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Document Title: SERVICE LEVEL TARGETS FOR HORIZON SERVICES

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Abstract: A summary of service levels and associated service level targets in relation to the Horizon Services

Document Status: AUTHORISED

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0. DOCUMENT CONTROL

0.1 VERSION HISTORY

Version	Dated	Change Details
1.0	23/12/2002	First Authorised version introduced as part of the Amendment
1.1	16/12/2004	Amendments for introduction of S70/75 Releases
1.2	21/12/04	POL review and update
1.3	06/01/2005	FS comments and amendments
2.0	24/01/05	Updated version for authorization post S70/75 and removal of TSD
2.1	23/02/05	Updated from the review of 2.0
2.2	19/08/05	Updated to reflect agreed wording
3.0	29/09/05	No comments made on version 2.2 issued for Sign Off

0.2 DOCUMENT REFERENCES

Ref.	Title	Version Number	Reference
1.	Schedule 15		The Agreement

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0.3 DISTRIBUTION LIST

Name	Title	Organisation
Ruth Holleran	General Manager Network Support Services	Post Office™
Liz Tuddenham	Supplier and Service Performance Manager	Post Office™
Dave Baldwin	Director Customer Service	Fujitsu Services
Richard Brunskill	Infrastructure Services Manager	Fujitsu Services

0.4 GLOSSARY

Unless the context otherwise requires, the following terms have the following meanings:

Abbreviation	Definition
SLT	Service Level Target
MBS	Message Broadcast Service
LDT	Liquidated Damage Threshold
ARL	Additional Remedy Level
OLA	Operational Level Agreement
PM	Performance Metrics

0.5 CHANGES IN THIS VERSION

Version	Changes

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0.6 CHANGES EXPECTED

Changes
Document needs to be updated to reflect the changes in SLT for s 80 release

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0.7 CONTENT

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1. INTRODUCTION

1.1 PURPOSE

This document details the Service Level Targets (SLTs) contracted to by Fujitsu Services in relation to the agreed service levels and performance metrics as described in Schedule 15 of The Agreement. Furthermore this document identifies those service levels targets which have an associated Liquidated Damage Threshold and/or Additional Remedy Level

1.2 SCOPE

The scope of these SLTs is limited to those Service Levels and performance metrics described in Schedule 15 in relation to the Horizon Services and any other Service Levels which may be introduced via the Contract Change Procedure from time to time.

1.3 CONTRACTUAL PRECEDENCE

The description in the service requirement column is in abbreviated form and is for identification purposes only.

In the event of conflict or inconsistency, Schedule 15 shall have contractual precedence over the table in section 2 of this document in respect of the description in the service requirement column and the column indicating a related LDT and or ARL.

In respect of the service level descriptions in this document, the actual Service Level Targets shall always be as stated in the service level target column in section 2 of the latest authorised version of this document as recorded in the CCD entitled "Contract Controlled and Referenced Document" (BP/SPE/026).

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1.4 OBJECTIVES

The main objective of the SLTs is to assure the overall performance of the Horizon Services as they impact upon the business at post office Branches and the services provided to clients of Post Office Ltd.

1.5 PERFORMANCE MONITORING

Unless stated otherwise in the table in section 2 of this document, performance against these SLTs will be regularly monitored by Fujitsu Services and reported monthly to Post Office Ltd in the service review book as described in Schedule 19 of The Agreement.

1.6 SERVICE LEVEL TARGET MAINTENANCE

For the avoidance of doubt, any changes to the SLTs or performance metrics stated in this document may be agreed through the Soft Change Control Procedure. Changes to the actual service requirement must be agreed through the Hard Change Control Procedure as these service requirements are detailed within Schedule 15 of the Agreement.

2. SERVICE LEVEL TARGETS

Ref:	Service requirement	Service Level Target	LDT and/or ARL Y/N
	SERVICE LEVELS FOR SUPPORT DESK SERVICES		
	Engineer Services		
E1.1	Priority A – Local within 4 hours	95%	Y
E1.2	Priority A – Intermediate within 6 hours	95%	Y
E1.3	Priority A – Remote within 8 hours	95%	Y
E2.1	Priority B – Local within 8 hours	95%	Y
E2.2	Priority B – Intermediate within 10 hours	95%	Y
E2.3	Priority B – Remote within 12 hours	95%	Y
E3.1	Average Downtime	<=24.5%	N
E4.1	Engineer Visits completed within 20 minutes	>50%	N
	Horizon System Helpdesk		
H1.1	Calls answered within 30 seconds	>=80%	N
H1.2	Average time to answer	<10 seconds	N
H1.3	Calls not answered	<5%	N
H2.1	Level 1 calls resolved within 5 minutes	95%	N
H2.2	Average time to resolve Level 1 calls	<3.0 minutes	N
H3.1	Level 2 calls resolved within 30 minutes	95%	N
H3.2	Average time to resolve Level 2 calls	<10 minutes	N

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Ref:	Service requirement	Service Level Target	LDT and/or ARL Y/N
H3.3	Availability of Voicemail facility outside of HSH standard hours	100%	N
H3.4	Voicemail calls raised on Fujitsu Services call logging system next HSH working day	100%	N
H4.1	Authorised reboots per average counter position every 4 months is less than	1	N
Ref:	**Service requirement**	**Service Level Target**	**LDT and/or ARL Y/N**
	SERVICE LEVELS FOR DATA DELIVERY		
	Data File Delivery – Outbound (APS)		
DO1.1	APS transactions delivered by day B	96.5%	Y
DO1.2	APS transactions delivered by day C	97.5%	Y
DO1.3	APS transactions delivered by day D	98.5%	Y
DO1.4	APS transactions delivered by day J	100%	Y
	Data File Delivery – Outbound (TPS)		
DO2.1	TPS transactions delivered by day B	96%	Y
DO2.2	TPS transactions delivered by day C	97%	Y
DO2.3	TPS transactions delivered by day D	98%	Y
DO2.4	TPS transactions delivered by day J	100%	Y
	Data File Delivery – Outbound (OBCS)		
DO3.1	OBCS transactions delivered by day B	96%	Y
DO3.2	OBCS transactions delivered by day C	97%	Y
DO3.3	OBCS transactions delivered by day D	98%	Y
DO3.4	OBCS transactions delivered by day J	100%	N

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Ref:	Data File Delivery – Outbound (LFS)		
DO4.1.1	Confirmation of Pouch received at Outlet by Day A	97%	N
DO4.1.2	Confirmation of Pouch received at Outlet by Day B	97.2%	Y
DO4.1.3	Confirmation of Pouch received at Outlet by Day I	100%	N
DO4.2.1	Details of SAPADS Pouch Collected from Outlet by Day A	97%	N
DO4.2.2	Details of SAPADS Pouch Collected from Outlet by Day B	97.2%	N
DO4.2.3	Details of SAPADS Pouch Collected from Outlet by Day I	100%	N
DO4.3.1	Daily Cash on Hand details to SAPADS by Day A	96.25%	N
DO4.4.1	Wednesday Weekly Stamps/Stock and Inventory Items details by following Friday	98%	N
DO4.4.2	Thursday Weekly Stamps/Stock and Inventory Items details by following Friday	97%	N
Ref:	**Service requirement**	**Service Level Target**	**LDT and/or ARL Y/N**
DO4.4.3	Friday Weekly Stamps/Stock and Inventory Items details by same day	96%	N
DO4.4.4	All Weekly Stamps/Stock and Inventory Items details by Thursday of third week	100%	N
	Data File Delivery – Outbound (Reconciliation and Settlement Reports to TIP gateway)		
DO5.1	The first SLT calendar year : Delivery by 08:05 Day B (providing the LREC is	<=4 failures in total	N

	received by Fujitsu at 23:59:59 Day A) this is irrespective of a DRSH failure. Delivery by 08:05 Day B (providing the LREC is received by Fujitsu at 01:59:59 Day B). If there is a DRSH failure the target is 10.05 Day B. If the LREC is received by Fujitsu between 02.00 and 22:00 Day B the file will be delivered in line with the target for received by 01:59:59 Day B but the file will not be enriched with the LREC data until day C.			
DO5.2	Subsequent Calendar years : Delivery by 08:05 Day B (providing the LREC is received by Fujitsu at 23:59:59 Day A) this is irrespective of a DRSH failure. Delivery by 08:05 Day B (providing the LREC is received by Fujitsu at 01:59:59 Day B). If there is a DRSH failure the target is 10.05 Day B. If the LREC is received by Fujitsu between 02.00 and 22:00 Day B the file will be delivered in line with the target for received by 01:59:59 Day B but the file will not be enriched with the LREC data until day C.	<=2 failures in total per SLT year	N	

DO5.7	If there is a failure within the Fujitsu Services Ltd. domain on a system [other than DRSH or TES] which is being utilised in the generation of the Reconciliation and Settlement Reports, delivery of said reports will be by 12.00 Day B. If the system failure is either of the DRSH or TES, then said reports will be delivered by 18.00 Day B.	100%	N	
Ref:	**Service requirement**	**Service Level Target**	**LDT and/or ARL Y/N**	
	Data File Delivery – Outbound (REC)			
DO6.1	Number of failures of REC file delivered to CAPO daily by 03.00 in first SLT calender year	<=4	N	
DO6.2	Number of failures of REC file delivered to CAPO daily by 03.00 in subsequent SLT calender years	<=2	N	
DO6.3	Number of failures of REC file delivered to A &L daily by 03.00 in first SLT calender year	<=4	N	
DO6.4	Number of failures of REC file delivered to A &L daily by 03.00 in subsequent SLT calender years	<=2	N	
DO6.5	REC files will be delivered to CAPO by 16.00 on Day B	100%	N	
DO6.6	REC files will be delivered to A&L by 18.00 on Day B	100%	N	
	Performance Metric			
DO6.7	REC files are despatched to CAPO and A&L by	100%	N	

	00.10 daily		
	Data File Delivery – Inbound (OBCS stop lists)		
DI1.1	OBCS stop lists delivered by day B	96%	Y
DI1.2	OBCS stop lists delivered by day C	97%	Y
DI1.3	OBCS stop lists delivered by day D	98%	Y
DI1.4	OBCS stop lists delivered by day J	100%	N
	Data File Delivery – Inbound (LFS)		
DI2.1.1	SAPADS Planned Orders delivered by 08:00 on Day A	90%	N
DI2.12	SAPADS Planned Orders delivered by 12:00 on Day A	96%	Y
DI2.2.1	SAPADS Advice Notes delivered by 08:00 on day C	97%	N
	Data File Delivery – Inbound (APS reference data)		
DI3.1	APS reference data delivered by day B	96%	N
DI3.2	APS reference data delivered by day C	97%	N
DI3.3	APS reference data delivered by day D	98%	N
DI3.4	APS reference data delivered by day J	100%	N
Ref:	**Service requirement**	**Service Level Target**	**LDT and/or ARL Y/N**
	Data File Delivery – Inbound (Reference Data)		
DI4.1	Reference Data delivered by day B	96%	N
DI4.2	Reference Data delivered by day C	97%	N
DI4.3	Reference Data delivered by day D	98%	N

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DI4.4	Reference Data delivered by day J	100%	N
	SERVICE LEVELS FOR BANKING SERVICES		
	Transaction Times		
B1.1	Average transaction time using Fixed Connections	<=4.2 seconds	Y
B1.2	Average transaction time using ADSL Connections	<=5.2 seconds	Y
B1.3	Average transaction time using Dialed Connections	<=8.2 seconds	Y
B1.4	Banking Transactions using Fixed Connections less than or equal to 8 seconds	95%	N
B1.5	Banking Transactions using ADSL Connections less than or equal to 9 seconds	95%	N
B1.6	Banking Transactions using Dialed Connections less than or equal to 12 seconds	95%	N
B1.7	Banking Transactions using Fixed Connections less than or equal to 15 seconds	99%	N
B1.8	Banking Transactions using ADSL Connections less than or equal to 20 seconds	99%	N
B1.9	Banking Transactions using Dialed Connections less than or equal to 20 seconds	99%	N
Ref:	**Service requirement**	**Service Level Target**	**LDT and/or ARL Y/N**
	Central Systems Availability – (for each		

	Availability Period)		
B2.1.1	Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during NB Core Hours	<=3	Y
B2.1.2	Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during Non NB Core Hours	<=12	Y
B2.1.3	Availability Period aggregate Average Branch Outage during NB Core Hours	<= 3 hours 25 minutes	Y
B2.1.4	Availability Period aggregate Average Branch Outage during Non NB Core Hours	<=15 hours	Y
	Performance Metric – measured quarterly		
B2.2.3	Availability Period aggregate Average Branch Outage during NB Core Hours	<=3 hours 25 minutes	N
B2.2.4	Availability Period aggregate Average Branch Outage during Non NB Core Hours	<=7hours 30 minutes	N
	Network Availability – (for each SLT Calendar Year)		
B2.4.1	Central Network Availability	>=99.95%	N
B2.4.2	A&L Network Availability	>=99.95%	N
	NBS reliability measures		
B3.1	Fixed Connection reliability	99%	Y
B3.2	ADSL Connection reliability	99%	Y
B3.3	Dialed Connection reliability	97%	Y
	Data Reconciliation Service measures		
B4.1	NB Priority Exceptions resolved in 8 hours or less	95%	N

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Ref:	Service requirement	Service Level Target	LDT and/or ARL Y/N
	NB Authorisation Agent availability for each Availability Period		
B5.1	Number of PI outages for more than 2 minutes for same bank	<=1	N
Ref:	**Service requirement**	**Service Level Target**	**LDT and/or ARL Y/N**
B5.2	Number of PI outages for more than 2 minutes for different banks	<=2	N
	Performance Metric		
B5.3	Number of PI outages for more than 1 minute for same bank	<=1	N
B5.4	Number of PI outages for more than 1 minute for different banks	<=2	N

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SERVICE LEVELS FOR MISCELLANEOUS SERVICES
Data Errors

DE1.1	BIMs report issued within 5 days	95%	N
T1.1	TESQA availability between 07:00 and 22:00 for SLT Calendar Year	99.75% which equals <=13 hours 30mins downtime	N
T1.2	Transaction received in the Data Centre between 07.00 and 20.00 daily will be available within 15 mins on the TESQA for the SLT Calendar Year	97%	N
T1.2.1	If the TES fails transaction received in the Data Centre between 07.00 and 20.00 daily will be available within 2 hours on the TESQA for the SLT Calendar Year	100%	N

T1.3

Transac tion receive d in the Data Centre betwee n 20.00 and 22.00 daily will be availabl	97%	N			

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	Data Errors		
DE1.1	BIMs report issued within 5 days	95%	N
T1.1	TESQA availability between 07:00 and 22:00 for SLT Calendar Year	99.75% which equals <=13 hours 30mins downtime	N
T1.2	Transaction received in the Data Centre between 07.00 and 20.00 daily will be available within 15 mins on the TESQA for the SLT Calendar Year	97%	N
T1.2.1	If the TES fails transaction received in the Data Centre between 07.00 and 20.00 daily will be available within 2 hours on the TESQA for the SLT Calendar Year	100%	N
T1.3		97%	N

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	Transaction received in the Data Centre between 20.00 and 22.00 daily will be available within 40 mins on the TESQA for the SLT Calendar Year		
T1.3.1	If the TES fails, transaction received in the Data Centre between 20.00 and 22.00 daily will be available within 2 hours on the TESQA for the SLT Calendar Year	100%	N
T1.4	Transaction received in the Data Centre between 22.00 and 07.00 daily will be available within 4 hours on the TESQA for the SLT Calendar Year	100%	N
	Performance Metrics		
T1.5	The query time for properly constrained	<=20secs	N

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	transaction queries on the TESQA between 07.00 and 18.00		