ICL Pathway Ltd	SERVICE REVIEW - PERFORMANCE STATISTICS	Ref: CS / PER / 013
		Version: 2.7
		Date: 05.11.99

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

Document Type: SERVICE REVIEW - OCTOBER 1999

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 31st October 1999.

Status: Definitive

Distribution:
Richard Brunskill
Peter Burden
Stephen Muchow
Tony Oppenheim
Martin Riddell
Peter Robinson
Paul Westfield
ICL Pathway Library
Service Management Review Forum
ICL Pathway Management Team
ICL Pathway Suppliers (Part)

Author: Nicole Meredith, Management Support Analyst, Customer Service

Approval Authority: Stephen Muchow, Director Customer Service

Signature: _____   **Date:** 05.11.99

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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

0.2   ASSOCIATED DOCUMENTS

Version	Date	Title
0.1	02.07.97	Business Performance SLA Listings
0.9	13.03.98	R1C Operations Report
1.0	01.03.99	ICL Pathway Customer Service Monthly Incident Review

0.3   ABBREVIATIONS

EIS	Executive Information System	SLA	Service Level Agreement
HSHD	Horizon System Helpdesk	SLAM	Service Level Agreement Monitor
IT	Information Technology	TBN	To be Notified
MIS	Management Information System	TMS	Transaction Management System

Comments (margin):
- Commented [MSOffice1]: Service Level Agreement
- Commented [MSOffice2]: Management Information System
- Commented [MSOffice3]: Management Information System
- Commented [MSOffice4]: Service Level Agreement
- Commented [MSOffice5]: Executive Information System
- Commented [MSOffice6]: Service Level Agreement
- Commented [MSOffice7]: Horizon System Helpdesk
- Commented [MSOffice8]: Service Level Agreement Monitor
- Commented [MSOffice9]: Information Technology
- Commented [MSOffice10]: To be Notified
- Commented [MSOffice11]: Management Information System
- Commented [MSOffice12]: Transaction Management System

MAT	Minimum Acceptable Threshold	TRT	Termination Review Threshold
POCL	Post Office Counters Limited		

Commented [MSOffice13]: Minimum Acceptable Threshold

Commented [MSOffice14]: Termination Review Threshold

Commented [MSOffice15]: 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**

POCL (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).

Commented [MSOffice16]: Post Office Counters Limited

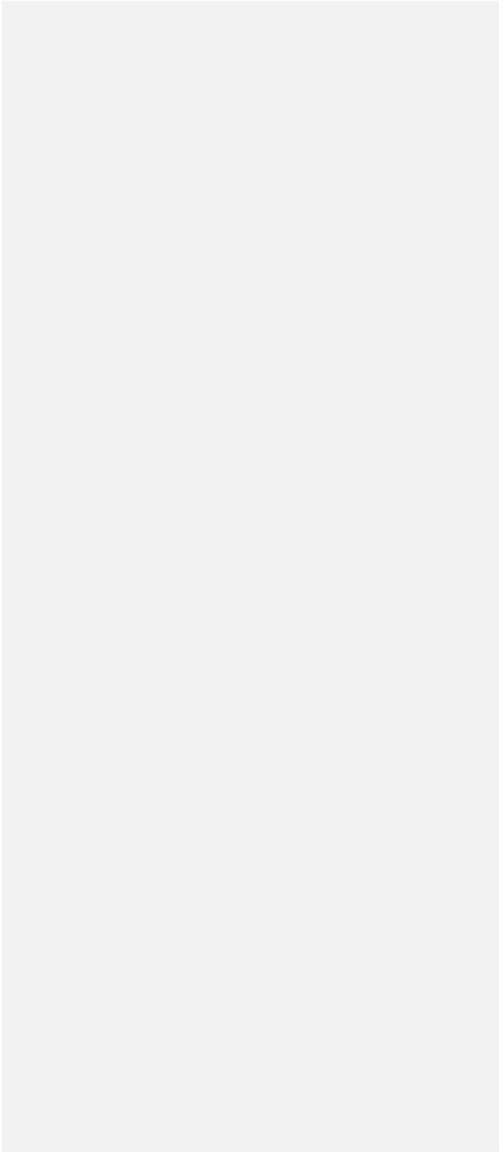| Advice & Guidance	Calls requiring general advice.
Operations	Calls diagnosed as relating to the operating environment.
Implementation	Calls for site preparation and installation.
Reconciliation	Calls requiring reconciliation of a particular part of the system.
Security	Calls relating to security breaches or for the requirement of one shot passwords.
Other	Calls relating to PO closures, reference data changes, miscellaneous environmental issues and failed verification calls.

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

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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'.

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- **OPERATIONAL SYSTEMS**

Cumulative: Service level achievement, as a percentage, of the total actual time operational system has been available to deliver service.

Discrete: Service level achievement, as a percentage, of the total actual time loss in discrete values of 15 minutes. When active will result in a percentage value of 0% and be declared as a discrete number representing the 'blocks' of 15 minute time intervals occurring during relevant system failure.

0.5   CHANGES IN THIS VERSION

- 3.2 - This chart now shows the ratio of calls per Outlet, as well as call volumes.
- 4.1 - An amendment has been made to September's figure for Level 1 calls resolved within 5 minutes.
- 4.3 - An amendment has been made to September's figure for Reference Data File Delivery by days B and C.
- Performance is now reported to one decimal place.

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 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

GENERAL

Programme Status	Live Outlets	Operational Counters
31st October 1999	1596	3558

Comments
There was a significant increase in the volume of calls logged by Live Outlets during October. This increase is in part due to the rollout of new Offices, but the ratio of calls per Outlet has also increased. The largest category of logged calls was Advice and Guidance, as this accounted for 56% of calls.

The main contributory factors to the increased volume of A&G calls are as follows: -
- As expected, there was an increase in the number of cash account procedural calls, due to the rollout of new Offices and the unfamiliarity with the system.
- On 1st October, there was a Reference Data problem which affected 'Rem in / Rem out' and 'Transfers'. This generated at least 640 A&G calls.
- Towards the end of the month, there was a revaluation of stamps, and this caused additional enquiry calls to be logged.

The increased volume of calls due to the Reference Data problem and the revaluation of stamps, compounded by the failure of Powerhelp for 2hrs on 27th October, impacted upon the call answering SLAs for the month.

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3   HORIZON VOLUMETRICS

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3.1   OPERATIONAL OUTLET & COUNTER VOLUMES
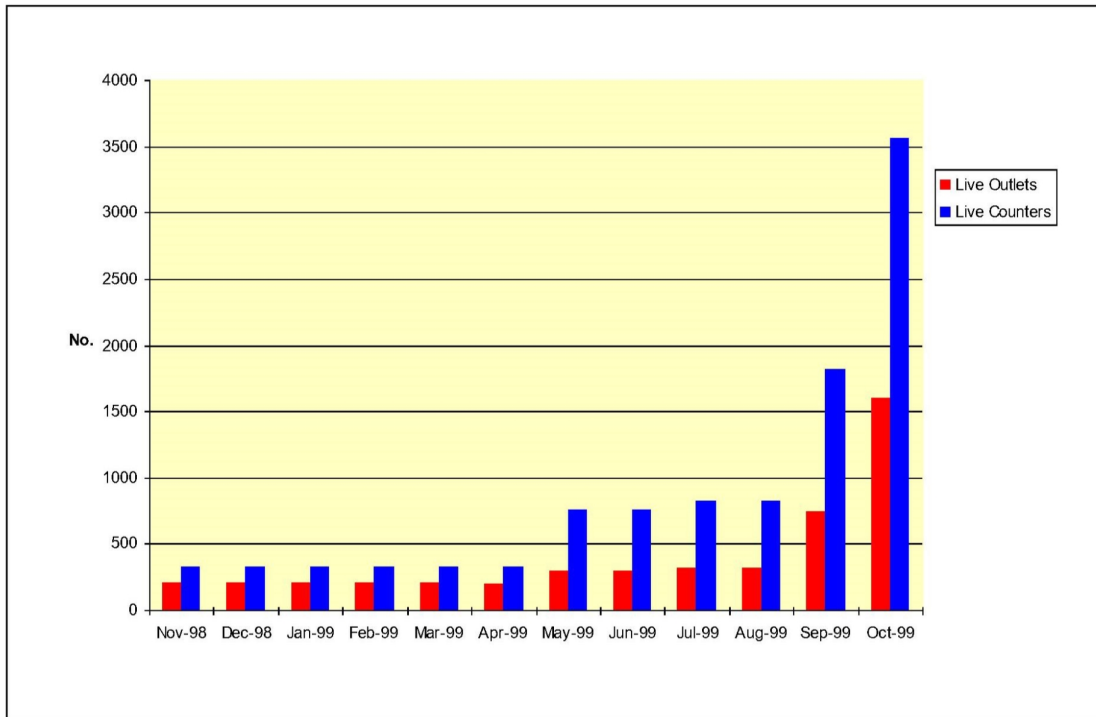
	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99
Live Outlets	204	204	204	204	203	202	299	299	323	321	749	1596
Live Counters	334	334	334	334	332	331	753	753	821	819	1819	3558

3.2   HORIZON SYSTEM HELPDESK – LOGGED CALL VOLUMES
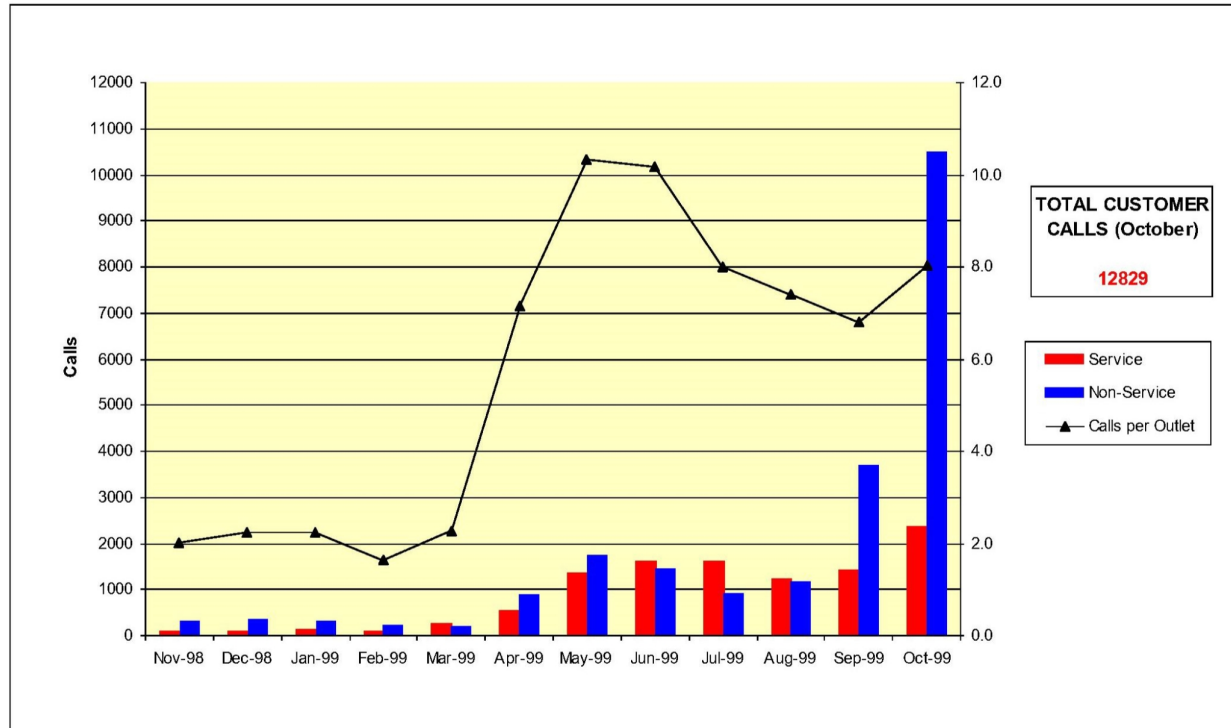
	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99
Service	109	101	128	105	260	547	1347	1592	1609	1219	1422	2352
Non-Service	302	354	330	228	203	897	1743	1446	928	1158	3680	10477
Total Customer Calls	411	455	458	333	463	1444	3090	3038	2585	2377	5102	12829
Live Outlets	204	204	204	204	203	202	299	299	323	321	749	1596
Calls per Outlet	2.0	2.2	2.2	1.6	2.3	7.1	10.3	10.2	8.0	7.4	6.8	8.0

3.3   HORIZON SYSTEM HELPDESK - LOGGED CALL PROFILES

> **Commented [MSOffice18]:** Post Office Counters Limited
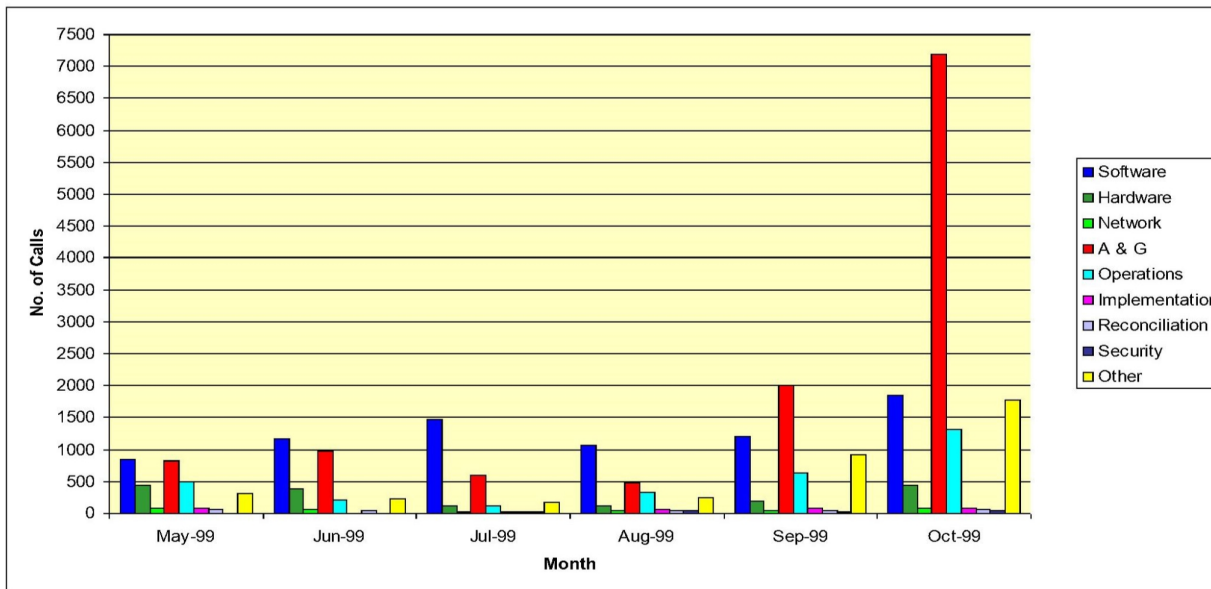
	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99
Software	833	1164	1477	1064	1198	1843
Hardware	430	375	110	124	195	437
Network	84	53	22	40	29	72
A & G	818	979	591	481	1996	7193
Operations	494	202	119	330	639	1316
Implementation	73	5	11	52	68	82
Reconciliation	57	37	28	29	47	65
Security	0	0	12	30	11	44
Other	301	223	167	249	919	1777
Total Calls	**3090**	**3038**	**2537**	**2399**	**5102**	**12829**

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4 SERVICE PERFORMANCE STATUS

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4.1 HELPDESK SERVICES

1999	11	12	1	2	3	4	5	6	7	8	9	10	HELPDESK SERVICES	MAT	TRT	Comment
													Horizon Helpdesk			
												74.5	Calls answered within 20s	80%	N/A	The telephone answering SLAs were not achieved due to increased call volumes as a result of the Reference data problem and the revaluation of stamps enquiries. This was also compounded by the failure of Powerhelp.
							84.5	91.3	97.0	98.9	89.9	79.7	Calls answered within 40s	99.9%	N/A	As above.
	98	99	98	99	98	90	79	95	98	98	98	85.6	Calls abandoned through ring off	99%	N/A	As above.
													Calls Engaged	99%	N/A	Awaiting data
	87	91	89	75		82	58	46	81		89	96.2	Level 1 Calls resolved within 5 mins	95%	N/A	
	98	97	97	95		91	77	73	98			99.9	Level 1 Calls resolved within 10 mins	100%	N/A	6 calls (out of a total of 4353 Level 1 calls), were resolved in more than 10 mins and this prevented an achievement of 100% being reached.
					94	90	65	76				98.6	Level 2 Calls resolved within 30 mins	95%	N/A	
					98	97	69	78	98			99.5	Level 2 Calls resolved within 45 mins	100%	N/A	8 calls (out of a total of 1483), were resolved in more than 45 mins and this prevented an achievement of 100% being reached.

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4.2 SYSTEM SERVICE

1999												SYSTEM SERVICE	MAT	TRT	Comment
11	12	1	2	3	4	5	6	7	8	9	10				
												Call to Resolution (Local)			
								88	90	82	75.0	Hardware/Network Priority A - 4 hours Non-Remedial	95%	N/A	1 call (out of a total of 8 calls), was resolved in-between 4hrs and 6hrs, and this prevented the SLA from being achieved.
								83	84	82	86.4	Hardware/Network Priority B - 8 hours Non-Remedial	95%	N/A	11 calls (out of a total of 368 calls), were resolved in-between 8 hrs and 10hrs, and this prevented the SLA from being achieved.
								88		91	87.5	Hardware/Network Priority A - 6 hours Remedial	100%	N/A	1 call (out of a total of 8 calls), failed to be resolved within 6 hrs, and this prevented the SLA from being achieved.
								87	96	85	89.4	Hardware/Network Priority B - 10 hours Remedial	100%	N/A	39 calls (out of a total of 368 calls), failed to be resolved within10 hrs, and as a result, this SLA was not achieved.
												Call to Resolution (Intermediate)			
								N/A	N/A	N/A	N/A	Hardware/Network Priority A - 6 hours Non-Remedial	95%	N/A	
								N/A	N/A	N/A	N/A	Hardware/Network Priority B - 10 hours Non-Remedial	95%	N/A	
								N/A	N/A	N/A	N/A	Hardware/Network Priority A - 9 hours Remedial	100%	N/A	
								N/A	N/A	N/A	N/A	Hardware/Network Priority B - 15 hours Remedial	100%	N/A	
												Call to Resolution (Remote)			
								N/A	N/A	N/A	N/A	Hardware/Network Priority A - 8 hours Non-Remedial	95%	N/A	
								N/A	N/A	N/A	N/A	Hardware/Network Priority B - 12 hours Non-Remedial	95%	N/A	
								N/A	N/A	N/A	N/A	Hardware/Network Remote Priority A - 12 hours Remedial	100%	N/A	
								N/A	N/A	N/A	N/A	Hardware/Network Remote Priority B - 24 hours Remedial	100%	N/A	

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4.3 DATA SERVICES

1999 bar values	DATA SERVICES	MAT	TRT	Comment
RDMC Reference Data				
90 / 98.7	Data Delivery - Day B	97%	N/A	
95 / 99.4	Data Delivery - Day C	99%	N/A	
99.6	Data Delivery - Day D	100%	N/A	
APS Reference Data				
98.0	Data Delivery - Day B	97%	N/A	
99.8	Data Delivery - Day C	99%	N/A	
100	Data Delivery - Day D	100%	N/A	
APS Data				
92 / 95 / 92 / 96.3	File Delivery - Day B	97%	N/A	Due to non-polling of Outlets
94 / 98.6	File Delivery - Day C	99%	N/A	
99 / 99.0	File Delivery - Day D	100%	98%	Due to non-polling of Outlets
TPS data				
99.0	File Delivery - Day B	97%	N/A	
99.6	File Delivery - Day C	99%	N/A	
99.9	File Delivery - Day D	100%	98%	
OBCS Data				
99.8	OBCS Stop List - Day B	97%	N/A	
98 / 98 / 99.9	OBCS Stop List - Day C	99%	N/A	
99.9	OBCS Stop List - Day D	100%	98%	
83 / 96.7	File Delivery - Day B	97%	N/A	
98 / 98.9	File Delivery - Day C	99%	N/A	
99 / 99.3	File Delivery - Day D	100%	98%	Due to non-polling of Outlets

4.4   TRANSACTION SERVICES

1999													TRANSACTION SERVICES	MAT	TRT	Comment
11	12	1	2	3	4	5	6	7	8	9	9.0					
										39.00	39.00	**OBCS**				
												Issues (local)	39.00	39.50	
										42.50	42.50	Issues (foreign)	42.50	43.00	
										26.94	26.94	Encashment (local)	26.94	27.44	
										28.10	28.10	Encashment (foreign)	28.10	28.60	
												APS				
										19.96	19.96	Cash Payments - No tokens handed back to customer	19.96	20.46	
										21.52	21.52	Cash Payments - Tokens handed back to customer	21.52	22.02	
										26.56	26.56	Cash Payments - Using Smart Card or Key	26.56	27.06	
												EPOSS				
										30.00	30.00	EPOSS	30.00	30.50	

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TRAINING SERVICES

1999												TRAINING SERVICES	MAT	TRT	Comment
11	12	1	2	3	4	5	6	7	8	9	10				
											100.0	Training Course Availability	100%	N/A	
											100.0	Training Venue Quality	85%	N/A	
											100.0	Training Course Quality	95%	N/A	
											99.6	Training Course Cancellation	98%	N/A	
											96.6	Training Course Competence Levels	95%	N/A	
											100.0	Training Course Timeliness Live Delivery	100%	N/A	

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IMPLEMENTATION & ROLL OUT

1999												IMPLEMENTATION SERVICES	MAT	TRT	Comment
11	12	1	2	3	4	5	6	7	8	9	10				
												Site Survey - Quality Compliance	85%	N/A	Awaiting data
												Site Modification - Quality Compliance	85%	N/A	Awaiting data
												Site Modification - Repairs Completeness	98%	N/A	Awaiting data
												Site Installation - Quality Compliance	85%	N/A	Awaiting data
												Site Installation - Repairs Timeliness	98%	N/A	Awaiting data

4.6   LFS SERVICES (WITH EFFECT FROM CSR+)

	1999											LF Service (CSR+)	MAT	TRT	Comment
11	12	1	2	3	4	5	6	7	8	9	10				
												Outlet to SAPADS Data Transfer			
												Confirmation of Pouch Received at Outlet - Day A	98%	N/A	
												Confirmation of Pouch Received at Outlet - Day B	100%	98%	
												Details of SAPADS Pouch Collected from Outlet - Day A	98%	N/A	
												Details of SAPADS Pouch Collected from Outlet - Day B	100%	98%	
												Daily Cash on Hand Details - Day A	98%	95%	
												Weekly Stamps / Stock on Hand Details - 22:00 on Day C	98%	N/A	
												Weekly Stamps / Stock on Hand Details - 23:59 on Day C	100%	98%	
												Weekly Inventory Items Details - 22:00 on Day C	98%	N/A	
												Weekly Inventory Items Details - 23:59 on Day C	100%	98%	
												SAPADS to Outlets Data Transfer			
												Delivery of SAPADS Planned Orders to Outlets - Day A	96%	N/A	
												Delivery of SAPADS Planned Orders to Outlets - Day B	100%	96%	
												Delivery of SAPADS Advice Notes to Outlets - 08:00 on Day C	98.5%	N/A	
												Delivery of SAPADS Advice Notes to Outlets - 12:00 on Day C	N/A	96%	

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4.8 SUPPORTING COMMENTS

Section	Performance Measure	Comments
4.1	HSHD – Calls answered within 20 seconds HSHD – Calls answered within 40 seconds HSHD – Calls abandoned through ring off	**Performance Summary** The actual achievement of calls answered within 20 seconds was 74.5% in October, therefore the Minimum Acceptable Threshold was not met. Similarly, the calls answered within 40 seconds did not meet the required level, as the actual performance was 79.7%. The percentage of abandoned calls increased in October, and consequently the MAT was not achieved, as the actual performance was 85.6%. **Cause** These SLAs were not achieved due to the increased volume of calls received as a result of the Reference Data problem, and also due to the failure of Powerhelp at the end of the month. The failure of Powerhelp for 2hrs on 27/10/99, meant that manual procedures were invoked to log calls during this time. Once Powerhelp became available again, it took 1hr 50mins to input the calls which had been logged manually. **Action** Powerhelp failover procedures are being reviewed.
4.2	Hardware / Network Priority A – 4hrs non-	**Performance Summary**

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	remedial Hardware / Network Priority A – 6hrs remedial	The required level of priority A calls resolved within 4hrs and 6hrs was not achieved in the month of October, as the results were 75.0% and 87.5% respectively. **Cause** These SLAs were not achieved because one call was resolved in more than 4hrs and another call was resolved in more than 6hrs. The low volumes of such calls cause the percentage of failure to appear significant. **Action** None
4.2	Hardware / Network Priority B – 8hrs non-remedial Hardware / Network Priority B – 10hrs remedial	**Performance Summary** The achievement of priority B calls resolved within 8hrs and 10hrs did not meet the MAT in October, as the results were 86.4% and 89.4% respectively. Although this is an improvement on September, the required level was still not met. **Cause** At the beginning of the month, some calls were being held at 1st and 2nd line support for too long, and this caused the SLA targets to be missed. **Action** Procedures were re-inforced at the HSHD in the

		middle of October, and tighter control is being applied. There has been a marked improvement in the achievement of these SLAs as the month has progressed.
4.3	APS File Delivery – Day B APS File Delivery – Day D	**Performance Summary** The achievement for APS file delivery (by Day B and Day D) was 96.3% and 99.0% respectively, therefore they did not quite meet the MAT. **Cause** These SLAs were not achieved in October due to the high number of non-polled Outlets (particularly on Mondays). There have been some genuine failures including the loss of ISDN, but there is still a problem with counters being powered off at weekends. **Action** ICL Pathway are to carry out further investigation into the causes of non-polled offices.
4.3	OBCS File Delivery – Day D	**Performance Summary** The achievement for OBCS file delivery (by Day D) was 99.3%, therefore it did not quite meet the MAT. **Cause** These SLAs were not achieved in October due to the high number of non-polled Outlets (particularly on Mondays). There have been some genuine failures including the loss of ISDN, but there is still a problem with counters being powered off at weekends. **Action**

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		ICL Pathway are to carry out further investigation into the causes of non-polled offices.	

5 CUSTOMER SERVICE OPERATIONS REPORT

5.1 Open Calls / Work In Progress

PinICL Number	Date Raised	Problem Management Calls – Description	Last Update	Next Update	Status	Problem Manager
PC0019130	03/12/98	PM - PO unable to read shiny Barcodes	04/11	10/11	WIP	Audrey Adams
PC0026385	03/06/99	PM – NBSC-HSH Interface and Responsibilities	20/10	29/10	Complete	Dave Fletcher
PC0026497	08/0	PM - Incorrect Outlet Details	20/10	29/10	WIP	Dave Fletcher

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	6 / 9 9					
PC0027145	2 4 / 0 6 / 9 9	PM – Outlets not polling information	28/10	5/11	Complete	Richard Brunskill
PC0027324	3 0 / 0 6 / 9 9	PM - Receipts and Payments don't equal	28/10	5/11	Monitor	Richard Brunskill
PC0027567	0 9 / 0 7 / 9 9	PM – HSH calling the customer back	20/10	29/10	WIP	Dave Fletcher
PC0027743	15 / 0 7 / 9	PM - No Entry signs appear on Desktop	28/10	5/11	Monitor	Richard Brunskill

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	9					
PC0029145	01/09/99	PM - Excessively High ISDN charges	29/10	5/11	WIP	Mike Woolgar
PC0030448	30/09/99	PM- Reference Data not delivered on time	18/10	22/10	WIP	Tony Wicks
PC0030464	30/09/99	BCM – Major Business Continuity Incident	18/10	22/10	WIP	Tony Wicks
PC0031084	11/10/99	PM – Release of Reference Data	29/10	5/11	WIP	David Wilcox
PC0031973	25/10	PM - PM's calls reversals and cheque listing	04/11	10/11	WIP	Julie Welsh

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	/ 9 9					
PC0032027	2 5 /1 0 / 9 9	PM - PM's unable to scan SWALEC bills	04/11	10/11	WIP	Julie Welsh
PC0032106	2 6 /1 0 / 9 9	PM - system Instability (AI298)	26/10	29/10	WIP	Richard Brunskill
PC0032138	2 6 /1 0 / 9 9	PM - High Volume of Euro Revaluation Calls to HSH	28/10	9/11	WIP	Audrey Adams
PC0032642	0 2 /1 1/ 9 9	PM- Energis Switch Failure	02/11	9/11	OPEN	Mike Woolgar
PC0032699	0 3 /1 1/	PM - Cash Account Line 9015 A/C Sense	03/11	10/11	OPEN	John Wright

POL00029155
POL00029155

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	9 9					
PC0032761	0 4 /1 1/ 9 9	PM - Operational Integrity Violation	04/11	12/11	OPEN	Deidre Connis
PC0032776	0 4 /1 1/ 9 9	PM-Icons missing and unusable	04/11	10/11	OPEN	Julie Welsh