

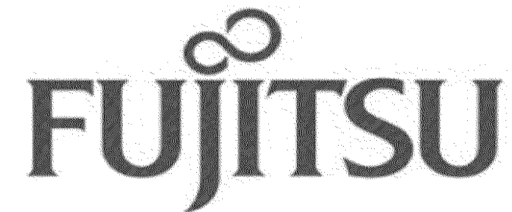
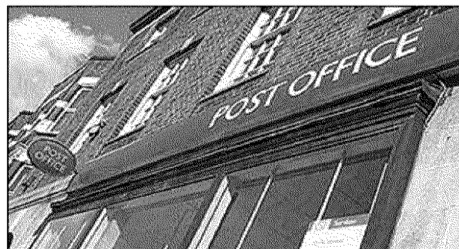


THE POSSIBILITIES ARE INFINITE

FUJITSU SERVICES  
POST OFFICE ACCOUNT

**SERVICE REVIEW**

**MARCH 2004**



Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

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**Title:** SERVICE REVIEW - MARCH 2004

**Abstract:** This document contains a summary of the Monthly Service Performance Statistics for the Period  
1<sup>st</sup> to 31<sup>st</sup> March 2004

**Status:** Definitive

**Distribution:** Service Management Forum  
Fujitsu Services, Post Office Account: Business Manager  
Fujitsu Services, Post Office Account: Customer Service Management Team  
Fujitsu Services, Post Office Account: Customer Service Intranet  
Fujitsu Services, Post Office Account: Library

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**Signature:** **Date:**

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1.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	14/04/04	Service Review Book for March 2004 performance – Review and SLT data.

## 1.2 ASSOCIATED DOCUMENTS

Version	Date	Title
1.0	14/4/04	SRB Annex for March 2004

## 1.3 ABBREVIATIONS

CNIM	Counter Network Infrastructure Management	IT	Information Technology
ES	Engineering Service	MIS	Management Information Service
FIO	For information only	OSP	One Shot Password
FS	Fujitsu Services	SIP	Service Improvement Plan
HSH	Horizon System Helpdesk	SLT	Service Level Target
		TBN	To be notified

## 1.4 GLOSSARY

For ease of use the glossary of terms used in this review book are classified by the main reporting groups against which they appear:

### ● HELPDESK SERVICES

Business Incidents	Calls received and apparently related to a specific business issue which at the time is unknown – later re-classified to appropriate category
Environmental	Calls to register an environmental problem
Hardware	Calls diagnosed as relating to a system hardware fault
Inappropriate Helpdesk	Calls received at the HSH that are inappropriate and will be dealt with by the NBSC
Network	Calls diagnosed as relating to a system network fault
NBSC Referral	Calls received at the HSH that have been referred by the NBSC
Other	Calls relating to PO closures, reference data changes, miscellaneous environmental issues and failed verification calls
Reference Data	Calls diagnosed as relating to a reference data fault
Software	Calls diagnosed as relating to a system or application software fault
Security	Calls relating to security breaches or for the requirement of one shot passwords

### ● TIME TO FIX

'A' Priority	Logged calls that reflect a fault, which has "resulted in substantial impact on all automated counter positions in the branch"
'B' Priority	Logged calls that reflect a fault, which has "resulted in substantial impact on an automated counter position, but not all automated counter positions in the branch"

**1.5 CHANGES IN THIS VERSION**

<b>Section 3.2</b>	Logged Call Profile – call volumes for Aug-03, Sep-03, Oct-03, Jan-04, Feb-04 & Mar-04 have been adjusted by excluding calls which are deemed to have been caused by 'System Outage' events. These calls are shown in red but have been excluded from the graph and from the totals shown. Details of the calls excluded are shown as a separate table within Section 3.2
<b>Section 3.2.1</b>	The calls listed above have also been excluded from the 'Network Calls by Cause Code' graph & the 'Software Calls by Problem Type' graph.
<b>Section 3.5</b>	The 'Operational Branch & Counter Volumes' graph now shows the forecast number of Branches & Counters for the year to come. Historical data has been restricted to the last 6 months.

## 2 MARCH REVIEW OF SERVICE

### 2.1 Management Summary

Following the decision by Fujitsu Services to register a Corporate Red Alert as a result of a number of service outages affecting the Horizon service, work has now started in earnest to identify those areas where there are potential points of failure either in the technical design of the system, or within the surrounding processes. This has led to the production of a "Service Resilience and Recovery Catalogue" (SRRC), which is currently being populated together with the "Service Enhancement Register". Fujitsu Services will be sharing the content of individual entries with Post Office Ltd, where it is felt that a full understanding of the business or service impact is required to enable both parties to either discard the entry as "not required" or to discuss how it might be taken forward and a solution developed and costed.

Following agreement with Post Office Ltd, the Corporate Red Alert was downgraded to Amber Alert status on 6<sup>th</sup> April 2004, however Fujitsu Services wishes to reaffirm to Post Office Ltd that the focus applied over recent weeks in identifying those areas of weakness etc. will continue.

There were three notable events during the month:

- On Wednesday 3<sup>rd</sup> March there was a communications outage lasting approximately 2.5hrs between Fujitsu Services and Streamline preventing a small number of Debit Card settlement transactions from taking place. We believe this, and similar communications issues to be caused by a mis-match of MID's & TID's between Fujitsu Services and Streamline, and this is being investigated as part of the Corporate Red Alert action plan. However, at this point, the service operating within the Fujitsu Service domain appears to be working to specification.
- On Monday 29<sup>th</sup> March 65 branches in the South Manchester area were subject to an On Line Services failure following a fire in a BT service tunnel in Manchester City centre. Service was gradually restored over the following five days as BT engineers repaired the damaged cables.
- During the afternoon of Tuesday 30<sup>th</sup> March, the mains power to the Wigan data centre was lost however backup power was instantaneously provided by the UPS and generator.

In the business as usual area, Fujitsu Services is still being hit by a higher than expected volume of calls to the HSH and subsequently in the number of engineering visits made to live sites. The outcome of the internal Fujitsu Services Engineer Visit Reduction project has now been published and shared with Post Office Ltd as part of the cross-domain Call Reduction problem. Fujitsu Services believes there are a number of quick wins to be had by improving the quality of 1<sup>st</sup> line diagnosis within the HSH and closer supplier management in relation to the quality of spares within the spares loop. There is however a number of issues surrounding the Back Office Printers where both Fujitsu Services and Post Office Ltd will need to work closely together if calls are to be reduced and discussion has already commenced in this area.

As a result of the higher than expected number of calls, both the HSH and UKME have failed to reach conformance to SLT in March. Although UKME's performance is much improved over February, the Average Time To Repair SLT was not achieved. Similarly, the HSH Abandoned Call SLT also failed to reach the target. Fujitsu Services wishes to discuss with Post Office how we can move forward against a background of increased calls to the HSH and the Engineer Services which we believe at this stage are unlikely to fall below the contracted limits.

### 2.1.1 OBC Branch Change Service Summary

During March 2004, 339 branch changes were completed compared to 278 in February 2004 with the Fujitsu Services failure rate increasing to 7.96% from 5.76% (2.96% over the 5% target). During March there were 27 failures attributable to Fujitsu:

- 8 BT line plant issues (Trunch, Warsop Vale, Aveton Gifford, Elsrickle, Newchurch, Forden, Adisham and Craig-y-don)
- 6 No telecommunications or installed incorrectly (Chudleigh Knighton, Carsphairn, Whissendine, Chute Standen, Kennoway, Kingston St Michael and Boswall Drive)
- 5 Faulty hardware (Newchurch, Eggleston (Storage and Service Site), Camberwell Green, Saltney Ferry and Monks Road)
- 3 Incorrect dates in OCMS (Kingsbridge, Westerhope and Broughton Astley)
- 2 Engineer attending on incorrect dates (Hornsey Road and Melville Road)
- 1 Software configuration issue (Marchmont Street)
- 1 Horizon equipment damaged in transit (Newchurch)
- 1 ProdList mismatch (Glenholt)

#### 2.1.1.1 Service Improvements Implemented and Highlights

- Fujitsu Services have tabled the proposal for the new service for BT Pre-Survey for ISDN. Fujitsu Services will commence work ahead of a formal CCN and expect to start 3rd May 2004. In the interim, a joint meeting between both businesses is planned for 15th April 2004 to realign lead times and OBC E2E Processes.
- 24 branches have successfully converted from VSAT to ISDN
- 6 directly managed branches; Tooting, Peckham, Camberwell Green, South Harrow Edgware and Albany Road have now converted to Franchise operation.
- A successful joint meeting regarding unplanned closures was held on 29<sup>th</sup> March 2004 between POL NIET Central, NBSC and Fujitsu Services where outline roles and responsibilities were agreed.

### 2.1.2 ADSL Hardware Rollout

This month 1164 sites have received an ADSL hardware upgrade out of a scheduled 1427 and we are now hitting the 250 - 300 per week upgrade target. Saturday working is still being utilised to maintain the numbers over and above those required to sustain our beat rate of

1000 ADSL enabled branches per month from April 2004. This beat rate will be increased to between 350 – 400 per week as further engineer resource becomes available following security vetting.

Joint Post Office Ltd / Fujitsu Services workshops have been held to identify the support processes for ADSL enabled branches. These processes have now been agreed and implemented with fine-tuning to take place as a result of the ADSL pilot. The ADSL pilot is now underway with the successful go live of Calthorpe House. We expect to have 29 live pilot sites live after the Easter weekend.

### **2.1.3 Icon Service**

Icon Batch 2004-01 has now been initiated. This batch contains 10 new icons and is scheduled for release with S60 Counter rollout, with an estimated start August 2004. Images have been received from Escher and have been sent to Post Office Ltd for approval.

### **2.1.4 Business Continuity**

There were continuing problems with the Debit Card Service during March, and these are being dealt with as part of the Corporate Red Alert. Two faults have currently been addressed.

- 1) Streamline and Fujitsu Services MID/TID Databases contained inconsistencies for which Streamline closed the TCP/IP socket connection.
- 2) The closing of the TCP/IP socket caused the Authorization Agent to fail. An enhancement has been introduced to eliminate this.

There are remaining faults to be resolved. These include a 'Bad format' problem and further suspected X25 communication inconsistencies/failures.

On Monday the 29th March approximately 65 Branches in the Manchester area were without online services due to the fire in the BT Tunnel. Only one outlet is now without online services due to this incident.

On the afternoon Tuesday the 30<sup>th</sup> of March mains power to Wigan Data-centre was lost and power was successfully provided from the UPS and generator.

The OpTIP, NBE Interface and the initial ADSL operational business continuity tests were successfully conducted during March. A walk-through of the Alliance & Leicester disaster recovery documentation and processes was also successfully conducted.

### **2.1.5 Message Broadcast**



Fifty two (52) message broadcasts (MBS) were received for March (MBS054-MBS105). Fujitsu Services Reference Data team highlighted several issues during March. The email for MBS 058 was sent at 16:32 on 1st March, but the Duty Manager did not get paged until 09:05 on 2nd March. The email was not received on the Fujitsu network until 06:32 on 2nd March.

Several amendments were agreed verbally between Post Office Ltd and Fujitsu Services over the phone, i.e. changes made to FADs that had been included and characters corrected.

### 2.1.6 Complaints

The volume of referred complaints has increased from 26 in February to 27 in March. As with the previous two months, complaints are being received regarding delays to site within the Engineer Service and instances where online services are unavailable.

The level and nature of complaints received is clearly unacceptable to both Post Office Ltd and Fujitsu Services. The Engineer Service is currently subject to a Service Improvement Plan that is being focussed on the need to meet both our service targets and customer expectations. A review of the provision of the on line service is being undertaken as part of the Corporate Red Alert. These initiatives are expected to deliver a sharp reduction in the number of complaints received.

### 2.1.7 Horizon Systems Helpdesk – Logged Call Profile

The number of calls received by the HSH from live Post Office branches has increased by 8.5% this month, with 15153 calls being received against 13855 in February 2004. It must be noted that there were 3 extra working days in March (25 vs. 22), and this is a contributing factor in increased call volumes.

**Hardware:** Up by 11% from 6373 in February 2004 to 7178 this month. The most significant increase this month relates to counter office printer issues. Counter printer issues account for 547 of the total 805 additional Hardware calls raised this month. The other areas of call increase were relating to Keyboards, and Monitors, both of which had increases of circa 100 incidents each in the past month. Back Office printer issues have decreased from February, but still remain high as a result of the FRTS printout that is produced each morning by the branches. See Problem PM0000470 for complete analysis of this issue.

**Network:** Up by 22% from 1142 in February 2004 to 1467 this month. This increase was mainly due to the fire at the Manchester BT exchange on the 29th of March.

**Software:** Software results in terms of absolute volumes were almost identical to last month (4041 in March vs. 4003 in February). Taking in to account the increased working days this month, as well as the ever increasing volume of the on-line services it would seem to show an overall improved robustness/stability of the Horizon system.

**Inappropriate:** Up by 9% from 1298 in February 2004 to 1434 this month. While this is an increase in absolute terms, when taking in to account the extra working day in March it shows that the calls raised per day have actually decreased.

### 2.1.8 Engineer Services – Site Visits By Engineer

The number of hardware visits undertaken this month was 5337 and included 3617 unit swap-outs. This represents a rise of about 20% over February, and comes in the context of a 15% rise in the overall number of hardware calls logged to almost 7,200 in March. The trend in hardware calls continues to rise. The engineer visit reduction project, (as part of the overall cross-domain call reduction problem) instigated last month has however reported some areas where we can gain some "quick wins". The following measures are being put in place immediately:

#### Counter Printers

- the fitting of the paper out sensor clip is suspended until a new clip has been received from the manufacturer and tested. Fujitsu Services expects to re-commence fitting the new clip w/c 19<sup>th</sup> April 2004
- the one month trial of a smaller mails label aimed at reducing incidents of labels getting stuck has commenced and is showing positive results
- engineers will test both receipt and label printing after replacing the printer with immediate effect. This will reduce the instances of calls being logged shortly after a printer has been replaced where a faulty unit may have been supplied.

#### Keyboards

- engineers will test all keys on an outgoing and incoming keyboard during a swapout visit
- Fujitsu Services is working with the repairer to remove from the spares loop all units that have been repaired 3 or more times
- Discussions with Post Office Ltd re the sending out of a memoview message to remind users of the correct keyboard keys to use with the Smart Post application (the enter key is not always enabled in this application)

#### ADSL visits

- engineers involved in ADSL and PA Testing activities will ensure all cables are properly reconnected

#### PINPADs

- HSH to improve call scripts to try and diagnose faults and instigate resolutions without calling for an engineer

The earth bonding reconnaissance exercise has been completed early. Two hundred and sixty sites have been identified as needing supplementary earth bonding to comply with I.E.E. regulations, and it is known that none of these sites is suffering from any earth leakage and therefore there is no current health and safety concern. Fujitsu Services are expecting a quotation from Romec to carry out the corrective work and this will be discussed with Post Office Ltd, and a timetable and schedule of works agreed.

The Engineering Service penalties have decreased dramatically this month (circa £24,000). This is a big improvement on February's penalties and the figures for the latter half of March suggest that further significant progress can be expected in April. Most of the resourcing issues have been addressed within the engineering teams, and now only South West region continues to experience resourcing issues. All



local, intermediate and remote Service Level Targets for both A and B priority calls were met in March, and the Engineering Service also achieved at least 97.9% on all penalty thresholds in all categories. The time to repair target was failed however (average 29% of downtime, against 24.5% of time allowed).

### **2.1.9 Business Incident Management**

There were 15 instances of Receipts and Payments misbalances, the majority due to a fault with Bureau de Change software. A fix for this has now been developed and due for implementation at S60. In addition there were a number of exceptions on the Network Banking, and E Top Up Reports. These were wholly attributable to the the Wigan and Bootle agents being rebooted within a 30 minute period of each other on 21/03/04. No reconciliation was required and customer accounts were unaffected.

### **2.1.10 Security Services**

#### **KMA Key Manager Summary**

##### Automated Key Refresh.

As of 31st March there were 15,950 active post offices, 199 post offices were closed during the month and 38 new post offices rolled out. The key refresh-smoothing algorithm has selected a total of 1232 branches for refresh this month giving an average figure of 40 branches being selected each day for key refresh.

##### Manual Key Refresh

- a. The Network Banking ZMK cryptographic key was changed on the 21<sup>st</sup> March. Activities were coordinated with IBM and the successful change was implemented within required time scales.
- b. The new TK keys for the NB and DCS servers were successfully extracted from the KMA and installed on the Servers.
- c. A new set of resilient VPN keys were generated by the Key Manager and loaded on to the VPN servers at the data centres. This action closes an action resulting from the VPN Expiry Incident on the 16<sup>th</sup> Feb.

##### Key Management Administration

- a. The Certificate Authority Workstation in Bracknell which suffered a Hard Disk Drive corruption failure in Feb has been repaired and is now back in normal operation. This closes an action resulting from the VPN Expiry Incident on the 16<sup>th</sup> Feb.

**Audit Retrieval Queries (Litigation Support)**

A total of 53 Old and New Format ARQs were received from Post Office Ltd during the month of March 2004, resulting in a workload of 571 Query Days. This makes the running total for ARQs for January to March 2004 of 142 ARQs totaling 1602 query days, Witness Statements total 7 and Court Appearances remain at 0.

The upward trend of ARQ requests continues, Graham Ward has been advised of the situation and Security & Risk are maintaining a flexible approach to the ongoing requirement. However, having analysed the trend it is advised that Post OfficeLtd need to exercise their option to increase the number of ARQ allowed under the contract, which may result in an increased headcount to provide this service. To remain within the contracted annual ARQ limits Post Office should restrict the number of ARQs to an average of 27.5 ARQs per month. However, over the last 3 months Post Office Ltd have used 43% of their annual rolling contractual limit. Two ARQs have also been taken against the April quota.

**Security Administration**

No security incidents were reported during March 2004.

**3 MARCH VOLUMETRICS**

### 3.1 VITAL STATISTICS

#### 3.1.1 Vital Statistics – Network Banking

Live Base as at 31<sup>st</sup> March 2004: 15,913 Outlets, 37,472 Counters  
Monthly Data is from 1<sup>st</sup> March to 31<sup>st</sup> March 2004 inclusive

	This Month	To Date
Balance Enquiries	1,402,732	6,893,828
Cash Deposit Transactions	287,616	2,320,372
Cash Deposit Total Value	£47,266,398.94	£375,185,275.09
Cheque Deposit Transactions	6,823	7,705
Cheque Deposit Total Value	£3,331,538.14	£4,028,654.86
Cash Withdrawal Transactions	4,359,822	18,585,824
Cash Withdrawal Total Value	£348,692,951.29	£1,449,907,827.46
Withdrawal to Limit Transactions	696,501	1,668,708
Withdrawal to Limit Total Value	£66,625,478.02	£225,677.73
DCP Refund Transactions	660	5,186
DCP Refund Total Value	£132,233.91	£934,950.03
DCP Payment Transactions	1,113,706	7,213,368
DCP Payment Total Value	£64,666,905.20	£389,896,541.96

#### 3.1.2 Vital Statistics – ETU Transactions

Summary	March 2004	Totals To Date
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<b>Transaction Volume</b>	1,238,350	4,345,137
<b>Transaction Value</b>	£10,319,550.00	£36,747,475.00

<b>Details by Issuer Scheme</b>	<b>Transaction Volume</b>	<b>Transaction Value</b>
3G UK Ltd Add Everything	281	£1,405.00
3G UK Ltd Add Text	109	£680.00
3G UK Ltd Add Unlimited	135	£1,350.00
3G UK Ltd Video Talk & Text	658	£12,210.00
O2 PAY & GO	178,240	£1,952,680.00
Orange pay-as-you-go	335,419	£2,463,170.00
Tesco Mobile Pay as you Go	3,370	£36,085.00
T-Mobile Pay as you go	245,441	£2,630,370.00
Virgin Mobile Pay As You Go	101,673	£676,320.00
Vodafone Pay as you talk	371,903	£2,536,570.00
Vodafone UK PAYT TopUp Voucher	1,121	£8,710.00
<b>Totals</b>	1,238,350	£10,319,550.00

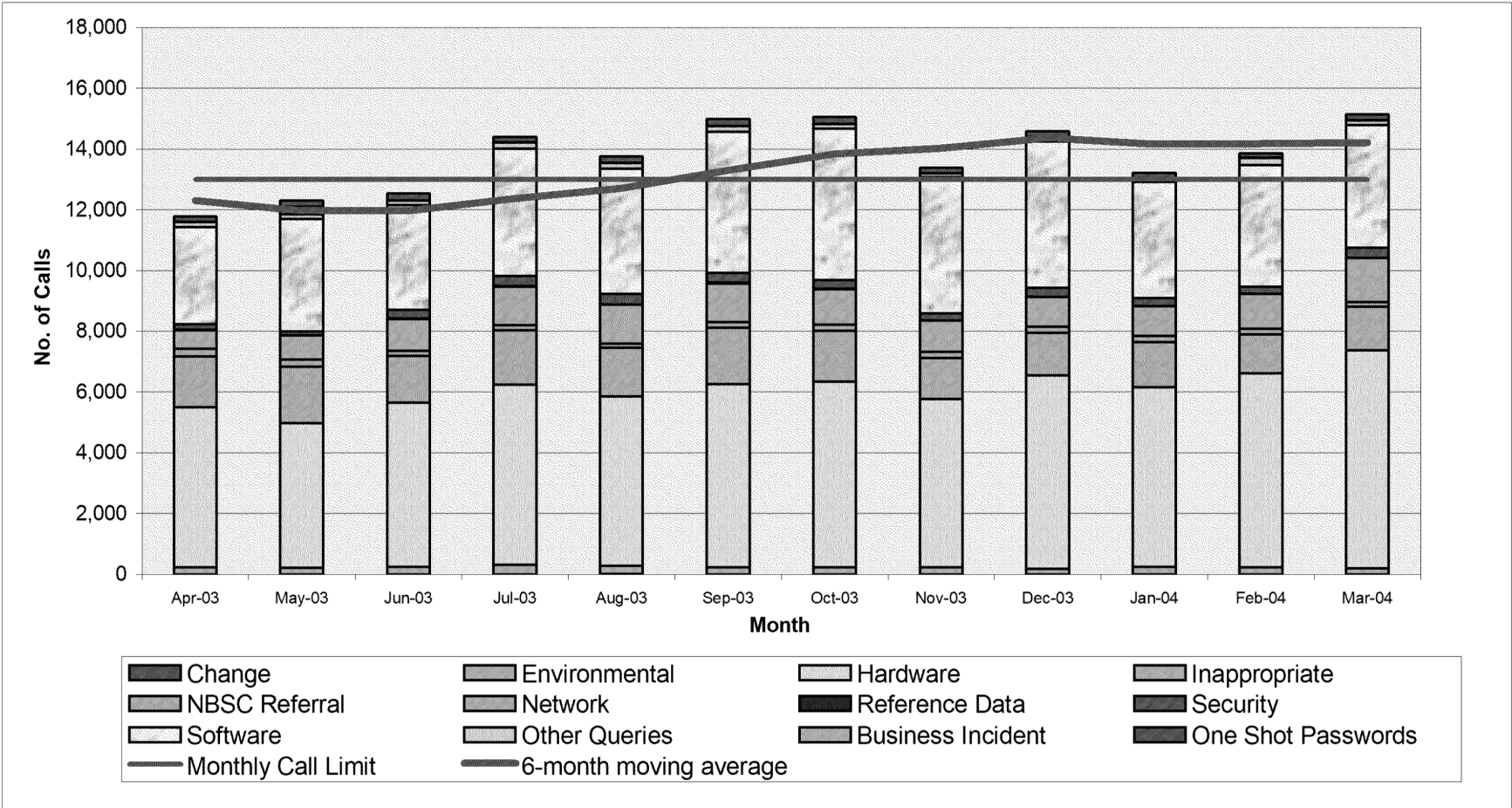
### 3.1.3 Vital Statistics – General Transactions

<b>Monthly transactions by source</b>	<b>APS Generic Outbound</b>	<b>OBCS data made available to DWP systems</b>	<b>TPS Transaction Data File Delivery to TIP</b>
	31,489,797	43,595,184	239,901,271

<b>October 2003</b>			
<b>November 2003</b>	28,967,497	39,098,992	231,168,695
<b>December 2003</b>	30,585,353	44,296,928	285,874,465
<b>January 2004</b>	30,407,376	37,652,742	214,524,761
<b>February 2004</b>	27,880,030	35,585,768	211,926,478
<b>March 2004</b>	30,369,122	39,087,325	237,165,176

3.2 HORIZON SYSTEM HELPDESK - LOGGED CALL PROFILES FROM LIVE SITES





3.2 HORIZON SYSTEM HELPDESK - LOGGED CALL PROFILES FROM LIVE SITES (CONTD)

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	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
Business Incident	7	258	1	2	0	8	0	0	1	0	0	0
Change	2	0	2	5	12	2	1	1	2	2	2	3
Environmental	230	224	242	304	269	233	232	235	176	251	235	192
Hardware	5267	4760	5411	5926	5580	6028	6103	5534	6356	5907	6373	7178
Inappropriate helpdesk	1677	1857	1540	1802	1596	1851	1681	1342	1424	1476	1298	1434
NBSC Referral	253	229	164	157	131	183	204	206	201	214	180	148
Network	606	788	1053	1279	1281	1276	1172	1026	976	986	1142	1467
Other queries	161	143	158	199	182	175	162	111	151	131	240	150
Reference Data	23	3	18	12	3	30	7	3	1	0	7	1
Security	174	138	277	339	352	319	281	239	300	262	231	330
One Shot Passwords	186	204	238	188	210	241	232	188	187	177	144	209
Software	3199	3704	3441	4186	4138	4654	4982	4502	4813	3813	4003	4041
System outage calls (not included)					482	132	373			490	588	190
<b>Total Calls</b>	<b>11785</b>	<b>12308</b>	<b>12545</b>	<b>14399</b>	<b>13754</b>	<b>15000</b>	<b>15057</b>	<b>13387</b>	<b>14588</b>	<b>13219</b>	<b>13855</b>	<b>15153</b>
<b>6-month moving average</b>	<b>12296</b>	<b>11964</b>	<b>11978</b>	<b>12368</b>	<b>12713</b>	<b>13299</b>	<b>13844</b>	<b>14024</b>	<b>14364</b>	<b>14168</b>	<b>14184</b>	<b>14210</b>
<b>Average Daily Call Rate</b>	<b>536</b>	<b>547</b>	<b>545</b>	<b>576</b>	<b>611</b>	<b>625</b>	<b>602</b>	<b>595</b>	<b>634</b>	<b>563</b>	<b>630</b>	<b>606</b>

### 3.2 HORIZON SYSTEM HELPDESK - LOGGED CALL PROFILES FROM LIVE SITES (CONTD)

Explanation of Calls removed from Call Volume totals due to System Outages.

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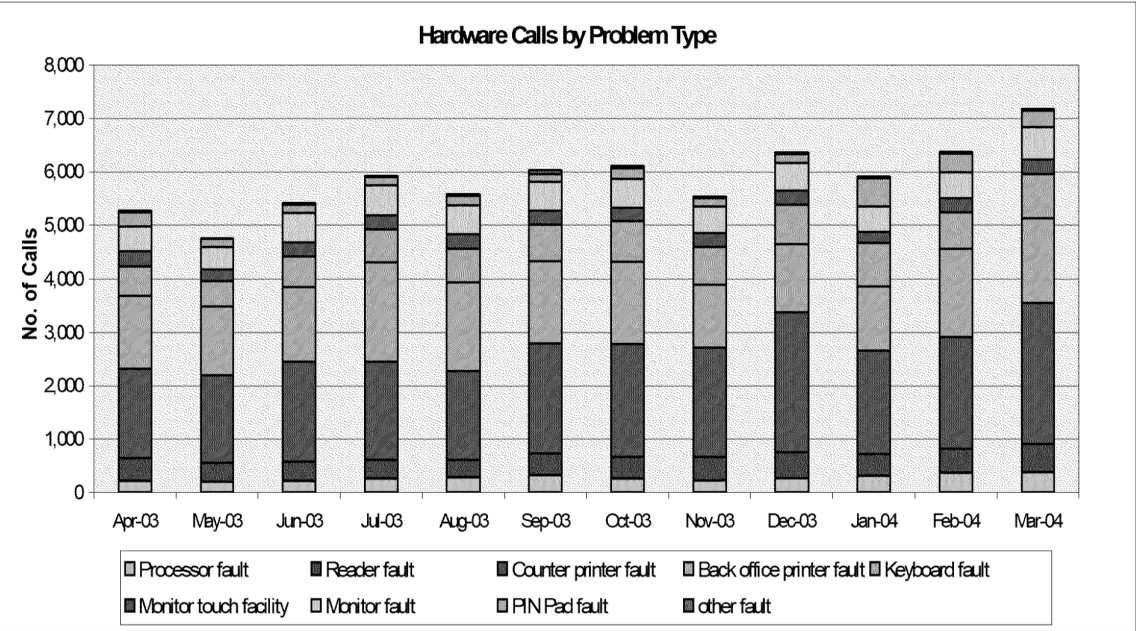
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Version: 1.0

Month	description of issue / system outage	date	call type	calls identified
Aug-03	Quantum calls issue	22/08/03	S	482
Sep-03	interruption to data centre operations	22/09/03	B	132
Oct-03	message broadcast problem ( caused problems at 1,100 'bronze' outlets)	08/10/03	ND01	373
Jan-04	4 separate issues :			
	NWB services lost for 1½ hours (encryption router at IBM Warwick)	05/01/04	ND01/02	259
	Comms link outages to E-Pay & IBM due to changes to router configuration made by Energis	19/01/04	ND01/02	63
	770 Branches unable to perform online transactions for 2 hours following a reboot of Bootle correspondence server	28/01/04	ND01/02	88
	Satellite Branches lost online capability for most of the day due to problems with a Fujitsu Services router at Milton Keynes	29/01/04	Satellite N calls	80
	<b>TOTAL for JAN04</b>			<b>490</b>
Feb-04	2 separate issues :			
	Comms problem from the data centre to Streamline	14/02/04	N	61
	VPN Key disk out of date	16/02/04	ND01	527
	<b>TOTAL for FEB04</b>			<b>588</b>
Mar-04	4 separate issues on 2 days :			
	29 Satellites down & Cluster 2 issue affecting up to 25% of the live estate, plus 241 timeouts due to DCA02	08/03/04	ND01/02	83
	Debit Card problem following router upgrade by Energis	31/03/04	ND01/02	107
	<b>TOTAL for MAR04</b>			<b>190</b>

### 3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS





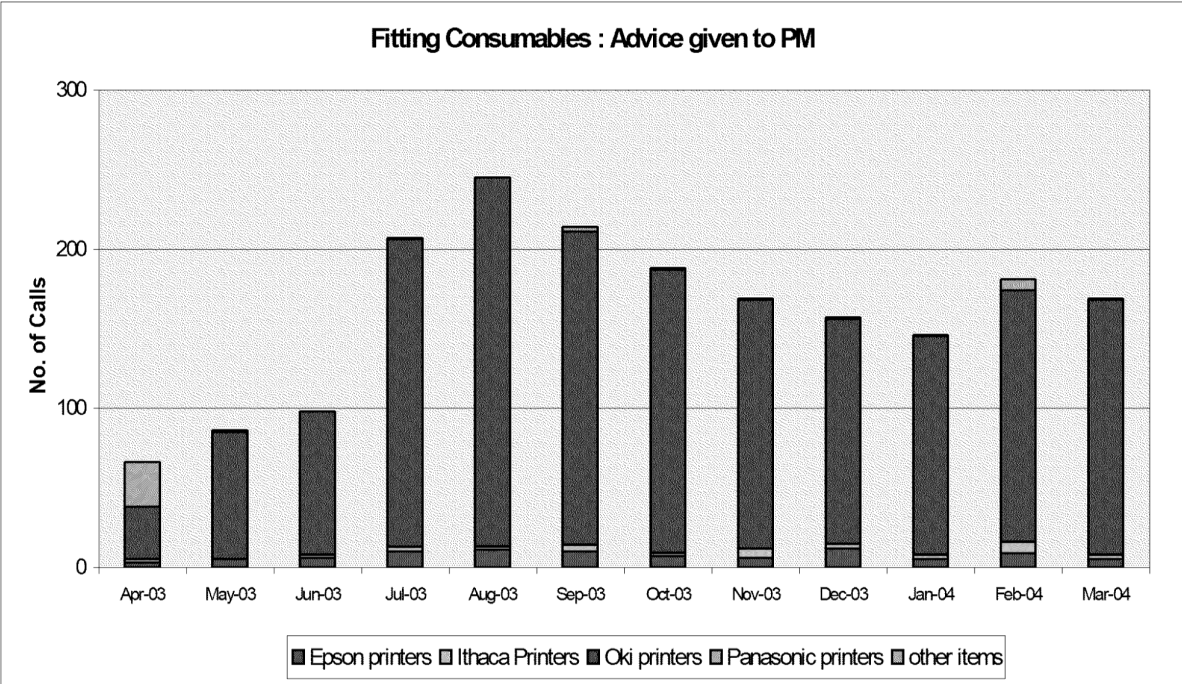
	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
Processor fault	209	203	217	262	280	320	258	227	272	311	360	371
Reader fault	436	346	355	349	328	412	402	433	482	413	461	540
Counter printer fault	1662	1642	1870	1830	1655	2053	2115	2051	2612	1928	2082	2629
Back office printer fault	1368	1283	1400	1867	1667	1548	1545	1169	1281	1201	1652	1584
Keyboard fault	551	472	566	615	629	671	755	703	731	813	685	827
Monitor touch facility	284	224	273	265	277	264	251	270	270	212	266	279
Monitor fault	463	415	545	550	534	541	539	496	507	475	482	596
PIN Pad fault	268	155	158	162	168	146	202	157	176	528	347	321
other fault	26	20	27	26	42	73	36	28	25	26	38	31
<b>TOTAL</b>	<b>5267</b>	<b>4760</b>	<b>5411</b>	<b>5926</b>	<b>5580</b>	<b>6028</b>	<b>6103</b>	<b>5534</b>	<b>6356</b>	<b>5907</b>	<b>6373</b>	<b>7178</b>

Calls for Back Office Printers have risen since the introduction of Bureau de Change functionality, which has brought about increased usage of the printer, particularly in regard to the printing of the Rates and Margins reports, which are timed to print when the Back Office Printers may be switched off. This is being addressed by Cross Domain problem PM0000470.

Calls for Ithaca printers have risen due to the introduction of the printer clip (designed to disable the paper out sensor). This modification has caused some printers not to function, and the implementation of it has been suspended, pending the introduction of a better quality clip. Fujitsu Services expect installation of the new clip to commence week commencing 19<sup>th</sup> April.

Keyboard faults continue to remain unacceptably high. Fujitsu Services is trialling a number of initiatives, e.g. instructions to re-boot being given by the HSH prior to engineer allocation and the analysis of "no fault found" returns. We hope to see some reduction in volume over the coming months.

### 3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS (CONTD)

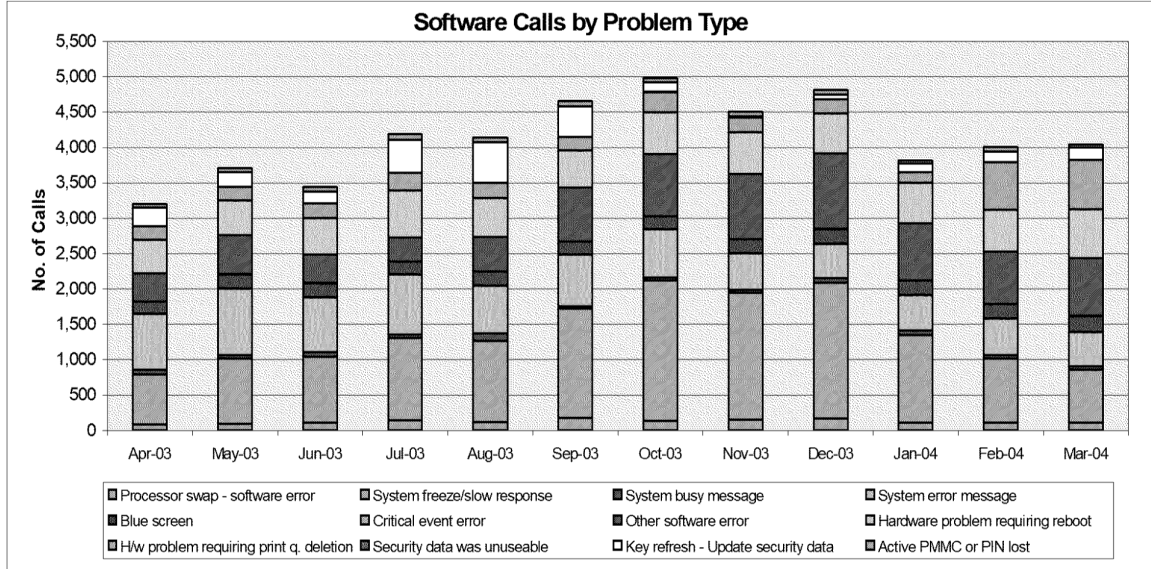


Calls from branch staff, seeking guidance on fitting consumables, (notably toner cartridges and image drums), continues to hover at around 150 per month. Although it is encouraging to note an improvement in real terms over February given the number of working days in each month.

	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
Epson printers	3	5	6	10	11	10	7	6	12	5	9	5
Ithaca Printers	2	0	2	3	2	4	2	6	3	3	7	3
Oki printers	33	80	90	193	232	197	178	156	141	137	158	160
Panasonic printers	0	0	0	1	0	0	0	0	0	0	0	
other items	28	1	0	0	0	3	1	1	1	1	7	1
<b>TOTAL</b>	<b>38</b>	<b>85</b>	<b>98</b>	<b>207</b>	<b>245</b>	<b>214</b>	<b>188</b>	<b>169</b>	<b>157</b>	<b>146</b>	<b>181</b>	<b>169</b>

### 3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS (CONTD)





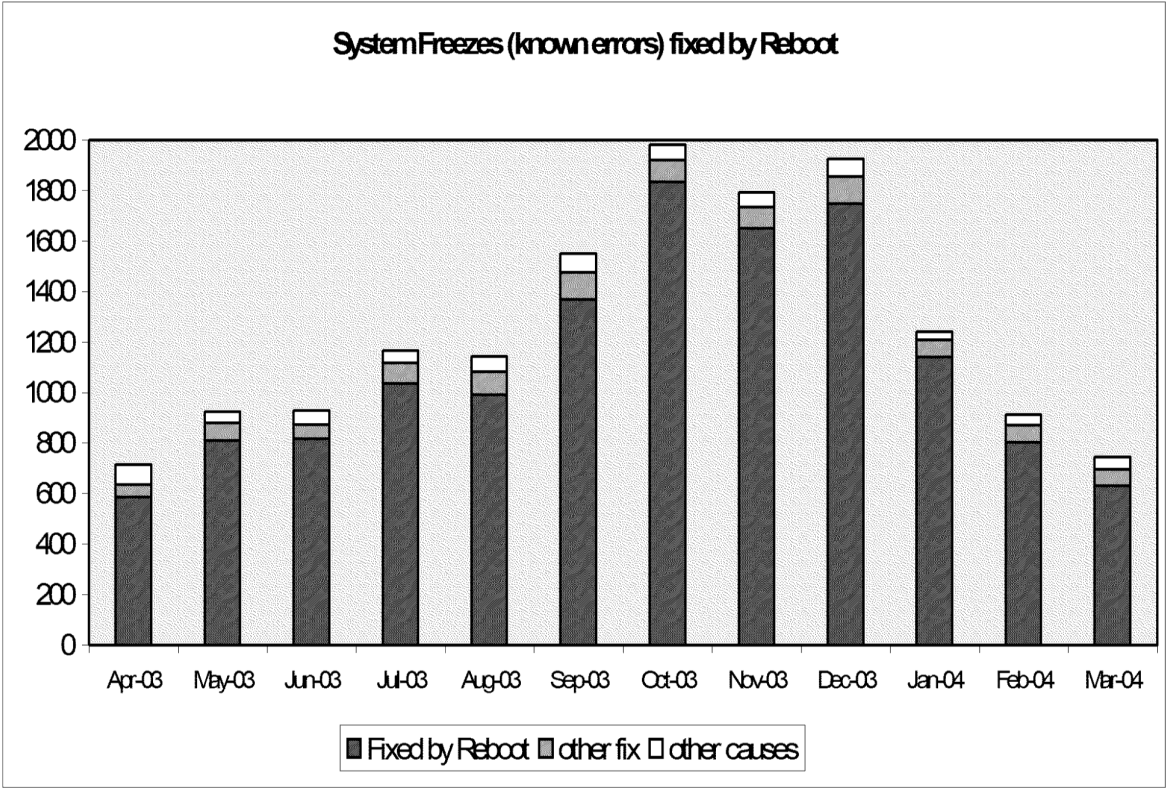
Software calls continue to hover around 4000 per month sustained by recent increases in the number of requests for print queue deletions in the Back Office Printers. This is again attributable to the changes in usage patterns of the printers since the introduction of Bureau de Change.

This is being addressed by Cross Domain problem PM0000470.

Incidents of systems freezes have continued to decline.

	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
Processor swap - software error	78	86	107	135	117	169	131	150	162	108	102	105
System freeze/slow response	714	925	929	1166	1143	1551	1982	1793	1926	1241	914	746
System busy message	61	48	69	53	108	33	46	46	60	59	48	51
System error message	791	944	770	850	675	727	686	509	483	503	515	486
Blue screen	174	199	197	179	202	181	178	204	213	206	206	222
Critical event error	1	6	12	4	2	5	3	0	4	3	0	10
Other software error	398	547	402	338	487	766	880	921	1062	800	741	810
Hardware problem requiring reboot	478	495	514	664	548	524	585	591	569	578	586	694
H/w problem requiring print q. deletion	192	189	208	252	215	191	291	206	197	147	674	695
Security data was unuseable	1	1	0	0	2	1	1	0	1	2	2	0
Key refresh - Update security data	264	208	166	466	573	429	134	21	69	125	152	180
Active PMMC or PIN lost	47	56	67	79	66	77	65	61	67	41	63	42
TOTAL	3199	3704	3441	4186	4138	4654	4982	4502	4813	3813	4003	4041

3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS (CONTD)

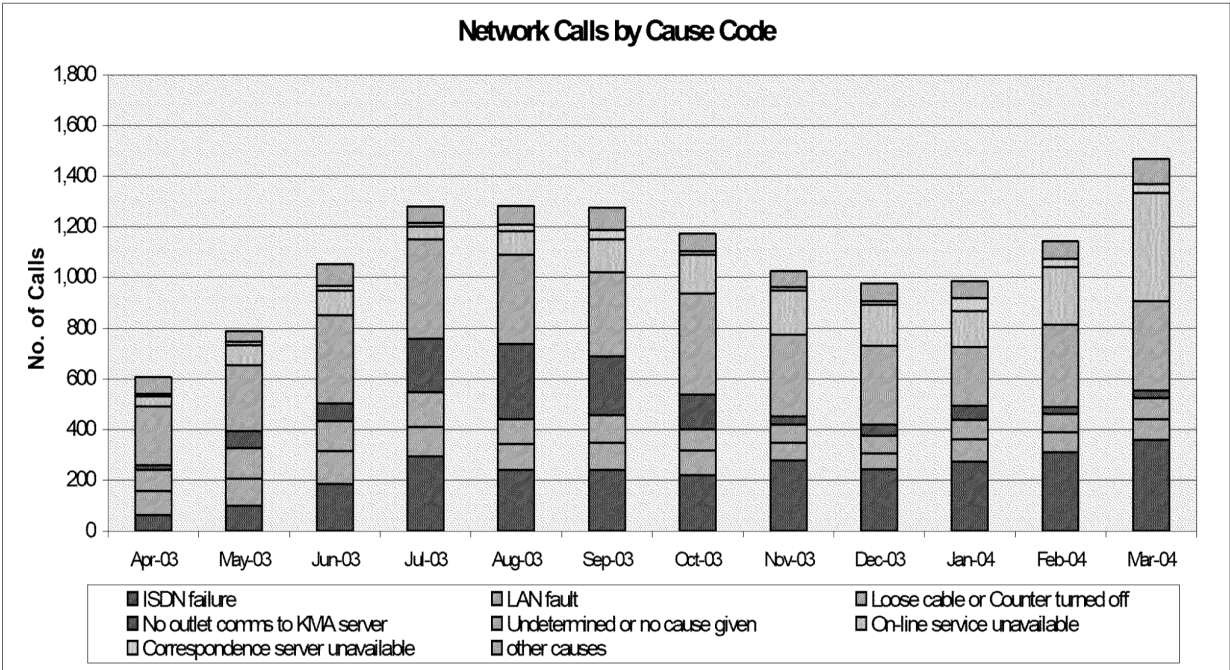


Incidents of system freezes and slow response have continued to decline and around 90% are resolved by advising a reboot.  
Fujitsu Services is continuing to investigate all causes of System Freezes and will report in detail once more information has been obtained.

System Freezes	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
Fixed by Reboot	588	809	818	1035	993	1370	1836	1651	1748	1141	804	631
other fix	48	72	55	84	89	107	86	84	109	68	67	65
other causes	78	44	56	47	61	74	60	58	69	32	43	50

3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS (CONTD)

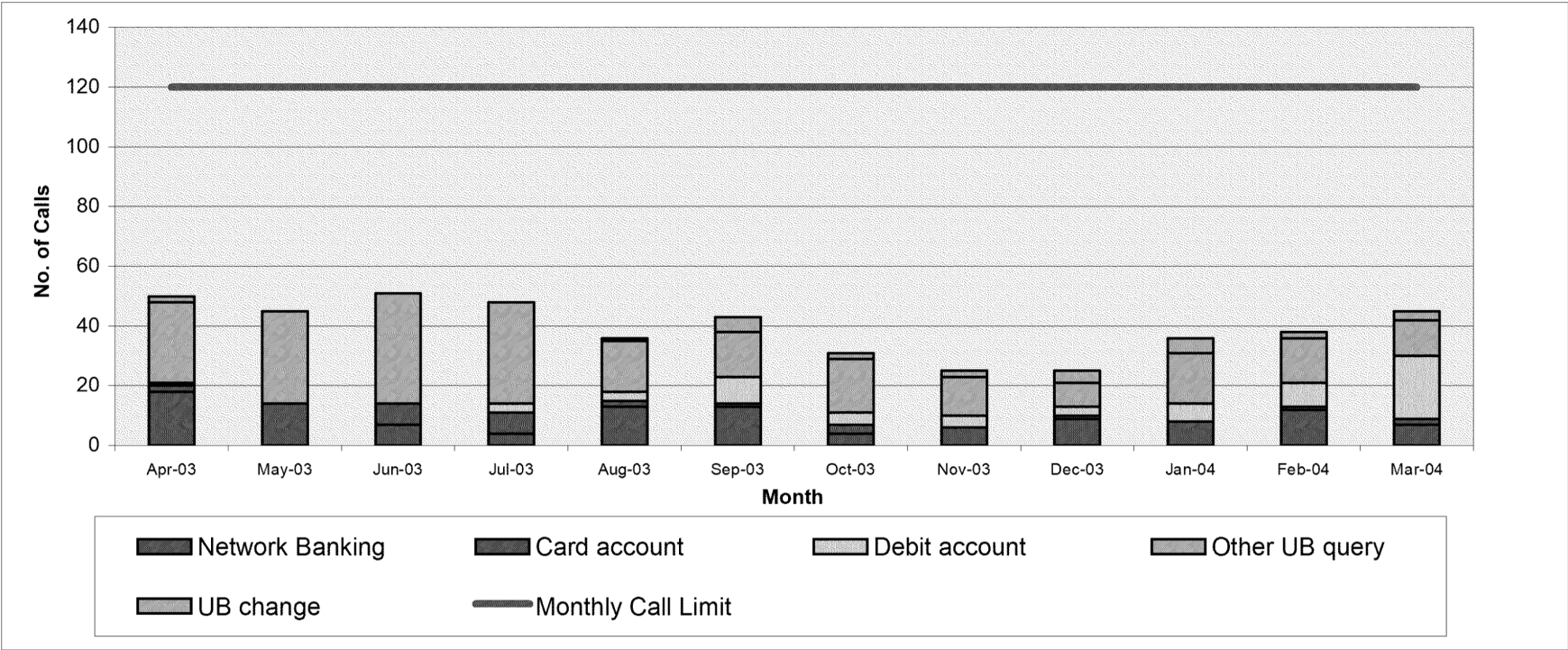




	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
ISDN failure	62	98	184	293	240	239	220	278	242	272	309	357
LAN fault	94	107	130	117	103	109	96	69	63	89	81	84
Loose cable or Counter turned off	83	121	118	137	98	109	85	72	70	77	71	82
No outlet comms to KVA server	19	66	69	211	295	232	137	32	44	55	27	29
Undetermined or no cause given	232	262	349	391	354	331	398	322	310	233	325	354
On-line service unavailable	40	78	97	53	92	131	154	175	163	141	228	427
Correspondence server unavailable	9	14	20	12	26	36	14	13	14	52	31	35
other causes	67	42	86	65	73	89	68	65	70	67	70	99
TOTAL	606	788	1053	1279	1281	1276	1172	1026	976	966	1142	1467

Network calls have risen again this month, mostly due to incidents of on-Line Services Unavailable of which there were 1999 extra calls throughout the month. On Monday 29<sup>th</sup> March, there were 169 calls received due to a major BT underground fire in Manchester affecting 21000 BT lines, affecting 65 Post Office branches.

### 3.3 TSD – LOGGED INCIDENT PROFILE



	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
Network Banking	18	14	7	4	13	13	4	6	9	8	12	7
Card account	2	0	7	7	2	1	3	0	1	0	1	2
Debit account	1	0	0	3	3	9	4	4	3	6	8	21
Other UB query	27	31	37	34	17	15	18	13	8	17	15	12
UB change	2	0	0	0	1	5	2	2	4	5	2	3
TOTAL	50	45	51	48	36	43	31	25	25	36	38	45

### 3.4 ENGINEER ON - SITE VISITS



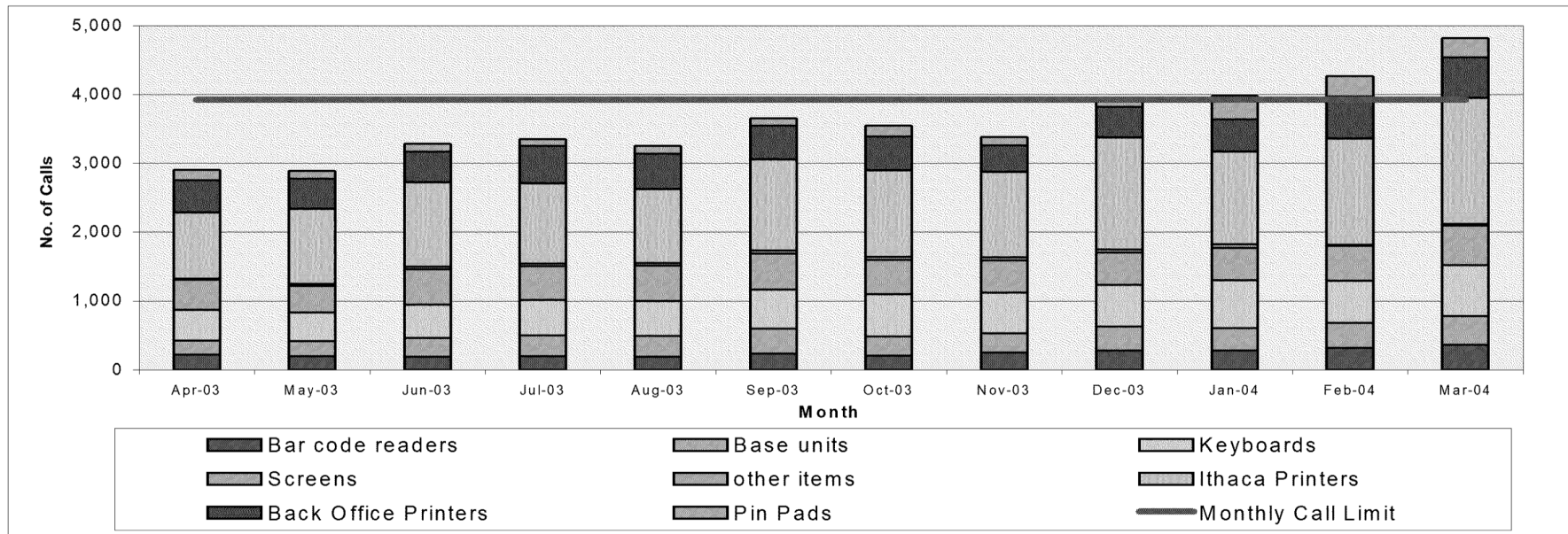
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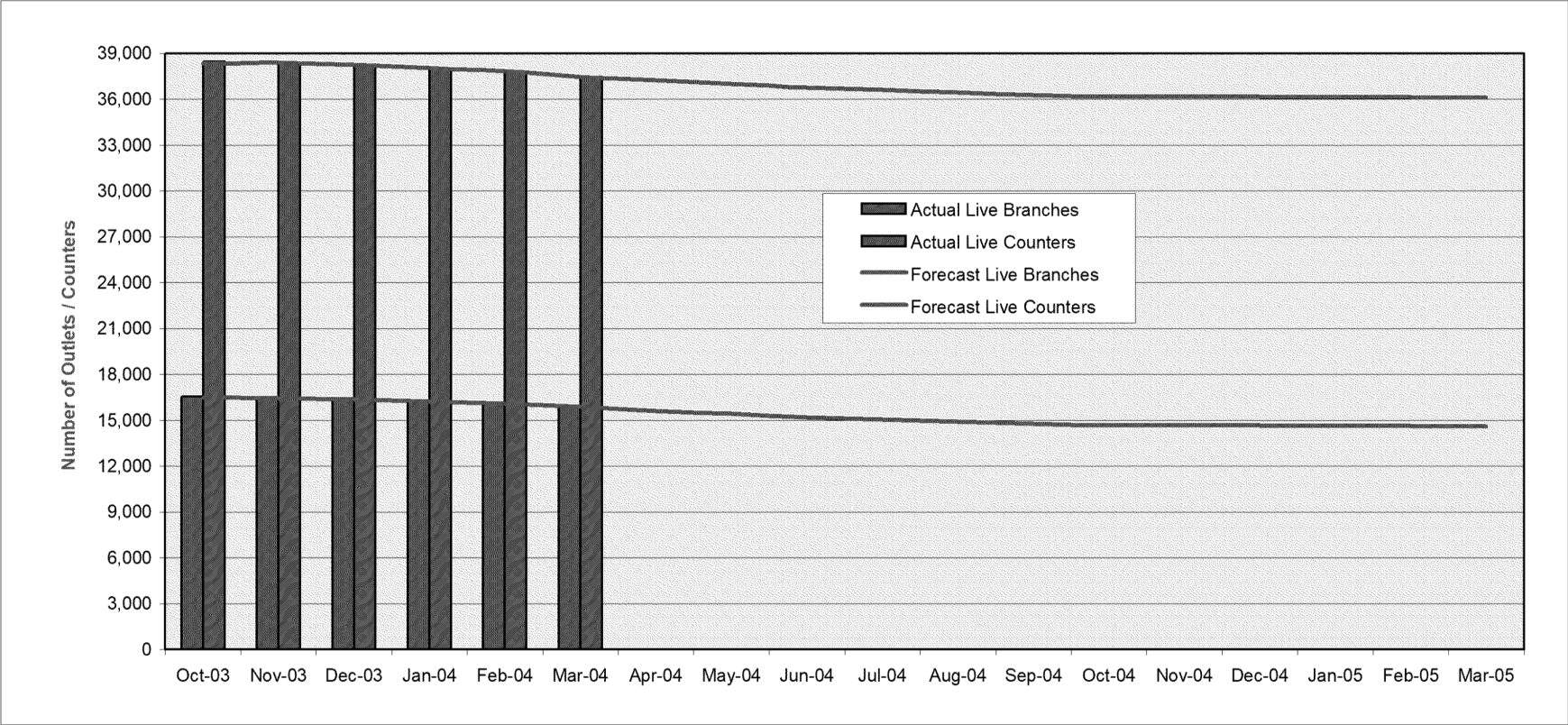
Date: 14/04/04

Version: 1.0



	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
Bar code readers	219	198	189	197	184	238	201	251	278	281	313	359
Base units	202	214	274	303	302	358	283	280	350	321	369	417
Keyboards	445	418	480	511	512	565	615	590	607	699	612	741
Ithaca Printers	958	1084	1217	1165	1078	1328	1257	1239	1624	1344	1539	1832
Back Office Printers	469	442	449	551	512	491	490	388	450	473	615	587
Pin Pads	151	111	113	93	113	103	160	124	136	337	295	279
Screens	440	387	518	495	514	526	497	467	466	472	507	580
other items	18	30	40	32	35	40	45	43	45	50	16	19
<b>TOTAL</b>	<b>2902</b>	<b>2884</b>	<b>3280</b>	<b>3347</b>	<b>3250</b>	<b>3649</b>	<b>3548</b>	<b>3382</b>	<b>3956</b>	<b>3977</b>	<b>4266</b>	<b>4814</b>

## 3.5 OPERATIONAL OUTLET &amp; COUNTER VOLUMES



	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05
Actual Live Branches	16541	16460	16403	16235	16092	15913												
Actual Live Counters	38466	38344	38267	37988	37749	37472												
Forecast Live Branches	16491	16459	16377	16233	16089	15913	15629	15432	15204	15069	14918	14770	14676	14661	14661	14646	14631	14616
Forecast Live Counters	38334	38381	38265	38060	37854	37472	37240	37023	36772	36624	36457	36295	36192	36175	36175	36158	36141	36124

4 MARCH REVIEW OF PROBLEM MANAGEMENT



## 4.1 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS - SUMMARY

FS Problems	FS Status	Num	Post Office Ltd Problems	Post Office Ltd Status	Num
	Monitor	2		Monitor	1
	Open	20		Open	21
				TBA	0

### 4.1.1 SUMMARY

Problems resulting from major incidents are being progressed and reported on a weekly basis by Fujitsu. In total there are 28 open problems (including 4 new problem branches), which is a net increase of 9 from February.

## 4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS - ON ALERT

Over the past 6 months there have been a number of major incidents that have resulted in on-line service outages at Post Office branches. These outages have a business impact on PO Ltd service, so Fujitsu POA raised a Corporate Red Alert on the issues in March 2004.

## 4.3 KEY CROSS DOMAIN PROBLEM UPDATE

### 4.3.1 FUJITSU SERVICES / POL CROSS DOMAIN OPEN PROBLEMS

5 new cross-domain problems were opened in March. In addition 2 Fujitsu internal problems were promoted to cross-domain problems, but 2 existing problem were closed. As a result there were 21 open cross-domain problems at the end of March.

- PM0000396 \_ AP transactions not reversible (**Action with Fujitsu** to deploy S/W fix, target S60/2004)
- PM0000407 \_ Mail labels detach inside Ithaca printer (joint **Fujitsu/POL** trial of modified label in progress)
- PM0000424 \_ Debit card failures on 19<sup>th</sup> September (**Action with Fujitsu** to complete corrective actions)
- PM0000427 \_ Satellite network issues (**Action with Fujitsu** to complete corrective actions)
- BCM0000428 \_ Inter campus Link failure (**Action with Fujitsu** to complete corrective actions)
- BCM0000430 \_ Power loss at Wigan Data-Centre (**Action with Fujitsu** to complete corrective actions)
- PM0000433 \_ High monthly HSH call volume (Under joint **Fujitsu/POL** investigation)
- PM0000450 \_ intermittent comms to E-Pay and IBM (**Action with Fujitsu** to implement recommendations with Energis)
- PM0000454 \_ British Gas transaction omitted from AP client file (Under joint **Fujitsu/POL** monitoring)
- PM0000455 \_ VPN keys expired causing loss of on-line service (**Action with Fujitsu** to complete corrective actions)
- PM0000456 \_ 28 branches reported difficulties with DC transactions (**Action with Fujitsu** to investigate)
- PM0000457 \_ TIP rejections from 33 branches for B de C transactions (Under joint **Fujitsu/POL** monitoring)
- PM0000460 \_ TMS/OBCS stops agent 4 failed without raising an alert (**Action with Fujitsu** to investigate)
- PM0000461 \_ Branch expectations when the Branch connection fails (Under joint **Fujitsu/POL** review)

PM0000451 \_ **Previously recorded as a Fujitsu internal problem.** Loss of Network Banking, Debit Card, and E Top-Up services on the 28<sup>th</sup> January 2004, to PO Branches connected to Bootle Correspondence Server 1 (**Action with Fujitsu** to complete corrective actions)

PM0000452 \_ **Previously recorded as a Fujitsu internal problem.** Loss of on-line service on the 29<sup>th</sup> January 2004, to Satellite connected PO Branches (**Action with Fujitsu** to carry out a Feasibility Study for network improvements).

PM0000470 \_ **NEW** Increase in calls from PO Branches to the HSH, requesting remote print queue deletion, due to the Bureau to Change bac office printing of rates and margin files out of hours (**POL** assessing the various options).

PM0000471 \_ **NEW** Intermittant congestion of satellite traffic on the 8<sup>th</sup> March, affecting on-line capability for satellite connected PO Branches (**Action with Fujitsu** to investigate evidence and monitor).

PM0000472 \_ **NEW** Debit Card Service, inconsistencies in the MID and TID Databases (Under joint **Fujitsu/POL** and **Streamline** investigation).

PM0000473 \_ **NEW** Debit Card Service, transactions failing with a "bad format" response (Under joint **Fujitsu/POL** and **Streamline** investigation).

PM0000474 **\_NEW\_** On the 29<sup>th</sup> March there was a major outage of BT PSTN and ISDN lines in and around the Greater Manchester area, resulting from an act of vandalism (**Action with POL** to mitigate impact on PO Branches).

#### 4.1.2 TSD OPEN PROBLEMS

The TSD did not raise or close any problems in March.

TSD0000372\_ Notification to Universal Banking domains of planned changes (**On monitor by Fujitsu**)

TSD0000440\_ Duplicate payment/confirmation file (**Action with Fujitsu** to deploy S/W fix - target S52R)

TSD0000442\_ MID/TID file showing all PO branch changes (**Action with Fujitsu** to deploy S/W fix - target S52R)

#### 4.1.3 PROBLEM BRANCHES

PB0000477\_Arrocha (120817)\_High number of counter printer replacements (Under joint **Fujitsu/POL** investigation)

PB0000478\_Hope (570614)\_Intermittent comms failures (Under joint **Fujitsu** investigation)

PB0000479\_High Grange (317309)\_Repeated failure of mobile counter unit (Under **Fujitsu** investigation)

PB0000480\_Fernbank Road (146946)\_Loss of comms during March (Under **Fujitsu** investigation)

## 5 SCORECARD ACTION PLAN

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Business Continuity	The 14th & 16th February issues could have been dealt with more effectively.	It has been suggested that the underlying cause of the failure on the 14 <sup>th</sup> of February may have been due to equipment failures in a non Fujitsu

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	FS to improve diagnostics used to identify root cause	domain
Release Management	No issues	No response required
Management Information and Service Review	Generally good service but some delay has been experienced regarding the development of off-line reports, which are seen as a high priority (and benefit) for both POL and FS. FS to manage POL expectations and deliver reports when agreed.	MIS delivered a work instruction for this report which is now being implemented by POL.
Capacity Management	No issues	No response required
Data Delivery	No issues	No response required
Operational Business Change Reference data	No issues	No response required
Operational Business Change Branch	Negatives - The quality of service from Energis/BT is viewed as generally unimproved. It is felt that POL often have to chase FS for updates and resolutions that FS should provide automatically. Evidence that FS are not learning from past problems i.e. incorrect date entered into OCMS (Spalding), incorrect ISDN number entered on OCMS (Kibblesworth). BT pinging incorrect ISDN number (Charlestown). Key documentation (OBC Branch OLA), even allowing for other key business priorities, has been in the FS domain for too long. POL have just been notified that a modified OLA will be issued for review by 12/03/04.  FS to be more proactive in providing updates on issues. FS to ensure that when problems have occurred lessons learnt feed into improvement activity. FS to maintain momentum of document reviews and progress review cycles and document approval in a speedier fashion.	The OBC Team contact NIET-Central at 16:00 hrs daily with progress on changes completed that day, together with details of any outlets whereby the Fujitsu engineer is currently on site awaiting completion. An email is sent each evening clarifying the outlets discussed during the afternoon telephone call. Throughout the core day OBC Team notify NIET-Central on any issues via telephone followed by email communication for clarity. The OBC Change Manager is copied so that any potential problem sites can be quickly notified to Post Office Ltd Senior Management.  Fujitsu Services have tabled the BT Pre-survy proposal, which we hope to implement from 3 <sup>rd</sup> May 2004. A joint meeting is planned between both businesses on 15 <sup>th</sup> April 2004 to realign lead times and E2E OBC Processes.  There is evidence that NIET-Central may be struggling with the 'mobile solution' and Fujitsu Services OBC Team are willing to visit Chesterfield to give a presentation and/or offer Advice and Guidance. Alternatively PO Limited are very welcome to visit Fujitsu Services in Crewe.

## 5 SCORECARD ACTION PLAN (cont'd)

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
HSH/TSD/Engineers	HSH - There appeared to be a lack of awareness (by some	Agents at HSH were aware of the earth bonding exercise. Unfortunately

	<p>agents) at HSH regarding the earth bonding project + call bouncing is still a concern.</p> <p>To ensure that all HSH agents are aware of current projects. To cascade and discuss the interface agreement procedure for bounced calls with HSH agents.</p> <p>TSD - Still giving out mixed messages with incomplete/inaccurate information on occasions.</p> <p>TSD to ensure that a consistent message, with accurate information, is delivered at all times</p>	<p>the call in question was regarding verification of an engineer. The HSH did not have the list of engineers performing this exercise, this caused the bounced call as the desk are not normally required to verify engineers. This has now been addressed, the desk have a list of the relevant engineers.</p> <p>All agents have visibility of the Interface agreement. It was updated and sent out for review on 29/03/04, all agents will be advised to view the document and note changes and correct bounced call actions.</p>
Problem Management	No issues	No response required
Reconcilitaion	No issues	No response required
Networks	<p>Network failures were avoidable. Lack of pro-activeness to maintain service I.e. key expiry issues on VPN servers should not be recurring.</p> <p>FS to demonstrate that they are pro-actively monitoring and maintaining service.</p> <p>FS to check procedures and ensure key expiry problems do not recur</p>	This is being covered as part of the Corporate Red Alert action plan.
Service Improvement	No issues	No response required
Communication	No issues	No response required
Working Together	No issues	No response required
Respect and Commitment	No issues	No response required

## 6 MARCH REVIEW OF RELEASE MANAGEMENT

### 6.1 HIGH LEVEL TIMETABLE



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RELEASE	APPROX DATE	CONTENT/COMMENTS
<b>ADSL Hardware Roll Out / Ithaca Printer Modification</b>	December 2003 to February 2005	Upgrade of all Gateway PC's with ADSL comms. card and further 128mb of memory, (256 mb in total) Upgrade of all slave PC's with a further 128mb of memory, (256 mb in total) Portable Appliance Test (PAT) to all Horizon equipment located in each Post Office branch Installation of the paper out disablement clip into each Ithaca counter printer.
<b>S52</b>	Data Centre: Completed 23 <sup>rd</sup> March 2004  Counter: April – May 2004	Release Authorisation Board completed 22 <sup>nd</sup> March 2004 Data Centre upgraded 23 <sup>rd</sup> March 2004 Calthorpe House successfully switched on to ADSL 1 <sup>st</sup> April Staged rollout (with Checkpoint authorisations) to commence April 2004
<b>S52R</b>	From mid April 2004	Audio response on PIN Pads (DDA beeps)
<b>Hub and Spoke pilot</b>	End May 2004	Pilot in two branches using a luggable as a slave counter One pilot in Cumbria, the other in Tavistock
<b>S60</b>	Data Centre: July 2004  Counter: July – September 2004	OBCS, TIP, APS, LFS, RDMC/RDDS & RDT moving to Solaris platforms ADSL Estate Management. SAP Hosting New Spare build (S55)  Counter changes (and with the associated changes to the data centre): <ul style="list-style-type: none"> <li>• DVLA</li> <li>• PAF</li> <li>• AP-ADC</li> <li>• Plus some minor fixes to existing bugs</li> </ul>
<b>S70</b>	October 2004	EMV Chip and PIN
<b>S75</b>	November 2004	Replacement of Network Banking Engine with NBX Migration to Triple DES standard



**6.2 RELEASES COMPLETED DURING THIS PERIOD**

RELEASE	APPROX DATE	CONTENT/COMMENTS
ADSL Hardware Roll Out / PAT & Ithaca Printer Modification	To end March 2004	Forecast schedule target: Actual scheduled: 1427 Fujitsu Services cancellations: 193 Post Office cancellations: 70 Final hardware installed: 1164

## 7 MARCH SERVICE LEVEL PERFORMANCE

7.1	Horizon Helpdesk Services	38
7.2	Engineer Services	42
7.3	Technical Service Desk	44
7.4	Data Delivery Services	46
7.5	Logistical Feeder Service	52
7.6	Network Banking Services	56
7.7	Miscellaneous Services (incl. BIMs)	60

### 7.1 HORIZON SYSTEM HELPDESK SERVICES

#### 7.1.1 TELEPHONY

Date: 14/04/04

Version: 1.0

Ref	SLT	ARL		Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
			Horizon Systems Helpdesk													
H1.1	80%		Calls answered within 30 seconds	94.0	94.7	92.1	93.0	87.7	90.3	89.9	92.2	93.1	91.6	73.0	83.3	81.1
				81.3	Q2	93.2	Q3	89.5	Q4	85.7	Q1	79.1				
H1.2	<5.0 secs		Call to Answer Time <5.0 seconds	4.9	5.1	4.2	3.3	3.1	2.9	3.2	3.1	3.0	3.1	3.7	3.3	3.3
				4.5	Q2	4.2	Q3	3.1	Q4	3.1	Q1	3.6				
H1.3	<5%		Calls not answered	2.1	1.7	2.3	2.4	4.1	3.3	4.5	2.7	5.2	6.9	12.3	7.4	5.0
				8.8	Q2	2.1	Q3	4.0	Q4	5.3	Q1	8.4				
H3.3	100%		Voice mail available outside HSH standard hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q2	100.0	Q3	100.0	Q4	100.0	Q1	100.0				
H3.4	100%		Voice mail calls raised next working day	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q2	100.0	Q3	100.0	Q4	100.0	Q1	100.0				

H1.3 shows ACTUAL SLT achieved by the HSH. Due to high call volumes in excess of the 13k contractual monthly maximum in November and December, the SLT achievement for both months and Q4 2003, has been recalculated by Fujitsu Services and Post Office Ltd in accordance with Schedule 15 paragraph 4.1.1. The following results are therefore the contractual achievement against the target:

November 2003: 1.4%; December 2003 : 2.5%; Q4 2003 : 2.2%

Quarter 1 also saw high call volumes in excess of the 13k monthly contractual limit. The “Abandoned Call” and “Call to Answer within 30 seconds” SLT achievement has therefore been recalculated by Fujitsu Services in accordance with Schedule 15 paragraph 4.1.1.

Abandoned: January 2004 6.44%; February 4.89%; March 4.1%;  
Quarter 1 2004 5.14%.

Call to answer within 30 seconds: January 2004 82.42%; February & March unchanged;  
Quarter 1 2004 82.23%.

7.1.2 REVIEW OF TELEPHONY SLT ACHIEVEMENT

Sustained high call volumes in March resulted in the failure to meet the “Abandoned Call SLT” for March with an achievement of 5.6% against a target of 5%. In total 15,153 calls were logged by the desk during March, 2,153 in excess of the monthly 13,000 contractual limit. The “Abandoned Call SLT” has therefore been recalculated in accordance with Schedule 15 paragraph 4.1.1 giving an achievement for March of 4.12% and a quarterly achievement of 5.14%.

Apart from the BT Exchange fire in Manchester on the 29<sup>th</sup> March, the desk was on course to meet all SLT's without adjustment regardless of the excess call volumes they were receiving up to that time.

### 7.1.3 CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

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Ref	SLT	ARL		Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
H2.1	95%		Horizon Systems Helpdesk													
			Level 1 Calls resolved within 5 mins	95.5	95.5	98.7	98.8	98.2	99.0	98.7	98.9	98.9	98.1	97.8	92.9	96.6
			95.2	Q 2		97.6	Q 3		98.6	Q 4		98.7	Q 1		95.9	
H2.2	<3 mins		Average Time to resolve Level 1 calls	2:57	2:42	2:23	2:28	2:25	2:16	2:15	2:06	2:08	2:07	2:15	2:41	2:23
			2:53	Q 2		2:29	Q 3		2:19	Q 4		2:05	Q 1		2:26	
H3.2	<10 mins		Average Time to resolve all Level 2 Calls <10 minutes	9:02	8:18	7:38	7:55	7:38	6:12	5:26	5:45	4:45	5:57	4:47	5:56	4:41
			7:41	Q 2		7:52	Q 3		6:28	Q 4		5:31	Q 1		5:02	
H3.1	95%		Level 2 Calls resolved within 30 mins	98.8	99.5	99.8	99.3	98.8	98.6	88.5	98.6	99.8	98.5	99.28	99.5	99.6
			98.9	Q 2		99.5	Q 3		98.6	Q 4		98.9	Q 1		99.5	
H4.1	<1.0		Reboot Incidents													
			HSH Authorised Reboot Incidents per Counter Position	0.27	0.25	0.26	0.23	0.26	0.27	0.29	0.35	0.37	0.40	0.40	0.37	0.35
			N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1		N/A	

7.1.4 REVIEW OF CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

All SLT targets met.



Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

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## 7.2 ENGINEER SERVICES

### 7.2.1 ENGINEER SERVICES

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

Ref	SLT	ARL		Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
E1.1	95%		Call to Resolution (Local)													
			Hardware/Network Priority A - 4 hours Non-Remedial	97.8	98.6	98.8	96.8	96.1	96.9	97.4	98.3	98.5	97.6	97.1	94.4	95.3
				97.8	Q 2	98.0	Q 3	96.8	Q 4	98.1	Q 1	95.3				
E2.1	95%		Hardware/Network Priority B - 8 hours Non-Remedial	99.7	99.1	99.3	98.9	99.0	97.7	97.8	98.2	98.1	94.0	95.4	93.6	96.1
				99.7	Q 2	99.1	Q 3	98.2	Q 4	96.8	Q 1	95.1				
			Call to Resolution (Intermediate)													
E1.2	95%		Hardware/Network Priority A - 6 hours Non-Remedial	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	Q 2	100.0	Q 3	100.0	Q 4	100.0	Q 1	100.0				
E2.2	95%		Hardware/Network Priority B - 10 hours Non-Remedial	100.0	100.0	100.0	100.0	100.0	100.0	99.2	100.0	100.0	97.9	100.0	96.8	100.0
				99.8	Q 2	100.0	Q 3	99.2	Q 4	99.2	Q 1	99.2				
			Call to Resolution (Remote)													
E1.3	95%		Hardware/Network Priority A - 8 hours Non-Remedial	100.0	97.7	100.0	100.0	100.0	97.2	100.0	100.0	100.0	100.0	100.0	95.5	100.0
				100.0	Q 2	99.8	Q 3	99.3	Q 4	100.0	Q 1	99.6				
E2.3	95%		Hardware/Network Priority B - 12 hours Non-Remedial	100.0	100.0	100.0	99.3	99.3	100.0	99.6	99.9	99.9	97.3	95.1	98.9	99.5
				99.2	Q 2	99.8	Q 3	99.3	Q 4	99.5	Q 1	97.6				
			Engineer Visits													
E4.1	> 50%		20 minute On-site Repair	99.6	61.8	60.3	58.9	58.8	60.8	58.6	60.6	60.3	58.8	58.9	51.5	58.2
				99.5	Q 2	60.1	Q 3	59.7	Q 4	59.9	Q 1	52.3				
			Average Downtime (Time to Repair)													
E3.1	24.50		Call to Fix	19.8	18.8	17.2	20.7	18.6	21.2	21.7	19.7	19.7	24.2	24.5	26.4	23.1
				19.5	Q 2	18.9	Q 3	20.5	Q 4	21.2	Q 1	26.7				

7.2.2 REVIEW OF ENGINEER SERVICES

The average time to repair figure has been driven up by sustained increases in the number of engineering visits this quarter. At around 4,800 visits in March this is about 20% higher than the expected volume. Work is in hand to try and drive down the number of hardware visits and this should result in an improvement in the average downtime figure.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

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## 7.3 TECHNICAL SERVICE DESK

### 7.3.1 TSD PERFORMANCE

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

Ref	SLT	ARL		Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
T1.1	98%		Severity Level 1 updates completed within 30 minutes	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				94.6	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
T1.2	95%		Severity Level 2 updates completed within 60 minutes	98.0	98.4	100.0	97.6	96.5	100.0	100.0	97.2	100.0	100.0	88.8	100.0	100.0
				84.9	Q2		98.5	Q3		98.9	Q4		98.8	Q1		98.3
T1.3	90%		Severity Level 3 updates completed within 24 hours	98.0	98.5	95.2	99.2	97.9	98.7	99.3	97.1	100.0	97.9	99.2	100.0	97.6
				95.0	Q2		97.6	Q3		98.5	Q4		98.2	Q1		98.9

### 7.3.2 REVIEW OF TSD PERFORMANCE

All SLT targets met.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

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## 7.4 DATA DELIVERY SERVICES

### 7.4.1 INBOUND



Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

Ref	SLT	ARL		Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
DI4.1	96%		RDMC Reference Data Data Delivery - Day B	97.66	98.73	98.84	98.69	98.73	98.63	98.67	99.63	99.79	99.80	99.64	99.71	99.58
				94.12	Q2		98.76	Q3		98.67	Q4		99.72	Q1		99.60
DI4.2	97%		Data Delivery - Day C	99.34	99.72	99.76	99.72	99.78	99.69	99.69	99.70	99.84	99.88	99.81	99.82	99.70
				97.84	Q2		99.73	Q3		99.71	Q4		99.78	Q1		99.71
DI4.3	98%		Data Delivery - Day D	99.54	99.78	99.79	99.77	99.84	99.72	99.73	99.77	99.88	99.91	99.86	99.88	99.75
				98.32	Q2		99.78	Q3		99.75	Q4		99.83	Q1		99.76
DI4.4	100%		Data Delivery - Day J	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
				99.73	Q2		100.00	Q3		100.00	Q4		100.00	Q1		100.00
DI1.1	96%		OBCS Data OBCS Stop List - Day B	98.22	99.25	99.23	99.31	99.23	99.16	99.23	99.61	99.83	99.86	99.78	99.80	99.73
				96.93	Q2		99.26	Q3		99.21	Q4		99.75	Q1		99.71
DI1.2	97%		OBCS Stop List - Day C	99.29	99.73	99.74	99.77	99.81	99.73	99.75	99.75	99.89	99.91	99.86	99.87	99.81
				98.29	Q2		99.75	Q3		99.76	Q4		99.83	Q1		99.79
DI1.3	98%		OBCS Stop List - Day D	99.62	99.84	99.84	99.85	99.88	99.82	99.82	99.79	99.93	99.93	99.89	99.90	99.84
				98.80	Q2		99.84	Q3		99.84	Q4		99.86	Q1		99.82
DI1.4	100%		OBCS Stop List - Day J	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
				99.74	Q2		100.00	Q3		100.00	Q4		100.00	Q1		100.00

## 7.4.2 REVIEW OF DATA SERVICES INBOUND SLT ACHIEVEMENT

All SLT targets met.

**7.4.3 APS - GENERIC**

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

Ref	SLT			Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
DI3.1	96%	Inbound APS Data Delivery - Day B		98.03	99.04	99.01	98.93	98.99	98.80	98.99	99.40	99.72	98.58	99.70	98.47	99.60
			96.84	Q2		98.99	Q3		98.93	Q4		99.22	Q1		99.21	
			99.15	99.63	99.62	99.66	99.67	99.57	99.63	99.71	99.86	99.84	99.82	99.83	99.71	
DI3.2	97%	Data Delivery - Day C	98.33	Q2		99.63	Q3		99.63	Q4		99.78	Q1		99.72	
			99.55	99.76	99.76	99.77	99.80	99.73	99.75	99.78	99.90	99.90	99.87	99.88	99.76	
			98.82	Q2		99.77	Q3		99.76	Q4		99.84	Q1		99.78	
DI3.3	98%	Data Delivery - Day D	99.55	99.76	99.76	99.77	99.80	99.73	99.75	99.78	99.90	99.90	99.87	99.88	99.76	
			98.82	Q2		99.77	Q3		99.76	Q4		99.84	Q1		99.78	
			100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	100.00	100.00	
DI3.4	100%	Data Delivery - Day J	99.74	Q2		100.00	Q3		100.00	Q4		99.99	Q1		100.00	
DO1.1	96.5%	Outbound APS Data Delivery - Day B	99.64	99.86	99.87	99.83	99.76	99.87	99.89	99.90	99.64	99.53	99.81	98.54	99.77	
			98.65	Q2		99.85	Q3		99.84	Q4		99.69	Q1		99.40	
			99.88	99.96	99.97	99.96	99.97	99.95	99.97	99.97	99.82	99.87	99.96	99.94	99.95	
DO1.2	97.5%	Data Delivery - Day C	99.28	Q2		99.96	Q3		99.96	Q4		99.89	Q1		99.95	
			99.97	99.98	99.99	99.98	99.99	99.98	99.99	99.99	99.99	99.94	99.99	99.98	99.97	
			99.66	Q2		99.98	Q3		99.98	Q4		99.97	Q1		99.98	
DO1.3	98.5%	Data Delivery - Day D	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
			99.86	Q2		100.00	Q3		100.00	Q4		100.00	Q1		100.00	
			100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
DO1.4	100%	Data Delivery - Day J	99.86	Q2		100.00	Q3		100.00	Q4		100.00	Q1		100.00	
			100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
			99.86	Q2		100.00	Q3		100.00	Q4		100.00	Q1		100.00	

#### 7.4.4 REVIEW OF APS GENERIC

All SLT targets met.

7.4.5 OUTBOUND



Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

Ref	SLT	ARL		Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
DQ2.1	96%	TPS Data File Delivery - Day B		98.5	99.4	99.5	99.4	99.3	99.3	99.3	99.1	99.5	99.4	99.4	99.1	99.2
				96.7	Q2	99.5	Q3	99.3	Q4	99.3	Q1	99.2				
DQ2.2	97%	File Delivery - Day C		99.5	99.9	99.9	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				98.6	Q2	99.9	Q3	99.9	Q4	99.9	Q1	99.9				
DQ2.3	98%	File Delivery - Day D		99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.7	99.9	99.9	
				99.1	Q2	99.9	Q3	99.9	Q4	99.9	Q1	99.9				
DQ2.4	100%	File Delivery - Day J		100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	
				99.8	Q2	100.0	Q3	100.0	Q4	99.9	Q1	100.0				
DQ3.1	96%	OBCS Data File Delivery - Day B		99.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.7
				98.7	Q2	99.9	Q3	99.9	Q4	99.9	Q1	99.7				
DQ3.2	97%	File Delivery - Day C		99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.8
				99.2	Q2	99.9	Q3	99.9	Q4	99.9	Q1	99.8				
DQ3.3	98%	File Delivery - Day D		99.9	99.9	99.9	99.9	99.9	100.0	99.9	99.9	99.9	99.9	99.9	99.9	99.8
				99.5	Q2	99.9	Q3	99.9	Q4	99.9	Q1	99.8				
DQ3.4	100%	File Delivery - Day J		100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	
				99.8	Q2	100.0	Q3	100.0	Q4	99.9	Q1	100.0				

## 7.4.6 REVIEW OF DATA SERVICES OUTBOUND SLT ACHIEVEMENT

All SLT targets met.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

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## 7.5 LF SERVICE

### 7.5.1 OUTLET TO SAPADS

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

Ref	SLT	ARL	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
Outlet to SAPADS Data Transfer															
DQ4.1.1	97%		99.3	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.1	99.9	99.9	99.9
			97.8	Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.9
DQ4.1.2	97.2%		99.3	99.9	99.9	99.9	99.9	99.9	99.9	99.9	100.0	99.9	99.9	99.9	99.9
			98.1	Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.9
DQ4.1.3	100%		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
			99.9	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
DQ4.2.1	97%		99.2	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
			98.0	Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.9
DQ4.2.2	97.2%		99.3	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
			98.2	Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.9
DQ4.2.3	100%		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
			99.9	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
DQ4.3.1	96.25%		98.9	99.8	99.8	96.4	99.7	99.7	99.8	99.8	99.8	99.8	99.8	99.7	99.7
			96.4	Q2		98.7	Q3		99.7	Q4		99.8	Q1		99.7

## 7.5.1 OUTLET TO SAPADS ( Contd )

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

Ref	SLT	ARL		Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
			Outlet to SAPADS Data Transfer													
DO4.4.1	98%		Weekly Stamps / Stock on Hand and Inventory Items Details - Wednesday Target	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9	99.9
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		99.5
DO4.4.2	97%		Weekly Stamps / Stock on Hand and Inventory Items Details - Thursday Target	99.9	99.9	99.9	99.9	99.9	100.0	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				99.3	Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.9
DO4.4.3	96%		Weekly Stamps / Stock on Hand and Inventory Items Details - Friday Target	99.6	99.8	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9	100.0
				99.0	Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.9
DO4.4.4	100%		Weekly Stamps / Stock on Hand and Inventory Items Details - 2nd Thursday Target	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
				99.9	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0

### 7.5.2 SAPADS TO OUTLETS



Ref	SLT	ARL		Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
D12.1.1	90%		SAPADS to Outlets Data Transfer													
			Delivery of SAPADS Planned Orders to Outlets - 8am Target	92.8	98.9	98.9	98.3	98.7	98.4	92.1	89.8	98.5	98.9	98.8	98.7	98.6
				94.3	Q2		98.7	Q3		96.3	Q4		95.7	Q1		98.7
D12.1.2	96%		Delivery of SAPADS Planned Orders to Outlets - 12pm Target	98.9	99.6	99.7	99.6	99.7	99.7	99.8	99.7	99.9	99.8	99.7	99.5	99.7
				97.3	Q2		99.7	Q3		99.7	Q4		99.7	Q1		99.6
D12.2.1	97%		Delivery of SAPADS Advice Notes to Outlets - 08:00 on Day C	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0

7.5.3 REVIEW OF LFS PERFORMANCE

All SLT targets met.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

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## 7.6 NETWORK BANKING SERVICES

### 7.6.1 REQUEST & AUTHORISATION TIMES

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

Ref	SLT	ARL	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
		Congestion measure													
	RO	Number of Days the Congestion Measure exceeded 10%	1	0	0	0	0	0	0	0	0	0	0	0	0
		Dialed Connections													
	RO	Average time in secs to receive Counter Authorisations (T1)	3.65	4.06	4.11	4.02	4.01	3.81	3.70	3.97	3.82	3.62	3.58	3.54	3.56
	RO	Average time in secs to receive Agents Authorisations (T2)	0.82	0.81	0.91	0.91	0.90	0.74	0.70	0.71	0.69	0.66	0.65	0.65	0.63
		Fixed Connections													
	RO	Average time in secs to receive Counter Authorisations (T1)	1.79	1.95	1.93	1.92	1.95	1.75	1.62	1.69	1.71	1.64	1.62	1.59	1.61
	RO	Average time in secs to receive Agents Authorisations (T2)	0.76	0.80	0.89	0.88	0.85	0.66	0.64	0.64	0.62	0.58	0.57	0.56	0.55
		SLT's													
B1.1	< = 4 secs	Average Transaction Time using Fixed Connections ( T )	1.03	1.15	1.04	1.04	1.11	1.09	0.99	1.05	1.09	1.07	1.05	1.03	1.07
			1.04	Q2		1.06	Q3		1.04	Q4		1.07	Q1		1.07
B1.3	< = 8 secs	Average Dialed T (T1-T2)	2.83	3.26	3.20	3.11	3.11	3.07	3.01	3.26	3.13	2.97	2.93	2.90	2.93
			2.73	Q2		3.17	Q3		3.05	Q4		3.11	Q1		2.93
B1.4	95%	Percentage Transactions (T) not exceeding Lower Threshold < = 8 seconds (fixed)	100.0	99.9	99.9	100.0	100.0	99.9	100.0	100.0	100.0	100.0	99.9	99.9	100.0
			99.9	Q2		99.9	Q3		100.0	Q4		100.0	Q1		100.0
B1.6	95%	Percentage Transactions (T) not exceeding Lower Threshold < = 12 seconds (dialed)	100.0	99.8	99.8	99.8	99.8	99.7	99.8	98.5	99.4	99.6	99.8	100.0	100.0
			99.9	Q2		99.8	Q3		99.8	Q4		99.2	Q1		100.0
B1.7	99%	Percentage Transactions (T) not exceeding Higher Threshold < = 15 seconds (fixed)	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
			100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
B1.9	99%	Percentage Transactions (T) not exceeding Higher Threshold < = 20 seconds (dialed)	100.0	100.0	100.0	100.0	100.0	99.9	99.9	99.5	99.7	99.8	99.9	100.0	100.0
			100.0	Q2		100.0	Q3		99.9	Q4		99.7	Q1		100.0

Above targets will take effect from 1/4/04 when the availability period begins.

## 7.6.2 NBS RELIABILITY MEASURES

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

Ref	SLT	ARL		Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
B3.1	RO		End-to-End Reliability													
			Fixed Connections	97.0	99.0	99.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0	99.0	100.0	100.0
	RO	Dialled Connections	94.0	99.0	99.0	99.0	99.0	99.0	99.0	99.0	99.0	100.0	98.0	100.0	99.0	
		NBS Reliability														
	99%	Fixed Connections	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
			99.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	
	97%	Dialled Connections	97.0	99.0	99.0	99.0	99.0	99.0	99.0	99.0	100.0	100.0	99.0	100.0	99.0	
			91.0	Q2		99.0	Q3		99.0	Q4		99.0	Q1		99.0	

Above targets will take effect from 1/4/04 when the availability period begins

7.6.3 CENTRAL SYSTEMS & NETWORK AVAILABILITY

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 1/10/04			Version: 1.0												
Ref	SET	APL	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04	Feb04	Mar04
<b>Central Systems Availability</b>															
B2.2.1	<= 6	Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during NB Core Hours	0	0	0	0	0	0	0	0	0	0	1	0	0
			0	Q2		0	Q3		0	Q4		0	Q1		0
B2.2.2	<= 24	Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during Non NB Core Hours	0	0	0	0	0	0	0	0	0	0	0	0	0
			0	Q2		0	Q3		0	Q4		0	Q1		0
B2.2.3	<= 3 hours	Availability Period aggregate Average Branch Outage during NB Core Hours	0	0	0	0	0	0	0	0	0	0	1.5	0.0	0.0
			0	Q2		0	Q3		0	Q4		0	Q1		0
B2.2.4	<= 24 hours	Availability Period aggregate Average Branch Outage during Non NB Core Hours	0	0	0	0	0	0	0	0	0	0	0	0	0
			0	Q2		0	Q3		0	Q4		0	Q1		0
<b>Network Availability</b>															
B2.4.1	99.95%	Central Network Availability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
B2.4.2	99.95%	NBE Network Availability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0

Above targets will take effect from 1/4/04 when the availability period begins

#### 7.6.4 REVIEW OF NETWORK BANKING PERFORMANCE



Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

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## **7.7 MISCELLANEOUS SERVICES**

### **7.7.1 BUSINESS INCIDENT MANAGEMENT & DATA RECONCILIATION**

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/04/04

Version: 1.0

Ref	SLT	ARL		Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
D E 1.1	95%		B usiness Incidents													
			Report issued within 5 days	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	98.2	98.9
				97.7	Q 2		100.0	Q 3		100.0	Q 4		100.0	Q 1		98.4
D 4.1	95%		D ata Reconciliation													
			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
				100.0	Q 2		100.0	Q 3		100.0	Q 4		100.0	Q 1		100.0

7.7.2 REVIEW OF BUSINESS INCIDENT & DATA RECONCILIATION

All SLT targets met.

