



Meeting Sharon Gilkes 16/5/16

Pete Thompson

Major Incident 9/5/16 – Branch Database



■ Background

Between Saturday 30th April and Saturday 7th May a business continuity test was conducted, to fail-over from Branch Primary Database (BDB) to Branch Standby Database (BDS) under MSC 043J0444003-06. On Saturday 7th May the fall-back to Branch Primary Database was successfully concluded and service was provided from the BDB throughout Sunday 8th May. On the morning of the 9th the system was running on the primary database servers with the last known good configuration which had been running successfully for the previous year.

■ Incident Summary

On Monday 9th May 2016 from 08:55 to approximately 10:15 the HNG-X Branch Database Primary (BDB) incurred performance degradation.

At 09:20 a Fujitsu internal technical Bridge was convened to investigate the incident and implement corrective actions.

Following analysis it was recommended by the Fujitsu technical recovery manager that the Oracle Linux configuration item "MEMlock" should be set to the same configuration parameters as the BDS server instances. In order to stabilise the service and minimise any further impact it was proposed to cycle through the BDB nodes changing the setting rather than restarting all nodes at the same time, as this would be less disruptive to service.

By 10:15 on the 9th May all 4 BDB nodes were configured with the new settings and service normalised.

Root cause is still under investigation with Oracle. This is not a legacy issue as the Oracle 11 database, operating system and hardware are still currently under vendor support.

Fujitsu and Oracle directors are engaged in daily conference calls to progress the resolution of this incident.

■ Service Impact

The Horizon service was impacted from approximately 08:55 to approximately 10:15 as a result of the branch database performance degradation.

The branch database experienced performance problems resulting in 65% of transactions failing over an 80 minute period.

No liquidated damages have occurred ,4 SLA's will be missed within this current period as a result of this incident.

POA Internal Communication Timeline

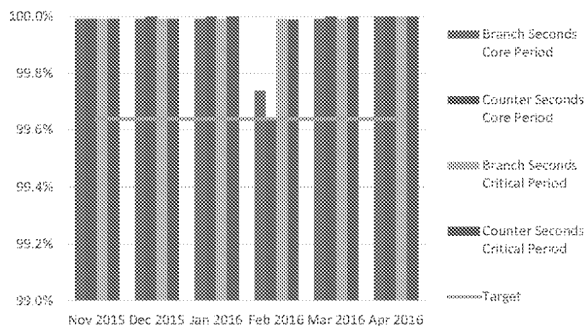


- 08:55 Enterprise Monitoring detects Swapping on Branch Database Servers
- 09:10 Horice picks up transaction failure rates
- 09:12 – 09:43 Atos called via Mac team of incident –Atos lines down unrelated issue – email also sent to advise Atos of engaged tone at desk.
- 09:20 Fujitsu (Muhunda S) informed Ian Thomas/Atos team whilst attending NFSP
- 09:22 Call raised to PT informing of service incident
- 09:22 Internal SMS informing stakeholders
- 09:20 Tech Bridge established
- 09:27 Gavin Bell informed Chris Broe of incident
- 09:30 Fujitsu (Steve Bansal) informed Ian Humphries and Gary Blackburn at 0930
- 0930 Fujitsu (Pete Thompson) spoke to Andy Garner
- Start of incident to tech bridge initiated 25 minutes

HNG-X Production Service Dashboard – Apr 16

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Branch and Counter Availability SLT

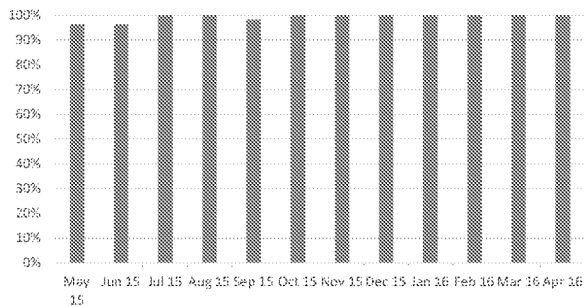


Major Incidents

Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
0	0	1	1	0	0

Jan 25th - POLSAP Material Movement
Feb 13th - BDS Server Memory Leak

SLA Performance



Problem Management

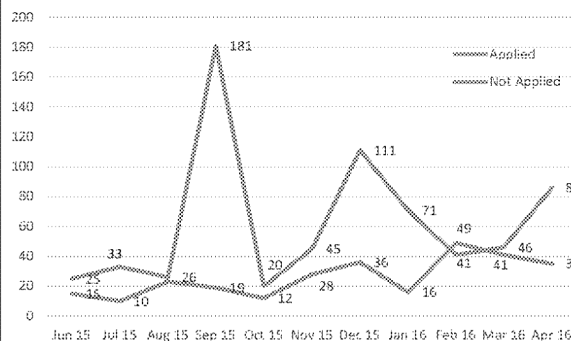
Apr-16

All Operational Problems not yet CLOSED at EOM	7
Reconciliation file transfer false alerting.	
POLSAP Period End incorrectly executed resulting in processing issues.	
BDS Server Memory Leak leading to failed Horizon Transactions.	
British Smart Gas Metering interface marked as unavailable.	
Fujitsu unable to deliver files to the POADMIN Server via PODG.	
PODG routes failing following POL/RMG separation.	
ComputaCenter Engineers are unable to install Ingenico PinPads.	

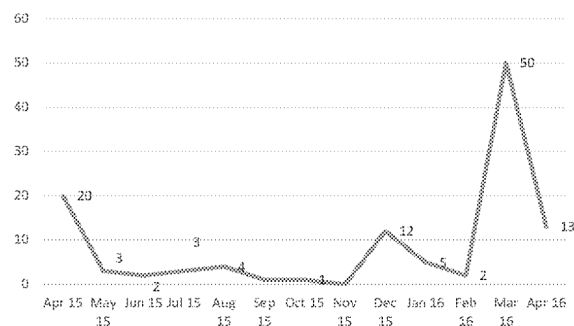
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Patch Management



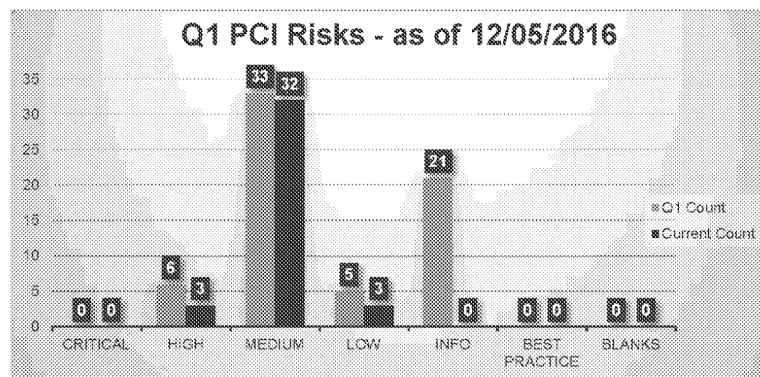
Total no. of ARQs queried



19/04/2016							
Operating System/Database/Software	SECURITY PATCHES					RAG	Known Issues/Comments
	Patches Reviewed in PAB	Patches agreed to be applied	No. of patches currently in process	Patches applied to Live to date	% of patches applied to Live to date		
Oracle Linux 6.4/6.5	157	92	15	74	80%	GREEN	Catch-up activity due to complete end of April 2016. p/s out of support and no patches being issued by the vendor
RedHat Linux 4.8	158	74	0	74	100%	AMBER	
RedHat Linux 5/5.8	957	220	7	213	97%	GREEN	BAU Patching no known issues
RedHat Linux 6.7	77	60	60	0	0%	GREEN	No platforms currently in LST or Live to patch but we are reviewing BAU in PAB in preparation
Solaris 10u11	238	204	14	190	93%	GREEN	BAU Patching no known issues
Solaris 10u3	960	474	17	457	96%	GREEN	BAU Patching. Patches not being applied to NMN001.
Windows 2012	0	0	0	0	n/a	n/a	NMN002, CON001, NCW002 due to build issues
Windows 2003/XP/NT	896	328	0	328	100%	AMBER	No platforms currently in live service
Oracle 11	27	17	4	13	76%	GREEN	Windows 2003/XP/NT no longer supported
Oracle 11	27	17	4	13	76%	GREEN	BAU Patching no known issues. Will be EOL May 2016.
Oracle Tivoli	28	14	1	13	93%	GREEN	BAU Patching no known issues
	3528	1488	126	1362	92%	GREEN	

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Open High's - Summary

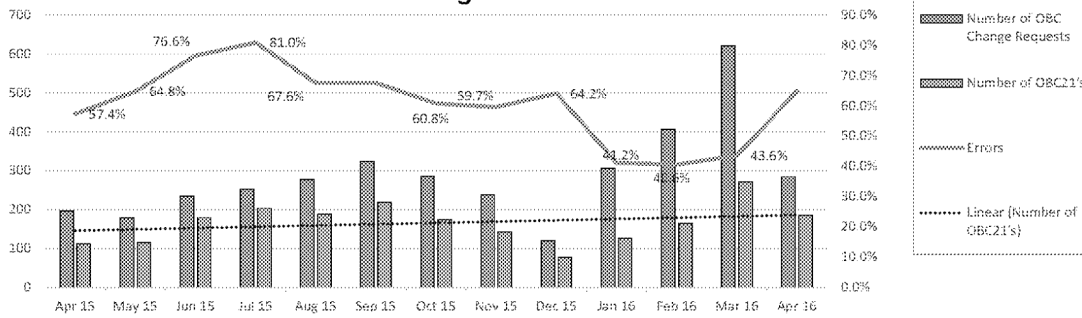
Risk	Risk Title	Risk Type	Local Compensating Controls	Local Severity	Local Urgency	Local Risk	Remediation	Residual Risk	Actions and comments	Status
High	Oracle Application Server Workflow Cartridge Component Unspecified Vulnerability	Windows App patch	Servers are not Internet accessible and are protected by firewalls that only permit required security domain access.	Low	Unlikely	Low	Reject - Compensating control. Risk Accepted	Low	Risk previously accepted by Post Office - To be addressed under HDCR	Discuss with POL
High	Oracle Application Server Workflow Cartridge Component Multiple Unspecified Vulnerabilities	Windows App patch	Servers are not Internet accessible and are protected by firewalls that only permit required security domain access.	Low	Unlikely	Low	Reject - Compensating control. Risk Accepted	Low	Risk previously accepted by Post Office - To be addressed under HDCR	Discuss with POL
High	Apache Tomcat Multiple Vulnerabilities Prior To 5.0.45	Windows App patch	Servers are not Internet accessible and are protected by firewalls that only permit required security domain access.	Low	Unlikely	Low	Reject - Compensating control. Risk Accepted	Low	Risk previously accepted by Post Office - To be addressed under HDCR	Discuss with POL

- The substantial majority of Medium issues have previously been accepted by POL and will be addressed under HDCR
- Not expected to cause issues with existing PCI compliance status

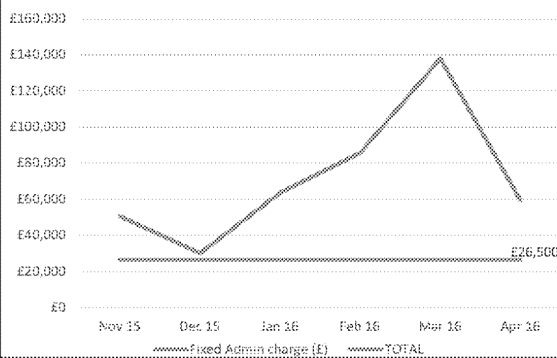
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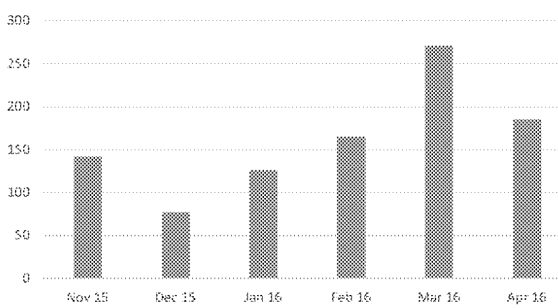
OBC Changes v OBC21's



Cost on OBC Service



OBC Count of Errors (21's)



HNG-X Production Service Dashboard – May 16

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Incidents with no action pending

Incident Ref	Branch Code	Site	Number of Counters	Owner	Open Date	Action Timestamp	Current Action
A11919963	144116	Burnsville Park	3	POA-CMT TTB Pending	23/03/2016 11:43	19/04/2016 08:41	19/04 - CC engineer unable to get WWAN working. SFI appointment stands for 25/04 PM slot BT advised This is with the cancellation team which can take up to 48 hours as they have an issue with the account number not generating for this line. BT cancellations are awaiting for the provision to be set to closed before they can get it removed.
A12118801	473519	High Bickington	1	POA-CMT PM Pending	13/04/2016 12:30	20/04/2016 16:50	
A12120323	268328	Belsay	1	POA-CMT PM Pending	13/04/2016 14:28	20/04/2016 09:30	Area Manager to chase Live date and inform PM before EOD 20/04.
A12164874	531136	Mulbarton Outreach Service	1	POA-CMT TTB Pending	18/04/2016 09:44	18/04/2016 14:34	18/04 - SFI booked for 27/04 PM slot Line has been ceased as PM has cancelled the line. PM to speak to BT to get the line re-instated - CMT to call back tomorrow morning for an update. Smarhands request raised with Atos to try and establish WWAN.
A12179389	181859	Port Bannatyne	1	POA-Computacenter	19/04/2016 17:55	20/04/2016 13:14	20/04 BT SFI Engineer booked for 21/04 AM (Ref 3-140437723238)
A12182531	267613	Goodwick	1	POA-BTG & OR	20/04/2016 09:39	20/04/2016 10:04	BT fault open on the line. CMT pending BT to resolve fault before investigation can continue.
A12185085	436323	East Ardsley	3	POA-BTG & OR	20/04/2016 13:33	20/04/2016 14:08	20/04 - Christie in the PO to speak to her boss (Catherine) about arranging a lift to Tracey that runs the outreach to get down earlier than when they're next scheduled (27/04, 12:30 - 14:30). CMT to contact site 21/04 AM. Call provisionally faulted to TTB advising we're trying to gain further access.
A12185479	509311	North Thoresby Outreach Servic	1	POA-CMT PM Pending	20/04/2016 14:14	20/04/2016 15:24	
A12186018	379611	Ferndale	3	POA-CMT TTB Pending	20/04/2016 15:06	20/04/2016 15:45	Fault logged with TTB to investigate jumpering issue, awaiting updates.

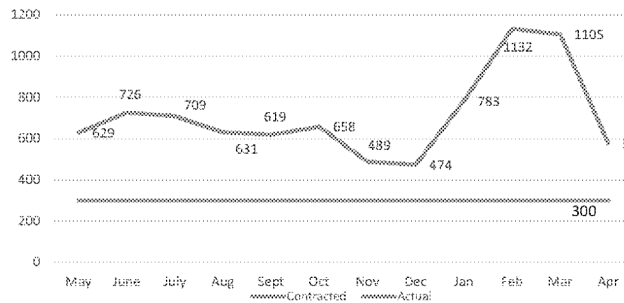
Incidents with no action pending

Incident Ref	Branch Code	Site	Number of Counters	Owner	Open Date	Action Timestamp	Current Action
A10461511	196840	Scourie	1	POA-ATOS	07/10/2015 10:41	20/04/2016 13:18	Chased Atos for update A new split billing line has been requested and paperwork has been submitted 05/04. Awaiting POL PST to complete their prep so they can then provide the request through the OBC process. POL have not provided a timeline for this. Pending further updates from Atos regarding fault due to Process and no Timescale being advised. OBC20 was submitted to property projects and paperwork being raised internally.
A10839105	147845	Rausay	1	POA-ATOS	21/11/2015 11:03	15/04/2016 12:41	
A10855969	203869	Tolstacholais	1	POA-ATOS	23/11/2015 14:52	18/04/2016 10:49	
A11700274	053912	Billingshurst	4	POA-BTG & OR	26/02/2016 10:52	20/04/2016 09:36	BT work request raised as PM has had friends work on the line and it is not to standard, wiring to be re done and all extensions removed
A12129312	164131	Gaywood	3	POA-CMT TTB Pending	14/04/2016 10:39	15/04/2016 16:06	SFI booked for 22/04 AM, this is the earliest available appointment. Pending outcome of visit.
A12133453	397137	Headington	4	POA-CMT TTB Pending	14/04/2016 16:12	20/04/2016 13:20	Call passed to TTB for investigation as sync intermittent, pending response from TTB.
A12169184	242511	Knowle	4	POA-CMT PM Pending	18/04/2016 15:19	19/04/2016 09:48	PM to get the alarm company to come out and have the alarm re wired into the line and re filtered.
A12172987	250247	Welland	1	POA-CMT BTW Pending	19/04/2016 07:45	20/04/2016 14:47	20/04 - Faulted to BTW for intermittency
A12177183	231843	Drongan	2	POA-BTG & OR	19/04/2016 13:34	19/04/2016 13:47	Call faulted to BTG under reference 3-140361177213. BT aim to resolve by EOD 20/04.
A12185637	269323	Meanwood	4	POA-CMT TTB Pending	20/04/2016 14:49	20/04/2016 15:56	Fault raised with TTB for intermittency, pending further updates.

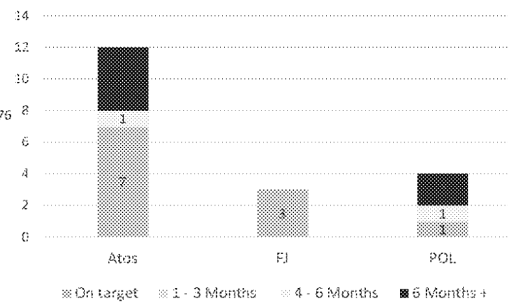
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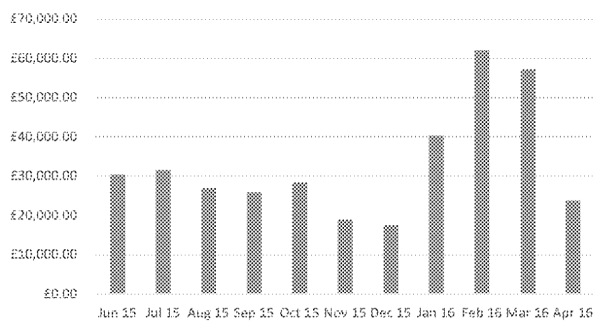
Ref Data Statistics



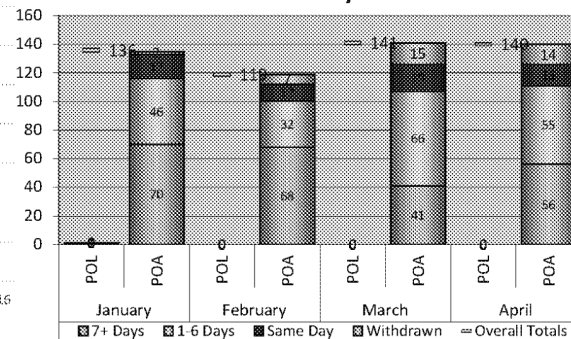
Open Service Review Actions Against Target



Ref Data Variable Cost



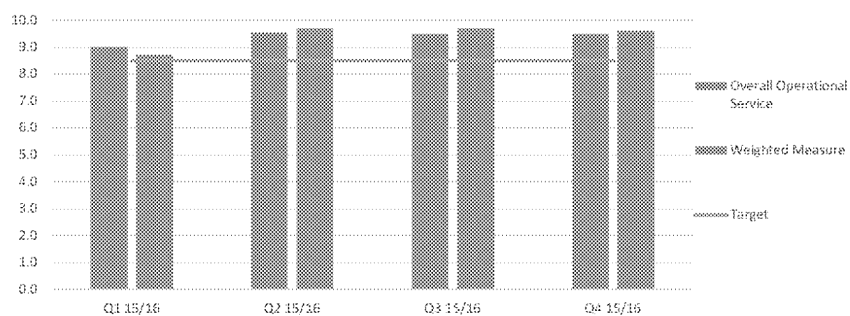
MSC Analysis



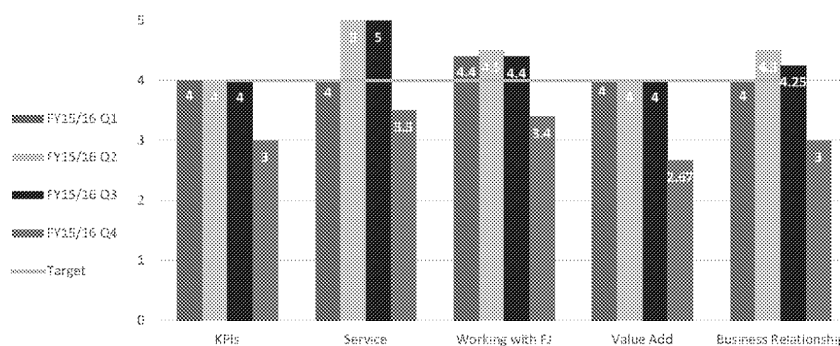
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CSAT Scores



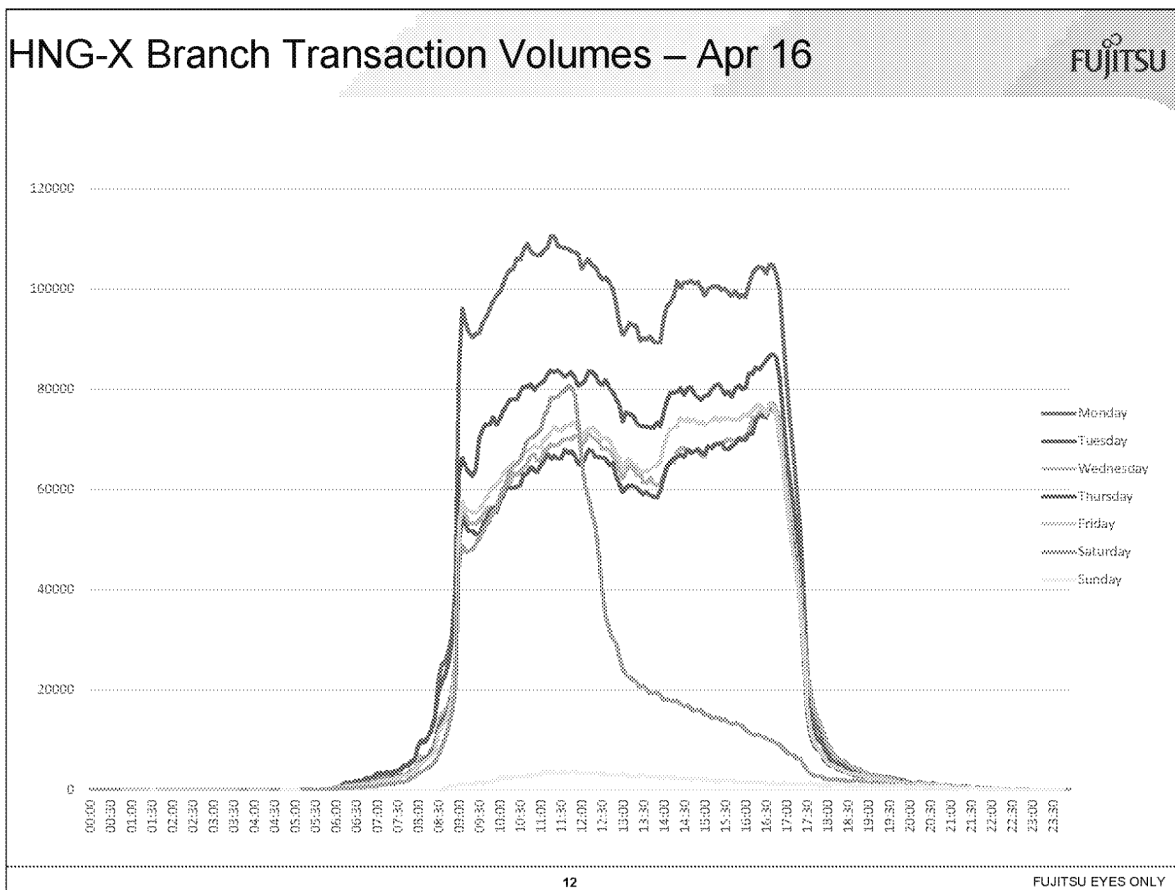
Average Customer Feedback per Category

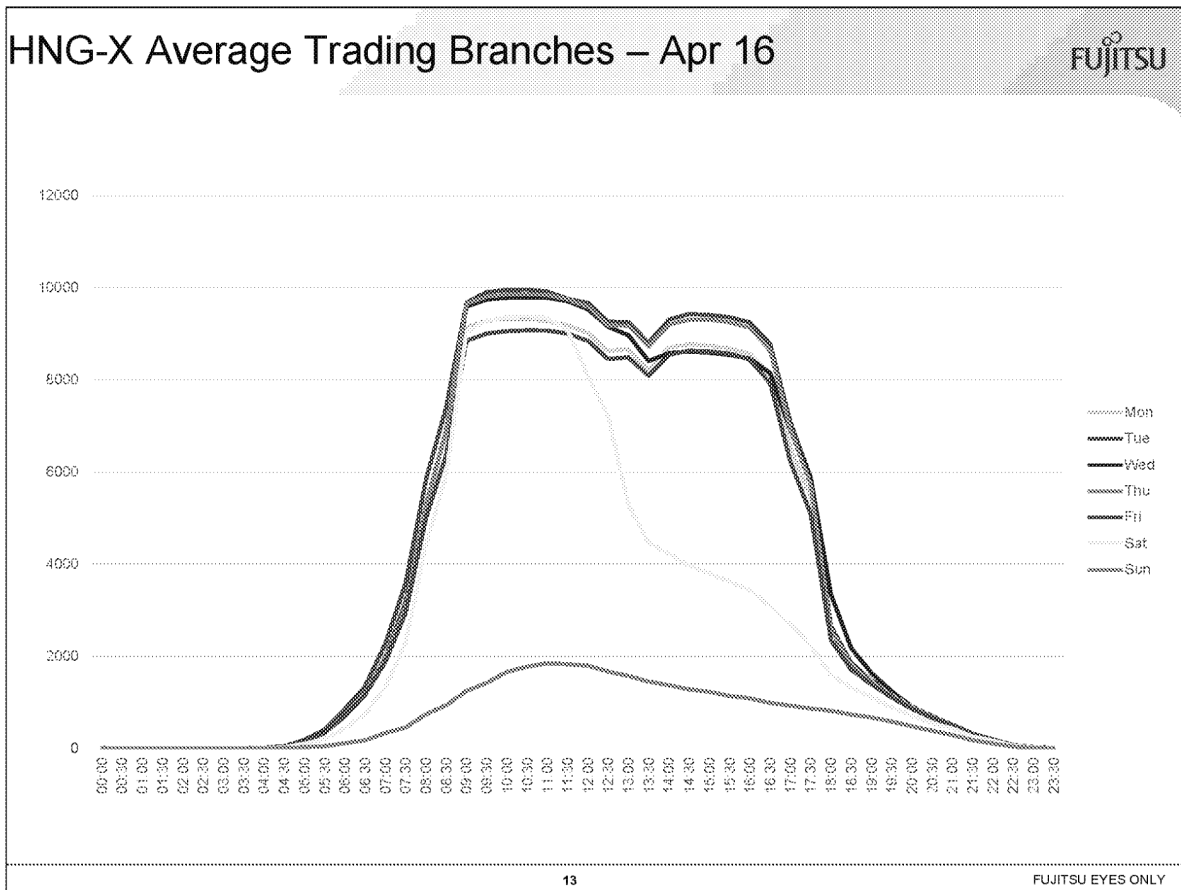


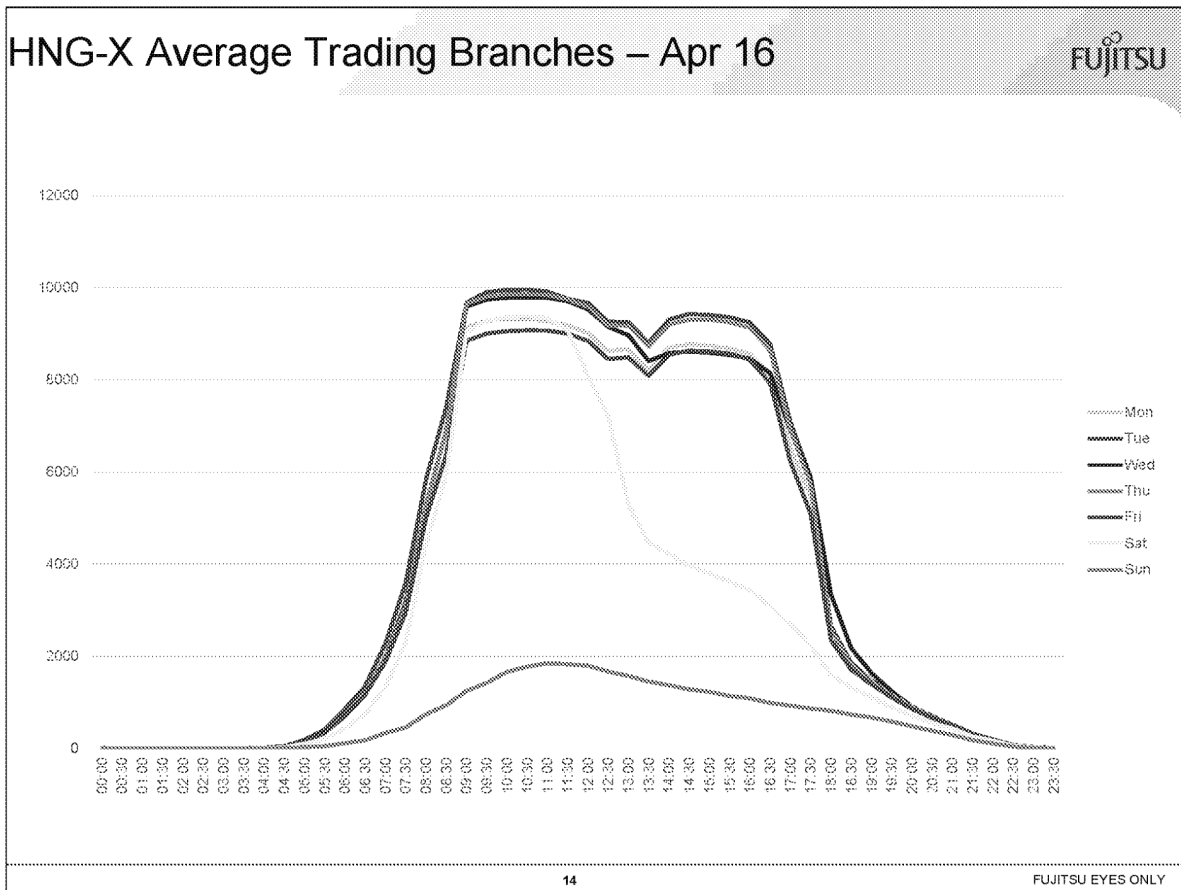
HNG-X Forward Schedule of Change – May 16



Activity	Deployment Group	Title	Start Date Time	End Date Time	Priority	Service Impact
MAY			01/05/2016 00:00			
Annual Failover Test		Run on BDS for a week	01/05/2016 00:00	07/05/2016 20:00	1 - Compliance	
Sun 1st May			01/05/2016 00:00			
Bank Holiday		May Day	02/05/2016 00:00	02/05/2016 00:00		
Pan Manager Upgrade		Pan Manager Upgrade	07/05/2016 17:00	07/05/2016 23:00	2 - HDCR/New Change	
Annual Failover Test		Failback test	07/05/2016 20:00	07/05/2016 23:00	1 - Compliance	
Sun 8th May			08/05/2016 00:00			
R14.15		DMZ Migration (Branch)	08/05/2016 02:00	08/05/2016 05:00	2 - HDCR/New Change	
Security Patching	Solaris, Linux & Windows	March Manufacturer Released Patches	14/05/2016 20:00	14/05/2016 23:30	1 - Compliance	
Sun 15th May			15/05/2016 00:00			
Security Patching	Solaris, Linux & Windows	March Manufacturer Released Patches	15/05/2016 04:30	15/05/2016 10:30	1 - Compliance	
Annual Electrical Health Check		Partial PH2 Buildings Electrical Health Check	15/05/2016 09:00	15/05/2016 18:00		
Security Patching	Solaris, Linux & Windows	March Manufacturer Released Patches	16/05/2016 08:00	16/05/2016 22:30	1 - Compliance	
Security Patching	Solaris, Linux & Windows	March Manufacturer Released Patches	17/05/2016 08:00	17/05/2016 23:30	1 - Compliance	
Security Patching	Solaris, Linux & Windows	March Manufacturer Released Patches(Contingency)	18/05/2016 20:00	18/05/2016 22:30	1 - Compliance	
Security Patching	Solaris, Linux & Windows	March Manufacturer Released Patches	19/05/2016 20:00	19/05/2016 23:30	1 - Compliance	
R14.15		DMZ Migration	21/05/2016 19:30	21/05/2016 23:55	2 - HDCR/New Change	
Sun 22nd May			22/05/2016 00:00			
Sun 29th May			29/05/2016 00:00			
Bank Holiday		Spring Bank Holiday	30/05/2016 00:00	30/05/2016 00:00		







HNG-X Continuous Service Improvements – May 16



Issue	Action	Benefit	CSI Ref
Increasing number of branches unable to trade due to PM's switching ISP provider	Comms campaign with branches to improve knowledge/education of restrictions	Reduced incidents due to ISP switching	3820
Delays in diagnosis and resolution of branch network incidents where calls passed back and forth between suppliers	Proactive notification of these incidents to IM and process to be agreed for requesting joint supplier visits	Improved branch availability, faster resolution for customer, reduced escalations	3821
Standard Broadband Care level equal to consumer BB products, resulting in lengthy outages at critical sites	Explore feasibility of enhanced care packages at critical sites	Improved availability at POL strategic/critical sites	3822
Higher than expected volume of rejected incidents	Help Desk SIP to ensure: - KA's are accurate/up to date - Agents receive additional coaching/training to ensure KA's are embedded	Reduced number of rejected incidents and faster diagnosis and resolution of issues	3823
Uncommunicated changes made by third parties impacting POL estate necessitating FJS support in resolution	RMG – Mechanism for aligning change processes to be agreed between Service Directors	Reduced incidents as a result of uncommunicated changes	3893

HNG-X Continuous Service Improvements – May 16



Issue	Action	Benefit	CSI Ref
File Transfer issues – improve knowledge on Atos Service Desk of support routes and contact details	Ian Humphries to develop within Help Desk SIP	Faster diagnosis and resolution of file transfer issues	2963
Branch Closures / trading disputes	FJ to conduct feasibility study to understand opportunities for restricting network traffic during branch disputes	Reduce risk of branch hardware and systems being used inappropriately during branch disputes	3825
Session Correction Approvals Process is unclear resulting in protracted delays in authorising corrections	Work with FSC Team to develop agreed process and MDS for approval requests	Faster resolution of session related incidents and improved counter availability	3836
Delays in diagnosing technical issues within mobile vans	Resurrect the van manual that was previously developed by FJS, to act as a 'spot guide' for PM's operating mobile branches	Faster resolution of mobile branch issues and improved branch availability	3837

HNG-X Production Programme Key – May 16


**Programme performance
(BAS Ops Summary)**


POA project delivery remains positive overall. Initial HDCR network migration (Support DMZ) completed 16-17/4. Testing underway on HDCR R15 (Infrastructure Services), initial build of AD complete in test environment. HNGA continuing on track.

Project		Baseline	Last Week	This Week	Comment:
R&R2 (Horizon Data Centre Refresh)	Design/ Build/ Deploy	May '17			R14 Support DMZ migration successfully completed 10/4. Internet DMZ migration planned 17/4. RAB scheduled 14/4. The RMG DMZ migration scheduled for 30/4 is going to be deferred as a result of the impacts of the POLSAP & Credence/MDM service extensions. Also discussing the need to defer the Branch DMZ migration because of the potential changes to the PO Branch Counter Refresh / Network Transformation plans. CT for a design study to review the full impact of the POLSAP & Credence/MDM extensions is being finalised ahead of CCB 18/4. SV&I for R15 started 11/4 (delayed from 4/4 due to PO prioritising testing for Drop & Go), initial AD build tests complete.
Horizon Anywhere	R13 R13.05	tbc	Nov '15	Nov '15 Apr '16	Future plans for Branch Counter Refresh / Network Transform still unclear, including plans for end to end testing of the solution. In meantime work continuing addressing number of issues raised in the R13.05 SV&I to ensure as high quality as possible for when e2e testing ready to start.
Barcoding All Parcels (BAP)	Design/ Build	Phase 2a (Feb/Mar16) Phase 2c	tbc tbc	tbc tbc	Project on hold awaiting approval of CT2065a for Phase 2a so that the team can be re-engaged and work can be resumed. POL PM indicated that CT should be signed shortly.
Test Rigs Refresh	Build/Deploy	Various			Project in closedown. Decommissioned kit removed from racks, initial quote received ready to be sent for destruction
Branch Network Refresh	Build/Deploy	Various			EE migration plans established targeted for completion by end April. Plans for Vodafone migration still to be agreed, meeting scheduled 15/4 to establish plan to start following the EE migration (to complete by 31/5).
Tower Transitions	Transition	FO, BO, EUC, Networks,			Continuing to wait for a decision from PO on the future direction / plans for Branch Counter Refresh and Networks Transformation – discussions have been taking place with PO/ Atos to help answers queries and in preparation for activity being initiated quickly once decisions reached. Back Office - engagement continuing on the plans, latest view shows migration to new solutions by end 'Sep. Credence service extension CT still awaiting formal approval.
Royal Mail Group Separation	Deployment	31/3/16		31/3	The RM Separation work is now winding down, with any outstanding issues around the separation being handled by the agreed BAU process (mainly by the Service team). PM control will remain until the end of the month to ensure follow up activities are completed.
1. Discussions ongoing with PO regarding their plans to improve the project governance and demand planning, once these changes are confirmed then the current internal meetings objectives and structure will be reviewed to try ensure alignment with the PO/ Atos. 2. Internal Delivery Board scheduled for 20/4.					

HDCR Release 14 & 15 Live dates



Release	Target Live migration dates
R14.10 Network Core Join	19-20 th March 2016 [completed]
R14.15 Support DMZ Migration	9-10 th April 2016 [completed]
R14.15 Internet DMZ Migration	16-17 th April 2016
R14.15 RMG DMZ Migration	30 th April-1 st May 2016 <small>Note – RMG DMZ deferred in light of the POLSAP & Credence/MDM services being extended beyond 31st March 2016. Agreed with PO PgM</small>
R14.15 Branch DMZ Migration	7-8 th May 2016 <small>Note – potential change / deferral as a result of possible changes to Branch Counter Refresh / Network Transformation. Being discussed with PO CIO</small>
R14.15 Banking DMZ Migration	21-22 nd May 2016
R15.10 Infrastructure Management	9-10 th July 2016
R15.15 SYSMAN4 Monitoring	27-28 th August 2016
R15.20 Key Management Services	1-2 nd October 2016
R15.30 Network Management	8-9 th October 2016

Note – R16 & R17 Live migration's are planned to continue from Nov 2016 and on in to 2017

Risks



Description	Containment/Action Required	Raised with POL	Probability	Impact
There has been 2 recent service incidents resulting from failover and failback of the branch database servers	Currently with Oracle to identify root cause	GE,CIO,Service Director	H	H
Incorrectly configured Reference data has been released into HNG-X: three (3) recent incidents in Mar 16.	An audit is required to review the current skills and knowledge within the Atos team and review/implement additional controls within both Fujitsu and Atos to mitigate future incidents.	CIO, Service Directors Meeting & SMR	H	H
There are a number of Branch Network Services terminating in March 2017 i.e. Vodafone Network, BT Satellite Services.	The containment plan is for POL to commission a branch network service study for Fujitsu to engage with 3rd parties should POL require a further extension of the Branch Network Service. Fujitsu have already contacted two key suppliers (Vodafone/BT) to discuss the possibility of extending beyond March 2017	Programmes & Projects Governance meetings and with the Service Team, SMR	H	H
The live Counter VPN keys are due to expire in November 2016. CC are yet to agree the commercial terms for the spare Gold build submitted to them in April 2015. Risk is increasing proportionately to time.	POL and CC to agree the Commercial Terms. CC to deploy the gold build into the spares loop and have the new build available for rollout.	Service Directors Meeting & SMR	H	H
There is no owner across the supply chain. This may cause delays to the timely resolution of issues and potentially impact to Service continuity and the Post Office Business Strategy.	POL to define the end-to-end model. POL to review resourcing in this area to work alongside Fujitsu and ATOS architects.		H	M
PAT testing for 2014/15 was cancelled. During the 2011/12 testing it was found that over 100 hardware items in branches had unsafe equipment requiring replacement.	Fujitsu recommend that electrical testing is performed at the frequency recommended by the UK Health and Safety Executive.	Service Directors Meeting & SMR	M	H
Potential risk to the execution of the Post Office business plan.	Management of suppliers, dependencies and contract change. Functional requirement mapping activity and identification of gaps. Systems Qualities approach to ensure technical quality. Rehearsals and pro-active integrated testing.	Service Directors Meeting & SMR	M	H
Vendor support of EOSL legacy components is no longer available.	Post Office specific spares of some old components have been retained. Addressed by Horizon Data Centre Refresh Activity.	Service Directors Meeting & SMR	M	H
Necessary process and technical changes have not been commissioned.	Change Request(s) to be raised to meet compliance obligations.	Service Directors Meeting & SMR	M	H
PODG and Credence MDM have not been designed to be PCI compliant solutions. Should data be included in data files then these platforms will be required to be updated.	POL need to ensure 3 rd parties remove this data classification within scripts producing data files.	Service Directors Meeting & SMR	M	H

01 Aug 2018

COMMERCIAL IN CONFIDENCE

Risks



Description	Containment/Action Required	Raised with POL	Probability	Impact
Integrity of data to support litigation activities, timestamping across multiple vendors, data capture	Needs a co-ordinated multi-supplier review to assess the quality of sample evidence with experts.	Service Directors Meeting & SMR	L	H
This risk is a result of the Post Office request to implement the additional CFS workload without upgrading the old POLSAP servers. CGI design only requires a single MDM server in each data centre (no resilience within each data centre)	Needs platform upgrades to ensure data can be processed.	CIO Meetings, Service Directors Meeting & SMR	L	H
Additionally, this risk is the result of Post Office commissioning CGI to move some of the live workload onto the DR server to avoid the cost of upgrading and improving the resilience of the servers.	Needs platform upgrades to ensure data can be process	CIO Meetings, Service Directors Meeting & SMR	L	H
Interim Compute was only intended for Test workloads, however, Fujitsu understand that POL have now deployed live services.	Fujitsu do offer Cloud Hosting from other Data Centres. Review resilience model required to underpin services.	Service Directors Meeting & SMR	L	H
Test Rigs are not fully scaled versions of live, no volume capacity. There are some minor H/W variations in the equipment used in the Rigs e.g. lower spec servers. Recent major incident highlighted benefit of future volume testing to be considered in the live Service/Testing Strategy.	The majority of the Test Rig environments are built with identical H/W and S/W technologies. The test plans can be optimised and performance can be modelled. Resilience paper produced and distributed further discussion with POL required to agree approach on the Strategy going forward. Options to be reviewed include 3rd party tooling and bespoke transaction 'injection' to emulate Monday peak period transaction volumes.	CIO Meetings, Service Directors Meeting & SMR	L	H
Spares for counters were provisioned to end of March 15 with an additional stockpile of hard disk spares based on anticipated usage to March 16.	Fujitsu recommend an investigation and forecast of spares consumption and availability for the remaining period. POL to review with ATOS/CC the meantime between failure rates MTBF for components supporting the counter. It may be worth removing unused counters to increase spares supply.	Service Directors Meeting & SMR	M	M
Interim Compute was only intended for Test workloads, however, Fujitsu understand that POL have now deployed live services.	Change Request(s) to be raised to introduce resilient network component.	Service Directors Meeting & SMR	M	M (Fujitsu do not have full visibility of the configured services)

Service Availability April 2016

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Branch Network Service Call to Fix SLT

Urgency	Target	Passes	Total calls	Achieved
1	95% within 3 hours 55 minutes	276	276	100.0%
1	100% within 5 hours 55 minutes	276	276	100.0%

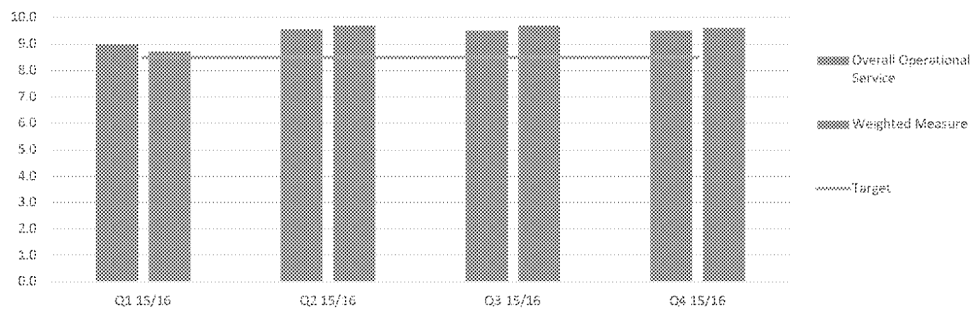
Branch & Counter Availability SLT

SLT PERFORMANCE	Branch Seconds Core Period	Counter Seconds Core Period	Branch Seconds Critical Period	Counter Seconds Critical Period
Target	99.64%	99.64%	99.64%	99.64%
Achieved	100.00%	100.00%	100.00%	100.00%

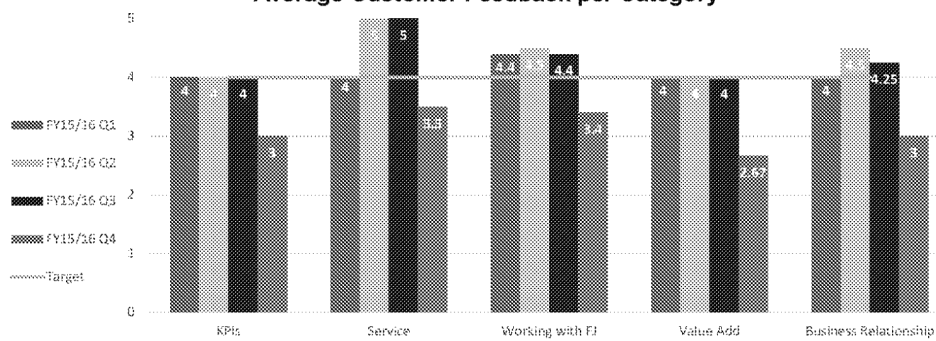
HNG-X Production Service Dashboard – Apr 16

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CSAT Scores



Average Customer Feedback per Category



Quarterly Relationship Tracker

FUJITSU

		Response	Comments provided by Babu Palathoti
KPIs	I would recommend Fujitsu	3 - Neither agree or disagree	This will not change, POL are not able to recommend Fujitsu
	I would be happy to provide a reference for Fujitsu	3 - Neither agree or disagree	This will not change, POL are not able to provide a reference for Fujitsu
	We are likely to continue working with Fujitsu	4 - Agree	We have signed a new contract
	I would consider Fujitsu for further projects	3 - Neither agree or disagree	POL where there is a choice to use other suppliers are not looking to use Fujitsu for new projects, as Fujitsu are too costly, impact assessments are charged, no cost or resource breakdowns are supplied. Also Fujitsu take too long to respond.
	Working with Fujitsu requires minimal effort on our part	2 - Disagree	No, Fujitsu require a lot of work and have to be chased constantly. Examples Time sheeting, Asset Register and Oracle licencing
	Feedback provided to Fujitsu is acted on	3 - Neither agree or disagree	Not always, Fujitsu need chasing.
Service		Response	
	I am very happy with the service I receive from Fujitsu	3 - Neither agree or disagree	Changes to 4
	Key milestones are always met on time	4 - Agree	Agree
	The service levels we have agreed are always met	4 - Agree	Agree
	I feel that my needs as a customer are being met by Fujitsu	3 - Neither agree or disagree	Fujitsu do not understand needs, they are not innovative. Example BackOffice, Yes running on old kit but Fujitsu unable to offer solutions or agree and support POL.
Working with Fujitsu		Response	
	Overall there is an excellent relationship with Fujitsu	3 - Neither agree or disagree	Not a very good relationship in place. Always in contractual talks, Fujitsu not forth coming to help POL
	Fujitsu demonstrate a deep understanding of our needs	4 - Agree	Yes, Fujitsu know been around 20 years, but...
	I have the right level of contact within Fujitsu	3 - Neither agree or disagree	No single point of contact, no direct access to decision makers.
	I get access to wider Fujitsu expertise when I need it	4 - Agree	Agree
	Any problems that occur are handled effectively	3 - Neither agree or disagree	Some are, some are not, Customer are not kept informed of progress, only on completion not during. Simple responses provided but no further updates unless chased.
Value add		Response	
	Fujitsu are proactive in anticipating our needs	3 - Neither agree or disagree	Can not see evidence of this behaviour
	Fujitsu are innovative in their thinking	3 - Neither agree or disagree	Can not see evidence of this behaviour
	I feel that Fujitsu go above and beyond the contract to add value to our business	2 - Disagree	No value add from Fujitsu
Business relationship		Response	
	Working with Fujitsu has improved over time	3 - Neither agree or disagree	No improvement in the last 6 months, Should get the best response / service all of the time but do not.
	Fujitsu have a focus on continual improvement	3 - Neither agree or disagree	No evidence seen of any improvement from Fujitsu
	Consistency within the Fujitsu account team	4 - Agree	Agree, no changes
	Fujitsu continue to present us with new ideas	2 - Disagree	No new ideas, Fujitsu struggle to implement existing solutions
What have been the key things that Fujitsu have done really well over the last six months?			
Liaised with Post Office over change of staff on the account.			

FUJITSU EYES ONLY



FUJITSU EYES ONLY