

## 1 SUMMARY

There has been no major operational issues with the live service this month. However there has been a significant drop in the SLA achievement for reference data counter delivery. This is because the SLA is now being properly measured through use of the acknowledgement agents and the deployment of M1 has caused issues with non-delivery of reference data by 3am to migrated outlets. This is under investigation.

SO3 has been applied with no issues.

Agreement has been reached with PON on the SLA Day D Rectification Plan. The PSTN laptop solution will totally replace the Satelan and AP Paper recovery solution. This will be deployed end 2001.

Work is progressing on the implementation of GGP. Reference data activities on the forms printing service is going well. The live test system is mostly installed and work is progressing on the pricing and description Contents Hosting Service. The price to the customer is more than expected and there will have to be a Programme view on how to proceed before we present this to the customer.

Work is progressing with TDA to put to bed our final position on SLA's and service availability.

There are still a number of Quantum issues which are causing concern to POCL. Work is progressing on the resolution of these issues.

There will be approximately 89 counters being passed across to us from implementation. This is much higher than expected but it should be able to be handled by CS with some temporary assistance from Implementation.

A CS OMR will be carried out over the next 2 weeks

### 1.1 VITAL STATISTICS

Live Base as at 25th May 2001: 17,517 Post Offices, 38,178 Counters

Cumulative Data is from 1<sup>st</sup> December 1999 to 25th May 2001 inclusive

Monthly Data is from 1<sup>st</sup> May 2001 to 25th February 2001 inclusive

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#### OBCS

Total number of transactions to date	601,887,700
Total number of transactions in May	43,980,084
Total value of payments to date	£46,802,440,990
Total value of payments in May	£3,771,484,332.59

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## ICL Pathway

Customer Service  
Monthly Report – May 2001Ref: CS/REP/0105  
Issue: 1.0  
Date: 30/05/2001

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**EPOSS**

Total number of receipts to date	734,011,908
Total number of payments to date	137,492,320
Total number of zero value transactions to date	59,800,087
Total number of receipts in May	49,494,023
Total number of payments in May	7,151,475
Total number of zero-value transactions in May	4,715,129
Total value of receipts to date	£41,045,997,099
Total value of payments to date	£12,979,913,935
Total value of receipts in May	2,997,593,309
Total value of payments in May	723,652,544

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**APS**

Total number of transactions to date	251,442,963
Total number of transactions in February	21,986,657
Total value of receipts to date	£6,662,417,028
Total value of receipts in February	£559,586,843

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**NOTES:**

- EPOSS zero-value transactions include issue of books, change of address, etc.
- Cumulative Data from May 1999 will be published once analysis of archived Data Warehouse data is complete.
- Weekly data is now available on the Customer Service web site.

## 2 PROGRESS

### 2.1 OPERATIONS & SUPPORT

#### 2.1.1 Achievement Against SLA

##### 2.1.1.1 Business Incident Management

Achievement for May 2001 is not expected to reach conformance of 100% due to on going delays in acquiring data for receipts and payment incidents. This is currently the subject of a review with the SSC re the re-deployment of staff to MSU.

##### 2.1.1.2 Helpdesk and System Service

Week Ending		05/05/2001		12/05/2001		19/05/2001		26/05/2001	
	Target	Volume	Achieved	Volume	Achieved	Volume	Achieved	Volume	Achieved
<b>Call Answering Performance</b>									
Calls Presented		10,581		9,242		15,101		13,836	
Calls Abandoned < 40 seconds		175		209		310		327	
Calls Engaged / Calls Abandoned > 40 seconds	<1%	3	0.03%	83	0.90%	33	0.22%	149	1.10%
Total Calls Answered		10,406		9,033		14,791		13,509	
Calls Answered < 20 seconds	80%	10,371	99.66%	8,628	95.52%	14,172	95.82%	12,631	93.50%
Calls Answered < 40 seconds	99.9%	10,395	99.89%	8,740	96.76%	14,558	98.42%	12,914	95.60%
<b>Call to Resolution Performance</b>									
Total Level 1 Calls		2,550		2,199		4,666		3,991	
Level 1 Calls resolved in < 5 minutes	95%	2,549	99.96%	2,190	99.59%	4,658	99.83%	3,974	99.57%
Level 1 Calls resolved in < 10 minutes	100%	2,550	100.00%	2,199	100.00%	4,666	100.00%	3,991	100.00%
Total Level 2 Calls		1,764		1,359		1,977		1,942	
Level 2 Calls resolved in < 30 minutes	95%	1,753	99.38%	1,351	99.41%	1,964	99.34%	1,919	98.82%
Level 2 Calls resolved in < 45 minutes	100%	1,758	99.66%	1,355	99.71%	1,973	99.80%	1,933	99.54%
Total Hardware A Calls		12		10		18		6	
Hardware Priority A < 4 hours	95%	12	100.00%	10	100.00%	18	100.00%	6	100.00%
Hardware Priority A < 6 hours (Remedial)	100%	12	100.00%	10	100.00%	18	100.00%	6	100.00%
Total Hardware Priority B Calls		781		768		820		822	
Hardware Priority B < 8 hours	95%	780	99.87%	768	100.00%	819	99.88%	821	99.88%
Hardware Priority B < 10 hours (Remedial)	100%	780	99.87%	768	100.00%	820	100.00%	822	100.00%



ICL Pathway

Customer Service  
Monthly Report – May 2001Ref: CS/REP/0105  
Issue: 1.0  
Date: 30/05/2001**2.1.1.3 Data File Delivery**

Week Ending		05/05/2001		12/05/2001		19/05/2001	
	Target	Volume	Achieved	Volume	Achieved	Volume	Achieved
<b>DFD Services</b>							
<b>APS Data File Delivery Performance (Remedial)</b>		6,168,031		4,229,477		5,280,722	
Day B	97%	6,118,383	99.20%	4,202,689	99.37%	5,248,016	99.38%
Day C	99%	32,472	99.72%	13,863	99.69%	16,693	99.70%
Day D	100%	7,365	99.84%	4,633	99.80%	6,408	99.82%
<b>OBCS Data File Delivery Performance (Remedial)</b>		12,560,168		8,578,958		11,930,946	
Day B	97%	12,504,070	99.55%	8,551,810	99.68%	11,883,251	99.60%
Day C	99%	27,226	99.77%	9,623	99.80%	19,517	99.76%
Day D	100%	13,359	99.88%	5,057	99.85%	12,587	99.87%
<b>TPS Data File Delivery Performance (Remedial)</b>		67,089,014		46,685,284		50,724,989	
Day B	97%	66,535,044	99.17%	46,308,650	99.19%	50,187,377	98.94%
Day C	99%	336,988	99.68%	241,658	99.71%	302,321	99.54%
Day D	100%	79,169	99.79%	46,054	99.81%	106,208	99.75%
<b>Inbound Data Delivery Performance (Remedial)</b>							
Day B	97%		98.99%		95.52%		85.72%
Day C	99%		99.46%		99.22%		98.85%
Day D	100%		99.51%		99.43%		99.18%
<b>LFS Services</b>							
<b>Outlet to SAPADS Data Transfer</b>							
Pouch rec'd at Outlet Day A	98.00%		99.55%		99.38%		99.45%
Pouch rec'd at Outlet Day B	100.00%		99.71%		99.52%		99.57%
Pouch collected from Outlet Day A	98.00%		99.82%		99.35%		99.59%
Pouch collected from Outlet Day B	100.00%		99.82%		99.38%		99.64%
Daily Cash on hand details Day A	98.00%		87.06%		83.91%		86.28%
Weekly St/SoH 22.00 Day C	98.00%		100.00%		99.99%		99.86%
Weekly St/SoH 23.59 Day C	100.00%		100.00%		100.00%		100.00%
Weekly inventory 22.00 Day C	98.00%		100.00%		99.99%		99.86%
Weekly inventory 23.59 Day C	100.00%		100.00%		100.00%		100.00%
<b>SAPADS to Outlet Data Transfer</b>							
Delivery planned orders Day A	96.00%		99.43%		99.01%		99.16%
Delivery planned orders Day B	100.00%		99.64%		99.68%		99.51%
Delivery advice notes 08.00 Day C	98.50%		100.00%		100.00%		100.00%
Delivery advice notes 12.00 Day C	100.00%		100.00%		100.00%		100.00%

**2.1.2 Network**

The operational service has run with a good level of stability through the month.

**2.1.3 Business Continuity**

Business continuity testing has by and large recovered from the delay caused by our customer's MBCI over OPTIP.

A number of the centrally-held Business Recovery Plans have been extracted from the database and will be updated in time for the BRA01 Disaster Recovery walkthrough planned for June

**2.1.4 Support**

The call rate has remained at a lower level during May. The one significant operational issue related to files being sent to TIP twice. SSC staff were involved in resolving this.

Also a number of Outlets going through M1 migration required technical assistance from SSC staff.

John Simpkins has been involved in early work on GGP.

Initial work towards identifying non-functional requirements for Network Banking has been undertaken. There is currently a risk that if all Network Banking transactions are encrypted then SSC will not be able to provide support.

Total calls raised through SSC - 419

Total calls closed through SSC - 438

### **2.1.5 Reference Data**

Day to day service is running well.

The Reference Data for ACP has caused some problems and for the final service is still to be resolved.

GGP forms printing data is available and it looks as though GGP will be OK. ICON's for GGP are now being processed.

The RDMC workstation re-build has been performed on one workstation and is largely satisfactory. The intention is to move this on to the other workstations and then implement security. A meeting is to be scheduled by PIT.

Message broadcasts continue to run at an average of 1 per day.

AP Client migration continues – there have been a number of minor issues but largely the change-over has gone according to plan. The introduction of the new CTO service is still pending final sign off of the CCN.

Audrey Adams has raised a CP to improve the issues with Cash Account for new year.

RDT have been asked to look at the possibility of providing additional proving for the Scavenger Agent. A proposal has been put to Gill Jackson and we are awaiting her comments..

A counter connected to the RDT Rig has been made available to Eposs Development. This supplies them with up-to-date reference data.

### **2.1.6 POCL Interfaces**

The overall service on APS remains generally good. There are issues over Quantum - see later section.

There was one significant operational issue where files were sent to TIP twice.

The LFS pilot within PON has continued through the month.

### **2.1.7 AP Client Migration**

DVLNI and a further 23 Girobank clients have been successfully migrated to Horizon on 16<sup>th</sup> May. A further Girobank migration has been scheduled for 30<sup>th</sup> May.

The SWALEC DIT is complete and the DIT report has been issued for approval.

The NIE DIT week 1 is complete and one issue has been raised, which is currently with HAPS for investigation.

RSA have indicated that they are reviewing their relationship with the Postoffice. All activities are on hold until further notice.

The start of the ACP DIT is delayed due to problems with the reference data.

PON have assured us that the Talexus CCN will be approved without creating a funding gap for Pathway. Schlumberger has provided Talexus keys for development.

The hardware used for FTMS gateway is not available any more. TDA are looking for an alternative, which PIT will have to test. Currently with TDA and escalated to Cliff Wakeman. The new gateway spec is expected by 29th May.

The implementation activities for TVL are behind schedule. The site survey is complete. Awaiting update on ISDN lines.

The introduction meeting with Consignia Customer Management regarding BBC Renewals has again highlighted the need to improve our process for client interaction. This has been referred to Business Development.

## **2.2 INFRASTRUCTURE SERVICES**

### **2.2.1 MSU**

#### **2.2.1.1 Service Performance**

We are still reviewing the historical System Service remedial payments invoiced to PON for September 2000 to March 2001. Currently we have only cleared to August 2000 – this delay is entirely applicable to PON who are slow in providing a response to our submissions. It is expected that we will have November 2000 completed by the end of May 2001. MSU are submitting current months to PON in accordance with the time scale agreed.

The poor coding within the HSH is hampering software call remedial calculations. MSU are leading a team from both the HSH and MSU to resolve the issue and revisit the call matrix. The delivery of software calls to PON has been relegated in priority due to their backlog in dealing with the hardware / network presentations. This will in turn give ICL Pathway time to ensure that software calls are not classed as remedial in error.

MSU have designed an Access database to calculate the SLA and the remedial payments due for all hardware, software and network calls. This is currently undergoing



testing and will be used by the HSH via direct access to the MSU V drive. This will remove the need for separate sets of data, maintain an audit trail of call corrections and is dynamic in the sense that the SLA calculations will be reviewed each time a call is amended or re-coded. We will be using this database in the live environment from June 2001.

#### **2.2.1.2 Incident Management**

Receipts and Payment misbalances continue to form the bulk of the incidents received. These are being dealt with as high priority and tracked as cross-domain problems. MSU are insistent that all fixes are progressed through to the live estate as quickly as possible to avoid financial integrity issues.

APS reconciliation continues without any real problems other than PON delays in providing TIP processed values. We have written to PON expressing our concern in being unable to provide the daily reconciliation in accordance with the joint agreement when the delay is entirely attributable to their own system issues.

Network banking report specification has been completed and is subject to a review with the TDA this week. I believe we have been successful in ensuring a reconciliation system that not only reports by exception but also provides a daily reconciliation at all points in the process.

#### **2.2.1.3 IT Support**

No real issues. We are looking at the processes required to take on the asset management and IT ordering processes for the entire Large Projects Division. MSU are currently reviewing the procedures necessary with representatives of all the applicable divisions and with HR. It is expected that this work will commence in the very near future.

#### **2.2.1.4 Operational Services**

The newly created team within MSU has now settled in within FEL 01 and BRA 01. This team continues to cover the existing problem management, CP, PCCB processes within CS but now also has responsibility for the non-polling function. No problems are currently reported.

### **2.2.2 Strategic Services Unit**

#### **2.2.2.1 Field Service Management**

By the end of May a total of 315 Site visits will have been completed by the FSM team.

**Frensham Way** was successfully re-rolled and migrated on the 2<sup>nd</sup> May, using a satellite solution. There were a disappointing number of early-life and fail-on-fit equipment failures, which initially made it difficult to assess the system performance. Following discussions with PON and the local Federation of Subpostmasters, the office was placed under the control of a PON HFSO for a fortnight, to assess the situation impartially. During this period some disruption of the office LAN was observed. This was traced to working practices in the office, where a lot of business was transacted within a single customer session, which appeared to overload the LAN's capability. Third line has raised this with the TDA and Escher. Overall, the system behaved to specification, and the HFSO reported that it was fully usable.

Whilst the office has been able to trade normally, there has been some disruption of the satellite communications. On at least one of these occasions, the cause has been traced to vandalism damage of the satellite dish. Further incidents are under investigation. HOT have been asked to submit proposals for a cowl to protect the dish. The original operational problems at Frensham Way have not recurred since the transfer to satellite communications. As such, the Divisional Alert will now be closed.

Dave Law and Reg Barton attended two days of the **National Federation of Subpostmasters annual Conference** to gauge attitudes to Horizon. Delegates were mainly concerned at the lack of interest shown by PON in progressing system operating improvements. Concerns were also voiced over system problems with Quantum cards, loss of Northern Ireland Electric work, and slow running. A number of service improvement opportunities were raised, and a full report has been compiled and circulated.

## 2.2.2.2 Service Management

### 2.2.2.2.1 Customer Complaints

The table below shows Customer complaints received between 1<sup>st</sup> May and 29<sup>th</sup> May. Complaints are received from 3 sources: NBSC, PM's directly and referrals from Support sections. After investigation, the team has identified that approximately 60% of complaints raised are not justified, all complaints are responded to and investigated.

We have responded to 42 complaints = 19 justified and 23 not justified.

	Wrong Advice	Attitude	NBSC	System	Install	Engineers	Electrics
Raised to C.S.	18	3	0	14	6	0	1
Raised to HSH	6	1	0	12	0	1	0

Referrals to PON - 5 problem sites and 12 complaint calls.

To date 22 outlets have been referred to PON for retraining, 19 have completed retraining. 11 have shown a dramatic reduction in calls to the Horizon Helpdesk since retraining has been completed. 11 are still on monitor until calls have reduced, or further action is required by PON.

The complaints from NBSC have remained fairly constant.

The HSH complaints have increased slightly, this is due to the M1 release. Complaints regarding Agent attitude have dropped again in this period. I am sure this is due to the measures that have been put in place at HSH to deal with these problems. All issues have all been addressed individually by the advisor's managers and are alerted to the Call Centre Manager and the Operations Manager.

Wrong advice complaints remain fairly high; these are still being monitored. HSH are recommending refresher courses for offending agents.

System issues remain high, these include non-polling problems, Quantum issues, slow running counters M1 issues and "Blue screen problems. Implementation issues are starting to increase as the rollout team disappears.



**2.2.2.2.2 HSH Call Reduction**

The chart below shows the results to date of the impact of an MBS message sent to all outlets to reduce the number of inappropriate calls being received at the HSH. The results are disappointingly low at 12%, however May includes the M1 upgrade. June will be monitored for any further improvement. This still equates to a £497k saving over the life of the project.

**Inappropriate Calls passed to the NBSC**

	Results prior to the MBS Message				Results after MBS Message			
	w/c 02-Apr	09-Apr	16-Apr	23-Apr	30-Apr	07-May	14-May	21-May
Mon	314	258	270	238	212	219	225	221
Tue	280	264	237	208	219	224	201	227
Wed	416	387	346	362	353	277	347	395
Thu	282	250	243	255	230	224	243	263
Fri	221	208	204	200	178	171	170	178
Sat	93	111	91	90	74	89	94	88
Sun	0	0	0	0	1	0	0	1
Total Calls	1606	1478	1391	1353	1267	1203.5	1280	1373
		(BH)	(BH)			(BH)		
	Average taken for 13/04 and 16/04				Average taken for Monday 07/05			

April Average	May Average	% Decrease	£ Saving
270	219	19%	£ 3,053
247	218	12%	£ 1,770
378	343	9%	£ 2,085
258	240	7%	£ 1,050
208	174	16%	£ 2,045
96	86	10%	£ 600
0	1	#DIV/0!	-£ 30
1457	1281	12%	£ 10,573

**2.2.2.3 Outlet Business Change**

Committing time to introducing OCMS into OBC is proving difficult. After months of delay in getting the application, it has been made available at the time when OBC work is at a peak – initially the end of year PON 'clear-out' and now the Implementation tail. Where time has been put aside, basic problems have been encountered such as no terminals built, no secure-ID issued, wrong IP addresses installed. I am committed to getting this in, but it will be as time and resource allows. In the meantime, the team is continuing to use the manual processes and their local Access database to meet the OBC task. Geoff Coxon is available to update the ACDB until the end of June for new outlets, after which, SSC will need to assist until OCMS is in use.

CS takes on the Implementation Tail as of 4<sup>th</sup> June. It appears there will be 89 outlets coming across. The team has been working for some months on procedures and processes and is ready.

The following tables show actual deliveries for May and firm orders for changes up to the end of September.

**Opening/Relocation/Refurbishment (Outlets)**

Month	Total Deliveries	Actual Deliveries Allowed Within Contract	Actual Deliveries Additional to Contract
May	119	23.76	95.24

Month	Total Orders	Forecast Deliveries Allowed Within Contract	Forecast Deliveries Additional to Contract
June	117	23.83	93.17
July	80	Not yet Available	Not yet available
August	11	Not yet available	Not yet available
September	1	Not yet available	Not yet available

**Closures (Outlets)**

ICL Pathway

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Month	Total Deliveries	Actual Deliveries Allowed Within Contract	Actual Deliveries Additional to Contract
May	33	14.85	18.15

Month	Total Orders	Forecast Deliveries Allowed Within Contract	Forecast Deliveries Additional to Contract
June	14	14.89	Not yet exceeded contract
July	1	Not yet available	Not yet exceeded contract
August	0	Not yet available	Not yet exceeded contract
September	1	Not yet available	Not yet exceeded contract

**Implementation Tail (Outlets)**

Month	Total
June	35
July	36
August	1
September	4

**2.2.3 Business Effectiveness**

Scope of the BET expanded to extend the tried and tested process engineering work previously carried out within CS across the whole of Pathway.

Pathway Business Process Architecture (PBPA): Stephen Muchow agreed to own and sponsor the development and maintenance of a PBPA, which will drive top-down process engineering within Pathway.

Preparation for the October ISO audit: Continuing.

Process definition projects on hold: (a) Release Management awaiting Pat Lywood validation and approval, (b) Management Care awaiting policy input from Paul Westfield.

Ongoing process definition projects: (a) AP Client Take-on, (b) Field Service Management, (c) MSU Remedy Reporting, (d) Addition of Virus Management within Incident Management.

New projects started this month: (a) Review of OBC driven outlet change processes.

Process issue management / resolution: (a) improvements to the Problem Management Process to improve the handling of complex problems, (b) cross-dependency between reference data and release management.

Inputs to new projects: (a) Process inputs on GGP incident management, (b) Attendance at Network Banking workshop to gain awareness.

**2.3 SECURITY MANAGEMENT**

- a. CP 2945 & CP2991 for implementing/updating anti-virus software on the live estate have both received CCB approval. Work can now begin on agreeing business process for event handling with SMC and ISD. A new Common Objects distribution procedure for anti-virus software has been agreed and documented. The MANLCF

Tivoli product, upon which delivery is dependent, has been prepared and made available in preparation for PIT/ISD distribution. First distribution of AV contents have been delivered ready for PIT activities

- b. Work continues on a new PID for the introduction of compliance, vulnerability and intrusion detection toolkits. This will facilitate central monitoring of the live estate in anticipation of NB requirements. Implementation will need to be progressed via CP.
- c. Discussions on security requirements for Network Banking continue at ongoing workshops. Outputs will be consolidated in revisions to the SRS and SDS. Input is also being provided to consolidate emerging security requirements for GGP hosting solution.
- d. Work continues in conjunction with Consignia on defining Data Controller / Processor responsibilities under the Data Protection Act and agreeing the Subject Access Request procedure.
- e. Four Audit Data Extractions were completed in response to Consignia and internal requests. Associated witness statements were provided where appropriate on a "without prejudice" until contractual agreement is reached. Consignia will shortly be raising an associated Change Request. A meeting has been arranged with Consignia to clarify their future requirements for audit data to support investigations.
- f. An audit of SecurID users is underway to ensure only legitimate access is permitted. A revised process for new logons and SecurID accounts is being developed to reduce paperwork, enable closer tracking and improve service response times. The RSA Security "SecurID Ace Server Maintenance" contract has been renewed.
- g. The Key Manager successfully processed all key requests received this month including approx. 100 successful rollouts. The KMS Key expiry exercise continues and 200 outlets have now been sent Memo View prompts. The results are encouraging; few outlets have contacted HSH and analysis shows that only 6% have ignored all five prompts. There will need to be a formal follow-up process for these outlets that do not respond correctly to prompts.
- h. An information security control grid is being prepared to facilitate the production of self-assessment schedules necessary to review levels of compliance across the organisation as part of the BS7799 Workshop initiative in support of ISO9001 accreditation

## **2.4 SERVICE INTRODUCTION**

### **2.4.1 Network Banking**

Work is just commencing on the implementation plans and the non-functional requirements.



### **2.4.2 GGP**

The Live Test system requested by PON is mostly installed and CGEY have been to BRA01 to install their software.

Work is continuing on the service description for the Content host and the associated costs for providing an end to end service for GGP.

Normal CS implementation is a bit behind for GGP but a meeting has been arranged for this Friday

### **2.4.3 Other Release Activities**

Correspondence server 1 rebuild – May

Delayed due to wing server build being incorrect

Key reissue –April / May

Process under development for this.

Level 2 CS programme plan - Peter

Peter should be updating and reissuing this week

M1 counter migration– April / May

98% complete. I have advised the customer that we should hit 100% by 15<sup>th</sup> June

OCMS– April / May–

BRA01 clients installed

KID01: Awaiting confirmation of how Dave Law/Sharon Tushingham want to progress this.

POLO server removal – Pat

This is now a process issue.

No progress last month

Rebuild of RDMC workstations - May - Sheila

One RDMC w/s has been rebuilt – Several PinICIs raised but no show-stoppers. Ref data waiting for network cards from Janet Beard – Once these have arrived they will arrange for ISD to complete the rebuilds

Remote general purpose gateway installation

Still not working yet. Dave Johns is managing. These were in response to some CS CPs so I presume someone must want it to work - somewhere in Pauls area!

S03 – May

Applied with no issues. It needs a TIP file resent and accepted before we can presume the code is working OK.

S06 - June

Planning is ongoing. This is due to happen at the datacentre from June 18<sup>th</sup> until June 30<sup>th</sup>

S10 - September - ????

Planning on this will not start until the end of June.

SLA Day D - June & September

Counter-generated message broadcast – this is largely on hold until S06 is installed but I will review with Paul regarding resource.

Talexus

Appears to be ticking over. I will review plans with Klaus this week if possible

Wing server rebuild – May

Delayed due to a problem with the build supplied by PIT.

UK versus US date issue - Mick

Waiting for info from PIT on the way forward.

## 2.5 FINANCE

CS Budget for OPEX 2001/02 is £56.7m

Business Model 170301 is £56.5m

Forecast CSApr01 is £55.9m

The major forecast changes from March actuals and forecast, which has been set as budget, are £600k forecast reduction in HSH costs due to Q1 actuals, and £250k net forecast increase in OBC revenue.

The Business model was found to have a volume error relating to HSH, and needs updating with current call data.

The budget needs increasing for 6 security heads.

Next Stephen Muchow review 14<sup>th</sup> June.

## **2.6 STAFFING**

Rebecca de Jong Berger has left the release management team and Sarah Payne has joined.

Mick Edwards has joined to work on release introduction.

Rakesh Patel and Peter Morgan have left the SSC.



### 3 ISSUES & RISKS

#### 3.1 OPERATIONS & SUPPORT

The Reference Data SLA is now being monitored more accurately by DWH information however it is evident that there are still gaps in the information to be strictly accurate about the SLA as worded in schedule G10. We are looking at ways of making the data more meaningful but the fact still remains that the SLA as currently set up achieves little.

There are a number of issues with Quantum which are being managed as problems by CS, but with considerable activity required of Development staff.

#### 3.2 INFRASTRUCTURE SERVICES

##### 3.2.1 MSU

The BIMS SLA has been missed for several quarters due to the ongoing delays in acquiring data for receipts and payment incidents. This is currently the subject of a review with the SSC re the re-deployment of staff to MSU.

##### 3.2.2 Business Effectiveness

The expansion of the scope of the BET to include the whole of ICL Pathway will increase the workload significantly. It is planned to balance this with efficiency savings of at least 30% to avoid the need to expand the headcount above its current level of 4.5. One of the team's headcount (0.5 head - part-time) is currently on maternity leave and the increase in workload will require that an extra 0.5 head is made available until the permanent employee returns. Achievement of the 30% efficiency saving will depend on the extended use of "fast-track process definition", high moral within the BET and increased output from the team. There is currently a risk that one member of the team may not be able move along the planned path. It is intended to address this risk within the next month.

##### 3.2.3 Strategic Services

The lack of time and resource to introduce **OCMS** into the OBC team as described in section 2.2.2.3.

Confirmation of ISDN lines being available for next week's implementation tail and beyond is still awaited from **Energis**.

#### 3.3 SECURITY MANAGEMENT

- a. A co-incidental DLT failure at both datacentres has resulted in an incomplete TMS audit trail. This was compounded by a loss in transit of one

tape sent for analysis. The issue has been raised with the Customer and will be managed under normal problem management procedures. The requirement to undertake large data extractions continues to have a detrimental effect on the availability of the audit servers.

- b. There is an urgent requirement to introduce the KMS smoothing algorithm to eliminate the expected key expiry peak and to develop procedures for those cases where Postmasters fail to respond to associated memo-view prompts. Ideally this should be informed by management exception reports via Tivoli and would need a CP to progress.
- c. The Key Manager raised five calls including three reported 'blue screens' on the KMA Workstation which is impeding the key generation process.
- d. Security input to Network Banking and emerging GGP requirements continues to place a strain on existing resource, which is fully engaged in supporting the existing Horizon solution.

### **3.4 SERVICE INTRODUCTION**

GGP implementation has to be seen as very risky. We are bucking a lot of the rules to get this installed in the time scales and will have to do an amount of back work later to ensure we have the systems under control.

The amount of time available from TDA to assist with the S06 and S10 migration could soon be an issue. I am discussing this with TDA today.

### **3.5 FINANCE**

### **3.6 STAFFING**