ICL Pathway Ltd	SERVICE REVIEW - PERFORMANCE STATISTICS	Ref: CS / PER / 013
		Version: 3.7.1
		Date: 14.07.00

Document Title: **SERVICE REVIEW - PERFORMANCE STATISTICS**

Document Type: SERVICE REVIEW - JULY 2000

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 30th June 2000

Status: Definitive

Distribution: Service Management Review Forum
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0   DOCUMENT CONTROL

0.1   DOCUMENT HISTORY

Version	Date	Reason
0.1	16.07.97	Initial Draft with limited circulation & issue for review
0.2	27.08.97	Draft for first Service Review and evaluation within the Service Management Review Forum
0.3	16.09.97	Amended by Service Review Forum (August) input.
0.4	10.10.97	Amended by Service Review Forum (September) input.
0.5	11.11.97	Amended to reflect SLA profiles arising from Rel 1C implementation
0.6	17.12.97	Minor changes with introduction of Release 1C reports.
0.7	19.01.98	BPS MIS Reports included
0.8	13.02.98	BPS MIS Reports deleted – issued via Electronic Route.
0.9	13.03.98	Amended by Service Review Forum (January) input. Includes new Management Report (Section 2)
1.0	14.04.98	Amended by Service Review Forum (February) input. Includes Actual v's Predicted Volumes.
2.0	15.12.98	Draft restructure of NR2 Service Review - Performance Statistics Book
2.1	11.03.99	Restructure of NR2 Service Review - Performance Statistics Book – as accepted by Service Review Forum.
2.2	17.06.99	Amended to reflect Horizon contract changes made on 24th May 1999.
2.3	12.08.99	Brought into line with Performance Measures as set out in the revised contract
2.4	08.09.99	Service Review Book for August performance
2.5	16.09.99	Revised Service Review Book for August performance
2.6	07.10.99	Service Review Book for September performance
2.7	05.11.99	Service Review Book for October performance
2.8	07.12.99	Service Review Book for November performance
2.9	10.01.00	Service Review Book for December performance
3.0	07.02.00	Service Review Book for January performance
3.1	07.03.00	Service Review Book for February performance
3.2	14.03.00	Revised Service Review Book for February performance
3.3	20.03.00	Revised Service Review Book for February performance
3.4.1	07.04.00	Service Review Book for March performance – data only
3.4.2	14.04.00	Service Review Book for March performance – data and analysis
3.5.1	08.05.00	Service Review Book for April performance – data only
3.5.2	15.05.00	Service Review Book for April performance – data and analysis
3.6.1	07.06.00	Service Review Book for May 2000 performance – data only
3.6.2	14.06.00	Service Review Book for May 2000 performance – data and analysis
3.7.1	07.07.00	Service Review Book for June 2000 performance – data only

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| 3.7.2 | 14.07.00 | Service Review Book for June 2000 performance – data and analysis |

0.2 ASSOCIATED DOCUMENTS

Version	Date	Title
0.1	02.07.97	Business Performance SLA Listings
1.0	01.03.99	ICL Pathway Customer Service Monthly Incident Review

0.3 ABBREVIATIONS

EIS	Executive Information System	PONU	Post Office Counters Limited
HSH	Horizon System Helpdesk	SLA	Service Level Agreement
IT	Information Technology	SLAM	Service Level Agreement Monitor
MIS	Management Information System	TBN	To be Notified
MAT	Minimum Acceptable Threshold	TRT	Termination Review Threshold

Commented [MSOffice1]: Post Office Counters Limited

0.4 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**

PONU (Non-Serv):	All calls placed with Horizon System Helpdesk that embrace non- System Service calls (currently equates to Advice & Guidance, Operations, Implementation, Reconciliation, Security and Other).
Advice & Guidance	Calls requiring general advice.
Operations	Calls diagnosed as relating to the operating environment.
Implementation	Calls for site preparation and installation.
Cash Account	Calls requiring general advice on all aspects of Cash Account reconciliation
Reconciliation	Calls requiring reconciliation of a particular part of the system.
Security	Calls relating to security breaches or for the requirement of one shot passwords.
Other	Calls relating to PO closures, reference data changes, miscellaneous environmental issues and failed verification calls.

Commented [MSOffice2]: Post Office Counters Limited

PONU (Serv): All calls placed with Horizon System Helpdesk that embrace System Service calls (currently equates to Hardware, Network and Software).

Commented [MSOffice3]: Post Office Counters Limited

H/W: Calls diagnosed as relating to a system hardware fault.
N/W: Calls diagnosed as relating to a system network fault.
S/W: Calls diagnosed as relating to a system or application software fault.

- **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'.

0.5 CHANGES IN THIS VERSION

4 Service Performance Status — The SRB now contains the quarterly conformance data against each SLA as from Q4 1999 as agreed with Liz Tuddenham, POCL

1 INTRODUCTION

1.1 APPROACH

This document contains those reports and information necessary for the Service Management Forum to review delivery of the contract by ICL Pathway.

The issue of this document is now definitive and is to be used commencing March 1999.

1.2 INTERPRETATION

Data interpretation, beyond report label classification, can be further qualified by use of the Service Review Guide.

1.3 REVIEW BOOK CONSTRUCTION

This book is sectioned by key areas, against which Service Management Reviews are to be conducted. Where necessary supplementary information will be provided to support the service performance status reports.

- Management Summary

- Horizon Volumetrics

- Service Performance Status Report

- Customer Service Operations Report

2   MANAGEMENT SUMMARY

Programme Status	Live Outlets	Operational Counters
30th June 2000	8532	18841
Comments		

The July SRB now contains the quarterly conformance data against each SLA for Q4 1999 and Q1 2000. The format of the SRB has been agreed with Liz Tuddenham, POCL.

Horizon Systems Helpdesk: Telephony and Helpdesk Services
A significant improvement in conformance to all Helpdesk Telephony and Services SLA's has been recorded in June 2000. This is evidence that the 'get well' programme described in the June SRB and introduced by ICL OSD is now seen to be working. Conformance for Telephony SLA's is being reported in accordance to contract, however, there is an even greater improvement in achievement taking into account the introduction of IVR during May 2000. Both contractual and IVR achievement are shown within section 4.1.

System Service:
There is a significant improvement in the achievement of both Hardware / Network priority A and B calls when compared to the results for May 2000. Thereby indicating that the 'get well' programme introduced by ICL OSD is again seen to be reaping positive results.

Data File Delivery and Data Delivery:
The failure of outlets to communicate with the centre (non-polling) continues to be the sole reason why transactions are not delivered to TIP, HAPS & BA and data is not delivered from ICL Pathway central systems to the outlets in accordance with SLA requirements. ICL Pathway are maintaining a strong focus on improving the support processes in place to resolve communication problems quickly to ensure a timely flow of information in both directions. Since improvements were introduced in early May, there has been a notable drop in the number of outlets failing to communicate with the centre for in excess of 3 calendar days against an ever increasing live estate.

Both the ICL OSD and the non-polling process improvements will remain at a high profile within ICL Pathway.

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3 HORIZON VOLUMETRICS

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3.1   OPERATIONAL OUTLET & COUNTER VOLUMES
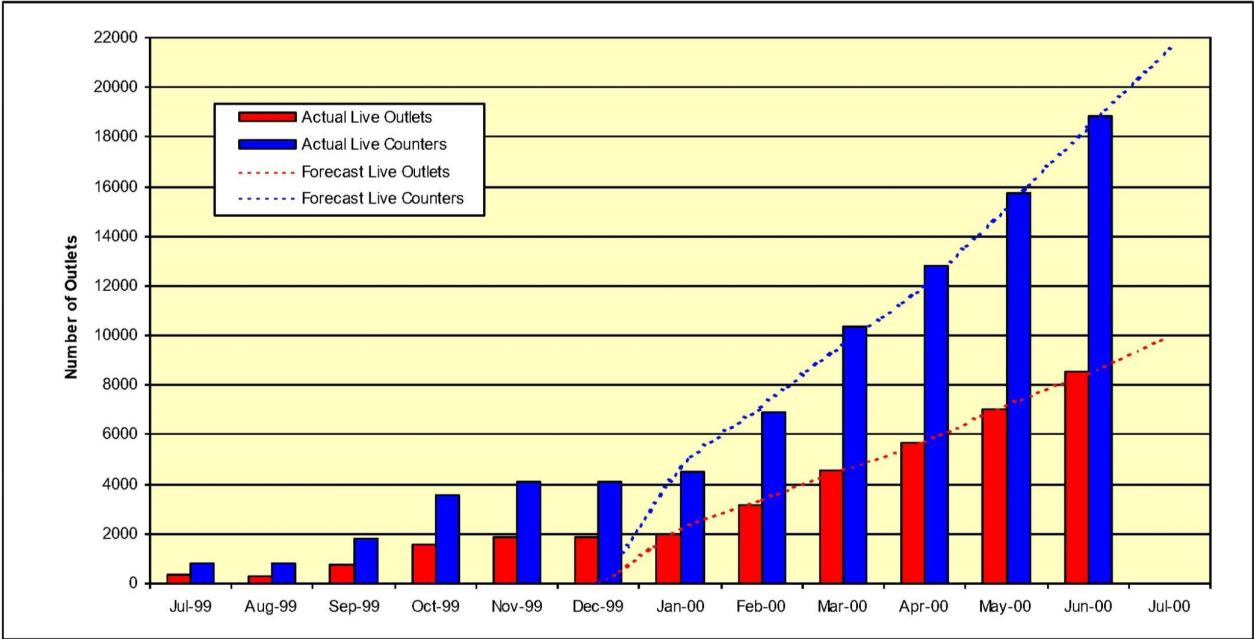
	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00
Actual Live Outlets	323	321	749	1596	1859	1858	2000	3136	4566	5698	7044	8532	-	-	-	-	-	-
Actual Live Counters	821	819	1819	3558	4122	4122	4485	6886	10361	12801	15715	18841	-	-	-	-	-	-
Forecast Live Outlets	-	-	-	-	-	-	2158	3328	4552	5652	7158	8426	9956	11118	12342	13872	15096	15402
Forecast Live Counters	-	-	-	-	-	-	4646	7077	9621	11907	15036	18315	21515	23945	26355	29555	31915	32555

3.2   HORIZON SYSTEM HELPDESK – LOGGED CALL VOLUMES
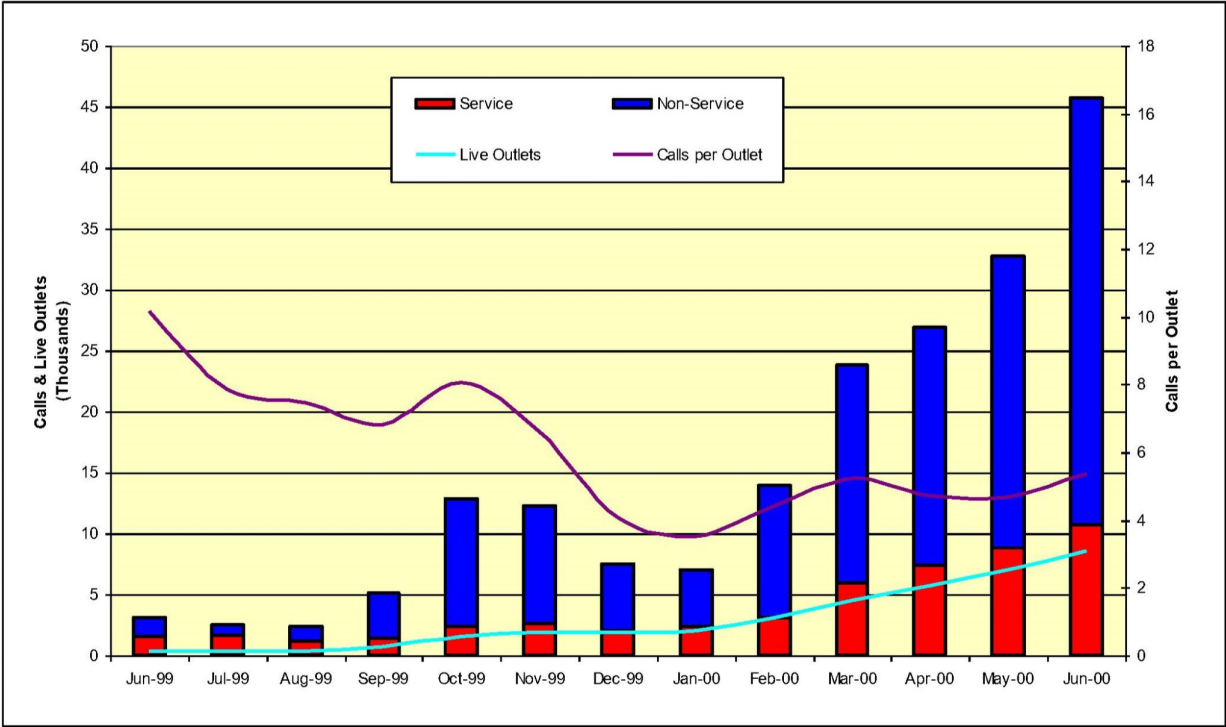
	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00
Service	1.59	1.61	1.23	1.42	2.35	2.66	2.05	2.43	3.13	5.90	7.37	8.83	10.72
Non-Service	1.45	0.93	1.17	3.68	10.48	9.57	5.51	4.59	10.77	17.95	19.57	23.96	35.04
Total Customer Calls	3.04	2.54	2.40	5.10	12.83	12.23	7.56	7.02	13.90	23.86	26.95	32.79	45.75
Live Outlets	0.30	0.32	0.32	0.75	1.60	1.86	1.86	2.00	3.14	4.57	5.70	7.04	8.53
Calls per Outlet	10.2	7.9	7.5	6.8	8.0	6.6	4.1	3.5	4.4	5.2	4.7	4.7	5.4

3.3   HORIZON SYSTEM HELPDESK – LOGGED CALL PROFILES
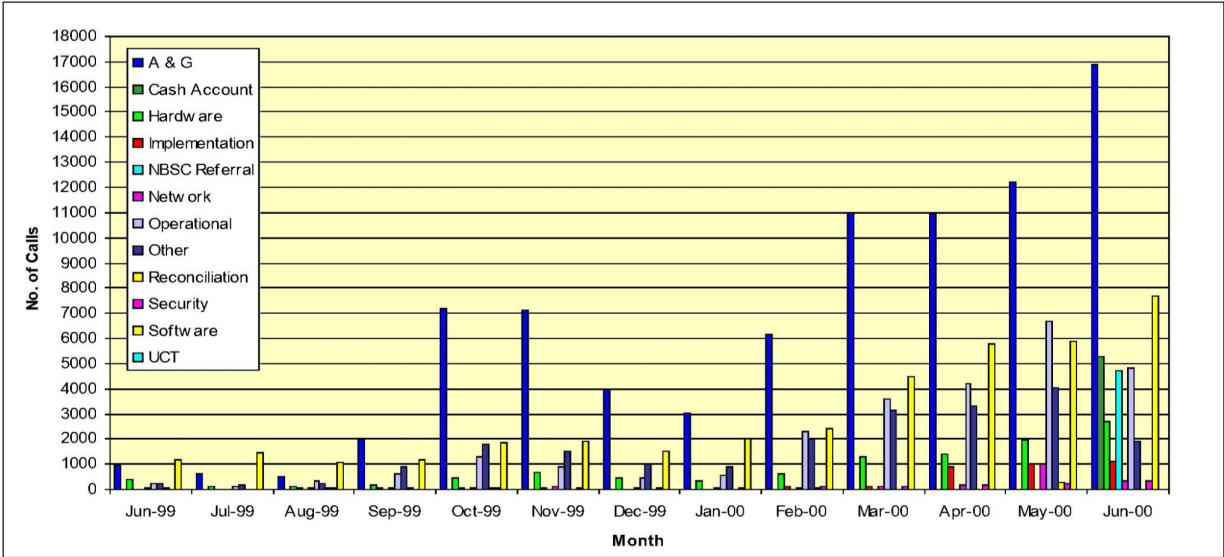
	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00
A & G	979	591	481	1996	7193	7095	4009	3044	6196	10968	10961	12250	16875
Cash Account	-	-	-	-	-	-	-	-	-	-	-	-	5279
Hardware	375	110	124	195	437	694	463	358	629	1280	1409	1970	2682
Implementation	5	11	52	68	82	30	12	17	124	124	904	999	1148
NBSC Referral	-	-	-	-	-	-	-	-	-	-	-	-	4703
Network	53	22	40	29	72	89	74	45	64	126	178	984	353
Operational	202	119	330	639	1316	870	425	545	2302	3577	4222	6683	4800
Other	223	167	249	919	1777	1508	1012	914	2025	3126	3302	4026	1895
Reconciliation	37	28	29	47	65	19	6	7	34	24	28	306	16
Security	0	12	30	11	44	45	46	65	85	135	156	248	319
Software	1164	1477	1064	1198	1843	1881	1509	2022	2438	4495	5786	5880	7682
UCT	-	-	-	-	-	-	-	-	-	-	-	-	2
Total Calls	**1874**	**1048**	**1305**	**3893**	**10942**	**10305**	**6001**	**4930**	**11374**	**19225**	**21004**	**27218**	**37751**

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4   SERVICE PERFORMANCE STATUS

4.1   HELPDESK SERVICES

Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00		MAT	TRT	Comment
												Horizon Helpdesk			
			74.5	75.2	85.0	91.1	89.2	84.9	65.9	56.9	65.0	Calls answered within 20s	80%	N/A	IVR = 96.0%
					Q4		88.9	Q1		71.4					See Section 4.9
97.0	98.9	89.9	79.7	80.3	87.6	92.9	91.7	88.4	70.5	73.2	96.6	Calls answered within 40s	99.9%	N/A	IVR = 97.5%
					Q4		91.2	Q1		75.8					See Section 4.9
98	98	98	85.6	85.8	86.4	93.9	91.7	92.2	79.6	80.3	97.7	Calls not abandoned through ring-off	99%	N/A	See Section 4.9
					Q4		90.9	Q1		81.4					
			94.8	61.0	99.2	99.3	90.8	95.5	98.7	87.4	100.0	Calls Engaged	99%	N/A	
					Q4		95.1	Q1		92.7					
81		89	96.2	96.0	95.8	88.4	91.9	87.7	82.0	78.0	79.8	Level 1 Calls resolved within 5 mins	95%	N/A	See Section 4.9
					Q4		92.0	Q1		81.6					
98			99.9	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	
					Q4		100.0	Q1		100.0					
			98.6	99.6	99.2	99.1	96.2	95.7	94.4	94.3	95.4	Level 2 Calls resolved within 30 mins	95%	N/A	
					Q4		97.5	Q1		95.0					
98			99.5	99.8	99.9	99.9	98.3	98.1	97.4	96.5	97.9	Level 2 Calls resolved within 45 mins	100%	N/A	See Section 4.9
					Q4		99.0	Q1		93.7					
N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0	100.0	100.0	100.0	100.0	Cash Account: second line availability for call answering	95%	N/A	
					Q4		100.0	Q1		100.0					
N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0	100.0	100.0	100.0	100.0	Cash Account: second line callback <= 20 minutes	100%	N/A	
					Q4		100.0	Q1		100.0					
N/A	N/A	N/A	N/A	N/A	N/A	N/A						Cash Account: call scripts correctly followed by HSH	95%	N/A	POCL to supply
					Q4			Q1							

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4.2 SYSTEM SERVICE

Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00		MAT	TRT	Comment
												Call to Resolution (Local)			
88	90	82	75.0	100.0	83.3	87.5	55.0	64.3	52.7	36.0	74.6	Hardware/Network Priority A - 4 hours Non-Remedial	95%	N/A	See Section 4.9
					Q4		67.6	Q1		48.6					
83	84	82	86.4	92.0	96.9	84.4	70.3	81.3	46.9	79.8	93.9	Hardware/Network Priority B - 8 hours Non-Remedial	95%	N/A	See Section 4.9
					Q4		76.8	Q1		77.3					
88		91	87.5	100.0	100.0	87.5	90.0	92.9	71.7	46.9	93.2	Hardware/Network Priority A - 6 hours Remedial	100%	N/A	See Section 4.9
					Q4		91.2	Q1		62.6					
87	96	85	89.4	95.5	97.5	90.5	78.7	88.4	82.1	84.2	95.0	Hardware/Network Priority B - 10 hours Remedial	100%	N/A	See Section 4.9
					Q4		85.2	Q1		85.5					
												Call to Resolution (Intermediate)			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		Hardware/Network Priority A - 6 hours Non-Remedial	95%	N/A	
					Q4		N/A	Q1		N/A					
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		Hardware/Network Priority B - 10 hours Non-Remedial	95%	N/A	
					Q4		N/A	Q1		N/A					
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		Hardware/Network Priority A - 9 hours Remedial	100%	N/A	
					Q4		N/A	Q1		N/A					
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		Hardware/Network Priority B - 15 hours Remedial	100%	N/A	
					Q4		N/A	Q1		N/A					
												Call to Resolution (Remote)			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0	100.0			Hardware/Network Priority A - 8 hours Non-Remedial	95%	N/A	
					Q4		N/A	Q1							
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	70.0	88.9	50.0	100.0	Hardware/Network Priority B - 12 hours Non-Remedial	95%	N/A	
					Q4		N/A	Q1							
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0	100.0			Hardware/Network Remote Priority A - 12 hours Remedial	100%	N/A	
					Q4		N/A	Q1							
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0	88.9	50.0	100.0	Hardware/Network Remote Priority B - 24 hours Remedial	100%	N/A	
					Q4		N/A	Q1							

4.3 DATA SERVICES

4.3.1 INBOUND

Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00		MAT	TRT	Comment
												RDMC Reference Data			
		90.17	98.72	99.14	99.13	99.30	99.46	99.26	98.37	98.53	99.77	Data Delivery - Day B	97%	N/A	
					Q4		99.59	Q1		99.14					
		95.23	99.41	99.61	99.51	99.70	99.79	99.62	98.67	99.02	99.88	Data Delivery - Day C	99%	N/A	
					Q4		99.80	Q1		99.42					
		99.86	99.60	99.76	99.61	99.80	99.87	99.71	99.04	99.24	99.91	Data Delivery - Day D	100%	N/A	See Section 4.9
					Q4		99.86	Q1		99.53					
												APS Reference Data			
		97.00	98.00	99.30	99.99	99.61	99.41	99.38	97.96	99.15	99.98	Data Delivery - Day B	97%	N/A	
					Q4		99.99	Q1		99.97					
		99.00	99.80	99.30	99.99	99.95	99.51	99.71	98.58	99.15	100.00	Data Delivery - Day C	99%	N/A	Actual figure = 99.995%
					Q4		99.99	Q1		99.98					
		99.99	99.99	99.30	99.99	99.95	99.66	99.78	98.63	99.15	100.00	Data Delivery - Day D	100%	N/A	Actual figure = 99.996%
					Q4		99.99	Q1		99.98					
												OBCS Data			
			99.80	99.99	99.90	99.83	99.87	99.83	99.69	99.54	99.40	OBCS Stop List - Day B	97%	N/A	
					Q4		99.92	Q1		99.76					
98.00	98.00		99.90	99.99	99.90	99.91	99.95	99.90	99.79	99.66	99.66	OBCS Stop List - Day C	99%	N/A	
					Q4		99.96	Q1		99.83					
			99.90	99.99	99.99	99.90	99.96	99.92	99.80	99.70	99.69	OBCS Stop List - Day D	100%	98%	See Section 4.9
					Q4		99.98	Q1		99.85					

4.3.2 OUTBOUND

Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00		MAT	TRT	Comment
												APS Data			
92.41	95.00	92.00	96.25	99.14	96.75	98.59	99.00	98.86	98.05	98.12	98.62	File Delivery - Day B	97%	N/A	
					Q4		98.24	Q1		98.28					
		94.00	98.55	99.10	99.46	99.40	99.67	99.51	98.99	98.94	99.52	File Delivery - Day C	99%	N/A	
					Q4		99.53	Q1		99.07					
99.16			98.96	99.48	99.66	99.66	99.81	99.68	99.12	99.29	99.74	File Delivery - Day D	100%	98%	See Section 4.9
					Q4		99.72	Q1		99.33					
												TPS Data			
			99.02	99.34	99.64	99.55	99.90	99.67	97.82	97.64	98.49	File Delivery - Day B	97%	N/A	
					Q4		98.47	Q1		97.80					
			99.59	99.72	99.85	99.79	99.90	99.81	99.20	99.07	99.58	File Delivery - Day C	99%	N/A	
					Q4		99.51	Q1		99.19					
			99.89	99.90	99.95	99.94	99.98	99.96	99.47	99.32	99.74	File Delivery - Day D	100%	98%	See Section 4.9
					Q4		99.69	Q1		99.41					
												OBCS Data			
		83.00	96.70	98.60	99.66	99.65	99.67	99.64	98.98	99.23	99.64	File Delivery - Day B	97%	N/A	
					Q4		99.66	Q1		99.22					
		98.00	98.89	99.59	99.87	99.81	99.84	99.79	99.18	99.43	99.79	File Delivery - Day C	99%	N/A	
					Q4		99.84	Q1		99.41					
		99.00	99.27	99.78	99.91	99.87	99.93	99.86	99.29	99.56	99.87	File Delivery - Day D	100%	98%	See Section 4.9
					Q4		99.91	Q1		99.53					

4.4 TRANSACTION SERVICES

Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00		MAT	TRT	Comment
												OBCS			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Issues (local)	39.00	39.50	
					Q4		N/A	Q1		N/A					
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Issues (foreign)	42.50	43.00	
					Q4		N/A	Q1		N/A					
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Encashment (local)	26.94	27.44	
					Q4		N/A	Q1		N/A					
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Encashment (foreign)	28.10	28.60	
					Q4		N/A	Q1		N/A					
												APS			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cash Payments - No tokens handed back to customer	19.96	20.46	
					Q4		N/A	Q1		N/A					
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cash Payments - Tokens handed back to customer	21.52	22.02	
					Q4		N/A	Q1		N/A					
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cash Payments - Using Smart Card or Key	26.56	27.06	
					Q4		N/A	Q1		N/A					
												EPOSS			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	EPOSS	30.00	30.50	
					Q4		N/A	Q1		N/A					

4.5 TRAINING SERVICES

Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00		MAT	TRT	Comment
			100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Training Course Availability	100%	N/A	
						Q4	100.0	Q1		100.0					
			100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Training Venue Quality	85%	N/A	
						Q4	100.0	Q1		100.0					
			100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Training Course Quality	95%	N/A	
						Q4	100.0	Q1		100.0					
			99.6	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	Training Course Cancellation	98%	N/A	
						Q4	100.0	Q1		100.0					
			96.6	96.6	100.0	99.9	100.0	100.0	100.0	100.0	100.0	Training Course Competence Levels	95%	N/A	
						Q4	98.3	Q1		100.0					
			100.0	100.0	100.0	100.0	99.5	99.6	99.9	99.9	98.9	Training Course Timeliness Live Delivery	100%	N/A	See Section 4.9
						Q4	99.6	Q1		99.8					

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4.6 IMPLEMENTATION & ROLL OUT

Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00			MAT	TRT	Comment
	92.3	93.6	93.0	93.6	N/A	91.6		94.6	93.2	93.0		Site Survey - Quality Compliance		85%	N/A	
					Q4		N/A	Q1		93.6						
	92.5	92.0	94.6	92.2	N/A	94.0		93.5	94.2	96.1		Site Modification - Quality Compliance		85%	N/A	
					Q4		N/A	Q1		96.1						
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	54.5	6.5	Site Modification - Repairs Completeness		98%	N/A	See Section 4.9
					Q4		N/A	Q1		54.5						
	N/A	N/A	N/A	92.8	N/A	95.3		93.2	97.1	94.4		Site Installation - Quality Compliance		85%	N/A	
					Q4		N/A	Q1		93.0						
	N/A	N/A	N/A	100.0	N/A	100.0	100.0	100.0	100.0	100.0	100.0	Site Installation - Repairs Timeliness		98%	N/A	
					Q4		N/A	Q1		100.0						

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4.7 LF SERVICE (WITH EFFECT FROM CSR+)

4.8 BUSINESS INCIDENT MANAGEMENT

Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00		MAT	TRT	Comment
N/A	N/A	N/A	N/A	N/A	N/A	N/A	94.1	97.9	87.5	70.0	82.1	Incidents resolved <= 5 days of receipt	100%	N/A	See Section 4.9
					Q4		N/A	Q1		85.1					

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4.9 SUPPORTING COMMENTS

Section	Performance Measure	Comments
4.1	**Helpdesk Services** HSHD – Calls answered within 20 seconds HSHD – Calls answered within 40 seconds HSHD – Calls abandoned through ring off	**Performance Summary** 65.0% of calls were answered within 20 seconds 96.6% of calls were answered within 40 seconds 97.7% of calls were abandoned through ring-off **Cause and Action** June 2000 highlights a significant improvement in conformance against all Helpdesk Service performance measures. This can be attributed to the 'get well' programme, explained in the June SRB, which is now well under way within ICL OSD. Performance measures for calls answered within 20 seconds and 40 seconds have been calculated according to the current contractual requirements, which do not take into account the effect of IVR. Therefore within this review book, May and June 2000 have been shown as 'grey' (with the achievement included), until discussions between ICL Pathway and POCL have finalised any revised contractual position. Taking into account the effect of IVR on these two performance measures, the conformance value for June 2000 would be: Calls answered within 20 seconds 96.0% Calls answered within 40 seconds: 97.5% ICL OSD will continue to effect measures to bring about further improvement to our conformance.

Section	Performance Measure	Comments
4.1	**Helpdesk Services** HSHD - Level 1 calls resolved within 5 minutes HSHD - Level 2 calls resolved within 45 minutes	**Performance Summary** 79.8% of Level 1 calls were resolved within 5 minutes 97.9% of Level 2 calls were resolved within 45 minutes **Cause and Action** June 2000 highlights a significant improvement in conformance against all Helpdesk Service performance measures. This can be attributed to the 'get well' programme, explained in the June SRB, which is now well under way within ICL OSD. Of 12,127 Level 1 calls received, 2455 were not resolved within 5 minutes. Of 5023 Level 2 calls received, 233 were not resolved within 30 minutes and 106 were not resolved within 45 minutes. Although ICL Pathway failed to meet the target for Level 1 within 5 minutes, the average length of time to resolve a Level 1 call remains at 3 min 15 seconds.

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Section	Performance Measure	Comments

4.2	**System Service**
	Local
	Hardware / Network Priority A
	    – 4hrs Non-Remedial
	    – 6hrs Remedial
	Hardware / Network Priority B
	    – 8hrs Non-Remedial
	    – 10hrs Remedial
		Performance Summary
		Local
		
		74.6% of Priority A were resolved within 4 hours
		93.2% of Priority A were resolved within 6 hours
		
		93.9% of Priority B were resolved within 8 hours
		95.0% of Priority B were resolved within 10 hours
		
		Cause and Action
		June 2000 highlights a significant improvement in conformance against all Helpdesk Service performance measures. This can be attributed to the 'get well' programme, explained in the June SRB, which is now well under way within ICL OSD.
		
		Of 59 Priority A calls received, 15 were not resolved within 4 hours and 4 were not resolved within 6 hours.
		
		Of 2575 Priority B calls received, 157 were not resolved within 8 hours and 130 were not resolved within 10 hours.

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Sectio n	Performance Measure	Comments
4.3	**Data Services (Inbound)** **RDMC Reference Data** Data delivery Day D **OBCS Stops List Data** Stop list delivery Day D **Data Services (Outbound)** **APS Data** Data file delivery Day D **TPS Data** Data file delivery Day D Data file delivery Day D	**Performance Summary** 99.91% delivered by Day D 99.69% delivered by Day D 99.74% delivered by Day D 99.74% delivered by Day D 99.87% delivered by Day D **Cause and Action** *For information: Calculation of RDMC Reference Data, APS Reference Data and OBCS Stop List Delivery SLAs uses the 'Non Polled' outlet report to identify when an outlet has failed to return an 'End of Day' (EOD) marker to the Data Centre. If this is the case, the outlet is assumed to have not received a delivery of :* • *APS Reference Data (delivered 1 day/month to all outlets)* • *RDMC Reference Data (delivered daily to all outlets)* • *OBCS Stop List information (delivered daily to selected outlets)* *CSR+ sees the automation of this calculation.* Where SLA conformance has not been achieved, this is directly attributable to the 'Non Polling' of outlets where transactions are not harvested from the counters and delivered to HAPS, TIP and BA within the required

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4.3	**Data Services**
	Cause and Action (continued)
		timescales. (See also above re: the calculation of Data delivery to the outlets). This problem is now receiving priority attention within ICL Pathway with the aim of reducing the time in which an outlet may be allowed to remain in a position where the communication links to the centre are not functioning. Positive steps have been taken to address this issue, namely :
		
		• Process re-engineering that will see considerable reduction in time to resolution to ensure that non-polled outlets fail to communicate for fewer than 5 calendar days. This will be achieved by condensing the resolution cycle, introducing a higher degree of automation to such areas as 'counter health checking', incident management and applying a greater resource to the support units
		• The creation of a root cause analysis data base that will establish the main causes of non polling and thus enable plans to be put in place to prevent re-occurrence
		• An on-going programme to ensure the non-polling of outlets is managed, focus is maintained and the problem is seen to reduce in impact as the roll out progresses
		• Discussion between ICL Pathway and POCL :
		   • Re: the development of technical solutions to alert the outlets that counters are not communicating
		   • Re: the recovery of marooned transactions in the event that an outlet remains out of communication for an extended period
		   • To agree reasons for non-polling which can be deemed to be outside the jurisdiction of ICL Pathway to ensure any affected transactions are excluded from both SLA and remedial calculations
		
		Since the week commencing 8th May 2000, we have seen encouraging results with the number of outlets failing to poll on the decline, with the live estate increasing in size.

Section	Performance Measure	Comments
4.4	**Transaction Services** OBCS, APS and EPOSS	**Performance Summary** The method of calculating performance against these SLAs is currently being reviewed between ICL Pathway and PONU Commercial. No data is therefore included in this review.
4.5	**Training Services** Training course timeliness live delivery	**Performance Summary** 98.9% achievement **Cause and Action** The number of staff passing the PSA reflects those who passed some needing more than 1 attempt. The number who failed at the first attempt is 318 The numbers of staff trained outside the contractual window have now been added. These exceptions were all requested by PONU and authorised by ICL Pathway in the manner agreed.
4.6	**Implementation & Roll Out** Site modification – repairs completeness	**Performance Summary** 6.5% achievement **Cause and Action** 31 incidents were received with 2 conformant to SLA. The Infrastructure programme is now close to completing. The process issues involved resulting in the low conformance achievement are understood and are being addressed, these include : • Resourcing issues within ICL Pathway • The administrative process for closing calls taking too long

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Section	Performance Measure	Comments
4.8	**Business Incident Management** Business incidents resolved <= 5 days of receipt	**Performance Summary** 82.1% of business incidents were cleared within 5 working days of receipt. (The definitions of 'cleared' being that sufficient detail was supplied to PONU to allow reconciliation or client settlement to take place). **Cause and Action** Out of 123 Reconciliation and Business incidents received in June 2000, 101 were cleared within the 5 day timescale. 22 incidents suffered delays in clearance which can be attributable to the following reasons : • Delays in obtaining corrective data due to resource being allocated to CI4 testing • New incident categories being received which are taking longer to investigate due to their unique nature, for example; stamp redemption with incorrect increments where settlement can occur in any denomination and discrepancies within stock unit roll over • Receipt of POCL incidents requiring access to archive data Process improvements have been implemented during the latter half of June 2000 to improve the flow of incident resolution information between ICL Pathway and POCL. The effect of these improvements has started to become evident with the conformance to SLA improving by 12.1% when compared with May 2000.

5 CUSTOMER SERVICE OPERATIONS REPORT

5.1 CROSS DOMAIN PROBLEMS - OPEN CALLS / WORK IN PROGRESS

PinICL	Date Raised	Problem Management Calls – Description	Last Update	Next Update	Status	Problem Manager
PC0019130	03/12/98	Order Book Bar Codes Failing to scan/Shiny Barcodes	09/06	14/06	Monitor	Audrey Adams
PC0027145	24/06/99	Outlets not polling information	04/07	07/07	Monitor	M Fiore /P Curley
PC0033128	10/11	Stock Unit Integration - Dugannon £43k	18/05	25/05	Monitor	Paul Curley
PC0038778	18/02	Revaluation exercise calls to HSH	22/05	28/05	CP2554 raised	Julie Welsh
PC0040415	13/03	Belfast PO experiencing high volumes of calls	07/04	14/04	WIP	Alison Peacock
PC0040750	16/03	CAPS being added together - no rollover	26/04	26/05	Monitor until Autumn	Julie Welsh
PC0041019	20/03	30% of PON Ref Data files are rework	13/06	23/06	Monitor	David Wilcox
PC0041386	23/03	Counter Training Office Support Issues	29/03	07/04	WIP	Alison Peacock
PC0041388	23/03	Week 52/01 reports adding together	24/05	01/06	WIP	Julie Welsh
PC0042351	06/04	Extended resolution time for Guiseley incident	06/04	12/04	WIP	Alison Peacock
PC0043003	14/04	Guiseley Touch screen issues	23/5	02/06	WIP	Alison Peacock
PC0043417	20/04	Problem with bar code scanners	10/05	17/05	WIP	Julie Welsh
PC0043751	28/04	Revalued early,unable to reverse	18/05	31/05	WIP	Julie Welsh
PC0043827	28/04	Revaluation error message on balancing	18/05	12/05	WIP	Julie Welsh
PC0044051	04/05	Royal Mail Tariff change, high call volume	04/05	12/05	WIP	Julie Welsh
PC0045208	17/05	Dyke Road PO - HORIZION System H/w	09/06	09/06	WIP	Alison Peacock
PC0046302	31/05	FAD 342410 – ISDN ceased due to PM resignation	31/05	07/06	WIP	Michael Fiore
PC0046325	31/05	Failure one shot passwords	31/05	07/06	WIP	Julie Welsh
PC0046980	07/06	Girobank Daily Reports CCN573	07/06	09/06	WIP	Alison Peacock
PC0047010	07/06	TIP transactions dropped by TIP harvesting process	26/06	05/07	WIP	Michael Fiore
PC0047752	16/06	Tivoli/Network problem	06/07	14/07	WIP	Paul Curley
PC0047944	19/06	Two feeds of Outlet information from PON to I	19/06	23/06	WIP	David Wilcox
PC0049845	10/07	Inability to recover archive stockdata after 35 days	10/07	17/07	WIP	David Fletcher
PC0049883	10/07	Corrupt/Missing Record Details OBCS TX File	10/07	17/07	WIP	Mike Stewart