

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

**Document Type:** SERVICE REVIEW - MAY 2000

**Abstract:** This document contains a summary of the Monthly Service Performance Statistics for the Period 1<sup>st</sup> to 30<sup>th</sup> April 2000

**Status:** Definitive

**Distribution:** Service Management Review Forum  
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**Date:** 15.05.00

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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 <sup>th</sup> 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

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
HSB	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

<b>POCL (Non-Serv):</b>	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.



**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.

**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

- TPS Data File Delivery data includes all April 2000 dates after Day A, rather than cutting off at the 7<sup>th</sup>
- Graph 3.2 has been amended to use a logarithmic scale to in order to indicate Calls Per Outlet
- Section 4.9 has been completed

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## 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

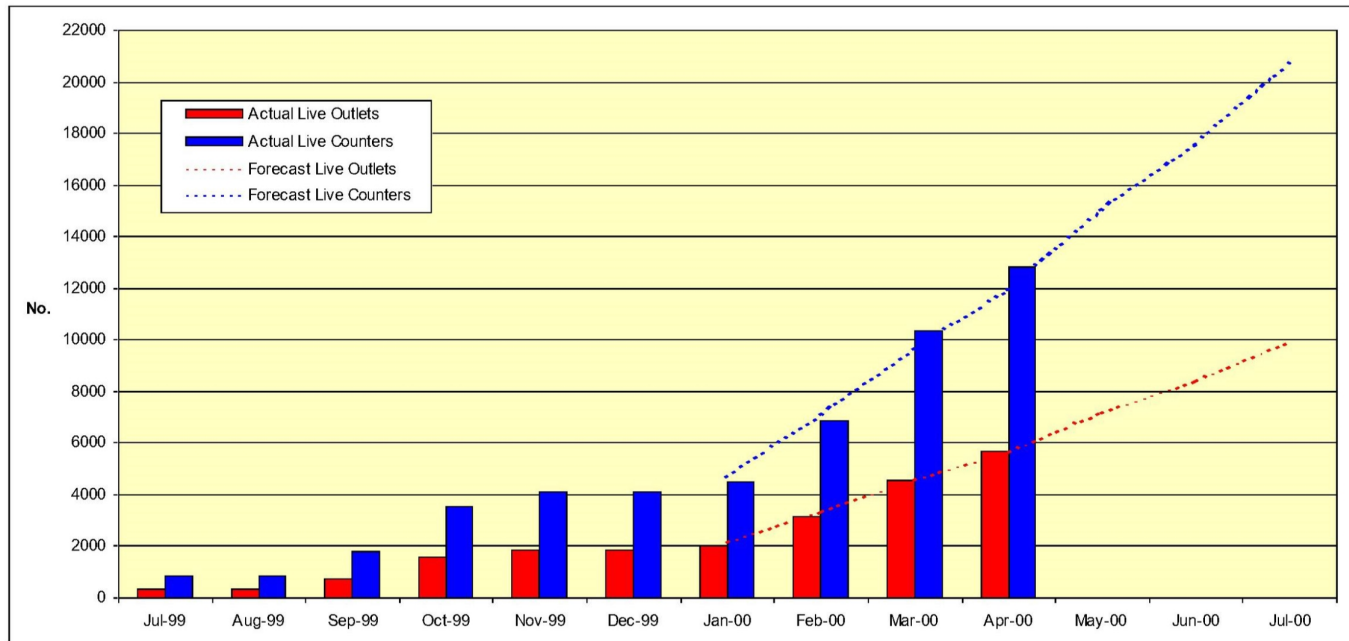
## 2 MANAGEMENT SUMMARY

Programme Status	Live Outlets	Operational Counters
30 <sup>th</sup> April 2000	5698	12801
Comments		
<p>This version contains data and analysis in section 4.9.</p> <p>The Data Services, TPS Data File Delivery data is updated to include all April 2000 dates after Day A, rather than cutting off at the 7<sup>th</sup>.</p>		

### 3 HORIZON VOLUMETRICS

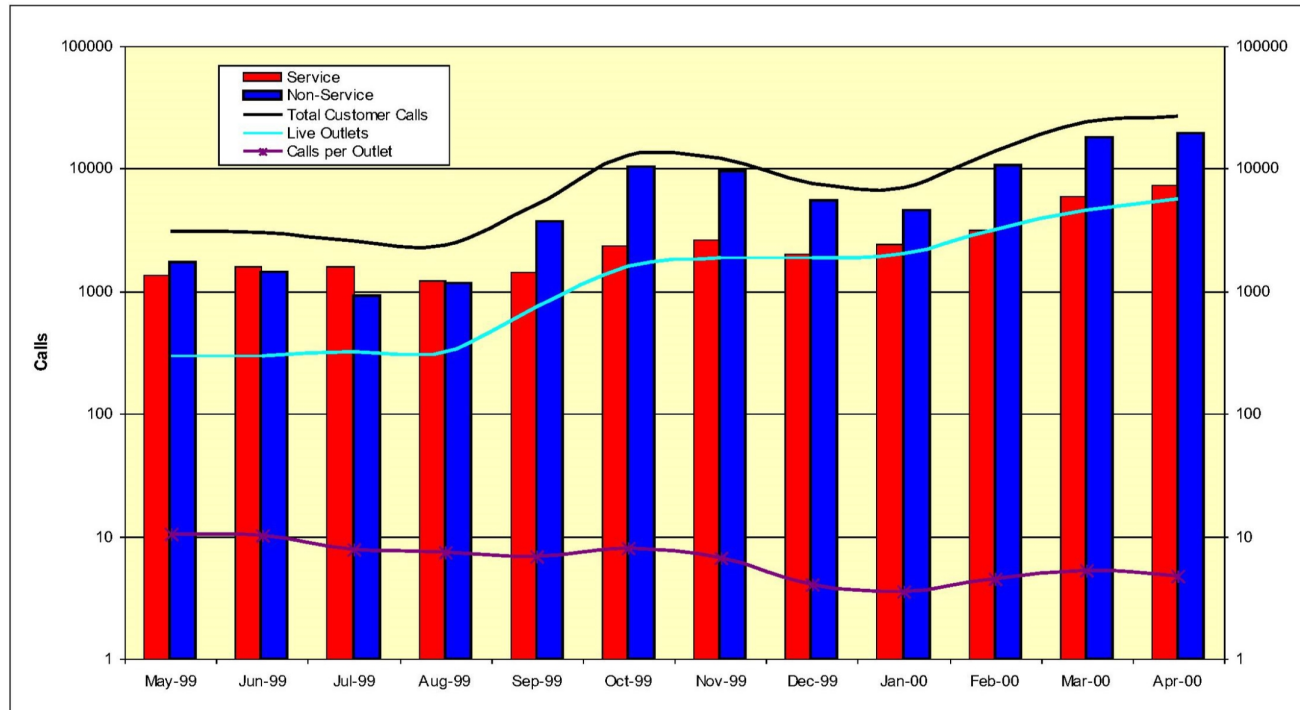
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### 3.1 OPERATIONAL OUTLET & COUNTER VOLUMES



	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
Actual Live Outlets	323	321	749	1596	1859	1858	2000	3136	4566	5698			
Actual Live Counters	821	819	1819	3558	4122	4122	4485	6886	10361	12801			
Forecast Live Outlets							2158	3328	4552	5652	7158	8382	9912
Forecast Live Counters							4646	7077	9621	11907	15036	17580	20759

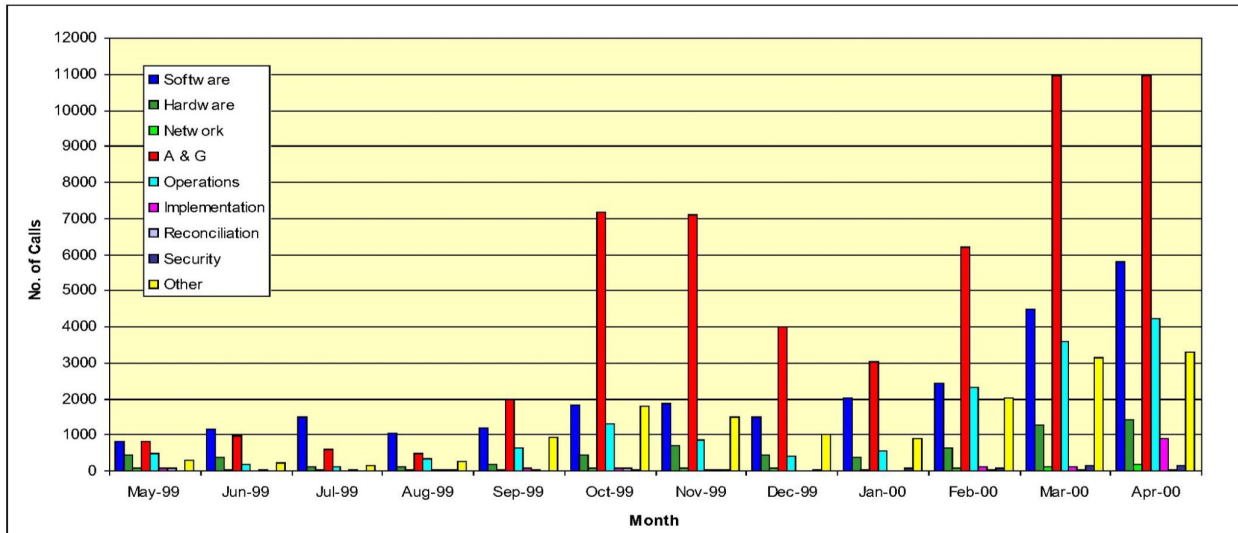
### 3.2 HORIZON SYSTEM HELPDESK – LOGGED CALL VOLUMES



	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00
Service	1347	1592	1609	1228	1422	2352	2664	2046	2425	3131	5901	7373
Non-Service	1743	1446	928	1171	3680	10477	9567	5510	4592	10766	17954	19573
Total Customer Calls	3090	3038	2537	2399	5102	12829	12231	7556	7017	13897	23855	26946
Live Outlets	299	299	323	321	749	1596	1859	1858	2000	3136	4566	5698
Calls per Outlet	10.3	10.2	7.9	7.5	6.8	8.0	6.6	4.1	3.5	4.4	5.2	4.7



### 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	Mar-00	Apr-00
Software	833	1164	1477	1064	1198	1843	1881	1509	2022	2438	4495	5786
Hardware	430	375	110	124	195	437	694	463	358	629	1280	1409
Network	84	53	22	40	29	72	89	74	45	64	126	178
A & G	818	979	591	481	1996	7193	7095	4009	3044	6196	10968	10961
Operations	494	202	119	330	639	1316	870	425	545	2302	3577	4222
Implementation	73	5	11	52	68	82	30	12	17	124	124	904
Reconciliation	57	37	28	29	47	65	19	6	7	34	24	28
Security	0	0	12	30	11	44	45	46	65	85	135	156
Other	301	223	167	249	919	1777	1508	1012	914	2025	3126	3302
<b>Total Calls</b>	<b>3090</b>	<b>3038</b>	<b>2537</b>	<b>2399</b>	<b>5102</b>	<b>12829</b>	<b>12231</b>	<b>7556</b>	<b>7017</b>	<b>13897</b>	<b>23855</b>	<b>26946</b>

## 4 SERVICE PERFORMANCE STATUS

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**4.1 HELPDESK SERVICES**

												HELPDESK SERVICES	MAT	TRT	Comment
May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00				
					74.5	75.2	85.0	91.1	89.2	84.9	65.9	<b>Horizon Helpdesk</b>			
												Calls answered within 20s	80%	N/A	See Section 4.9
84.5	91.3	97.0	98.9	89.9	79.7	80.3	87.6	92.9	91.7	88.4	70.5	Calls answered within 40s	99.9%	N/A	See Section 4.9
79	95	98	98	98	85.6	85.8	86.4	93.9	91.7	92.2	79.6	Calls abandoned through ring-off	99%	N/A	See Section 4.9
			100		94.8	61.0	99.2	99.3	90.8	95.5	98.7	Calls Engaged	99%	N/A	See Section 4.9
58	46	81		89	96.2	96.0	95.8	88.4	91.9	87.7	82.0	Level 1 Calls resolved within 5 mins	95%	N/A	See Section 4.9
77	73	98			99.9	100.0	100.0	100.0	100.0	100.0	100.0	Level 1 Calls resolved within 10 mins	100%	N/A	
65	76		100		98.6	99.6	99.2	99.1	96.2	95.7	94.4	Level 2 Calls resolved within 30 mins	95%	N/A	See Section 4.9
69	78	98			99.5	99.8	99.9	99.9	98.3	98.1	97.4	Level 2 Calls resolved within 45 mins	100%	N/A	See Section 4.9
									100.0	100.0	100.0	Cash Account: second line availability for call answering	95%	N/A	
									100.0	100.0	100.0	Cash Account: second line callback <= 20 minutes	100%	N/A	
												Cash Account: call scripts correctly followed by HSH	95%	N/A	POCL to supply

## 4.2 SYSTEM SERVICE

												SYSTEM SERVICE	MAT	TRT	Comment
May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00				
		88	90	82	75.0	100.0	83.3	87.5	55.0	64.3	52.7	<b>Call to Resolution (Local)</b>			
												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	81.3	46.9	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	92.9	71.7	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	88.4	82.1	Hardware/Network Priority B - 10 hours Remedial	100%	N/A	See Section 4.9
												<b>Call to Resolution (Intermediate)</b>			
	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	
	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	
	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	
	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	
												<b>Call to Resolution (Remote)</b>			
	N/A	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	
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	70.0	88.9	Hardware/Network Priority B - 12 hours Non-Remedial	95%	N/A	See Section 4.9
	N/A	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	
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0	88.9	Hardware/Network Remote Priority B - 24 hours Remedial	100%	N/A	See Section 4.9

### 4.3 DATA SERVICES

May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	DATA SERVICES	MAT	TRT	Comment
												<b>RDMC Reference Data</b>			
				90	98.72	99.14	99.13	99.30	99.46	99.26	98.37	Data Delivery - Day B	97%	N/A	
				95	99.4	99.6	99.5	99.7	99.79	99.62	98.67	Data Delivery - Day C	99%	N/A	See Section 4.9
				100	99.6	99.8	99.6	99.8	99.87	99.71	99.04	Data Delivery - Day D	100%	N/A	See Section 4.9
												<b>APS Reference Data</b>			
				97	98.0	99.3	100.0	99.6	99.41	99.38	97.96	Data Delivery - Day B	97%	N/A	
				99	99.8	99.3	100.0	99.9	99.51	99.71	98.58	Data Delivery - Day C	99%	N/A	See Section 4.9
				100	100.0	99.3	100.0	99.9	99.66	99.78	98.63	Data Delivery - Day D	100%	N/A	See Section 4.9
												<b>APS Data</b>			
		92	95	92	96.3	99.1	97.0	98.5	98.94	98.86	96.10	File Delivery - Day B	97%	N/A	See Section 4.9
				94	98.6	99.1	99.6	99.3	99.64	99.52	99.23	File Delivery - Day C	99%	N/A	
		99		100	99.0	99.5	99.8	99.5	99.78	99.68	99.50	File Delivery - Day D	100%	98%	See Section 4.9
												<b>TPS data</b>			
				100	99.0	99.3	99.6	99.6	99.90	99.67	97.82	File Delivery - Day B	97%	N/A	
				100	99.6	99.7	99.9	99.8	99.90	99.81	99.20	File Delivery - Day C	99%	N/A	
				100	99.9	99.9	100.0	99.9	99.98	99.96	99.47	File Delivery - Day D	100%	98%	See Section 4.9
												<b>OBCS Data</b>			
				100	99.8	100.0	99.9	99.8	99.87	99.83	99.69	OBCS Stop List - Day B	97%	N/A	
		98	98		99.9	100.0	99.9	99.9	99.95	99.90	99.79	OBCS Stop List - Day C	99%	N/A	
				100	99.9	100.0	100.0	99.9	99.96	99.92	99.80	OBCS Stop List - Day D	100%	98%	See Section 4.9
				83	96.7	98.6	98.8	96.38	97.60	94.28	96.66	File Delivery - Day B	97%	N/A	See Section 4.9
				98	98.9	99.6	99.7	99.49	99.70	99.64	99.26	File Delivery - Day C	99%	N/A	
				99	99.3	99.8	99.8	99.76	99.85	99.79	99.52	File Delivery - Day D	100%	98%	See Section 4.9

#### 4.4 TRANSACTION SERVICES

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



4.5 TRAINING SERVICES

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

## 4.6 IMPLEMENTATION & ROLL OUT

												IMPLEMENTATION SERVICES	MAT	TRT	Comment
May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00				
												Site Survey - Quality Compliance	85%	N/A	See Section 4.9
												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
May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00				
												<b>Outlet to SAPADS Data Transfer</b>			
												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%	
												<b>SAPADS to Outlets Data Transfer</b>			
												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
May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00				
									94.1	97.9	87.5	Incidents resolved <= 5 days of receipt	100%	N/A	See Section 4.9

## 4.9 SUPPORTING COMMENTS

Section	Performance Measure	Comments
4.1	<b><u>Helpdesk Services</u></b> HSHD – Calls answered within 20 seconds HSHD – Calls answered within 40 seconds HSHD – Calls abandoned through ring off HSHD – Calls engaged	<b><u>Performance Summary</u></b> 65.9% of calls were answered within 20 seconds. 70.5% of calls were answered within 40 seconds. 79.6% of calls were abandoned through ring-off. 98.7% of calls were engaged.  <b><u>Cause and Action</u></b> Whilst there has been improvement in performance with regard to 'Calls engaged', 'Calls answered within 20 seconds', 'Calls answered within 40 seconds' and 'Calls abandoned through ring-off' have seen a dip.  This reduction in performance has prompted ICL Pathway to review the manpower model. Intensive recruiting continues in order to increase the skill levels within the HSH and SMC.  As of the second week in May, an IVR system will go live on a 4-week pilot. It is anticipated that this will significantly improve telephone SLA through demand management. The IVR will enable the automated targeting of problems to the resource most skilled to deal with the problem type.

4.1	<p><b>Helpdesk Services</b></p> <p>HSHD - Level 1 calls resolved within 5 minutes</p> <p>HSHD - Level 2 calls resolved within 30 minutes</p> <p>HSHD - Level 2 calls resolved within 45 minutes</p>	<p><b>Performance Summary</b></p> <p>82.0% of Level 1 calls were resolved within 5 minutes.</p> <p>94.4% of Level 2 calls were resolved within 30 minutes.</p> <p>97.4% of Level 2 calls were resolved within 45 minutes.</p> <p><b>Cause and Action</b></p> <p>New outlets are being added to the live estate at 300+ per week and our initial analysis of the call text would suggest in many cases that a number of calls are taking longer to resolve due to Clerk / PM unfamiliarity with the system.</p> <p>The reduction in performance has prompted ICL Pathway to review the manpower model. Intensive recruiting continues in order to increase the skill levels within the HSH and SMC.</p> <p>As of the second week in May, an IVR system will go live on a 4-week pilot. It is anticipated that this will significantly improve Levels 1 and 2 SLA through demand management. The IVR will enable the automated targeting of problems to the resource most skilled to deal with the problem type.</p> <p>It is worth noting however that during April the average duration of L1 &amp; L2 calls was:</p> <p>L1 = 3 minutes 46 seconds</p> <p>L2 = 17 minutes 07 seconds</p> <p>In the meantime, we continue to ensure all HSH TSA are aware of the need to resolve A&amp;G calls quickly and effectively without compromising customer service.</p>
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4.2	<p><b><u>System Service</u></b></p> <p><b><u>Local</u></b></p> <p>Hardware / Network Priority A</p> <ul style="list-style-type: none"><li>- 4hrs Non-Remedial</li><li>- 6hrs Remedial</li></ul> <p>Hardware / Network Priority B</p> <ul style="list-style-type: none"><li>- 8hrs Non-Remedial</li><li>- 10hrs Remedial</li></ul> <p><b><u>Remote</u></b></p> <p>Hardware/Network Priority B</p> <ul style="list-style-type: none"><li>- 12 hours Non-Remedial</li><li>- 24 hours Remedial</li></ul>	<p><b><u>Performance Summary</u></b></p> <p><b><u>Local</u></b></p> <p>52.7% of Priority A Hardware / Network calls were resolved within 4 hours, and 71.7% were resolved within 6 hours.</p> <p>46.9% of Priority B Hardware / Network calls were resolved within 8 hours and 82.1% were resolved within 10 hours.</p> <p><b><u>Remote</u></b></p> <p>88.9% of Priority B calls were resolved in 12 hours 88.9% of Priority B calls were resolved in 24 hours</p> <p><b><u>Cause and Action</u></b></p> <p>Actions continue to be taken to attempt to define the root cause of ICL Pathway missing these SLA. The hardware / network call-to-resolution process has been significantly reviewed with the aim of optimum implementation:</p> <ul style="list-style-type: none"><li>• Existing process capabilities have been assessed and have identified some discontinuities</li><li>• The end-to-end process has been fully re-engineered</li><li>• Sample calls are currently being run through the re-engineered process</li><li>• Full rollout of the re-engineered process after testing is planned before the end of May 2000</li><li>• Early indications looking at call samples and test results are that the process will be much improved</li></ul>
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4.3	<b>Data Services</b> RDMC Reference Data Delivery by Day C RDMC Reference Data Delivery by Day D	<b>Performance Summary</b> 98.67% of RDMC Reference Data was delivered by Day C. 99.04% of RDMC Reference Data was delivered by Day D.  <b>Cause and Action</b> This SLA was affected by a small number of offices not receiving the tariff change reference data concerning the scales update. This was mainly due to non-polling, though further investigation revealed some outlets were legitimately off-line.  Calculation of this SLA is based upon the delivery of 'Core' reference data to all outlets on a daily basis. The 'Non Polled' outlet report is used 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 reference data. This method of calculation weighs heavily in the direction of POCL as we cannot determine whether or not the outlet has received this data prior to any communication problem preventing an EOD, the assumption therefore is that it has not.  CSR+ sees this SLA being calculated automatically to counter level.
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4.3	<b>Data Services</b> APS Reference Data Delivery by Day C APS Reference Data Delivery by Day D	<b>Performance Summary</b> 98.58% of APS Reference Data was delivered by Day C. 98.63% of APS Reference Data was delivered by Day D.  <b>Cause and Action</b> Calculation of this SLA is based upon the delivery of APS reference data to all outlets ONE day per month. The 'Non Polled' outlet report is used 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. This method of calculation weighs heavily in the direction of POCL as we cannot determine whether or not the outlet has received this data prior to any communication problem preventing an EOD, the assumption therefore is that it has not.  CSR+ sees this SLA being calculated automatically to counter level.
4.3	<b>Data Services</b> APS File Delivery by Day B APS File Delivery by Day D	<b>Performance Summary</b> 96.10% of APS transaction files were delivered by Day B. 99.50% of APS transaction files were delivered by Day D.  <b>Cause and Action</b> Failure of this SLA is entirely attributable to 'Non Polling'. We are now working closely with POCL with the aim of: <ol style="list-style-type: none"><li>1. Driving down the instances of non-polling due to:<ol style="list-style-type: none"><li>i. comms failures</li><li>ii. counter switch off at the outlet</li></ol></li><li>2. Mitigating the risk to POCL clients / customers in the event of APS transactions failing to poll by reviewing the escalation process and outlet documentation retrieval</li></ol> N.B. APS transactions that have been delivered to HAPS after

		day D, are identified on the 'Polling Exception' report.
4.3	<b>Data Services</b> TPS File Delivery by Day D	<p><b>Performance Summary</b> 99.47% of TPS transaction files were delivered by Day D.</p> <p><b>Cause and Action</b> Failure of this SLA is entirely attributable to 'Non Polling'. We are now working closely with POCL with the aim of: Driving down the instances of non polling due to:</p> <ul style="list-style-type: none"><li>i. comms failures</li><li>ii. counter switch off at the outlet</li></ul>
4.3	<b>Data Services</b> OBCS Stops List by Day D	<p><b>Performance Summary</b> 99.80% of OBCS Stops List files were delivered by Day D.</p> <p><b>Cause and Action</b> Calculation of this SLA is based upon the delivery of OBCS stop list data to specific outlets on a daily basis. The 'Non Polled' outlet report is used 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 OBCS stop list data. This method of calculation weighs heavily in the direction of POCL as we cannot determine whether or not the outlet has received this data prior to any communication problem preventing an EOD, the assumption therefore is that it has not.</p> <p>CSR+ sees this SLA being calculated automatically to counter level.</p>

4.3	<b>Data Services</b> OBCS File Delivery by Day B OBCS File Delivery by Day D	<b>Performance Summary</b> 96.66% of OBCS transaction files were delivered by Day B. 99.52% of OBCS transaction files were delivered by Day D.  <b>Cause and Action</b> Failure of the Day B SLA can be attributed to the non-delivery of data to BA for transactions completed on 9 <sup>th</sup> March.  This failure was due to the BA data centre at Washington being closed for 36 hours over the period, therefore no data files were accepted.  Failure of the Day D SLA is entirely attributable to 'Non Polling'.  We are now working closely with POCL with the aim of:  Driving down the instances of non-polling due to: <ul style="list-style-type: none"><li>i. comms failures</li><li>ii. counter switch off at the outlet</li></ul>
4.4	<b>Transaction Services</b> OBCS, APS and EPOSS	<b>Performance Summary</b> The method of calculating performance against these SLAs is currently being reviewed between ICL Pathway and POCL Commercial.

4.6	<b><u>Implementation &amp; Roll Out</u></b>	<b><u>Performance Summary</u></b> The data required for the calculation of these SLA's is currently unavailable from both POCL, for the 'Quality' derived measures and from ICL Pathway for the 'Repair' measures. The provision of this data has now been escalated as a high priority task within ICL Pathway and we expect to have some initial figures for discussion at the May 2000 SRF in respect of April 2000 performance.
4.8	<b><u>Business Incident Management</u></b>	<b><u>Performance Summary</u></b> 87.5% of business incidents were cleared within 5 working days of receipt. (The definition of 'cleared' being that sufficient detail was supplied to POCL to allow reconciliation or client settlement to take place).  <b><u>Cause and Action</u></b> 17 incidents did not achieve the SLA for the following reasons: <ul style="list-style-type: none"><li>• The number of incidents received and handled by MSU increased from 434 in March to 585 in April 2000 (including 469 non-pollled office reports)</li><li>• 15 of the 17 were EPOSS related incidents such as receipts and payments, cash account or transactions that have been dropped at the TPS harvester. These incidents are complex, requiring in-depth analysis with technical investigation in many cases, in order to provide the appropriate data for reconciliation purposes. This inevitably takes much more time.</li></ul>



## 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
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
PC0040415	13/03	Belfast PO experiencing high volumes of calls	24/03	07/04	WIP	Alison Peacock
PC0040772	16/03	Missing Digit from Bar Coded BT Bill	21/03	28/03	WIP	Michael Fiore
PC0041019	20/03	PM - 30% of Reference Data Files form POCL are rework to changes in progress	12/04	17/04	WIP	David Wilcox