



SERVICE REVIEW BOOK  
January 2008

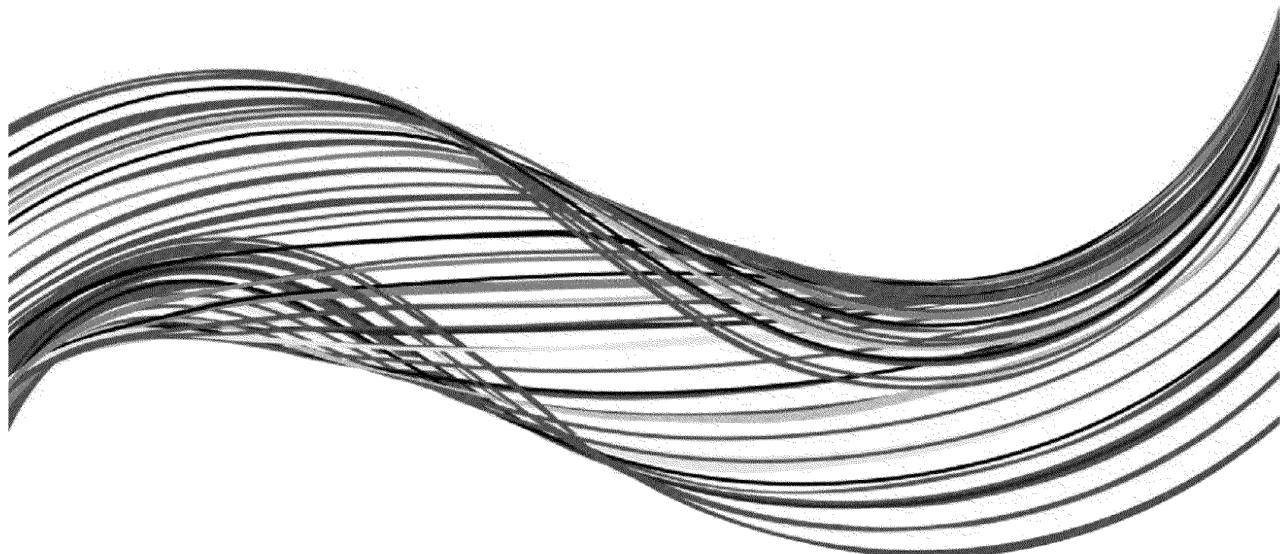
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# Fujitsu Services Royal Mail Group Account

## Service Review Book

January 2008





## Document Control

**Title:** Service Review Book – January 2008

**Abstract:** This document contains a summary of the Monthly Service Performance Statistics for the period 1<sup>st</sup> to 31<sup>st</sup> January 2008

**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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## 1 MANAGEMENT SUMMARY

Within the Fujitsu Services domain for Jan 08 there were no Major Incidents and 3 service-affecting incidents, 2 incidents relating to VIP sites and 1 further service-affecting incident outside the Fujitsu domain, detailed in the incident overview below.

Branch and counter availability continue to remain above target at 99.80% and 99.50% respectively. The pilot of the revised Engineering service targets has continued, and has seen improvements in all areas from December, despite the challenges faced with incidents with Triole For Service and the OTI links. These issues have now been resolved and service on TFS has been stable for a number of weeks. The focus remains on improving the Response times, which will enable the overall fix times to meet target.

194 OBC changes were delivered in the month, with no failures.

There were no failures on Post Shops in January.

The helpdesk Service Level Targets that failed in December, calls answered within 30 seconds and calls not answered, have had normal service restored in January with both achieving above target performance. The first five new agents are now trained and working on the desk. There is still recruitment and training under way to deploy a further 6 to make up the remaining shortfall.

The overall number of complaints logged with NBSC has decreased in January. Fujitsu Services complaints owner and Post Office Limited complaints owner have met to re-instate the full review process agreed in May 2007 and as such we will expect the dashboard to show an increased number of complaints going forward. This process is now working, with Fujitsu Services investigating all complaints passed to them, whether "for information only" or not. This will allow greater focus on areas that require improvement.

No branches failed the Day J targets.

Significant activities from the Service Improvement Plan are included in this review book. A number of the branch improvements have been in pilot and demonstrated positive results, and these will be rolled out in agreement with POL over the coming weeks.

Fujitsu Engineers are now replacing the Master Line Box face plate, which has enabled us to resolve a number of calls which previously required Post Office Limited intervention with BT. This is expected to provide significant cost savings in this area.



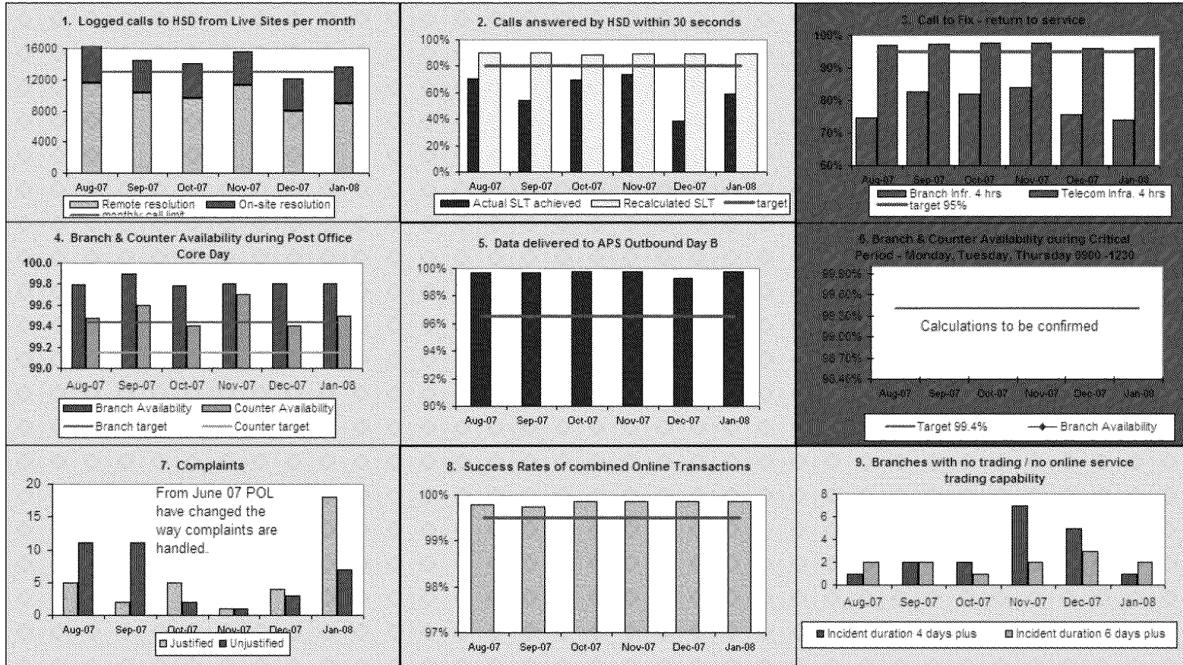
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## Executive Dashboard



January 2008





## 2 Incident Overview

### Summary:

Within the Fujitsu Services domain for January 2008, there were no Major Incidents. There was 3 further service affecting incident within the Fujitsu domain.

There were 2 incidents affecting VIP sites.

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

### Major Incidents:

None

### Other incidents in Fujitsu Services domain:

**Thursday 3<sup>rd</sup> January.** An IP stream failure occurred, affecting up to 190 branches from 13:35 to 15:45. The incident was due to a BT ATM node at Ealing. Investigations undertaken by BT supplier Alcatel and node reset. Service restored to all branches by 15:45. Call 89854 refers.

**Monday 7<sup>th</sup> January.** A loss of the APOP web service occurred from 14:13 to 15:15 due to the incorrect application of a Release Note during normal operational hours to the APOP database. Corrective actions now in place by Release Management to ensure verification of the install time is correct and no release to the "Live" service during the operational day. Calls 92416, 92461 & 92476 refer.

**Thursday 24<sup>th</sup> January.** The PAF service was experiencing an occasional degradation of the service. The problem was first identified on the 24<sup>th</sup> when the PAF servers were re-loaded by Tivoli. The PAF service suffered a dip in performance on 28th. This was followed by further degradation at 15.09 hrs on 29th and later appeared to freeze. This resulted in the PAF service being unavailable at 16.20 to 16.24 to all branch counters for 4 minutes. There have been continuing daily conference calls monitoring and corrective actions taken. A report has been generated and daily updates are being provided to POL. Call 108737 refers

### VIP sites affected this month:

**Thursday 3<sup>rd</sup> January.** VIP site Hartlepool 011327 Loss of On-line services from 08:30 to 10:00. Gateway replaced. Call 89025 refers.

**Wednesday 16<sup>th</sup> January.** VIP site Antrim 004702, lost on-line services at 10:31, as ADSL circuit became intermittent. It took awhile to switch over to the ISDN back up service. On line services were restored at 11:02 on the ISDN back up. ADSL service restored on Friday, problem believed to be with BT who lost ADSL service over a wide area. Call 10094 refers

### Incidents that were outside the Fujitsu Domain:

**Monday 14<sup>th</sup> January.** Link failures were noted on the "B" Link to Wigan for 7 minutes, from 14:13 to 14:19. There were 1107 failures within 1320, a failure rate of 84%. Networks investigated and could see no failures reported at the firewall level. SSC investigated from an Agent perspective, and there were no agent failures, but the agent had noted the PI errors. Can only assume the incident was due to an incident on the WAN owned by Link, although Link initially reported no failures seen by them. Call 99086 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
03/01/08	IP Stream failure. BT ATM	329 / 134	713 / 291	TFS 89854



## 3 Business Continuity

### 3.1 Business Continuity Testing

The POL-FS sub-test 28.5 operational test was successfully conducted on Sunday 3<sup>rd</sup> of February.

The Service Desk test, which was scheduled for the 16<sup>th</sup> of January, has been postponed until late March/early April.

### 3.2 Forthcoming Testing

The HNG-X Business Continuity walk-through week of activity is planned to commence on Monday 11<sup>th</sup> of February.

### 3.3 Business Continuity Planning

The first drafts of HNG-X test scripts have been written and distributed to attendees in preparation for the HNG-X Business Continuity walk-through week.

### 3.4 Business Continuity Incidents and Issues

There were no potential or Major Business Continuity Incidents during January.



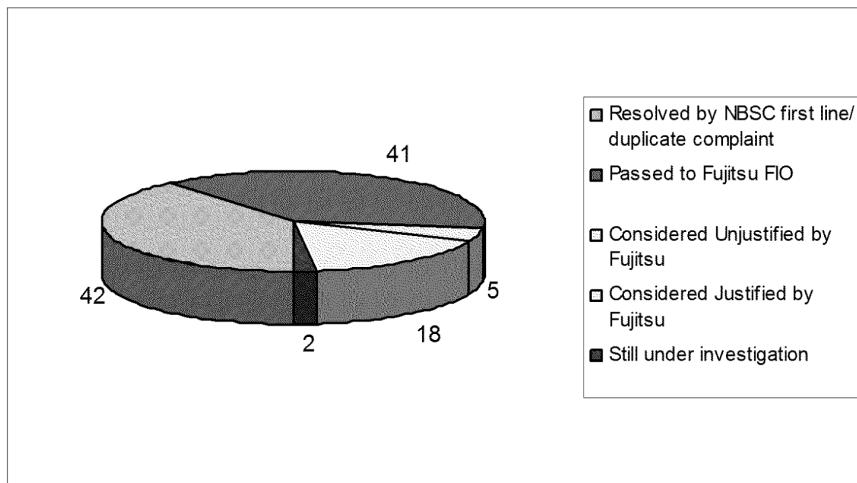
## 4 Complaints

During January 108 complaints were made to NBSC about Fujitsu Services. Of these, 42 were resolved by NBSC or were duplicate complaints, and 66 were passed to Fujitsu Services. 25 required formal investigation, and the remaining 41 were sent for information only. These complaints break down as follows:

41 complaints were in relation to engineering services and equipment. 15 were considered justified, 2 were unjustified, and none are outstanding. 24 were sent for information only.

8 complaints were in relation to online services. None were considered justified, 2 were unjustified, and 2 are outstanding. 4 were sent for information only.

17 complaints were in relation to HSD. 3 were considered justified, 1 was unjustified, and none are outstanding. 13 were sent for information only.



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

#### Engineer Complaints

There were 12 complaints which were considered to be justified in January. The majority of these complaints were caused by engineering delays in getting to site within SLA. This issue is being addressed both within Engineering and HSD to ensure that calls are attended within SLA and that Post Masters are kept better informed of ETAs.

#### HSD Complaints

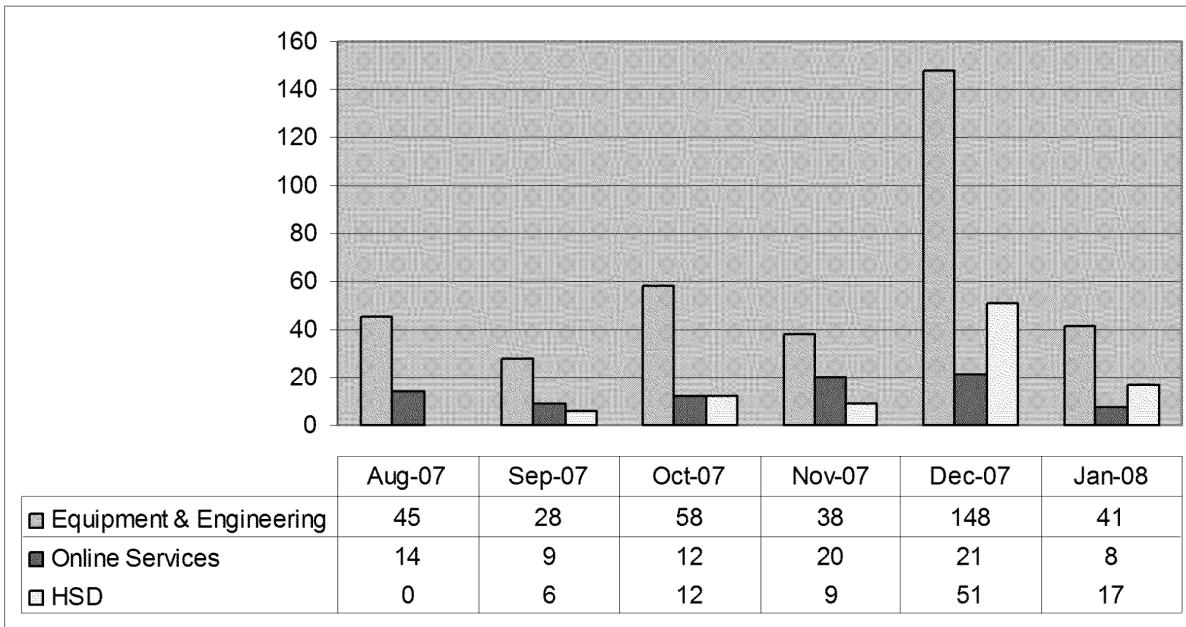
There were 3 justified complaints about HSD. These complaints were due to agents not following the correct resolution procedure and hence not picking up faults which could have been resolved over the phone, rather than requiring an engineer visit. These agents have had reminders of the correct fault resolution process. The unjustified complaint was about SLAs.

#### Online Services Complaints

There were no justified complaints made about online services in January. Both unjustified complaints were due to online services being impacted by line ceases.



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Historical Breakdown of Complaints Data

	Jun07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08
Total number of complaints logged against Fujitsu Services	128	143	86	77	82	67	220	108
Exclusions (duplicate / inappropriate)	22	19	7	18	0	59	0	17
Total number of actual complaints	106	124	79	59	82	8	220	91
Complaints passed to POL Customer Relations	x	x	x	x	x	x	97	25
Complaints excluded by POL Customer Relations (duplicate / chaser)	x	x	x	x	x	x	x	x
Total number of complaints investigated by POL Customer Relations	x	x	x	x	x	x	97	25
Number of complaints passed For Information Only to Fujitsu	n/a	n/a	37	69	42	28	42	67
Number passed to Fujitsu Services for formal investigation	77	99	16	13	9	2	7	25
Number considered justified by Fujitsu Services	38	36	5	2	5	1	4	18

**As the complaints process has changed, reported figures from June 2007 onwards appear differently.**

**X** No figures have been provided by POL.

**n/a** 'Information Only' complaints not forwarded by POL to Fujitsu in June and July. However these have been submitted since August

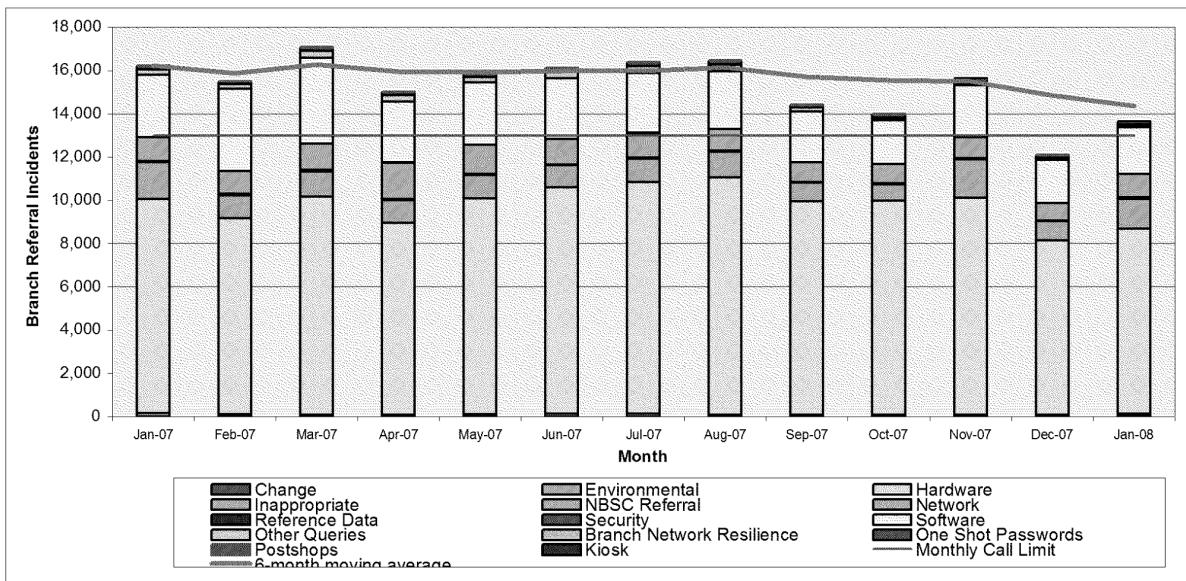


## 5 Service Summary

### 5.1 Horizon Service Desk

January saw an increase in all call categories compared with December. In particular, Hardware call volumes increased by approximately 400 calls, Network by 300, and Software by 150 calls. The volume of Inappropriate calls increased by 500, an increase of over 50% on the previous month. It is believed that the high volume of Inappropriate calls is caused by multiple Inappropriate calls from individual sites, and these sites are being tracked in order to pass this information to Post Office Limited for investigation and education. It is also possible that if PMs are unable to get through to the NBSC, they believe that they can be put straight through by HSD. This potential cause is being investigated.

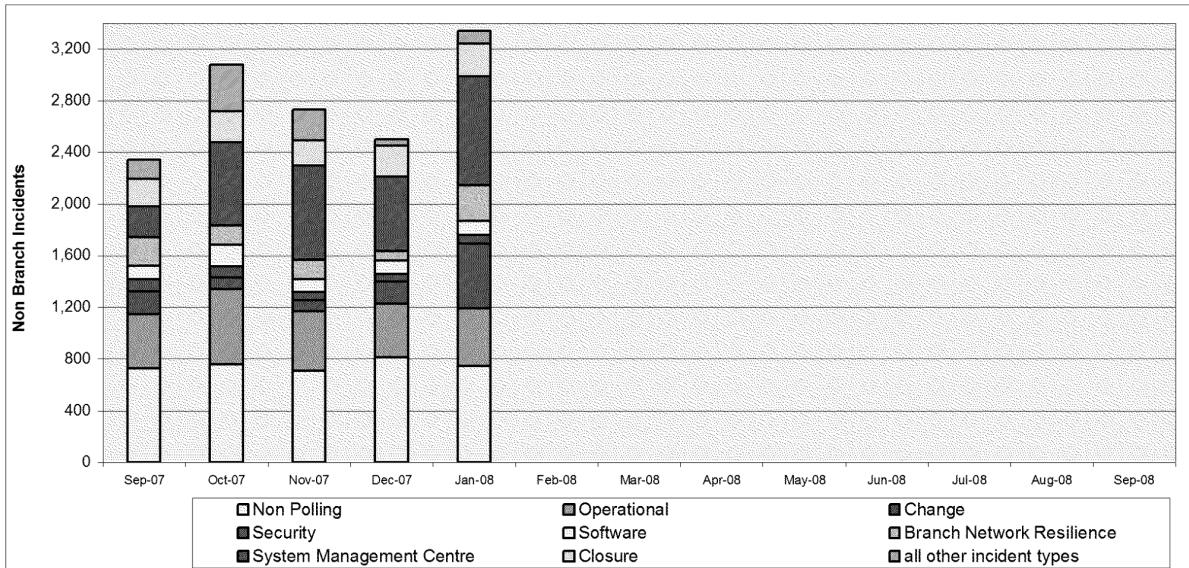
#### Calls logged by Branches



	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08
Branch Network Resilience													
Change	1	2	2	1	1	0	2	13	0	0	7	13	17
Postshops	45	37	46	31	41	33	35	31	29	31	32	27	27
Environmental	152	102	73	68	97	123	126	79	76	80	78	63	79
Hardware	9926	9057	10090	8883	9989	10468	10695	10966	9866	9884	10027	8076	8568
Inappropriate	1654	1065	1161	1062	1083	1018	1089	1195	854	744	1787	883	1388
NBSC Referral	71	85	63	55	33	42	58	48	40	64	40	44	49
Network	1115	1031	1223	1654	1342	1177	1134	992	915	907	975	792	1097
Other Queries	260	216	337	298	223	314	326	296	163	86	105	80	89
Reference Data	0	0	1	0	0	0	0	0	1	0	1	1	1
Security	6	8	12	13	14	14	15	5	0	0	0	0	0
One Shot Passwords	147	114	131	140	119	144	163	174	108	152	174	134	145
Software	2853	3792	3951	2804	2910	2788	2761	2681	2352	2026	2399	1986	2148
Kiosk											5	0	4
Total Calls	16230	15509	17090	15010	15852	16123	16404	16480	14415	13984	15637	12103	13650
6-month moving average	16230	15870	16276	15960	15938	15969	15998	16160	15714	15543	15507	14837	14378
Monthly Call Limit	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000

Non-Branch Calls

This graph shows central infrastructure and branch system monitoring capabilities.



	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Branch Network Resilience	223	151	148	74	277								
Change	172	90	85	176	499								
Security	99	86	64	55	71								
Software	100	165	97	103	107								
Closure	213	240	192	236	248								
System Management Centre	237	644	734	580	844								
Operational	420	581	461	412	449								
Non Polling	729	759	709	815	744								
all other incident types	149	360	242	51	103								
Total Calls	2342	3076	2732	2502	3342								

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

The increase in non-branch logged Change calls is the result of OBC engineering visits for ISDN to ADSL migration fault detection, as well as OBC engineers attending "Core" sites during the tail end of the Epson printer project. There has also been an increase in SMC-coded calls, which is in line with annual trends

Review of HSD SLTs

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	59.0%	89.4%
Calls Abandoned (Target 5%)	12.1%	2.5%



## 5.2 Engineering Service

January saw a general increase in the number of calls logged, although this was in line with annual trends. There was a total of 695 A priority calls logged during this period, and there was an improvement across all SLT measures during January.

January saw a number of issues relating to the OTI and Triole for Service systems, and having to revert to manual processes caused a certain level of desk inefficiency. Fixes to the systems have been implemented where possible.

We carried a high number of calls into January which directly affected our ability to meet our SLTs. These calls were taken into the month due to resource challenges both in the field and on the desk.

Call volumes, as expected, increased in line with annual trends. January saw a significant increase in A priority calls (400 Peripheral and 400 Base Unit) which required additional focus and additional desk intervention. This challenge meant that engineers were diverted more frequently in order to attend high priority calls and subsequently did not attain the same productivity levels as in previous months.

The table below shows our conformance levels following the fourth month of the trial.

SLT	ARL		Oct-07	Nov-07	Dec-07	Jan-07
95%	NO	Base Unit A Priority Calls				
		Priority A - 8hr End to End Service (Back Stop)	91.90%	97.0%	86.60%	90.20%
		Priority A - 3hr Response	84.40%	90.9%	83.4%	87.1%
	NO	Priority A - 6hr Incident to Fix	88.90%	93.9%	81.9%	86.10%
		Priority A - Subsequent 3hr Response	87.50%	75.60%	62.5%	67.4%
	NO	Peripheral A Priority Calls				
		Priority A - 8hr End to End Service (Back Stop)	98.10%	98.7%	93.80%	98.30%
		Priority A - 3hr Response	91.80%	94.0%	88.40%	93.50%
		Priority A - 4hr Incident to Fix	94.50%	93.8%	88.40%	92.30%
		Priority A - Subsequent 3hr Response	55.60%	100%	0% (3 calls)	66.7% (6 calls)
	NO	Priority C - End of Next Business Day	95.30%	96.5%	86.4%	91.2%
		Priority C - End of Next Business Day + 2hrs (flexible structure)	96.20%	97.1%	88.4%	92.50%

The engineering desk has undergone a personnel refresh and restructure, and Fujitsu continues to deliver training presentations to new starters. The MAC desk now proactively chase the engineering desk for VIP branch-logged calls to ensure that focus is optimised.

An off site build was performed for Stockbridge Post Office (217824) with the help of St James Crown Office. Leven Outreach was provided with a free upgrade in communications service type to resolve an ongoing issue.

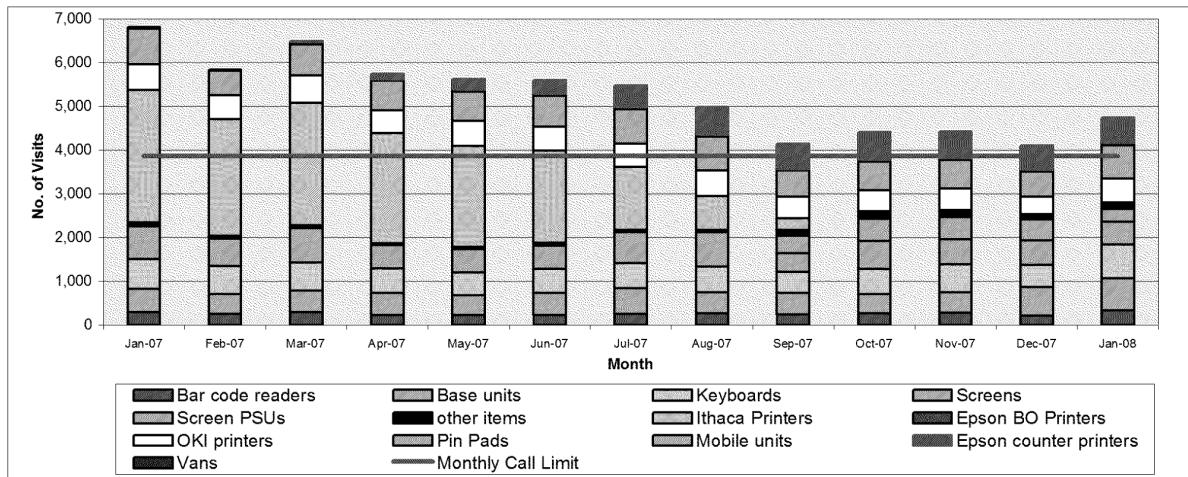
Work on the CTO Pin Pad rig was completed, and we worked closely with POL to ensure that a number of CTO non SLA incidents were attended during January, fitting in with POL training schedules.



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Branch Calls which resulted in an Engineer Visit

Please note this graph reports the number of completed engineer visits during the month which were initiated by a Branch call. The Product type is reported from the D1 engineering system but the numbers do not include any re-visits made against the original call.



	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08
Bar code readers	290	262	294	229	225	226	248	264	234	269	276	212	335
Base units	544	447	495	501	461	506	592	493	497	436	473	649	727
Luggables	42	34	47	29	35	27	40	37	34	51	40	38	57
Keyboards	681	633	642	562	513	550	579	576	476	575	644	523	777
Ithaca Printers	3033	2678	2805	2515	2307	2111	1435	776	256	29	16	10	6
Epson back office printers	2	0	1	x	x	x	x	x	x	x	x	x	x
Epson counter printers			25	124	256	330	500	648	578	644	620	554	578
OKI printers	586	540	615	525	577	545	537	582	494	479	497	401	538
Pin Pads	808	565	719	681	670	713	788	780	601	644	649	579	765
Screens	741	630	776	535	538	538	711	795	441	641	565	555	523
Screen PSUs									396	508	514	467	292
other items	88	64	74	45	47	57	49	45	139	149	139	119	145
Vans													1
<b>TOTAL</b>	<b>6815</b>	<b>5853</b>	<b>6493</b>	<b>5746</b>	<b>5629</b>	<b>5603</b>	<b>5479</b>	<b>4996</b>	<b>4146</b>	<b>4425</b>	<b>4433</b>	<b>4107</b>	<b>4744</b>
Average Daily Visit Rate	284	266	265	274	245	238	228	208	184	177	185	191	198
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875

Please note the addition of an extra category for Engineer visits to Van Branches. All Van visits are included in this category, and details showing the item repaired or replaced are supplied below ;

Triole reference	Branch	Van name	Product	Category	Repair
99002	329604	North Wales Van	PATTM-J7100PTR	Epson Counter Printer	R01 Engineer visit - Unit replaced



## 5.3 Branch Network Services / Central Network

### 5.3.1 Branch Network Services

During January 1062 were calls logged across all Network Types into the HSD.

In total 44 calls failed to hit the 4 hour priority SLA, resulting in 95.9% SLT conformance. 85% of these failed calls failed as the result of delays at HSD or the Engineering desk. This emphasizes the need for us to continue to bridge the gap between the two teams.

The Branch Network Services Troubleshooting Guide is nearing completion and now incorporates several other process documents in order to allow engineers to diagnose faults more accurately when attending a site. Ultimately this will drive down the number of repeat engineer visits and will help to reduce the average age of an Online Services call.

The ISDN to ISDN2e roll out commenced during January and, through proactive management between Cable and Wireless, BT and CMT, we suffered no significant impact to service and the roll out is considered to have been a success.

After analysing problematic calls, we have implemented a service improvement in which a BIM visit is combined with a BT SFI visit. This joint visit allows for a speedier identification of faults, which leads to a reduced resolution time. Recent examples of the success of these visits can be noted in cases such as Maple Cross and Cemetery Road in Barnsley, where we were able to either identify or even resolve the fault during the joint visit. Going forward, we expect this practice to reduce both call age and call volume.

As a result of measuring the GSM usage over the previous month, we picked up an action to recover GSM modems from branches which have not returned them following on line services being restored. The GSM recovery process will shortly be reviewed in order for it to become more proactive. A sweep of all branches currently showing as having GSM modems is underway to ensure that those which are still in the field are in fact in use.

The BT referral process is now in use at the CMT desk, which has enabled us to progress a number of incidents more efficiently, which in turn reduces call duration. The NTE2000 faceplates have now been distributed to engineers who have been given training. This has allowed us to retrieve a number of calls previously referred to POL. We are currently monitoring the use of these faceplates in order to measure the effectiveness of this service improvement.



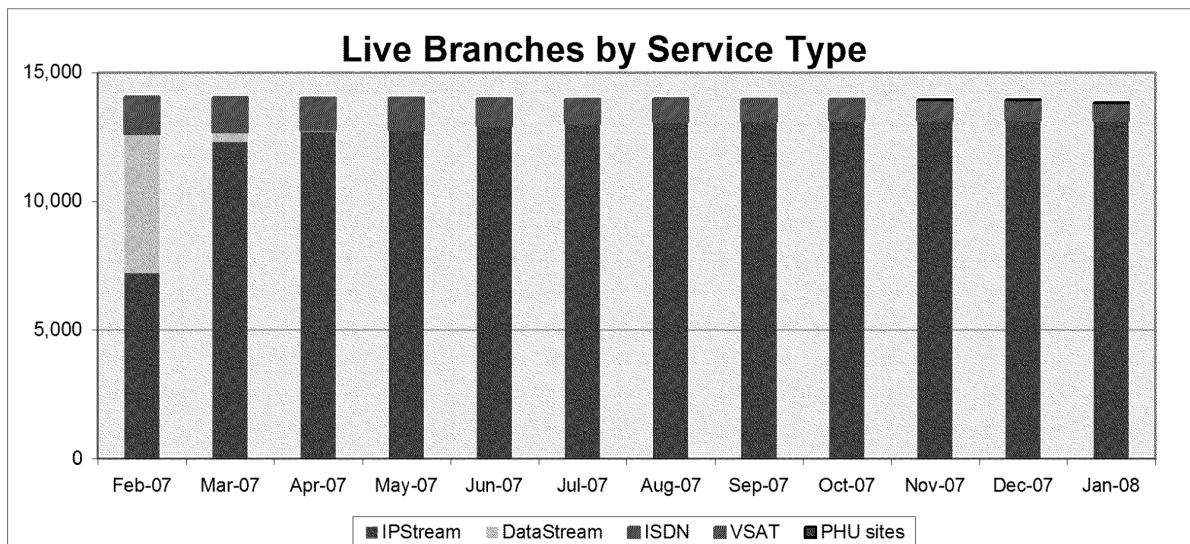
### 5.3.2 Central Network

The Access Layers for ADSL (IP Stream), ISDN (Metered) and VSAT branches remained extremely stable during December. The ATM node incident at Ealing affected multiple BT Wholesale broadband customers and was in line with the expected characteristics of BT Wholesale's network design.

On the EDG2 D/R we are awaiting the results of the 'Zinc Whiskers' testing being performed by CSC before they will allow the server into their Maidstone datacentre. Once complete the remainder of FTMS based AP Clients (ISDN and Leased Line) can be migrated to EDG in preparation for HNG.

#### BRANCH & COUNTER NUMBERS at Month End

Live Branches	13,828
Live Counters	33,968



	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08
IPStream	7,211	12,296	12,709	12,748	12,928	13,031	13,091	13,114	13,130	13,134	13,141	13,133
DataStream	5,402	369	40	17	5	0	0	0	0	0	0	0
ISDN	1,374	1,310	1,205	1,183	1,002	891	840	811	774	741	729	614
VSAT	67	60	61	60	61	61	62	62	61	60	60	60
PHU sites										20	20	21
<b>TOTALS</b>	<b>14,054</b>	<b>14,035</b>	<b>14,015</b>	<b>14,008</b>	<b>13,996</b>	<b>13,983</b>	<b>13,993</b>	<b>13,987</b>	<b>13,965</b>	<b>13,955</b>	<b>13,950</b>	<b>13,828</b>



## 5.4 Operational Branch Change Service

	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Cumulative
TOTAL FAILURES TARGET (2%)	1.35 %	1.96 %	1.54 %	0.89 %	1.20 %	4.40 %	0.00 %	0.00 %	0.00 %	1.20 %	0.00 %	0.00 %	1.29%
TOTAL FAILURES (number)	3	2	3	2	1	3	0	0	0	1	0	0	15
CROWN BRANCH FAILURES (0%)	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00%
CROWN BRANCH FAILURES (number)	0	0	0	0	0	0	0	0	0	0	0	0	0
NUMBER OF CHANGES DELIVERED	99	134	89	80	90	75	89	103	125	89	49	194	1216
NUMBER OF CHANGES - CANCELLED	91	122	85	73	83	68	82	96	117	86	43	174	1120
NUMBER OF CHANGES - CLOSURES	74	98	65	56	57	60	54	77	85	61	33	49	769
TOTAL FAILURES - CLOSURES TARGET (2%)	1.35 %	1.96 %	1.54 %	0.89 %	1.80 %	5.00 %	0.00 %	0.00 %	0.00 %	1.60 %	0.00 %	0.00 %	1.89%

### Failures

None



## 5.5 Service Integration Service

### 5.5.1 Post Shops

Both of the Post Shop SLTs were conformant.

January	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	3	4	8	5	2	22
Number of calls resolved in 8 hours	3	4	8	5	2	22
Number of calls resolved in next day	0	0	0	0	0	0
Number of Hardware faults	3	3	6	1	2	15
Number of software faults	0	1	2	4	0	7
Number of outstanding calls	0	0	0	0	0	0



## 5.6 Data Centre Operations Service / Data File Transfer

The LFS Planned Orders file was impacted by a batch schedule failure in the Prism domain. The inbound file from SAPADS was not received until 10:42 (usual time approx 03:00) which delayed the delivery of files to branches. Tfs call 116567 refers.

### 5.6.1 Day J Failures

There were no Day J failures in January.

## 5.7 Reconciliation Service

There were 47 reconciliation incidents cleared during January. This is 18 more than that reported in December.

There were 4 priority incidents cleared within the 8 hour response SLT.

Of the remaining 43 incidents, 42 were cleared within the 5 day SLT and 1 late due to attendance at the BLE Workshop on 22<sup>nd</sup> January 2008. The increase appears to be due to more customer/client enquiries being raised.

#### Reconciliation issues in January.

There were no reconciliation issues in January.

## 5.8 Reference Data & Message Broadcast Service

No issues to report

## 5.9 Security Service

### Automated Key Refresh

An average of 32 branches a day were selected for key refresh this month resulting in a total of 1005 branches being targeted for refresh. The key refresh algorithm was turned off on the 25th April.

### Manual Key Refresh

The latest TK key for the KMA, DCSM and DCS servers were successfully installed on to the servers at Wigan and Bootle in January.

### 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
68	600	580	1
<b>Query Days this month</b>	<b>YTD Contract</b>	<b>Received YTD</b>	
1504	12500	11257	

**Banking Record Queries**

Received this month	YTD Contract	Received YTD	Outstanding
19	83	160	0

<b>Witness statements provided this month</b>	4	<b>Witness statements YTD</b>	15
<b>Days in court this month</b>	0	<b>Days in court YTD</b>	2

**Current Month and Forthcoming Court Commitments**

Outlet	Date	Court location	Comments
Didcot	7 April 08	Oxford Crown Court	Witness notified
London Road	Mar 08	Reading Crown Court	Witness required awaiting notification of date

**Updates to Previous Months Prosecutions**

Outlet	Comments
None received	



## 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
FS Engineering supporting MLB faults / internal wiring faults	<p>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.</p> <p>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</p>	Training has been completed and the units are now in the field. We are awaiting data to confirm how effective this service improvement has been.	COMPLETED
Utilisation of Message Broadcast Service for automated "email" communication to the branches for Incidents logged in TfS	<p>To link Triole for Service (TfS) to the Horizon MBS and send automated electronic updates to individual branches on the progress of branch logged incidents.</p> <p>This proposal has been discussed at high level with Ref Data and the concept is possible &amp; is supported. POL are also aware of &amp; support the proposal, but require details about cost.</p>	<p>CP has been raised and is progressing through the impacting process. Meeting held with TfS development to initiate technical discussions.</p> <p>This will be part of Phase II TfS implementation in 2008.</p>	IN PROGRESS
Addition of Horizon button to reload Pin Pad reference data.	This button will enable HSD to advise the branch how to fix corrupted reference data, in turn reducing associated engineer visits and enabling resolution at the Helpdesk and improved PM satisfaction.	The pilot was successful. Rollout to the entire estate will take place shortly.	IN PROGRESS
Provision of Card Cleaners to branches	Post Masters will be able to clean the magnetic stripe readers on the keyboards and the Chip and Pin readers on the Pin Pads before deciding the Pin Pad or Keyboard has a faulty reader and contacting the HSD. This will result in a reduction in Pin Pad and Keyboard call volume.	<p>A pilot in which 200 branches used the card cleaners was very successful.</p> <p>Negotiation on cost benefit is ongoing.</p>	IN PROGRESS
Provide branches with spare Bar Code Reader heads.	The ability to swap out bar code readers would result in improved counter availability and a reduction in engineer visits and associated costs.	A pilot is planned in which branches logging a Bar Code Reader fault will have the option to receive a Bar Code Reader by Special Delivery which they can then fit themselves with assistance from HSD.	ON HOLD PENDING BUSINESS CASE


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**Service Improvement Implemented**

Cold Standby OpTIP Remote Gateway for Huthwaite	<p>Following the hardware failures on the OpTIP remote gateway in Huthwaite during August, and the concerns raised regarding the age of the hardware, RMGA have investigated the possibility of providing a 'Cold' standby gateway that could be held at Huthwaite and invoked for contingency purpose.</p> <p>It is planned that this gateway will eliminate the need for CT0593 - PSO_FSL_CR01107_FS - FTMS Server Failure Contingency Process.</p>	<p>A 'Cold Standby/Emergency' OpTIP Gateway for the Post Office Limited Northern Data-Centre has been installed and is on standby.</p>	<b>COMPLETED</b>
---	---	--	------------------



## 7 Sense & Respond

The data captured during January has highlighted the top 2 highest demand types as being Hardware and Software. Trend analysis has shown the total call volume for Hardware during January to have increased by 503 calls (total of 8595) and an increase of Software calls by 163 calls (total of 2163).

There was a total of 1217 Pin Pad calls in January, with the highest call type being 'Smart Card reader faults' (372 calls). 'Ask card to be swiped' is now the second highest Pin Pad failure. Hypercom will be sent an example unit along with the counter login to investigate why this issue occurs.

It is thought that the Pin Pad card cleaners could resolve many of these issues. A business case is in progress.

For hardware demand, the highest call volume received is for Counter Printer faults (2919 calls received in January – a decrease of 185 calls from December). There is a Sense and Respond action in place to increase the volume of calls resolved by HSD, and we are capturing information and investigating the calls with engineer resolution code R08- 'No action taken/User advised'.

During January, 4737 chase calls were received (+1590 calls from December), with the highest chase call type being for Customer Calls (1411 calls). 986 engineering update chase calls were received during January. An additional objective regarding engineering calls is to reduce the amount of calls to the HSD from Touch, Fujitsu and ROMEC engineers.

An action measuring the amount of calls received from engineers shows an increase from December to January of 985 calls (a total of 2574 inbound calls received from engineers). The majority of these calls were appropriate, requesting various HSD checks, and the number of inappropriate calls, for example asking how/what to do, has decreased. This action is now closed pending review due to the decreased level of inappropriate calls.

1081 calls were logged during January as the result of a monitor fault- a decrease of 255 calls from December. This represented a total of 789 faults (73%) being resolved by engineering and 292 faults (27%) by the HSD. The Sense and Respond monitor action aims to improve the HSD fix rate, and a 'Sharing knowledge' meeting is currently being arranged between HSD, Engineering and Optima in order to review current monitor diagnostics from the desk and to identify further checks/tools/approaches that can be adopted to help increase first time fix at the desk.

1264 Inappropriate calls were received by HSD from Post Masters during January. This is an increase of 340 calls from December, and makes up 10% of all calls. The rise in Inappropriate calls is thought to be the result of NBSC changing its call/support options, as Post Masters now call HSD instead of calling NBSC direct, believing they can be put straight through rather than having to use call direct options or leaving voicemail. The rise is also thought to be the result of multiple Inappropriate calls from individual branches. Branches making more than 3 Inappropriate calls per month are being tracked, and a list is sent to POL for investigation and education.

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## 8 DECEMBER SERVICE LEVEL PERFORMANCE

## 8.1 Horizon Service Desk

Ref	SLT	ARL	Horizon Service Desk	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08
	80%		Calls answered within 30 seconds	83.6	82.8	89.5	89.1	80.4	88.9	89.6	89.9	90.0	88.8	89.5	63.1	89.4
				Q1		85.3		Q2		86.1		Q3		89.8	Q4	
	<10.0 secs		Average Time to Answer <10.0 seconds	7.0	7.0	8.0	7.0	7.0	7.0	7.0	7.0	7.0	6.0	8.0	7.0	7.0
				Q1		7.3		Q2		7.0		Q3		7.0	Q4	
	<5%		Calls not answered	2.7	2.0	2.7	2.6	3.5	2.5	2.7	2.2	3.8	2.2	2.7	13.0	2.5
				Q1		2.5		Q2		2.9		Q3		2.9	Q4	
	100%		Voicemail available outside HSD standard hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q1		100.0		Q2		100.0		Q3		100.0	Q4	
	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
				Q1		100.0		Q2		100.0		Q3		100.0	Q4	
	>=85%		First Time Fix	88.5	89.7	89.8	90.2	89.6	89.7	91.0	91.2	92.0	92.7	91.8	93.7	92.7
				Q1		89.8		Q2		89.8		Q3		91.4	Q4	
	95%		Software incidents resolved by Reboot <=15 minutes	97.74	97.33	96.39	96.42	96.06	95.2	96.98	96.97	91.16	93.54	95.13	95.15	95.31
				Q1		97.13		Q2		95.9		Q3		95.93	Q4	
	100%		Software incidents resolved by Reboot <=30 minutes	100.00	99.74	99.34	99.46	98.74	97.86	99.74	98.89	93.69	99.80	98.97	98.98	99.46
				Q1		99.68		Q2		98.69		Q3		98.33	Q4	



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## 8.2 Engineering Service

Ref	SLT	ARL	Branch Infrastructure - Call to Fix  Priority A - 4 hours (flexible structure)  Priority B - 8 hours (flexible structure)  Priority C - End of Next Business Day (flexible structure)  Priority A - 6 hours (flexible structure)  Priority B - 10 hours (flexible structure)  Priority C - End of Next Business Day + 2 hours (flexible structure)  Postshop Engineer - Call to Fix  Critical incident within 8 hours  Non-critical incident within 48 hours	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08
95%	NO			68.9	77.5	76.6	73.0	74.8	80.4	71.9	74.5	82.7	82.1	83.9	75.5	
							Q1	73.8		Q2	76.4		Q3	75.9		
95%	NO															
				N/A												
							Q1	N/A	Q2	N/A	Q3	N/A	Q4	N/A	N/A	
95%	NO															
				92.4	94.8	92.9	93.2	95.7	91.3	89.8	91.0	91.9	95.3	96.5	86.4	
							Q1	93.3		Q2	93.4		Q3	90.8		91.2
100%	NO															
				82.6	87.7	86.3	84.2	86.8	88.1	82.4	82.6	88.1	89.9	93.8	83.8	90.6
							Q1	85.2		Q2	86.5		Q3	84.1		89.5
100%	NO															
				N/A												
							Q1	N/A	Q2	N/A	Q3	N/A	Q4	N/A	N/A	
100%	NO															
				93.0	95.3	93.6	94.1	96.2	92.2	90.7	91.9	92.6	96.2	97.1	88.4	92.5
							Q1	94.0		Q2	94.1		Q3	91.7		94.3
100%	NO															
100%	NO															
				100.0	100.0	100.0	95.4	100.0	100.0	100.0	100.0	100.0	100.0	100.0	50.0	100.0
							Q1	100.0		Q2	98.5		Q3	100.0		83.3
100%	NO															
				100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	91.7	100.0
							Q1	100.0		Q2	100.0		Q3	100.0		97.2


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### 8.3 Branch Network Service

Ref	SLT	ARL		Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08
			Branch Telecom Infrastructure - Call to Fix													
95%	NO		Priority A - 4 hours (flexible structure)	97.6	98.3	96.4	95.1	96.8	96.7	98.3	96.8	97.4	97.8	97.8	96.1	95.9
				Q1	97.4		Q2		96.2		Q3	97.5		Q4	97.2	
95%	NO		Priority C - End of Next Business Day (flexible structure)	96.0	N/A											
				Q1	N/A		Q2		N/A		Q3			Q4	N/A	N/A
100%	NO		Priority A - 6 hours (flexible structure)	98.1	99.1	97.7	96.2	97.4	97.5	98.6	98.5	98.1	98.7	99.2	97.6	97.4
				Q1	98.3		Q2		97.0		Q3	98.4		Q4	98.5	
100%	NO		Priority C - End of next business day + 2 hours	96.0	N/A											
				Q1	N/A		Q2		N/A		Q3	N/A		Q4	N/A	N/A
<b>Branch and Counter Availability</b>																
>98.80%	NO		Branch Availability during the Critical Period	TBC												
				Q1	TBC		Q2		TBC		Q3	TBC		Q4		
>98.53%	NO		Counter Availability during the Critical Period	TBC												
				Q1	TBC		Q2		TBC		Q3	TBC		Q4		
>99.43%	NO		Branch Availability during Post Office Core Day	99.7	99.8	99.8	99.7	99.7	99.8	99.7	99.8	99.9	99.8	99.8	99.8	99.8
				Q1	99.8		Q2		99.7		Q3	99.8		Q4	99.8	
>99.13%	LD		Counter Availability during Post Office Core Day	99.2	99.4	99.3	99.2	99.4	99.3	99.4	99.5	99.6	99.4	99.7	99.4	99.5
				Q1	99.3		Q2		99.3		Q3	99.5		Q4	99.5	
<b>Banking &amp; Related Services Reliability</b>																
99%	LD		Fixed Connection Reliability	100.0	100.0	100.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q1	100.0		Q2		99.7		Q3	100.0		Q4	100.0	
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	100.0	100.0	100.0
				Q1	100.0		Q2		100.0		Q3	100.0		Q4	100.0	
97%	LD		Dialed Connection Reliability	100.0	100.0	99.0	98.0	99.0	99.0	99.0	99.0	99.0	100.0	100.0	100.0	100.0
				Q1	99.7		Q2		98.7		Q3	99.3		Q4	100.0	

Priority C targets have now ceased as agreed.



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## 8.4 Central Network Service

Ref	SLT	ARL		Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	
			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	99.9	100.0	
			Banking Authorisation Agent Availability for Each Availability Period		100.0		Q2		100.0		Q3		100.0		Q4		99.9
	<=1	NO	Number of PI outages >2 minutes for same bank	0	0	0	0	0	0	0	0	0	0	0	0	0	0
					0		Q2		0		Q3		0		Q4		0
	<=2	NO	Number of PI outages >2 minutes for different banks	0	0	0	0	0	0	0	0	0	0	0	0	0	0
					0		Q2		0		Q3		0		Q4		0



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## 8.5 Data Centre Operations Service

### 8.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08
			<b>Banking &amp; Related Services Transaction Times</b>													
	<=2.5 secs	LD	Average time for Banking Transactions across Fixed, ADSL & Dialed Connections	0.36	0.36	0.36	0.36	0.36	0.36	0.35	0.35	0.36	0.36	0.36	0.35	0.34
				Q1	0.36		Q2		0.36	Q3		0.35	Q4		0.36	
	96.5%	LD	<b>DFD Outbound - APS All Clients</b>													
			APS transactions delivered by 23:59hr Day B	99.8	99.9	99.7	99.7	99.8	99.8	99.7	99.7	99.7	99.8	99.8	99.3	99.8
				Q1	99.8		Q2		99.8	Q3		99.7	Q4		99.6	
	97.5%	LD	APS transactions delivered by Day C	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.7	99.9
				Q1	99.9		Q2		99.9	Q3		99.9	Q4		99.8	
	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	99.9	99.8	99.9
				Q1	99.9		Q2		99.9	Q3		99.9	Q4		99.9	
	100%	LD	APS transactions delivered by Day J	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9	100.0	100.0
				Q1	100.0		Q2		100.0	Q3		100.0	Q4		99.9	



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**8.5.2 Data File Delivery - LFS**

Ref	SLT	ARL		Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08
			<b>DFD Outbound - LFS</b>													
97%	NO		Confirmation of pouch received at Branch by 22:00hr Day A	99.9	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				Q1		Q2			99.9	Q3		99.9	Q4		99.9	
97.2%	LD		Confirmation of pouch received at Branch by Day B	99.9	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				Q1	99.9	Q2		99.9	Q3		99.9	Q4		99.9		
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	100.0	100.0	100.0
				Q1	100.0	Q2		100.0	Q3		100.0	Q4		100.0		
97%	NO		SAPADS Pouch collected from Branch by 22:00hr Day A	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				Q1	99.9	Q2		99.9	Q3		99.9	Q4		99.9		
97.2%	NO		SAPADS Pouch collected from Branch by Day B	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				Q1	99.9	Q2		99.9	Q3		99.9	Q4		99.9		
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	100.0	100.0	100.0
				Q1	100.0	Q2		100.0	Q3		100.0	Q4		100.0		
96.25%	NO		Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.7	99.8	99.7	99.0	99.7	99.7	99.7	99.8	99.8	99.8	99.8	99.8	99.8
				Q1	99.7	Q2		99.5	Q3		99.8	Q4		99.8		



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### 8.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	
			<b>DFD Outbound - POL MIS</b>														
96%	NO		Transaction records to TIP gateway by 03:00hr Day B	99.1	99.2	99.0	98.8	99.1	99.1	99.0	99.0	99.2	99.2	99.0	98.6	99.0	
				Q1		99.1		Q2		99.0		Q3		99.1	Q4		98.9
97%	NO		Transaction records to TIP gateway by 03:00hr Day C	99.8	99.8	99.7	99.6	99.7	99.7	99.7	99.7	99.7	99.8	99.7	99.3	99.7	
				Q1		99.7		Q2		99.7		Q3		99.7	Q4		99.6
98%	NO		Transaction records to TIP gateway by 03:00hr Day D	99.9	99.9	99.8	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.6	99.9	
				Q1		99.9		Q2		99.9		Q3		99.9	Q4		99.8
100%	NO		Transaction records to TIP gateway by 03:00hr Day J	99.9	100.0	100.0	99.9	99.9	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	
				Q1		99.9		Q2		99.9		Q3		100.0	Q4		99.9
			<b>DFD Outbound - POLFS</b>														
96%	NO		Transaction records loaded to configured POLFS by 07:30hr Day B	99.1	99.1	99.0	98.8	99.1	99.1	99.0	99.0	99.1	99.1	99.0	98.5	99.0	
				Q1		99.0		Q2		99.0		Q3		99.0	Q4		98.9
97%	NO		Transaction records loaded to configured POLFS by 07:30hr Day C	99.8	99.8	99.7	99.6	99.7	99.7	99.7	99.6	99.7	99.8	99.7	99.3	99.7	
				Q1		99.7		Q2		99.7		Q3		99.7	Q4		99.6
98%	NO		Transaction records loaded to configured POLFS by 07:30hr Day D	99.9	99.9	99.8	99.8	99.8	99.9	99.8	99.8	99.9	99.9	99.9	99.6	99.8	
				Q1		99.9		Q2		99.9		Q3		99.8	Q4		99.8
100%	NO		Transaction records loaded to configured POLFS by 07:30hr Day J	99.9	100.0	100.0	99.9	99.9	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	
				Q1		99.9		Q2		99.9		Q3		100.0	Q4		99.9


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

Ref	SLT	ARL		Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	
			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	
	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	
	<=2	NO	DFD Outbound - Reconciliation Files	Q1	100.0	Q2	100.0	Q3	100.0	Q4	100.0	Q1	100.0	Q2	100.0	Q3	100.0
	<=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	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	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	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	100.0
	100%	LD	DFD Outbound - HR SAP	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			HR SAP delivered to the POL gateway by 21:30hr on the Friday preceding the pay run date	Q1	100.0	Q2	100.0	Q3	100.0	Q4	100.0	Q1	100.0	Q2	100.0	Q3	100.0



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

Ref	SLT	ARL		Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08
			<b>DFD Inbound - LFS</b>													
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	98.0	98.6	98.6	98.9	99.2	99.3	99.4	99.4	99.6	99.5	98.8	98.6	88.3
				Q1	98.4		Q2		99.1	Q3		99.5	Q4		99.0	
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	99.5	99.8	99.7	99.7	99.5	99.7	99.7	99.7	99.8	99.9	99.8	99.8	99.8
				Q1	99.7		Q2		99.6	Q3		99.8	Q4		99.8	
			<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	97.7	98.1	98.6	98.9	99.3	95.6	99.5	99.4	99.4	99.6	98.8	98.6	98.8
				Q1	98.1		Q2		97.9	Q3		99.5	Q4		99.0	
	96%	LD	Transaction corrections available by 12:00 on Day B	99.6	99.8	99.7	99.3	99.7	99.9	99.8	99.8	99.9	99.9	99.8	99.6	99.8
				Q1	99.7		Q2		99.6	Q3		99.8	Q4		99.7	
	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	100.0	100.0	100.0	100.0	100.0	100.0
				Q1	100.0		Q2		100.0	Q3		100.0	Q4		100.0	



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### 8.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08
			<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	0.0	0.0	0.0
				Q1	0.0		Q2		0.0		Q3		0.0	Q4		0.0
	<=8 core hrs	NO	Outages in Core Hours where the Core AND Banking Solutions are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
				Q1	0.0		Q2		0.0		Q3		0.0	Q4		0.0
	<=14 core hrs	NO	Outages in Core Hours where the Core Solution AND Other Services are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
				Q1	0.0		Q2		0.0		Q3		0.0	Q4		0.0
	98.5%	NO	<b>POL FS Availability</b>													
			POL FS Availability	100.0	100.0	100.0	99.5	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q1	0.0		Q2		99.8		Q3		100.0	Q4		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
				Q1	0.0		Q2		0.0		Q3		0	Q4		0.0
	99.75%	NO	<b>Transaction Enquiry Service</b>													
			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
				Q1	100.0		Q2		100.0		Q3		100.0	Q4		100.0
	97%	NO	Transaction received in the data centre between 07:00 and 20:00 daily will be available within 15 mins on TESQA	100.0	100.0	100.0	99.9	99.5	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q1	100.0		Q2		99.8		Q3		100.0	Q4		100.0
	100%	NO	If TES fails transaction received between 07:00 and 20:00 will be available within 2 hours on the TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q1	100.0		Q2		100.0		Q3		100.0	Q4		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
				Q1	100.0		Q2		100.0		Q3		100.0	Q4		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
				Q1	100.0		Q2		100.0		Q3		100.0	Q4		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
				Q1	100.0		Q2		100.0		Q3		100.0	Q4		100.0



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## 8.6 Reference Data Service

Ref	SLT	ARL		Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	
			DFD Inbound - APS Tariff data														
96%	NO		APS reference data delivered by Day B	99.6	99.7	99.6	99.1	99.7	99.6	97.5	99.6	99.8	99.7	99.7	99.5	99.7	
				Q1		99.6		Q2		99.5		Q3		99.0	Q4		
97%	NO		APS reference data delivered by Day C	99.8	99.9	99.8	99.5	99.8	99.8	99.8	99.8	99.8	99.9	99.9	99.8	99.8	99.8
				Q1		99.8		Q2		99.7		Q3		99.8	Q4		
98%	NO		APS reference data delivered by Day D	99.9	99.9	99.9	99.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				Q1		99.9		Q2		99.8		Q3		99.9	Q4		
100%	NO		APS reference data delivered by Day J	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q1		100.0		Q2		100.0		Q3		100.0	Q4		
			DFD Inbound - Reference Data														
96%	NO		Reference data delivered by Day B	99.7	99.7	99.8	99.6	99.8	99.7	99.6	99.8	99.7	99.8	99.8	99.7	99.7	99.7
				Q1		99.7		Q2		99.7		Q3		99.7	Q4		
97%	NO		Reference data delivered by Day C	99.8	99.9	99.8	99.6	99.8	99.8	99.8	99.8	99.9	99.8	99.8	99.8	99.9	99.9
				Q1		99.8		Q2		99.8		Q3		99.8	Q4		
98%	LD		Reference data delivered by Day D	99.8	99.9	99.9	99.7	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				Q1		99.9		Q2		99.8		Q3		99.9	Q4		
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	100.0	100.0	100.0	100.0	100.0
				Q1		100.0		Q2		100.0		Q3		100.0	Q4		



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## 8.7 Reconciliation Service

Ref	SLT	ARL		Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	
	95%	NO	Exception / Error Resolution														
	95%	NO	Banking & Related Services Priority Exceptions resolved in 8 hours or less	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	
	95%	NO	BIM report issued within 5 working days	Q1		100.0		Q2		100.0		Q3		100.0		Q4	
	by 12:00	LD	Payment File Delivery to Merchant Acquirer (Debit Card)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	96.8	100.0	100.0	100.0	97.6	95.5	97.6
	by 12:00	LD	Payment file delivered to MA on the day following creation date of the file	Q1		100.0		Q2		100.0		Q3		98.9		Q4	
	by 12:00	LD		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	by 12:00	LD		Q1		100.0		Q2		100.0		Q3		100.0		Q4	