8	99.8	99.8	99.9			
					Q4		99.8	Q1		99.9	Q2		99.9	Q3		
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J	99.9	99.9	100.0	100.0	99.9	100.0	100.0	99.9	99.9	100.0			
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		



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

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>DFD Outbound - Reconciliation &amp; Settlement Reports to TIP gateway</b>													
	<=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			
					Q4		0.0	Q1		0.0	Q2		0.0	Q3		
	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			
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
			<b>DFD Outbound - Reconciliation Files</b>													
	<=2	NO	Number of failures of REC file delivered to CAPO daily by 03:00hr	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0			
					Q4		0.0	Q1		0.0	Q2		0.0	Q3		
	<=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			
					Q4		0.0	Q1		0.0	Q2		0.0	Q3		
	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			
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	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			
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
			<b>DFD Outbound - HR SAP</b>													
	100%	LD	HR SAP delivered to the POL gateway by 21:30hr on the Friday preceding the pay run date	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		



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### 8.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>DFD Inbound - LFS</b>													
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	86.8	94.0	98.3	95.0	98.0	98.6	98.6	98.9	99.2	99.3			
					Q4		95.8	Q1		98.4	Q2		99.1	Q3		
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	99.6	95.2	99.7	99.6	99.5	99.8	99.7	99.7	99.5	99.7			
					Q4		98.2	Q1		99.7	Q2		99.6	Q3		
			<b>Delivery of transaction correction records to Branches available at 23:59:59hr Day A</b>													
	90%	LD	Transaction corrections available by 08:00 on Day B	98.9	98.3	98.0	90.6	97.7	98.1	98.6	98.9	99.3	95.6			
					Q4		95.6	Q1		98.1	Q2		97.9	Q3		
	96%	LD	Transaction corrections available by 12:00 on Day B	99.9	99.8	99.8	99.8	99.6	99.8	99.7	99.3	99.7	99.9			
					Q4		99.8	Q1		99.7	Q2		99.6	Q3		
	100%	LD	Transaction corrections available by 23:59:59 on Day J	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		



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### 8.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>Central Systems Availability</b>													
	<=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	0.0	0.0			
					Q4		0.0	Q1		0.0	Q2		0.0		Q3	
	<=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	0.0			
					Q4		0.0	Q1		0.0	Q2		0.0		Q3	
	<=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	0.0			
					Q4		0.0	Q1		0.0	Q2		0.0		Q3	
			<b>POL FS Availability</b>													
	98.5%	NO	POL FS Availability	100.0	100.0	100.0	95.0	100.0	100.0	100.0	99.5	100.0	100.0			
					Q4		98.3	Q1		0.0	Q2		99.8		Q3	
	>=4 hours	NO	POLFS shall not be unavailable to users on any single occasion during the service level management period	0	0	0	12	0	0	0	0	0	0			
					Q4		4	Q1		0.0	Q2		0.0		Q3	
			<b>Transaction Enquiry Service</b>													
	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			
					Q4		100.0	Q1		100.0	Q2		100.0		Q3	
	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	100.0	100.0	100.0	100.0	100.0	99.9	99.5	100.0			
					Q4		100.0	Q1		100.0	Q2		99.8		Q3	
	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	100.0	100.0			
					Q4		100.0	Q1		100.0	Q2		100.0		Q3	
	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			
					Q4		100.0	Q1		100.0	Q2		100.0		Q3	
	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			
					Q4		100.0	Q1		100.0	Q2		100.0		Q3	
	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			
					Q4		100.0	Q1		100.0	Q2		100.0		Q3	





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## 8.6 Reference Data Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>DFD Inbound - APS Tariff data</b>													
	96%	NO	APS reference data delivered by Day B	99.6	99.6	99.7	99.6	99.6	99.7	99.6	99.1	99.7	99.6			
					Q4		99.6	Q1		99.6	Q2			Q3		
	97%	NO	APS reference data delivered by Day C	99.7	99.8	99.8	99.8	99.8	99.9	99.8	99.5	99.8	99.8			
					Q4		99.8	Q1		99.8	Q2			Q3		
	98%	NO	APS reference data delivered by Day D	99.8	99.8	99.9	99.9	99.9	99.9	99.9	99.7	99.9	99.9			
					Q4		99.9	Q1		99.9	Q2			Q3		
	100%	NO	APS reference data delivered by Day J	99.9	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
					Q4		100.0	Q1		100.0	Q2			Q3		
			<b>DFD Inbound - Reference Data</b>													
	96%	NO	Reference data delivered by Day B	99.6	99.6	99.7	99.8	99.7	99.7	99.8	99.6	99.8	99.7			
					Q4		99.7	Q1		99.7	Q2			Q3		
	97%	NO	Reference data delivered by Day C	99.7	99.7	99.8	99.8	99.8	99.9	99.8	99.6	99.8	99.8			
					Q4		99.8	Q1		99.8	Q2			Q3		
	98%	LD	Reference data delivered by Day D	99.8	99.8	99.9	99.9	99.8	99.9	99.9	99.7	99.9	99.9			
					Q4		99.9	Q1		99.9	Q2			Q3		
	100%	LD	Reference data delivered by Day J	99.9	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
					Q4		100.0	Q1		100.0	Q2			Q3		

