

**Fujitsu Services
Customer Service
Business Support Unit**

TIP OPERATIONAL REVIEW BOOK

**Ref: CS/REP/126
Version: 1.0
Date: 07.11.02**

Document Title: **MONTHLY TIP OPERATIONAL REVIEW BOOK**

Document Type: INCIDENT & TIP REVIEW – OCTOBER 2002

Abstract: This document contains a summary of the performance of Fujitsu Services Customer Service in respect of the TPS service and reconciliation incident handling and resolution for the period 1st to 31st October 2002.

Status: Approved

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CONTENTS

0 DOCUMENT CONTROL

1	INTRODUCTION.....	4
2	MANAGEMENT SUMMARY.....	5
2.1	BIM Resolution Performance.....	5
2.2	BIM Analysis.....	5
2.3	TPS Data & File Delivery Performance.....	6
3	BUSINESS INCIDENT RESOLUTION PERFORMANCE.....	7
3.1	Business Incident Resolution - Rolling Year by Month.....	7
3.2	Business Incident Resolution - Rolling Year by Month.....	8
3.3	Five Day Reconciliation SLA – Rolling Year by Month.....	9
3.4	24 Hour BIMS OLA – Rolling Year By Month.....	10
3.5	Suspended Business Incidents - Current Month.....	11
4	BUSINESS INCIDENT ANALYSIS.....	12
4.1	Value and Volume of Received Business Incidents - Rolling Year by Month.....	12
4.2	Business Incidents.....	13
4.2.1	All Business Incidents This Month.....	13
4.2.2	Business Incidents from Previous Months, Awaiting Closure by POL.....	15
4.3	Non Polled Offices - Current Month.....	16
5	TPS FILE DELIVERY AND TRANSFER TIMES.....	17
5.1	TPS Files Delivery & Transfer Times - Current Month.....	17
5.2	TPS File Delivery & Transfer Times – Current Month.....	18
5.3	TPS File Rejections - Fujitsu Service Pathway Issues.....	19
5.4	TPS File Rejections – Post Office Ltd issues.....	20

0. DOCUMENT CONTROL

0.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	06.07.02	Issued as approved

0.2 ASSOCIATED DOCUMENTS

Version	Date	Title
CS/PRO/111	16/10/00	TPS Reconciliation and Business Incident Management
POL/OLA/OPTIP/TIPORF	29/4/02	Transaction Information Processing Review Forum - Terms of Reference
POL/OLA/OPTIP/fujitsu Draft 3.7	26/4/02	Operational Level Agreement between Transaction Information Processing (TIP) and Fujitsu Services

0.3 ABBREVIATIONS

BIMS	Business Incident Management Service
BSU	Fujitsu Services Business Support Unit
CIT	Change Implementation Team (AP)
MER	Manual Error Report
POL	Post Office Limited
POL TP	Post Office Limited - Transaction Processing
POL TIP	Post Office Limited - Transaction Information Processing
SIL	System Incident Log
TMS	Transaction Management Service
TPS	Transaction Processing System
TIP	Transaction Information Processing

0.4 CHANGES IN THIS VERSION

- 3.4 24 Hour BIMS OLA Graph added. Suspended Business Incidents - Current Month renamed as 3.5.

1 INTRODUCTION

The TIP Operational Review Book is issued to allow the monthly TIPORF to review the TPS service and the service for reconciliation and resolution of business incidents.

The report addresses three aspects:

1. Business Incident Resolution performance details how efficiently business incidents are resolved, from receipt to clearance through to final closure, within the 5 day SLA.
2. Business Incident Analysis identifies any significant root causes which need to be investigated and the actions taken to correct them.
3. TPS file delivery and transfer times performance considers whether the delivery of SLAs & OLAs were achieved.

Interpretation of data beyond the report label classification can be further qualified by the author as required.

2 MANAGEMENT SUMMARY

2.1 BIM Resolution Performance

- During October MSU received 20 reconciliation incidents, hence showing a slight decrease when compared to the 26 received in September. A total of 22 incidents were cleared with 1 carried forward into September 2002.
- Analysis of incidents received by MSU in October shows that the reconciliation SLA remained at 100%. There were 3 incidents suspended in October.

2.2 BIM Analysis

- The report 3.4 OLA graphical analysis is still suspended until resolution of the Lotus laptop account.
- The most frequent type of incident category is APS Incidents of which there were 12 occurrences. Followed by 5 TPS incidents.
- The report in section 3.1 shows the ratio of incidents to outlets in October remained constant at 0.001.

2.3 TPS Data & File Delivery Performance

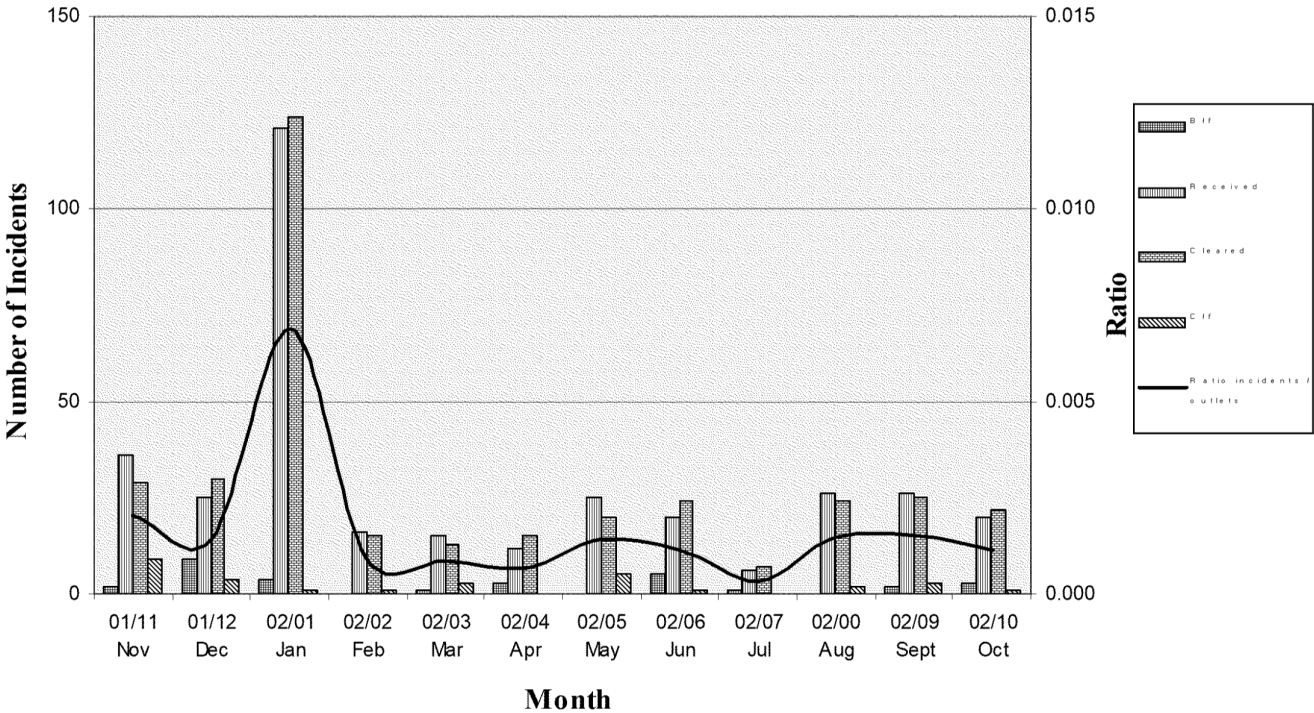
- File transfer times were all achieved before 02:00. All transmissions were achieved within normal timespans except overnight on Monday 28/10/02. There were no specific problems with TIP on that night. However there were problems reported with AP Client BT, whose resolution would have held up the production of the Client transactions summary.

2.4 File Rejections and Incidents

- 3 file rejections were reported this month. On 1/10/02, the rejection was caused by incorrect reference data which had been applied to the TIP system. On 9/10/02, a rejection was caused by a problem originating in an equipment swap (see section 5.5 for further details). On 31/10/02, the problem was caused by incorrect reference data supplied by Post Office Ltd in connection with Hounslow District Council.
- Section 5.5 also includes clarification of a previous TIP rejection incident, where the root cause was incorrectly reported in the July service review book.

3 BUSINESS INCIDENT RESOLUTION PERFORMANCE

3.1 Business Incident Resolution - Rolling Year by Month



Fujitsu Services
Customer Service
Business Support Unit

TIP OPERATIONAL REVIEW BOOK

Ref: CS/REP/126
Version: 1.0
Date: 07.11.02

3.2 Business Incident Resolution - Rolling Year by Month

	01/11 Nov	01/12 Dec	02/01 Jan	02/02 Feb	02/03 Mar	02/04 Apr	02/05 May	02/06 Jun	02/07 Jul	02/08 Aug	02/09 Sept	02/10 Oct
B/f	2	9	4	0	1	3	0	5	1	0	2	3
Received	36	25	121	16	15	12	25	20	6	26	26	20
Cleared	29	30	124	15	13	15	20	24	7	24	25	22
C/f	9	4	1	1	3	0	5	1	0	2	3	1
Ratio incidents / outlets	0.002	0.001	0.007	0.001	0.001	0.001	0.001	0.001	0.0003	0.001	0.001	0.001

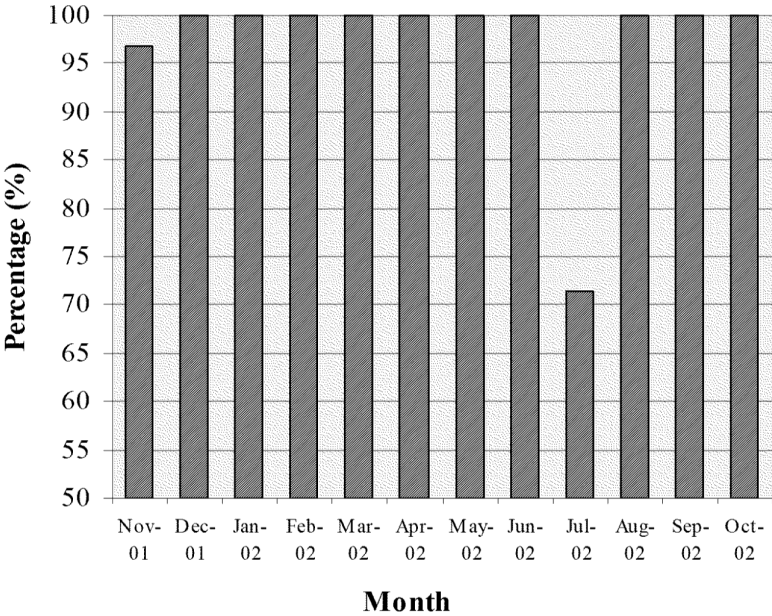
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Fujitsu Services
Customer Service
Business Support Unit

TIP OPERATIONAL REVIEW BOOK

Ref: CS/REP/126
Version: 1.0
Date: 07.11.02

3.3 Five Day Reconciliation SLA – Rolling Year by Month



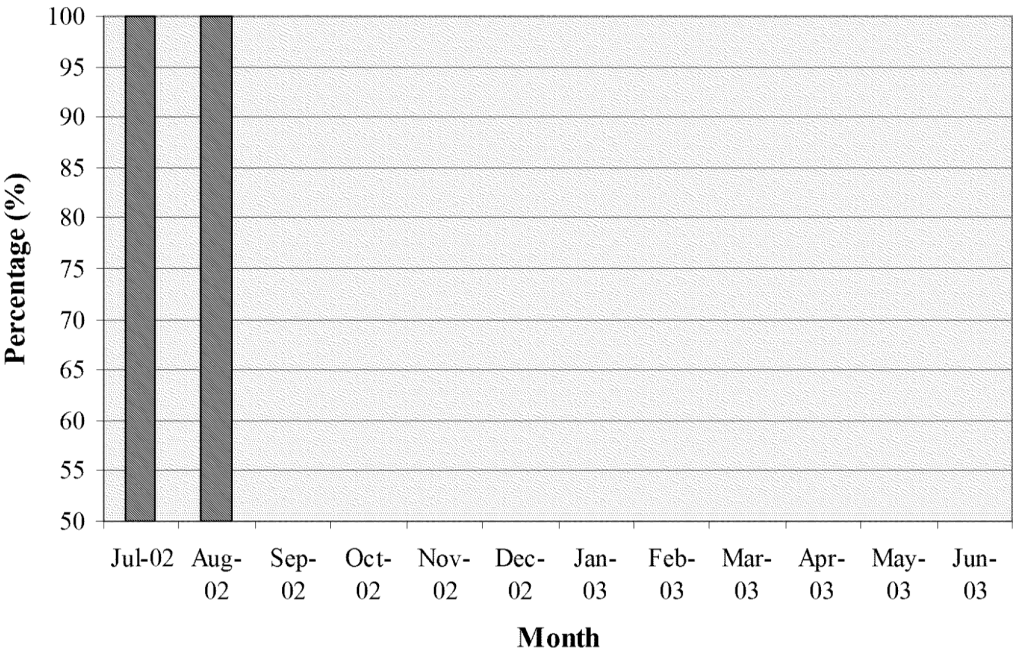
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Fujitsu Services
Customer Service
Business Support Unit

TIP OPERATIONAL REVIEW BOOK

Ref: CS/REP/126
Version: 1.0
Date: 07.11.02

3.4 24 Hour BIMS OLA – Rolling Year By Month



Comments We are unable to complete the OLA again this month due to problems with the POL laptop.

Fujitsu Services
Customer Service
Business Support Unit

TIP OPERATIONAL REVIEW BOOK

Ref: CS/REP/126

Version: 1.0

Date: 07.11.02

3.5 Suspended Business Incidents - Current Month

HSH Reference	Date Cleared	Date Received	Exception Value	Class Code	Class Description	SLA Date	Suspend Date	Unsuspend Date	FAD	Comments
210100393	10-Oct-02	23-Oct-02	£20.00	18	Customer / Client enquiry	17-Oct-02	16-Oct-02		13907	Suspended as data over 35 days old
210100409	10-Oct-02	18-Oct-02	£25.00	18	Customer / Client enquiry	17-Oct-02	16-Oct-02		183632	Suspended as data over 35 days old
210240932	29-Oct-02	05-Nov-02	£352.60	18	Customer / Client enquiry	05-Nov-02	29-Oct-02		307614	Suspended as data over 35 days old

Fujitsu Services
Customer Service
Business Support Unit

TIP OPERATIONAL REVIEW BOOK

Ref: CS/REP/126
Version: 1.0
Date: 07.11.02

4 BUSINESS INCIDENT ANALYSIS

4.1 Value and Volume of Received Business Incidents - Rolling Year by Month

	01/11 Nov		01/12 Dec		02/01 Jan		02/02 Feb		02/03 Mar		02/04 Apr	
Incident Categories	Vo l	Values	Vo l	Values	Vo l	Values	Vo l	Values	Vo l	Values	Vo l	Values
APS Incident	6	£792.41	12	£580.18	5	£2,389.87	4	£723,617.01	6	£10,186.02	6	£-98.01
CTS Incident	7	£84.00	2	£0.50	1	£68.00	1	£50.00	1	£844.50	0	£0.00
Receipts & Payments Incident	13	£21,264.30	4	£131.41	10 5	£84,591.50	1	£100,000.00	3	£278.10	4	£214.24
TPS Incident	10	£0.00	6	£6,610.78	9	£7,417.34	10	£16.65	5	£0.00	2	£0.00
Totals	36	£22,140.71	24	£7,322.87	12 0	£94,466.71	16	£823,683.66	15	£11,308.62	12	£116.23

	02/05 May		02/06 Jun		02/07 Jul		02/08 Aug		02/09 Sep		02/10/ Oct	
Incident Categories	Vo l	Values	Vo l	Values	Vo l	Values	Vol	Values	V ol	Values	V ol	Values
APS Incident	7	£1,365.50	9	£51,583.72	4	£-248.11	14	£17,958,568.4 2	1 6	£9,437.26	1 2	£310.96
CTS Incident	0	£0.00	0	£0.00	0	£0.00		£0.00	1	£0.00	2	£1,901.00
Receipts & Payments Incident	10	£1,377.13	8	£47,904.10	1	£-29.70	1	£12,921.09	1	£-1.80	1	£6,270.19
TPS Incident	8	£300.00	10	£10,713.54	1	£3,198.02	11	£-89.69	8	£517.32	5	£2,705.00
Totals	25	£3,042.63	27	£110,201.36	6	£2,920.21	26	£17,971,399.8 2	2 6	£9,952.78	2 0	£11,187.15

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**Fujitsu Services
Customer Service
Business Support Unit**

TIP OPERATIONAL REVIEW BOOK

**Ref: CS/REP/126
Version: 1.0
Date: 07.11.02**

Fujitsu Services
Customer Service
Business Support Unit

TIP OPERATIONAL REVIEW BOOK

Ref: CS/REP/126
 Version: 1.0
 Date: 07.11.02

4.2 Business Incidents

4.2.1 All Business Incidents This Month

No.	Date Received	HSR Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared	Closure Status	Agreed Closure Date	Comments	TP Ref
AP S											
1	01-Oct-02	0210010081	0018	Customer / Client enquiry	£0.00		01-Oct-02				
2	10-Oct-02	0210100393	0018	Customer / Client enquiry	£20.00	013907	23-Oct-02				
3	10-Oct-02	0210100409	0018	Customer / Client enquiry	£25.00	183632	18-Oct-02				
4	29-Oct-02	0210240932	0018	Customer / Client enquiry	£352.60	307614	05-Nov-02				
5	30-Oct-02	0210300583	0046	Missing AP transaction(s)	£325.60	307614	31-Oct-02				
6	04-Oct-02	0210040139	0060	APS reconciliation error	£78.37		04-Oct-02				
7	29-Oct-02	0210290229	0060	APS reconciliation error	£0.00		31-Oct-02				
8	02-Oct-02	0210020201	0063	Transactions Polled by TIP but not by APS/AP Client	-£88.00	198504	04-Oct-02				
9	02-Oct-02	021020209	0063	Transactions Polled by TIP but not by APS/AP Client	-£160.00	348226	03-Oct-02				
10	02-Oct-02	0210020213	0063	Transactions Polled by TIP but not by APS/AP Client	-£88.00	380207	02-Oct-02				
11	03-Oct-02	0210030136	0063	Transactions Polled by TIP but not by APS/AP Client	-£66.61	150801	03-Oct-02				

**Fujitsu Services
Customer Service
Business Support Unit**

TIP OPERATIONAL REVIEW BOOK

**Ref: CS/REP/126
Version: 1.0
Date: 07.11.02**

12	03-Oct-02	0210030156	0063	Transactions Polled by TIP but not by APS/AP Client	-£88.00	283420	04-Oct-02				
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No.	Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared	Closure Status	Agreed Closure Date	Comments	TP Ref
CTS											
13	10-Oct-02	0210100430	0064	CTS Validation Error	£950.50		11-Oct-02				
14	18-Oct-02	0210080790	0064	CTS Validation Error	£950.50		23-Oct-02				

No.	Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared	Closure Status	Agreed Closure Date	Comments	TP Ref
R&P											
15	25-Oct-02	0210250364	0020	Receipts and Payments do not balance (post migration)	£6,270.19	232432	31-Oct-02				

No.	Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared	Closure Status	Agreed Closure Date	Comments	TP Ref
TPS											

**Fujitsu Services
Customer Service
Business Support Unit**

TIP OPERATIONAL REVIEW BOOK

**Ref: CS/REP/126
Version: 1.0
Date: 07.11.02**

16	15-Oct-02	0210150417	0001	Committed Cash Account does not agree with Electronic Cash Account	£0.00		15-Oct-02				
17	11-Oct-02	0210090476	0065	TPS Harvester Exception	£2,705.00	199539	11-Oct-02				
18	22-Oct-02	0210220222	0065	TPS Harvester Exception	£0.00		29-Oct-02				
19	24-Oct-02	0210240503	0065	TPS Harvester Exception	£0.00	232432	24-Oct-02				
20	25-Oct-02	0210040708	0065	TPS Harvester Exception	£0.00	192246	25-Oct-02				

Closure Status Key = 1 Fault in Pathway,
 2 No Fault in Pathway

**Fujitsu Services
Customer Service
Business Support Unit**

TIP OPERATIONAL REVIEW BOOK

**Ref: CS/REP/126
Version: 1.0
Date: 07.11.02**

4.2.2 Business Incidents from Previous Months, Awaiting Closure by POL

May 2002 not cleared by POL.

	Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Closure Status	Comments	TPRef
2 1	03-May-02	020503030 3	0063	Transactions Polled by TIP but not by APS/AP Client	-£17.00	18520 1	08-May-02		1	OPEN	2661

Fujitsu Services
Customer Service
Business Support Unit

TIP OPERATIONAL REVIEW BOOK

Ref: CS/REP/126
Version: 1.0
Date: 07.11.02

4.3 Non Polled Offices - Current Month

DATE	01-Oct	02-Oct	03-Oct	04-Oct	07-Oct	08-Oct	09-Oct	10-Oct	11-Oct	14-Oct	15-Oct
WEEKDAY	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues
1 DAY	67	57	62	67	231	66	73	56	60	395	91
2 DAYS	14	11	9	9	75	11	10	23	12	60	19
3-6 DAYS	32	20	13	9	54	30	13	10	13	58	36
7-28 DAYS	13	14	12	10	9	11	10	11	6	8	9
TOTAL	126	102	96	95	369	118	106	100	91	521	155
No. of offices	17360	17360	17360	17360	17360	17360	17360	17360	17360	17360	17360
Ratio of non polled offices	0.007	0.006	0.006	0.005	0.021	0.007	0.006	0.006	0.005	0.030	0.009

DATE	16-Oct	17-Oct	18-Oct	21-Oct	22-Oct	23-Oct	24-Oct	25-Oct	28-Oct	29-Oct	30-Oct	31-Oct
WEEKDAY	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs
1 DAY	109	82	70	303	70	69	76	99	1482	134	136	105
2 DAYS	15	14	10	62	15	13	25	15	92	270	13	28
3-6 DAYS	22	20	17	73	36	16	11	17	88	73	149	75
7-28 DAYS	11	10	10	14	14	13	11	9	11	17	11	17
TOTAL	157	126	107	452	135	111	123	140	1673	494	309	225
No. of offices	17360	17360	17360	17360	17360	17360	17360	17360	17360	17360	17360	17360
Ratio of non polled offices	0.009	0.007	0.006	0.026	0.008	0.006	0.007	0.008	0.096	0.028	0.018	0.013

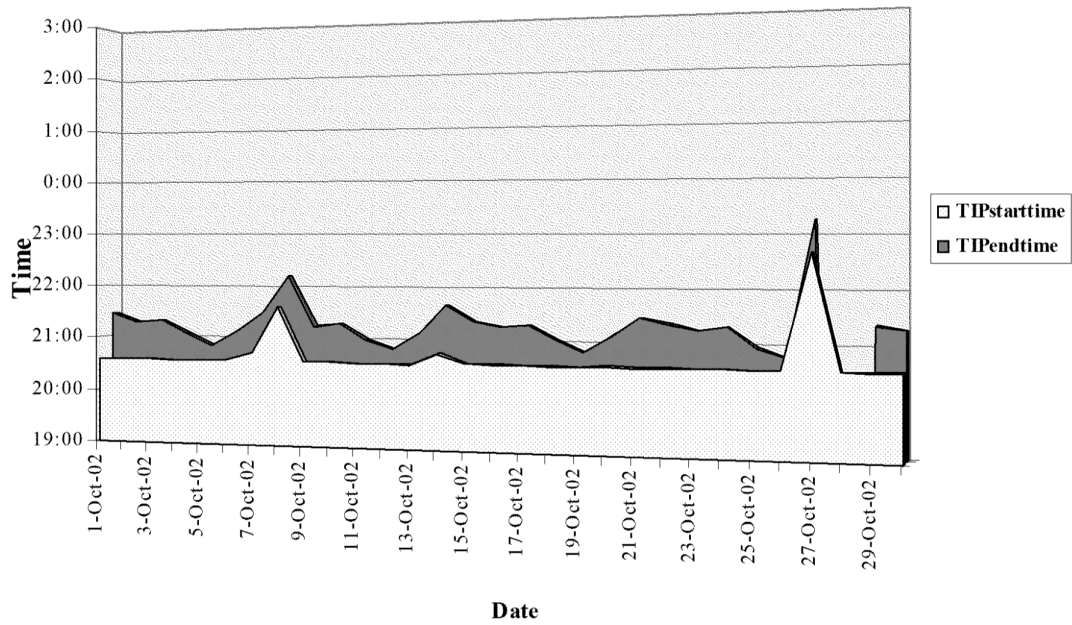
Fujitsu Services
Customer Service
Business Support Unit

TIP OPERATIONAL REVIEW BOOK

Ref: CS/REP/126
Version: 1.0
Date: 07.11.02

5 TPS FILE DELIVERY AND TRANSFER TIMES

5.1 TPS Files Delivery & Transfer Times - Current Month



**Fujitsu Services
Customer Service
Business Support Unit**

TIP OPERATIONAL REVIEW BOOK

**Ref: CS/REP/126
Version: 1.0
Date: 07.11.02**

5.2 TPS File Delivery & Transfer Times – Current Month

Weekday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
Day A date	01/10/02	02/10/02	03/10/02	04/10/02	05/10/02	06/10/02	07/10/02	08/10/02	09/10/02	10/10/02
TIPstarttime	20:34	20:35	20:35	20:34	20:34	20:34	20:43	21:37	20:34	20:35
TIPendtime	21:27	21:16	21:18	21:03	20:50	21:07	21:29	22:10	21:14	21:17
Difference	0:53	0:41	0:43	0:29	0:15	0:33	0:46	0:33	0:39	0:42

Weekday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
Day A date	11/10/02	12/10/02	13/10/02	14/10/02	15/10/02	16/10/02	17/10/02	18/10/02	19/10/02	20/10/02
TIPstarttime	20:34	20:34	20:34	20:47	20:36	20:35	20:35	20:35	20:34	20:36
TIPendtime	20:59	20:48	21:08	21:39	21:20	21:15	21:18	21:02	20:49	21:08
Difference	0:24	0:14	0:33	0:52	0:44	0:40	0:43	0:27	0:14	0:32

Weekday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
Day A date	21/10/02	22/10/02	23/10/02	24/10/02	25/10/02	26/10/02	27/10/02	28/10/02	29/10/02	30/10/02	31/10/02
TIPstarttime	20:34	20:35	20:35	20:35	20:34	20:34	22:40	20:34	20:34	20:34	20:34
TIPendtime	21:27	21:21	21:15	21:18	20:56	20:46	23:15	00:48	21:22	21:18	21:23
Difference	0:52	0:45	0:40	0:42	0:22	0:12	0:35	4:14	0:48	0:43	0:48

5.3 TPS File Rejections - Fujitsu Service Pathway Issues

Fujitsu Services
Customer Service
Business Support Unit

TIP OPERATIONAL REVIEW BOOK

Ref: CS/REP/126
Version: 1.0
Date: 07.11.02

HSH Ref	Date Cleared	Comments	Root cause clearance
E-0207220150 (PC0078164)		<p>TPS exception has occurred Module ID = TPSC229 exception sequence= 4746. File has been rejected by TIP. A data file has failed TIP validation and has been rejected. The rejected subfile was for OrgUnit 6466 (FAD194937) for trading date 18-Jul.</p> <p>Initially as reported in the TIP Review Book for July, it was believed that there was an issue with SEMA pre-validation. Further investigation revealed that there was a pattern apparent, whereby TIP rejection had occurred following an equipment swap where the engineer had had problems with the swap, e.g the outlet had problems with the LAN in the office in addition to the ISDN connection or in one case, where the engineer had had to re-attend site to re-seat the mirror disk in a single counter outlet. It was identified that under those conditions, it was possible for messages to be written to the correspondence server message store out of sequence. This would not have mattered greatly except that when the TPS software selects which date to apply to a collection of data, it assumes that the date of the last message picked up is the current date. This makes it possible for a file to be created using a filename which already exists.</p>	<p>The following root cause clearance has been adopted:</p> <ul style="list-style-type: none">a) The instructions supplied to the engineer are being changed so as to stress that they must ensure when synchronising following a swap that all counters are in synch before opening up the link to the message store.b) SMC are to be asked to monitor for an event, which will indicate that the engineer is starting to synchronise with the data centre when all the counters are not in synchc) Design has been contacted with a view to finding out whether there is a way to introduce a tell tale into the installation process which will alert the engineer on site to condition b)
E-0210090048 (PC0082289)	10/10	This occurrence is a further example of the problem described above.	See above.

**Fujitsu Services
Customer Service
Business Support Unit**

TIP OPERATIONAL REVIEW BOOK

**Ref: CS/REP/126
Version: 1.0
Date: 07.11.02**

5.4 TPS File Rejections – Post Office Ltd issues

HSH Ref	Date Cleared	Comments	Root cause clearance
E-0210020492 (PC0081962)		58 TIP files were rejected during the evening of 01/10/02. These rejections comprise 221 failed cash accounts. Each line of the Cash Account reports an invalid numeric at field 5, which is the Cash Account Line Number and clearly is numeric. The origin of this problem seems to stem from an incorrect RDS file that was processed during the night of 01/10/02 by TIP causing a validation failure.	
E-0211010120 (PC0083292).		52 TIP files have been rejected by the customer. The 52 files contain 1128 "Invalid Numeric Value" errors, these are to do with Hounslow rent card transactions. This is a knock on effect from an error in reference data, whereby the service code for the client was delivered in the wrong place within the PAN.	