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Document Title: SERVICE LEVEL TARGETS FOR HORIZON SERVICES

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

Document Status: AUTHORISED

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0. DOCUMENT CONTROL

0.1 VERSION HISTORY

Version	Dated	Change Details
1.0	23/12/2002	First Authorised version introduced as part of the Amendment

0.2 DOCUMENT REFERENCES

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

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0.3 DISTRIBUTION LIST

Name	Title	Organisation
Don Grey	Head of Network Support	Post Office™
Liz Tuddenham	Supplier and Service Performance Manager	Post Office™
Martin Riddell	Director Customer Service	Fujitsu Services
Richard Brunskill	Infrastructure Services Manager	Fujitsu Services

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

Abbreviation	Definition
SLT	Service Level Target
MBS	Message Broadcast Service
LDT	Liquidated Damage Threshold
ARL	Additional Remedy Level

0.5 CHANGES IN THIS VERSION

Version	Changes

0.6 CHANGES EXPECTED

Changes

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0.7 CONTENT

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1. INTRODUCTION

1.1 PURPOSE

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

1.2 SCOPE

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

1.3 CONTRACTUAL PRECEDENCE

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

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

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

1.4 OBJECTIVES

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

1.5 PERFORMANCE MONITORING

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

1.6 SERVICE LEVEL TARGET MAINTENANCE

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

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2. SERVICE LEVEL TARGETS

Ref:	Service requirement	Service Level Target	LDT and/or ARL Y/N
	SERVICE LEVELS FOR SUPPORT DESK SERVICES		
	Engineer Services		
E1.1	Priority A – Local within 4 hours	95%	Y
E1.2	Priority A – Intermediate within 6 hours	95%	Y
E1.3	Priority A – Remote within 8 hours	95%	Y
E2.1	Priority B – Local within 8 hours	95%	Y
E2.2	Priority B – Intermediate within 10 hours	95%	Y
E2.3	Priority B – Remote within 12 hours	95%	Y
E3.1	Average Downtime	<=30.78%	N
E4.1	Engineer Visits completed within 20 minutes	>50%	N
	Horizon System Helpdesk		
H1.1	Calls answered within 30 seconds	>=80%	N
H1.2	Average time to answer	<10 seconds	N
H1.3	Calls not answered	<5%	N
H2.1	Level 1 calls resolved within 5 minutes	95%	N
H2.2	Average time to resolve Level 1 calls	<[4.5] minutes	N
H3.1	Level 2 calls resolved within 30 minutes	95%	N
H3.2	Average time to resolve Level 2 calls	<10 minutes	N
H3.3	Availability of Voicemail facility outside of HSH standard hours	100%	N
H3.4	Voicemail calls raised on Fujitsu Services call logging system next HSH working day	100%	N
H4.1	Authorised reboots per average counter position every 4 months is less than	1	N
Ref:	**Service requirement**	**Service Level Target**	**LDT and/or ARL Y/N**

	Technical Service Desk Updates		
T1.1	Severity Level 1 updates completed within 30 minutes of initial call logging/previous updates	98%	N
T1.2	Severity Level 2 updates completed within 60 minutes of initial call logging/previous updates	95%	N
T1.3	Severity Level 3 updates completed within 24 hours of initial call logging/previous updates	90%	N
	SERVICE LEVELS FOR DATA DELIVERY		
	Data File Delivery – Outbound (APS)		
DO1.1	APS transactions delivered by day B	96.5%	Y
DO1.2	APS transactions delivered by day C	97.5%	Y
DO1.3	APS transactions delivered by day D	98.5%	Y
DO1.4	APS transactions delivered by day J	100%	Y
	Data File Delivery – Outbound (TPS)		
DO2.1	TPS transactions delivered by day B	96%	Y
DO2.2	TPS transactions delivered by day C	97%	Y
DO2.3	TPS transactions delivered by day D	98%	Y
DO2.4	TPS transactions delivered by day J	100%	Y
	Data File Delivery – Outbound (OBCS)		
DO3.1	OBCS transactions delivered by day B	96%	Y
DO3.2	OBCS transactions delivered by day C	97%	Y
DO3.3	OBCS transactions delivered by day D	98%	Y
DO3.4	OBCS transactions delivered by day J	100%	N
	Data File Delivery – Outbound (LFS)		
DO4.1.1	Confirmation of Pouch received at Outlet by Day A	97%	N
DO4.1.2	Confirmation of Pouch received at Outlet by Day B	97.2%	Y
DO4.1.3	Confirmation of Pouch received at Outlet by Day I	100%	N
DO4.2.1	Details of SAPADS Pouch Collected from Outlet by Day A	97%	N

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Ref:	Service requirement	Service Level Target	LDT and/or ARL Y/N
DO4.2.2	Details of SAPADS Pouch Collected from Outlet by Day B	97.2%	N
DO4.2.3	Details of SAPADS Pouch Collected from Outlet by Day I	100%	N
DO4.3.1	Daily Cash on Hand details to SAPADS by Day A	96.25%	N
DO4.4.1	Wednesday Weekly Stamps/Stock and Inventory Items details by following Friday	98%	N
DO4.4.2	Thursday Weekly Stamps/Stock and Inventory Items details by following Friday	97%	N
DO4.4.3	Friday Weekly Stamps/Stock and Inventory Items details by same day	96%	N
DO4.4.4	All Weekly Stamps/Stock and Inventory Items details by Thursday of third week	100%	N
	Data File Delivery – Inbound (OBCS stop lists)		
DI1.1	OBCS stop lists delivered by day B	96%	Y
DI1.2	OBCS stop lists delivered by day C	97%	Y
DI1.3	OBCS stop lists delivered by day D	98%	Y
DI1.4	OBCS stop lists delivered by day J	100%	N
	2.1.1.1 Data File Delivery – Inbound (LFS)		
DI2.1.1	SAPADS Planned Orders delivered by 08:00 on Day A	90%	N
DI2.12	SAPADS Planned Orders delivered by 12:00 on Day A	96%	Y
DI2.2.1	SAPADS Advice Notes delivered by 08:00 on day C	97%	N
	2.1.1.2 Data File Delivery – Inbound (APS reference data)		
DI3.1	APS reference data delivered by day B	96%	N
DI3.2	APS reference data delivered by day C	97%	N
DI3.3	APS reference data delivered by day D	98%	N
DI3.4	APS reference data delivered by day J	100%	N
Ref:	**Service requirement**	**Service Level Target**	**LDT and/or ARL Y/N**
	2.1.1.3 Data File Delivery – Inbound (Reference Data)		

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DI4.1	Reference Data delivered by day B	96%	N
DI4.2	Reference Data delivered by day C	97%	N
DI4.3	Reference Data delivered by day D	98%	N
DI4.4	Reference Data delivered by day J	100%	N
	SERVICE LEVELS FOR BANKING SERVICES		
	2.1.1.4 Transaction Times		
B1.1	Average transaction time using Fixed Connections	<=4 seconds	Y
B1.2	Average transaction time using ADSL Connections	<=5 seconds	Y
B1.3	Average transaction time using Dialed Connections	<=8 seconds	Y
B1.4	Banking Transactions using Fixed Connections less than or equal to 8 seconds	95%	N
B1.5	Banking Transactions using ADSL Connections less than or equal to 9 seconds	95%	N
B1.6	Banking Transactions using Dialed Connections less than or equal to 12 seconds	95%	N
B1.7	Banking Transactions using Fixed Connections less than or equal to 15 seconds	99%	N
Ref:	**Service requirement**	**Service Level Target**	**LDT and/or ARL Y/N**
B1.8	Banking Transactions using ADSL Connections less than or equal to 20 seconds	99%	N
B1.9	Banking Transactions using Dialed Connections less than or equal to 20 seconds	99%	N
Ref:	**Service requirement**	**Service Level Target**	**LDT and/or ARL Y/N**
	Central Systems Availability – (for Availability Periods between 6 & 12 months duration)		
B2.1.1	Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during NB Core Hours	<=6	Y
B2.1.2	Number of Core NB System Faults causing NBS	<=24	Y

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	unavailability in more than 20% of all Branches during Non NB Core Hours		
B2.1.3	Availability Period aggregate Average Branch Outage during NB Core Hours	<=3 hours	Y
B2.1.4	Availability Period aggregate Average Branch Outage during Non NB Core Hours	<=24 hours	Y
	Central Systems Availability – (for Availability Periods upto 6 months duration)		
B2.2.1	Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during NB Core Hours	<=3	Y
B2.2.2	Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during Non NB Core Hours	<=12	Y
B2.2.3	Availability Period aggregate Average Branch Outage during NB Core Hours	<=1.5 hours	Y
B2.2.4	Availability Period aggregate Average Branch Outage during Non NB Core Hours	<=12 hours	Y
	Network Availability – (for each Availability Period)		
B2.4.1	Central Network Availability	>=99.95%	N
B2.4.2	NBE Network Availability	>=99.95%	N
Ref:	**Service requirement**	**Service Level Target**	**LDT and/or ARL Y/N**
	2.1.1.5 NBS reliability measures		
B3.1	Fixed Connection reliability	99%	Y
B3.2	ADSL Connection reliability	99%	Y
B3.3	Dialed Connection reliability	97%	Y
	2.1.1.6 Data Reconciliation Service measures		
B4.1	NB Priority Exceptions resolved in 8 hours or less	95%	N

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	SERVICE LEVELS FOR MISCELLANEOUS SERVICES		
	2.1.1.7 Data Errors		
DE1.1	2.1.1.8 BIMs report issued within 5 days	95%	N