ICL Pathway	*Acceptance Resolution Plan* *Acceptance Incident 412*	Ref: CR/ACD/412 Version: 0.2 Date: 10/09/99

Document Title: Acceptance Resolution Plan for Acceptance Incident 412

Document Type: Resolution Plan

Abstract: This document contains ICL Pathway's Resolution Plan in respect of Acceptance Incident 412.

Document Status: Issued

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0.1 Document history

Version	Date	Reason
0.1	08/09/99	First Issue
0.2	10/09/99	Revised as Resolution Plan following Acceptance Workshop of 09/09/99

0.2 Approval authorities

Name	Position	Signature	Date
J H Bennett	Managing Director		
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S Muchow	Customer Services Director		

0.3 Associated documents

	Reference	Date	Vers	Title	Source
1.	CS/PRO/031	21/10/97	1.0	MIS Report Production and Scheduling	ICL Pathway
2.	CS/PRO/030	21/10/97	1.0	MIS Report dispatch procedure	ICL Pathway

0.4 Abbreviations

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0.5 Table of content

1 Purpose

This document is provided to resolve the questions and concerns expressed in AI 412 and to propose the basis of its Resolution. This AI relates to ICL Pathway's responsiveness in dealing with requests for ad-hoc reports, the method of calculation used in the July Service Review Book and the ability of ICL Pathway to generate counts of transaction volumes associated with SLA calculations.

The structure of this document follows these three areas of concern.

In addition the response to a particular ad-hoc report request referenced in the AI is also addressed by this document.

1.1 Scope

The scope of this response comprises the original AI412, the supplementary POCL paper *AI412 - Service Performance Reporting* and the minutes of the Acceptance workshop of 09/09/99.

2 Summary

- Ad-Hoc Reporting - ICL Pathway accepts that the response to the particular ad-hoc request referred to in this AI was delayed, but that the overall process is operating correctly.

- July Service Review Book - The Transaction Time service level calculations are based on the previously agreed mean benchmark transaction time. At this time no adjustments were made for fallback transactions since the values for the various catagories of fallback transaction time are still in the process of being agreed with POCL.

- Transaction volume counting - ICL Pathway is able to count the various classes of transactions and the overall transaction volumes are published via the ICL Pathway Customer Services Web page.

3 Criteria

No criterion is mentioned in the AI.

4 POCL position

POCL's position is represented in the AI text as:

- ICL Pathway has not responded to an ad-hoc request issued on 22/07/99 associated with the July Service Review Book

- ICL Pathway has refused to respond to three previous ad-hoc requests

- ICL Pathway is unable to count transaction volumes

- "if this data was not available it would not have been possible to report that they had passed the service levels - this calls into question the veracity of their service reporting."

The actions arising from Acceptance Workshop (5) are:

1. POCL / ICL Pathway to meet to review particular examples (*of ad-hoc reporting*) that are of concern to POCL

2. ICL Pathway to consider whether it would be appropriate to provide a targeted teach-in to appropriate POCL experts to enable them to focus their ad-hoc requests around Pathway data structures

3. ICL Pathway to provide further information on (*the SLA reporting cycle)* for POCL to review.

5 Pathway position

The response to this AI is split into three areas to address the various concerns and questions raised by POCL. In addition a Resolution Plan is provided in section 6 to address outstanding activities.

5.1 Ad-Hoc Reporting

ICL Pathway accepts that there has been some delay in dealing with the ad-hoc request of 22/7/99. POCL has since provided evidence that it was actually submitted on 23/7/99 by email, but the intended ICL Pathway recipient did not receive it. Section 2 of this AI response provides the response to this request.

The AI also states that ICL Pathway has refused to provide responses to three previous ad-hoc requests. This is not the case and ICL Pathway believes that POCL were advised why it was not possible to respond to these requests.

The three requests are believed to be:

Date	Ad-Hoc Request Description	Reason
25/06/99	Information of every call to HSH since start of NR2 to present	The volume of information that this would have generated would be considerable and in a form that would make any

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Date	Ad-Hoc Request Description	Reason
		subsequent analysis difficult. The planned introduction of on-line access to Powerhelp for POCL was believed to be a more appropriate way of meeting this request.
06/07/99	Incidents raised at HSH relating to non-application or desktop specific messages e.g. "out of virtual memory", "virtual memory loss".	It was explained to POCL that the Horizon system does record failures of this type. Such information is now available by inspection of the call closure text via Powerhelp.
06/07/99	Incidents raised at HSH relating to "lockups" and "screen freezes".	It was explained to POCL that the Horizon system does record failures of this type. Such information is now available by inspection of the call closure text via Powerhelp.

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5.1.1 Ad-Hoc Request - History (Action Point 1)

The ad-hoc request process (CS/PRO/031 - MIS Report Production and Scheduling) has been in operation for some considerable time, and the procedure for submission was discussed and revised at the July Service Review forum. Many ad-hoc requests have been and continue to be issued and ICL Pathway believes the responses provided are to POCL's satisfaction. The following table summarises recent requests and ICL Pathway's achievement against POCL's required response date.

Requested By	Date of Request	Date required by	Request	Date delivered / response	Outcome
Jayne Widdowson	21/05/99	21/05/99	Freeze incidents	21/05/99	Completed, results supplied
Jayne Widdowson	01/06/99	01/06/99	Calls to HSH by 2 outlets	02/06/99	Completed, results supplied
Jayne Widdowson	01/06/99	04/06/99	OBCS transactions	03/06/99	Completed, results supplied
Jayne Widdowson	10/06/99	10/06/99	OBCS transactions	14/06/99	Completed, results supplied
Phil Turnock	25/06/99	ASAP	All HSH calls since commencement of LT	25/06/99	Face to face discussion between R. Brunskill, PW and Phil Turnock, POCL . See 5.1 above.
Jayne Widdowson	06/07/99	06/07/99	HSH calls - virtual memory,	06/07/99	Telephone discussion between R Brunskill, PW & David McLaughlin. See 5.1 above
Jayne Widdowson	06/07/99	06/07/99	HSH calls – screen freezes	06/07/99	Telephone discussion between R Brunskill, PW & David McLaughlin. See 5.1 above.
Adele Kilcoyne	23/07/99	02/08/99	Txn times / service for EPOSS, OBCS, APS showing performance & calculation of SLA	29/07/99	Receipt response delivered. No trace of original request since. Administrative error.
Lisa Browsden GRO	08/09/99	08/09/99	Top 10 txns for all June 99 - Aug 99 for OBCS, EPOSS,APS by Product Description.	09/08/99	Completed, results supplied after further clarification of what was required, this was contrary to what was requested via the ad-hoc form.

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Analysis of the above shows that responses were provided to POCL for eight out of the nine requests, of which seven were within three days or the POCL required date.

The exceptions were the request of 10/06/99 whose response was delivered after four calendar days, but three POCL Core Working Days, and the request of 23/07/99, which was not received by ICL Pathway. The subsequent escalation activities were not sufficient to recognise and resolve this.

Complete responses were provided to five requests and POCL were advised that three requests could not be answered directly (see 5.1).

ICL Pathway will normally provide ad hoc reports in accordance with R914 within three POCL Core Working Days where the information required is readily available in the form sought. Where such information is not readily available, as in these cases, ICL Pathway will agree with POCL the most appropriate way of addressing the particular request.

5.1.2 Ad-Hoc Request - Request Definition (Action Point 2)

Analysis of Ad-Hoc Requests shows that it would be mutually beneficial if the style of the request was structured in a form that more readily reflected the data sets available to ICL Pathway and from which the response will be generated.

In order to assist in this process, ICL Pathway will provide a document to POCL by 31 October 1999, highlighting the structure of the data captured in the Data Warehouse, the Riposte Message Store and other Databases (local to ICL Pathway Customer Services / MSU).

This document is intended to assist POCL in identifying whether or not an intended request for information, via the Ad-hoc query process can be readily met. (This does obviously not prevent POCL submitting a request without reference to this document).

It is proposed that a joint workshop be held, prior to 31 October 199, between ICL Pathway and POCL to discuss the POCL MIS requirements in detail. (This workshop was originally scheduled for the end of August 1999 but was deferred by joint agreement between R Brunskill and Jayne Widdowson (POCL BSM) due to Acceptance activities.

5.1.3 Ad-Hoc Request - Process Improvement (supporting Action Point 1)

In order to improve the handling of Ad-hoc queries it is proposed that the following changes are introduced to the receipt and delivery procedures for Ad-Hoc requests.

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- ICL Pathway will arrange for an 'Ad-hoc Query' mailbox to be set up within MS exchange. All members of the ICL Pathway CS / MSU will have access to this mailbox.

- The 'Out of Office' return message will be utilised to advise POCL that a query has been received into the mailbox (Wording to be agreed with POCL)

- The mailbox will be accessed on an hourly basis by ICL Pathway CS / MSU staff who will, upon receipt of a new request, send an e-mail confirmation that the request has been logged by one of the MSU team and will advise the following:

  - The expected completion date of the query, or

  - If the query cannot be completed, the Ad-hoc request will be returned with full details as to why we cannot supply the information

- The Ad-hoc query will then be logged into the Ad-hoc query database

- All replies to the originator will be electronic, using the fields within the Ad-hoc query report.

- In order to complete this procedure correctly, the Ad-hoc query request will be amended to include a field for the originator's e-mail address.

- Ad-hoc query process document ref: CS/PRO/030, v1.0 21/10/97 'MIS Report Despatch Procedure' will be re-issued to describe this new procedure.

- Interim Arrangements - Until the MS mailbox is operational, Ad-hoc requests should be sent, by e-mail, to both:

  Kashmir.Purewal GRO and Richard.Brunskill GRO

5.2 Service Review Book

The particular request mentioned in the AI, dated 23/07/99, requests:

"Transaction Services and transaction times for EPOSS, OBCS and APS for July showing the underlying data / calculations used to show they passed these SLAs".

The calculation of transaction time service levels for OBCS, APS and EPOSS is specified in Schedules H08, E08 and F08 respectively. These in turn refer to the Benchmark Counter Transaction Times documents CR/PRP/011, CR/PRP/013 and CR/PRP/014 all at version 1 and agreed with POCL as Contract Controlled Documents.

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These documents state that, with the exception of OBCS foreign transactions, all other transactions times are to be based on the set of benchmark figures contained in each document and not based on actual transaction time measurement. In all cases the weighted mean transaction time of these benchmark figures is within the target transaction time (see 2.1) and accordingly the Service Review Book for July and previous months will show this as achieved using a green entry against the various Transaction Services.

5.2.1 Benchmark Transaction time summaries

The following is reproduced from the summaries of the above transaction time documents.

Service	Mean Benchmark transaction time	Mean Maximum transaction time
OBCS	26.02 secs	27.01 secs
APS	18.80 secs	20.27 secs
EPOSS	22.90 secs	23.13 secs

5.2.2 OBCS transaction times

In the case of OBCS foreign transactions, comprising 6% of the total OBCS transactions, the variable element is the ISDN communications time. The measured benchmark figure for this is 5.4 seconds.

The actual mean time for the last three months, and the corresponding actual mean transaction times are: -

Month	ISDN time	Actual Mean Transaction time	Target Mean Transaction time
June	5.39	26.02	27.01
July	5.66	26.03	27.01
August	4.71	25.98	27.01

5.2.3 Fallback transactions

The service level calculations for all of the transaction types described in the Service Level Schedules also have to be adjusted by the number of transactions

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conducted in various forms of fallback. This will take place when the individual fallback transaction time figures have been agreed with POCL and this activity is being managed by Jan Ambrose (ICL Pathway) and Pavittar Sandhu (POCL). A proposal from ICL Pathway was made on 3/8/99 and final comments are awaited from POCL.

When these figures are agreed and the relevant Contract Schedules updated, the SLA calculations will then take account of any adjustments required for fallback.

At present, however, transaction volumes are not required in order to calculate the transaction time SLAs because the values of the fallback transaction times have not yet been agreed.

5.3 Transaction Volumes

POCL has expressed concerns over the ability of ICL Pathway to calculate transaction volumes, particularly in the context of transaction time SLA calculations. The above explanation covers why transaction volumes are not currently required.

The particular meeting referred to in the AI (9/7/99 - Liz Blackburn, Graham Wingrove et al.) was not concerned with overall transaction counting, but with particular aspects of EPOSS transaction aggregation.

Transaction volumes for APS, OBCS and EPOSS are provided as part of the vital statistics information available on the ICL Pathway Customer Services Web page.

These overall totals are broken down into the transaction types required by the Service Level Contract Schedules and will be used in future SLA calculations, subject to agreement of the fallback times. Once this is in place POCL may request a detailed breakdown of the transaction volumes that underpin entries in the Service Review Book.

5.3.1 Service Level Reporting Cycle (Action Point 3)

In response to a request from POCL, ICL Pathway will provide a document by 31 October 1999 describing the data collection and SLA reporting cycle. It is intended that the scope of this document will cover:

- What data is collected from the counters / helpdesks etc, and where it resides

- How this data is used in the calculation of SLA performance measures – the interaction between Contract Administrator and the application of the formulas to calculate SLA achievement.

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- How this data is reported within the Service Level Agreement Monitor (SLAM) and the outputs delivered to POCL.

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6 Resolution Plan

No.	Action	Target completion date	Responsibility
1	Complete agreement to Fallback Transaction times	End September	Jan Ambrose (ICL Pathway) / Pavittar Sandhu (POCL)
2.	Review and agree improvements to Ad-Hoc Request process	End September	Richard Brunskill (ICL Pathway) / Dave McLaughlin (POCL)
3.	Joint MIS workshop to agree POCL requirements	Prior to end October	Richard Brunskill and Jayne Widdowson (POCL)
4.	Provide " data structure definition" document	By 31/10/99	Richard Brunskill
5.	Provide "Service Level Reporting Cycle" document	By 31/10/99	Richard Brunskill / Peter Robinson (ICL Pathway)