Notes of Horizon Service Review Forum

Held on 22 November 2000, 12:00 to 13:45, Room 251, Gavrelle House, London

Chair:	Liz Tuddenham	PON Business Service Management
Attendees:	Mike Balmer	PON Commercial
	Graham Shervington	PON Business Service Management
	Sue Stewart	Minutes
	Paul Westfield	ICL Pathway
	David Law	ICL Pathway
	Richard Brunskill	ICL Pathway
Apologies:	Harvey Skipsey	PON Business Service Management
	Stephen Muchow	ICL Pathway
	Peter Robinson	ICL Pathway

Purpose: The Horizon Service Review Forum provides a regular opportunity for POCL and ICL Pathway to meet, review and discuss the overall performance of ICL Pathway's systems and services in the live environment.

1. **REVIEW MINUTES AND ACTION POINTS OF PREVIOUS MEETING**

   1.1 Minutes Review

   The minutes of the previous session have been accepted as a true reflection of the meeting.

   1.2 Action Point Review (including new actions from this meeting)

Action Point Number	Details	To be completed by:	Owner	Actions Taken	Action Point status
AP991202	**Implementation SLAs** 1. The forum agreed that ICL Pathway would provide Post Office Counters Ltd with a proposal for reporting all Implementation SLAs before the January HSRF. 2. The performance will be than reported and reviewed at the February session.	19/01/00	Richard Brunskill	22/11: CCN still not received, Richard to raise. 25/10: Richard to resend copies of NRO board minutes to HRSF delegates. Richard to arrange a CCN for the 'Repairs' SLA and, until this has happened, the SLA will still be monitored. However, Richard to check that measures are still available for this SLA pending agreement of the CCN. 27/9: Richard to provide details to Jerome and Liz of the SLAs which the Roll Out project board meeting in August agreed would not be reported against. From 1/9 Richard will report on: • 20 minutes on site repairs - all priority A calls and 25% of priority B calls. 23/8: Richard will provide a report of implementation SLAs for the next meeting which will be based on an appropriate sample of calls as an interim measure 26/7: Richard to confirm before the next meeting what can be reported on "Time to Repair". 21/06 Two SLAs are under debate, one related to "Time to repair"(schedule G10 Paragraph 4.2.4) and one related to "Installation" (schedule G10, Paragraph 4.5.3.2.) PON regard both of these as SLAs and anticipate that these statistics will be reported within the SLAM. 21/6: Jerome to clarify contract details re whether this SLA refers to Implementation only and to chase Martin O'Toole to provide Quality figures. If figures not received in time for next SLAM report, Richard to let Sue know. 09/06: Repair figures in May report Quality figures to be chased prior to HSRF - evident need for communication points between ICL Pathway and PON to ensure delivery to timescales.	Carried Forward

				24/5: Jerome is happy that this includes the correct frequency of reporting. When figures are reported in May SLAM action to close. • Figures for 'Repair' will be included in May report Quality - Jerome to check that Martin O'Toole is feeding figures through monthly to Pathway.	
AP000702	**'Grey' Helpdesk Figures** Jerome to raise commercially that these figures should not be greyed out as the contractual position has not changed even though IVR has been introduced	23/08/00	Mike Balmer	22/11: Agreement now to be reached between Keith Baines and Tony Oppenheim.. Mike to pursue. 14/11: PON Commercial position is still the same.. The past figures should not be greyed out . Mike Balmer to discuss further if need arises 25/10: Paul stated that ICL Pathway still maintained that the figures should be grey. Yemisi to talk to the PON Commercial team to agree how past figures should be reported. 27/9: This has been discussed and from 9/10 IVR will be switched off. PON believe that the boxes should now be shaded yellow but ICL Pathway disagree with this. From Nov onwards reporting will be back to normal. Stephen Muchow will consider the retrospective reporting. 23/8: Paul and Jerome to discuss separately.	Carried Forward
AP000712	**LFS SLAs** Jerome and Paul to check what the reporting requirements are for LFS SLAs.	27/9/00	Richard Brunskill Sue Stewart	22/11: Currently reporting on CI4 migrated outlets only. Once all offices are migrated onto CI4 (December 2000) reporting will be in colour. Sue to check if all outlets will be using barcodes. 10/11 - Full reporting on LFS SLAs was to commence once all outlets were at CI4 (CSR+). However, clarification is required from PON that all outlets will be using barcodes as there seems to be some doubt.. If this is the case, it may adversely affect the SLA achievement. 25/10: This action was overlooked at the meeting and, therefore, not discussed.	Carried Forward

AP000714	**Outstanding Commercial Issues** Jerome to supply a list of all outstanding commercial issues including volumetrics	27/9/00	Mike Balmer Mike Hannon/ Peter Robinson	22/11: Mike Hannon and Peter Robinson still to complete TOR which will then be passed to Mike Balmer to seek agreement and take it forward. 14/11: Mike Hannon to supply list of outstanding issues . Mike Balmer will be reporting on these and the current position re volumetrics. Peter Robinson not yet contacted Mike Hannon. 25/10: Transaction SLAs suspended until Nov 2000 HSRF meeting. However, it was noted that ICL Pathway would not activate this in November because there was still no agreement to the SLA as activation depends on the outcome of commercial discussions. Yemisi to chase progress on this issue with the PON Commercial team. No progress had been made on the volumetrics. Peter to contact Mike Hannon regarding the ToRs for this. Yemisi to clarify whether Mike Balmer will be involved. 27/9: Transaction SLAs suspended until Nov 2000. Mike Hannon and Peter Robinson to produce terms of reference for a report detailing requirements by w/e 13/10.	Carried Forward
AP000717	**Outstanding Commercial Issues** Jerome and Paul to put pressure on the Commercial teams for a decision on the inclusion of calls relating to software, call to fix, WAN calls and OBCS stoplists	27/9/00	Paul Westfield Liz Tuddenham Peter Robinson	22/11: Now presenting 1/12/00 10/11 - Paul, Peter and Liz presenting a way forward to the Commercial teams on 22/11 after the HSRF. 25/10: Yemisi to chase the outcome of this action with the PON Commercial team. General concern was expressed regarding the impact on operational service and the subsequent need to progress this issue. Paul and Liz to arrange a joint meeting with Keith Baines and Tony Oppenheim to take this forward. 27/9: This is now in the Commercial forum but the longer it takes the harder the PON and ICL Pathway teams work will be to sort out the backlog. Jerome/Mike Hannon to express concern with the Commercial Forum	Carried Forward

AP000901	**IVR Message on Family Tax Credit** To investigate with Mark Haynes whether the message was put on the IVR system without consultation with ICL Pathway	25/10/00	David Law Harvey Skipsey	22/11: This was not discussed at the last Helpdesk Review Forum but Dave Law will discuss with Mark Haynes on 28/11. 25/10: Paul expressed concern on the total disconnect which had occurred on this issue. This had resulted in a key business decision being made which impacted heavily on the HSH and which ICL Pathway should have been in control of. David to review the interface agreement via the Helpdesk Forum and ensure that this is then brought to the HSRF for final approval. PON stated that the use of the recorded message at the NBSC had been done with the agreement of the HSH as per the joint helpdesk interface agreement	Carried Forward
AP000902	**Correspondence Server Failure** To write to Graham Shervington detailing the problems found, stating that ICL Pathway have investigated as much as they can and that they have now moved forward.	25/10/00	Paul Westfield Stephen Muchow	22/11: Correspondence still not received - Paul to chase Stephen Muchow 25/10: Paul informed the HSRF that he understood that Stephen Muchow had done this. However, it was agreed that the action should be carried forward for Stephen to confirm at the next meeting.	Carried Forward
AP000903	**CSR+ Migration** To confirm whether counters have to be completed sequentially once the Gateway has migrated	25/10/00	David Law Stephen Muchow	22/11: Process in SMC has been changed and daily reports are now produced to identify problems and capture failures resulting in subpostmaster being contacted to rectify problem 25/10: David to ensure that additional daily checks are carried out in the SMC to enable identification of any problems as early as possible. Richard confirmed that counters have to be completed sequentially once the Gateway has migrated. He also confirmed that the system had been amended to allow 7 days rather than 24 hours for the AP Smart migration and that a report was now produced to allow the SMC to follow up with problem offices.	Closed
AP001002	**RDOT Quality Problem** To arrange a joint ICL Pathway/PON presentation on this issue at the January 2001 HSRF meeting.	Jan 2001	Sue Stewart	14/11: Presentation currently being arranged for Jan.	Carried Forward
AP001003	**Service Report - Family Tax Credit** To calculate the telephony SLAs including a figure for the 19th September based on the average number of Tuesday calls over the last 6 weeks.	22/11/00	Richard Brunskill	22/11: Calculation completed - Richard to amend Service Review Book to include this figure. Agreement will be made at future HSRF's should 'blips' reoccur.	Closed

AP001004	**Existing Live Services - BIMS** • To log the actions agreed at joint meetings between Richard Brunskill and PON Chesterfield and take these forward to the BIMS review forum. • To copy any actions logged to Sue Stewart and Adele Kilcoyne. • To report back to the November HSRF on the status of this issue.	22/11/00	Richard Brunskill	22/11: Richard reported that the figure for November is currently 100% for the first time and is being monitored daily. Actions agreed have been minuted and agreed in the BIMS meeting notes.	Closed
AP001008	LFS To provide HSRF members with a copy of the e-mail response on this issue from Steve Newman.	22/11/00	Richard Brunskill	22/11: Richard to e-mail the response to forum members	Carried Forward
AP001011	**Helpdesk Call ID Numbers** To look at the potential for issuing HSH incident ID numbers for all calls and not just those where a call back to the outlet is necessary.	22/11/00	David Law	22/11: Dave confirmed that this is now happening although some subpostmasters are not interested in taking a call number.	Closed
AP001012	**Scanning of Pensions & Allowances Books** To inform implementation team of concern re trainers possibly omitting the the need to scan barcoded order books on handover.	22/11/00	David Law	22/11: Confirmed that the training is correct however the message has been reinforced. Additionally there is a new Helpdesk script to support this issue.	Closed
AP001101	**BIMS** To clarify with TP where root cause is detailed and explain that BIMs reports are not designed to include why something happened	20/12/00	Sue Stewart		New
AP001102	**20 Minute on Site Repair SLA** • To arrange a meeting after the January SRB has been issued to work through examples of how the SLA is calculated. • To calculate the figure based on the previous 4 months data	Jan 2001	Liz Tuddenham Richard Brunskill		New

AP001103	**Ghost Transactions** To provide details in writing of why this known error is occurring to enable PON to make a decision on whether they require the rectification date to be before M1.	20/12/00	Paul Westfield		New
AP001104	**Flag Cases** To work with Mark Haynes on developing a process to deal quickly with these high level complaints	20/12/00	Dave Law		New
AP001105	**Continuity Test** To confirm that there was no impact on OBCS data delivery when the test failed	20/12/00	Richard Brunskill		New
AP001106	**Business Continuity** • To ask Martin Bennett why access to ICL Pathway's Business Continuity Plans is not given to PON • To check the contractual situation with regard to PON having access to ICL Pathway's Plans.	20/12/00	Paul Westfield Mike Balmer		New
AP001107	**Remedies** To issue a credit note for the quarter ending August 2000 subject to any adjustments, by either PON or ICL Pathway, arising from the checking of remedies	ASAP	Richard Brunskill		New
AP001108	**Operational Review Forum Feedback** • Send out a copy of the initial report with the November notes • Send out a report with each monthly agenda • Include an agenda item each month to deal with any issues arising from the report on an exception only basis	Ongoing	Sue Stewart		New

Notes:

AP001004 - Richard Brunskill expressed concern that clearance of the BIMs reports is delayed by TP expecting detailed explanations of why an error has occurred. The reports are not designed to contain this detail as the root cause is explained elsewhere. Sue Stewart to clarify with those concerned in TP. (see AP001101)

2.   ISSUES ARISING FROM SERVICE REPORT

Highlights of previous period's service statistics, concentrating on failures to meet required service levels, including major incidents reported, service trends and service achievements

- Helpdesk - Liz Tuddenham noted that call volumes are dropping at the Helpdesk and there is now a gap with the NBSC call volumes. Paul Westfield confirmed that ICL Pathway are still increasing their staffing as planned and the Wakefield site is opening on 1/12/00. He also confirmed that they have no plans to reduce staffing as they are trying to get to 2.2 calls per outlet per month. Current figures are 2.6 calls from mature offices and 5.6 calls from new offices per month.
- Helpdesk Services/System Services - due to the Rectification actions which are starting to be implemented improvements should soon be seen in these figures.
- 20 Minute On Site Repair - figure for the SRB is 84.9 against a target of 50. This is based on 1 months data and has been extrapolated to give a 4 month figure. However Richard Brunskill would like to re-check the figures as he is not convinced that the calculation is correct. Richard also agreed to calculate the figure based on the previous 4 months data. Liz Tuddenham stated that she would like to look at a sample of the calculations and work through them with Richard and Peter to aid understanding of the way the SLA is being measured. It was agreed to hold a sub meeting after the January SRB has been issued to do this. (see AP001102).

3. REVIEW EXISTING LIVE SERVICES

To review the on-going actions, such as fault corrections, agreed service changes and POCL related work.

<u>System Running Slowly</u>
Graham Shervington expressed concern about the number of slow running outlets (18 known). This is being managed as a Problem and Paul Westfield confirmed that ICL Pathway are trying to identify what the issues are.

<u>Ghost Transactions</u>
Graham Shervington also expressed concern about the number of offices reporting ghost transactions on daily reports (15 known, anecdotally hundreds) . This is a Known Error and Paul Westfield explained that ICL Pathway are proposing to rectify this in M1 (due March/April time). Paul agreed to provide details in writing of why this is happening so PON can assess whether they require rectification to take place before M1 due to the impact on PON. (see AP001103)

Complaints/Flag Cases

Liz Tuddenham explained that Flag Cases which are dealt with by PON are high level complaints which have been sent to Directors or MP's etc. PON have an agreed process to deal with these complaints and requested that a fast track route is built into ICL Pathway's complaints procedures. Liz agreed to send copies of the complaints to Paul Westfield so that he is aware of them and Dave Law agreed to work with Mark Haynes on developing a process to include responsibilities etc to enable a quick turnaround. (see AP001104)

4. ISSUES FOR REFERRAL TO THE IMPLEMENTATION BOARD

To identify issues for escalation.

None

5. PREVIEW OF SERVICE CHANGES

Advance notification of major changes and new work, and review of the impact of these may have on Service requirements.

None

6. SERVICE IMPROVEMENT INITIATIVES

Suggestions for improvement to the Service

None

7. ANY OTHER BUSINESS

To discuss any other issues

Continuity Test (switch to Wigan from Bootle)

Graham Shervington expressed concern as to why the continuity test failed and Paul Westfield replied that the root cause of the failure was not yet understood by ICL Pathway. Paul also explained that a re-test would be carried out once the root cause had been identified. Graham Shervington understood that agreement has already been made to carry out the re-test in early January, on a weekend to minimise any impact. Liz asked for confirmation that there was no impact on OBCS data delivery and Richard Brunskill agreed to check. (see AO001105) Forum to monitor progress.

Business Continuity

Graham Shervington asked if PON could have sight of ICL Pathway's Business Continuity Plans as copies of these have been refused. Paul Westfield replied that he did not understand why this had been refused but he will investigate with Martin Bennett and feed back to the next meeting. Mike Balmer also agreed to check the contract to establish if anything was detailed about access to the Plans. (see AP001106)

Remedies

Liz Tuddenham explained that PON is now in a position to agree March Hardware and Netware figures of £51091.90 and confirmed that the BIMS figure for the quarter ending August 2000 is agreed as £27900.00. Paul Westfield expressed concern about the time taken to clear the backlog and Liz explained that an adjustment factor principle has now been agreed which should speed up the resolution of these figures. Richard Brunskill and Liz Tuddenham agreed to work closely to get the remedies standardised and sorted out. After some discussion it was agreed to issue a credit note for the quarter ending August 2000 subject to any adjustments, by either PON or ICL Pathway, arising from the checking of remedies. (see AP001107)

Richard also produced a summary report of remedies which he will amend to detail the adjustments and continue to supply on a monthly basis for each HSRF.

Feedback from Operational Review Forums

Liz Tuddenham explained that a brief report giving feedback from each of the Operational Review Forums had been developed. It was agreed to send out an initial example copy with these notes and in future to send out each monthly report with the agenda. A standard agenda item will be included each month to deal with any issues arising from the report on an exception only basis. (see AP001108)

8. REVIEW

To identify improvements in the meeting schedule

The meeting schedule detailed below was agreed for the year 2001. Additionally it was agreed to cancel the December 2000 meeting, however the Service Review Book will still be produced.

Agreed Meeting Schedule for 2000
Venue: Gavrelle House   Timing: 10.00 - 12.00   Dates: Wednesdays

26	January	26	July
23	February	23	August
22	March	27	September
26	April	25	October
24	May	22	November
21	June	Dec	Cancelled

Agreed dates for 2001 Meetings:

Venue: Gavrelle House   Timing: 10.00 - 12.30   Day: Wednesday

24 January	25 July
28 February	29 August
28 March	26 September
25 April	31 October
30 May	28 November
27 June	19 December