ICL Pathway Ltd	SERVICE REVIEW - PERFORMANCE STATISTICS	Ref: CS / PER / 013
		Version: 1.1
		Date: 15.05.98

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

Document Type: SERVICE REVIEW - MAY 1998

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 30th April 1998. Issued for review by the Service Management Review Forum.

Status: Draft

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Signature: _____   **Date:**   15.05.98

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CONTENTS

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
IT	Information Technology	SLAM	Service Level Agreement Monitor
MIS	Management Information System	TBN	To be Notified
MAL	Minimum Acceptable Level	TMS	Transaction Management System
NINO	National Insurance Number	TRL	Termination Review Level

0.4 GLOSSARY

For ease of use the glossary of terms used in this review book are classified by the main reporting groups against which they appear:

- **HELPDESK SERVICES**

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

All previous references to PMS/CMS HelpDesk are now referred to as PCHL (Payment Card Help-Line).

Horizon HelpDesk is now to be referred to as Horizon System HelpDesk.

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)

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2.   MANAGEMENT SUMMARY

GENERAL

Programme Status	Live Outlets	Operational Counters	Active Cards
30 April 1998	204	334	26,478*

figure up to w/e 25.04.98

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.

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

- 5:   Help Desk Services - CMS 5min Level 1 Resolution SLA met.
      Other PCHL and HSHD Level 1 SLA's remain below MAL but are improving.
- 6:   Card & PUN Managed Service - All SLA's met.
- 7:   Call to Resolution -   High level of calls due to known incidents now resolved and call coding scrutinisation.
- 8:   Network Services -   All SLA's met.
- 9:   Accounting & Resolution - Improvement in Service Levels evident with 3 of the 4 SLA's met.
- 10:   Operational Systems - All SLA's met.

Report	Page	Description
2.1	8	Release 1C Operations Report

Document Title:	**Release 1C Operations Report - April 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:** 13.05.98

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1.   Summary.

The Release 1C service remains stable with no major new problems being experienced.
Five problems have been closed off during the month.

2.   New Problem Reports

None.

3.   WIP Update

3.1   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 has now been raised and issued for impact within Pathway. Forecast closure - July 1998.

3.2   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.

The next steps are for CAPS to raise a CR to formalise the temporary measure and then produce an optimum requirement in due course.

3.3   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+, has been submitted to the PDA for approval and comments have been received. Following subsequent discussion with PDA it has been agreed that version A of CCN 232 will be raised and will be supplemented by sample PPD text - this is scheduled for early June.
Forecast closure - July 1998

4. Closed Since Last Report

4.1 ABED Issues - Increase in Cash Account Errors

Because it can take several weeks or indeed months for information to feed through from POCL Chesterfield, it will be still be some time before the results of implementing the 'lost transaction' fix can be assessed in respect of the cash account errors.
No system time-out issues in April and thus fix deemed to be effective. Problem closed.

4.2 Frozen half screen

Some Post Offices experienced a loss of half their screen on 20 March. Generally the remedy was a simple reboot at the counter effected by the user.

The root cause was a memory leakage issue and a fix has been applied to all counters. Problem closed.

4.3 Premature software distribution

A software distribution was accidentally distributed to Post Offices on the afternoon of 25 March, rather than waiting until the evening. 11 Post Offices raised a call as the download had caused a blue screen problem.

Steps have been taken to ensure that accidental distribution cannot recur. Problem closed.

4.4   Printer firmware issue

Printers returning from the repair loop were not set up with the appropriate firmware settings. This had led to some postmasters having to reset the printer, under advice from Horizon System Helpdesk.

The appropriate settings have now been confirmed to Ithaca (the printer supplier/repairer) and the problem will not recur. Problem closed.

4.5   Stopped BES Transactions Reported to BA

Problems reconciling stopped BES transactions reported via the CBoS reports to BA against the actual confirmed stops sent back to CAPS. When a stop is placed by the PCHL the AP record is deleted from PAS and reported as a stop on the main CBoS reconciliation report. Only when the electronic confirmation is received from BA can we return the item to them as a 'confirmed stop'. This delay should only be for a period of 24 hours but in practice BA have been failing to send the stops confirmation to us so we have been returning stops up to 1 or 2 months after they have been reported.

BA have set up a process to ensure that PCHL stops are actioned by themselves in a timely manner. However we have identified the need to provide a daily stop reconciliation which compares to number and value of stops reported against the number and value of stops received.

Pathway Business Support have put together a matrix of daily stops applied by PCHL and, for the duration of 1C, are sending this to BA to ensure the required files are sent for reconciliation. At R2 this will be done automatically. Problem closed.

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3 ROLL OUT & IMPLEMENTATION

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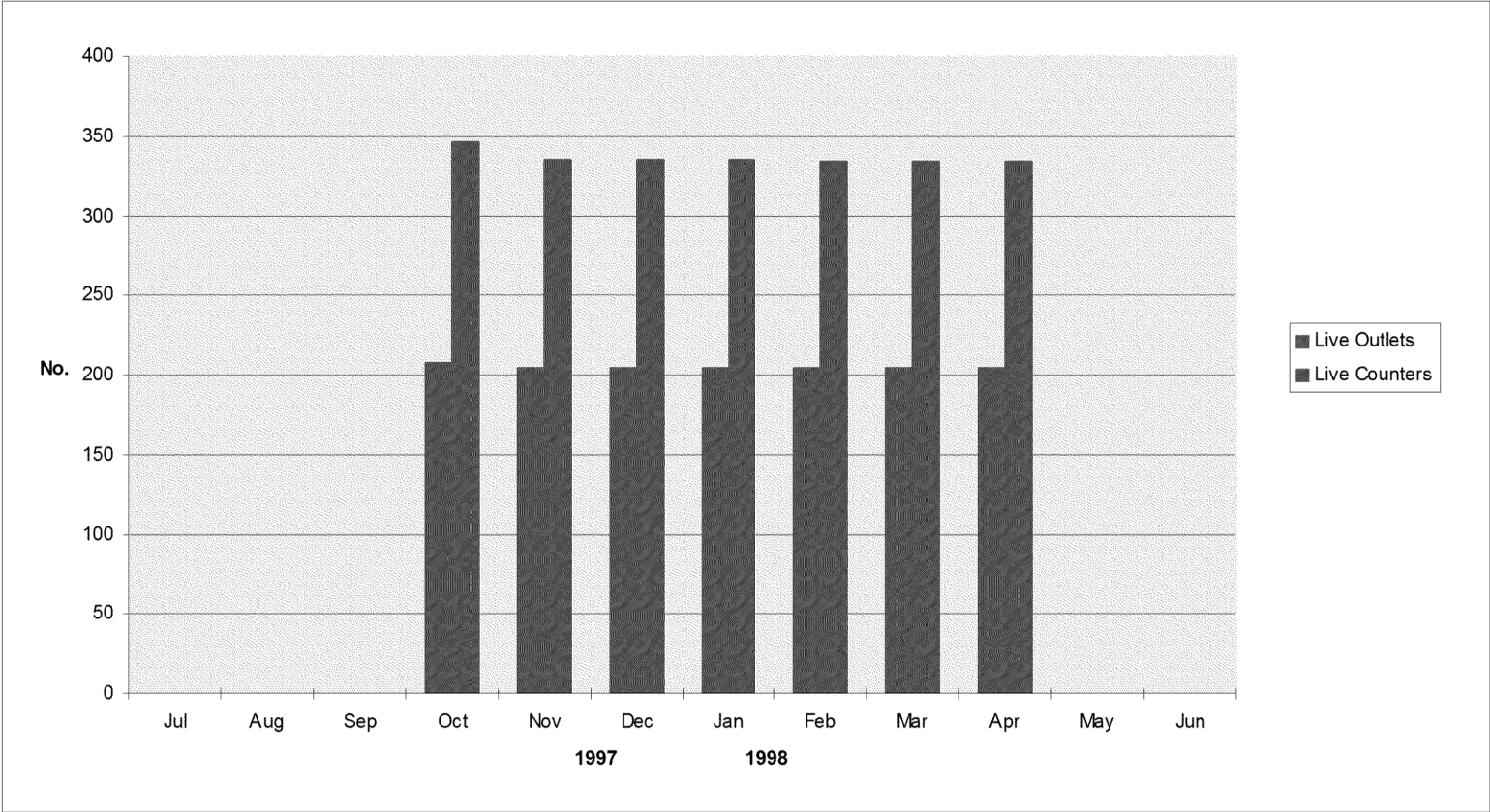
Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Live Outlets	-	-	-	208	205	205	205	204	204	204		
Live Counters	-	-	-	346	335	335	335	334	334	334		

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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

5B HORIZON SYSTEM HELPDESK

HELPDESK SERVICES

Overall Comments

PCHL call logging to be subject of a CP implementation to eliminate incorrect coding analysis. The CP implementation required is now in place and will be available for analysis in the June Service Review.
"Invalid" PCHL calls have been significantly reduced due to the CP which was implemented on 7th April and is now at a level of under 6% compared to the previous month's level of 20%.

The significant reduction in the level of Advice and Guidance coded calls made by POCL to the Horizon System Helpdesk during April, is as a direct result of the Horizon System HD call coding re-evaluation and scrutinisation. This also contributes to the overall proportional increase in Service coded calls made by POCL to HSHD.
POCL Horizon System HD calls regarding Operations has remained reasonably high due to the number of Cash Account problems reported.

The non-answered call time is no longer recorded due to the Service Review Forum's agreement to the Answered Calls service target for both PCHL and Horizon System Helpdesk.
Horizon System Helpdesk Level 2 call statistics are subject to final evaluation for issue post-April 1998.

Report	Page	Review Status
5.1	20	Actual call volumes fell during the month of April.
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	23	First month of SLA achieved.
5.8 - 5.10	23	CMS & PAS Level 1 Call Resolution remains below MAL, however, is continuing to steadily improve This is due to the increased number of calls being handled that contain multiple customer sessions. CP has been raised to eliminate the 'skew' being created on the SLA by these calls.
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 - still in the process of ratifying Level 1 call class. 10min resolution improvement evident.
Report	Page	SLA	Forecast
5.20, 5.21	TBN	HSHD First time Resolution - Level 2 (30 Mins) & Level 2 (45 Mins)	Post- Q1 '98

5.1 PCHL CALL VOLUMES - PREDICTED -v- ACTUALS
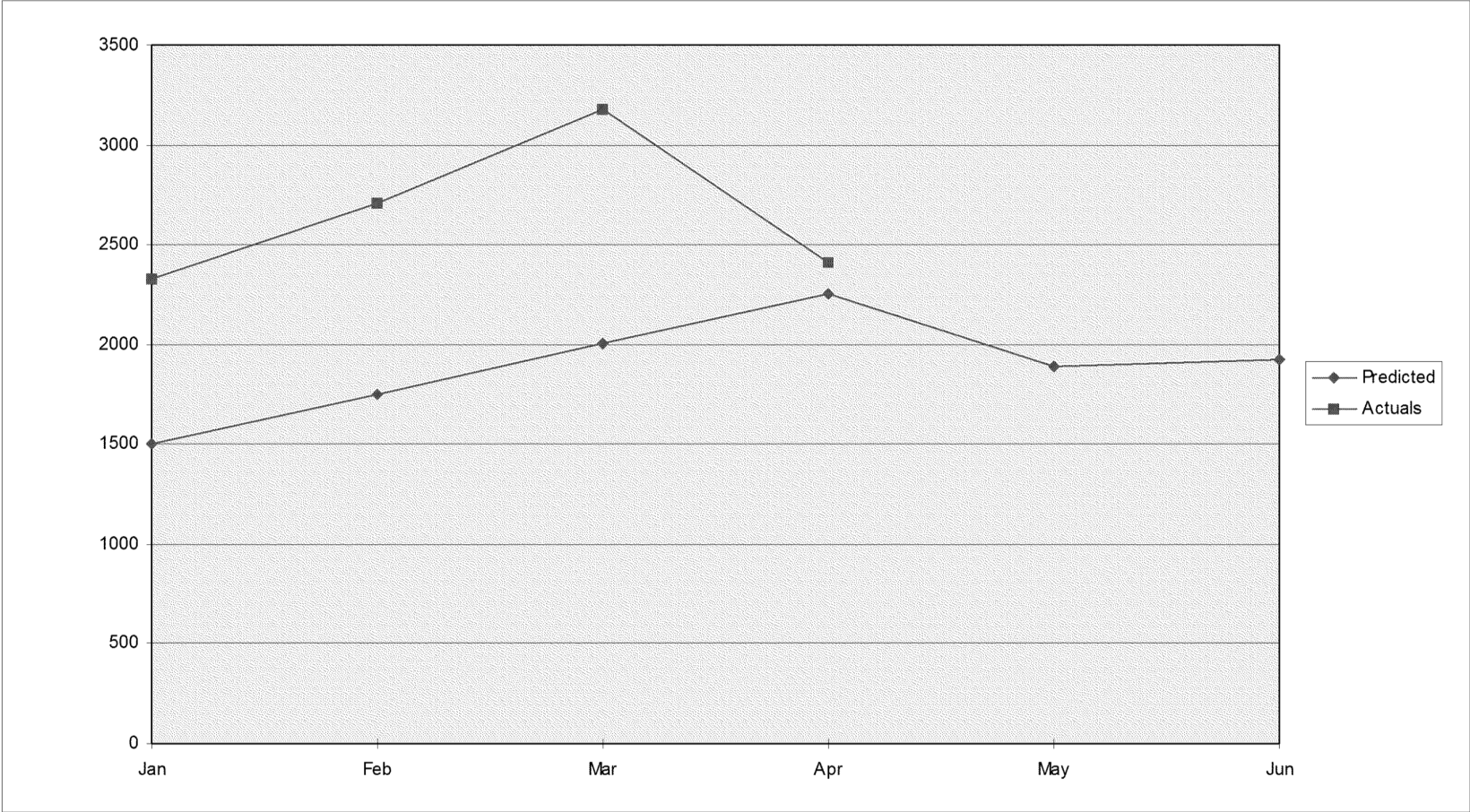
Apr-98	Jan	Feb	Mar	Apr	May	Jun
Predicted	1506	1754	2002	2252	1889	1920
Actuals	2326	2710	3178	2409		

5.2(a) PCHL CALL PROFILES - 'A'

Apr-98	Call Type	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
	CMS	74	51	39	48	86	446	1403	1183	1269	858		
	PAS	49	41	43	49	23	135	222	175	246	665		
	General	200	211	225	266	328	496	701	807	984	744		
	Invalid	-	-	-	-	-	-	-	545	679	142		
	Total	323	303	307	363	437	1077	2326	2710	3178	2409		

5.2(b) PCHL CALL PROFILES - 'B'

TOTAL CALLS

2409
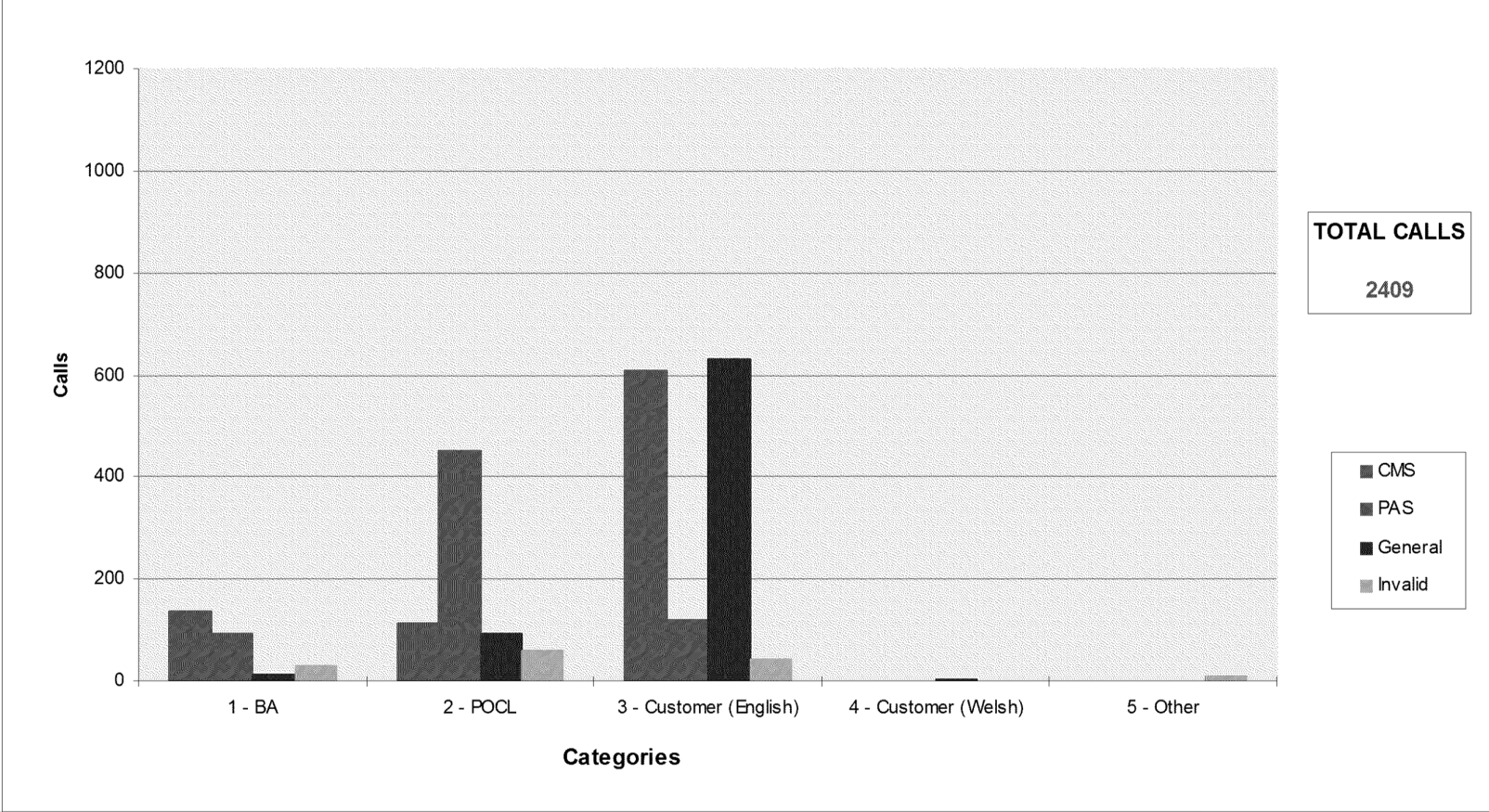
Apr-98	Call Type	1 - BA	2 - POCL	3 - Customer (English)	4 - Customer (Welsh)	5 - Other
	CMS	136	115	607	0	0
	PAS	93	450	122	0	0
	General	14	94	633	3	0
	Invalid	31	59	43	0	9
	Total	**274**	**718**	**1405**	**3**	**9**

5.3   PAS/CMS TELEPHONE ANSWERING 1 (80% connected calls answered in 20 seconds)
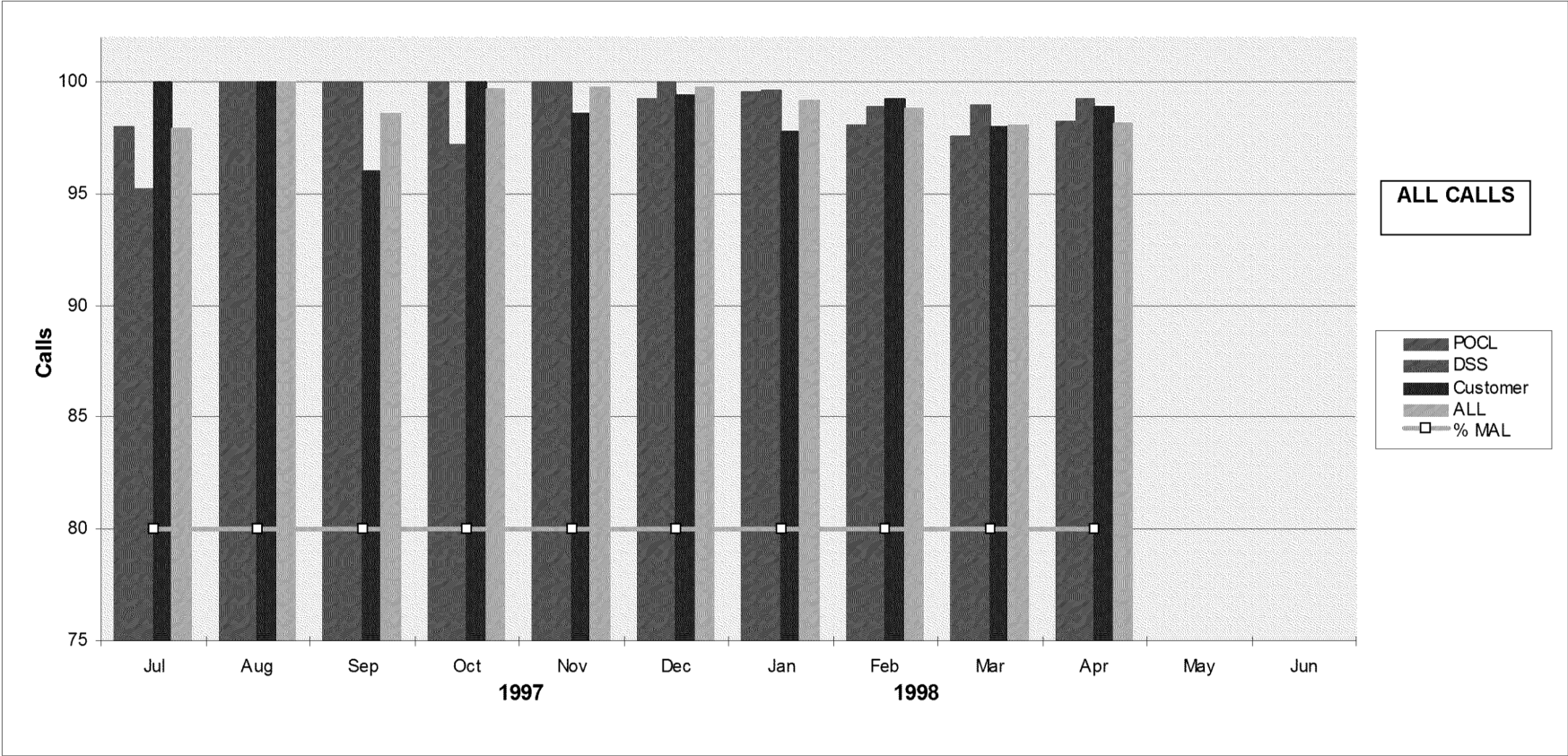
% MAL	80	TelAnswer 1	Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
% TRL	N/A	%	POCL	98.0	100	100	100	100	99.3	99.54	98.11	97.55	98.27		
			DSS	95.2	100	100	97.2	100	100	99.63	98.90	98.95	99.30		
			Customer	100	100	96.0	100	98.6	99.4	97.78	99.30	98.03	98.90		
			ALL	97.9	100	98.6	99.7	99.8	99.8	99.23	98.84	98.07	98.17		

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

% MAL	99.9	TelAnswer 2	Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
% TRL	N/A	%	POCL	100	100	100	100	100	100	100	100	100	100		
			DSS	100	100	100	100	100	100	100	100	100	100		
			Customer	100	100	100	100	99.6	100	100	100	100	100		
			ALL	100	100	100	100	99.8	100	100	100	100	100		

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

% MAL	99	Answered	Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
% TRL	N/A	%	POCL	93.0	92.0	96.5	94.0	88.7	92.7	99.55	99.80	98.49	99.57		
			DSS	100	92.1	100	95.8	93.5	96.4	99.63	99.10	98.70	98.62		
			Customer	97.1	93.7	94.7	99.3	98.0	99.0	98.91	99.00	98.98	99.24		
			ALL	95.0	92.5	96.2	99.1	92.8	97.3	99.05	99.16	98.85	99.26		

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

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

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

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

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

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

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

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

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5.11   HORIZON SYSTEM HELPDESK - CUSTOMER - CALL VOLUMES
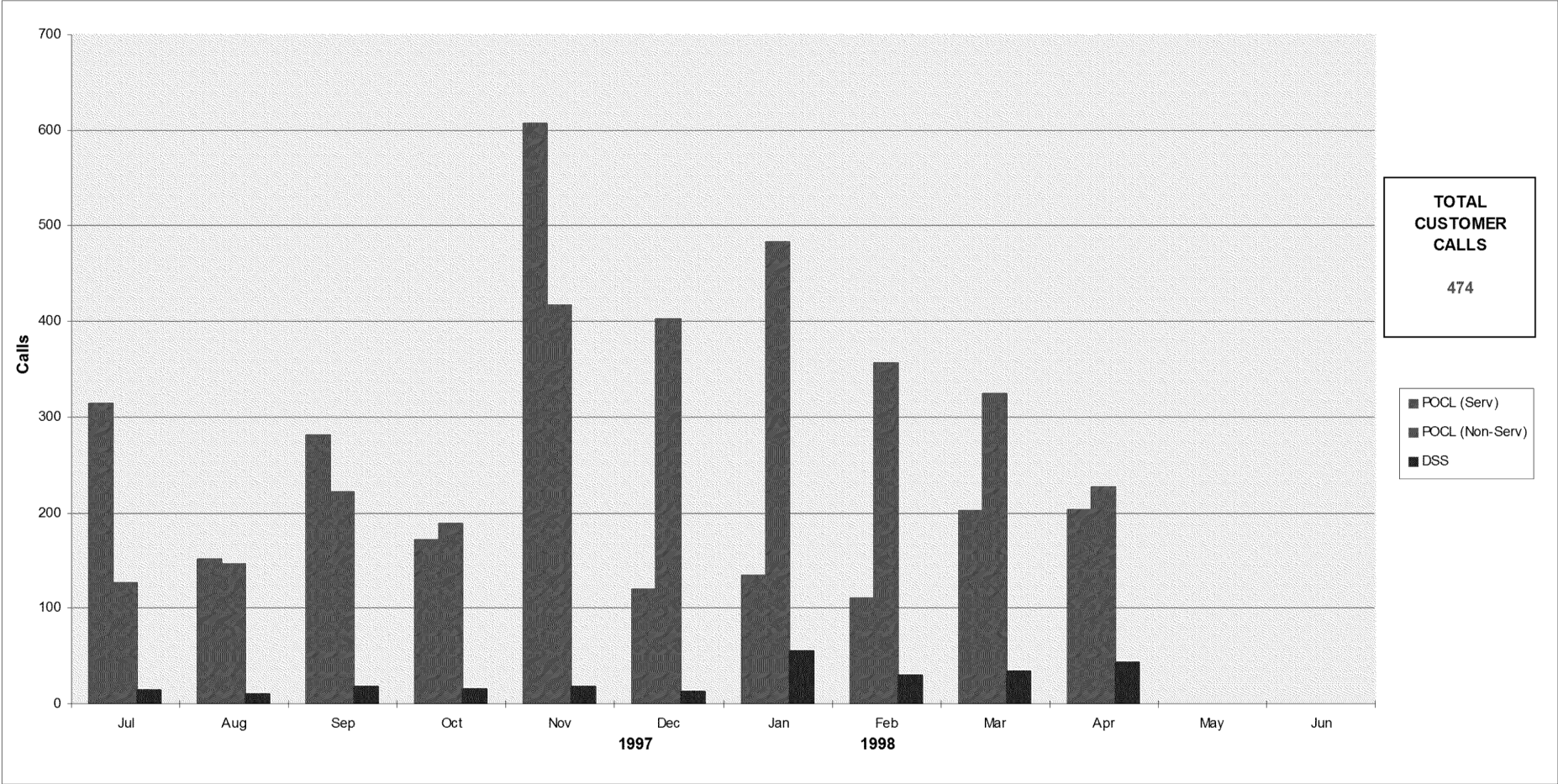
Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
POCL (Serv)	315	152	281	172	607	120	135	111	202	203		
POCL (Non-Serv)	127	146	222	189	417	403	484	357	325	227		
DSS	15	10	19	16	19	13	55	31	35	44		

5.12 HORIZON SYSTEM HELPDESK - POCL - CALL PROFILES
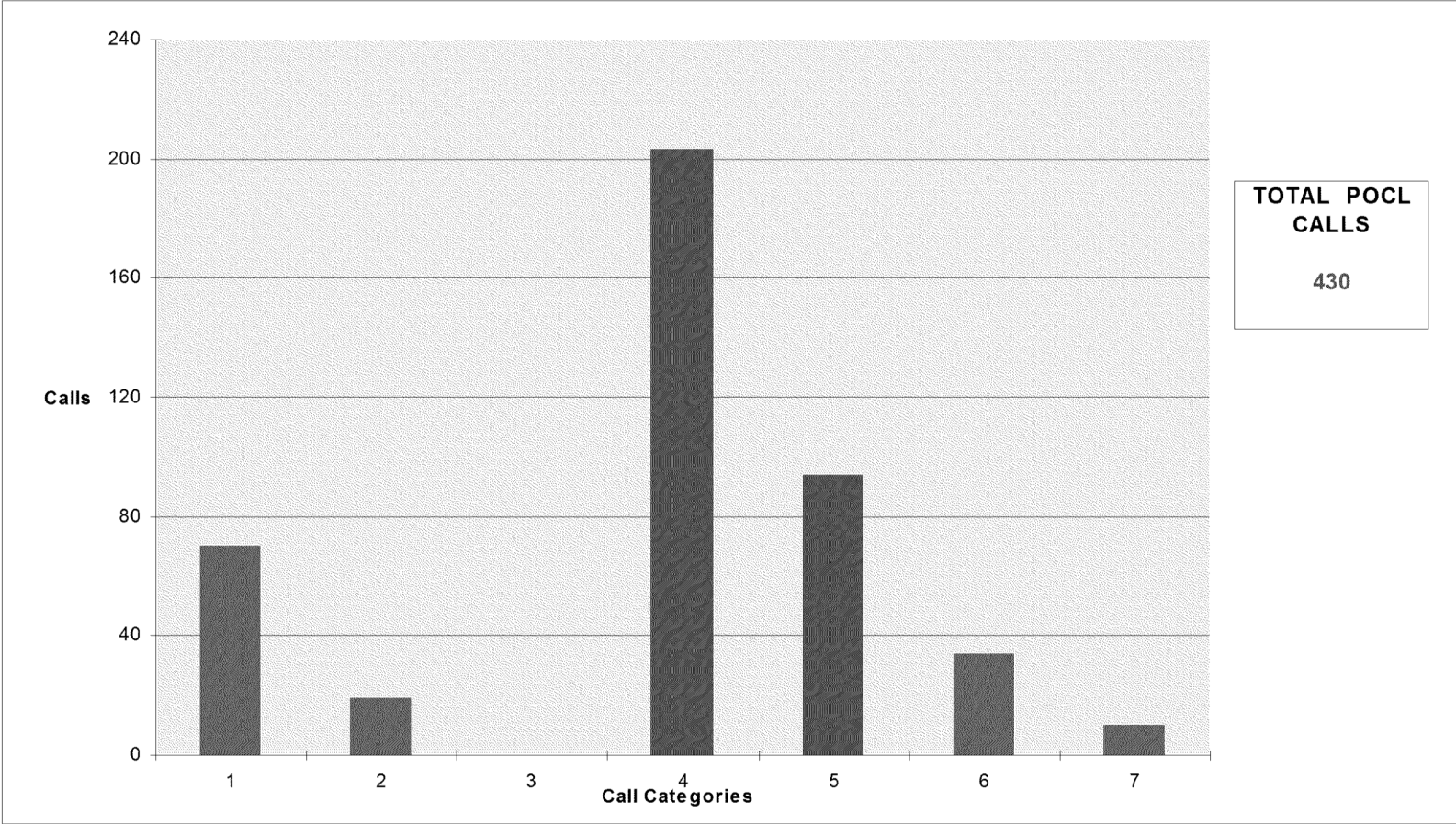
POCL	Apr-98	1: A&G	2: Env	3: Implm'n	4: Service	5: Cash A/C	6: Inappropriate	7: Other
	Calls	70	19	0	203	94	34	10

5.13 HORIZON SYSTEM HELPDESK - DSS - CALL PROFILES
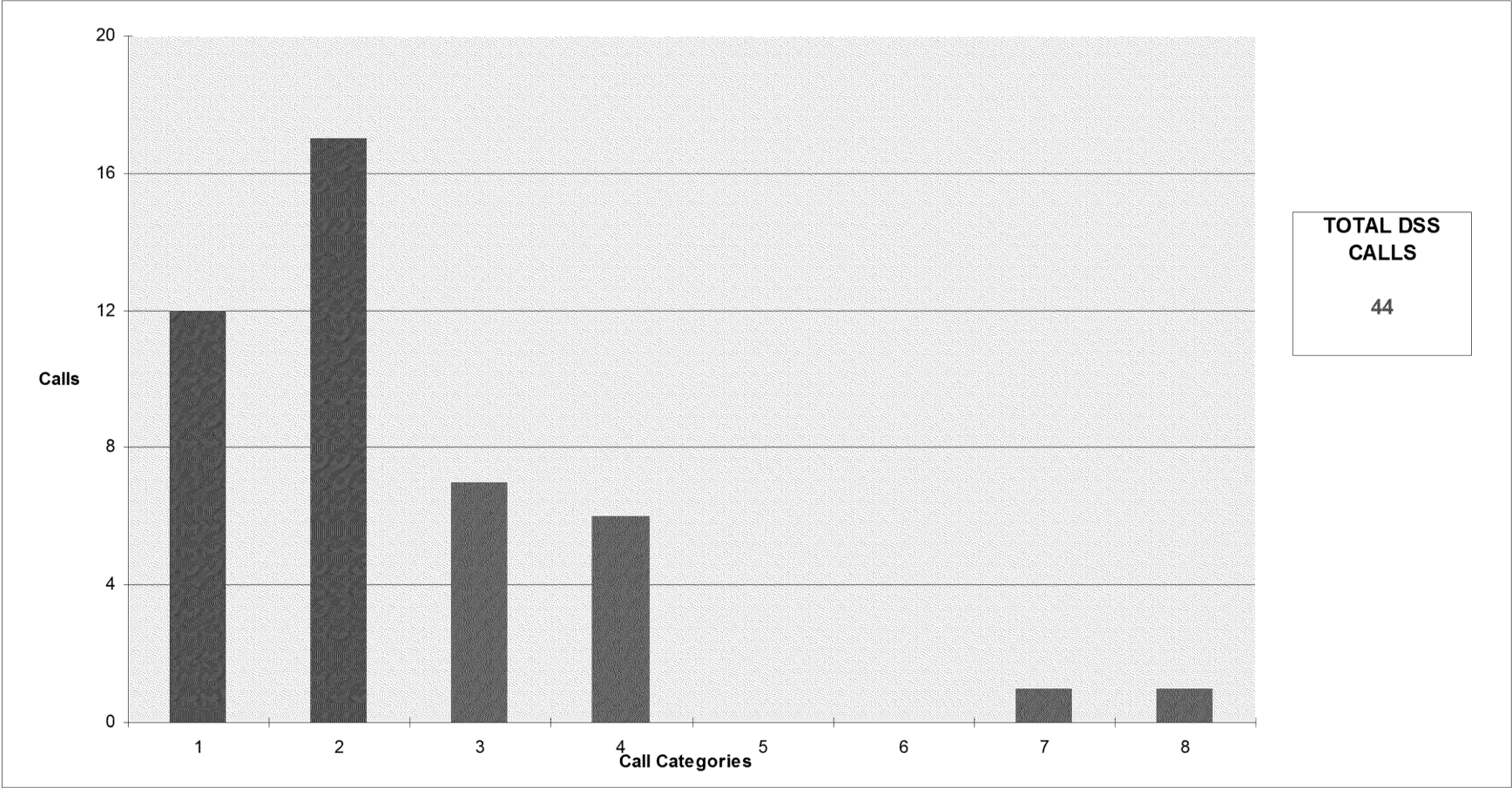
		Operations			Software		Other		
		1: File Transfer	2: Data File	3: Other	4: S/W Error	5: Other	6: Network	7: Inappropriate	8: Other
DSS	Apr-98								
	Calls	12	17	7	6	0	0	1	1

TOTAL DSS CALLS

44

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

% MAL	80	TelAnswer 1	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
% TRL	N/A	%	100	100	100	100	97.6	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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
% TRL	N/A	%	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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
% TRL	N/A	%	98.30	97.40	98.60	97.30	97.50	97.40	97.75	98.29	97.43	97.69		

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

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

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

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

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6   CARD & PUN MANAGED SERVICE

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CARD & PUN MANAGED SERVICE

| Overall Comments |
| --- |
| All service targets for Card & PUN Managed Service have been met during the month April 1998. |
| |
| Actual volume of cards issued during April fell below predicted due to the cessation of Roll-out. |
| |
| The ratio of Lost/Stolen/Damaged Cards when related to the total of number of Cards Issued remains below 0.5% (report 6.2). |
| |
| 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 v's Actual Cards produced and issued to Post Offices.
6.2	32	Active Card figure to w/e 25.04.98.

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

6.1 CARD VOLUMES - PREDICTED -v- ACTUALS
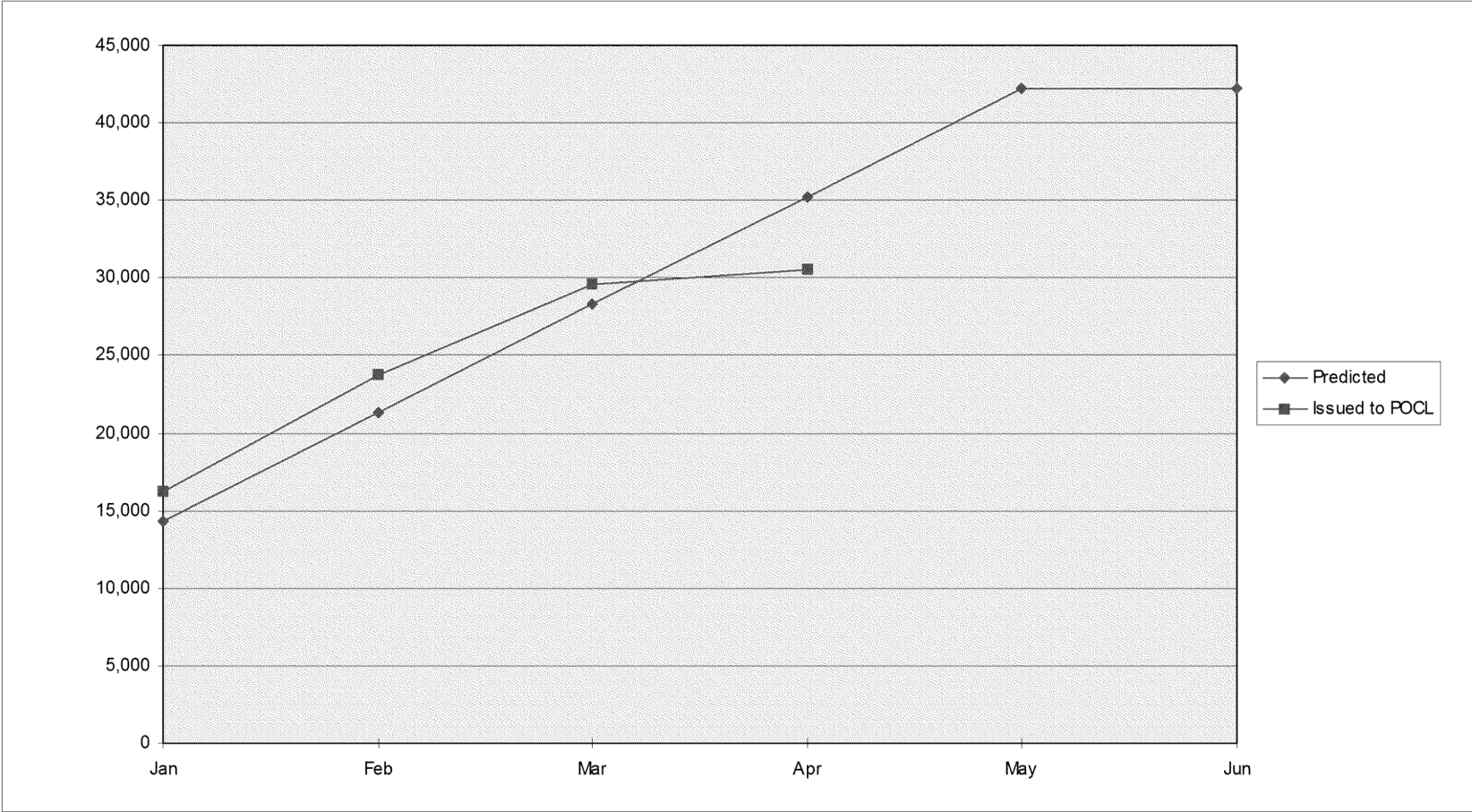
Apr-98	Jan	Feb	Mar	Apr	May	Jun
Predicted	14,313	21,350	28,386	35,210	42,238	42,238
Issued to POCL	16,190	23,730	29,638	30,574		

6.2 (a) CARD PROFILES - 'A'
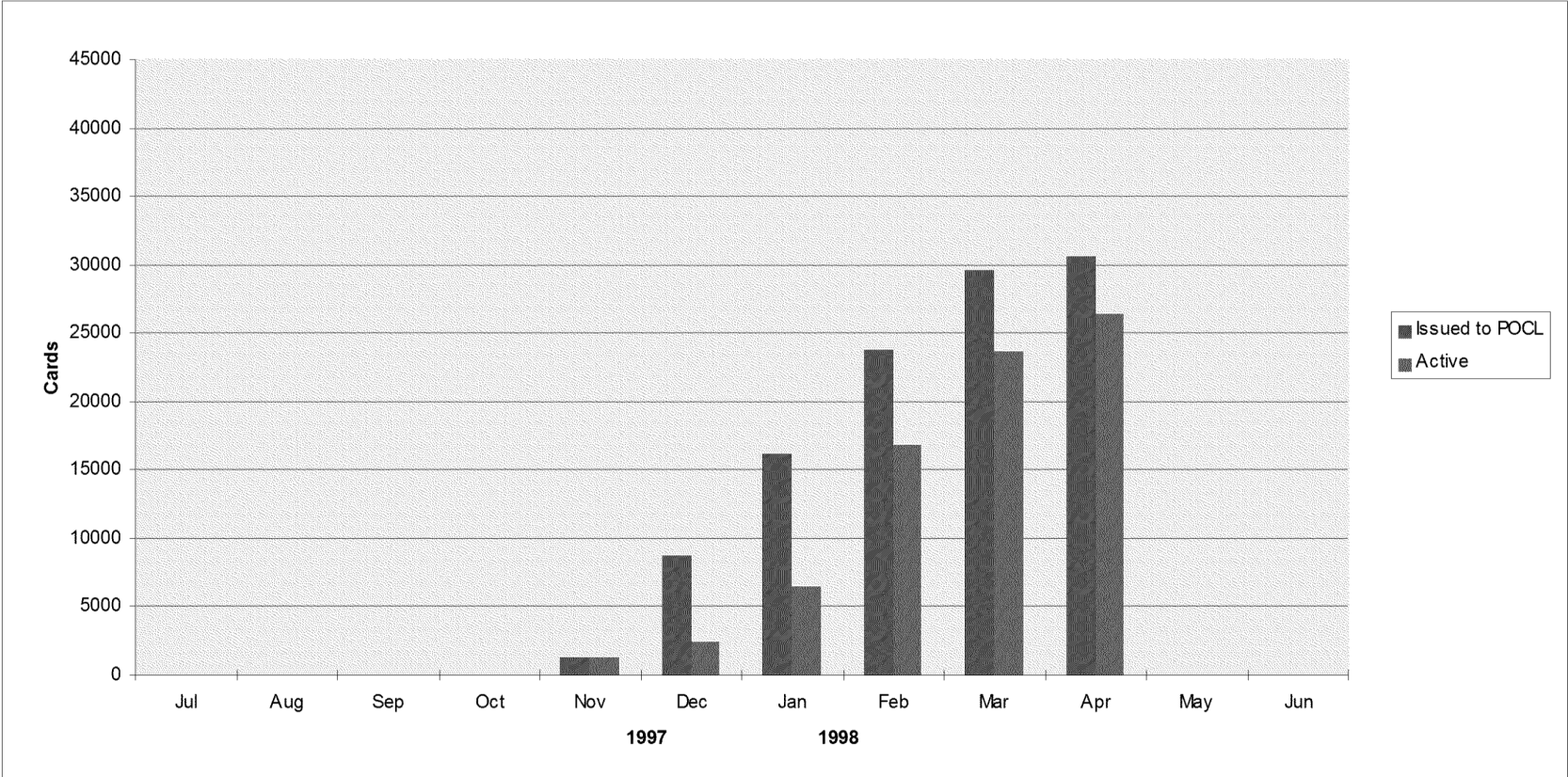
Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Issued to POCL	-	-	-	-	1,305	8,676	16,190	23,730	29,638	30,574		
Active	-	-	-	-	1,282	2,451	6,432	16,875	23,579	26,478		

6.2(b) CARD PROFILES - 'B'
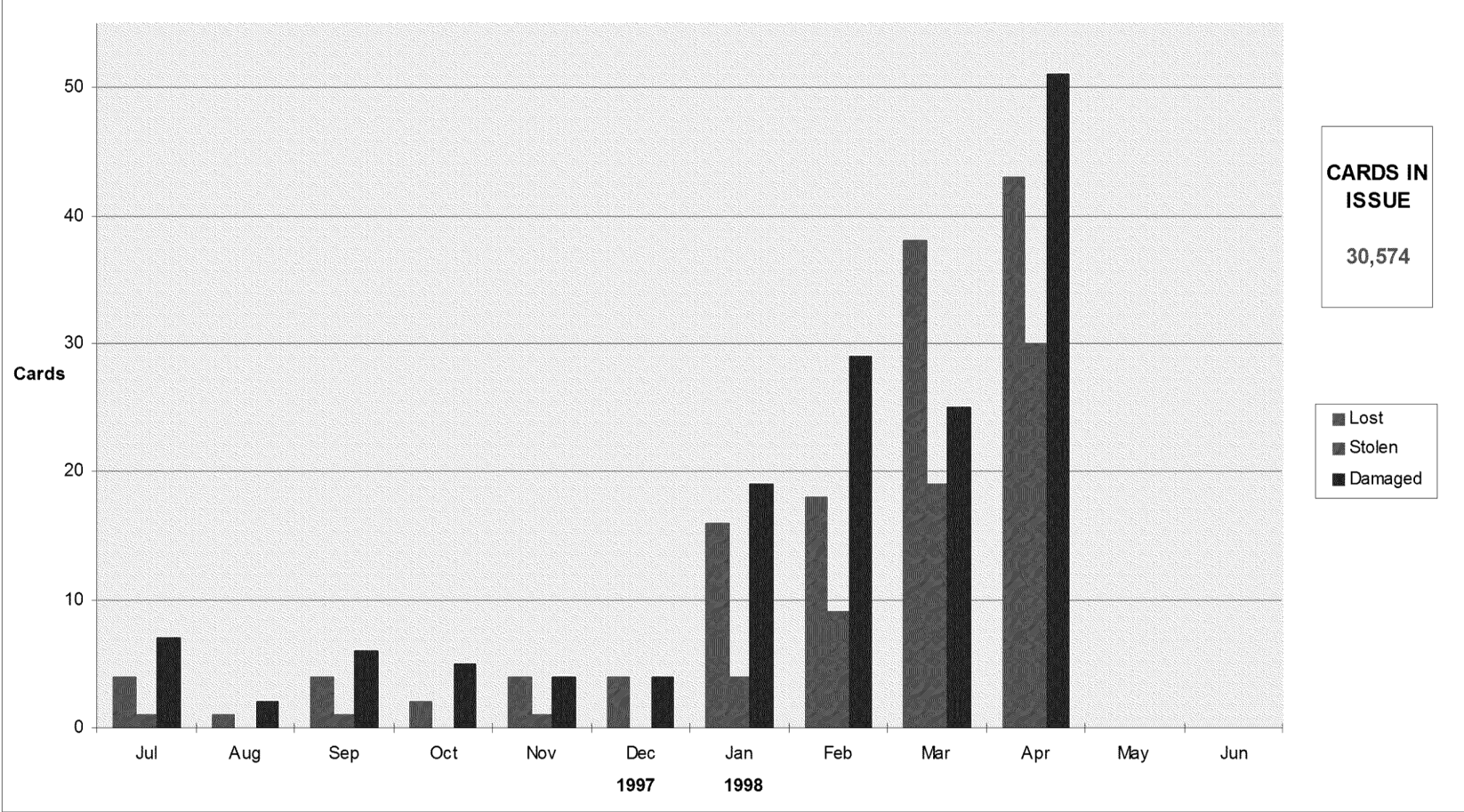
Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Lost	4	1	4	2	4	4	16	18	38	43		
Stolen	1	0	1	0	1	0	4	9	19	30		
Damaged	7	2	6	5	4	4	19	29	25	51		
Total as % of Issued Cards	-	-	-	-	-	-	0.24	0.24	0.28	0.41		

6.3 CARD MANAGED SERVICE - URGENT & NON-URGENT

SLA Service Levels   Achievement

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

SLA Service Levels   Achievement

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

6.4 PUN MANAGED SERVICE - COMPLAINTS

SLA Service Levels   Achievement

% MAL	99	NO COMPLAINTS	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
% TRL	90	%	98.6	100	97.4	100	99.9	99.95	100	100	100	100		

7   CALL TO RESOLUTION

CALL TO RESOLUTION

Overall Comments
The overall volume of calls raised has risen as a direct result of the implementation of Release 1C.

The increase in Hardware coded calls this month is as a direct result of the Horizon System Helpdesk's re-evaluation and scrutinisation of call coding. This was also contributed by 39 touch-screen problems reported. One cause, which accounts for 25% of the calls, has been identified and resolution is currently under investigation. Counter printer problems reported also increased, which were varied with no specific cause found, but included some incidences of the known printer set-up problem which has now been corrected.

Software call volumes remained high due to the 55 calls (out of 130) relating to the known half-screen software problem for which a fix was successfully applied mid-April.

Network call volumes remain steady.

SLA's relating to this section are listed. Reporting will commence progressively after evaluation of initial results arising post- Release 1C implementation.
Call volumes include calls logged by Pathway. |

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

Report	Page	SLA	Forecast
7.4	TBN	HSHD Local - Priority 'A' - Remedial (6 Hours)	Post Q1 '98
7.5	TBN	HSHD Remote - Priority 'A' - Remedial (12 Hours)	Post Q1 '98
7.6	TBN	HSHD Local - Priority 'B' - Remedial (10 Hours)	Post Q1 '98
7.7	TBN	HSHD Remote - Priority 'B' - Remedial (24 Hours)	Post Q1 '98
7.8	TBN	HSHD Software Remedial	Post Q1 '98
7.9	TBN	HSHD Local - Priority 'A' - Non Remedial (4 Hours)	Post Q1 '98
7.10	TBN	HSHD Local - Priority 'B' - Non Remedial (8 Hours)	Post Q1 '98

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7.1 CALL TO RESOLUTION PROFILES - HARDWARE

HARDWARE CALLS

Legend:
- ■ A Priority
- ■ B Priority
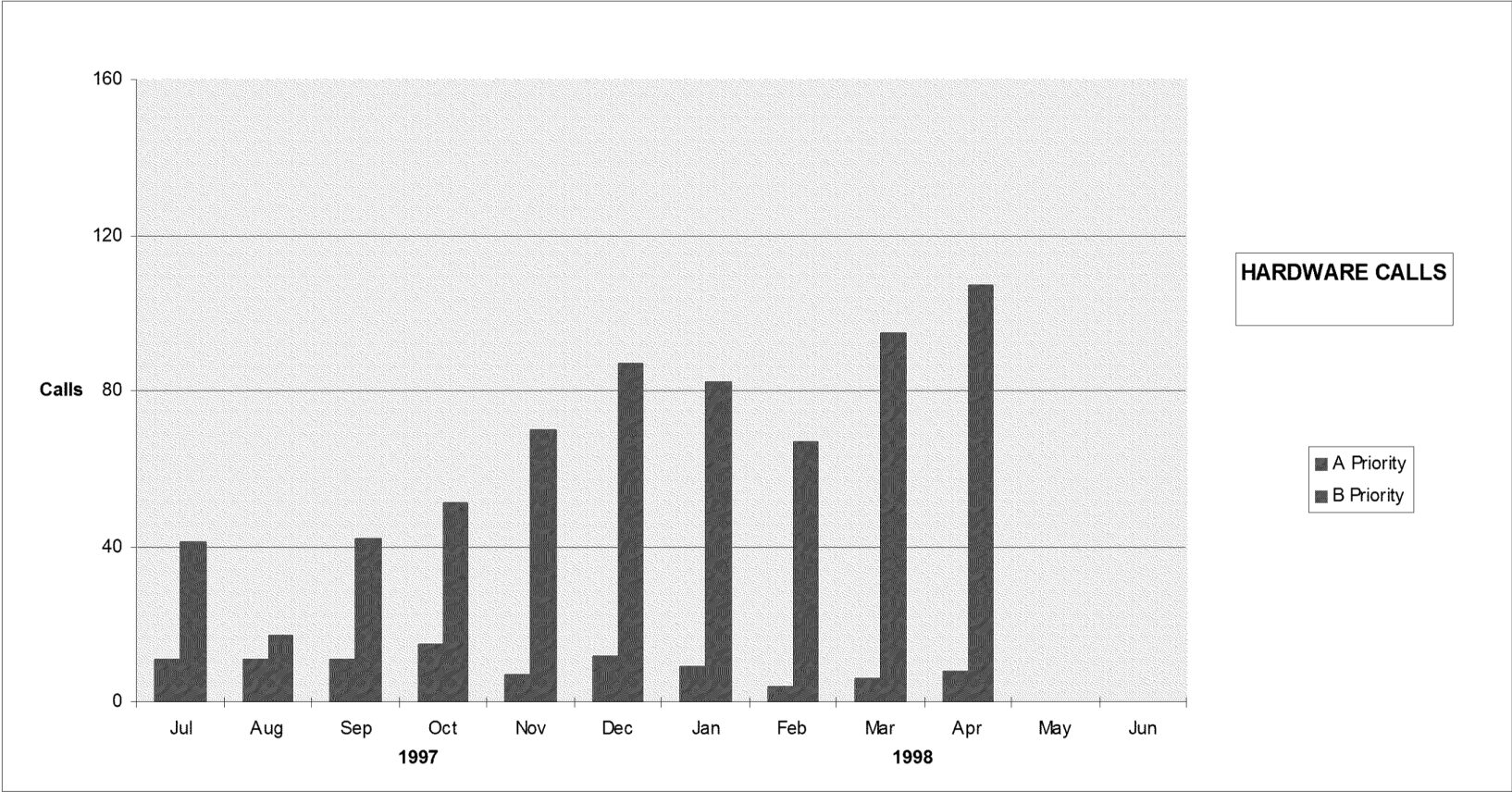
Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
A Priority	11	11	11	15	7	12	9	4	6	8		
B Priority	41	17	42	51	70	87	82	67	95	107		

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7.2 CALL TO RESOLUTION PROFILES - NETWORK
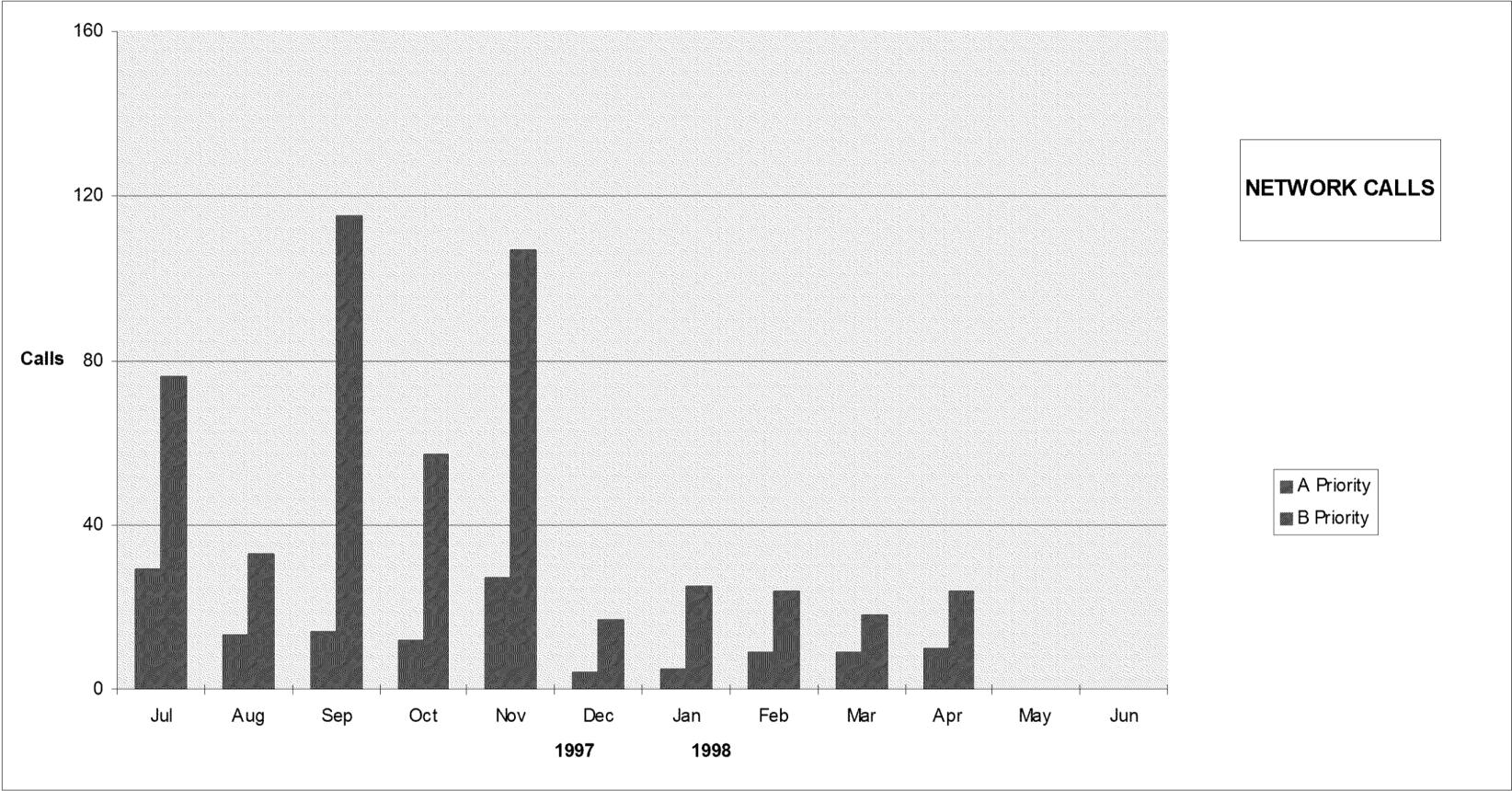
Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
A Priority	29	13	14	12	27	4	5	9	9	10		
B Priority	76	33	115	57	107	17	25	24	18	24		

7.3 CALL TO RESOLUTION PROFILES - SOFTWARE

SOFTWARE CALLS
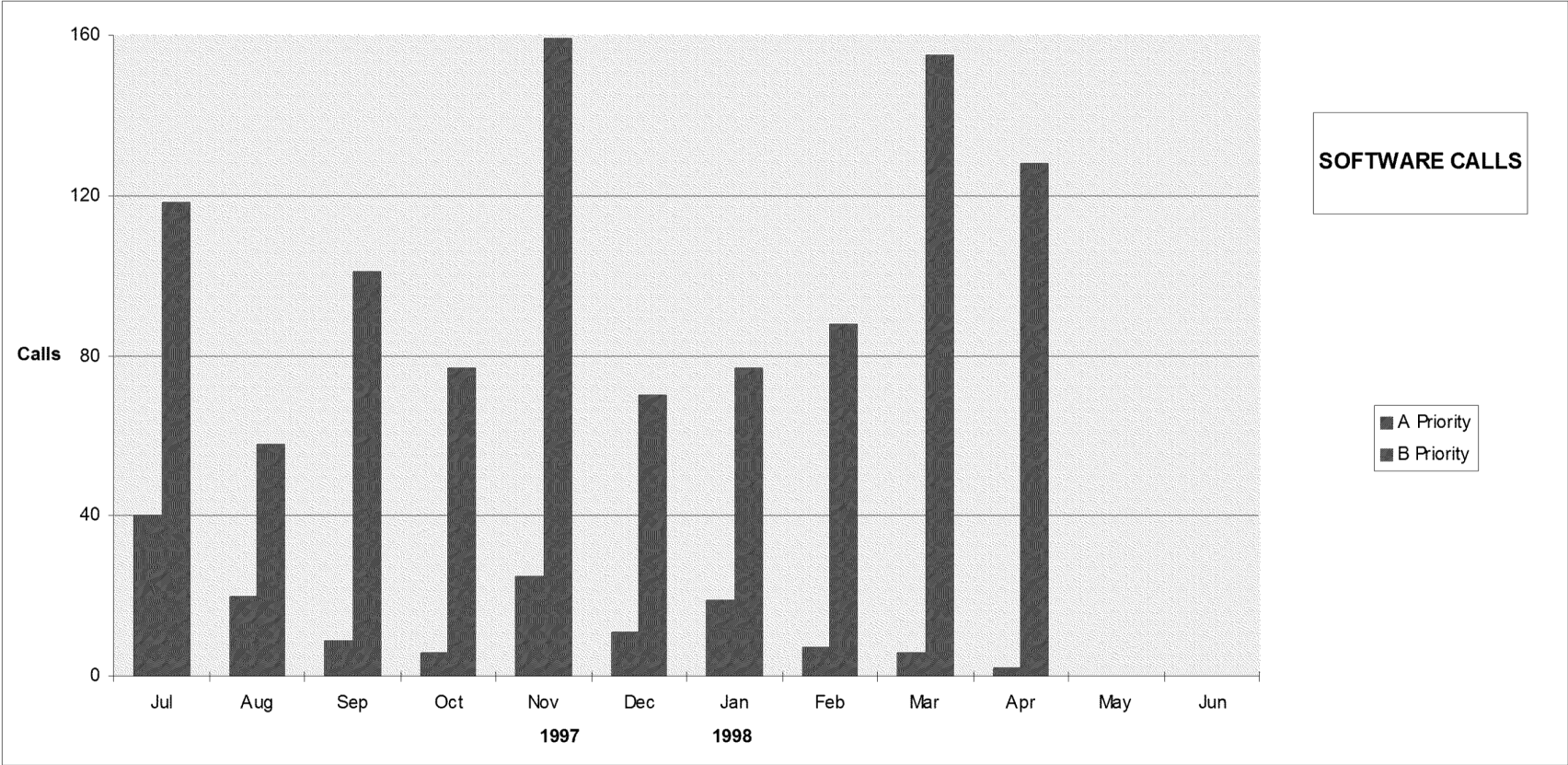
Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
A Priority	40	20	9	6	25	11	19	7	6	2		
B Priority	118	58	101	77	159	70	77	88	155	128		

8   NETWORK SERVICES

NETWORK SERVICES

Overall Comments
All service targets have been met during the month. No faults occurred on the Backbone Network during April. Of the 4 reported Branch WAN faults, 3 were found to be BT hardware faults and the other related to ISDN2 switching activities. In-depth analysis is in-hand and under review. The Client Links fault was resolved by a simple reset. 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.	-

COMMERCIAL-IN-CONFIDENCE

8.1 BRANCH WAN SERVICE AVAILABILITY
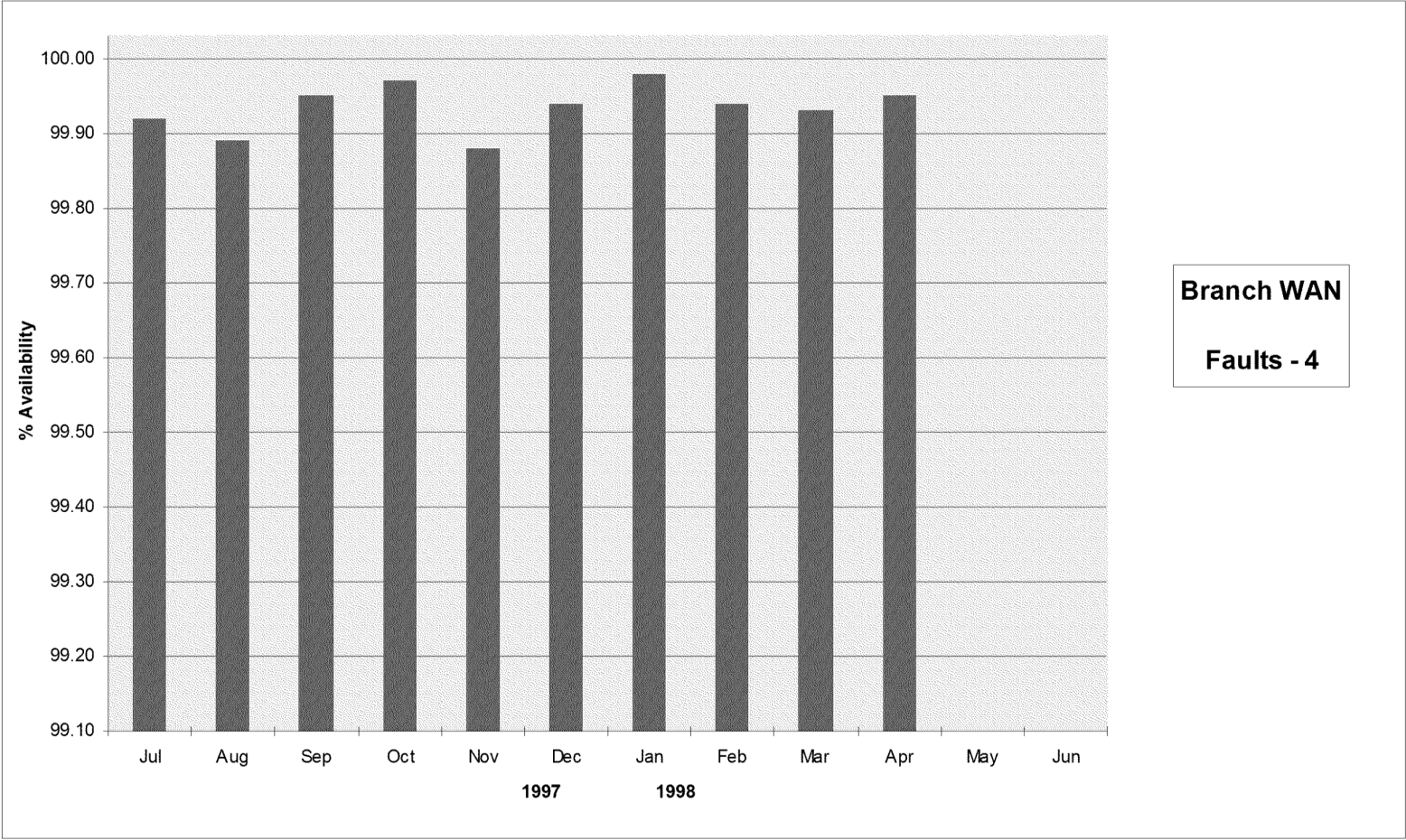
%	Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
	Branch WAN	99.92	99.89	99.95	99.97	99.88	99.94	99.98	99.94	99.93	99.95		

8.2 BACKBONE NETWORK SERVICE AVAILABILITY
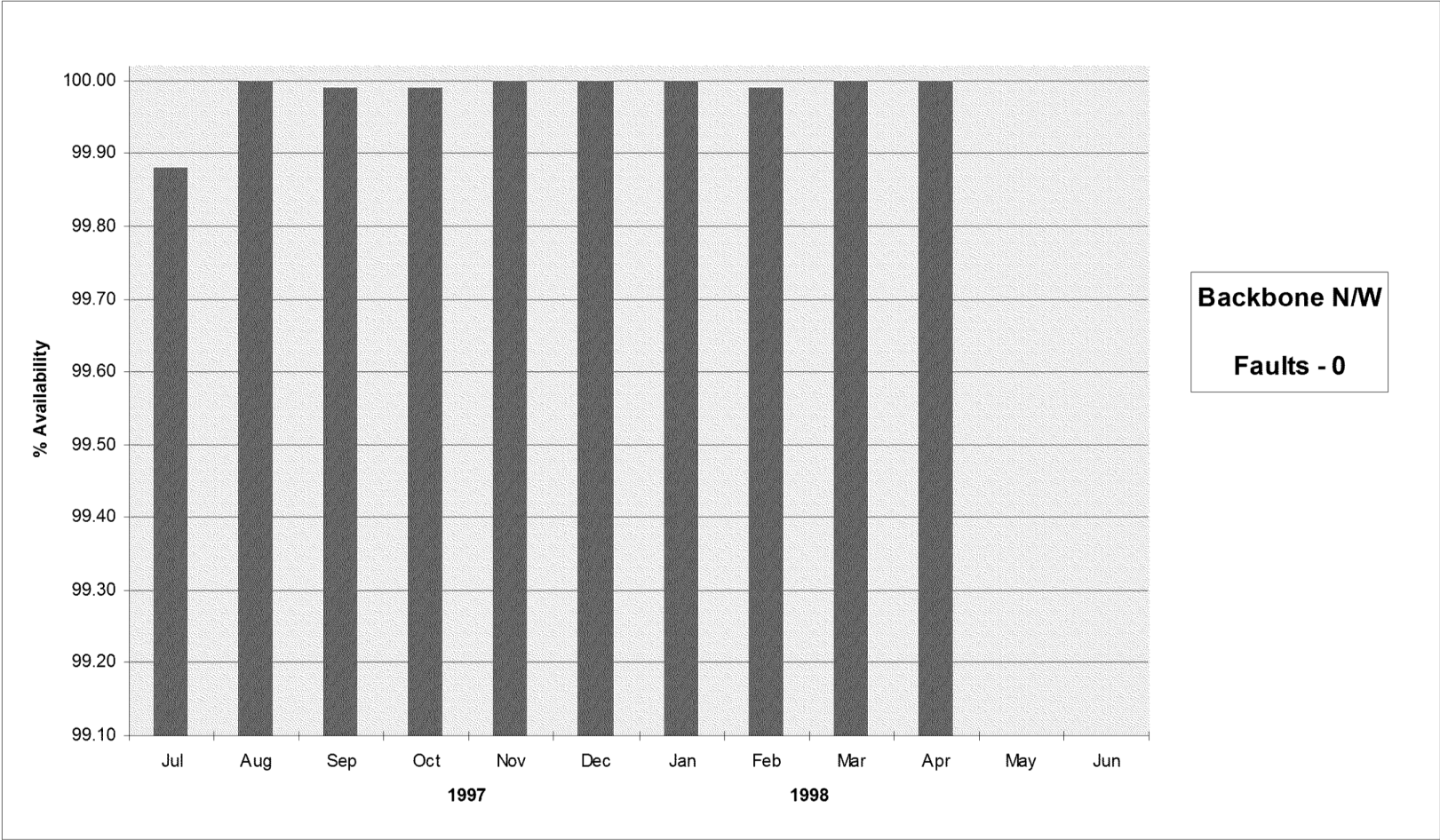
%	Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
	Backbone N/W	99.88	100	99.99	99.99	100	100	100	99.99	100	100		

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8.3 CLIENT LINKS SERVICE AVAILABILITY

Client LINKS

Faults - 1
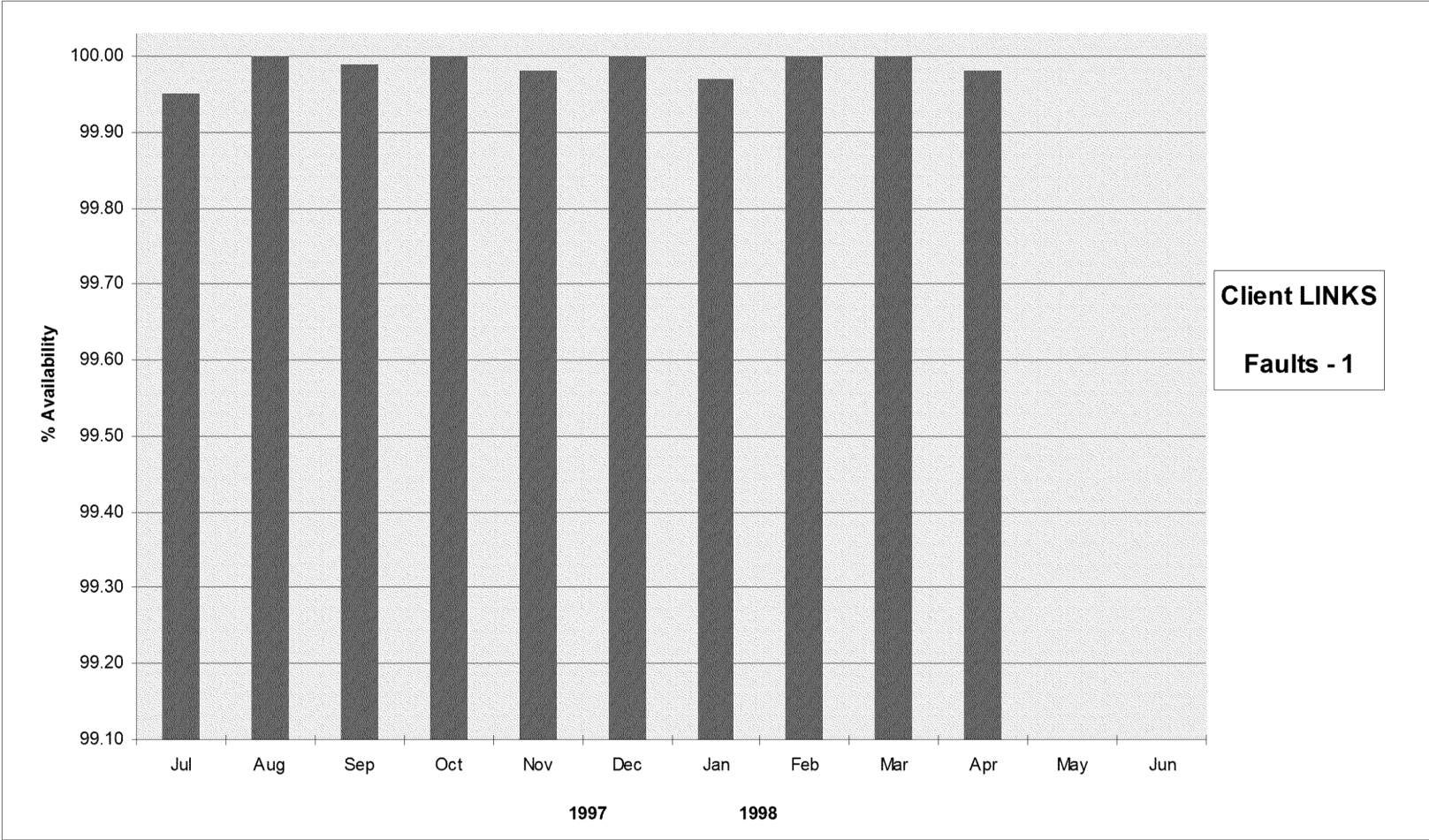
%	Apr-98	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
	Client Links	99.95	100	99.99	100	99.98	100	99.97	100	100	99.98		

9   ACCOUNTING & RESOLUTION

ACCOUNTING & RESOLUTION

Overall Comments
All SLA's introduced by Release 1C implementation are contained in this review report. Current status are as summarised below. Significant improvement in Error Resolution for the month of April. Review and monitoring of the Resolution process will be on-going post Q1/1998.

Report	Page	Review Status
9.1	47	Total value of errors outstanding at 30th April = £1,456.80. SLA met.
9.2	47	SLA level achieved and surpassed.
9.3	47	This month has shown a significant improvement in resolution and is set to continue.
9.4	47	100% SLA error clearance achieved.

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

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

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

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		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
% TRL	N/A	%	-	-	-	-	0.25	0.44	0.28	0.13	0.10	0.06		
Total Number of Transactions			-	-	-	-	3,604	6,762	16,827	29,964	54,774	77,973		

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

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

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

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

COMMERCIAL-IN-CONFIDENCE

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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-Q1 '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 Q1 '98
10.2	TBN	BES Casual Agent Encashment	Post Q1 '98
10.3	TBN	BES Permanent Agent Encashment	Post Q1 '98
10.4	TBN	BES Foreign Transactions	Post Q1 '98
10.5	TBN	APS - Cash payments - No tokens handed back to Customer	Post Q1 '98
10.6	TBN	APS - Cash payments - Tokens handed back to Customer	Post Q1 '98
10.7	TBN	APS - Cash payments - Using Smart Card or Key	Post Q1 '98
10.8	TBN	OBCS Book Issues - Local	Post Q1 '98
10.9	TBN	OBCS Book Issues - Foreign	Post Q1 '98
10.10	TBN	OBCS Encashment - Local	Post Q1 '98
10.11	TBN	OBCS Encashment - Foreign	Post Q1 '98
10.12	TBN	EPOSS transactions Service	Post Q1 '98
10.13	TBN	BES Transactions - Global	Post Q1 '98
10.14	TBN	APS Transactions - Global	Post Q1 '98
10.15	TBN	OBCS Transactions - Global	Post Q1 '98
10.16	TBN	POCL Transactions - Global	Post Q1 '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-Q1 '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 Q1 '98
11.2	TBN	CAPS-PAS I/F - Batch Next Day - Personal Details Notification	Post Q1 '98
11.3	TBN	CAPS-PAS I/F - Batch Next Day - Payment Stop - Non-Immediate	Post Q1 '98
11.4	TBN	CAPS-PAS I/F - Batch Next Day - Payment Authorisation	Post Q1 '98
11.5	TBN	CAPS-PAS I/F - Batch Next Day - End of Interest Notification	Post Q1 '98
11.6	TBN	PAS Batch Transactions - False Rejections/Acceptances	Post Q1 '98
11.7	TBN	CMS Batch Transactions - False Rejections/Acceptances	Post Q1 '98

12 OPERATIONAL SYSTEMS

OPERATIONAL SYSTEMS

Overall Comments
All SLA's met .

Report	Page	Review Status
-	-	-

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

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12.1 PAS AVAILABILITY ON-LINE - CUMULATIVE & DISCRETE

SLA Service Levels   Achievement

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

SLA Service Levels   Achievement

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

12.2 CMS AVAILABILITY ON-LINE - CUMULATIVE & DISCRETE

SLA Service Levels   Achievement

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

SLA Service Levels   Achievement

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

12.3 TMS AVAILABILITY ON-LINE - CUMULATIVE & DISCRETE

SLA Service Levels   Achievement

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

SLA Service Levels   Achievement

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

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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