
Document Title: SERVICE REVIEW - PERFORMANCE STATISTICS

Document Type: SERVICE REVIEW - SEPTEMBER 1998

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 31st August 1998. Issued for review by the Service Management Review Forum.

Status: Definitive

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0 DOCUMENT CONTROL

0.1 DOCUMENT HISTORY

Version	Date	Reason
0.1	16.07.97	Initial Draft with limited circulation & issue for review
0.2	27.08.97	Draft for first Service Review and evaluation within the Service Management Review Forum
0.3	16.09.97	Amended by Service Review Forum (August) input.
0.4	10.10.97	Amended by Service Review Forum (September) input.
0.5	11.11.97	Amended to reflect SLA profiles arising from Rel 1C implementation
0.6	17.12.97	Minor changes with introduction of Release 1C reports.
0.7	19.01.98	BPS MIS Reports included
0.8	13.02.98	BPS MIS Reports deleted - issued via Electronic Route.
0.9	13.03.98	Amended by Service Review Forum (January) input. Includes new Management Report (Section 2)
1.0	14.04.98	Amended by Service Review Forum (February) input. Includes Actual v's Predicted Volumes.

0.2 ASSOCIATED DOCUMENTS

Version	Date	Title
0.1	02.07.97	Business Performance SLA Listings
0.9	13.03.98	R1C Operations Report

0.3 ABBREVIATIONS

BA	Benefit Agency	PAS	Payment Authorisation System
BPS	Benefit Payment System	PCHL	Payment Card Help-Line
CAPS	Card Automation and Payment Strategy	PMS	Payment Management System
CMS	Card Management System	PUN	Pick Up Notice
DSS	Department of Social Security	POCL	Post Office Counters Limited
EIS	Executive Information System	SLA	Service Level Agreement
HSHD	Horizon System Helpdesk	SLAM	Service Level Agreement Monitor
IT	Information Technology	TBN	To be Notified
MIS	Management Information System	TMS	Transaction Management System
MAL	Minimum Acceptable Level	TRL	Termination Review Level
NINO	National Insurance Number		

0.5 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**

- General: All enquiry type calls made to the PCHL Where directly related to the delivered Horizon solution they are integrated with the owning class (i.e.: DSS, POCL, Customer). Where the enquiries are from Beneficiaries, but do not relate to the delivered Horizon solution, they are integrated into class 4 (Other).
- Other: Contains 'Other' enquiry type calls as defined above plus all calls made that arise from 'Inappropriate' calls such as 'wrong telephone' number connection.
- POCL (Non-Serv): All calls placed with Horizon System Helpdesk that embrace non- System Service calls (currently equates to Implementation, Environmental, Training, Advice & Guidance etc.)
- POCL (Serv): All calls placed with Horizon System Helpdesk that embrace System Service calls (currently equates to Hardware, Software and Network).
- 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.

- **CARD & PUN MANAGED SERVICES**

- Issued to POCL: Rolling Cumulative of Actual Cards Issued during roll-out. Aggregated Monthly.
- Active: Cards which have been used for the cashing of benefits during the reporting period. Aggregated Weekly.

- **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'.

- **OPERATIONAL SYSTEMS**

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

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

- **NETWORK SYSTEMS**

Branch WAN: Represents the ISDN communications link into the post Office outlet.

Client Links: Represents the communication line to/from the BA/CAPS and the Backbone Network.

Backbone: Represents the network that provides connectivity between Client Links/Data Centres/Post Office Outlets and Post Office Outlets/Data Centres/Client Links.

0.5 CHANGES IN THIS VERSION

Report 5.1 - Predicted figures updated to GiroBank Card Volumetrics model version 16.

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 an interim solution to meet the need to have data presented at the Service Review Forum and as such will have a short life span. It will be replaced during 1998 by the issue of a Service Review Book direct from the ICL Pathway Customer Services Service Level Agreement Monitor (SLAM).

Until such time as SLAM Review Book establishment circulation in this current draft format will be limited and controlled by the Author.

1.2 INTERPRETATION

Interpretation of data, beyond report label classification, can be further qualified by the author as required.

1.3 REVIEW BOOK CONSTRUCTION

This book is sectioned by those key areas against which initial Service Management Reviews will be conducted. Within each key area there can be presented up to four elements comprising of:

- Volumes & Profiles (Optional)

-

- Service Performance (Mandatory - where applicable)

-

- Exception Reports (Where applicable)

-

- Ad-Hoc Reports (Where applicable)



2. MANAGEMENT SUMMARY

GENERAL

Programme Status	Live Outlets	Operational Counters	Active Cards
31 st August 1998	204	334	31,559*

** figure up to w/e 30.08.98*

Comments

The implementation of Release 1C brings with it increased reporting activity relating to SLA's. Additional reports being established are listed within this Review Book, under their relevant Sections, against the classification of TBN.

August Service Performance, against reported SLA's, showing specific detailed performance levels in their respective Sections. Overview shows:

- 5: Help Desk Services - All CMS and PMS Level 1 Resolution SLA's met.
- 6: Card & PUN Managed Service - All SLA's met.
- 7: Call to Resolution - Increase in both hardware and software calls.
- 8: Network Services - All SLA's met.
- 9: Accounting & Resolution - All SLA's met.
- 12: Operational Systems - All SLA's met.

Report	Page	Description
2.1	8	Release 1C Operations Report

Document Title: Release 1C Operations Report - August 1998

Abstract: This is one of a series of documents which presents a monthly report on the status of the Horizon Service and any operational problems or issues experienced.

Distribution: Issued as part of "Service Review - Performance Statistics" (CS/PER/013)

Document Status: Definitive

Author: Peter Burden, Customer Service Manager

Approval Authority: Stephen Muchow, Director, Customer Service, ICL Pathway

Signature: _____ **Date:** 16.09.98

1. Summary.

The Release 1C service remained stable during August, with no new problem reports being opened.

2. New Problem Reports

None

3. WIP Update

3.1 Incomplete Transactions

Incomplete transactions have been causing concern for some months. A number of causes for such instances have been identified and there is close working between POCL Service Management and ICL Pathway towards resolution. Software fixes to minimise the opportunity for error are nearing the completion of their testing. However, because amendments to counter procedures will be involved a CP will need to be raised.

3.2 Authentication of Users to Helpdesks - One Shot Passwords

Discussions between Pathway and PDA Security have brought agreement on a procedure close. Dave King has requested that a formal Change Proposal be raised to cover the process. This CP is being impacted within Pathway and the High Level Design for the application to support the agreed authentication process has been prepared. Forecast closure - Oct 1998.

3.3 Cards expiring at Post Offices before being collected

Existing beneficiaries are being nominated for new cards long before their current order books expire. In cases where benefit is paid four-weekly, the trigger point used by CAPS is 8 weeks in advance of the last foil being used. The system is required to expire uncollected cards after 56 days (8 weeks) and so in many cases the card expires as soon as it is received at the post office. As a temporary measure, in order to reduce unnecessary cost and inconvenience to customers and post masters, the card expiry time has been set to 90 days.

CAPS raised a CR (C0073) to formalise the temporary measure and Pathway have responded with a CCN - CCN307a was delivered to Horizon on 30/7/98 and a response is awaited. An optimum requirement is expected in due course.

3.4 Card Batch Reconciliation Procedure at Post Office

Card batch reconciliation is the process currently carried out by a post office clerk on receipt of a new card batch from De La Rue Card Systems, prior to issuing a card to a customer. The purpose of this process is to check the integrity of the card batch.

Recent experience suggests that card reconciliation at the post office is onerous and time consuming for the post office clerk, delays the issue of cards to the customer, and incurs an unnecessary cost for Pathway. Cards are being swiped through several times. This causes a card and PUN re-order because the system then believes the card to be faulty or the card reader is faulty (known as a Surplus to Batch Problem).

Action is required to reinforce the Batch Reconciliation Procedures at post offices.

CCN232, which seeks to modify this process at NR2+, was submitted to Horizon for approval and comments were received.

Following subsequent discussion with Horizon a new version of CCN232 (232b) has been provided to Horizon.

A response is awaited. Forecast closure - Oct 1998

4 Closed Since Last Report

4.1 Network Congestion

There were communication failures on 13th July in the South West due to network congestion on the Energis Waddon Switch. High volumes of recalls/reissues had been initiated due to the DSS streamlining of other benefit databases with Child Benefit and some 80 of these recall/reissues were affected. The relevant payments were thus not available for 45 minutes or so, rather than the standard 15 minutes. The network congestion was caused by insufficient capacity being made available by Energis and this has now been rectified.

4.2 DSS Changing Customer Details Triggers New PUNs and Cards

Apparently through DSS merging beneficiary details (where the beneficiary is in receipt of a benefit other than Child Benefit), such changes to customer details trigger the issue of a new Card and PUN even if the beneficiary already has a valid card. Beneficiaries are calling PCHL to ask why they have received a new PUN and there is unnecessary card and PUN production activity. Although there is no fault with the system, Pathway have been investigating a change to prevent the automatic production of new cards/PUNs in such circumstances. Such a change will be in place for NR2+.

3 ROLL OUT & IMPLEMENTATION

3.1	-	Operational Outlet Volumes	14
3.2	-	Operational Counter Volumes	14
3.3	D2D101	Stock Availability	TBN
3.4	D2D102	Failure Rates - Shipments	TBN
3.5	SOXL102	Installation Services - Support	TBN
3.6	SOXL103	Installation Services - Timeliness	TBN
3.7	WT101	Site Survey - Completeness	TBN
3.8	WT102	Site Survey - Audit Compliance	TBN
3.9	WT103	Site Preparation - Timeliness	TBN
3.10	WT104	Site Preparation - Completeness	TBN

ROLL OUT & IMPLEMENTATION

Overall Comments

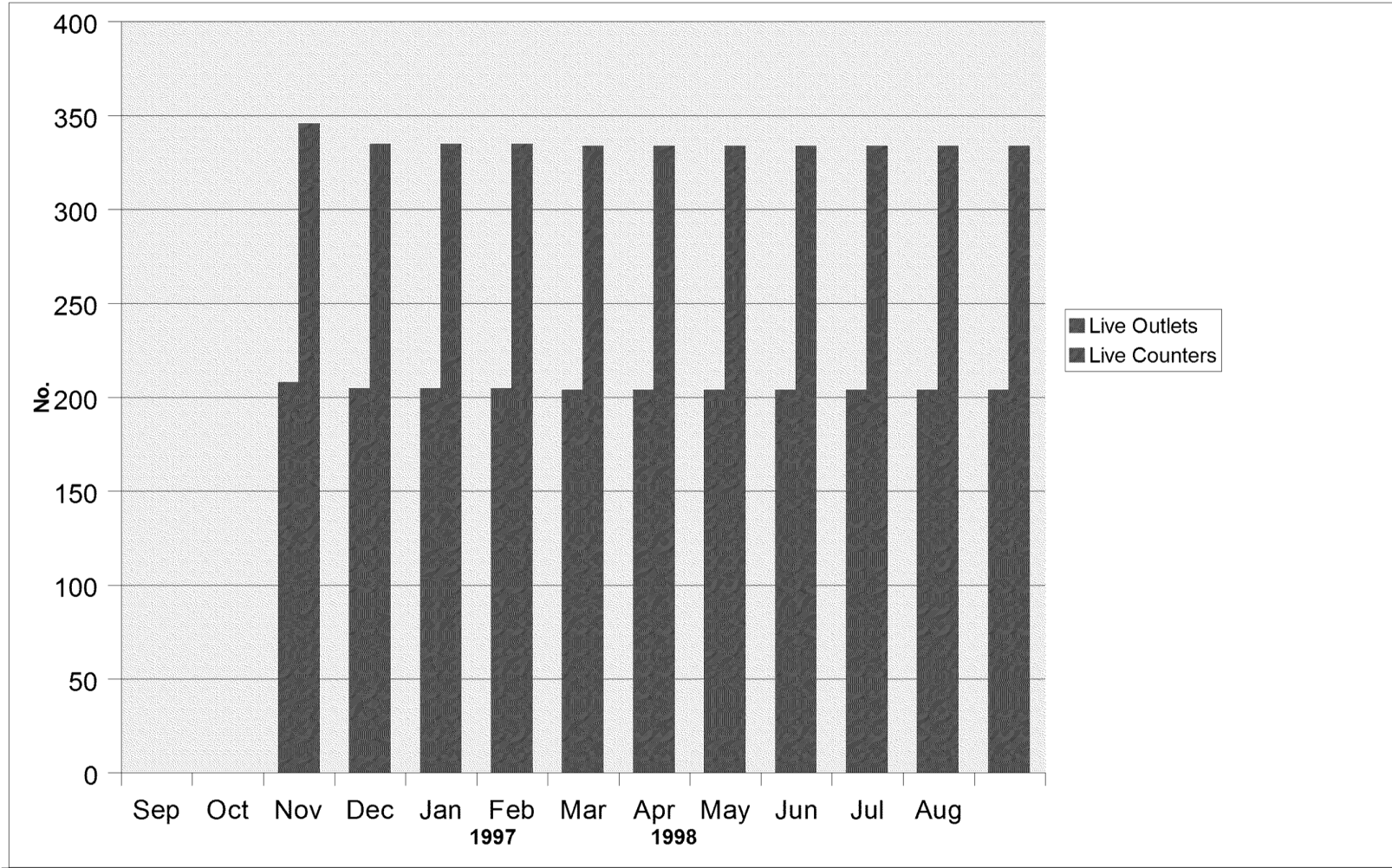
SLA's relating to this section are listed and reporting will commence post- Roll Out changes.

In addition any SLA not being available for presentation to the Service Review Forum in the above time-frame will be declared with reasons for such a status as well as a forecast date for presentation.

Report	Page	Review Status
-	-	-

Report	Page	SLA	Forecast
3.3	TBN	Stock Availability	Roll Out Start
3.4	TBN	Failure Rates - Shipments	Roll Out Start
3.5	TBN	Installation Services - Support	Roll Out Start
3.6	TBN	Installation Services - Timeliness	Roll Out Start
3.7	TBN	Site Survey - Completeness	Roll Out Start
3.8	TBN	Site Survey - Audit Compliance	Roll Out Start
3.9	TBN	Site Preparation - Timeliness	Roll Out Start
3.10	TBN	Site Preparation - Completeness	Roll Out Start

3.1 & 3.2 OPERATIONAL OUTLET & COUNTER VOLUMES



Aug-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Live Outlets	-	208	205	205	205	204	204	204	204	204	204	204
Live Counters	-	346	335	335	335	334	334	334	334	334	334	334

4 TRAINING SERVICES

4.1	-	Training Event Volumes	TBN
4.2	PE201	Training Course - Availability	TBN
4.3	PE202	Training Venue - Quality	TBN
4.4	PE203	Training Course - Quality	TBN
4.5	PE204	Training Course - Cancellation	TBN
4.6	PE205	Training Course - Competence Levels	TBN
4.7	PE206	Training Course - Feedback	TBN
4.8	PE207	Training Course - Delivery	TBN

TRAINING SERVICES

Overall Comments

SLA's relating to this section are listed and reporting will commence post- PO Roll Out programme.

Report	Page	Review Status
-	-	-

Report	Page	SLA	Forecast
4.2	TBN	Training Course - Availability	Roll Out Start
4.3	TBN	Training Venue - Quality	Roll Out Start
4.4	TBN	Training Course - Quality	Roll Out Start
4.5	TBN	Training Course - Cancellation	Roll Out Start
4.6	TBN	Training Course - Competence Levels	Roll Out Start
4.7	TBN	Training Course - Feedback	Roll Out Start
4.8	TBN	Training Course - Delivery	Roll Out Start

5 HELPDESK SERVICES

5A PCHL

5.1	-	PCHL Calls - Predicted -v- Actuals	20
5.2(a)	-	PCHL Call Profiles - 'A'	21
5.2(b)	-	PCHL Call Profiles - 'B'	22
5.3	GB201/GB205	PCHL Telephone Answering (20 Secs)	23
5.4	GB202/GB206	PCHL Telephone Answering (40 Secs)	24
5.5	GB203/GB207	PCHL Telephone Answering (Abandoned)	24
5.6	GB204/GB208	PCHL Telephone Answering (Engaged)	24
5.7	GB210	CMS Helpdesk - First time Resolution Level 1 (5 Mins)	24
5.8	GB211	CMS Helpdesk - First time Resolution Level 1 (10 Mins)	24
5.9	GB212	PAS Helpdesk - First time Resolution Level 1 (5 Mins)	24
5.10	GB213	PAS Helpdesk - First time Resolution Level 1 (10 Mins)	24

5B HORIZON SYSTEM HELPDESK

5.11	-	HSHD Call Volumes	25
5.12	-	HSHD Call Profiles - POCL	26
5.13	-	HSHD Call Profiles - DSS	27
5.14	SO201	HSHD Telephone Answering (20 Secs)	28
5.15	SO202	HSHD Telephone Answering (40 Secs)	28
5.16	SO203	HSHD Telephone Answering (Abandoned)	28
5.17	SO204	HSHD Telephone Answering (Engaged)	28
5.18	SO205	HSHD First Time Resolution - Level 1 (5 Mins)	28
5.19	SO206	HSHD First Time Resolution - Level 1 (10 Mins)	28
5.20	SO207	HSHD First time Resolution - Level 2 (30 Mins)	TBN
5.21	SO208	HSHD First time Resolution - Level 2 (45 Mins)	TBN

HELPPDESK SERVICES

Overall Comments

The volume of general coded PCHL calls were slightly lower during August, reduced to 39% (July 40%) of all calls. Of these calls, 42% were referred on to the DSS and an additional 29% were enquiry's regarding the A1 Benefit Form, accounting for 16% and 11% respectively, of the total number calls.

The total volume of HSHD calls significantly increased during the month, primarily due to the level of implementation calls (617). The increase in Environment coded calls for August was contributed to by the 38 reported power supply problems.

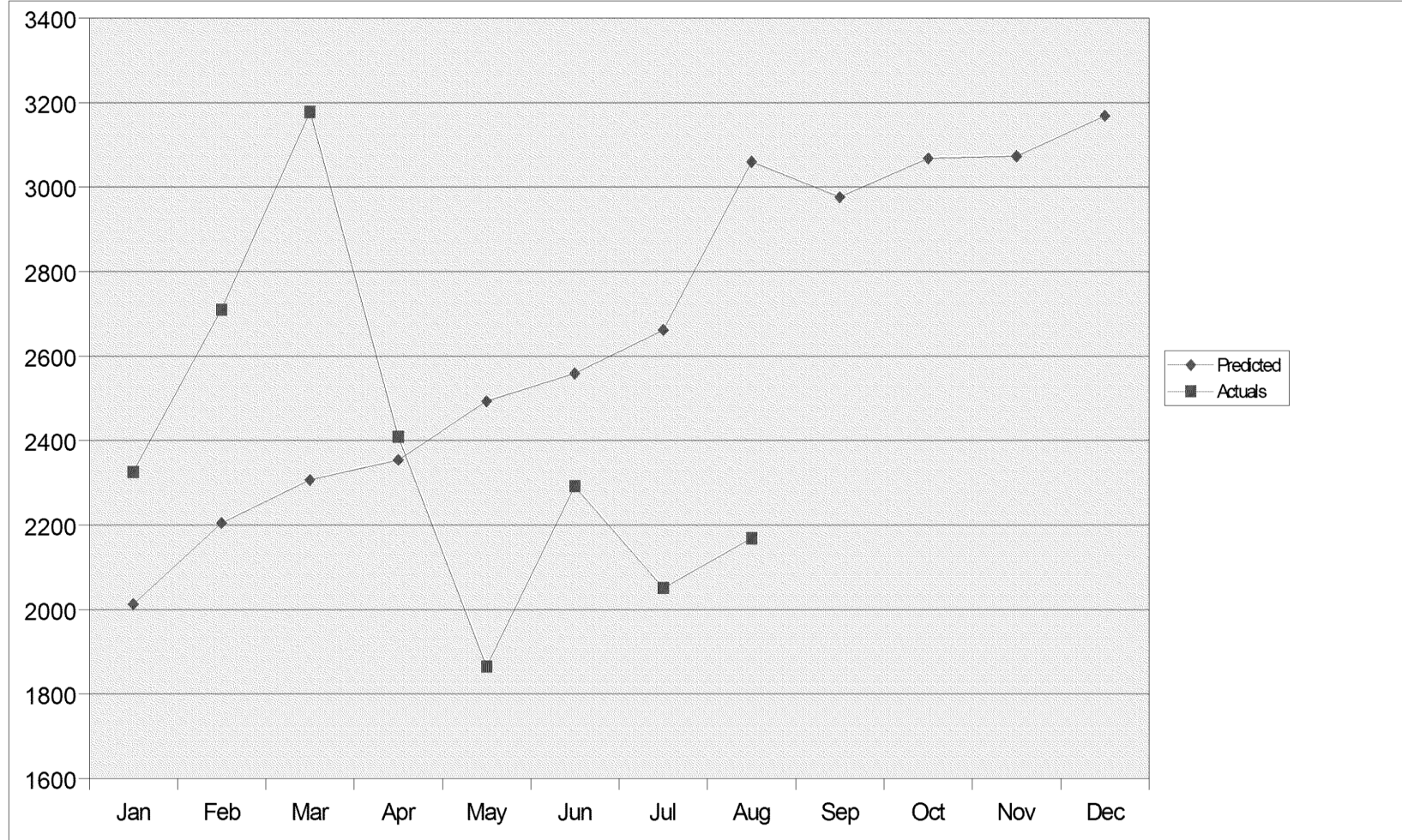
The level of Hardware coded calls also increased during the month due to the increase in printer and monitor problems. The level of reported printer problems was contributed by the known 'line-spacing' error which has a work-around in place and the resolution to the known 'Monitor Fuse' problem will continue over this quarter.

Operations coded calls decreased significantly during August to 57 (down from July's 85) with reported Cash Account and Daily reconciliation reported problems reduced by over 50% from July.

The Horizon System Helpdesk continue to re-evaluate and scrutinise the call-coding.

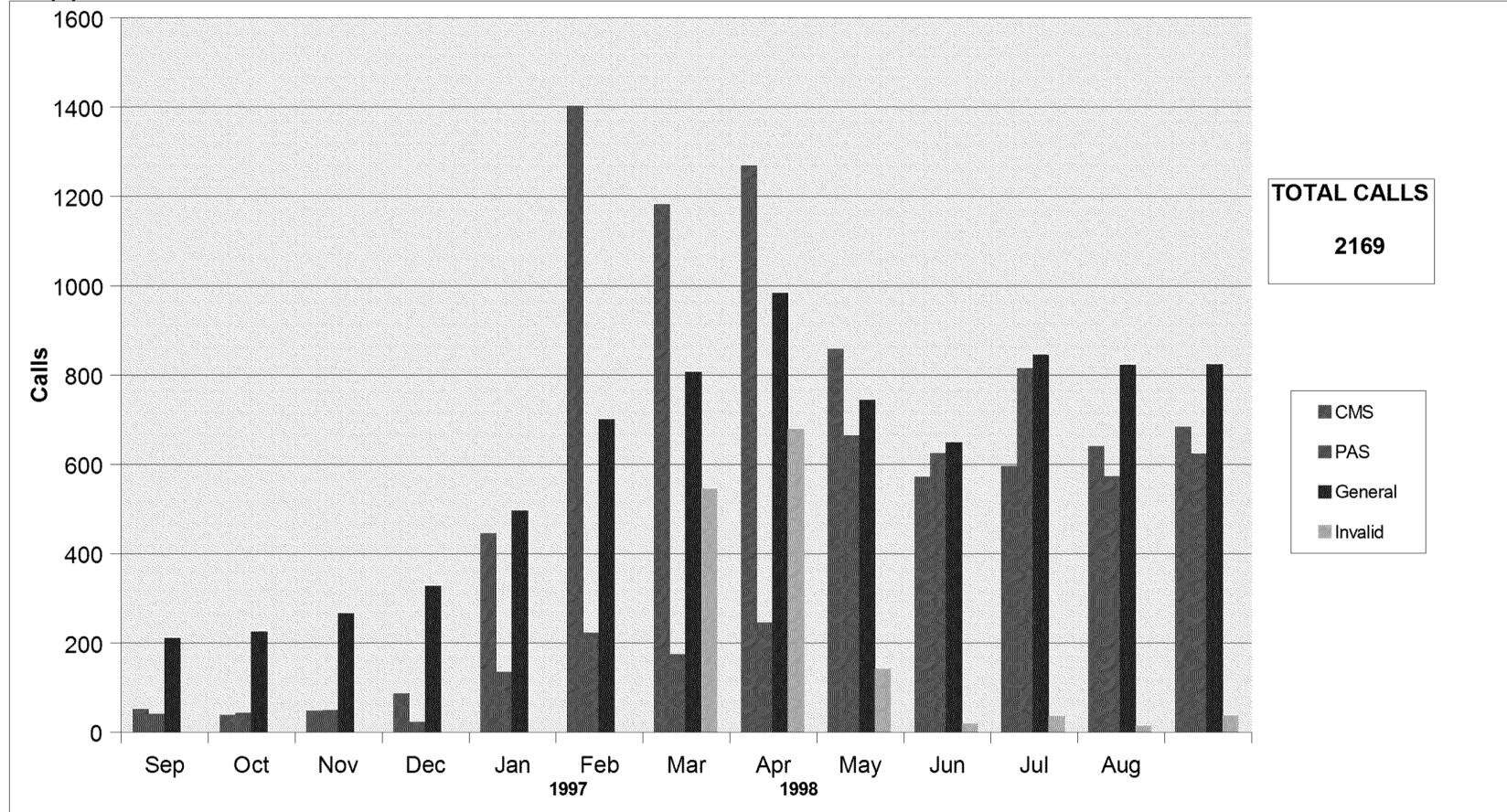
Report	Page	Review Status	
5.1	20	Predicted figures GiroBank Call Volumetrics model version 16.	
5.2(a)&(b)	21	PCHL call volumes are currently subject to research activities to ensure correct mapping of calls to the functional areas. Pending research completion calls falling into this category are classified "invalid" calls. Eventually, this "invalid" line will be eliminated.	
5.5 - 5.6	23	SLA achieved.	
5.7 - 5.10	23	All CMS & PAS Call Resolution SLA's achieved.	
5.12	25	Horizon System Helpdesk are currently conducting extensive analysis of the call coding.	
5.18 - 5.19	27	HSHD Level 1 Resolution below MAL – however, SLA Recovery Plan is now in place and some improvement during August evident.	
Report	Page	SLA	Forecast
5.20, 5.21	TBN	HSHD First time Resolution - Level 2 (30 Mins) & Level 2 (45 Mins)	Q3 '98

5.1 PCHL CALL VOLUMES - PREDICTED -v- ACTUALS



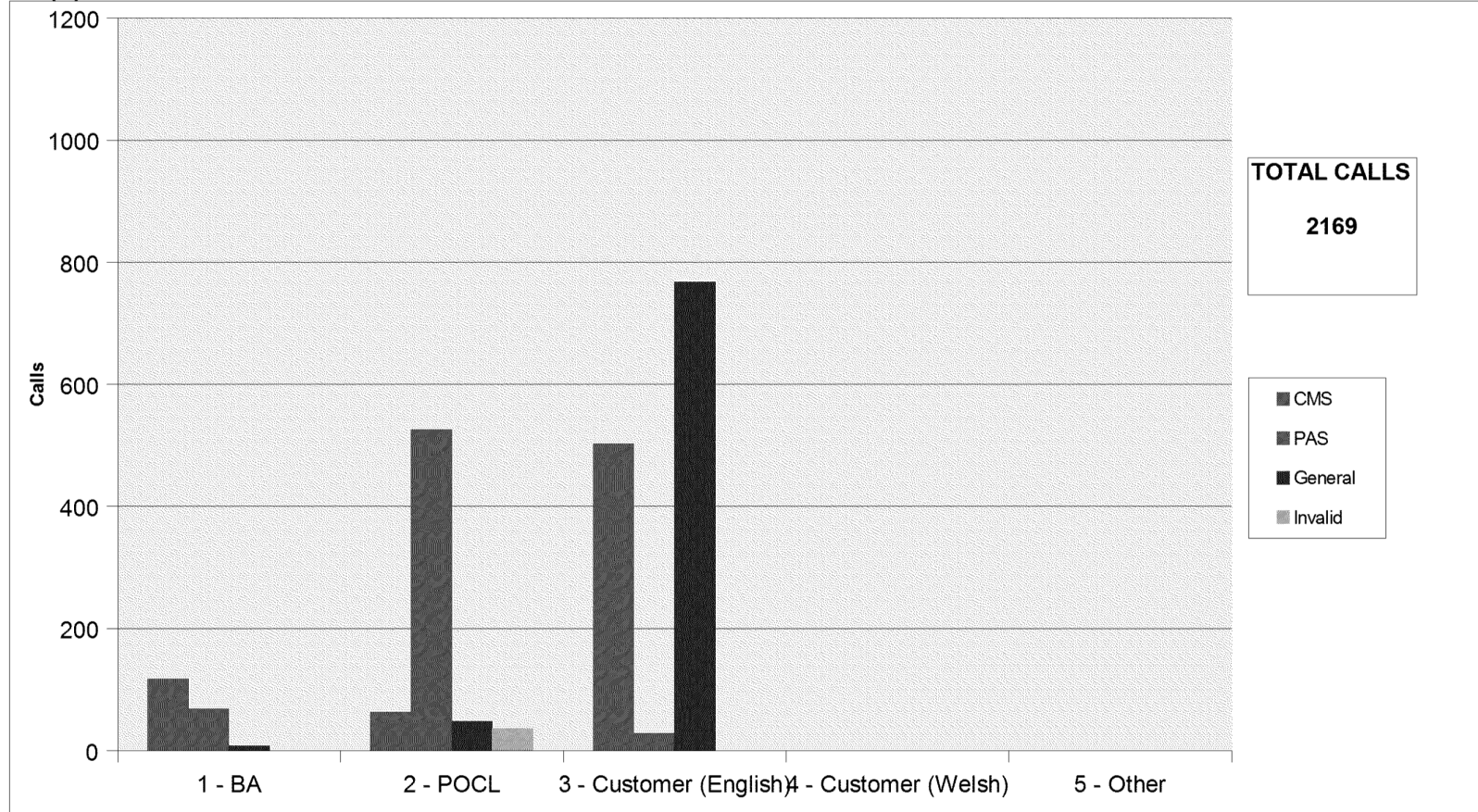
Aug-98	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Predicted	2013	2205	2307	2354	2493	2559	2662	3060	2976	3068	3073	3169
Actuals	2326	2710	3178	2409	1865	2292	2051	2169				

5.2(a) PCHL CALL PROFILES - 'A'



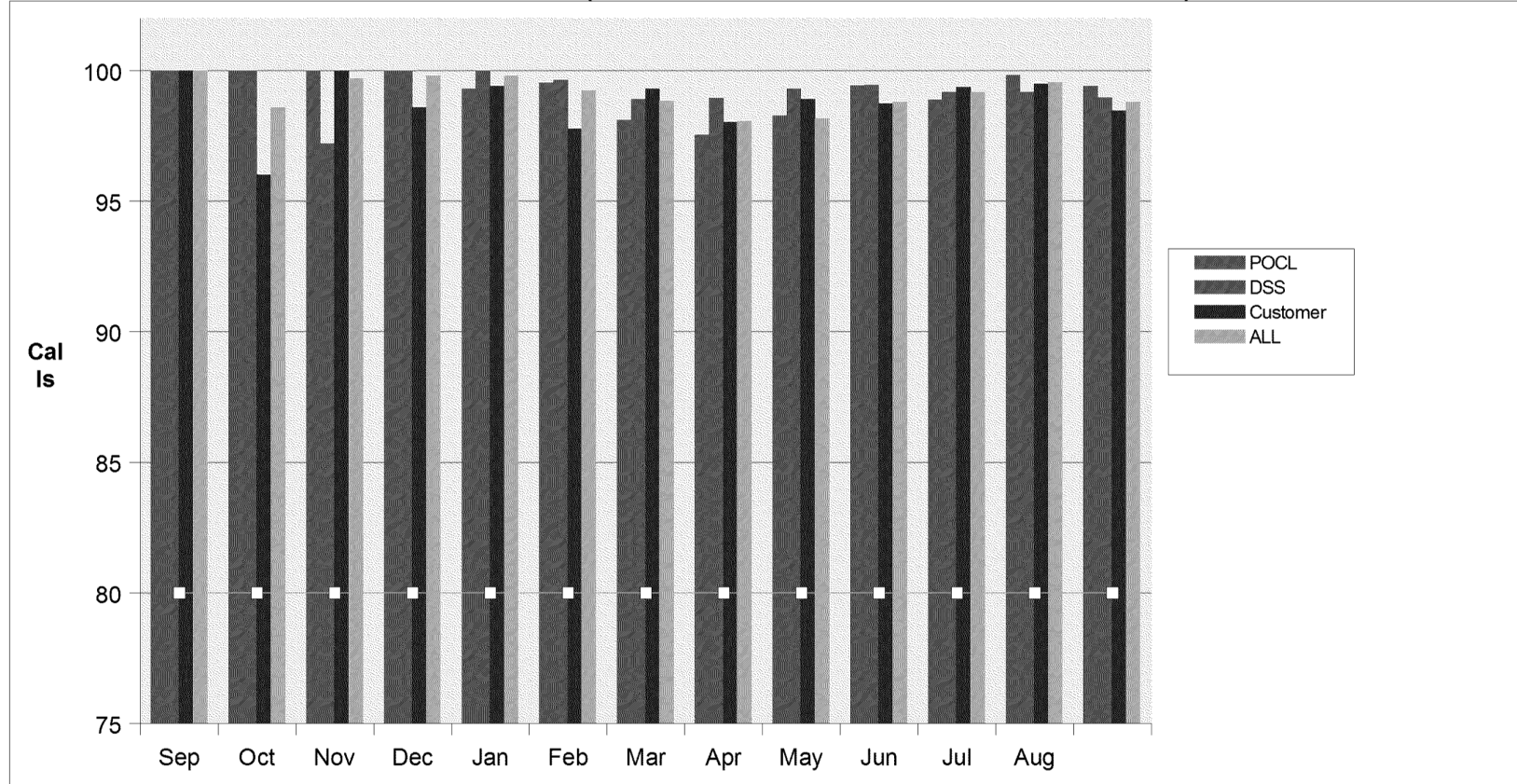
Aug-98	Call Type	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
	CMS	39	48	86	446	1403	1183	1269	858	572	596	641	684
	PAS	43	49	23	135	222	175	246	665	625	815	573	624
	General	225	266	328	496	701	807	984	744	649	845	823	824
	Invalid	-	-	-	-	-	545	679	142	19	36	14	37
	Total	307	363	437	1077	2326	2710	3178	2409	1865	2292	2051	2169

5.2(b) PCHL CALL PROFILES - 'B'



Aug-98	Call Type	1 - BA	2 - POCL	3 - Customer (English)	4 - Customer (Welsh)	5 - Other
	CMS	118	63	503	0	0
	PAS	69	526	29	0	0
	General	8	48	768	0	0
	Invalid	0	37	0	0	0
	Total	195	674	1300	0	0

5.3 PAS/CMS TELEPHONE ANSWERING 1 (80% connected calls answered in 20 seconds)



% MAL	80	TelAnswer 1	Aug-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	POCL	100	100	100	99.3	99.54	98.11	97.55	98.27	99.44	98.88	99.83	99.41
			DSS	100	97.2	100	100	99.63	98.90	98.95	99.30	99.45	99.18	99.17	98.96
			Customer	96.0	100	98.6	99.4	97.78	99.30	98.03	98.90	98.73	99.37	99.50	98.46
			ALL	98.6	99.7	99.8	99.8	99.23	98.84	98.07	98.17	98.79	99.17	99.56	98.80

5.4 PAS/CMS TELEPHONE ANSWERING 2 (99.9% connected calls answered in 40 seconds)

% MAL	99.9	TelAnswer2	Jul-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	POCL	100	100	100	100	100	100	100	100	100	100	100	100
			DSS	100	100	100	100	100	100	100	100	100	100	100	100
			Customer	100	100	99.6	100	100	100	100	100	100	100	100	100
			ALL	100	100	99.8	100	100	100	100	100	100	100	100	100

5.5 - 5.6 PAS/CMS TELEPHONE ANSWERING 3 (99% calls Answered)

% MAL	99	Answered	Jul-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	POCL	96.5	94.0	88.7	92.7	99.55	99.80	98.49	99.57	99.34	99.50	99.34	99.71
			DSS	100	95.8	93.5	96.4	99.63	99.10	98.70	98.62	97.98	98.36	96.39	98.97
			Customer	94.7	99.3	98.0	99.0	98.91	99.00	98.98	99.24	99.53	99.13	98.62	99.01
			ALL	96.2	99.1	92.8	97.3	99.05	99.16	98.85	99.26	99.31	99.18	98.56	99.22

5.7 CMS HELPDESK LEVEL 1 RESOLUTION (95% calls Resolved in 5 minutes)

% MAL	95	Level 1 Resolution	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	-	-	-	72.81	81.54	85.96	92.20	95.10	95.45	96.81	99.38	97.08

5.8 CMS HELPDESK LEVEL 1 RESOLUTION (100% calls Resolved in 10 minutes)

% MAL	100	Level 1 Resolution	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	-	-	-	95.28	96.15	97.55	99.29	99.77	99.83	100	100	100

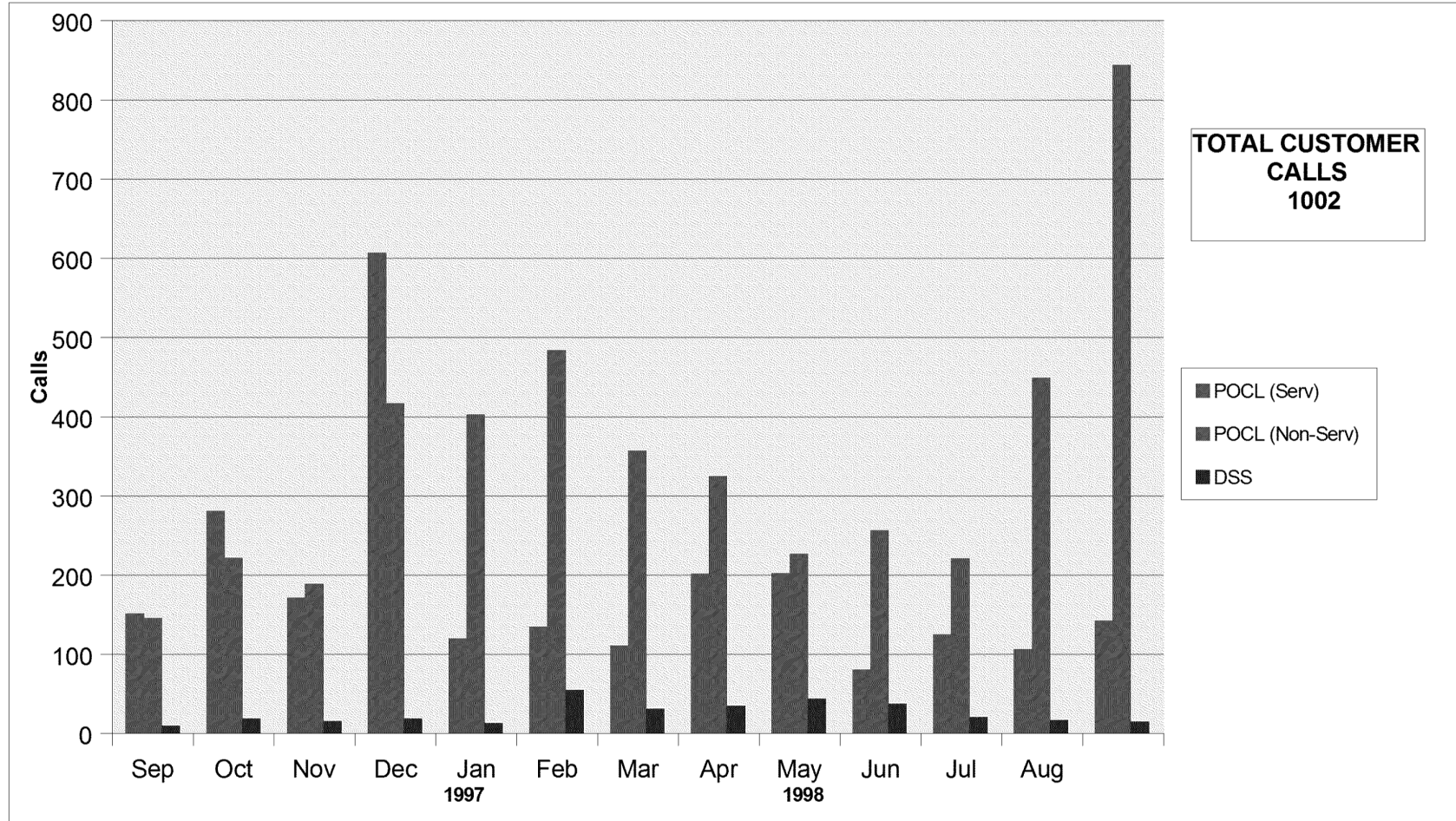
5.9 PAS HELPDESK LEVEL 1 RESOLUTION (95% calls Resolved in 5 minutes)

% MAL	95	Level 1 Resolution	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	-	-	-	82.96	82.43	88.57	90.24	92.63	94.88	97.18	97.21	96.79

5.10 PAS HELPDESK LEVEL 1 RESOLUTION (100% calls Resolved in 10 minutes)

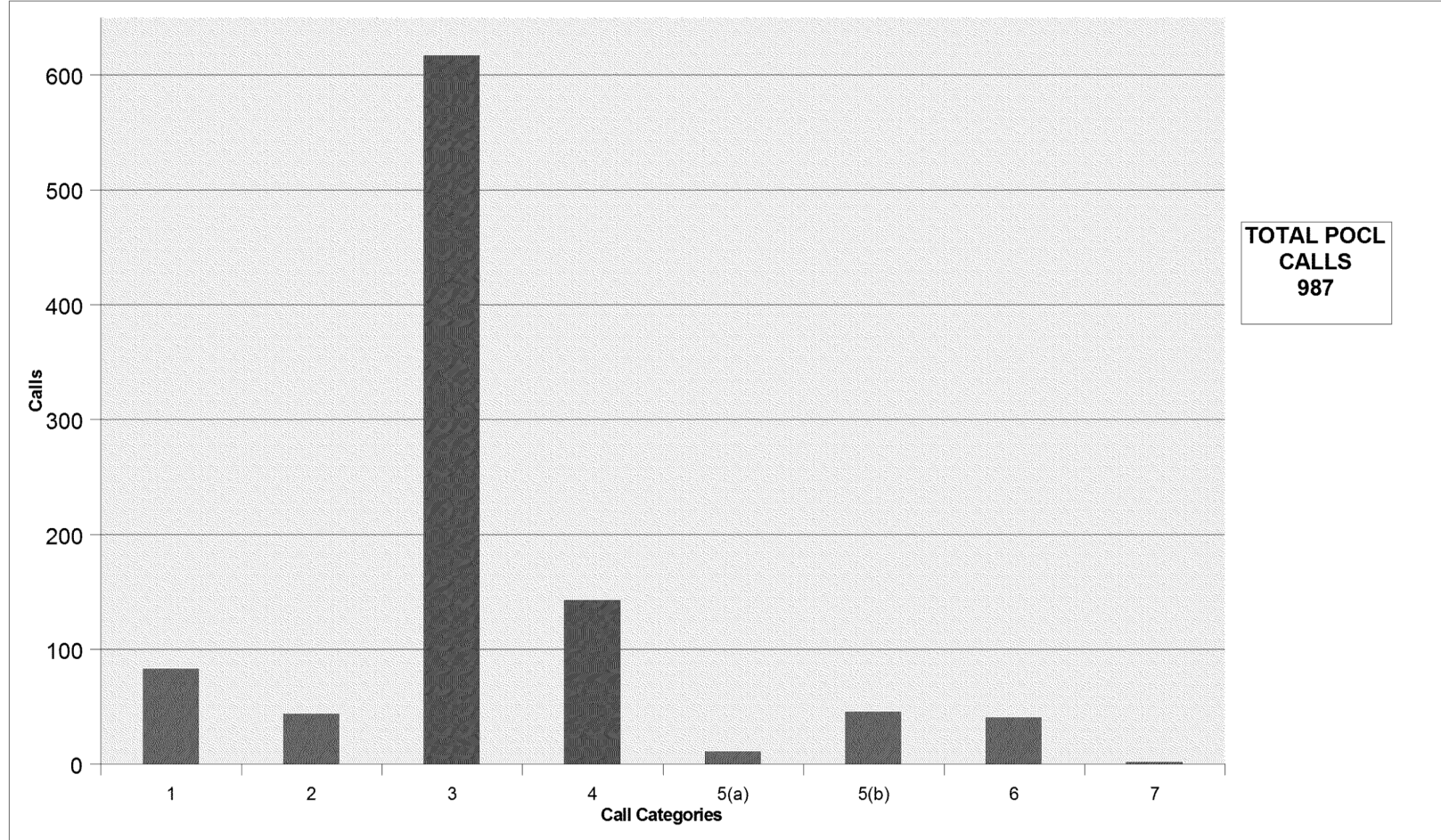
% MAL	100	Level 1 Resolution	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	-	-	-	94.81	98.20	96.00	98.78	99.10	100	100	100	100

5.11 HORIZON SYSTEM HELPDESK - CUSTOMER - CALL VOLUMES



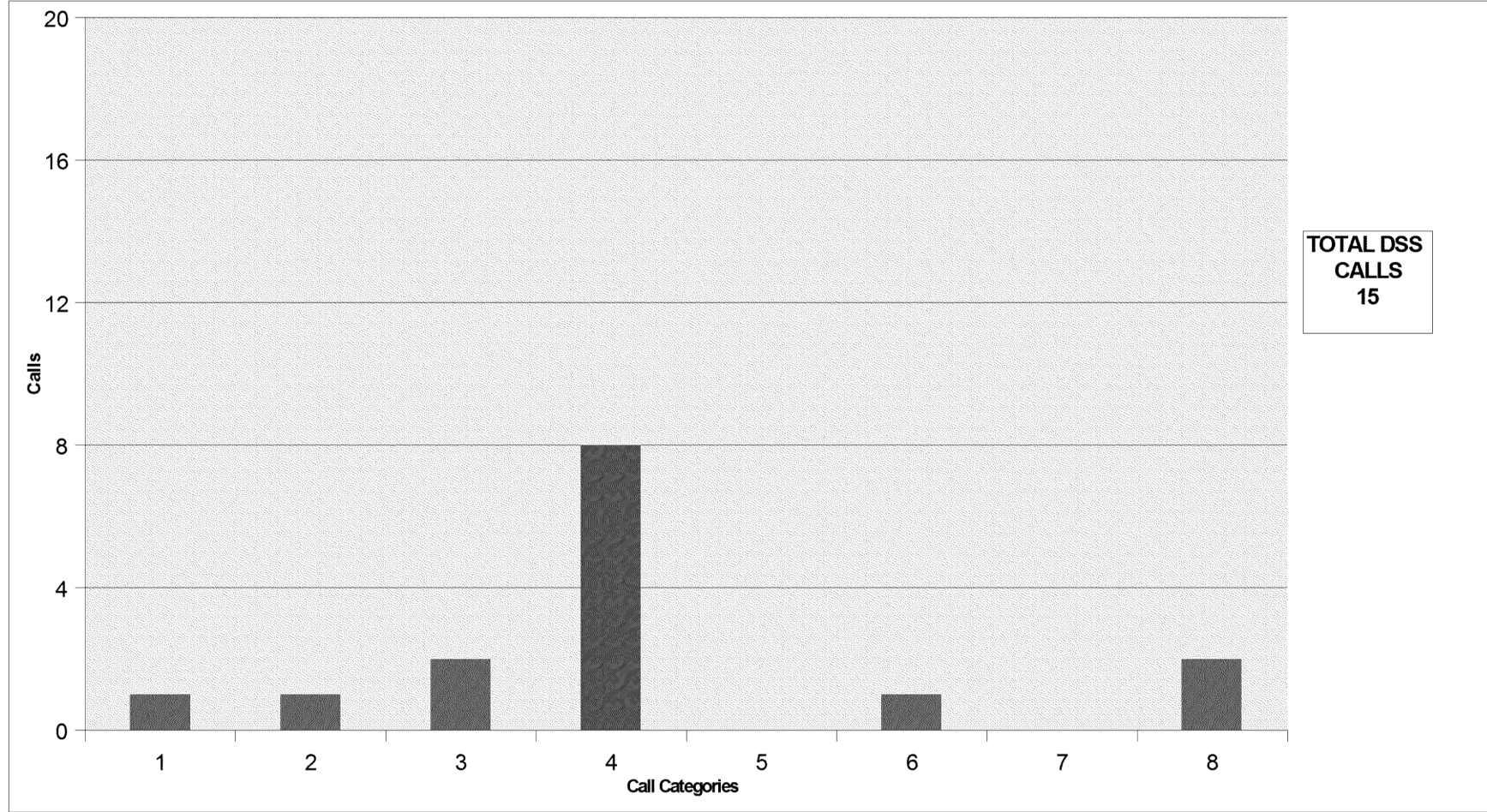
Aug-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
POCL (Serv)	281	172	607	120	135	111	202	203	81	125	107	143
POCL (Non-Serv)	222	189	417	403	484	357	325	227	257	221	449	844
DSS	19	16	19	13	55	31	35	44	38	21	17	15

5.12 HORIZON SYSTEM HELPDESK - POCL - CALL PROFILES



POCL	Aug-98	Operations							
		1: A&G	2: Env	3: Implm'n	4: Service	5(a): Cash A/C	5(b): Opns-Other	6: Inappropriate	7: Other
	Calls	83	44	617	143	11	46	41	2

5.13 HORIZON SYSTEM HELPDESK - DSS - CALL PROFILES



DSS	Aug-98	Operations			Software		Other		
		1: File Transfer	2: Data File	3: Other	4: S/W Error	5: Other	6: Network	7: Inappropriate	8: Other
	Calls	1	1	2	8	0	1	0	2

5.14 HORIZON SYSTEM HELPDESK TELEPHONE ANSWERING 1 (80% connected calls answered in 20 seconds)

% MAL	80	TelAnswer1	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	100	100	97.6	100	100	100	100	100	100	100	100	100

5.15 HORIZON SYSTEM HELPDESK TELEPHONE ANSWERING 2 (99.9% connected calls answered in 40 seconds)

% MAL	99.9	Tel Answer 2	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	100	100	100	100	100	100	100	100	100	100	100	100

5.16 - 5.17 HORIZON SYSTEM HELPDESK TELEPHONE ANSWERING 3 (99% calls Answered)

% MAL	99	Tel Answer 3	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	98.60	97.30	97.50	97.40	97.75	98.29	97.43	97.69	96.63	96.88	96.26	97.37

5.18 HORIZON SYSTEM HELPDESK LEVEL 1 RESOLUTION (95% calls Resolved in 5 minutes)

% MAL	95	Level 1 Fix	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	100	100	68.00	44.30	54.90	62.83	83.33	81.13	81.05	83.33	78.26	80.10

5.19 HORIZON SYSTEM HELPDESK LEVEL 1 RESOLUTION (100% calls Resolved in 10 minutes)

% MAL	100	Level 1 Fix	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	100	100	85.30	80.10	80.67	90.33	94.64	98.13	98.69	96.91	92.27	94.17

6 CARD & PUN MANAGED SERVICE

6.1	-	Card Volumes - Predicted -v- Actuals	31
6.2(a)	-	Card Profiles - 'A'	32
6.2(b)	-	Card Profiles - 'B'	33
6.3	PW121/PW122	Card Managed Service - Urgent & Non-Urgent	34
6.4	PW123	PUN Managed Service - Complaints	34

CARD & PUN MANAGED SERVICE

Overall Comments

All service targets for Card & PUN Managed Service have been met during the month August 1998.

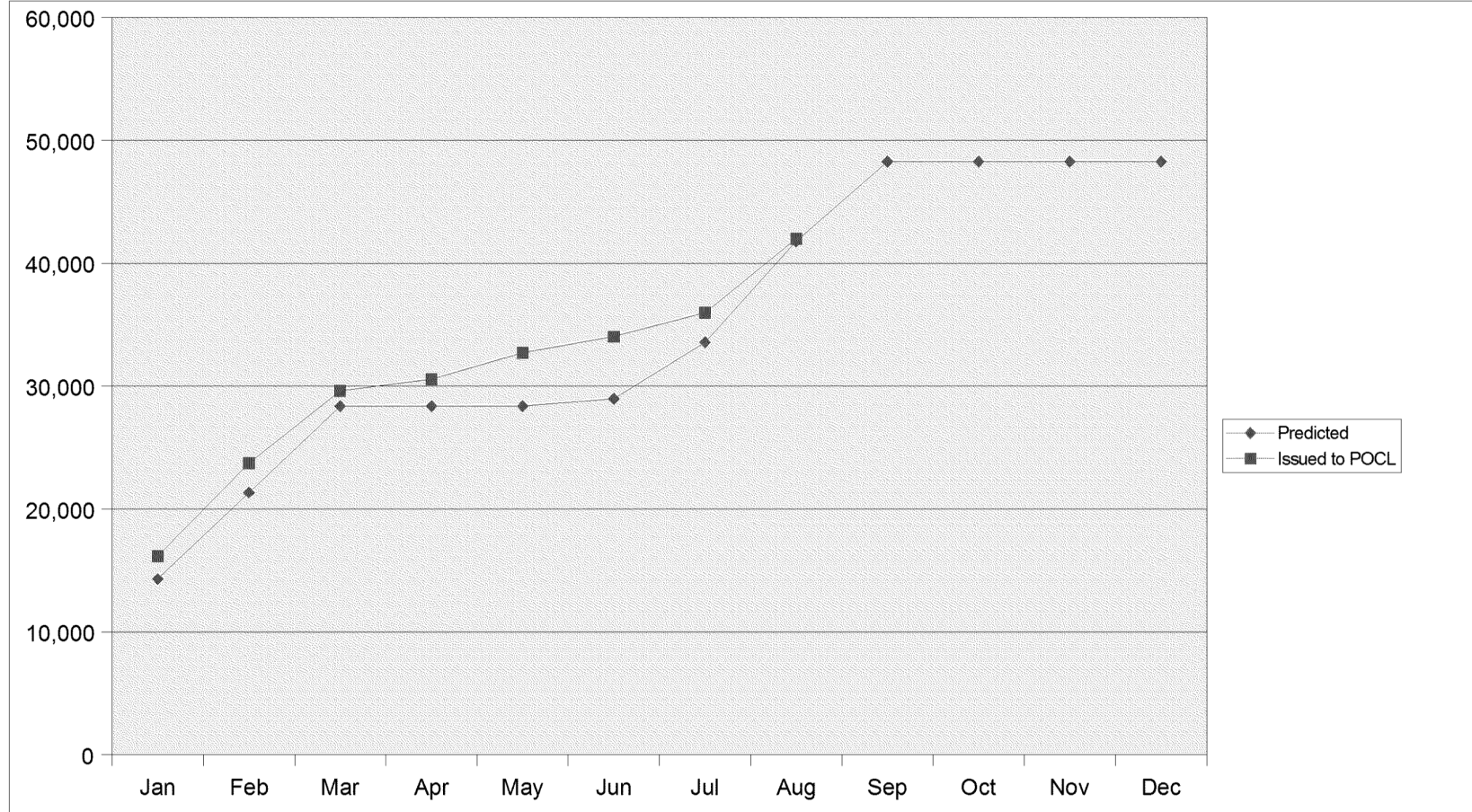
The Annualised percentage of Lost/Stolen/Damaged Cards when related to the total of number of Cards Issued decreased from 3.28% in July to 2.97% in August.

No additional SLA's associated with Release 1C implementation are applicable/introduced to Card and PUN Managed Service.

Report	Page	Review Status
6.1	31	Predicted vs Actual Cards produced and issued to Post Offices – De La Rue volumetrics version 16.
6.2(a)	32	Active Card figure to w/e 31.08.98
6.4	34	SLA achieved.

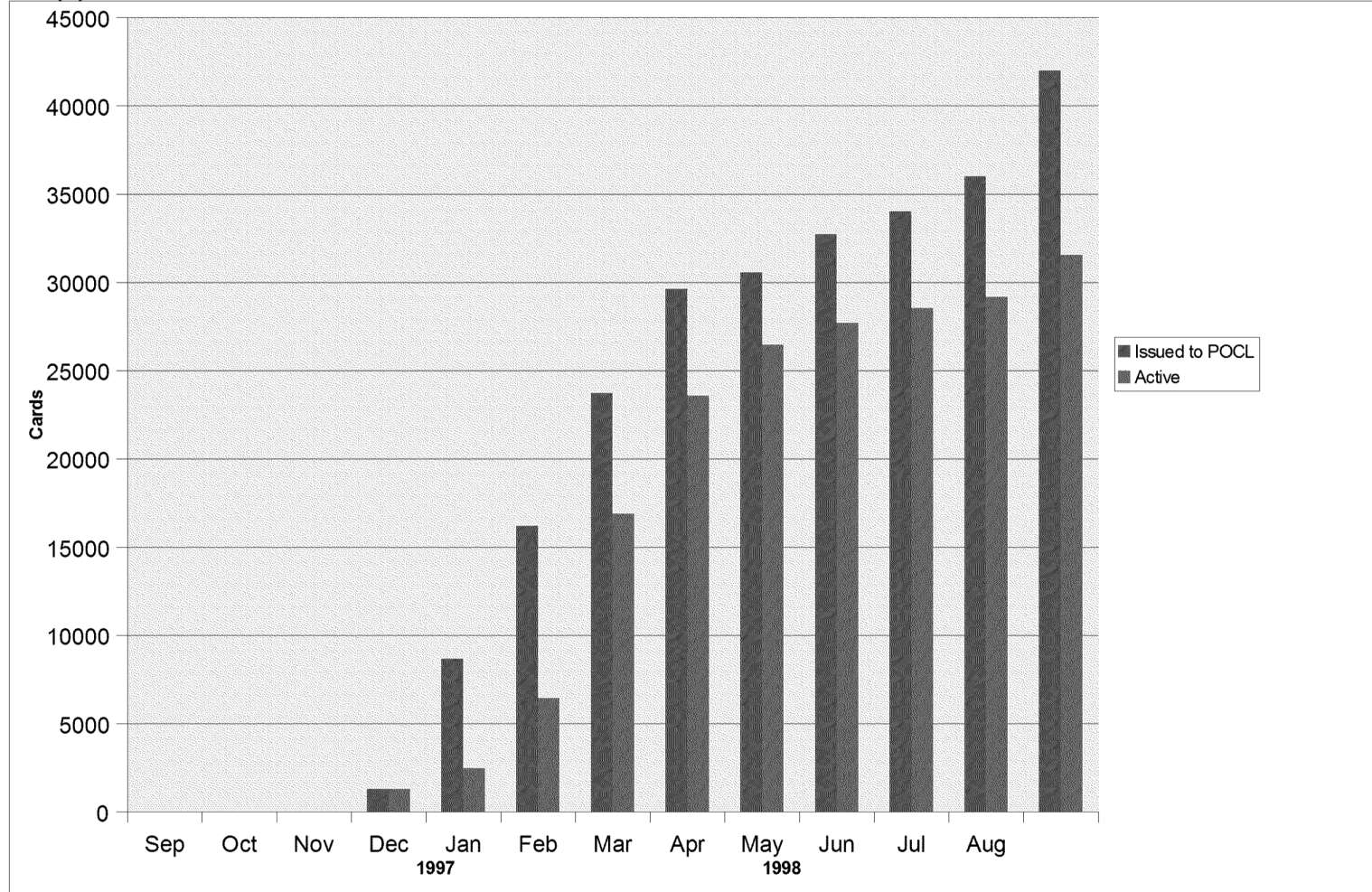
Report	Page	SLA	Forecast
N/A	-	No new SLA's introduced.	-

6.1 CARD VOLUMES - PREDICTED -v- ACTUALS



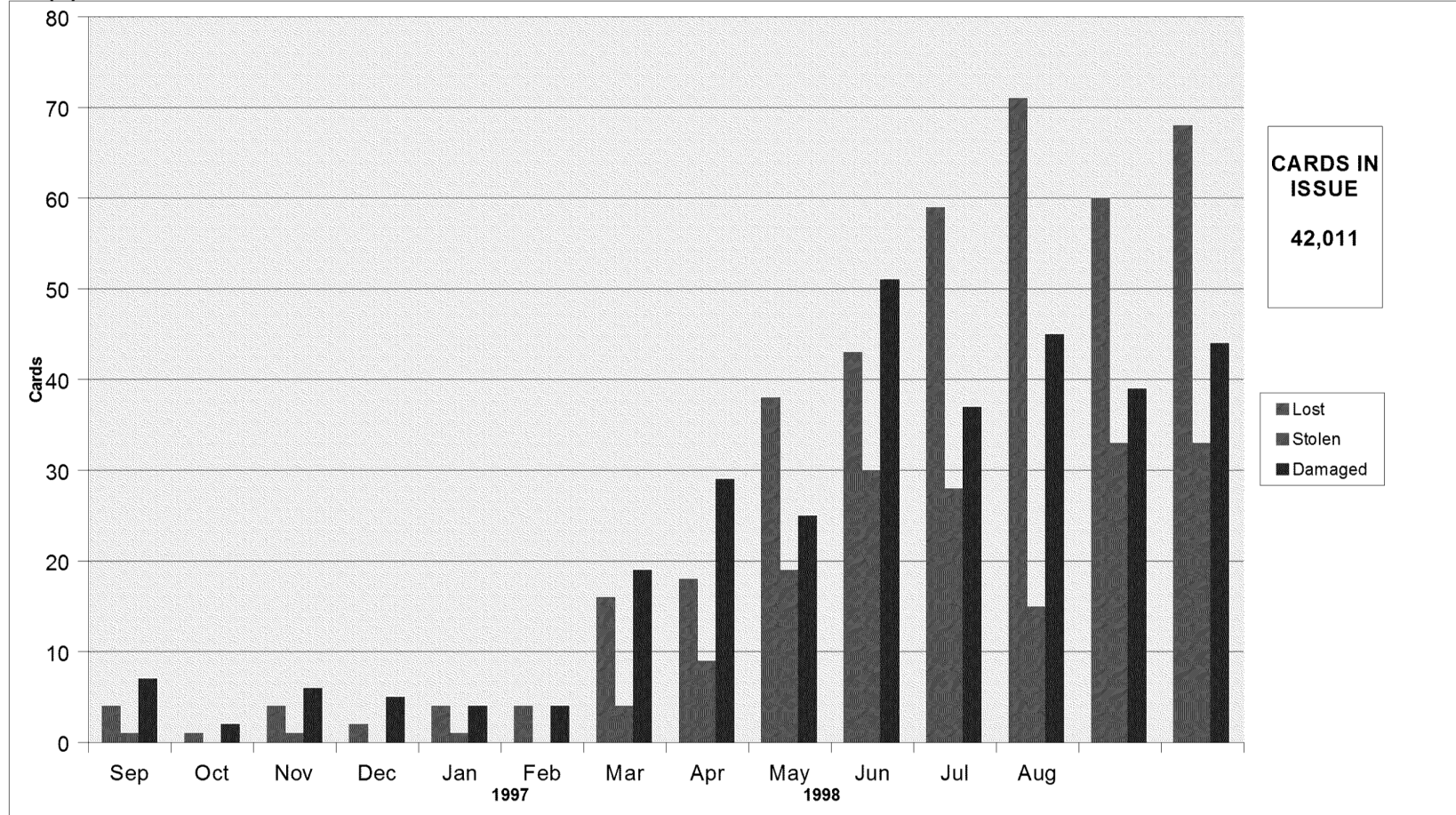
Aug-98	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Predicted	14,313	21,350	28,386	28,386	28,386	28,989	33,585	41,805	48,294	48,294	48,294	48,294
Issued to POCL	16,190	23,730	29,638	30,574	32,719	34,033	35,997	42,011				

6.2 (a) CARD PROFILES - 'A'



Aug-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Issued to POCL	-	-	1,305	8,676	16,190	23,730	29,638	30,574	32,719	34,033	35,997	42,011
Active	-	-	1,282	2,451	6,432	16,875	23,579	26,478	27,692	28,531	29,191	31,559

6.2(b) CARD PROFILES - 'B'



	Aug-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Lost	4	2	4	4	16	18	38	43	59	71	60	68	
Stolen	1	0	1	0	4	9	19	30	28	15	33	33	
Damaged	6	5	4	4	19	29	25	51	37	45	39	44	
Total as % of Issued Cards	-	-	-	-	0.24	0.24	0.28	0.41	0.38	0.38	0.37	0.35	
Annual % of Issued Cards	-	-	-	-	2.89	2.40	2.39	2.95	3.12	3.27	3.28	2.97	

6.3 CARD MANAGED SERVICE - URGENT & NON-URGENT

SLA Service Levels

Achievement

% MAL	99	URGENT	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	90	%	100	100	100	100	100	100	100	100	100	100	100	100

SLA Service Levels

Achievement

% MAL	99	Non-URGENT	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	90	%	100	100	100	100	100	100	100	100	100	100	100	100

6.4 PUN MANAGED SERVICE - COMPLAINTS

SLA Service Levels

Achievement

% MAL	99	NO COMPLAINTS	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	90	%	97.40	100	99.9	99.95	100	100	100	100	99.96	100	99.61	99.83

7 CALL TO RESOLUTION

7.1	-	Call to Resolution Profiles - Hardware	37
7.2	-	Call to Resolution Profiles - Network	38
7.3	-	Call to Resolution Profiles - Software	39
7.4	-	HSHD Local - Priority 'A' - Remedial (6 Hours)	TBN
7.5	SO102	HSHD Remote - Priority 'A' - Remedial (12 Hours)	TBN
7.6	SO103	HSHD Local - Priority 'B' - Remedial (10 Hours)	TBN
7.7	SO104	HSHD Remote - Priority 'B' - Remedial (24 Hours)	TBN
7.8	SO105	HSHD Software Remedial	TBN
7.9	SO209	HSHD Local - Priority 'A' - Non Remedial (4 Hours)	TBN
7.10	SO210	HSHD Local - Priority 'B' - Non Remedial (8 Hours)	TBN

CALL TO RESOLUTION

Overall Comments

Hardware coded calls increased during the month of August. Printer and monitor problems remain the most prevalent of the Hardware coded calls, however, a work-around for the known printer 'Line-Spacing Error' is in place and the resolution to the known 'Monitor Fuse' problem will continue over this quarter.

The volume of reported Software coded calls also increased slightly during August, which was partly contributed by 'New user Login' problems encountered by relief Post Office staff.

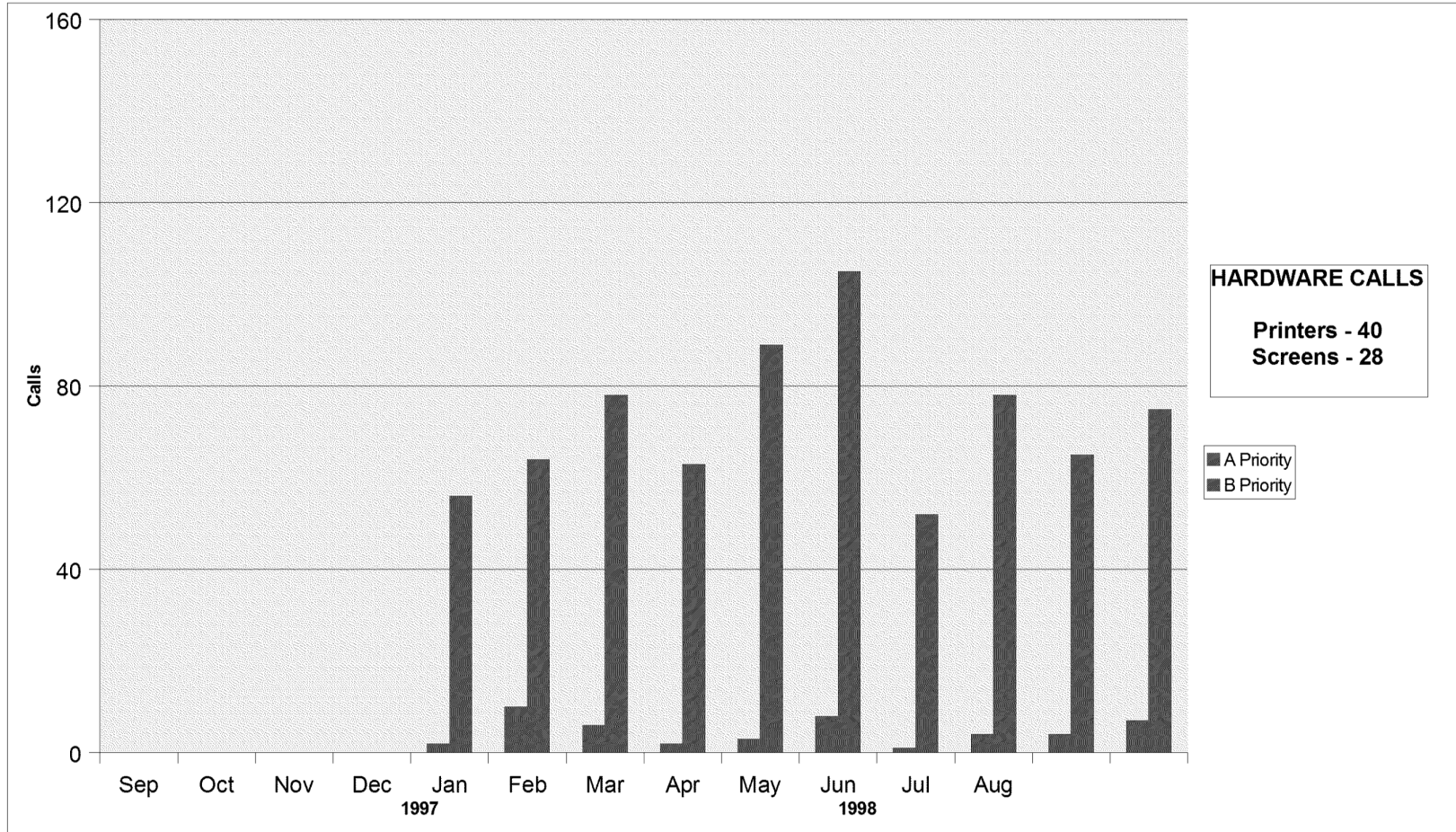
Network call volumes remain steady with 4 problems reported during August.

SLA's relating to this section are listed. Reporting will commence progressively after evaluation of initial results arising post- Release 1C implementation.

Report	Page	Review Status
All	31-33	All reports completed.

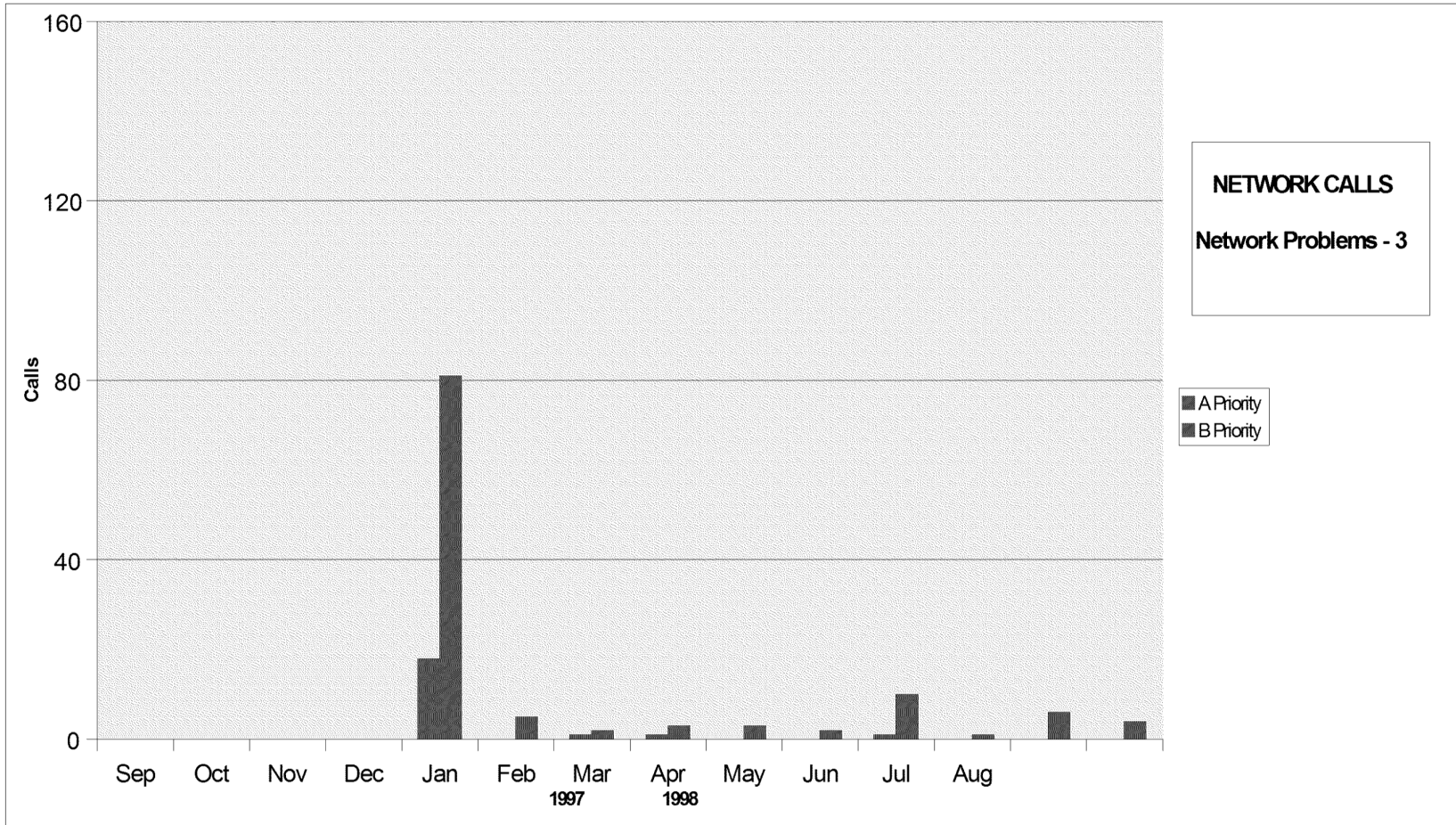
Report	Page	SLA	Forecast
7.4	TBN	HSHD Local - Priority 'A' - Remedial (6 Hours)	Q3 '98
7.5	TBN	HSHD Remote - Priority 'A' - Remedial (12 Hours)	Q3 '98
7.6	TBN	HSHD Local - Priority 'B' - Remedial (10 Hours)	Q3 '98
7.7	TBN	HSHD Remote - Priority 'B' - Remedial (24 Hours)	Q3 '98
7.8	TBN	HSHD Software Remedial	Q3 '98
7.9	TBN	HSHD Local - Priority 'A' - Non Remedial (4 Hours)	Q3 '98
7.10	TBN	HSHD Local - Priority 'B' - Non Remedial (8 Hours)	Q3 '98

7.1 CALL TO RESOLUTION PROFILES - HARDWARE



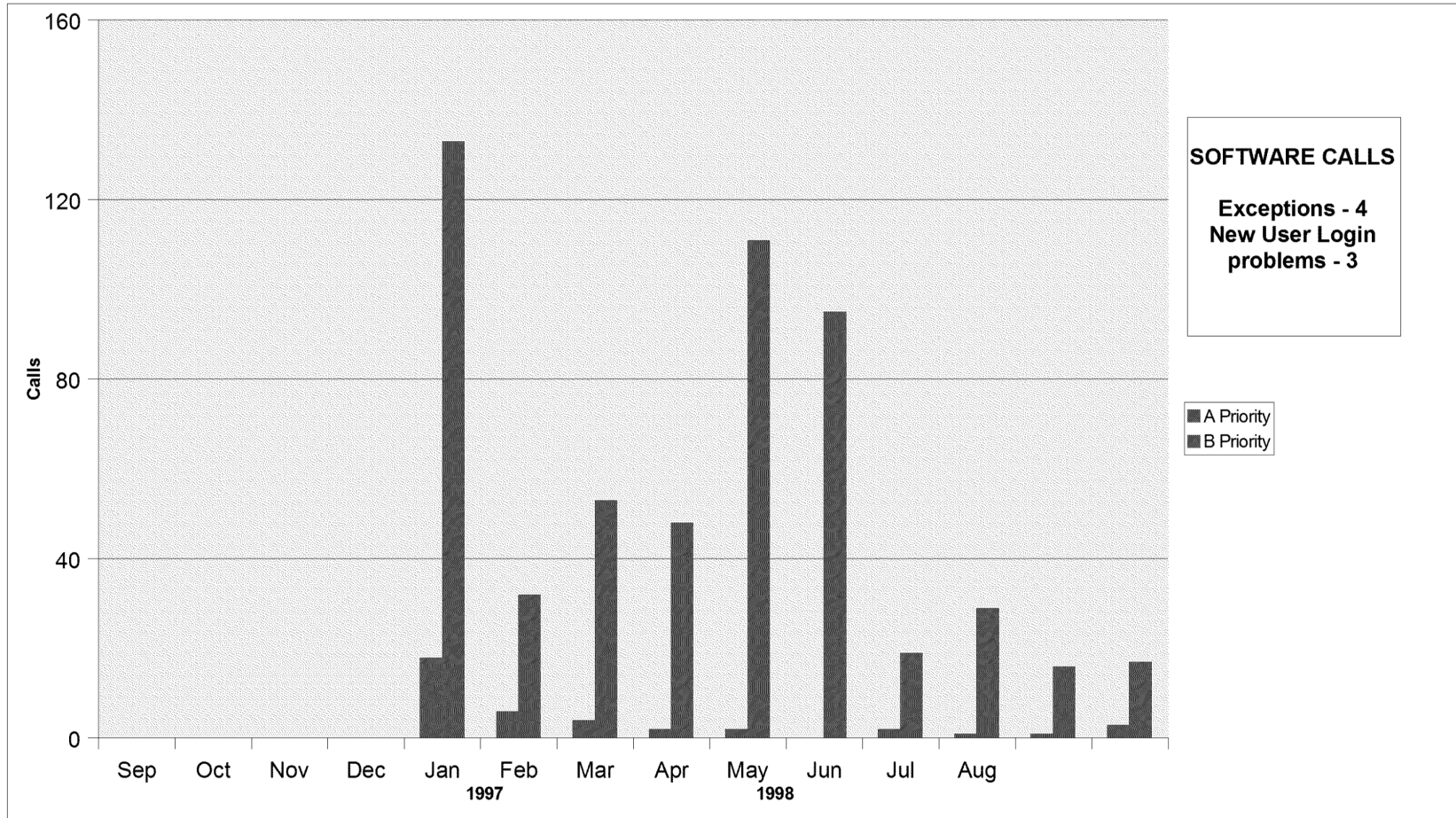
Aug-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
A Priority	-	-	2	10	6	2	3	8	1	4	4	7
B Priority	-	-	56	64	78	63	89	105	52	78	65	75

7.2 CALL TO RESOLUTION PROFILES - NETWORK



Aug-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
A Priority	-	-	18	0	1	1	0	0	1	0	0	0
B Priority	-	-	81	5	2	3	3	2	10	1	6	4

7.3 CALL TO RESOLUTION PROFILES – SOFTWARE



Aug-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
A Priority	-	-	18	6	4	2	2	0	2	1	1	3
B Priority	-	-	133	32	53	48	111	95	19	29	16	17

8 NETWORK SERVICES

8.1	BT101	Branch (WAN) Service Availability	42
8.2	BT102	Backbone Network Availability	43
8.3	BT103	Client Links Availability	44

NETWORK SERVICES

Overall Comments

All service targets have been met during the month.

There were no faults reported on the Client Links and Backbone Networks during the month of August.

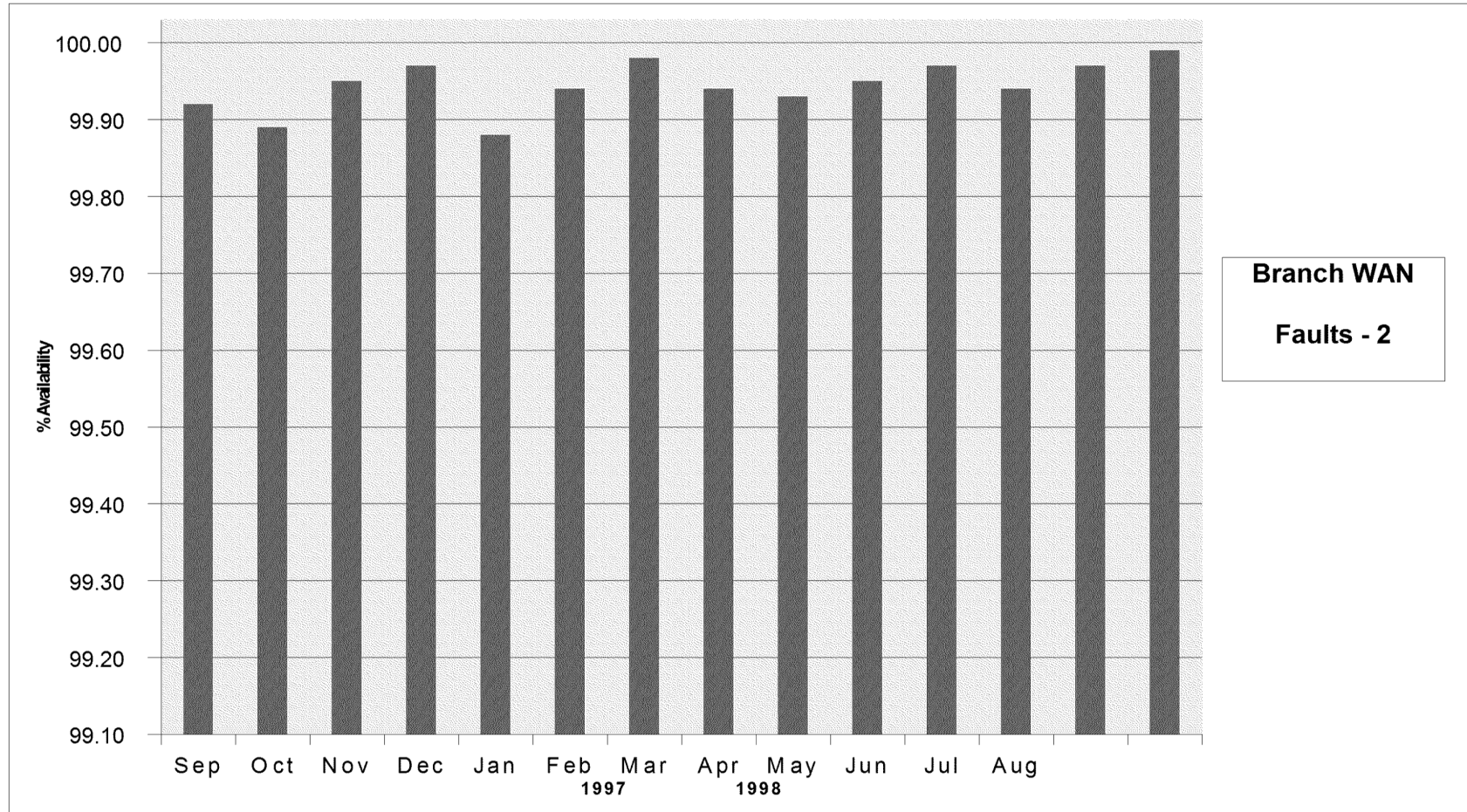
The 2 reported Branch WAN faults were both found to be within the BT Local Serving Exchanges (LSE).

No additional SLA's associated with Release 1C implementation are applicable/introduced to Network Services.

Report	Page	Review Status
N/A	-	All SLA's met.

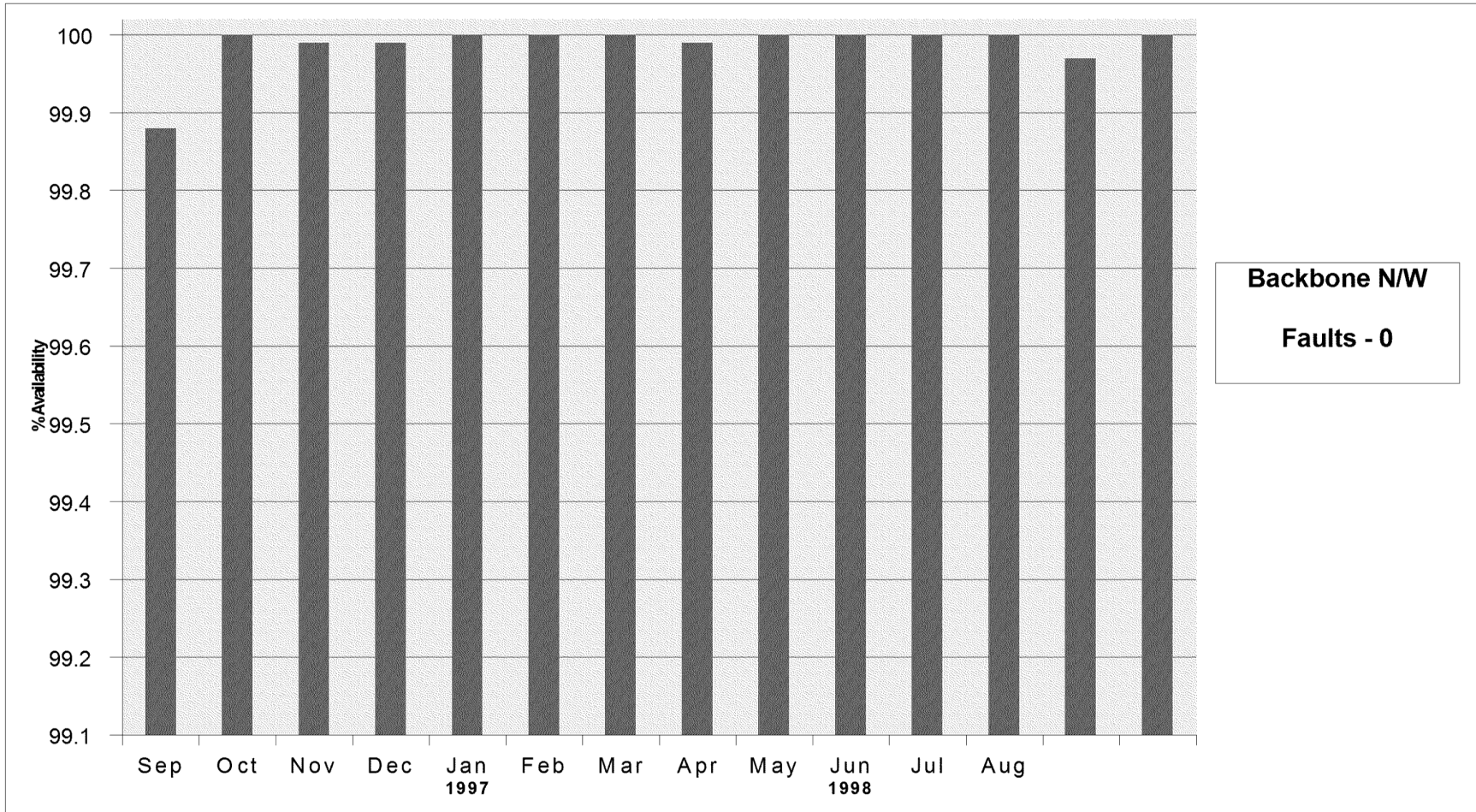
Report	Page	SLA	Forecast
N/A	-	No new SLA's to be introduced.	-

8.1 BRANCH WAN SERVICE AVAILABILITY



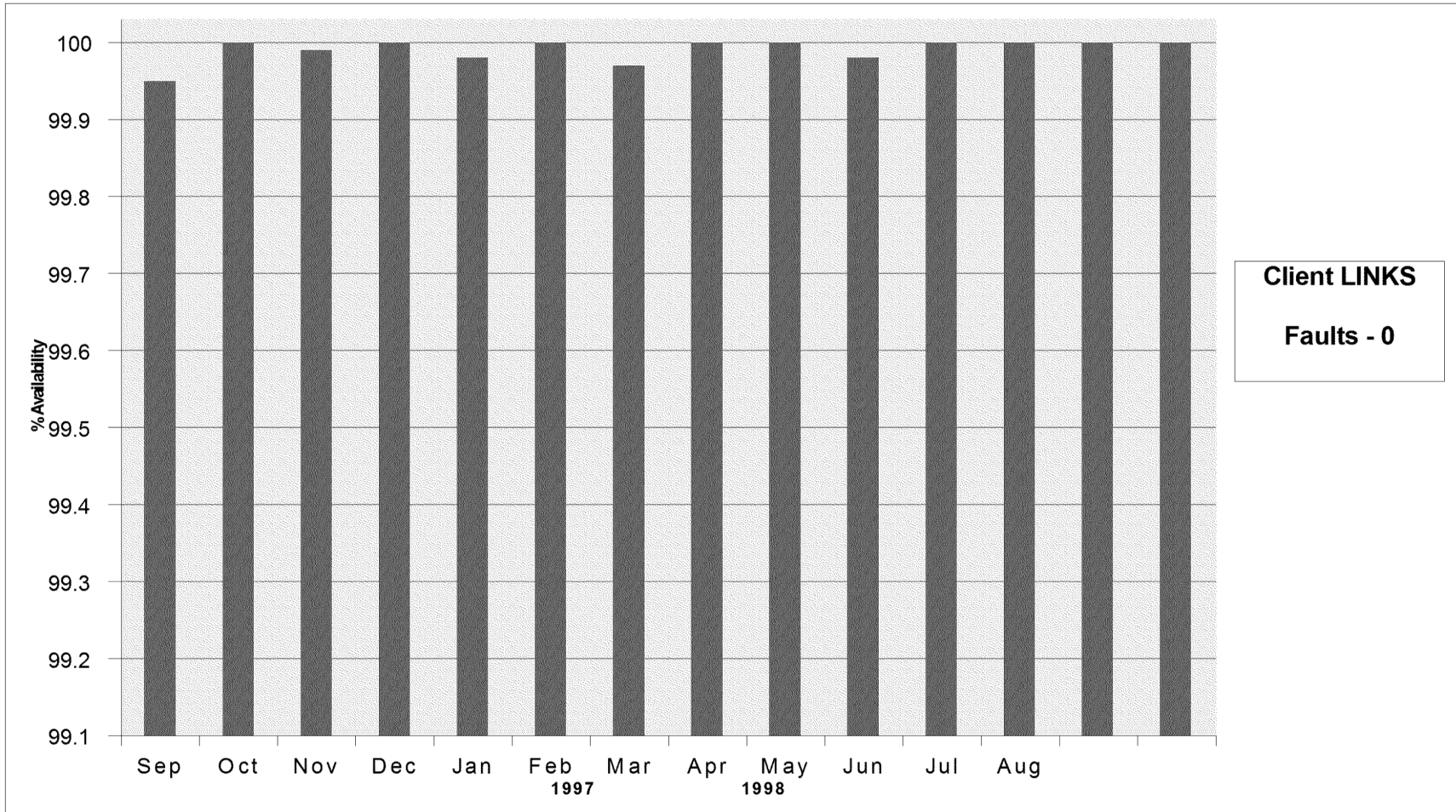
	Aug-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
%	Branch WAN	99.95	99.97	99.88	99.94	99.98	99.94	99.93	99.95	99.97	99.94	99.97	99.99

8.2 BACKBONE NETWORK SERVICE AVAILABILITY



	Aug-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% Backbone N/W	99.99	99.99	100	100	100	99.99	100	100	100	100	100	99.97	100

8.3 CLIENT LINKS SERVICE AVAILABILITY



	Aug-98	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
%	Client Links	99.99	100	99.98	100	99.97	100	100	99.98	100	100	100	100

9 ACCOUNTING & RESOLUTION

9.1	CFM206	PAS - Errors Outstanding	47
9.2	CFM207	PAS - Percentage of transactions in Error	47
9.3	CFM208	PAS - Resolution of Errors	47
9.4	CFM209	PAS - Error Clearance	47

ACCOUNTING & RESOLUTION

Overall Comments

All SLA's introduced by Release 1C implementation are contained in this review report. Current status is as summarised below.

Overall improvement in the Resolution process evident with all SLA levels achieved during the month of August.

Report	Page	Review Status
9.1	47	Total value of errors outstanding at 31 st August = £132.75. SLA met.
9.2 - 9.4	47	All SLA levels Achieved.

Report	Page	SLA	Forecast
N/A	-	All SLA reports delivered. None outstanding.	-

9.1 PAS - ERRORS OUTSTANDING (D08 - Table 4.1: Total value of errors shall not exceed £1M)

MAL	£1M		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
TRL	N/A	£M	-	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Value of Monthly Transactions(£M)			-	-	0.11	0.19	0.48	0.87	1.61	2.21	1.83	2.30	2.15	2.33

9.2 PAS - TRANSACTIONS RESULTING IN ERRORS (D08 - Table 4.1: No more than 0.1% of transactions shall result in errors)

% MAL	0.1		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	-	-	0.25	0.44	0.28	0.13	0.10	0.06	0.07	0.06	0.11	0.05
Total Number of Transactions			-	-	3,604	6,762	16,827	29,964	54,774	77,973	60,185	74,007	69,241	75,340

9.3 PAS - RESOLUTION OF ERRORS (D08 - Table 4.1: 80% of errors to be resolved within 40 hours)

% MAL	80		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	-	-	67.0	70.0	48.94	45.00	52.73	69.57	67.50	75.00	89.19	100

9.4 PAS - ERROR CLEARANCE (D08 - Table 4.1: 100% of all errors shall be cleared within 5 days)

% MAL	100		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	N/A	%	-	-	77.8	63.64	51.06	45.00	89.09	100	87.50	93.18	91.89	100

10 TRANSACTION SERVICES

10.1	PW101	BES Normal Encashment	TBN
10.2	PW102	BES Casual Agent Encashment	TBN
10.3	PW103	BES Permanent Agent Encashment	TBN
10.4	PW104	BES Foreign Transactions	TBN
10.5	PW105	APS Cash Payments - No tokens handed back	TBN
10.6	PW106	APS Cash Payments - Tokens handed back	TBN
10.7	PW107	APS Cash Payments - Using Smart Card or Key	TBN
10.8	PW108	OBCS Book Issues - Local	TBN
10.9	PW109	OBCS Book Issues - Foreign	TBN
10.10	PW110	OBCS Encashment - Local	TBN
10.11	PW111	OBCS Encashment - Foreign	TBN
10.12	PW116	EPOSS transaction Service	TBN
10.13	PW117	BES Transactions - Global	TBN
10.14	PW118	APS Transactions - Global	TBN
10.15	PW119	OBCS Transactions - Global	TBN
10.16	PW120	POCL Transactions - Global	TBN

TRANSACTION SERVICES

Overall Comments

SLA's relating to this section are listed and reporting will commence progressively post-Q3 '98.

In addition any SLA not being available for presentation to the Service Review Forum in the above time-frame will be declared with reasons for such a status as well as a forecast date for presentation.

Report	Page	Review Status
-	-	-

Report	Page	SLA	Forecast
10.1	TBN	BES Normal Encashment	Post Q3 '98
10.2	TBN	BES Casual Agent Encashment	Post Q3 '98
10.3	TBN	BES Permanent Agent Encashment	Post Q3 '98
10.4	TBN	BES Foreign Transactions	Post Q3 '98
10.5	TBN	APS - Cash payments - No tokens handed back to Customer	Post Q3 '98
10.6	TBN	APS - Cash payments - Tokens handed back to Customer	Post Q3 '98
10.7	TBN	APS - Cash payments - Using Smart Card or Key	Post Q3 '98
10.8	TBN	OBCS Book Issues - Local	Post Q3 '98
10.9	TBN	OBCS Book Issues - Foreign	Post Q3 '98
10.10	TBN	OBCS Encashment - Local	Post Q3 '98
10.11	TBN	OBCS Encashment - Foreign	Post Q3 '98
10.12	TBN	EPOSS transactions Service	Post Q3 '98
10.13	TBN	BES Transactions - Global	Post Q3 '98
10.14	TBN	APS Transactions - Global	Post Q3 '98
10.15	TBN	OBCS Transactions - Global	Post Q3 '98
10.16	TBN	POCL Transactions - Global	Post Q3 '98

11 SYSTEMS SERVICES

11.1	CFM109	CAPS-PAS I/F - Batch Next Day - Late Arrival	TBN
11.2	CFM201	CAPS-PAS I/F - Batch Next Day - Personal Details Notification	TBN
11.3	CFM202	CAPS-PAS I/F - Batch Next Day - Payment Stop - Non-Immediate	TBN
11.4	CFM203	CAPS-PAS I/F - Batch Next Day - Payment Authorisation	TBN
11.5	CFM219	CAPS-PAS I/F - Batch Next Day - End of Interest Notification	TBN
11.6	PW125	PAS Batch Transactions - False Rejections/Acceptances	TBN
11.7	PW127	CMS Batch Transactions - False Rejections/Acceptances	TBN

SYSTEMS SERVICES

Overall Comments

SLA's relating to this section are listed and reporting will commence progressively post-Q3 '98.

In addition any SLA not being available for presentation to the Service Review Forum in the above time-frame will be declared with reasons for such a status as well as a forecast date for presentation.

Report	Page	Review Status
-	-	-

Report	Page	SLA	Forecast
11.1	TBN	CAPS-PAS I/F - Batch Next Day - Late Arrival	Post Q3 '98
11.2	TBN	CAPS-PAS I/F - Batch Next Day - Personal Details Notification	Post Q3 '98
11.3	TBN	CAPS-PAS I/F - Batch Next Day - Payment Stop - Non-Immediate	Post Q3 '98
11.4	TBN	CAPS-PAS I/F - Batch Next Day - Payment Authorisation	Post Q3 '98
11.5	TBN	CAPS-PAS I/F - Batch Next Day - End of Interest Notification	Post Q3 '98
11.6	TBN	PAS Batch Transactions - False Rejections/Acceptances	Post Q3 '98
11.7	TBN	CMS Batch Transactions - False Rejections/Acceptances	Post Q3 '98

12 OPERATIONAL SYSTEMS

12.1	CFM117/CFM118	PAS Availability - On-Line - Cumulative & Discrete	54
12.2	CFM125/CFM126	CMS Availability - On-Line - Cumulative & Discrete	54
12.3	CFM214/CFM215	TMS Availability - On-Line - Cumulative & Discrete	55

OPERATIONAL SYSTEMS

Overall Comments
There was no reduction to the Service Availability during the month of August.

Report	Page	Review Status
-	-	-

Report	Page	SLA	Forecast
N/A	-	No new SLA's to be introduced.	-

12.1 PAS AVAILABILITY ON-LINE - CUMULATIVE & DISCRETE

SLA Service Levels Achievement

% MAL	99.5	Cumulative	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	91.5	%	99.14	100	100	97.19	100	100	100	100	98.27	99.28	100	100

SLA Service Levels Achievement

MAL	0	Discrete	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Total Outages for Operational System			2	0	0	1	0	0	0	0	1	2	0	0

12.2 CMS AVAILABILITY ON-LINE - CUMULATIVE & DISCRETE

SLA Service Levels Achievement

% MAL	99.5	Cumulative	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	91.5	%	99.14	100	100	97.19	100	100	100	100	98.27	99.28	100	100

SLA Service Levels Achievement

MAL	0	Discrete	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Total Outages for Operational System			2	0	0	1	0	0	0	0	1	2	0	0

12.3 TMS AVAILABILITY ON-LINE - CUMULATIVE & DISCRETE

SLA Service Levels

Achievement

% MAL	100	Cumulative	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
% TRL	91.5	%	99.14	100	100	97.19	100	100	100	100	100	99.28	100	100

SLA Service Levels

Achievement

MAL	0	Discrete	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Total Outages for Operational System			2	0	0	1	0	0	0	0	0	2	0	0

13 BPS - MIS REPORTS

13.1	R1	Number of Cards Issued by Post office
13.2	R1	Number of Cards Issued by Post Office - Region
13.3	R1	Number of Cards Issued Nationally
13.4	R2	Call Type by Call Line - Month Ending
13.5	R2	Call Type by Call Line - Year 1997
13.6	R3	Number of Helpdesk Calls from Customers
13.7	R3	Number of Helpdesk Calls by POCL Staff
13.8	R3	Number of Helpdesk Calls by BA Staff
13.9	R4	Number of Calls Lost or Abandoned - Month Ending
13.10	R4	Number of Calls Lost or Abandoned - Year 1997
13.11	R5	Average Length of Helpdesk Calls from Customers
13.12	R5	Average Length of Helpdesk Calls from POCL Staff
13.13	R5	Average Length of Calls from BA Staff
13.14	R7	Encashments per Post Office - Month Ending
13.15	R7	Encashments per Post Office - Year 1997
13.16	R8	Foreign Encashments per Post Office - Month Ending
13.17	R8	Foreign Encashments per Post office - Year 1997
13.18	R9	Fallback Encashments
13.19	R10	Contingency Encashments
13.20	R12	Number of Active Cards - To Month End
13.21	R13	Inactivated Cards Report

BPS - MIS REPORTS

Overall Comments

All reports relating to this section are, as agreed at Service Review Forum of January 1998, presented as an electronic copy forwarded via CD issue.

Report	Page	Review Status
-	-	-

Report	Page	SLA	Forecast
-	-	-	N/A