FUJITSU

FUJITSU SERVICES
POST OFFICE ACCOUNT

SERVICE REVIEW

APRIL 2003

Fujitsu Services	SERVICE REVIEW	Ref:	CS / PER / 045
Date: 15/5/03			Version: 1.0

Title: SERVICE REVIEW - APRIL 2003

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 30th April 2003

Status: Definitive

Distribution: Service Review 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
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Signature: **Date:**

0 CONTENTS

1 DOCUMENT CONTROL

1.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	15/5/03	Service Review Book for April 2003 performance – review & SLT data

1.2 ASSOCIATED DOCUMENTS

Version	Date	Title
1.0	16/5/03	SRB Annex

1.3 ABBREVIATIONS

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

Commented [MSOffice1]: Information Technology

Commented [MSOffice2]: Management Information System

Commented [MSOffice3]: 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 of unknown origin – 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 outlet"

'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 outlet"

1.5 CHANGES IN THIS VERSION

Section 3.3   TSD - Logged Incident Profile : numbers for January - March have been revised to reflect the number of incidents rather than the number of calls as previously reported.

Section 3.4   Revised calculation of Engineer On-Site Visits for January - March to exclude Non Live Branches. Included visits are for calls placed by Live Branches requiring assistance with actual hardware problems. Pinpads are now shown separately having been removed from the 'Other' total.

Section 6.1.1   HSH Telephony : Average Call to Answer Time Target - was reduced from 10 seconds to 5 seconds in the first (data only) version of the April SRB but following further discussion has now been agreed at <5.5 seconds - effective from 1/4/03.

2 APRIL REVIEW OF SERVICE

2.1 Management Summary

Another excellent all round performance in respect of SLT achievement demonstrated in April.

Network Banking volumes continued to grow in April with 338k transactions totalling £27.5m. Against this background of increasing business, delivery of release S30 to the live estate commenced with 2,135 branches having S30 software at week ending 2nd May 2003. There were a number of low business-impact issues resulting from the committal of S30 together with problems within the NBE and Streamline, which have now been resolved:

- There were 13 instances where the NBE ignored a cancelled NWB transaction after being replaced by a new transaction within the same customer session.
- There were 4 known instances where a reversal of a 'REM IN' doubled up causing a misbalance on the Cash Account
- There were 2 known instances where a counter with a counter ID of '3' or higher was rebooted causing the AP function to be disabled.
- An issue within Streamline resulted in a large number of unmatched NWB transactions due to an issue with the format of the 'seconds' field within the transaction time
  (This issue did not affect any branches or PO settlement with clients)
- If the same card is used on the same day, for the same value in the same branch, Streamline would treat all but the first transaction as duplicates and request authorisation to proceed from PO Ltd causing unmatched transactions.

Fujitsu Services have presented the revised pricing schedule to PO Ltd in respect of OBC (Branch) re-structuring. The new processes have been agreed at operational level, and have been introduced ahead of formal sign-off of pricing and documentation. Fujitsu Services is seeking interim approval from PO Ltd in the event of any issues arising during this initial stage.

Fujitsu Services submitted CCN1106 for PO Ltd approval in respect of Paypole support and maintenance. The Fujitsu Services proposal reflects the service offered by UKME in respect of break fix by way of SLT and LDT thresholds, however the work will be sub-contracted to Romec Services. We are now awaiting a response from PO Ltd regarding the acceptance or otherwise of our proposal before formally engaging Romec Services. Support will commence 4 weeks following the approval of the CCN.

The BI3 Transaction Benchmarking exercise in relation to the existing EPOSS, APS and OBCS services will be presented to PO Ltd following formal sign off of the CSR+ transaction times at system component level. At this point Fujitsu Services believes that all BI3 benchmark timings are within the agreed target times. Fujitsu Services is completing formal documentation for sign off by both parties.

2.1.1 Operational Business Change (Branch)

Operational Business Change has continued to deliver an excellent service despite high change volumes associated with Network Reinvention. During April, 208 changes were delivered, of which 88 related to Network Reinvention changes. The proportion of failed changes was again very low, and within the agreed OLA levels.
There has been a slight increase in the level of inaccuracy on submitted OBC20 forms, following the implementation of a team at Chesterfield to complete these. This is being addressed through collaborative working and hosting visits of Post Office personnel at Fujitsu Services OBC team.
The OBC (branch) Kidsgrove team is due to relocate to Crewe during April.

2.1.2 Icon Service

Icon Batch 2002-03 is being distributed with S30 - nominal date to counters 07/04/2003.

A New Batch 2003-01 has been initiated. 'Dlls' have now been supplied by Escher and are in WP16300. These will be verified on the RDT counters and POL NSCIT counters and are due to go out to the Live Estate with S40 - nominal date to counters 07/07/2003.

2.1.3 Business Continuity

The initial operational business continuity testing of the Debit Card System was successfully completed during April.

2.1.4 Message Broadcast

A total of 48 MBS memos were sent during April.

2.1.5 Complaints

The volume of complaints remained low during April. The main items of concern were delayed engineer attendance, which was expected following the withdrawal of weekend cover, and some isolated repetitive hardware failures which have since been addressed. There has been one complaint of poor attitude at the HSH. This has been addressed with the agent concerned, and this is now being monitored by the team leader.

There is concern within Fujitsu Services at the production of statistics relating to complaints within Post Office Ltd which do not match those statistics produced by ourselves. This is currently being addressed with the Post Office complaints team.

2.1.6 Horizon Systems Helpdesk - Logged Call Profile

The level of inappropriate calls continues to give cause for concern. Two initiatives will be implemented from 1st May:
- a change to the IVR wording
- the referral of persistent inappropriate callers to the NBSC rather than automatic re-routing of the call.

There is also evidence of calls being inappropriately bounced to the HSH from the NBSC. These generally relate to requests for One Shot Passwords, where correct diagnosis could have avoided the need for a OSP at all, and poor communication of nation wide problems leading to referrals to the HSH for unrelated issues.

During April, there was an issue with poorly bar-coded V11 forms that would not scan properly. In a number of cases, these generated hardware calls to the HSH, which discontinued after a message broadcast was distributed.

3 APRIL VOLUMETRICS

3.1.1 Vital Statistics

Live Base as at 30th April 2003: 17,035 Post Offices, 39,038 Counters
Cumulative Data is from 1st January 1999 to 30th April 2003 inclusive
Monthly Data is from 1st April 2003 to 30th April 2003 inclusive, same month last year is from 1st April 2002 to 30th April 2002 inclusive

OBCS	This month	Same month last year	Totals to date
Total Number of Transactions	45,484,779	50,330,557	1,784,585,700
Total value of payments	£4,395,885,040	£4,474,492,487	£145,617,702,932

EPOSS	This month	Same month last year	Totals to date
Total number of receipts	56,906,540	57,472,559	2,109,445,414
Total number of payments	8,754,817	8,565,825	342,993,478
Total number of zero value transactions	13,490,998	6,512,829	265,536,298
Total value of receipts	£3,438,128,497	£3,545,723,298	£121,838,640,907
Total value of payments	£902,485,295	£842,589,295	£33,805,010,920

APS	This month	Same month last year	Totals to date
Total number of transactions	29,565,490	31,668,627	930,654,381
Total value of receipts	£1,028,096,156	£1,079,658,206	£28,177,642,189

The products "Cash" (EPOSS receipts) & "Cheque", "Unpaid Cheque" & "Voucher to CRU" (EPOSS payments) have been excluded from these figures. The excluded products represent settlement data not transactions and have only appeared since 1/1/03 (January 2003 numbers have also been adjusted retrospectively to correct the Totals to date).

3.1.2 Vital Statistics - Compare YTD with Last Year

OBCS	Apr03 - Apr03	Apr02 - Apr02
Total Number of Transactions	45,484,779	50,330,557
Total value of payments	£4,395,885,040	£4,474,492,487

EPOSS	Apr03 - Apr03	Apr02 - Apr02
Total number of receipts	56,906,540	57,472,559
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APS	Apr03 - Apr03	Apr02 - Apr02
Total number of transactions	29,565,490	31,668,627
Total value of receipts	£1,028,096,156	£1,079,658,206

3.1.3 Vital Statistics - Network Banking

	this month	to date
Balance Enquiries	41,025	46,019
Cash Deposit transactions	71,717	78,358
Cash Deposit total value	£10,974,780	£11,776,831
Cash Withdrawal transactions	202,836	214,359
Cash Withdrawal total value	£15,167,622	£15,855,692
DCP Refund transactions	10	10
DCP Refund total value	£309	£309
DCP Payment transactions	4,463	4,463
DCP Payment transactions	£254,551	£254,551

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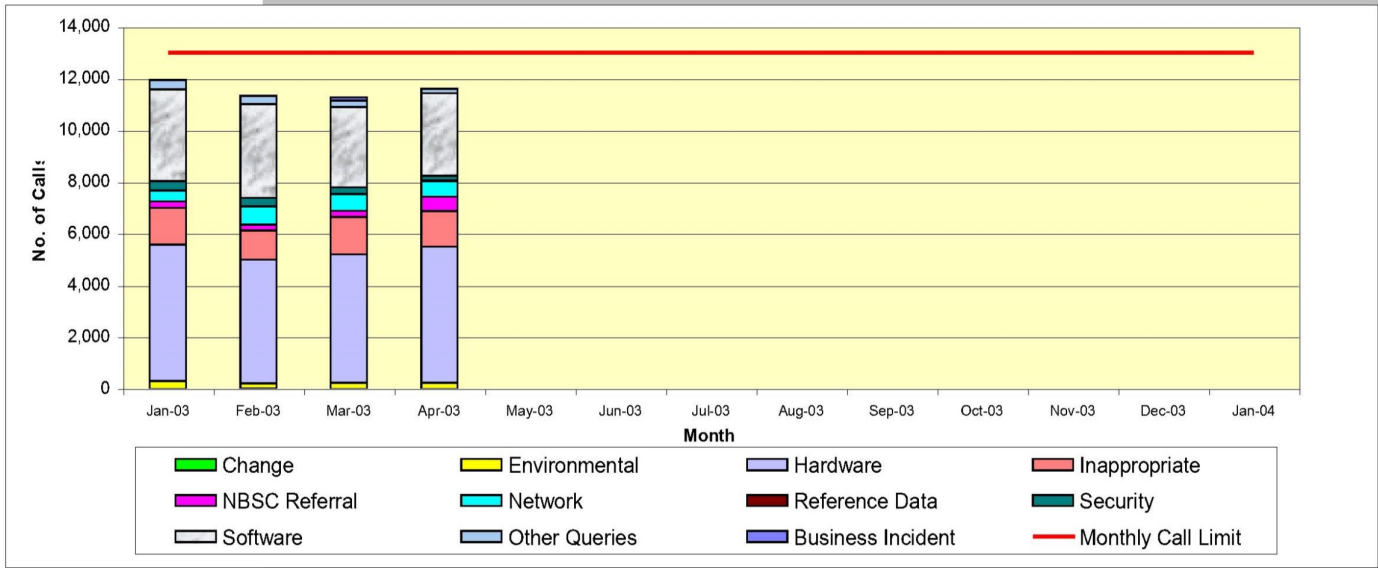
3.2 HORIZON SYSTEM HELPDESK - LOGGED CALL PROFILES FROM LIVE SITES (CONTD)

Business Incident			122	7									
Change	1	8	1	2									
Environmental	296	212	231	230									
Hardware	5281	4779	4967	5267									
Inappropriate helpdesk	1426	1115	1449	1377									
NBSC Referral	241	236	242	553									
Network	410	701	639	606									
Other queries	296	508	245	161									
Reference Data	8	3	9	23									
Security	378	327	257	174									
Software	3530	3623	3099	3199									
Total Calls	11867	11512	11261	11599									

The 7 business incident calls were related to a minor receipt problem and did not affect business in any way. They have since been reclassified as software.

3.3 TSD - LOGGED INCIDENT PROFILE
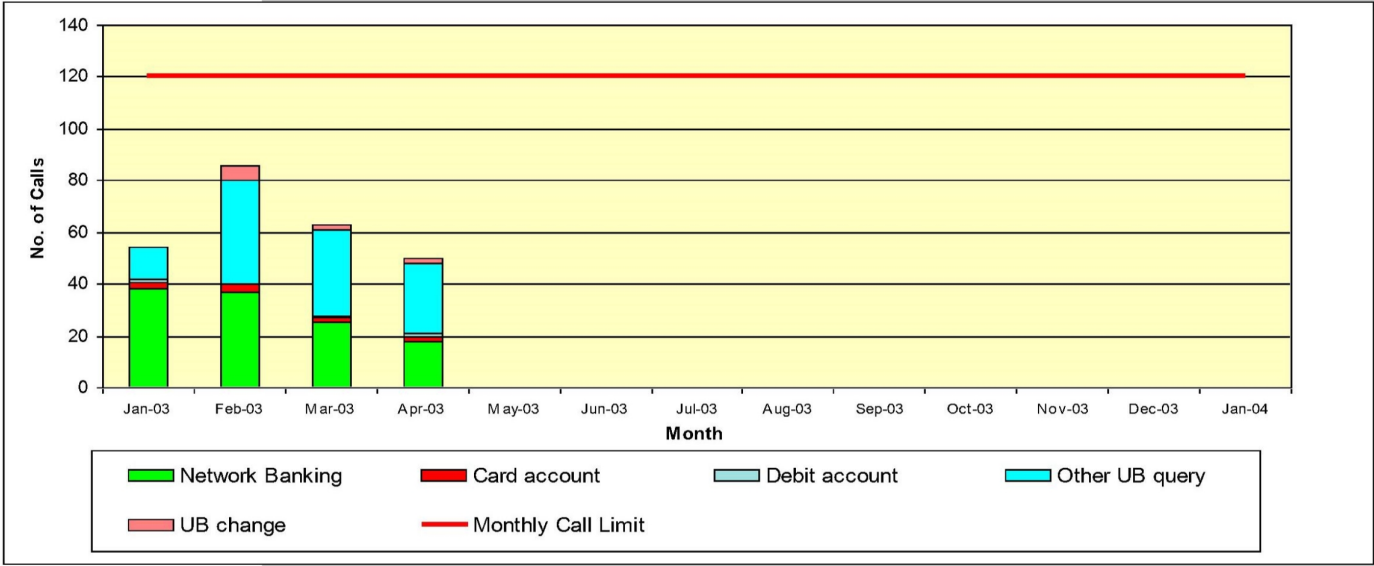
	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
Network Banking	38	37	25	18									
Card account	3	3	2	2									
Debit account	1	0	1	1									
Other UB query	12	40	33	27									
UB change	0	6	2	2									
TOTAL	54	86	63	50									

3.4 ENGINEER ON-SITE VISITS
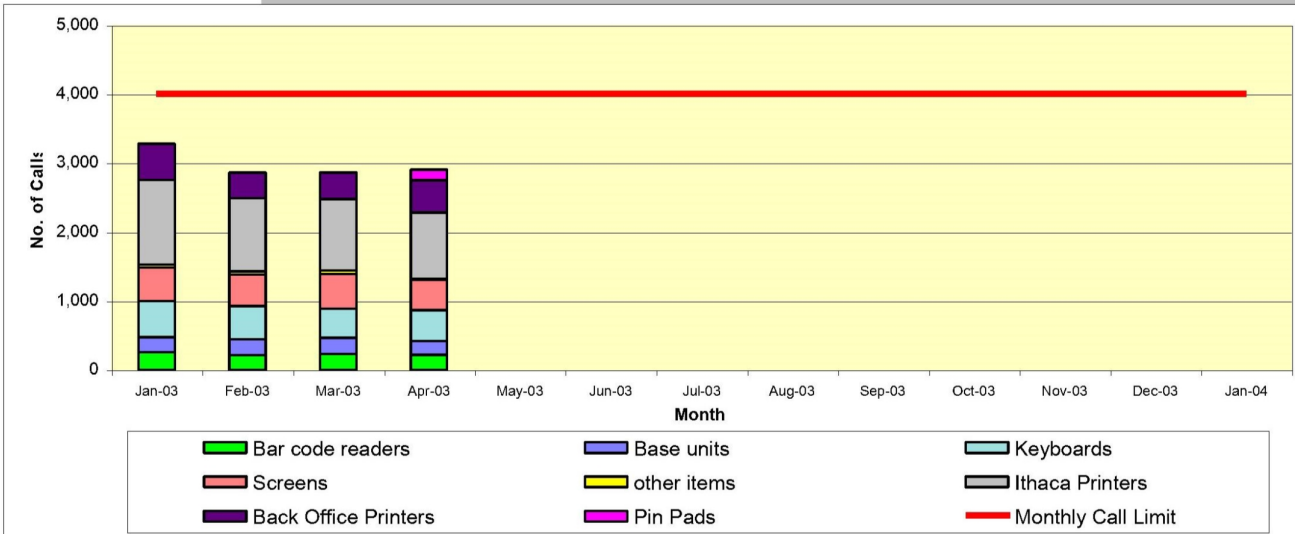
	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
Bar code readers	259	218	230	219									
Base units	217	229	237	202									
Keyboards	521	481	420	445									
Ithaca Printers	1224	1057	1035	958									
Back Office Printers	526	371	383	469									
Pin Pads				151									
Screens	489	456	504	440									
other items	42	47	52	18									
TOTAL	3278	2859	2861	2902									

3.5 OPERATIONAL OUTLET & COUNTER VOLUMES
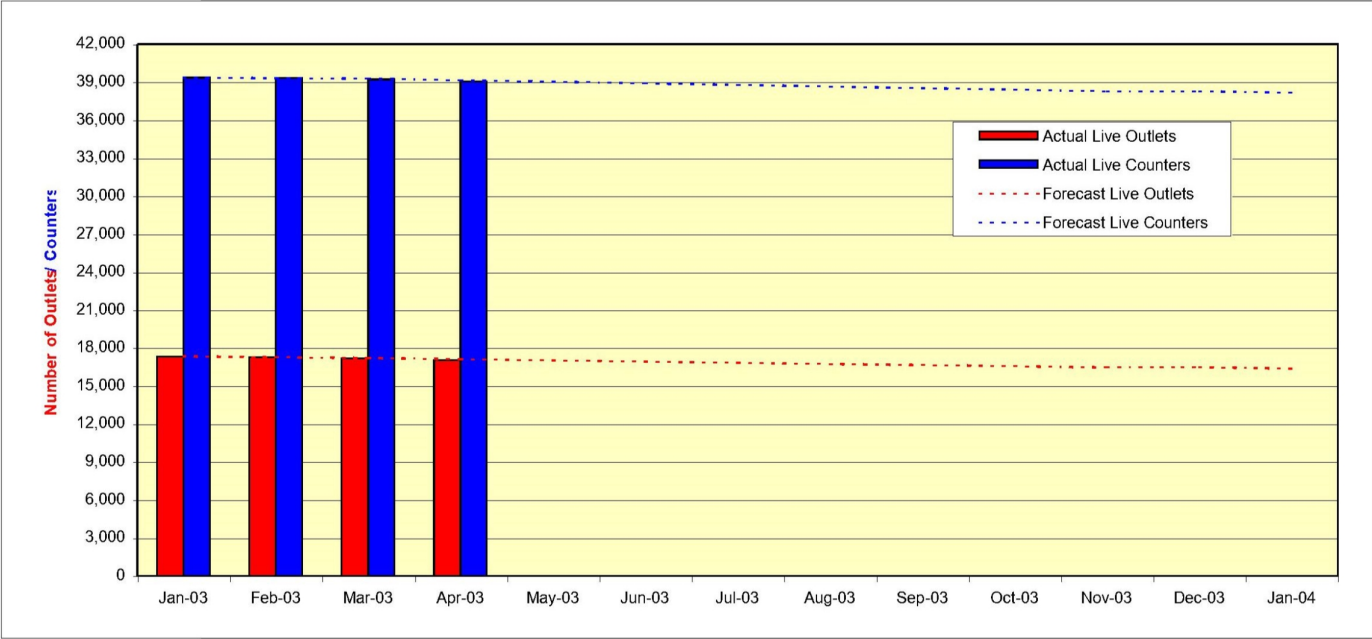
	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
Actual Live Outlets	17320	17270	17158	17035									
Actual Live Counters	39339	39321	39212	39038									
Forecast Live Outlets	17320	17254	17188	17097	17006	16915	16824	16733	16642	16551	16460	16460	16369
Forecast Live Counters	39339	39299	39259	39135	39011	38887	38763	38639	38515	38391	38267	38267	38143

4 APRIL 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	10		Monitor	2
	Open	9		Open	14
				TBA	1

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS - ON ALERT

There are no problems on alert.

4.3 KEY CROSS DOMAIN PROBLEM UPDATE

There were only five FS/POL open Cross Domain Problems at the end of April.

PM0000263 – Inappropriate calls to the HSH. The action is on the NBSC and HSH to reduce inappropriate calls to 3% or less of total. Fujitsu have proposed changes to the IVR message options. A revised IVR message has been implemented from 1st May and at this point the results are inconclusive..

PM0000292 – Users have deleted PINP02. Fujitsu Services and PO Ltd are discussing allocation of costs arising from this issue.

PM0000368 – One Shot Password procedure checks not being completed properly by the NBSC. The action is on PO Ltd / NBSC to retrain staff at Doxford.

PM0000302 – Closed offices not removed from Tivoli. The action is on PO Ltd to ensure that an OBC20 is raised for office closures.

PM0000345 – Transaction records with Icelandic characters not in CTS file. The fix is in S30 and this problem can be closed when S30 is fully rolled out.

5 APRIL REVIEW OF RELEASE MANAGEMENT

5.1 HIGH LEVEL TIMETABLE

RELEASE	APPROX DATE	CONTENT/COMMENTS
Escher Mails	Counter: November 2002 February 2003 May 2003 October 2003* * dates to be confirmed	Rolled out to 3 outlets as part of a trial. Rolled out to a further 32 outlets (including 2 at Dearne Valley) – 1 of these has now closed To be rolled out to a further 29 on 22/5/03 To be rolled to the remaining estate (date and rollout plan to be confirmed)
S30	Counter: March - May 2003	Introduces Debit Card The rollout is being managed in accordance with Post Office Ltd's implementation specification. The software has been committed to 2265 Post Offices. Roll Out was held up due to problems in the code. These have now been fixed and roll out to the remainder of the estate will restart this weekend 9/5/03) The target date for completion id 26/5/2003.
S40	Data Centre: June 2003 Counter: July - September 2003	A small maintenance release, the main changes at S40 are: Changes to RDMC, RDDS, Agents and Maestro to support MAILS reference data changes. Minor changes to Maestro schedule, APS, Agents and Correspondence Servers. Counter changes to support changes to LFS Receipts, Welsh Receipts, APS, NBS and performance monitoring. Other minor change to existing services (bug fixes etc).
S50	October 2003 *To be confirmed*	Content to be agreed between Fujitsu Services and Post Office Ltd
Bureau de Change	*To be confirmed*	Timing/content to be agreed between Fujitsu Services and Post Office Ltd

5.2 RELEASES COMPLETED DURING THIS PERIOD

RELEASE	APPROX DATE	CONTENT/COMMENTS
		No releases completed during April 2003.

6 APRIL SERVICE LEVEL PERFORMANCE

6.1 HORIZON SYSTEMS HELPDESK SERVICES

6.1.1 TELEPHONY

Ref	SLT	ARL	Class	Jan03	Feb03	Mar03	Apr03	May93	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
			Horizon Systems Helpdesk													
H1.1	80%		Calls answered within 30 seconds	93.9	61.0	94.0	94.7									
				Q1	81.3	Q2				Q3			Q4			Q1
H1.2	<5.5 secs		Call to Answer Time <5.5 seconds	4.7	4.0	4.9	5.1									
				Q1	4.5	Q2				Q3			Q4			Q1
H1.3	<5%		Calls not answered	1.7	20.1	2.1	1.7									
				Q1	8.8	Q2				Q3			Q4			Q1
H3.3	100%		Voicemail available outside HSH standard hours	N/A	100.0	100.0	100.0									
				Q1	100.0	Q2				Q3			Q4			Q1
H3.4	100%		Voicemail calls raised next working day	N/A	100.0	100.0	100.0									
				Q1	100.0	Q2				Q3			Q4			Q1

6.1.2 REVIEW OF TELEPHONY SLT ACHIEVEMENT

The Call to Answer Time target has been reduced from <10 seconds to <5.5 seconds effective from 1/4/03.

6.1.3 CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

Ref	SLT	ARL	Class	Jan03	Feb03	Mar03	Apr03	May93	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
			Horizon Systems Helpdesk													
H2.1	95%		Level 1 Calls resolved within 5 mins	95.0	95.2	95.5	95.5									
				Q1		95.2	Q2			Q3			Q4			Q1
H2.2	<4.5mins		Average Time to resolve Level 1 calls	2:51	2:51	2:57	2:42									
				Q1		2:53	Q2			Q3			Q4			Q1
H3.2	<10mins		Average Time to resolve all Level 2 Calls <10 minutes	6:22	6:54	7:03	6:09									
				Q1		6:42	Q2			Q3			Q4			Q1
H3.1	95%		Level 2 Calls resolved within 30 mins	99.4	100.0	100.0	100.0									
				Q1		99.7	Q2			Q3			Q4			Q1
			Reboot Incidents													
H4.1	<1.0		HSH Authorised Reboot Incidents per Counter Position	0.26	0.28	0.27	0.25									
				Q1		N/A	Q2			Q3			Q4			Q1

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

All SLTs have been met in April. Level 1 continues to run close to the SLT, as the HSH takes on new starters whose inexperience contributes to isolated issues with the achievement of Level 1 performance. Where this occurs, the individuals are identified and remedial training is given.

6.2 ENGINEER SERVICES

6.2.1 ENGINEER SERVICES

Ref	SLT	ARL		Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
			Call to Resolution (Local)													
E1.1	95%		Hardware/Network Priority A - 4 hours Non-Remedial	98.5	97.7	97.8	98.6									
					Q1	97.8	Q2			Q3			Q4			Q1
E2.1	95%		Hardware/Network Priority B - 8 hours Non-Remedial	99.3	97.8	98.7	99.1									
					Q1	98.7	Q2			Q3			Q4			Q1
			Call to Resolution (Intermediate)													
E1.2	95%		Hardware/Network Priority A - 6 hours Non-Remedial	100.0	100.0	100.0	100.0									
					Q1	100.0	Q2			Q3			Q4			Q1
E2.2	95%		Hardware/Network Priority B - 10 hours Non-Remedial	100.0	97.0	100.0	100.0									
					Q1	98.8	Q2			Q3			Q4			Q1
			Call to Resolution (Remote)													
E1.3	95%		Hardware/Network Priority A - 8 hours Non-Remedial	100.0	100.0	100.0	97.7									
					Q1	100.0	Q2			Q3			Q4			Q1
E2.3	95%		Hardware/Network Priority B - 12 hours Non-Remedial	99.1	97.9	100.0	100.0									
					Q1	99.2	Q2			Q3			Q4			Q1
			Engineer Visits													
E4.1	>50%		20 minute On-site Repair	59.3	57.9	59.6	61.0									
					Q1	59.5	Q2			Q3			Q4			Q1
			Average Downtime (Time to Repair)													
E3.1	30.78		Call to Fix	19.1	22.9	19.0	18.9									
					Q1	19.5	Q2			Q3			Q4			Q1

6.2.2 REVIEW OF ENGINEER SERVICES

The SLTs have all been met during April, despite a slight increase in the number of engineer calls received due to the commencement of PINPad usage. The level of Liquidated Damages related to engineer service is declining as continuing focus is placed in this area.

6.3 TECHNICAL SERVICE DESK

6.3.1 TSD PERFORMANCE

Ref	SLT	ARL		Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
T1.1	98%		Severity Level 1 updates completed within 30 minutes	94.0	90.0	99.0	100.0									
				Q1		94.6	Q2			Q3			Q4			Q1
T1.2	95%		Severity Level 2 updates completed within 60 minutes	81.0	91.0	98.0	98.4									
				Q1		84.9	Q2			Q3			Q4			Q1
T1.3	90%		Severity Level 3 updates completed within 24 hours	90.0	94.0	98.0	98.5									
				Q1		95.0	Q2			Q3			Q4			Q1

6.3.2 REVIEW OF TSD PERFORMANCE

All SLTs were again achieved in April. Details of individual incidents that failed the SLT this month are given in the Annex.

There were fewer incidents raised in April with no incidents opened at Severity 1, and only one incident going to Severity 1 for a short period during its lifecycle. As a consequence there was a large reduction in the number of updates made by the TSD, down from 417 in March to 267 in April. The reduction in incident volumes is in contrast to a trend of increased duration for Severity 3 incidents. There were also eight new Banking problems opened by the TSD in April,

From analysing the incidents, it is apparent that there are still some teething issues with Card Account but in addition, this month saw Streamline joining with the new Debit Card service.

6.4 DATA DELIVERY SERVICES

6.4.1 INBOUND

Ref	SLT	ARL	class	Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
			RDMC Reference Data													
DI4.1	96%		Data Delivery - Day B	96.31	89.40	97.66	98.73									
				Q1	94.12		Q2			Q3			Q4			
DI4.2	97%		Data Delivery - Day C	97.89	96.26	99.34	99.72									
				Q1		97.84	Q2			Q3			Q4			
DI4.3	98%		Data Delivery - Day D	98.25	97.09	99.54	99.78									
				Q1		98.32	Q2			Q3			Q4			
DI4.4	100%		Data Delivery - Day J	99.99	99.99	100.00	100.00									
				Q1		99.99	Q2			Q3			Q4			
			OBCS Data													
DI1.1	96%		OBCS Stop List - Day B	97.46	94.82	98.22	99.25									
				Q1		96.93	Q2			Q3			Q4			
DI1.2	97%		OBCS Stop List - Day C	98.43	96.99	99.29	99.73									
				Q1		98.29	Q2			Q3			Q4			
DI1.3	98%		OBCS Stop List - Day D	98.85	97.83	99.62	99.84									
				Q1		98.80	Q2			Q3			Q4			
DI1.4	100%		OBCS Stop List - Day J	99.99	99.99	100.00	100.00									
				Q1		99.99	Q2			Q3			Q4			

6.4.2 REVIEW OF DATA SERVICES INBOUND SLT ACHIEVEMENT

All SLT's within target.

6.4.3 APS - GENERIC

Ref	SLT			Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
			Inbound APS													
DI3.1	96%		Data Delivery - Day B	97.30	94.96	98.03	99.04									
					Q1	96.84		Q2			Q3			Q4		Q1
DI3.2	97%		Data Delivery - Day C	98.41	97.43	99.15	99.63									
					Q1	98.33		Q2			Q3			Q4		Q1
DI3.3	98%		Data Delivery - Day D	98.81	98.12	99.55	99.76									
					Q1	98.82		Q2			Q3			Q4		Q1
DI3.4	100%		Data Delivery - Day J	99.99	99.99	100.00	100.00									
					Q1	99.99		Q2			Q3			Q4		Q1
			Outbound APS													
DO1.1	96.5%		Data Delivery - Day B	99.12	97.28	99.64	99.86									
					Q1	98.65		Q2			Q3			Q4		Q1
DO1.2	97.5%		Data Delivery - Day C	99.59	98.49	99.88	99.96									
					Q1	99.28		Q2			Q3			Q4		Q1
DO1.3	98.5%		Data Delivery - Day D	99.81	99.31	99.97	99.98									
					Q1	99.66		Q2			Q3			Q4		Q1
DO1.4	100%		Data Delivery - Day J	99.99	99.99	100.00	100.00									
					Q1	99.99		Q2			Q3			Q4		Q1

6.4.4 REVIEW OF APS GENERIC

All SLT's within target. Also 2 new clients were introduced during April - ESP and Capo Card Account EDS - details of their transactions and Day B/C/D achievements are included in the SRB Annex for April.

6.4.5 OUTBOUND

Ref	SLT	ARL	class	Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
			TPS Data													
DO2.1	96%		File Delivery - Day B	96.4	95.2	98.5	99.4									
				Q1		96.7	Q2			Q3			Q4			Q1
DO2.2	97%		File Delivery - Day C	99.1	97.2	99.5	99.9									
				Q1		98.6	Q2			Q3			Q4			Q1
DO2.3	98%		File Delivery - Day D	99.4	98.2	99.8	99.9									
				Q1		99.1	Q2			Q3			Q4			Q1
DO2.4	100%		File Delivery - Day J	99.9	99.9	100.0	100.0									
				Q1		99.9	Q2			Q3			Q4			Q1
			OBCS Data													
DO3.1	96%		File Delivery - Day B	99.3	97.3	99.7	99.9									
				Q1		98.7	Q2			Q3			Q4			Q1
DO3.2	97%		File Delivery - Day C	99.5	98.3	99.9	99.9									
				Q1		99.2	Q2			Q3			Q4			Q1
DO3.3	98%		File Delivery - Day D	99.7	99.0	99.9	99.9									
				Q1		99.5	Q2			Q3			Q4			Q1
DO3.4	100%		File Delivery - Day J	99.9	99.9	100.0	100.0									
				Q1		99.9	Q2			Q3			Q4			Q1

6.4.6 REVIEW OF DATA SERVICES OUTBOUND SLT ACHIEVEMENT

All SLT's within target.

6.5 LF SERVICE

6.5.1 OUTLET TO SAPADS

Ref	SLT	ARL		Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
			Outlet to SAPADS Data Transfer													
DO4.11	97%		Confirmation of Pouch Received at Outlet - Day A	98.4	96.2	99.3	99.9									
				Q1		97.8	Q2			Q3			Q4			Q1
DO4.12	97.2%		Confirmation of Pouch Received at Outlet - Day B	98.7	96.3	99.3	99.9									
				Q1		98.1	Q2			Q3			Q4			Q1
DO4.13	100%		Confirmation of Pouch Received at Outlet - Day I	99.9	99.9	100.0	100.0									
				Q1		99.9	Q2			Q3			Q4			Q1
DO4.2.1	97%		Details of SAPADS Pouch Collected from Outlet - Day A	98.4	96.5	99.2	99.9									
				Q1		98.0	Q2			Q3			Q4			Q1
DO4.2.2	97.2%		Details of SAPADS Pouch Collected from Outlet - Day B	98.8	96.5	99.3	99.9									
				Q1		98.2	Q2			Q3			Q4			Q1
DO4.2.3	100%		Details of SAPADS Pouch Collected from Outlet - Day I	99.9	99.9	100.0	100.0									
				Q1		99.9	Q2			Q3			Q4			Q1
DO4.3.1	96.25%		Daily Cash on Hand Details - Day A	95.1	95.2	98.9	99.8									
				Q1		96.4	Q2			Q3			Q4			Q1

6.5.1 OUTLET TO SAPADS (Contd)

Ref	SLT	ARL		Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
			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									
				Q1		100.0	Q2			Q3			Q4			Q1
DO4.4.2	97%		Weekly Stamps / Stock on Hand and Inventory Items Details - Thursday Target	99.8	98.1	99.9	99.9									
				Q1		99.3	Q2			Q3			Q4			Q1
DO4.4.3	96%		Weekly Stamps / Stock on Hand and Inventory Items Details - Friday Target	99.3	97.7	99.6	99.8									
				Q1		99.0	Q2			Q3			Q4			Q1
DO4.4.4	100%		Weekly Stamps / Stock on Hand and Inventory Items Details - 2nd Thursday Target	100.0	99.9	100.0	100.0									
				Q1		99.9	Q2			Q3			Q4			Q1

6.5.2 SAPADS TO OUTLETS

Ref	SLT	ARL		Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
			SAPADS to Outlets Data Transfer													
DI2.1.1	90%		Delivery of SAPADS Planned Orders to Outlets - 8am Target	97.3	90.7	92.8	98.9									
				Q1		94.3	Q2			Q3			Q4			Q1
DI2.1.2	96%		Delivery of SAPADS Planned Orders to Outlets - 12pm Target	98.2	95.0	98.9	99.6									
				Q1		97.3	Q2			Q3			Q4			Q1
DI2.2.1	97%		Delivery of SAPADS Advice Notes to Outlets - 08:00 on Day C	100.0	100.0	100.0	100.0									
				Q1		100.0	Q2			Q3			Q4			Q1

6.5.3 REVIEW OF LFS PERFORMANCE

All SLT's within target.

6.6 NETWORK BANKING SERVICES

6.6.1 REQUEST & AUTHORISATION TIMES

Ref	SLT	ARL	Class	Jan03	Feb03	Mar03	Apr03	####	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
			Congestion measure													
	FIO		Number of Days the Congestion Measure exceeded 10%	3	0	1	0									
			Dialed Connections													
	FIO		Average time in secs to receive Counter Authorisations (T1)	3.81	3.37	3.65	4.06									
	FIO		Average time in secs to receive Agents Authorisations (T2)	1.04	0.72	0.82	0.81									
			Fixed Connections													
	FIO		Average time in secs to receive Counter Authorisations (T1)	2.12	1.76	1.79	1.95									
	FIO		Average time in secs to receive Agents Authorisations (T2)	1.12	0.70	0.76	0.80									
			SLT's													
B11	<=4 secs		Average Transaction Time using Fixed Connections (T)	1.01	1.06	1.03	1.15									
				Q1		1.04	Q2			Q3			Q4			Q1
B13	<=8 secs		Average Dialed T (T1-T2)	2.77	2.66	2.83	3.26									
				Q1		2.73	Q2			Q3			Q4			Q1
B14	95%		Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	100.0	99.9	100.0	99.9									
				Q1		99.9	Q2			Q3			Q4			Q1
B16	95%		Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.9	99.8	100.0	99.8									
				Q1		99.9	Q2			Q3			Q4			Q1
B17	99%		Percentage Transactions (T) not exceeding Higher Threshold <=15 seconds (fixed)	100.0	100.0	100.0	100.0									
				Q1		100.0	Q2			Q3			Q4			Q1
B19	99%		Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	100.0	99.9	100.0	100.0									
				Q1		100.0	Q2			Q3			Q4			Q1

6.6.2 NBS RELIABILITY MEASURES

Ref	SLT	ARL	Class	Jan03	Feb03	Mar03	Apr03	####	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
			End-to-End Reliability													
	FIO		Fixed Connections	92.0	98.0	97.0	99.0									
	FIO		Dialled Connections	89.0	82.0	94.0	99.0									
			NBS Reliability													
B3.1	99%		Fixed Connections	99.0	100.0	99.0	100.0									
				Q1		99.0	Q2			Q3			Q4			Q1
B3.2	97%		Dialed Connections	93.0	88.0	97.0	99.0									
				Q1		91.0	Q2			Q3			Q4			Q1

6.6.3 CENTRAL SYSTEMS & NETWORK AVAILABILITY

Ref	SLT	ARL	Class	Jan03	Feb03	Mar03	Apr03	####	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03	Jan04
			Central Systems Availability													
B2.2.1	<=3		Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during NB Core Hours	0	0	0	0									
				Q1		0	Q2			Q3			Q4			Q1
B2.2.2	<=12		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									
				Q1		0	Q2			Q3			Q4			Q1
B2.2.3	<=1½ hours		Availability Period aggregate Average Branch Outage during NB Core Hours	0	0	0	0									
				Q1		0	Q2			Q3			Q4			Q1
B2.2.4	<=12 hours		Availability Period aggregate Average Branch Outage during Non NB Core Hours	0	0	0	0									
				Q1		0	Q2			Q3			Q4			Q1
			Network Availability													
B2.4.1	99.95%		Central Network Availability	100.0	100.0	100.0	100.0									
				Q1		100.0	Q2			Q3			Q4			Q1
B2.4.2	99.95%		NBE Network Availability	100.0	100.0	100.0	100.0									
				Q1		100.0	Q2			Q3			Q4			Q1

6.6.4 REVIEW OF NETWORK BANKING PERFORMANCE

All SLT's within target.

6.7 MISCELLANEOUS SERVICES

6.7.1 BUSINESS INCIDENT MANAGEMENT & DATA RECONCILIATION

Ref	SLT	ARL		Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
			Business Incidents													
DE1.1	95%		Report issued within 5 days	95.0	100.0	100.0	100.0									
				Q1		97.7	Q2			Q3			Q4			
			Data Reconciliation													
B4.1	95%		Priority Exceptions resolved in 8 hours or less	100.0	100.0	100.0	100.0									
				Q1		100.0	Q2			Q3			Q4			

6.7.2 REVIEW OF BUSINESS INCIDENT & DATA RECONCILIATION

All SLT's within target.