



FUJITSU SERVICES  
PATHWAY

**SERVICE REVIEW**

**JUNE 2002**



Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 045

Date: 12/7/02

Version: 1.0

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**Title:** SERVICE REVIEW - JUNE 2002

**Abstract:** This document contains a summary of the Monthly Service Performance Statistics for the Period  
1<sup>st</sup> to 30<sup>th</sup> June 2002

**Status:** Definitive

**Distribution:** Service Review Forum  
Fujitsu Services, Pathway: Business Manager  
Fujitsu Services, Pathway: Customer Service Management Team  
Fujitsu Services, Pathway: Customer Service Intranet  
Fujitsu Services, Pathway: Library

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

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1 DOCUMENT CONTROL

1.1 DOCUMENT HISTORY



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Version	Date	Reason
1.0	12/7/02	Service Review Book for June 2002 performance – review and SLA data

## 1.2 ASSOCIATED DOCUMENTS

Version	Date	Title
1.0	11.06.02	TIP Operational Review Book
3.28.2	15.04.02	Service Review Book for March 2002 performance - data and analysis

## 1.3 ABBREVIATIONS

FS	Fujitsu Services	MAT	Minimum Acceptable Threshold
HSH	Horizon System Helpdesk	SLA	Service Level Agreement
IT	Information Technology	TBN	To be Notified
MIS	Management Information System	TRT	Termination Review Threshold

## 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

A&G	Calls requiring general advice and guidance
Cash Account	Calls requiring general advice on all aspects of Cash Account production
Customer Complaint	Calls raised to capture a complaint
Documentation	Calls diagnosed as relating to a documentation error
Environmental	Calls to register an environmental problem
Hardware	Calls diagnosed as relating to a system hardware fault
Implementation	Calls relating to offices during rollout
Inappropriate	Calls received at the HSH that are inappropriate and will not be dealt with by the NBSC
Network	Calls diagnosed as relating to a system network fault
NBSC Referral	Calls received at the HSH that will be dealt with by the NBSC (a subset of Inappropriate from 04/08/00)
Operational	Calls diagnosed as relating to the non-outlet operating environment (redefined from 04/08/00)
Other	Calls relating to PO closures, reference data changes, miscellaneous environmental issues and failed verification calls
Reconciliation	Calls requiring reconciliation of a particular part of the system
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

Training	Calls which would normally be classed as A&G, but because the user's knowledge of the system is lacking, a more in depth explanation is required
Your Guide	Calls relating to the Your Guide Kiosk
PO Ltd (Non-Serv)	All calls placed with Horizon System Helpdesk that embrace non-System Service calls (equates to non-Hardware, non-Network and non-Software)
PO Ltd (Serv)	All calls placed with Horizon System Helpdesk that embrace System Service calls (equates to Hardware, Network and Software)

● **CALL TO RESOLUTION**

'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**

<b>Section 3</b> <b>JUNE</b> <b>VOLUMETRICS</b>	An improved method for totalling the number of Live Outlets and Counters has been developed. The Counter calculation used in May has since been refined and can now provide details of the number of counters at each Live Outlet contributing to the published total.
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## 2 JUNE REVIEW OF SERVICE

### 2.1 Management Summary

SLA achievement for June (with respect to inbound DFD for Day "B") was slightly disappointing due to operational issues with Campus failover tests and the Network Banking release activities. These issues will be addressed.

There has been a number of joint activities with Post Office Ltd. The End to End Service Management initiative is progressing well and it is hoped that the joint service proposition will be completed in early August. SPOC 2 discussions are also progressing extremely well with a tentative go-live date in late September. There has been less substantial progress on the configuration and change management activities where we are still trying to drive out the business problems and resulting requirements.

There has been a significant amount of effort from both organisations in establishing service and cost reduction options for contract renewal. These have been input into the current Heads of Agreement discussions.

The Service Improvement Plan regarding OBC performance is progressing extremely well and we are confident we will see a significant improvement in this service

Finally, a key success for the Operational Security team in the month was the successful outcome of the Camberwell Green fraud case. The evidence produced from Pathway and the subsequent appearance by Graham Hooper as an expert witness was a key factor in the successful prosecution.

### 2.1.1 OBC

June has continued to see progress within OBC. The May workshop action points are being progressed. A follow up review has agreed Terms of Reference for the OBC Network Operational Review Forum. Comments have been received on the three service documents, and these are planned to be issued for approval in Mid-June.

The draft OLA has been completely re-written and has now been issued for further review.

The introduction of Energis On-Line has not yet been achieved due to resourcing issues in Energis; it is now planned for the third week of July. The resourcing issues in Energis also contributed to disappointing installation figures in June, as a number of ISDN line orders were placed late with BT. This has been escalated to director level within Energis, and a rectification plan initiated.

An internal review has been conducted into the level of manual intervention required to support the OCMS configuration tool. A formal cross-domain problem has now been opened, and internal CPs are in production to tackle the primary areas of concern.

OBC invoicing is now being completed monthly, with full charging information being provided.

### 2.1.2 IMPLEMENTATION TAIL

The two outstanding sites, Isle of Rhum and Papa Stour, have now both been installed. The Implementation tail is therefore now complete.

### 2.1.3 AUTOMATED PAYMENTS SERVICE

#### Connections

- 20 Client interfaces – 8 are new connections (not ex HAPS), 1 suspended in June (SPM)
- ESP go live date has still to be confirmed
- National Savings activities are to be suspended at Client request until summer 2002
- Card Account activities underway for target go-live of 11<sup>th</sup> October 2002

#### Client Service

- Quantum still sending inbound data to closed outlets. This is a cross domain problem

#### File Re-send Service

- 4<sup>th</sup> CCN has been rejected by Post Office Ltd. The matter has been referred to the Contract Administration Board for a policy ruling prior to re-submission of the CCN

#### **2.1.4 TRANSACTION PROCESSING SERVICE**

- Post Office Ltd are still considering a proposal for a call-off chargeable weekend file repair service
- A procedure is being agreed to provide Post Office Ltd with an alert in the event of a major shortfall in transaction harvesting

#### **2.1.5 LOGISTICAL FEEDER SERVICE**

- There is a problem within the 'Daily Cash on Hand' in that sometimes there is information included relating to the previous days values. A fix is being scheduled for the counter to resolve this issue – due for delivery in S20
- There is an outlet non-conformance issue that sometimes causes Wednesday cash declarations to double up. This should be alleviated by a Post Office Ltd requested change to set LFS end of day at 19.00hrs at every outlet. The CCN is currently under discussion because the change impacts SLA achievement
- Fujitsu Services awaits SAPADS changes to stop the PLO file transmissions on a Sunday
- LFS changes as a result of the rectification plan have been agreed at working level. Once the rectification plan CCN has been approved, the OLA will be amended accordingly and changes made to the Maestro Schedule and Service Performance reports.

#### **2.1.6 ICON SERVICE**

Agreement has now been reached on service description and prices with the appropriate documentation issued for approval. A CCN is to be issued to introduce these as CCD's within the contract schedules

#### **2.1.7 BUSINESS CONTINUITY**

There are currently no open Major Business Continuity Issues (MBCI's)

#### **2.1.8 MESSAGE BROADCAST**

Message broadcasts are running at an average of 1 per day for June

#### **2.1.9 PROBLEM MANAGEMENT**

- No major issues in June 2002 with no problems escalated to the Service Review Forum.

- It was agreed at the June problem management review that one of the Fujitsu Services Field Service Managers would host a presentation to the new Post Office Ltd 'Heads of Area' to familiarise them with the processes and procedures involved in the Field Service Management function. Post Office Ltd have agreed to complete a process for fast track outlet visits
- A list of 'Uncomfortable Sites' is being prepared jointly by Fujitsu Services and Post Office Ltd following recent occurrences which have placed the Field Services Managers and Engineers 'at risk' during visits.

#### **2.1.10 REMEDIAL PAYMENTS**

Invoices have been issued to end May 2002 for all remedial streams.

#### **2.1.11 RECONCILIATION AND FINANCIAL INTEGRITY**

There have been no major reconciliation and financial integrity issues during June 2002.

#### **2.1.12 COMPLAINTS**

A positive and constructive joint meeting has been held, with no issues of concern being raised. The Complaints documentation has been reviewed and agreed. An escalation path has been agreed should any concerns arise again in connection with way in which complaints are managed.

## **2.2 SCORECARD ACTION PLAN**

Summary of progress during June 2002:



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Category	Sub Category	Action	Summary of progress	Status
Service Delivery	Helpdesk Service	Ensure HSH procedures and practices are in place to recognise and accept ownership of calls transferred from NBSC. Reduce instances of queried ownership (end customer dissatisfaction) to zero.	From 1 May 2002, all calls transferred into the HSH from the NBSC have been accepted without the need to request verification of identity from the outlet.	Monitor
	Problem Management	Become more pro-active, immediate improvement expected. Advise Post Office Ltd of problems when they happen, not afterwards. (Example from March SRB – OBCS Stop list issue not communicated via Duty Manager route).	Fujitsu Services now believe that improvements have been made in this area and important issues are now being communicated as and when required.	Monitor
	Reconciliation Services	Remove confusion and delay over resolution of outlet reconciliation queries raised via ad-hoc BSM request by revisiting procedures and amending where necessary.	Meeting still to be re-scheduled between Fujitsu Services and Post Office Ltd. Postponed at Post Office Ltd request Preliminary work completed by Fujitsu Services to resolve outstanding issues (4) which are currently with the Security department.	On-going

## 2.3 SCORECARD ACTION PLAN (Contd)

Category	Sub Category	Action	Summary of progress	Status
	OBC	1. Set up working party to review the TOR and attendees of monthly OBC forum – hold workshop to discuss	TOR have been discussed at the forum and agreed	Closed



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	OBC	2. Re-visit OBC OLA and agree targets and deliverables	The OLA has been rewritten by Fujitsu Services and re-distributed for review	Closed
	OBC	3. Post Office Ltd to define who is responsible for the OBC process	Still awaiting formal notification from Post Office Ltd	On-going
	OBC	4. Hold first OBC forum with new TOR and attendees	First forum under new TOR scheduled for 24 <sup>th</sup> July	On-going
	OBC	5. Positive evidence from both Post Office Ltd and Fujitsu Services of improvement in OBC process and customer satisfaction	Awaited! However feedback from Post Office Ltd OBC team suggests that they are pleased with the progress currently being made.	Monitor
Service Management	Responsiveness to Requests	General review of processes within Fujitsu Services of CR / CP process, actioning of non-CR requests for information etc. Completion of action points.	Process review commenced in June	On-going
	Service Improvements	Whilst remaining contractually compliant, review the way Fujitsu Services deals with service improvements to effect a more co-operative and mutually beneficial arrangement between both parties.	Fujitsu Services believe that this is now being handled effectively on a day to day basis. Comment from Post Office Ltd is awaited.	Monitor
	Service Reports and Reviews	Review layout and content of the SRB. Make it more informative. Concentrate on the performance of the service, new services, new topics etc, as well as reporting historically on SLA conformance. Trial SRB to be sent to Post Office Ltd reporting April 02 results	This is the third version of the new look review book. Initial comments from Post Office Ltd suggest they are pleased with the new format. We are currently looking at revisions to some of the sections agreed at the June HSRF. It is expected that these revisions will be included in the July review book.	Monitor

## 2.3 SCORECARD ACTION PLAN (Contd)

Category	Sub Category	Action	Summary of progress	Status
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	Attitude and Behaviours	Ensure Fujitsu builds upon relationships already in place whilst still treating Post Office Ltd as a valued customer who expects excellent service at all times. Review how complaints are handled within Fujitsu Services	Fujitsu Services believe that this issue is being dealt with on a day to day basis. Comment from Post Office Ltd is awaited.	Monitor
Forward Planning	Achieving Milestones	Review Fujitsu Services processes within CS to ensure that we deliver the service expected, to a quality expected, to the timescale expected. Specific action to be taken to resolve issues with the 2 outlets still to be rolled out	Now completed.	Closed
General	Communication	Improve the frequency, quality and timeliness of communication between Fujitsu Services and Post Office Ltd in issues relating to the delivery of the live service.	Fujitsu Services believe positive effort has been made in this area. We await the next issue of the scorecard.	Monitor

## 3 JUNE VOLUMETRICS

### 3.1 VITAL STATISTICS

Live Base as at 1st July 2002: 17,438 Post Offices, 39,455 Counters  
Cumulative Data is from 1st December 1999 to 30th June 2002 inclusive

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Monthly Data is from 1st June 2002 to 30th June 2002 inclusive

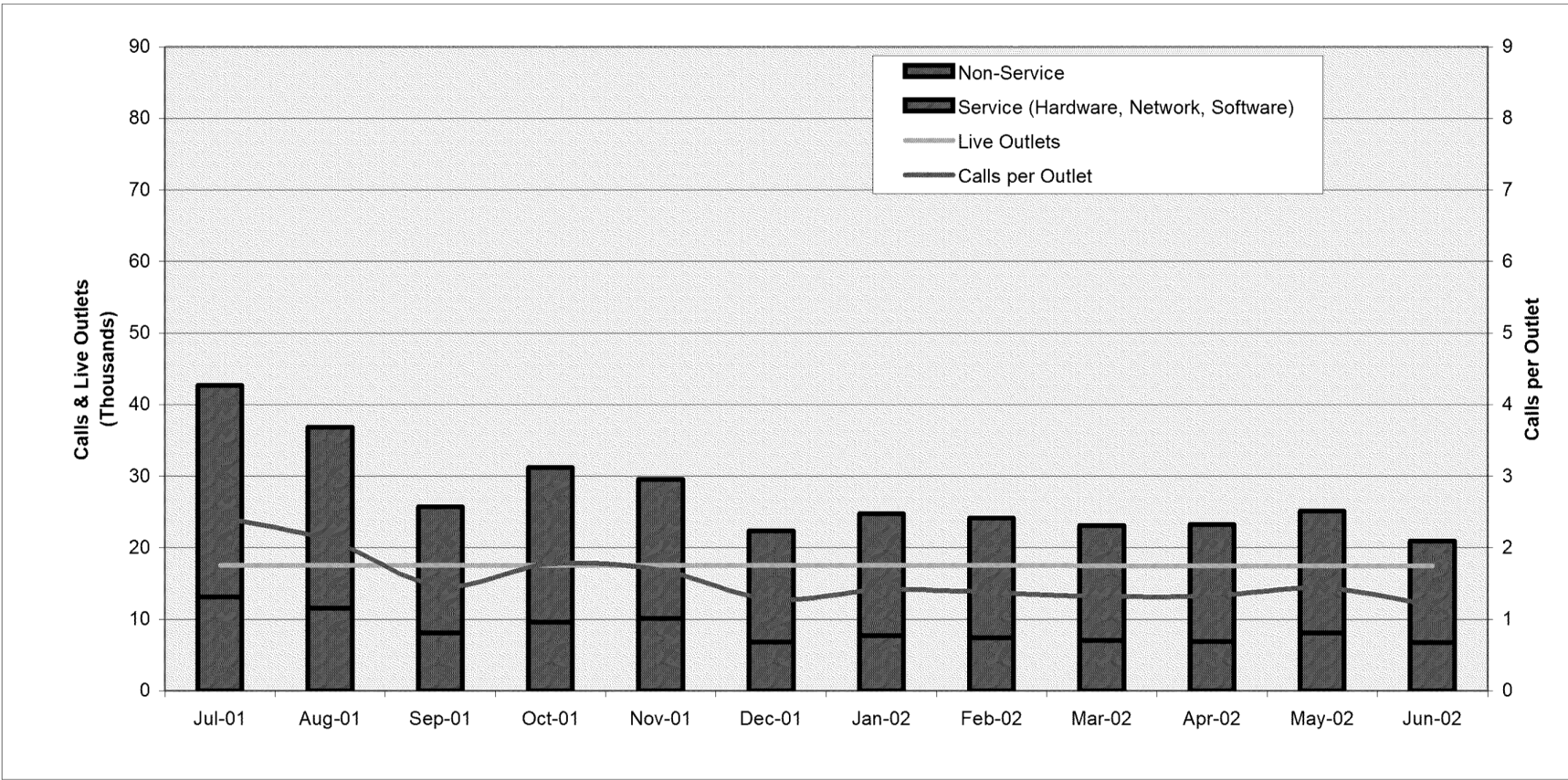
<b>OBCS</b>	This month	to date
Total number of transactions	43,654,889	1,276,588,129
Total value of payments	£ 3,651,093,741	£ 102,562,419,553

<b>EPOSS</b>		
Total number of receipts	48,727,528	1,509,750,073
Total number of payments	7,221,516	251,365,111
Total number of zero value transactions	5,988,073	138,334,076
Total value of receipts	£ 3,120,949,083	£ 87,016,948,906
Total value of payments	£ 735,632,358	£ 24,496,174,654

<b>APS</b>		
Total number of transactions	26,471,530	623,732,048
Total value of receipts	£ 904,593,846	£ 17,875,996,857

- EPOSS zero-value transactions include issue of books, change of address, etc.

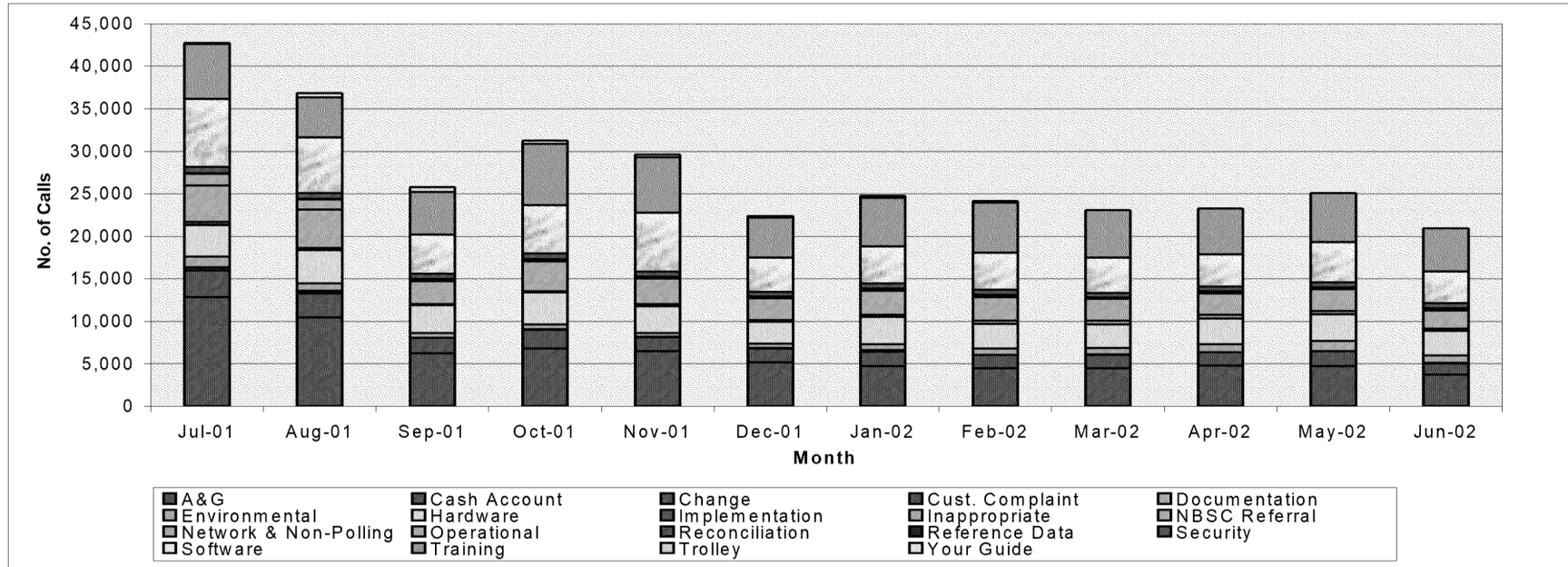
### 3.2 HORIZON SYSTEM HELPDESK - LOGGED CALL VOLUMES



	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02
Non-Service	29573	25259	17690	21647	19479	15567	17031	16705	16084	16313	17017	14153
Service (H/W, N/W, S/W)	13131	11554	8059	9564	10115	6810	7714	7427	7002	6916	8067	6769
Total Customer Calls	42704	36813	25749	31211	29594	22377	24745	24132	23086	23229	25084	20922
Live Outlets	17537	17550	17558	17563	17560	17514	17503	17518	17495	17479	17457	17438
Calls per Outlet	2.4	2.1	1.5	1.8	1.7	1.3	1.4	1.4	1.3	1.3	1.4	1.2



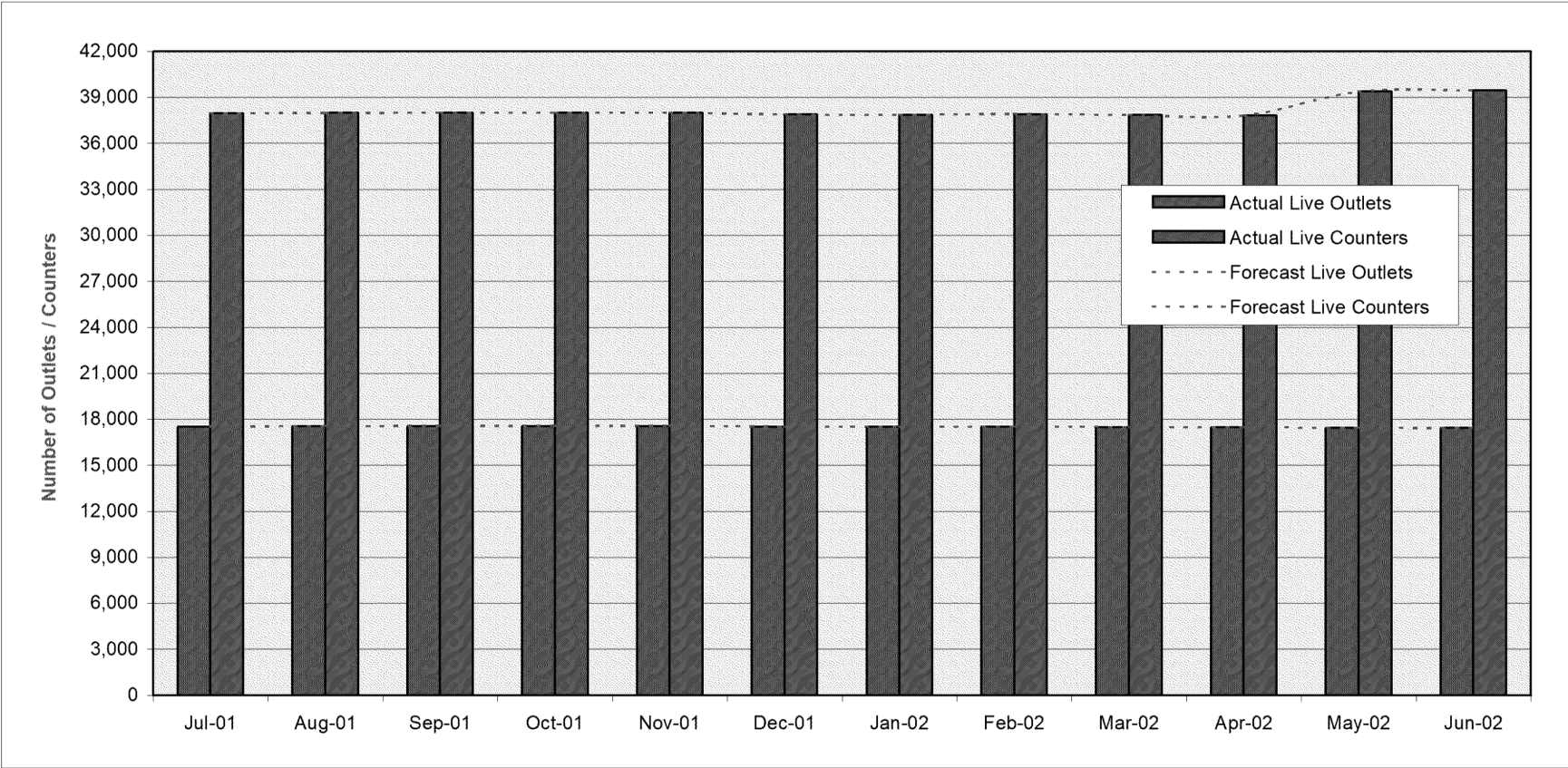
### 3.3 HORIZON SYSTEM HELPDESK - LOGGED CALL PROFILES



	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02
A&G	12807	10413	6212	6793	6462	5148	4719	4461	4471	4775	4688	3673
Cash Account	3177	2851	1813	2187	1637	1648	1716	1553	1600	1554	1808	1357
Change	329	283	41	38	26	22	157	39	31	8	6	11
Cust. Complaint	53	42	17	26	28	18	13	8	10	14	13	13
Documentation	3	5	1	2	2	27	1	1	0	4	0	1
Environmental	1201	842	538	583	475	476	702	743	777	973	1136	899
Hardware	3752	3888	3234	3737	3116	2609	3206	2898	2760	2973	3186	2912
Implementation	49	41	22	11	12	2	10	6	6	3	1	0
Inappropriate	299	247	147	166	244	184	242	334	419	423	359	253
NBSC Referral	4292	4536	2692	3524	3049	2557	2811	2797	2545	2540	2557	2170
Network & Non-Polling	1404	1158	204	182	149	214	205	202	119	168	196	186
Operational	5	6	1	0	0	0	2	5	3	15	5	10
Reconciliation	3	2	0	1	1	1	2	1	0	0	4	0
Reference Data	48	43	37	54	18	15	23	15	31	50	24	26
Security	708	739	603	660	651	561	653	624	552	568	634	650
Software	7975	6508	4621	5645	6850	3987	4303	4327	4123	3775	4685	3671
Training	6493	4683	5012	7268	6581	4740	5750	5925	5632	5385	5782	5089
Trolley									N/A	1	0	1
Your Guide	106	526	554	334	293	168	230	193	7	0	0	0
<b>Total Calls</b>	<b>42598</b>	<b>36813</b>	<b>25749</b>	<b>31211</b>	<b>29594</b>	<b>22377</b>	<b>24745</b>	<b>24132</b>	<b>23086</b>	<b>23229</b>	<b>25084</b>	<b>20922</b>



3.4 OPERATIONAL OUTLET & COUNTER VOLUMES



	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02
Actual Live Outlets	17537	17550	17558	17563	17560	17514	17503	17518	17495	17479	17457	17438
Actual Live Counters	37970	37984	37991	37998	37995	37895	37871	37903	37853	37818	39371	39455
Forecast Live Outlets	17537	17553	17565	17570	17562	17514	17503	17518	17495	17479	17457	17438
Forecast Live Counters	37970	37986	37998	38007	37997	37895	37871	37903	37853	37818	39371	39455

4 JUNE 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	8		Monitor	4
	WIP	5		WIP	
	Open	13		Open	21

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS ON ALERT

There are no problems on alert.

4.3 KEY CROSS DOMAIN PROBLEM UPDATE

5 JUNE REVIEW OF RELEASE MANAGEMENT

5.1 HIGH LEVEL TIMETABLE

RELEASE	APPROX DATE	CONTENT/COMMENTS
BI2	<u>Counter:</u> BI2A: April - July 2002	Network Banking Increment for infrastructure changes BI2A makes changes to the infrastructure only, not to the 'look and feel' of the counter. This software drop is about the same size as CSR+, so has been split into 7 distribution packages. These are applied to the gateway only and then distributed by a separate package to the slaves. In addition, a counter can be upgraded via a box swap. An outlet can have both S11R and BI2A counters and continue to function normally. Outlets will not be notified of this upgrade.  At June 18 (1600), 8 counters were outstanding. Currently (July 3) 1 counter remains to be upgraded.  BI2B delivers changes to the application and includes some bug fixes: S11 Print Preview (4 observations found in testing), S11 Training Default Stock Units and to eliminate a black message box. This is a much smaller drop, so will be a single distribution package. However, this change has to be applied to all counters within an outlet at the same time, so Counter News and screen messages are being developed.  The pilot for this counter drop was successfully committed on June 17.
	BI2B: July - September 2002	
Network	<u>Infrastructure:</u> April - July 2002	Network changes for Network Banking One of the key changes in this release is the introduction of FRIACO (Fixed Rate Internet Access Call Origination), which changes the way the data centre 'talks' to an outlet.  Other changes at the release include a technology refresh to make room for Network Banking equipment and to create the DMZs. Those elements of the Horizon system that directly interact with the NBE will be contained within a secure component of the Data Centres.  The counter changes at this release are to mirror the changes at the data centre.
	<u>Counter:</u> Pilot: July 2002 Roll out: November - December 2002	

## 5.1 HIGH LEVEL TIMETABLE (Contd)

RELEASE	APPROX DATE	CONTENT/COMMENTS
BI3	<u>Data Centre:</u> May 2002 - January 2003	Network Banking Increment for applications More detail around this release will be available at the next issue of this summary, but currently BI3 involves significant changes to support the Network Banking facility. The main data centre upgrade is scheduled January 4/5 2003.



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	<u>Counter:</u> January - February 2003	
<b>S20</b>	September - November 2002	Maintenance Release. Content not fixed, but this is likely to contain the code element of the Year 12 Cash Account. This information should be available for the next update
<b>Debit Card (EFTPoS)</b>	April 2003 <i>To be confirmed</i>	
<b>Bureau de Change</b>	<i>To be confirmed</i>	

## 5.2 RELEASES COMPLETED DURING THIS PERIOD

RELEASE	APPROX DATE	CONTENT/COMMENTS
<b>Passport Refund Products</b>	<u>Counter:</u> June 2002 (134 outlets)	This fix is required to enable payment lines 4024/1036 to print on the Cash Account for the new Fast Track Passport Refund products. This is for an initial 134 outlets, but it is Fujitsu Services' understanding that this fix will be required at a further 4000 outlets, possibly in September 2002.

		<i>This counter drop was completed on June 26 to the initial 134 outlets.</i>
<b>EPSON Printer Fix</b>	Counter: June 2002	<p>This fix has been produced as a temporary measure to resolve a problem with the Office Weekly 'Redeemed Savings Stamps' report, which prints in bold and over two pages. The following message has been agreed with the Post Office Ltd problem manager and will be received by all affected outlets.</p> <p>This counter drop was completed on June 26.</p> <p>Your software has been upgraded as part of the ongoing preparation for Network Banking. As a result of this upgrade, your Office Weekly 'Redeemed Saving Stamps' report will have two pages (the second page will not be numbered). This report will change back to one page with a further software release in Autumn 2002.</p> <p>Both pages of this report must be stapled together in the top left hand corner and sent to Transaction Processing in the normal manner.</p> <p>You do not need to call the help desks to acknowledge this message.</p>

## 6 JUNE SERVICE LEVEL PERFORMANCE

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6.1 HELPDESK SERVICES

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02		M A T	T R T
												Horizon Helpdesk		
98.6	99.4	99.3	97.2	73.1	96.3	96.1	95.8	97.8	97.9	95.7	98.6	Calls answered within 20 s	80 %	N / A
Q 2	99.1	Q 3	88.8	Q 4	96.0	Q 1	97.1	Q 2						
95.2	99.8	97.0	98.1	74.6	97.7	97.2	97.1	98.6	98.8	97.3	99.7	Calls answered within 40 s	99.9 %	N / A
Q 2	99.5	Q 3	89.3	Q 4	97.3	Q 1	98.2	Q 2						
99.9	99.9	99.8	99.5	82.9	99.3	99.0	99.2	99.5	99.6	99.1	94.5	Calls not engaged/abandoned through ring-off > 40 secs	99 %	N / A
Q 2	99.9	Q 3	93.4	Q 4	99.1	Q 1	99.4	Q 2						
99.8	100.0	100.0	99.9	99.9	100.0	100.0	99.9	100.0	99.9	100.0	100.0	Level 1 Calls resolved within 5 mins	95 %	N / A
Q 2	99.8	Q 3	99.9	Q 4	99.9	Q 1	99.9	Q 2						
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Level 1 Calls resolved within 10 mins	100 %	N / A
Q 2	100.0	Q 3	100.0	Q 4	100.0	Q 1	100.0	Q 2						
99.3	99.6	99.3	98.8	99.1	99.1	99.1	98.4	98.5	98.7	98.4	98.2	Level 2 Calls resolved within 30 mins	95 %	N / A
Q 2	99.5	Q 3	99.0	Q 4	98.8	Q 1	98.5	Q 2						
100.0	99.9	99.7	99.8	99.9	99.9	99.9	99.8	99.7	99.7	99.3	99.4	Level 2 Calls resolved within 45 mins	100 %	N / A
Q 2	99.9	Q 3	99.8	Q 4	99.9	Q 1	99.6	Q 2						
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Cash Account: second line availability for call answering	95 %	N / A
Q 2	100.0	Q 3	100.0	Q 4	100.0	Q 1	100.0	Q 2						
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Cash Account: second line callback <= 20 minutes	100 %	N / A
Q 2	100.0	Q 3	100.0	Q 4	100.0	Q 1	100.0	Q 2						
												Cash Account: call script is correctly followed by HSH	95 %	N / A
Q 2		Q 3		Q 4		Q 1		Q 2						

**Review of Helpdesk Services SLA achievement**

June telephony SLAs, especially the calls abandoned greater than 40 seconds SLA, were affected by:-

- call distribution issues during the Bank Holiday,
- the BI2b software upgrade - including a peak of 2,330 calls offered on Saturday 29<sup>th</sup> June - and
- printing issues with Epson printers.

6.2 SYSTEM SERVICE

6.2.1 LOCAL

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02		M A T	T R T
												Call to Resolution (Local)		
96.4	98.1	95.3	98.7	96.6	94.9	100.0	99.1	95.1	94.7	92.6	92.9	Hardware Network Priority A - 4 hours Non-Remedial	95%	N/A
Q 2	96.7	Q 3	93.9	Q 4	98.3	Q 1	93.8	Q 2						
99.6	99.9	99.8	99.8	99.9	99.9	99.8	99.8	99.9	99.9	99.8	99.8	Hardware Network Priority B - 8 hours Non-Remedial	95%	N/A
Q 2	99.6	Q 3	99.8	Q 4	99.8	Q 1	99.9	Q 2						
98.2	98.1	98.1	93.8	97.8	97.5	100.0	100.0	97.5	97.9	97.4	95.9	Hardware Network Priority A - 6 hours Remedial	100%	N/A
Q 2	98.7	Q 3	96.1	Q 4	99.6	Q 1	97.6	Q 2						
93.8	99.9	100.0	99.9	99.9	100.0	99.9	99.8	99.9	99.9	99.9	99.9	Hardware Network Priority B - 10 hours Remedial	100%	N/A
Q 2	99.8	Q 3	99.9	Q 4	99.9	Q 1	99.9	Q 2						

**Review of System Service 'Local' SLA achievement**

A total of 12 calls failed the 4 hour SLA including 5 WINNT Log On issues and 2 Blue Screen issues.

Details as follows :

- WINNT Log On issues - E-0205300653, E-0206050708, E-0206130200, E-0206010135 and E-0206180037 ;
- Blue Screen issues - E-0206010088 ( sent to SSC for rebuild ) and E-0206180045 ( due to upgrade ) ;
- POLO problems - E-0206170529 ( issue following power cuts ) and E-0206100285 ( post POLO failure ) ;
- White Screen issue - E-0206140115 ; Comms problem : E-0206051019 ; and Desktop initialization error : E-0206220080.

Of the above calls, 7 also failed the 6 hour Remedial SLA.

The 10 hour Remedial SLA had 4 failures : a Blue Screen issue - E-0206050325 ; a Desktop initialization error - E-0206051281 ; a Node Disconnected issue - E-0206030030 ; and a Comms problem - E-0206050174.

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6.2.2 INTERMEDIATE

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02		M A T	T R T
												Call to Resolution (Intermediate)		
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Hardware/Network Priority A - 6 hours Non-Remedial	95%	N/A
Q 2	100.0	Q 3		100.0	Q 4	100.0	Q 1	100.0	Q 2					
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Hardware/Network Priority B - 10 hours Non-Remedial	95%	N/A
Q 2	100.0	Q 3		100.0	Q 4	100.0	Q 1	100.0	Q 2					
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Hardware/Network Priority A - 9 hours Remedial	100%	N/A
Q 2	100.0	Q 3		100.0	Q 4	100.0	Q 1	100.0	Q 2					
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Hardware/Network Priority B - 15 hours Remedial	100%	N/A
Q 2	100.0	Q 3		100.0	Q 4	100.0	Q 1	100.0	Q 2					

Review of System Service 'Intermediate' SLA achievement

6.2.3 REMOTE

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02		M A T	T R T
												Call to Resolution (Remote)		
50.0	100.0	100.0	94.1	100.0	100.0	100.0	94.4	100.0	99.9	100.0	96.7	Hardware/Network Priority A - 8 hours Non-Remedial	95%	N/A
Q 2	83.3	Q 3		97.1	Q 4		97.4	Q 1		97.7	Q 2			
100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Hardware/Network Priority B - 12 hours Non-Remedial	95%	N/A
Q 2	100.0	Q 3		99.7	Q 4		100.0	Q 1		100.0	Q 2			
50.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	93.3	Hardware/Network Priority A - 12 hours Remedial	100%	N/A
Q 2	83.3	Q 3		100.0	Q 4		100.0	Q 1		100.0	Q 2			
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Hardware/Network Priority B - 24 hours Remedial	100%	N/A
Q 2	100.0	Q 3		100.0	Q 4		100.0	Q 1		100.0	Q 2			

**Review of System Service 'Remote' SLA achievement**

2 Calls failed the 8 hour SLA, as follows :

- E-0206100805 - Base unit failed to reboot and caught in loop, compounded by remote site dependent on ferry times and KMA server issue
- E-0206010059 - Windows could not start due to missing file, compounded by comms issue ( this call also failed the 12 hour SLA ).

**System Service Call to Resolution – All categories:**

These Performance Measures are subject to the rectification proposal. Under the proposal, they will be replaced by a percentage of the Maximum Allowable Hours for all calls (across all locations and priorities ). The figure for June was 14.54%.



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6.2.4 REBOOT INCIDENTS & ENGINEER VISITS

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02		M A T	T R T
												Reboot Incidents		
0.64	0.62	0.49	0.48	0.50	0.45	0.48	0.44	0.39	0.38	0.32	0.30	HSH Authorised Reboot Incidents per Counter Position	11C TR /	N / A
Q 2	N / A	Q 3		N / A	Q 4		N / A	Q 1		N / A	Q 2		4 H	
												Engineer Visits		
44.9	52.9	60.5	57.7	56.5	54.8	59.6	56.7	59.3	66.5	59.4	53.1	20 minute On-site Repair	> 50 %	N / A
Q 2	52.3	Q 3		58.6	Q 4		55.5	Q 1		60.8	Q 2			

Review of Reboot and Engineer Visit SLA achievement



6.3 DATA SERVICES

6.3.1 INBOUND

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02		MAT	TRT
												R D M C Reference Data		
97.37	98.17	99.04	98.50	97.29	97.58	98.93	98.38	99.66	97.18	99.06	97.91	Data Delivery - Day B	97%	N/A
Q 2	98.28	Q 3		97.95	Q 4	98.27	Q 1	98.58	Q 2					
99.28	99.39	99.52	99.60	99.54	99.60	99.61	99.60	99.93	99.96	99.82	99.53	Data Delivery - Day C	99%	N/A
Q 2	99.42	Q 3		99.55	Q 4	99.60	Q 1	99.80	Q 2					
99.40	99.42	99.55	99.64	99.61	99.64	99.65	99.65	99.87	99.96	99.83	99.55	Data Delivery - Day D	100%	N/A
Q 2	99.47	Q 3		99.60	Q 4	99.63	Q 1	99.90	Q 2					
												A P S Reference Data - from H A P S		
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Data Delivery - Day B	97%	N/A
Q 2	N/A	Q 3		N/A	Q 4	N/A	Q 1	N/A	Q 2					
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Data Delivery - Day C	99%	N/A
Q 2	N/A	Q 3		N/A	Q 4	N/A	Q 1	N/A	Q 2					
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Data Delivery - Day D	100%	N/A
Q 2	N/A	Q 3		N/A	Q 4	N/A	Q 1	N/A	Q 2					
												O B C S Data		
99.44	98.86	99.04	98.37	99.10	98.96	99.16	99.22	99.48	99.43	98.26	99.69	O B C S Step List - Day B	97%	N/A
Q 2	97.78	Q 3		98.91	Q 4	99.12	Q 1	97.72	Q 2					
99.33	99.44	99.94	99.64	99.60	99.59	99.64	99.69	99.95	99.99	99.68	99.66	O B C S Step List - Day C	99%	N/A
Q 2	99.44	Q 3		99.59	Q 4	99.79	Q 1	99.78	Q 2					
99.51	99.59	99.68	99.74	99.69	99.71	99.76	99.81	99.98	99.97	99.87	99.86	O B C S Step List - Day D	100%	98%
Q 2	99.59	Q 3		99.78	Q 4	99.76	Q 1	99.93	Q 2					

Review of Data Services 'Inbound' SLA achievement

6.3.1.1 INBOUND APS TARIFF DATA

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02		MAT	TRT
												IDAT 8725 : APS - Welsh Water		
96.15	97.91	98.22	98.32	98.80	98.60	98.75	95.50	99.03	99.18	97.79	96.82	Data Delivery - Day B	97%	N/A
Q 2	97.25	Q 3		98.48	Q 4		97.66	Q 1		98.68	Q 2			
												IDAT 8732 : APS - Mid Kent Water		
98.90	99.17	99.34	99.45	99.44	99.31	99.46	99.51	99.71	99.80	99.51	99.19	Data Delivery - Day C	99%	N/A
Q 2	99.11	Q 3		99.41	Q 4		99.43	Q 1		99.67	Q 2			
												IDAT 8732 : APS - Mid Kent Water		
99.32	99.44	99.57	99.64	99.60	99.50	99.66	99.60	99.30	99.52	99.60	99.60	Data Delivery - Day D	100%	N/A
Q 2	99.49	Q 3		99.68	Q 4		99.59	Q 1		99.89	Q 2			
												IDAT C Q 01 : APS - British Gas (Quantum)		
96.15	97.91	98.77	98.64	98.97	98.92	98.98	95.76	99.31	99.38	98.75	97.37	Data Delivery - Day B	97%	N/A
Q 2	98.46	Q 3		98.79	Q 4		97.88	Q 1		99.18	Q 2			
												IDAT C Q 01 : APS - British Gas (Quantum)		
98.90	99.17	99.44	99.56	99.64	99.44	99.57	99.53	99.86	99.90	99.80	99.69	Data Delivery - Day C	99%	N/A
Q 2	99.14	Q 3		99.51	Q 4		99.51	Q 1		99.86	Q 2			
												IDAT C Q 01 : APS - British Gas (Quantum)		
99.32	99.44	99.57	99.63	99.61	99.52	99.65	99.61	99.93	99.59	99.88	99.78	Data Delivery - Day D	100%	N/A
Q 2	99.41	Q 3		99.68	Q 4		99.59	Q 1		99.93	Q 2			
												IDAT C Q 01 : APS - British Gas (Quantum)		
99.36	97.74	98.26	98.50	98.78	98.57	98.73	98.85	99.07	99.21	97.56	95.91	Data Delivery - Day B	97%	N/A
Q 2	99.85	Q 3		98.92	Q 4		99.47	Q 1		98.62	Q 2			
												IDAT C Q 01 : APS - British Gas (Quantum)		
98.90	99.28	99.34	99.46	99.47	99.26	99.46	99.59	99.69	99.82	99.43	99.17	Data Delivery - Day C	99%	N/A
Q 2	99.21	Q 3		99.43	Q 4		99.43	Q 1		99.65	Q 2			
												IDAT C Q 01 : APS - British Gas (Quantum)		
99.39	99.47	99.56	99.64	99.61	99.58	99.66	99.59	99.89	99.92	99.76	99.60	Data Delivery - Day D	100%	98%
Q 2	99.49	Q 3		99.60	Q 4		99.58	Q 1		99.68	Q 2			

Review of APS Tariff Data 'Inbound' SLA achievement

The Day B SLA was affected by a fail-over on the 22<sup>nd</sup> and network congestion on the 28<sup>th</sup> when - as a result of the BI2B upgrade - 5,000 users attempted to log in simultaneously.

6.3.1.2 INBOUND APS CUSTOMER DATA

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02		MAT	TBT
												STCD 0725 : APS - Welsh Water		
N/A	N/A	98.24	98.32	98.81	98.68	98.75	95.58	99.09	99.18	97.79	96.82	Data Delivery - Day B	97%	N/A
Q 2	N/A	Q 3		98.48		Q 4	97.66		Q 1	98.67	Q 2			
N/A	N/A	99.37	99.45	99.43	99.31	99.46	99.51	99.71	99.86	99.51	99.19	Data Delivery - Day C	99%	N/A
Q 2	N/A	Q 3		99.42		Q 4	99.43		Q 1	99.67	Q 2			
N/A	N/A	99.55	99.64	99.58	99.58	99.66	99.68	99.98	99.92	99.88	99.68	Data Delivery - Day D	100%	N/A
Q 2	N/A	Q 3		99.61		Q 4	99.59		Q 1	99.89	Q 2			
												STCD 0732 : APS - Mid Kent Water		
N/A	N/A	98.88	98.64	98.96	98.92	98.98	95.78	99.31	99.38	98.75	97.37	Data Delivery - Day B	97%	N/A
Q 2	N/A	Q 3		98.82		Q 4	97.88		Q 1	99.18	Q 2			
N/A	N/A	99.32	99.56	99.53	99.44	99.57	99.53	99.86	99.98	99.88	99.69	Data Delivery - Day C	99%	N/A
Q 2	N/A	Q 3		99.50		Q 4	99.51		Q 1	99.96	Q 2			
N/A	N/A	99.58	99.63	99.59	99.52	99.65	99.61	99.93	99.95	99.88	99.76	Data Delivery - Day D	100%	N/A
Q 2	N/A	Q 3		99.60		Q 4	99.59		Q 1	99.93	Q 2			
												STCD CQ01 : APS - British Gas (Quantum)		
94.24	98.18	98.71	98.82	99.12	99.05	99.25	99.26	99.34	99.42	98.12	95.96	Data Delivery - Day B	97%	N/A
Q 2	97.68	Q 3		98.89		Q 4	99.18		Q 1	98.51	Q 2			
99.44	99.59	99.56	99.72	99.72	99.62	99.79	99.78	99.85	99.98	99.57	99.38	Data Delivery - Day C	99%	N/A
Q 2	99.52	Q 3		99.67		Q 4	99.73		Q 1	99.76	Q 2			
99.73	99.72	99.76	99.85	99.83	99.81	99.94	99.91	99.99	99.99	99.85	99.67	Data Delivery - Day D	100%	98%
Q 2	99.73	Q 3		99.81		Q 4	99.88		Q 1	99.95	Q 2			

Review of APS Customer Data 'Inbound' SLA achievement

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6.3.2 OUTBOUND

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02	A P S D a t a - I e H A P S	M A T	T R T	
99.31	99.65	99.70	99.83	99.82	99.85	N I A	N I A	N I A	N I A	N I A	N I A		File Delivery - Day B	97%	N I A
Q 2	99.43	Q 3	99.77	Q 4	N I A	Q 1	N I A	Q 2							
99.63	99.77	99.84	99.93	99.98	99.94	N I A	N I A	N I A	N I A	N I A	N I A		File Delivery - Day C	99%	N I A
Q 2	99.79	Q 3	99.88	Q 4	N I A	Q 1	N I A	Q 2							
99.72	99.85	99.92	99.97	99.95	99.97	N I A	N I A	N I A	N I A	N I A	N I A		File Delivery - Day D	100%	98%
Q 2	99.73	Q 3	99.94	Q 4	N I A	Q 1	N I A	Q 2							
													T P S D a t a		
98.88	98.81	98.33	99.33	99.39	99.25	99.38	99.35	99.53	99.41	99.19	98.53		File Delivery - Day B	97%	N I A
Q 2	97.62	Q 3	98.77	Q 4	99.36	Q 1	99.35	Q 2							
99.51	99.65	99.71	99.82	99.83	99.75	99.79	99.79	99.87	99.85	99.75	99.76		File Delivery - Day C	99%	N I A
Q 2	99.61	Q 3	99.77	Q 4	99.77	Q 1	99.88	Q 2							
99.66	99.77	99.85	99.93	99.98	99.86	99.89	99.83	99.93	99.93	99.86	99.88		File Delivery - Day D	100%	98%
Q 2	99.74	Q 3	99.88	Q 4	99.88	Q 1	99.98	Q 2							
													O B C S D a t a		
99.54	99.67	99.76	99.84	99.86	99.77	99.82	99.82	99.89	99.87	99.76	99.83		File Delivery - Day B	97%	N I A
Q 2	99.62	Q 3	99.81	Q 4	99.88	Q 1	99.83	Q 2							
99.68	99.79	99.88	99.94	99.92	99.86	99.91	99.98	99.96	99.95	99.88	99.92		File Delivery - Day C	99%	N I A
Q 2	99.76	Q 3	99.98	Q 4	99.89	Q 1	99.92	Q 2							
99.76	99.87	99.93	99.97	99.95	99.92	99.94	99.93	99.99	99.97	99.91	99.95	File Delivery - Day D	100%	98%	
Q 2	99.84	Q 3	99.94	Q 4	99.93	Q 1	99.95	Q 2							

Review of Data Services ‘Outbound’ SLA achievement



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6.3.3 OUTBOUND APS CLIENTS

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02		MAT	TRT
												A PSH to SPM 1: A P S - British Gas (SPM)		
100.00	99.65	100.00	100.00	100.00	100.00	100.00	N/A	N/A	N/A	N/A	N/A	File Delivery - Day B	97%	N/A
Q 2	99.65	Q 3		100.00	Q 4		N/A	Q 1		N/A	Q 2			
100.00	99.77	100.00	100.00	100.00	100.00	100.00	N/A	N/A	N/A	N/A	N/A	File Delivery - Day C	99%	N/A
Q 2	99.77	Q 3		100.00	Q 4		N/A	Q 1		N/A	Q 2			
100.00	99.85	100.00	100.00	100.00	100.00	100.00	N/A	N/A	N/A	N/A	N/A	File Delivery - Day D	100%	98%
Q 2	99.85	Q 3		100.00	Q 4		N/A	Q 1		N/A	Q 2			
												A PSH to 0106: A P S - Southampton County Council		
99.73	99.78	100.00	99.35	100.00	99.40	100.00	99.95	99.95	99.91	100.00	99.95	File Delivery - Day B	97%	N/A
Q 2	99.80	Q 3		99.78	Q 4		99.81	Q 1		99.75	Q 2			
99.67	99.87	100.00	99.44	100.00	99.78	100.00	100.00	100.00	99.91	100.00	99.95	File Delivery - Day C	99%	N/A
Q 2	99.88	Q 3		99.81	Q 4		99.94	Q 1		99.77	Q 2			
99.87	99.87	100.00	99.66	100.00	99.78	100.00	100.00	100.00	99.95	100.00	99.95	File Delivery - Day D	100%	98%
Q 2	99.88	Q 3		99.88	Q 4		99.94	Q 1		99.78	Q 2			
												A PSH to 0206: A P S - Hampshire County Council		
99.70	99.43	99.80	99.78	99.90	99.81	99.60	99.77	99.96	99.78	99.91	99.69	File Delivery - Day B	97%	N/A
Q 2	99.54	Q 3		99.86	Q 4		99.75	Q 1		99.87	Q 2			
99.72	99.73	99.93	99.90	99.90	99.87	99.87	99.82	100.00	99.84	99.91	99.73	File Delivery - Day C	99%	N/A
Q 2	99.76	Q 3		99.93	Q 4		99.86	Q 1		99.90	Q 2			
99.72	99.75	99.98	99.90	100.00	99.98	99.91	99.88	100.00	99.86	99.93	99.80	File Delivery - Day D	100%	98%
Q 2	99.72	Q 3		99.95	Q 4		99.92	Q 1		99.91	Q 2			

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6.3.3 OUTBOUND APS CLIENTS (Contd)

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02	A P S H to 0732 : A P S - M id Kent W ater	M A T	T R T
100.00	99.68	100.00	100.00	100.00	100.00	100.00	100.00	99.28	100.00	100.00	100.00	File Delivery - Day B	97%	N/A
Q 2	99.85	Q 3		100.00	Q 4	100.00	Q 1	99.75	Q 2					
100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	File Delivery - Day C	99%	N/A
Q 2	100.00	Q 3		100.00	Q 4	100.00	Q 1	100.00	Q 2					
100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	File Delivery - Day D	100%	98%
Q 2	100.00	Q 3		100.00	Q 4	100.00	Q 1	100.00	Q 2					
												A P S H to 0114 : A P S - Y orkshire Electricity	97%	N/A
99.29	99.49	99.74	99.87	99.86	99.98	99.96	99.75	99.95	99.91	99.92	99.91			
Q 2	99.39	Q 3		99.82	Q 4	99.87	Q 1	99.91	Q 2			File Delivery - Day C	99%	N/A
99.61	99.88	99.95	99.94	99.97	99.98	99.99	99.85	99.99	99.95	99.98	99.98			
Q 2	99.74	Q 3		99.95	Q 4	99.94	Q 1	99.96	Q 2			File Delivery - Day D	100%	98%
99.74	99.94	99.98	100.00	99.98	100.00	100.00	99.88	99.99	100.00	100.00	99.99			
Q 2	99.86	Q 3		99.98	Q 4	99.96	Q 1	99.99	Q 2			A P S H to 0115 : A P S - S S E	97%	N/A
99.40	99.58	99.86	99.82	99.88	99.77	99.73	99.72	99.92	99.92	99.79	99.87			
Q 2	99.38	Q 3		99.88	Q 4	99.74	Q 1	99.87	Q 2			File Delivery - Day C	99%	N/A
99.77	99.86	99.93	99.95	99.92	99.98	99.92	99.83	99.98	99.96	99.98	99.94			
Q 2	99.73	Q 3		99.92	Q 4	99.88	Q 1	99.94	Q 2			File Delivery - Day D	100%	98%
99.97	99.92	99.98	99.99	99.98	99.93	99.96	99.88	99.99	99.95	99.98	99.98			
Q 2	99.86	Q 3		99.98	Q 4	99.93	Q 1	99.98	Q 2					

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6.3.3 OUTBOUND APS CLIENTS (Contd)

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02	M A T		T R T	
												A P S H i s t o r y 1 3 2 : A P S - O x f o r d s h i r e S o c i a l S e r v i c e s			
100.00	99.95	99.99	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	File Delivery - Day B		97%	N/A
Q 2	99.97	Q 3	99.98	Q 4	100.00	Q 1	100.00	Q 2							
												A P S H i s t o r y 1 3 2 : A P S - O x f o r d s h i r e S o c i a l S e r v i c e s			
100.00	99.98	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	File Delivery - Day C		99%	N/A
Q 2	99.99	Q 3	100.00	Q 4	99.98	Q 1	100.00	Q 2							
												A P S H i s t o r y 1 3 2 : A P S - O x f o r d s h i r e S o c i a l S e r v i c e s			
100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	File Delivery - Day D		100%	98%
Q 2	100.00	Q 3	100.00	Q 4	100.00	Q 1	100.00	Q 2							
												A P S H i s t o r y 1 9 2 : A P S - K n o w s l e y M B C			
97.08	99.88	100.00	99.85	99.10	100.00	99.92	99.91	100.00	100.00	100.00	99.68	File Delivery - Day B		97%	N/A
Q 2	99.76	Q 3	99.64	Q 4	99.62	Q 1	100.00	Q 2							
												A P S H i s t o r y 1 9 2 : A P S - K n o w s l e y M B C			
97.79	99.96	100.00	100.00	100.00	100.00	100.00	99.91	100.00	100.00	100.00	100.00	File Delivery - Day C		99%	N/A
Q 2	99.85	Q 3	100.00	Q 4	99.97	Q 1	100.00	Q 2							
												A P S H i s t o r y 1 9 2 : A P S - K n o w s l e y M B C			
99.42	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	File Delivery - Day D		100%	98%
Q 2	99.48	Q 3	100.00	Q 4	100.00	Q 1	100.00	Q 2							
												A P S - Q u a n t u m ( B r i t i s h G a s T r a d i n g )			
99.29	99.31	99.65	99.82	99.71	99.73	99.76	99.78	99.84	99.84	99.71	99.78	File Delivery - Day B		97%	N/A
Q 2	99.32	Q 3	99.71	Q 4	99.75	Q 1	99.80	Q 2							
												A P S - Q u a n t u m ( B r i t i s h G a s T r a d i n g )			
99.98	99.66	99.82	99.94	99.89	99.95	99.90	99.88	99.93	99.93	99.86	99.90	File Delivery - Day C		99%	N/A
Q 2	99.65	Q 3	99.88	Q 4	99.87	Q 1	99.91	Q 2							
												A P S - Q u a n t u m ( B r i t i s h G a s T r a d i n g )			
99.70	99.79	99.93	99.98	99.94	99.93	99.94	99.93	99.97	99.97	99.93	99.94	File Delivery - Day D		100%	98%
Q 2	99.77	Q 3	99.94	Q 4	99.93	Q 1	99.96	Q 2							

6.3.3 OUTBOUND APS CLIENTS (Contd)

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Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02	A P S - Standard Life	M A T	T R T
99.46	99.58	99.53	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	File Delivery - Day B	9.7%	N/A
Q 2	99.56	Q 3	99.73	Q 4	100.00	Q 1	100.00	Q 2						
99.73	99.79	99.62	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	File Delivery - Day C	9.9%	N/A
Q 2	99.82	Q 3	99.78	Q 4	100.00	Q 1	100.00	Q 2						
99.73	99.79	99.62	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	File Delivery - Day D	10.0%	9.8%
Q 2	99.82	Q 3	99.78	Q 4	100.00	Q 1	100.00	Q 2						
99.87	99.80	99.39	99.54	99.66	99.71	99.69	99.72	99.87	99.65	99.54	99.67	File Delivery - Day B	9.7%	N/A
Q 2	99.84	Q 3	99.29	Q 4	99.78	Q 1	99.65	Q 2						
99.60	100.00	99.85	99.92	99.93	99.91	99.98	99.91	99.98	99.94	99.98	99.94	File Delivery - Day C	9.9%	N/A
Q 2	99.63	Q 3	99.87	Q 4	99.91	Q 1	99.91	Q 2						
99.76	100.00	99.94	99.97	99.98	99.96	99.94	99.95	99.93	99.98	99.93	99.97	File Delivery - Day D	10.0%	9.8%
Q 2	99.82	Q 3	99.95	Q 4	99.95	Q 1	99.96	Q 2						
99.82	99.66	99.88	99.74	99.92	99.93	99.78	99.88	100.00	100.00	99.50	100.00	File Delivery - Day B	9.7%	N/A
Q 2	99.61	Q 3	99.81	Q 4	99.83	Q 1	99.90	Q 2						
99.83	99.79	100.00	99.97	99.97	99.95	99.91	99.98	100.00	100.00	99.67	100.00	File Delivery - Day C	9.9%	N/A
Q 2	99.75	Q 3	99.96	Q 4	99.94	Q 1	99.93	Q 2						
99.92	99.86	100.00	99.93	99.97	99.93	99.94	100.00	100.00	100.00	99.93	100.00	File Delivery - Day D	10.0%	9.8%
Q 2	99.84	Q 3	99.98	Q 4	99.97	Q 1	99.97	Q 2						

6.3.3 OUTBOUND APS CLIENTS (Contd)



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Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02			M A T	T B T
												A P S - South Wales Electricity			
99.11	99.53	99.90	99.89	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day B		9.7%	N/A
Q 2	99.36	Q 3		N/A	Q 4	N/A	Q 1	N/A	Q 2						
99.54	99.86	99.98	100.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day C		9.9%	N/A
Q 2	99.73	Q 3		N/A	Q 4	N/A	Q 1	N/A	Q 2						
99.00	99.32	100.00	100.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day D		10.0%	9.8%
Q 2	99.81	Q 3		N/A	Q 4	N/A	Q 1	N/A	Q 2						
												A P S - Northern Ireland Electricity			
N/A	N/A	N/A	99.32	99.91	99.00	99.30	99.85	99.99	99.90	99.53	99.19	File Delivery - Day B		9.7%	N/A
Q 2	N/A	Q 3	99.91	Q 4	99.85	Q 1	99.86	Q 2							
N/A	N/A	N/A	99.33	99.90	99.96	99.34	99.92	100.00	100.00	99.95	99.37	File Delivery - Day C		9.9%	N/A
Q 2	N/A	Q 3	99.90	Q 4	99.94	Q 1	99.94	Q 2							
N/A	N/A	N/A	100.00	100.00	100.00	99.96	99.94	100.00	100.00	99.97	99.49	File Delivery - Day D		10.0%	9.8%
Q 2	N/A	Q 3	100.00	Q 4	99.97	Q 1	99.97	Q 2							
												A P S - Drivers Vehicle Licensing - Northern Ireland			
99.63	99.30	99.61	99.34	99.97	99.99	100.00	99.95	99.95	100.00	99.65	98.80	File Delivery - Day B		9.7%	N/A
Q 2	99.80	Q 3	99.85	Q 4	99.95	Q 1	99.68	Q 2							
100.00	100.00	99.79	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.82	99.35	File Delivery - Day C		9.9%	N/A
Q 2	99.93	Q 3	99.93	Q 4	100.00	Q 1	99.85	Q 2							
100.00	100.00	99.64	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.41	File Delivery - Day D		10.0%	9.8%
Q 2	100.00	Q 3	99.95	Q 4	100.00	Q 1	99.96	Q 2							

6.3.3 OUTBOUND APS CLIENTS (Contd)

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												A P S - T V L i c e n s i n g			
N I A	99.45	99.72	99.67	99.88	99.86	99.81	99.83	99.94	99.89	99.86	99.84	File Delivery - Day B		97%	N I A
Q 2	99.45	Q 3	99.81	Q 4	99.83	Q 1	99.88	Q 2							
N I A	99.79	99.92	99.96	99.97	99.99	99.91	99.92	99.98	99.97	99.93	99.95	File Delivery - Day C		99%	N I A
Q 2	99.79	Q 3	99.94	Q 4	99.92	Q 1	99.95	Q 2							
N I A	99.93	99.97	99.99	99.99	99.97	99.94	99.95	99.99	99.99	99.96	99.97	File Delivery - Day D		100%	98%
Q 2	99.93	Q 3	99.98	Q 4	99.95	Q 1	99.97	Q 2							
												A P S - B r i t i s h T e l e c o m			
N I A	N I A	N I A	N I A	N I A	99.73	99.84	99.81	99.95	99.98	99.85	99.88	File Delivery - Day B		97%	N I A
Q 2	N I A	Q 3	N I A	Q 4	99.81	Q 1	99.87	Q 2							
N I A	N I A	N I A	N I A	N I A	99.87	99.93	99.91	99.99	99.97	99.94	99.95	File Delivery - Day C		99%	N I A
Q 2	N I A	Q 3	N I A	Q 4	99.92	Q 1	99.95	Q 2							
N I A	N I A	N I A	N I A	N I A	99.92	99.96	99.94	99.99	99.99	99.96	99.97	File Delivery - Day D		100%	98%
Q 2	N I A	Q 3	N I A	Q 4	99.95	Q 1	99.97	Q 2							
												A P S - A l t e r n a t i v e C o l l e c t i o n P o i n t			
N I A	99.93	99.72	99.84	99.84	99.76	99.69	99.88	99.87	99.85	99.74	99.76	File Delivery - Day B		97%	N I A
Q 2	99.93	Q 3	99.88	Q 4	99.75	Q 1	99.82	Q 2							
N I A	99.49	99.86	99.99	99.91	99.94	99.94	99.89	99.94	99.93	99.88	99.89	File Delivery - Day C		99%	N I A
Q 2	99.49	Q 3	99.88	Q 4	99.86	Q 1	99.90	Q 2							
N I A	99.63	99.93	99.95	99.95	99.98	99.98	99.94	99.99	99.97	99.91	99.94	File Delivery - Day D		100%	98%
Q 2	99.63	Q 3	99.93	Q 4	99.93	Q 1	99.94	Q 2							

6.3.3 OUTBOUND APS CLIENTS (Contd)

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N I A	99.36	99.57	99.83	99.73	99.61	99.76	99.77	99.83	99.84	99.72	99.66				
Q 2	99.36	Q 3		99.69	Q 4		99.72	Q 1		99.77	Q 2				
N I A	99.82	99.76	99.94	99.86	99.82	99.89	99.88	99.94	99.93	99.86	99.85				
Q 2	99.82	Q 3		99.84	Q 4		99.86	Q 1		99.89	Q 2				
N I A	99.87	99.98	99.97	99.93	99.89	99.94	99.93	99.99	99.97	99.91	99.93				
Q 2	99.87	Q 3		99.92	Q 4		99.92	Q 1		99.94	Q 2				
												A P S - D V L A	File Delivery - Day B	97%	N I A
N I A	N I A	N I A	N I A	N I A	99.55	99.81	99.79	99.77	99.82	99.72	99.49				
Q 2	N I A	Q 3		N I A	Q 4		99.73	Q 1		99.75	Q 2				
N I A	N I A	N I A	N I A	N I A	99.84	99.93	99.98	99.92	99.92	99.87	99.88				
Q 2	N I A	Q 3		N I A	Q 4		99.89	Q 1		99.89	Q 2				
N I A	N I A	N I A	N I A	N I A	99.91	99.96	99.95	99.99	99.97	99.92	99.89				
Q 2	N I A	Q 3		N I A	Q 4		99.94	Q 1		99.94	Q 2				
												A P S - Q u a n t r i l l	File Delivery - Day B	97%	N I A
N I A	N I A	N I A	N I A	N I A	100.00	99.94	99.71	99.84	99.72	99.62	99.73				
Q 2	N I A	Q 3		N I A	Q 4		99.82	Q 1		99.68	Q 2				
N I A	N I A	N I A	N I A	N I A	100.00	100.00	99.92	99.96	99.88	99.77	99.95				
Q 2	N I A	Q 3		N I A	Q 4		99.95	Q 1		99.83	Q 2				
N I A	N I A	N I A	N I A	N I A	100.00	100.00	100.00	100.00	99.94	99.85	99.97				
Q 2	N I A	Q 3		N I A	Q 4		100.00	Q 1		99.89	Q 2				

6.3.3 OUTBOUND APS CLIENTS (Contd)

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												File Delivery - Day B	97%	N/A	
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00	99.83	99.63	99.92				
Q 2	N/A	Q 3		N/A	Q 4		N/A	Q 1		99.74	Q 2				
												File Delivery - Day C	99%	N/A	
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00	100.00	99.81	100.00				
Q 2	N/A	Q 3		N/A	Q 4		N/A	Q 1		99.90	Q 2				
												File Delivery - Day D	100%	98%	
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00	100.00	99.81	100.00				
Q 2	N/A	Q 3		N/A	Q 4		N/A	Q 1		99.90	Q 2				

Review of Data Services APS Client ‘Outbound’ SLA achievement

6.4 TRANSACTION SERVICES

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02			M A T	T R T
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1	N/A	Q 2							
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1	N/A	Q 2							
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1	N/A	Q 2							
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1	N/A	Q 2							



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6.5 TRAINING SERVICES

J u l 0 1	A u g 0 1	S e p 0 1	O c t 0 1	N o v 0 1	D e c 0 1	J a n 0 2	F e b 0 2	M a r 0 2	A p r 0 2	M a y 0 2	J u n 0 2		M A T	T R T
100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Training Course Availability	100%	N/A
Q 2	100.0	Q 3		N/A	Q 4	N/A		Q 1	N/A	Q 2				
100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Training Venue Quality	85%	N/A
Q 2	100.0	Q 3		N/A	Q 4	N/A		Q 1	N/A	Q 2				
100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Training Course Quality	95%	N/A
Q 2	100.0	Q 3		N/A	Q 4	N/A		Q 1	N/A	Q 2				
100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Training Course Cancellation	98%	N/A
Q 2	100.0	Q 3		N/A	Q 4	N/A		Q 1	N/A	Q 2				
100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Training Course Competence Levels	95%	N/A
Q 2	100.0	Q 3		N/A	Q 4	N/A		Q 1	N/A	Q 2				
100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Training Course Timeliness Live Delivery	100%	N/A
Q 2	100.0	Q 3		N/A	Q 4	N/A		Q 1	N/A	Q 2				

Review of Training Services SLA achievement

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6.6 IMPLEMENTATION & ROLL OUT

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02	Site Installation - Repairs Timeliness	MAT	TBT
100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		90%	N/A
Q 2	N/A	Q 3		N/A	Q 4		N/A	Q 1		N/A	Q 2			

Review of Implementation and Rollout SLA achievement

6.7 LF SERVICE

6.7.1 OUTLET TO SAPADS

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02	Outlet to SAPADS Data Transfer	MAT	TRT	
99.0	99.1	99.9	99.6	99.6	99.4	99.6	99.6	99.6	99.7	99.5	99.6		Confirmation of Pouch Received at Outlet - Day A	98%	N/A
Q 2	99.1	Q 3		99.4	Q 4		99.5	Q 1		99.6	Q 2				
99.4	99.5	99.1	99.8	99.8	99.7	99.8	99.8	99.9	99.8	99.8	99.8		Confirmation of Pouch Received at Outlet - Day B	100%	98%
Q 2	99.5	Q 3		99.6	Q 4		99.8	Q 1		99.8	Q 2				
99.4	99.5	99.7	99.7	99.7	99.5	99.7	99.7	99.7	99.8	99.6	99.7		Details of SAPADS Pouch Collected from Outlet - Day A	98%	N/A
Q 2	99.5	Q 3		99.4	Q 4		99.7	Q 1		99.7	Q 2				
99.5	99.6	99.8	99.9	99.8	99.7	99.9	99.8	99.8	99.9	99.8	99.8		Details of SAPADS Pouch Collected from Outlet - Day B	100%	98%
Q 2	99.6	Q 3		99.6	Q 4		99.8	Q 1		99.8	Q 2				
N/A	N/A	N/A	N/A	99.6	99.6	99.6	99.6	99.7	99.7	99.1	98.2		Daily Cash on Hand Details - Day A	98%	95%
Q 2	N/A	Q 3		N/A	Q 4		99.6	Q 1		99.5	Q 2				
99.3	99.7	99.2	98.6	99.9	99.9	99.5	98.2	99.7	99.6	99.5	99.6		Weekly Stamps / Stock on Hand Details - 22:00 on Day C	98%	N/A
Q 2	99.5	Q 3		97.8	Q 4		98.1	Q 1		99.5	Q 2				
99.5	99.8	99.1	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9		Weekly Stamps / Stock on Hand Details - 23:59 on Day C	100%	98%
Q 2	99.7	Q 3		99.7	Q 4		99.9	Q 1		99.9	Q 2				
99.3	99.7	98.2	98.6	96.9	99.9	99.5	98.2	99.7	99.6	99.5	99.6	Weekly Inventory Items Details - 22:00 on Day C	98%	N/A	
Q 2	99.5	Q 3		97.8	Q 4		98.1	Q 1		99.5	Q 2				
99.5	99.8	99.1	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	Weekly Inventory Items Details - 23:59 on Day C	100%	98%	
Q 2	99.7	Q 3		99.7	Q 4		99.9	Q 1		99.9	Q 2				

Review of LF Service Outlet to SAPADS SLA achievement

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 045

Date: 12/7/02

Version: 1.0

6.7.2 SAPADS TO OUTLETS

Jul01	Aug01	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02			MAT	TOT
												S A P A D S to Outlets Data Transfer			
99.2	99.3	99.6	99.6	99.5	99.4	99.5	99.5	99.6	99.6	99.2	99.0	Delivery of SAPADS Planned Orders to Outlets - Day A		96%	N/A
Q2	99.3	Q3		99.5	Q4		99.5	Q1		99.5	Q2				
99.6	99.7	99.0	99.3	99.8	99.8	99.9	99.9	99.3	99.8	99.3	99.5	Delivery of SAPADS Planned Orders to Outlets - Day B		100%	96%
Q2	99.7	Q3		99.8	Q4		99.9	Q1		99.9	Q2				
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Delivery of SAPADS Advice Notes to Outlets - 08:00 on Day C		98.5%	N/A
Q2	99.5	Q3		100.0	Q4		100.0	Q1		100.0	Q2				
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Delivery of SAPADS Advice Notes to Outlets - 12:00 on Day C		N/A	96%
Q2	99.6	Q3		100.0	Q4		100.0	Q1		100.0	Q2				

Review of LF Service SAPADS to Outlet SLA achievement

The previously published figure of 94.5% for Day A has been adjusted to take into account the effect of the double Bank Holiday on 3<sup>rd</sup> / 4<sup>th</sup> June.

6.8 BUSINESS INCIDENT MANAGEMENT

Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02			M A T	T R T
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Incidents resolved <= 5 days of receipt		100.0%	N/A
Q 2	99.3	Q 3		100.0	Q 4		100.0	Q 1		100.0	Q 2				

Review of Business Incident Management SLA achievement