

ICL Pathway Ltd

SERVICE REVIEW - PERFORMANCE STATISTICS

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Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 29th February 2000.

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Distribution: Service Management Review Forum
ICL Pathway Management Team
ICL Pathway Customer Service Management Team
Richard Brunskill
Dave Fletcher
Peter Robinson
ICL Pathway Library

Author: Nicole Meredith, Information Analyst, Customer Service

Approval Authority: Stephen Muchow, Director Customer Service

Signature: _____ **Date:** 20.03.00

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o DOCUMENT CONTROL

o.1 DOCUMENT HISTORY

| Version | Date | Reason |
|---------|----------|--|
| o.1 | 16.07.97 | Initial Draft with limited circulation & issue for review |
| o.2 | 27.08.97 | Draft for first Service Review and evaluation within the Service Management Review Forum |
| o.3 | 16.09.97 | Amended by Service Review Forum (August) input. |
| o.4 | 10.10.97 | Amended by Service Review Forum (September) input. |
| o.5 | 11.11.97 | Amended to reflect SLA profiles arising from Rel 1C implementation |
| o.6 | 17.12.97 | Minor changes with introduction of Release 1C reports. |
| o.7 | 19.01.98 | BPS MIS Reports included |
| o.8 | 13.02.98 | BPS MIS Reports deleted - issued via Electronic Route. |
| o.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 24 th 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 |

Commented [MSOffice1]: Service Level Agreement

Commented [MSOffice2]: Management Information System

Commented [MSOffice3]: Management Information System

0.2 ASSOCIATED DOCUMENTS

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

Commented [MSOffice4]: Service Level Agreement

0.3 ABBREVIATIONS

| | | | |
|-----|-------------------------------|------|---------------------------------|
| EIS | Executive Information System | POCL | 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 [MSOffice5]: Executive Information System**Commented [MSOffice6]:** Post Office Counters Limited**Commented [MSOffice7]:** Horizon System Helpdesk**Commented [MSOffice8]:** Service Level Agreement**Commented [MSOffice9]:** Information Technology**Commented [MSOffice10]:** Service Level Agreement Monitor**Commented [MSOffice11]:** Management Information System**Commented [MSOffice12]:** To be Notified**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). |
| 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, Network and Software). |
| H/W: | Calls diagnosed as relating to a system hardware fault. |

Commented [MSOffice16]: Post Office Counters Limited

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

- 2.0 - Updated Management Summary
- 4.9 - Additional supporting comments have been included following investigation.

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

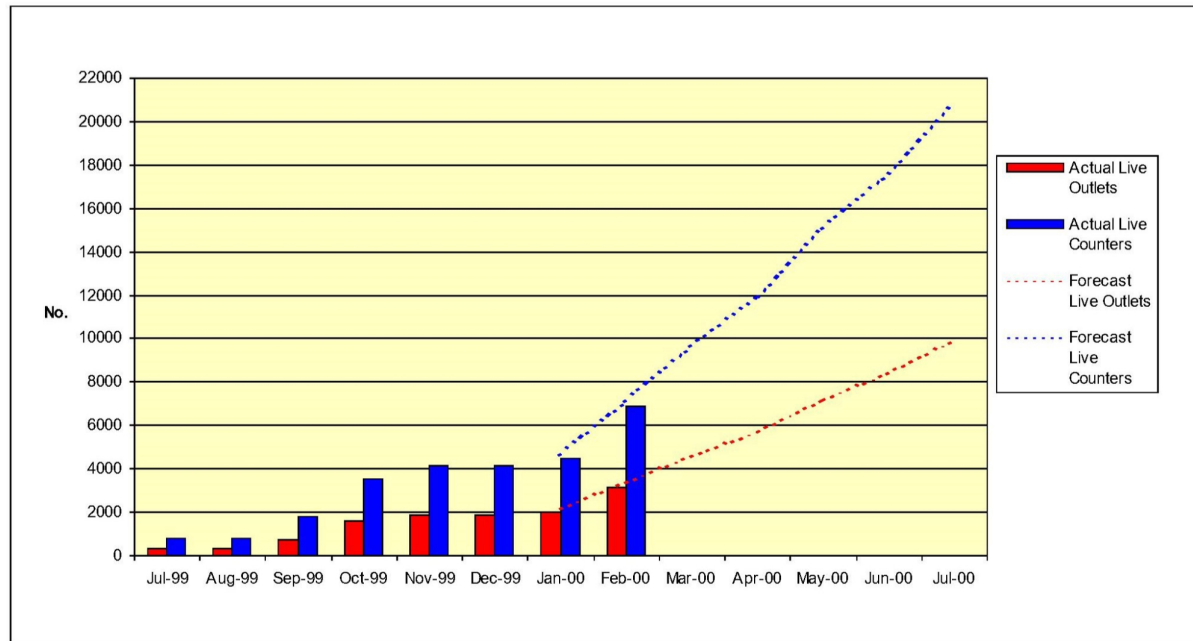
2 MANAGEMENT SUMMARY

| Programme Status | Live Outlets | Operational Counters |
|---|--------------|----------------------|
| 29 th February 2000 | 3136 | 6886 |
| Comments | | |
| Overall call volumes have increased inline with the predicted volumes given the volume of Outlets migrated during the month. | | |
| The improvement initiatives introduced into the HSH call handling processes for Level 1 and Level 2 type calls are now becoming effective. There was a significant improvement shown in HSH call handling for Level 1 for February. Monitoring and improvement will continue. | | |
| System Service achievement generally fell this month. Investigation into the reasons has highlighted two process issues. One with diagnosis of hardware faults within SMC and the other with the dispatching of engineers to Post Offices. Both issues are being addressed to ensure the service levels improve during March. | | |
| Business Incidents and Cash Account Help Desk Services are now being monitored against SLAs following the 3 rd Supplemental agreement. | | |

3 HORIZON VOLUMETRICS

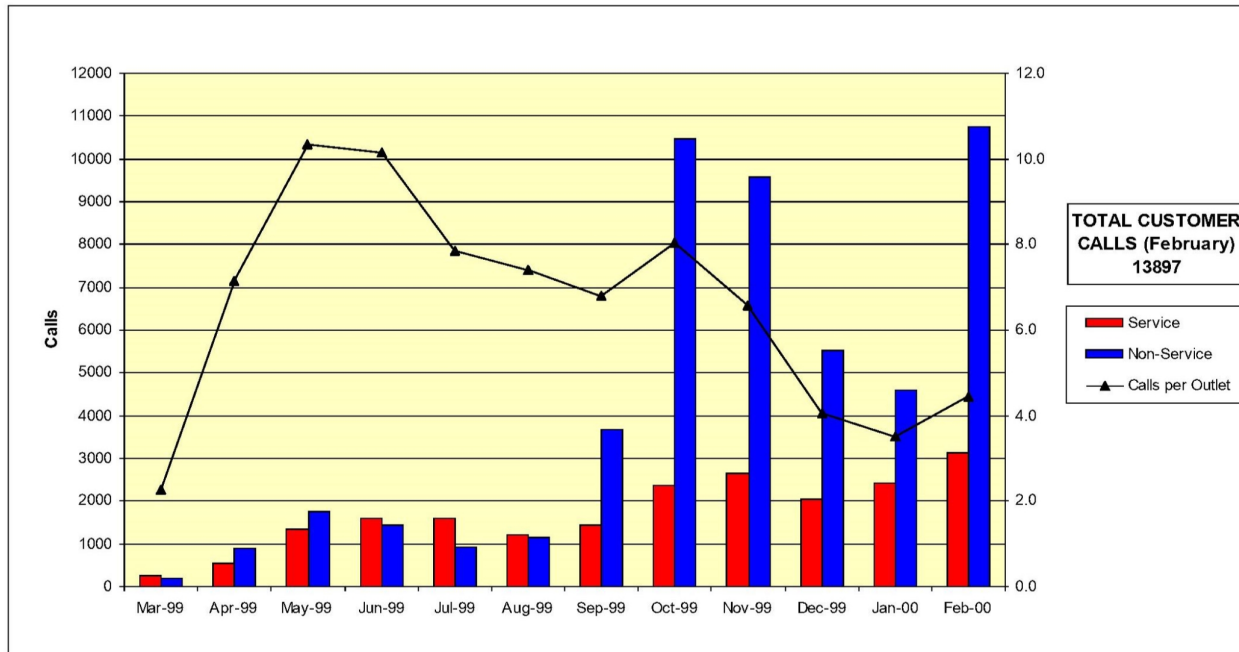
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| 3.3 | Horizon System Helpdesk – Service Call Profiles | 12 |

3.1 OPERATIONAL OUTLET & COUNTER VOLUMES



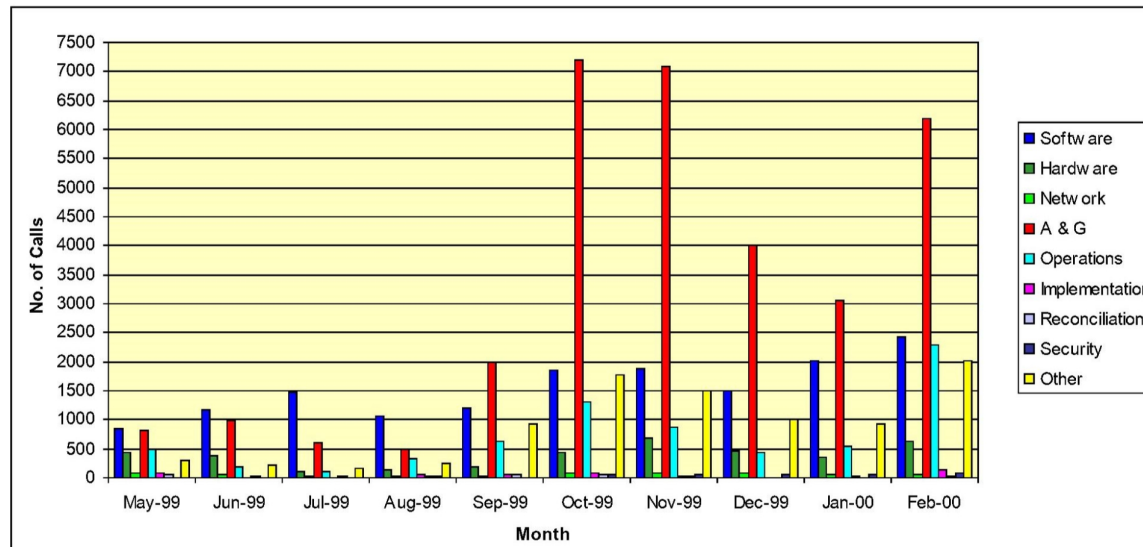
| | Jul-99 | Aug-99 | Sep-99 | Oct-99 | Nov-99 | Dec-99 | Jan-00 | Feb-00 | Mar-00 | Apr-00 | May-00 | Jun-00 | Jul-00 |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Actual Live Outlets | 323 | 321 | 749 | 1596 | 1859 | 1858 | 2000 | 3136 | | | | | |
| Actual Live Counters | 821 | 819 | 1819 | 3558 | 4122 | 4122 | 4485 | 6886 | | | | | |
| Forecast Live Outlets | | | | | | | 2158 | 3328 | 4552 | 5652 | 7158 | 8382 | 9912 |
| Forecast Live Counters | | | | | | | 4646 | 7077 | 9621 | 11907 | 15036 | 17580 | 20759 |

3.2 HORIZON SYSTEM HELPDESK – LOGGED CALL VOLUMES



| | Mar-99 | Apr-99 | May-99 | Jun-99 | Jul-99 | Aug-99 | Sep-99 | Oct-99 | Nov-99 | Dec-99 | Jan-00 | Feb-00 |
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Service | 260 | 547 | 1347 | 1592 | 1609 | 1219 | 1422 | 2352 | 2664 | 2046 | 2425 | 3131 |
| Non-Service | 203 | 897 | 1743 | 1446 | 928 | 1158 | 3680 | 10477 | 9567 | 5510 | 4592 | 10766 |
| Total Customer Calls | 463 | 1444 | 3090 | 3038 | 2537 | 2377 | 5102 | 12829 | 12231 | 7556 | 7017 | 13897 |
| Live Outlets | 203 | 202 | 299 | 299 | 323 | 321 | 749 | 1596 | 1859 | 1858 | 2000 | 3136 |
| Calls per Outlet | 2.3 | 7.1 | 10.3 | 10.2 | 7.9 | 7.4 | 6.8 | 8.0 | 6.6 | 4.1 | 3.5 | 4.4 |

3.3 HORIZON SYSTEM HELPDESK - LOGGED CALL PROFILES



| | May-99 | Jun-99 | Jul-99 | Aug-99 | Sep-99 | Oct-99 | Nov-99 | Dec-99 | Jan-00 | Feb-00 |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Software | 833 | 1164 | 1477 | 1064 | 1198 | 1843 | 1881 | 1509 | 2022 | 2438 |
| Hardware | 430 | 375 | 110 | 124 | 195 | 437 | 694 | 463 | 358 | 629 |
| Network | 84 | 53 | 22 | 40 | 29 | 72 | 89 | 74 | 45 | 64 |
| A & G | 818 | 979 | 591 | 481 | 1996 | 7193 | 7095 | 4009 | 3044 | 6196 |
| Operations | 494 | 202 | 119 | 330 | 639 | 1316 | 870 | 425 | 545 | 2302 |
| Implementation | 73 | 5 | 11 | 52 | 68 | 82 | 30 | 12 | 17 | 124 |
| Reconciliation | 57 | 37 | 28 | 29 | 47 | 65 | 19 | 6 | 7 | 34 |
| Security | 0 | 0 | 12 | 30 | 11 | 44 | 45 | 46 | 65 | 85 |
| Other | 301 | 223 | 167 | 249 | 919 | 1777 | 1508 | 1012 | 914 | 2025 |
| Total Calls | 3090 | 3038 | 2537 | 2399 | 5102 | 12829 | 12231 | 7556 | 7017 | 13897 |

4 SERVICE PERFORMANCE STATUS

| | | |
|-----|--------------------------------------|----|
| 4.1 | Helpdesk Services | 14 |
| 4.2 | System Service | 15 |
| 4.3 | Data Services | 16 |
| 4.4 | Transaction Services | 17 |
| 4.5 | Training Services | 18 |
| 4.6 | Implementation & Roll Out | 19 |
| 4.7 | LFS Services (with effect from CSR+) | 20 |
| 4.8 | Business Incident Management | 21 |
| 4.9 | Supporting Comments | 22 |

4.1 HELPDESK SERVICES

| Mar-99 | Apr-99 | May-99 | Jun-99 | Jul-99 | Aug-99 | Sep-99 | Oct-99 | Nov-99 | Dec-99 | Jan-00 | Feb-00 | HELPDESK SERVICES | MAT | TRT | Comment |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---|-------|-----|-----------------|
| | | | | | | | 74.5 | 75.2 | 85.0 | 91.1 | 89.2 | Horizon Helpdesk | | | |
| | | | | | | | | | | | | Calls answered within 20s | 80% | N/A | |
| | | 84.5 | 91.3 | 97.0 | 98.9 | 89.9 | 79.7 | 80.3 | 87.6 | 92.9 | 91.7 | Calls answered within 40s | 99.9% | N/A | See Section 4.9 |
| 98 | 90 | 79 | 95 | 98 | 98 | 98 | 85.6 | 85.8 | 86.4 | 93.9 | 91.7 | Calls abandoned through ring off | 99% | N/A | See Section 4.9 |
| | | | | | | | 94.8 | 61.0 | 99.2 | 99.3 | 90.8 | Calls Engaged | 99% | N/A | See Section 4.9 |
| | 82 | 58 | 46 | 81 | | 89 | 96.2 | 96.0 | 95.8 | 88.4 | 91.9 | Level 1 Calls resolved within 5 minutes | 95% | N/A | See Section 4.9 |
| | 91 | 77 | 73 | 98 | | | 99.9 | 100.0 | 100.0 | 100.0 | 100.0 | Level 1 Calls resolved within 10 minutes | 100% | N/A | |
| 94 | 90 | 65 | 76 | | | | 98.6 | 99.6 | 99.2 | 99.1 | 96.2 | Level 2 Calls resolved within 30 minutes | 95% | N/A | |
| 98 | 97 | 69 | 78 | 98 | | | 99.5 | 99.8 | 99.9 | 99.9 | 98.3 | Level 2 Calls resolved within 45 minutes | 100% | N/A | See Section 4.9 |
| | | | | | | | | | | | 100.0 | Cash Account: second line availability for call answering | 95% | N/A | |
| | | | | | | | | | | | 100.0 | Cash Account: second line call-back <= 20 minutes | 100% | N/A | |
| | | | | | | | | | | | | Cash Account: call scripts correctly followed by HSH | 95% | N/A | POCL to supply |

4.2 SYSTEM SERVICE

| Mar-99 | Apr-99 | May-99 | Jun-99 | Jul-99 | Aug-99 | Sep-99 | Oct-99 | Nov-99 | Dec-99 | Jan-00 | Feb-00 | SYSTEM SERVICE | MAT | TRT | Comment |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|------|-----|-----------------|
| | | | | 88 | 90 | 82 | 75.0 | 100.0 | 83.3 | 87.5 | 55.0 | Call to Resolution (Local) | | | |
| | | | | | | | | | | | | Hardware/Network Priority A - 4 hours Non-Remedial | 95% | N/A | See Section 4.9 |
| | | | | 83 | 84 | 82 | 86.4 | 92.0 | 96.9 | 84.4 | 70.3 | Hardware/Network Priority B - 8 hours Non-Remedial | 95% | N/A | See Section 4.9 |
| | | | | 88 | | 91 | 87.5 | 100.0 | 100.0 | 87.5 | 90.0 | Hardware/Network Priority A - 6 hours Remedial | 100% | N/A | See Section 4.9 |
| | | | | 87 | 96 | 85 | 89.4 | 95.5 | 97.5 | 90.5 | 78.7 | Hardware/Network Priority B - 10 hours Remedial | 100% | N/A | See Section 4.9 |
| | | | | | | | | | | | | Call to Resolution (Intermediate) | | | |
| | | | 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 | |
| | | | 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 | |
| | | | 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 | |
| | | | 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 | |
| | | | | | | | | | | | | Call to Resolution (Remote) | | | |
| | | | N/A | N/A | N/A | N/A | N/A | 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 | 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 | 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 | N/A | N/A | N/A | N/A | N/A | Hardware/Network Remote Priority B - 24 hours Remedial | 100% | N/A | |

4.3 DATA SERVICES

| Mar-99 | Apr-99 | May-99 | Jun-99 | Jul-99 | Aug-99 | Sep-99 | Oct-99 | Nov-99 | Dec-99 | Jan-00 | Feb-00 | DATA SERVICES | MAT | TRT | Comment |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------------------|------|-----|-----------------|
| | | | | | | 90 | 98.7 | 99.1 | 99.1 | 99.3 | 99.46 | RDMC Reference Data | | | |
| | | | | | | | | | | | | Data Delivery - Day B | 97% | N/A | |
| | | | | | | 95 | 99.4 | 99.6 | 99.5 | 99.7 | 99.79 | Data Delivery - Day C | 99% | N/A | |
| | | | | | | | 99.6 | 99.8 | 99.6 | 99.8 | 99.87 | Data Delivery - Day D | 100% | N/A | See Section 4.9 |
| | | | | | | | | | | | | APS Reference Data | | | |
| | | | | | | | 98.0 | 99.3 | 100.0 | 99.6 | 99.41 | Data Delivery - Day B | 97% | N/A | |
| | | | | | | | 99.8 | 99.3 | 100.0 | 99.9 | 99.51 | Data Delivery - Day C | 99% | N/A | |
| | | | | | | | 100.0 | 99.3 | 100.0 | 99.9 | 99.66 | Data Delivery - Day D | 100% | N/A | See Section 4.9 |
| | | | | | | | | | | | | APS Data | | | |
| | | | | 92 | 95 | 92 | 96.3 | 99.1 | 97.0 | 98.5 | 98.94 | File Delivery - Day B | 97% | N/A | |
| | | | | | | 94 | 98.6 | 99.1 | 99.6 | 99.3 | 99.64 | File Delivery - Day C | 99% | N/A | |
| | | | | 99 | | | 99.0 | 99.5 | 99.8 | 99.5 | 99.78 | File Delivery - Day D | 100% | 98% | See Section 4.9 |
| | | | | | | | | | | | | TPS data | | | |
| | | | | | | | 99.0 | 99.3 | 99.6 | 99.6 | 99.90 | File Delivery - Day B | 97% | N/A | |
| | | | | | | | 99.6 | 99.7 | 99.9 | 99.8 | 99.90 | File Delivery - Day C | 99% | N/A | |
| | | | | | | | 99.9 | 99.9 | 100.0 | 99.9 | 99.98 | File Delivery - Day D | 100% | 98% | |
| | | | | | | | | | | | | OBCS Data | | | |
| | | | | | | | 99.8 | 100.0 | 99.9 | 99.8 | 99.87 | OBCS Stop List - Day B | 97% | N/A | |
| | | | | 98 | 98 | | 99.9 | 100.0 | 99.9 | 99.9 | 99.95 | OBCS Stop List - Day C | 99% | N/A | |
| | | | | | | | 99.9 | 100.0 | 100.0 | 99.9 | 99.96 | OBCS Stop List - Day D | 100% | 98% | |
| | | | | | | 83 | 96.7 | 98.6 | 98.8 | 96.38 | 97.60 | File Delivery - Day B | 97% | N/A | |
| | | | | | | 98 | 98.9 | 99.6 | 99.7 | 99.49 | 99.70 | File Delivery - Day C | 99% | N/A | |

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| | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|----|------|------|------|-------|-------|-----------------------|------|-----|-----------------|
| | | | | | | 99 | 99.3 | 99.8 | 99.8 | 99.76 | 99.85 | File Delivery - Day D | 100% | 98% | See Section 4.9 |
|--|--|--|--|--|--|----|------|------|------|-------|-------|-----------------------|------|-----|-----------------|

4.4 TRANSACTION SERVICES

| | | | | | | | | | | | | TRANSACTION SERVICES | MAT | TRT | Comment |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---|-------|-------|-----------------|
| Mar-99 | Apr-99 | May-99 | Jun-99 | Jul-99 | Aug-99 | Sep-99 | Oct-99 | Nov-99 | Dec-99 | Jan-00 | Feb-00 | | | | |
| | | | | | | 39.00 | 39.00 | 39.00 | 39.00 | 39.00 | | OBCS | | | See section 4.9 |
| | | | | | | | | | | | | Issues (local) | 39.00 | 39.50 | |
| | | | | | | 42.50 | 42.50 | 42.50 | 42.50 | 42.50 | | Issues (foreign) | 42.50 | 43.00 | |
| | | | | | | 26.94 | 26.94 | 26.94 | 26.94 | 26.94 | | Encashment (local) | 26.94 | 27.44 | |
| | | | | | | 28.10 | 28.10 | 28.10 | 28.10 | 28.10 | | Encashment (foreign) | 28.10 | 28.60 | |
| | | | | | | | | | | | | APS | | | See section 4.9 |
| | | | | | | 19.96 | 19.96 | 19.96 | 19.96 | 19.96 | | Cash Payments - No tokens handed back to customer | 19.96 | 20.46 | |
| | | | | | | 21.52 | 21.52 | 21.52 | 21.52 | 21.52 | | Cash Payments - Tokens handed back to customer | 21.52 | 22.02 | |
| | | | | | | 26.56 | 26.56 | 26.56 | 26.56 | 26.56 | | Cash Payments - Using Smart Card or Key | 26.56 | 27.06 | |
| | | | | | | | | | | | | EPOSS | | | See section 4.9 |
| | | | | | | 30.00 | 30.00 | 30.00 | 30.00 | 30.00 | | EPOSS | 30.00 | 30.50 | |

4.5 TRAINING SERVICES

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

4.6 IMPLEMENTATION & ROLL OUT

| | | | | | | | | | | | | IMPLEMENTATION SERVICES | MAT | TRT | Comment |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|-----|-----|---------|
| Mar-99 | Apr-99 | May-99 | Jun-99 | Jul-99 | Aug-99 | Sep-99 | Oct-99 | Nov-99 | Dec-99 | Jan-00 | Feb-00 | | | | |
| | | | | | | | | | | | | Site Survey - Quality Compliance | 85% | N/A | |
| | | | | | | | | | | | | Site Modification - Quality Compliance | 85% | N/A | |
| | | | | | | | | | | | | Site Modification - Repairs Completeness | 98% | N/A | |
| | | | | | | | | | | | | Site Installation - Quality Compliance | 85% | N/A | |
| | | | | | | | | | | | | Site Installation - Repairs Timeliness | 98% | N/A | |

4.7 LFS SERVICES (WITH EFFECT FROM CSR+)

| | | | | | | | | | | | | LF Service (CSR+) | MAT | TRT | Comment |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---|-------|-----|---------|
| Mar-99 | Apr-99 | May-99 | Jun-99 | Jul-99 | Aug-99 | Sep-99 | Oct-99 | Nov-99 | Dec-99 | Jan-00 | Feb-00 | | | | |
| | | | | | | | | | | | | 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% | |

4.8 BUSINESS INCIDENT MANAGEMENT

| | | | | | | | | | | | | Business Incident Management | MAT | TRT | Comment |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---|------|-----|-----------------|
| Mar-99 | Apr-99 | May-99 | Jun-99 | Jul-99 | Aug-99 | Sep-99 | Oct-99 | Nov-99 | Dec-99 | Jan-00 | Feb-00 | | | | |
| | | | | | | | | | | | 94.1 | Incidents resolved <= 5 days of receipt | 100% | N/A | See Section 4.9 |

4.9 SUPPORTING COMMENTS

| Section | Performance Measure | Comments |
|---------|--|---|
| 4.1 | HSKD – Calls answered within 40 seconds HSKD – Calls abandoned through ring off HSKD - Engaged calls | <p><u>Performance Summary</u> Performance against the SLA for calls answered within 40 seconds and for abandoned calls, was 91.7% in February.</p> <p>90.8% was achieved for performance against engaged calls, which is a decrease from the previous month.</p> <p><u>Cause</u> On 23/02/00, there was a particularly high level of engaged and abandoned calls. This was due to a BT problem where half of the lines coming into the HSK were not available.</p> <p><u>Action</u> BT has since repaired the fault and there has been no re-occurrence.</p> |
| 4.1 | HSKD - Level 1 calls resolved within 5 minutes | <p><u>Performance Summary</u> 91.9% of Level 1 calls were resolved within 5 minutes. This shows an improvement when compared to January's performance.</p> <p><u>Cause</u> Some calls are taking longer to answer; this may be attributable to new, inexperienced users, failing to articulate the problem in a timely fashion.</p> <p><u>Action</u> 1. Ongoing improvements to training call logging processes, within the HSK. 2. Investigation into the type of calls received which appear</p> |

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| | | to take longer than necessary to resolve. |
| 4.2 | <p>Hardware / Network Priority A – 4hrs non-remedial</p> <p>Hardware / Network Priority A – 6hrs remedial</p> <p>Hardware / Network Priority B – 8hrs non-remedial</p> <p>Hardware / Network Priority B – 10hrs remedial</p> | <p><u>Performance Summary</u></p> <p>55.0% of priority A Hardware / Network calls were resolved within 4 hours, and 90.0% were resolved within 6 hours.</p> <p>70.3% of priority B calls were resolved within 8 hours and 78.7% of calls were resolved within 10 hours.</p> <p>Failure of these SLAs can be attributed to by the following:</p> <ol style="list-style-type: none"> 1. Calls having an initial prognosis of Hardware product performance arising out of assumed Software implications were transferred to the SMC where they followed Software diagnosis processes. These processes involve a higher level of diagnostics evaluation than that necessary for Hardware. These calls, when eventually identified as being non-Software, were referred back for Hardware resolution by site visit. Due to the time elapse in software diagnosis there is a risk of service delivery not being within the Call to Resolution Time. 2. The comments in 1 above have been further compounded that, from the start of the month, the resource dispatcher allocating an engineer to site visit has done so based upon an a.m./p.m. arrival of the call on to his call stack. This action has initiated, on some occasions, the inherent delay in site visiting by the engineer. <p>ACTION:</p> <p>The above issues have been discussed with ICL Pathway's Supplier and the following are to be implemented to return to the higher level of service previously enjoyed by POCL:</p> <ol style="list-style-type: none"> 1. All calls having a declared Hardware product performance |

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| | | <p>criteria identified within the call diagnosis text, which may or may not be Software derived, to have filtration diagnose conducted accordingly. This should minimise (de-risk) delay occurring via extended Software diagnosis filtration where it subsequently found to be a Hardware based call resolution.</p> <p>2. Re-direct the resource dispatcher back to pre-February process where allocation of site visiting calls for engineers re-align to call age as well as the resolution time demanded by the service profile.</p> |
| 4.3 | Data Services - RDMC Reference Data Delivery by Day D | <p><u>Performance Summary</u> 99.87% of RDMC Reference Data was delivered by Day D.</p> <p><u>Cause</u> The failure of this SLA is attributed to the non-polling of Outlets. There were no data file delivery delays in February.</p> <p><u>Action</u></p> <ol style="list-style-type: none">1. MSU have now successfully completed testing of the revised non-pollled Outlet reporting where those Outlets responsible for Counter switch offs are identified with an acceptable degree of accuracy. MSU will be passing details of offending Outlets to POCL BSM for March 2000 onwards on a daily basis commencing 13/03/00.2. ICL Pathway will continue to take action to drive down non-polling caused by system or network faults. |
| 4.3 | Data Services - APS Reference Data Delivery by Day D | <p><u>Performance Summary</u> 99.66% of APS Reference Data was delivered by Day D.</p> <p><u>Cause</u> The failure of this SLA is attributed to the non-polling of Outlets. There were no data file delivery delays in February.</p> |

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| | | <p>Action</p> <ol style="list-style-type: none">1. MSU have now successfully completed testing of the revised non-pollled Outlet reporting where those Outlets responsible for Counter switch offs are identified with an acceptable degree of accuracy. MSU will be passing details of offending Outlets to POCL BSM for March 2000 onwards on a daily basis commencing 13/03/00.2. ICL Pathway will continue to take action to drive down non-polling caused by system or network faults. |
| 4.3 | Data Services - APS File Delivery by Day D | <p>Performance Summary</p> <p>99.78% of APS transaction files were delivered by Day D.</p> <p>N.B. APS transactions that have been delivered to HAPS after day D, are identified on the 'Polling Exception' report.</p> <p>Cause</p> <p>The failure of this SLA is attributed to the non-polling of Outlets.</p> <p>Action</p> <ol style="list-style-type: none">1. MSU have now successfully completed testing of the revised non-pollled Outlet reporting where those Outlets responsible for Counter switch offs are identified with an acceptable degree of accuracy. MSU will be passing details of offending Outlets to POCL BSM for March 2000 onwards on a daily basis commencing 13/03/00.2. ICL Pathway will continue to take action to drive down non-polling caused by system or network faults. |
| 4.3 | Data Services - OBCS File Delivery by Day D | <p>Performance Summary</p> <p>99.85% of APS Reference Data was delivered by Day D.</p> |

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| | | <p><u>Cause</u> The failure of this SLA is attributed to the non-polling of Outlets. There were no data file delivery delays in February.</p> <p><u>Action</u> 1. MSU have now successfully completed testing of the revised non-pollled Outlet reporting where those Outlets responsible for Counter switch offs are identified with an acceptable degree of accuracy. MSU will be passing details of offending Outlets to POCL BSM for March 2000 onwards on a daily basis commencing 13/03/00. 2. ICL Pathway will continue to take action to drive down non-polling caused by system or network faults.</p> |
| 4.4 | Transaction Services (OBCS, APS and EPOSS) | The method of calculating performance against these SLAs is currently being reviewed between ICL Pathway and POCL Commercial. |
| 4.5 | Training Services - Training Course Timeliness Live Delivery | <p><u>Performance Summary</u> 99.5% of training courses were delivered in the required time (i.e. within five days of the Horizon system being in Live operation in the Outlet).</p> <p><u>Cause</u> Knowledge Pool are in the process of adjusting to the 16 week cycle which is now in use. As a result, some staff had been accidentally scheduled for training prior to the 5 day window. This was compounded by POCL requesting that staff be trained outside of this window.</p> <p><u>Action</u> This situation will be resolved by next month</p> |

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| 4.8 | Business Incident Management | <p><u>Performance Summary</u></p> <p>94.1% of business incidents were cleared within 5 working days of receipt. (The definitions of 'cleared' being that sufficient detail was supplied to POCL to allow reconciliation or client settlement to take place).</p> <p><u>Cause</u></p> <p>There have been delays in obtaining data to enable BIMS reports to be issued in a timely manner. This is due to the 'learning curve' within ICL Pathway following the introduction of the new business incident management procedures. It should be noted however, that on some occasions, authority to clear outstanding incidents was not received from POCL even though ICL Pathway supplied the information within the required time scale. Where this has occurred, ICL Pathway has assumed that these incidents have been cleared and as such, have been recorded in conformance with the SLA.</p> <p><u>Action</u></p> <ol style="list-style-type: none">1. All MSU staff are now fully experienced in business incident management procedure.2. New BIMS database has been introduced with effect from 01/03/00, which identifies incidents that are approaching the SLA deadline for clearance provoking priority action within MSU.3. MSU have advised POCL of the need to follow the agreed procedures and advise clearance within a timely manner to ensure incidents are resolved within the SLA. |
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5 CUSTOMER SERVICE OPERATIONS REPORT

5.1 CROSS DOMAIN PROBLEMS - 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 | 10/02 | 31/03 | Monitor | Audrey Adams |
| PC0026385 | 03/06/99 | PM – NBSC-HSH Interface and Responsibilities | 14/01 | 31/01 | Monitor | Dave Fletcher |
| PC0027145 | 24/06/99 | PM – Outlets not polling information | 03/03 | 17/03 | Monitor | Richard Brunskill |
| PC0030464 | 30/09 | BCM – Major Business Continuity Incident | 03/03 | 20/03 | WIP | Tony Wicks |
| PC0031084 | 11/10 | PM – Release of Reference Data | 09/02 | 17/02 | Complete | David Wilcox |
| PC0032761 | 04/11 | PM – Operational Integrity Violation | 11/02 | 18/02 | WIP | Deidre Connis |
| PC0033128 | 10/11 | PM - Dugannon PO £43k discrepancy | 18/02 | 23/02 | WIP | Paul Curley |
| PC0034872 | 10/12 | PM-Post Office unable to do Cash Account Balancing | 25/01 | 07/02 | WIP | Alison Peacock |
| PC0037053 | 25/01 | PM - Hebburn PO cannot rollover since CAP 39 | 03/03 | 10/03 | WIP | Alison Peacock |