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# M4 Governance Meeting

For the Period of: March 2016

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April 2016





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# Atos Dashboard

Praveen Pai

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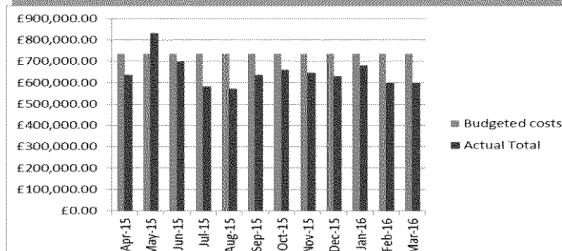
# Atos Dashboard: Apr-2016

Created by Praveen Pai (IT Vendor Manager)

## Monthly Highlights/Lowlights

- Successful IT contribution to the Network Transformation Programme in March. A total of 488 implementations managed with 183 completed in a single week (usual run rate 30 implementations and only 2 incidents raised)
- A two day workshop to review all 42 Tier 2 services and various operating models completed with Atos
- Atos and CC working on a permanent solution for the user and email administration services. This will tentatively go live early May and funding since April needs to be resolved

## Opex Spend vs Budget



## Supplier Health

In Euro Million	FY 2015	FY 2014	change
Revenue	10,686	9,051	18.10%
Operating Margin	883.7	701.9	25.90%
Net Income			
Group Share	406.2	265.2	53.20%
Net Cash	593	989	

## Current Contracts

### Service Integrator & Service Desk Agreement ( SISR )

signed on 26<sup>th</sup> September 2013 for an initial term of 4 years with two potential extensions of one year i.e. 4+1+1.

#### Value of contract

Services : £7.192m

Tower Implementation: £8.434m

IT Projects: £9.392m

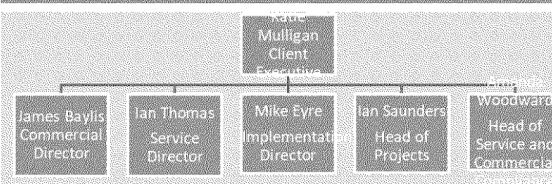
### Framework Agreement for IT Consultancy Services

signed on 10<sup>th</sup> September 2013

## Market Analysis

- Government to review its Atos contracts worth more than £10m after IT Failure. Atos have updated POL on their response and approach to this review. Atos holds £3bn worth of UK government contracts.
- Atos (Digital Services) launched its fully integrated business-driven analytics solution called Atos Codex which includes digital transformation strategy & consulting, use case business modelling, data science expertise, agile analytics deployment & evolution management

## Supplier Contacts/Escalation points



## Key Meetings

### Date

Meeting with POL ISAG

11/05/16

## Key Performance Indicators

### Status

Relationship

Commercial

Delivery

Quality

## Bid History

### Value

### Date

### Status

SISR Agreement

TBA

Sep 13





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# Atos Performance Summary

Ian Thomas

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## M4 IT Supplier & Service Review - Contents

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- Executive Summary
- SISD Programme Issues
- Overall Service Status
- Top 30 SLA's
- SISD Incident Performance
- Customer Satisfaction with the Service Desk
- Customer Satisfaction with IT Service
- Monthly Focus: Operational Business Change
- Risks
- Service Credits



## Executive Summary

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- SLA Performance across the Supply Chain – 93.42%
- SISD Speed to Answer (Telephone & Email) failed to achieve target (impact from EUC Admin)
- Contacts to the Service Desk remained high at 15,052
- 12 High Severity Incidents
- Increase in Lost Productivity Hours and Revenue (impact from Belfast CViT)
- CSAT with the Service Desk achieved target for the 9<sup>th</sup> consecutive month.
- OBC Service successfully contributed to the achievements of the Network (NT) Transformation Programme



## SISD Programme Issues

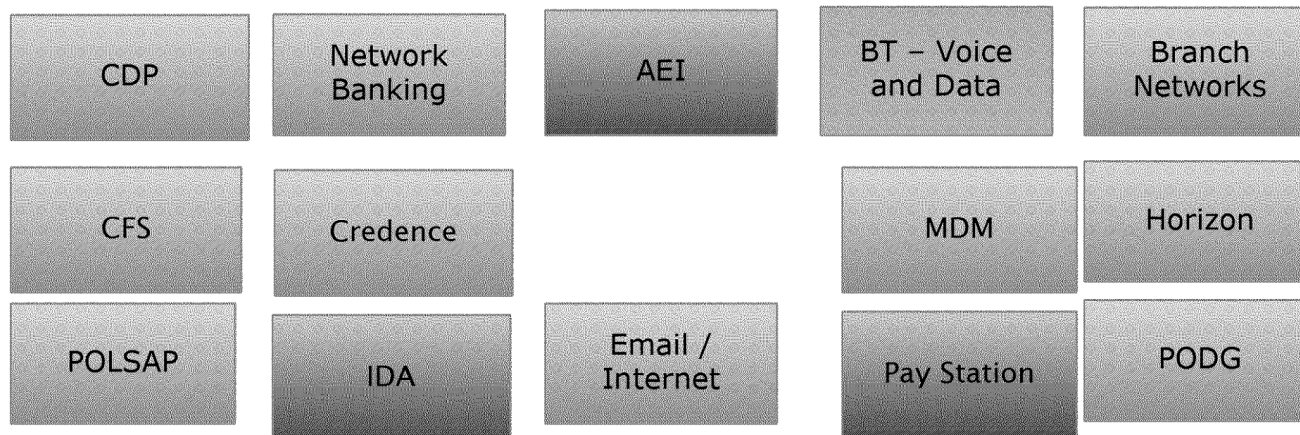
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### EUC Admin Rollout Issues

- **Laptop Availability** - Ongoing issue due to a lack of BAU laptops for new starters. Existing model was unavailable to order and a new model has had to be procured. Order fulfilment should commence week commencing 25th April, for the current backlog. Sufficient stock levels will then be maintained to able the BAU service levels to be achieved.
- **Network Drives/File Shares** – The migration of the File Shares form the RMG environment was completed and subsequently a number of teams have had access issues.
- **Software Licensing / Installation** - not all Applications have been packaged in SCCM for deployment via the Service Catalogue
- **Atos access to AD** – Access has not yet been provided for the Atos Service Desk to the Computacenter environment, which means that Atos cannot perform a number of first time fix activities.



## Overall Service Status



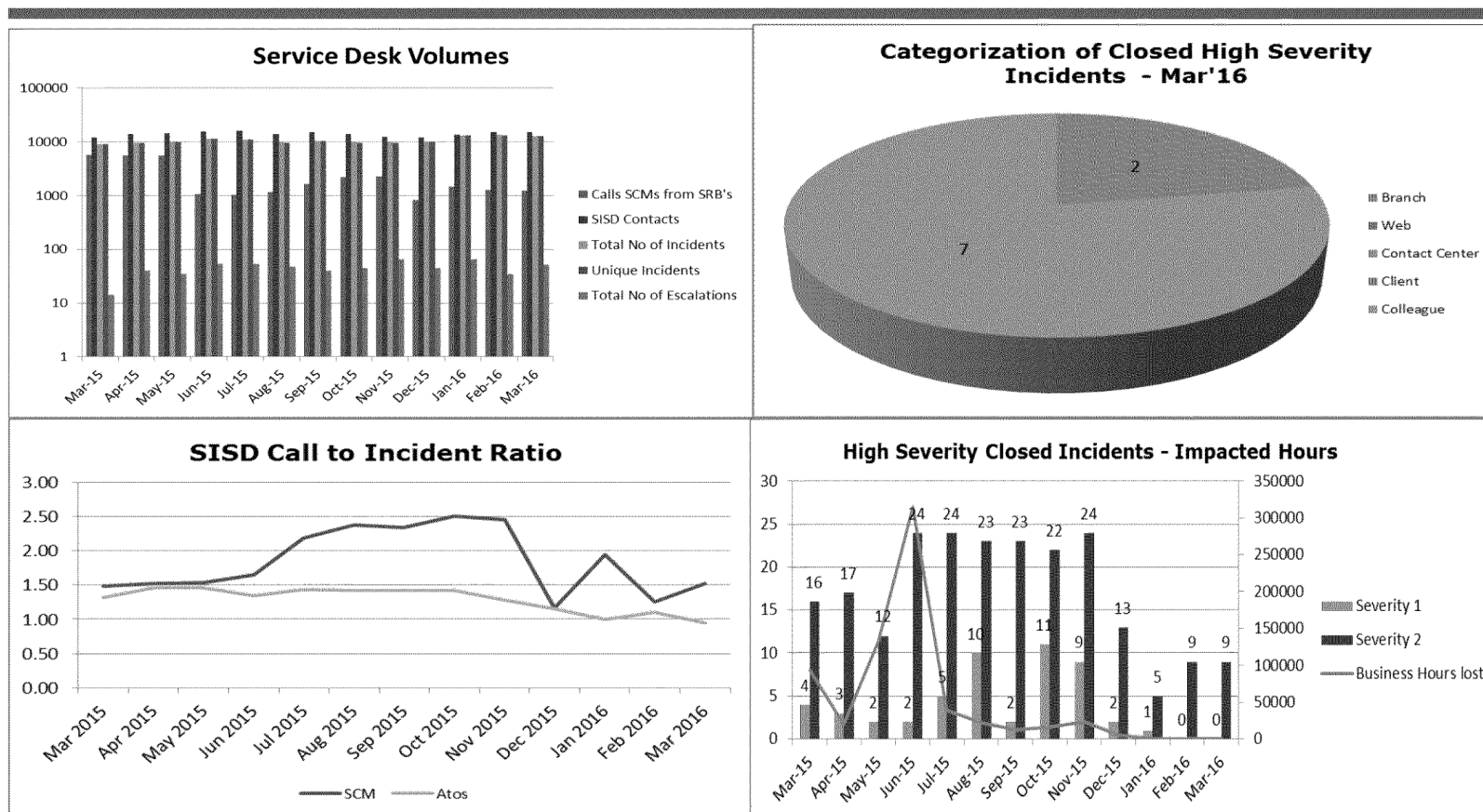
### Service Exceptions

Service	Key Issues	Business Impact
AEI	5 SLA failures all relating to First Time Fix and restoration of service.	Branch
Pay Station	One failed SLA for call answering	Colleague
Identity Assurance Service (IDA)	Failed to provide a full view of SLA achievement, the service is in the process of being moved back into Managed Services	Colleague
BT – Voice and Data	All service levels across both voice and data achieved and no high severity incidents reported this month.	Colleague





## SISD Incident Performance





## Customer Satisfaction with the Service Desk

Measure	Target SLA	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	March 2016
Satisfaction with S'Desk	80%	97.44%	90.90%	73.47%	78.41%	88.33%	86.81%	86.62%	86.22%	92.40%	83.97%	88.59%	93.05%	89.77%
Total number of Responses	-	200	239	293	438	446	418	356	460	330	287	552	403	391

### March End User Scores - Rant and Rave

Wk1 : 1-8 March	
Total number of feedback received	111
Promoters (6-9)	90
Passive (5)	9
Detractor (1-4)	12

Wk3 : 16-22 March	
Total number of feedback received	87
Promoters (6-9)	80
Passive (5)	5
Detractor (1-4)	2

Wk2 : 9-15 March	
Total number of feedback received	82
Promoters (6-9)	66
Passive (5)	3
Detractor (1-4)	13

Wk4 : 23-31 March	
Total number of feedback received	146
Promoters (6-9)	115
Passive (5)	18
Detractor (1-4)	13



## Customer Satisfaction with the IT Service

Measure	Target SLA	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	March 2016
CSAT with IT Services	80%	-	-	-	-	-	-	-	-	-	-	72.00%	79.33%	75.00%
Total number of Responses												706	460	470

Overall Combined	75.00%
Total number of feedback received	470
Promoters (6-9)	350
Passive (5)	35
Detractor (1-4)	85

Legacy Supply Chain	66.10%
Total number of feedback received	59
Promoters (6-9)	39
Passive (5)	8
Detractor (1-4)	12

EUC & Wave	84.85%
Total number of feedback received	297
Promoters (6-9)	252
Passive (5)	14
Detractor (1-4)	45

Early Life Support & Interim Service	63.46%
Total number of feedback received	52
Promoters (6-9)	33
Passive (5)	10
Detractor (1-4)	



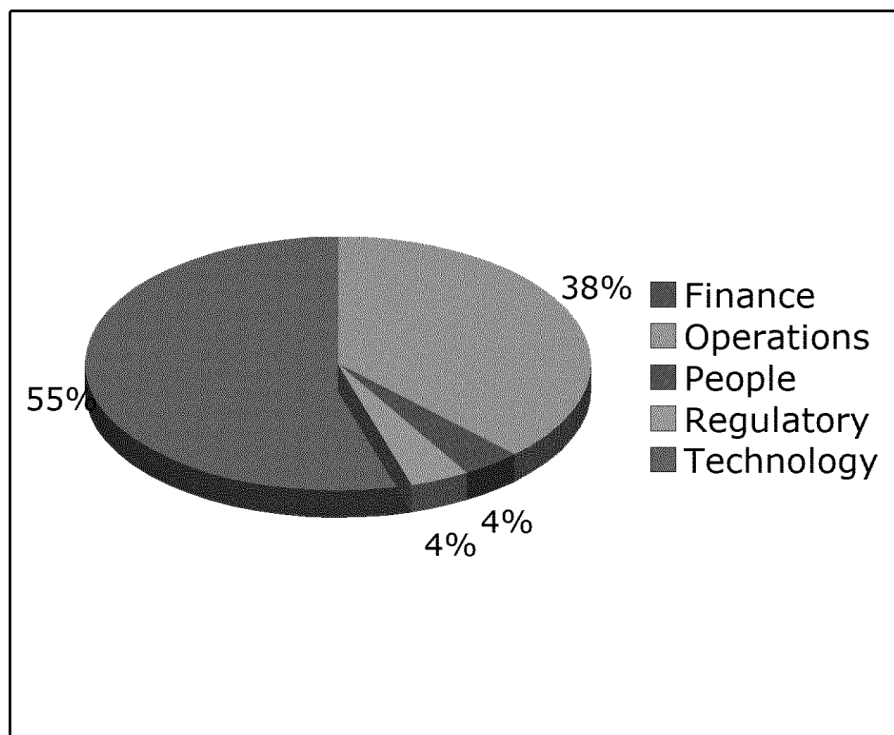
## Monthly Focus: Operational Business Change

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- Service Go Live – 1<sup>st</sup> April 2015
- Initial teething issues with:
  - Process
  - Recruitment
  - Post Office Support Teams
- Key component to the Network Transformation Programme
- March 2016 Implementation Performance:
  - Week 1 – 80 (no IT issues)
  - Week 2 – 88 (no IT issues)
  - Week 3 – 137 (no IT issues)
  - Week 4 – 183 (no IT issues)



## Risk Management



\*Graph indicates the percentage of risks open as per category

Organisation	Risks Open	Issues Open
Finance	0	
Operations	20	
People	2	
Regulatory	2	
Technology	24	5
<b>Grand Total</b>	<b>48</b>	<b>5</b>



## Risk Management – Top 2 Based on Impact to Service



Atos

### Horizon

Configuration Error on Branch Database  
Secondary

**Risk Description** - As a result of the backplane issues on the primary array and having to failover to the secondary database. There is an Issue that the configuration of the database is incorrect. Which will and has resulted in a complete Branch Horizon outage across the entire POL estate, resulting in financial losses to Post Office and customer dissatisfaction.

**Mitigation** - Oracle to release and review configuration settings in order for the databases to align. This will then need retesting.

**Status Update** - Fujitsu to retest weekend of 29Apr16 and run for a period of a week from the secondary database.

### Horizon Capacity

CDP, APS & Vocalink

**Risk Description** - As a result of the monthly transactional volumes consistently breaching the RAG Amber target for the last 6+ months. There is a Risk that the transaction volumes could exceed the agreed contractual limits and possibly causing issues/failures within the Fujitsu environment. This could result in POL not being able to accept/complete credit/debit card payments and/or bank deposit/withdrawals, loss of Web CDP services including Moneygram and possibly causing issues/failures with PODG APS Transactions. Also any recovery SLA's surrounding these services will be managed on an endeavors basis if the services were to fail due to limit breaches.

**Mitigation** - Post Office to agree to an increase in these Transaction Volumes via the Change Request Process so that Fujitsu can impact assess, agree and implement the necessary increases.

**Status Update** - POL IT supplier Management are aware. However the Change Request has not yet been raised by POL.





## Service Credits

March 2016

SLA Ref	SLA Description	Service Points	Expected Service Level	Service Threshold	Mar-16	Actual Service Points	Service Credit Value
SISD13	Speed to Answer (telephone)	175	80%	75%	77.13%	218.75	£ 17,090.94
SISD14	Speed to Answer (email)	50	90%	80%	88.17%	50	£ 3,906.50
Total						<b>268.75</b>	<b>£ 20,997.44</b>

- The below SLAs Failed to achieve target:
- Speed to Answer (Telephone) down from 83.90% to 77.13%
  - Speed to Answer (Email) down from 97.00% to 88.17%

- Both SLAs were predominately impacted by an increase in demand resulting from the EUC Admin rollout. This resulted in volumes being 10% above those forecast for the month.
- A further impact was the unpredictable call arrival pattern experienced at the Service Desk.





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# IT Risk Dashboard

Irina Verkhova

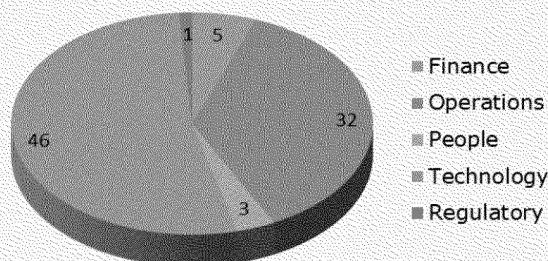
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# IT Risk Dashboard

April 2016

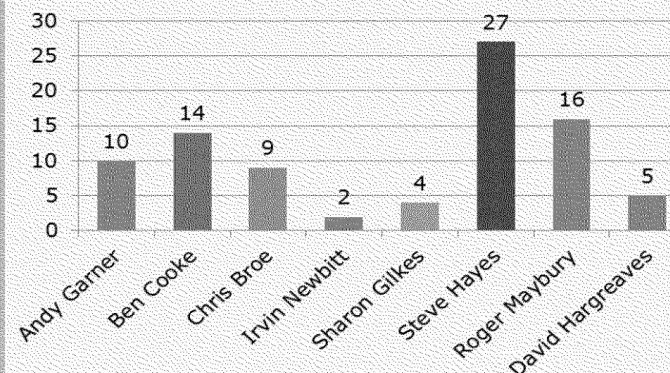
## Primary Risk Area



Risks Open			53
High	Med	Low	
10	16	27	

Issues Open			34
High	Med	Low	
20	7	7	

## Risk Owner



## Supplier / Tower

Top 3	Open	%
Post Office	34	39.5%
Fujitsu	16	18.6%
Computacenter	7	8.1%

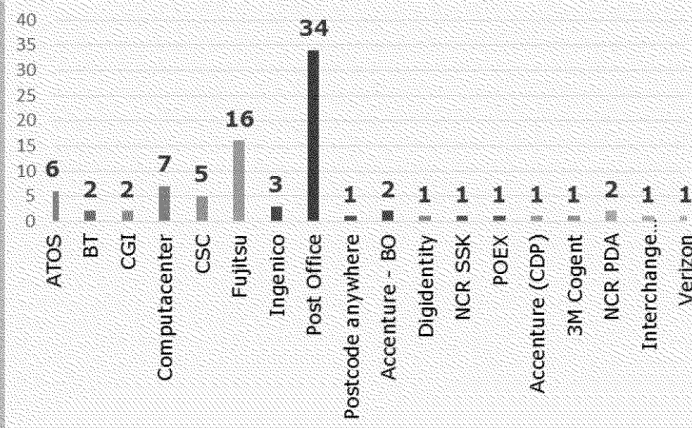
## Application / Service

Top 3	Open	%
POL IT	32	37.2%
SISD	6	7.0%
EUC Admin	5	5.8%

## Category

Top 3	Open	%
IT Service Continuity	14	16.3%
Supplier Management	13	15.1%
Maintain Infrastructure	8	9.3%

## Supplier / Tower







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# Backup Slides

For the Period of: March 2016

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## M4 Backup Slides - Contents

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- Top 30 SLA's
- Service Delivery Dashboard
- High Severity Incident Summary
- Continual Service Improvements
- Complaints
- Arrivals Board
- Risks
- CSAT Backing Data

## Current Top 30 SLA's (1 of 2)

Service	Service Level	Target SLA	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
<b>Fujitsu</b>	Branch Telecom Infrastructure - Call to Fix	95.00%	95.1%	97.0%	96.2%	98.6%	99.7%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Branch Telecom Infrastructure - Call to Fix	100%	98.8%	98.5%	98.4%	99.1%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Branch and Counter Availability	99.56%	99.8%	99.8%	99.9%	99.9%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Branch and Counter Availability	99.34%	99.6%	99.6%	99.7%	99.7%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Branch and Counter Availability	99.56%	99.8%	99.9%	99.8%	99.9%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Branch and Counter Availability	99.34%	99.6%	99.7%	99.6%	99.8%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Network Availability	99.95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Ingenico</b>	3.1 ITR Availability	99.5%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>3M</b>	Restoration of Service or work around implemented P1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Restoration of Service or work around implemented P2	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Availability of Central Infrastructure	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Transaction Consolidation & Transmission to Client	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Transaction Consolidation & Transmission to Client	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



## Current Top 30 SLA's (2 of 2)

Service	Service Level	Target SLA	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
CGI	Credence availability	97%	96.5%	99.0%	100%	98.9%	99.9%	99.7%	98.4%	99.9%	99.9%	100%	95.7%	N/A	N/A	N/A	N/A	N/A
	MDM availability	97%	100%	99.9%	100%	99.9%	100%	100%	100%	99.5%	99.8%	100%	99.9%	N/A	N/A	N/A	N/A	N/A
CGI (CFS)	SLA Incident Resolution	100%	100%	100%	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s	100%	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s
	Time Priority 1	100%	100%	100%	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s	100%	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s
	System down, system stopped or 'hung' causing business impact	0%	100%	100%	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s	0.0%	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s
Accenture	Availability	99.95%	100%	99.9%	100%	100%	100%	99.0%	99.2%	100%	97.67%	99.98%	99.8%	100%	100%	100%	100%	100%
	P1 Incident resolution	100%	100%	100%	100%	100%	100%	0%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%
EUC	Incident Response (Sev1 & Sev2)	99%	N/A	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Incident Response (Sev3 & Sev4)	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Customer Satisfaction	80%	N/A	N/A	N/A	N/A	79.0%	90%	87.7%	82.9%	82.0%	86.6%	86.2%	78.1%	84.0%	85.40%	91.20%	74.50%
Atos	SISD1	95%	81.80%	100%	92.90%	90.00%	90.00%	92.90%	100%	95.23%	87.09%	95.65%	96.88%	96.97%	100%	95.0%	100%	100%
	SISD2	95%	98.30%	97.40%	99.90%	97.30%	99.50%	88.80%	97.59%	97.23%	97.29%	100%	97.99%	97.09%	97.85%	99.35%	96.95%	96.99%
	SISD5	5%	4.70%	0.60%	1.10%	0.40%	1.40%	0.00%	0.50%	0.00%	2.00%	1.20%	4.20%	2.20%	0.0%	1.5%	1.8%	2.20%
	SISD11	90%	99.70%	99.80%	99.70%	99.80%	99.80%	98.30%	97.09%	97.91%	98.57%	99.10%	99.69%	99.19%	98.24%	97.23%	98.66%	99.47%
	SISD12	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	SISD13	80%	80.70%	82.50%	85.20%	81.20%	61.90%	78.50%	81.81%	80.97%	79.27%	83.38%	77.20%	85.50%	85.26%	74.99%	86.57%	77.13%
	SISD14	90%	91.40%	99.70%	98.80%	98.00%	90.00%	92.90%	94.74%	92.53%	99.98%	94.82%	95.30%	94.27%	97.73%	95.03%	97.95%	88.17%
	SISD15	5%	2.05%	1.34%	1.34%	2.28%	8.08%	4.36%	0.67%	1.80%	2.06%	2.36%	4.82%	1.78%	0.94%	3.71%	3.34%	2.51%
	SISD16	80%	97.80%	98.30%	97.10%	97.40%	90.90%	73.50%	78.41%	88.33%	86.81%	86.62%	86.22%	92.40%	83.97%	88.59%	93.05%	89.77%

## Proposed Top 30 SLA's (1 of 2)

Service	Service Level	Target SLA	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
<b>Fujitsu</b>	Branch Telecom Infrastructure - Call to Fix	100%	98.8%	98.5%	98.4%	99.1%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Branch and Counter Availability	99.56%	99.8%	99.8%	99.9%	99.9%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Branch and Counter Availability	99.34%	99.6%	99.6%	99.7%	99.7%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Branch and Counter Availability	99.56%	99.8%	99.9%	99.8%	99.9%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Branch and Counter Availability	99.34%	99.6%	99.7%	99.6%	99.8%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Data Delivery	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	POL SAP	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Ingenico</b>	3.1 ITR Availability	99.5%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>3M</b>	First Time Fix	85.0%	67.79%	64.99%	50.3%	68.2%	68.2%	66.4%	68.3%	64.0%	55.6%	31.8%	42.1%	64.0%	75.1%	66.00%	51.90%	61.80%
	Restoration of Service or work around implemented P3 in less than 4 hours	95.0%	73.96%	71.25%	58.3%	69.2%	69.2%	71.8%	75.6%	63.0%	63.5%	44.6%	67.6%	70.5%	80.5%	81.74%	90.40%	85.31%
	Restoration of Service or work around implemented P3 in less than 12 hours	100%	91.32%	91.20%	86.1%	92.9%	92.9%	90.2%	88.0%	81.0%	82.9%	82.5%	74.0%	91.1%	96.2%	95.10%	98.03%	96.68%
	Transaction Consolidation & Transmission to Client	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Transaction Consolidation & Transmission to Client	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



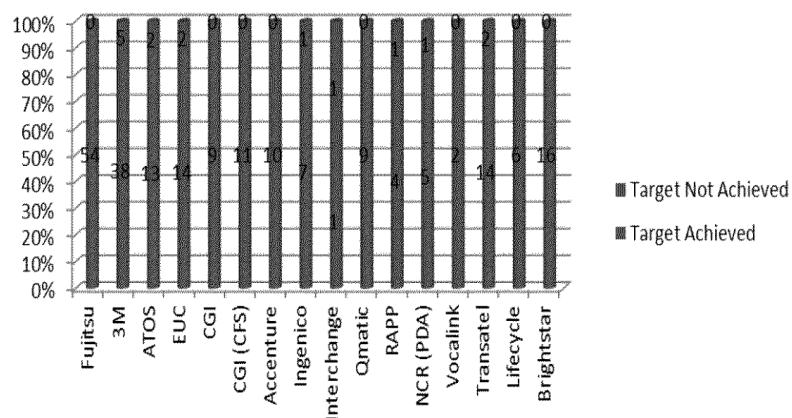
## Proposed Top 30 SLA's (2 of 2)

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CGI	Credence availability	97%	96.5%	99.0%	100%	98.9%	99.9%	99.7%	98.4%	99.9%	99.9%	100%	95.7%	N/A	N/A	N/A	N/A	N/A
	MDM availability	97%	100%	99.9%	100%	99.9%	100%	100%	100%	99.5%	99.8%	100%	99.9%	N/A	N/A	N/A	N/A	N/A
CGI (CFS)	SLA Incident Resolution Time Sev1	100%	100%	100%	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s	100%	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s
	System down, Sytem stopped causing business impact	100%	100%	100%	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s	100%	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s
		100%	100%	100%	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s	100%	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s	No P1s
Accenture	Availability	99.95%	100%	99.9%	100%	100%	100%	99.0%	99.2%	100%	97.67%	99.98%	99.8%	100%	100%	100%	100%	100%
	P1 Incident resolution	100%	100%	100%	100%	100%	100%	0%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%
EUC	Incident Response (Sev1 & Sev2)	99%	N/A	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Incident Response (Sev3 & Sev4)	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Customer Satisfaction	80%	N/A	N/A	N/A	N/A	79.0%	90%	87.7%	82.9%	82.0%	86.6%	86.2%	78.1%	84.0%	85.40%	91.20%	74.50%
Atos	SISD1	95%	81.80%	100%	92.90%	90.00%	90.00%	92.90%	100%	95.23%	87.09%	95.65%	96.88%	96.97%	100%	95.0%	100%	100%
	SISD2	95%	98.30%	97.40%	99.90%	97.30%	99.50%	88.80%	97.59%	97.23%	97.29%	100%	97.99%	97.09%	97.85%	99.35%	96.95%	96.99%
	SISD5	5%	4.70%	0.60%	1.10%	0.40%	1.40%	0.00%	0.50%	0.00%	2.00%	1.20%	4.20%	2.20%	0.0%	1.5%	1.8%	2.20%
	SISD11	90%	99.70%	99.80%	99.70%	99.80%	99.80%	98.30%	97.09%	97.91%	98.57%	99.10%	99.69%	99.19%	98.24%	97.23%	98.66%	99.47%
	SISD12	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	SISD13	80%	80.70%	82.50%	85.20%	81.20%	61.90%	78.50%	81.81%	80.97%	79.27%	83.38%	77.20%	85.50%	85.26%	74.99%	86.57%	77.13%
	SISD14	90%	91.40%	99.70%	98.80%	98.00%	90.00%	92.90%	94.74%	92.53%	99.98%	94.82%	95.30%	94.27%	97.73%	95.03%	97.95%	88.17%
	SISD15	5%	2.05%	1.34%	1.34%	2.28%	8.08%	4.36%	0.67%	1.80%	2.06%	2.36%	4.82%	1.78%	0.94%	3.71%	3.34%	2.51%
	SISD16	80%	97.80%	98.30%	97.10%	97.40%	90.90%	73.50%	78.41%	88.33%	86.81%	86.62%	86.22%	92.40%	83.97%	88.59%	93.05%	89.77%

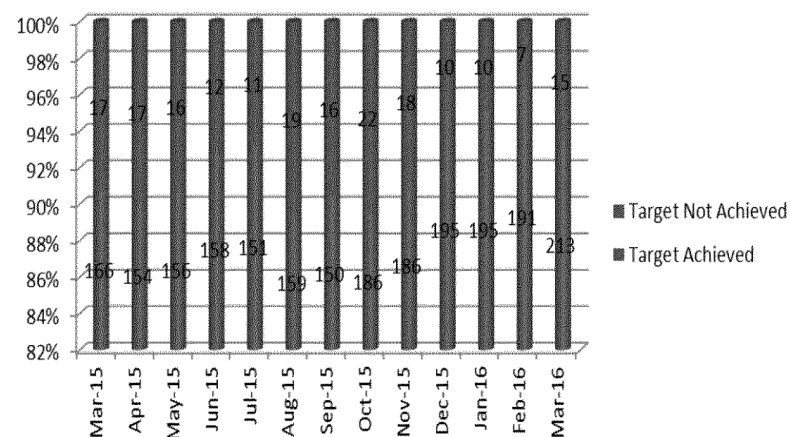


## Service Delivery Dashboard

**SLA & KPI Performance by Supplier March 2016**



**SLA & KPI Performance**



\*Total SRB subject to received in Month

### Commentary

- SLA Performance across Supply Chain – 93.42%
- 3M had 5 SLA failures, Improvement Plans are in place.
- SISD had x2 failures, Speed to Answer (Telephone & Email), SIPs in place.
- EUC had x2 failures, Incident Resolution & CSAT, SIP in place
- Ingenico had 1 SLA failures- – Call Answering that failed to achieve a target of 80%- Improvement Plan in place.
- Transatel has 2 SLA failures – Incident Resolution failed to achieve a target of 80% as compared to last month.
- DigIdentity have failed to provide any performance data since Service Take on and are being transition back into Managed Services.



## High Severity Incident Summary (1 of 2)

	Title	Event	Impact	Cause	Business Area	Service	Status
1.	Mobile Bundles have not been renewed correctly GY:I8770112 (Sev2)	Mobile bundles were not renewed correctly on customer's accounts	Mobile bundles were not renewed correctly on customer's accounts as a result some phone numbers were affected.	Unknown at this time . Would be provided by SCM	Post Office Mobile	WAVE	Closed
2.	Newcastle CVIT Database transtrack was not found GY:I8774754 (Sev2)	Site was unable to complete coin, stock and Bureau processing's as Transtrack was down.	Delay to site distribution and incoming processing's.  Site moved to manual processing's Customer billing was impacted.	Server Failure	Supply Chain – CVIT	Transtrack	Closed
3	Poole CVIT - unable to access Transtrack GY:I8774908 (Sev2)	Site was unable to complete coin, stock and Bureau processing's as Transtrack was down.	Delay to site distribution and incoming processing's.  Site moved to manual processing's Customer billing was impacted.	Server Failure as a result of Power Outage	Supply Chain – CVIT	Transtrack	Closed
4.	Site down at Elliott Way, Birmingham GY:I8520866 (Sev2)	Site network was unavailable including telephony as a result daily tasks were affected	POL users were affected as a result of site down.  Cash centers and other deliveries were affected.	Faulty UPS caused the power outage	Supply Chain	Site Network	Closed
5.	Multiple/All cash centres unable to process transactions in POLSAP GY:I8523869(Sev2)	Cash centers were unable to process any cash transactions for external customers or the post office directly.	POL customer affected as it caused a backlog of transactions.  Accuracy of data impacted which was uploaded from POLSAP to other application such as Transtrack and CFS	Unknown at this time . Would be provided by SCM	Cash Centers	POL SAP	Closed

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## High Severity Incident Summary (2 of 2)

	Title	Event	Impact	Cause	Business Area	Service	Status
6.	Belfast CVIT - unable to access Transtrack GY:I8578436 (Sev2)	Site is unable to complete coin, stock and Bureau processing duties	Delay to site distribution and incoming processing's.  Customer Billing impacted.	Server Corruption	Supply Chain – CVIT	Transtrack	Closed
7.	Multiple branches experiencing failed transactions in Horizon GY:I8612844 (Sev2)	Branches were experiencing intermittent failing transactions in Horizon	Branches were unable to process transactions in Horizon system or had to repeat transactions multiple times for customers, impacting the branches ability to serve their customers	Memory utilization and swapping between database	Branches	Horizon	Closed
8.	Newcastle CVIT - unable to access Transtrack GY:I8648679 (Sev2)	Site was unable to complete coin, stock and Bureau processing or prepare for the processing duties.	Delays to site distributions and delays in incoming processing's.  Customer billing was impacted.	Server Failure	Supply Chain – CVIT	Transtrack	Closed
9.	Slow network performance across Post Offices GY:I8662268 (Sev2)	Multiple Post Offices were affected due to slow network performance.	POL users faced slow performance in critical applications like Horizon, AEI, Paystation, DVLA due to the affected sites.	Network Issue	Various Applications	Network	Closed
10.	PATH3076   Transatel - Partial Data Issue GY:I8663631	EE is facing an incident with part of Data sessions.	Some subscribers may experience problems connecting to Data service.	Unknown at this time . Would be provided by SCM later	Post Office Mobile	WAVE	Downgraded & Closed as Sev3
11.	Service - WOPA - Down GY:I8695519	User reported that WOPA Service was down.	Users were not able to avail the services provided by WOPA	Unknown at this time . Would be provided by SCM later	Post Office Mobile	WAVE	Downgraded & Closed as Sev3
12.	Line being cut off before routed to agent GY:I8808743	Line getting disconnected when connecting to agents	User advised that customers are being cut off when they chose Option 1 to speak to English speaking agent.	Unknown at this time . Would be provided by SCM later	Post Office Mobile	WAVE	Downgraded as Sev3 but still Open



## Continual Service Improvements

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Total	Jan 2016	Feb 2016	Mar 2016
Opened	11	0	7
Closed	0	4	1
In Progress	55	28	22



## Continual Service Improvement Weekly Status Report – CSI Ref 3895

Workstream	Prepared By	Reporting Date
Governance and Risk	Alan Craig/Irina Verkhova	17/03/2016

### Problem Statement

- Define Roles & Responsibilities between ISAG and ATOS and ensure appropriate coverage

### What Does Good Look Like

- Clear understanding of R&R, acceptance by POL of gaps in SCM contracts and OWA/OLA's. POL waiver to ATOS to show some items cannot be delivered due to POL contract issues as stated. Visibility of vulnerabilities, security and risks. Regular reports & reviews to identify new or changing risks

### Current Status

- RACI provided by ISAG for review and population
- RACI updated by Atos Information Security and returned to ISAG
- ISAG advised RACI should not have been shared and is currently with POL to align to contractual obligations
- Contract Teams from both Atos and POL engaged in case CR's are required
- Awaiting further update from POL. No dates have been given as to progress.

Milestones				Top Issues	
Milestone Name	Baseline	Forecast	RAG	Issues Description	RAG
Agreed RACI between ISAG and Atos	POL to advise	POL to advise		No timescales from POL for completion of RACI alignment with contract	
Clear, working process for reviewing security landscape and identifying risks (dependent on RACI)	POL to advise	POL to advise			
A RACI has been provided by POL. Updated 25/02/2016					



## Continual Service Improvement Weekly Status Report – CSI Ref 3027

Workstream	Prepared By	Reporting Date
Process Improvement	Ian Humphries/Rebecca Barker	17/03/2016

### Problem Statement

- Education on the incident process and associated escalation within IT and within the business

### What Does Good Look Like

- Reduced number of out-of-process escalations / Reduced complaints resulting from escalations / Reduction in time taken to close escalations

### Current Status

- Branch Escalation Manager in place and managing a high volume of requests. Monthly summary report to be provided outlining number of requests and handling time to demonstrate the reduction of resolution times.
- Change request submitted to modify the IVR to provide an escalation sub-menu as customer choose option 1 and 2 first. This directs to the wrong team.
- New escalation team of 4 dedicated resources in place. Menu options and scripts modified to identify to the customer the Escalation team. Testing completed and team optional from the 1<sup>st</sup> Dec.
- Initial report of escalation data created and issued.

Milestones				Top Issues	
Milestone Name	Baseline	Forecast	RAG	Issues Description	RAG
Implementation of the role of Branch Escalation Manager	TBA (post peak)	TBA (post peak)			
New process to be agreed for IVR escalation option (flagging in SDM12, refreshed scripts etc.)	Complete	Complete			
Communication to POL stakeholders via SM engagement meetings	Ongoing	Ongoing			
Improved escalations reporting to establish baseline (number leading to complaints, escalation duration etc)	Complete	Complete			
Duplication wrapped into CSI, 4000 POL-Atos-ServicDesk	30/11	08/03			



## Continual Service Improvement Weekly Status Report – CSI Ref 3354

Workstream	Prepared By	Reporting Date
IT Availability & Performance	Abbie Hermon/Rebecca Barker	17/03/2016

### Problem Statement

- Review incident communications for content, format and audience

### What Does Good Look Like

- Agree appropriate audience for all types of incidents, Allow incident management to do their job without interference, Utilise SMS to provide senior stakeholder management for Major Incidents, Have the right people informed to the right level, Clear, concise comms targeted for the audience

### Current Status

- Develop SMS open & closure template for Incident Management, and with Colin Pletts for approval
- Survey for establishing baseline finalised, and obtained all results.
- Duty Comms Manager TOR and rota developed
- Meeting held with Incident Communications to formally agree new IM responsibilities
- D-list survey closed, received approx. 129 responses. – 103% response rate.
- New D-List has been populated, with Ian T to present to Colin Pletts for approval
- IM testing complete, and confirmed will take 2 weeks minimum to implement new DL to systems

Milestones			
Milestone Name	Baseline	Forecast	RAG
Agree new Incident Comms Process with POL	COMPLETE	COMPLETE	
Design new IT Service Alert for agreement with POL	COMPLETE	COMPLETE	
Develop new distribution lists with input from POL	COMPLETE	COMPLETE	
Create Duty Comms Manager role, process and rota	COMPLETE	COMPLETE	
Agree go live date with POL and Incident Management	31/03	31/03	

Top Issues	
Issues Description	RAG



## Continual Service Improvement Weekly Status Report – CSI Ref 3899

Workstream	Prepared By	Reporting Date
IT Service Management & Reporting	Ian Thomas/Steve Hayes	17/03/2016

### Problem Statement

- Clarify service manager role and raise their engagement with customers

### What Does Good Look Like

- A clear understanding of the role of a Service Manager, including what they can realistically achieve and undertake on behalf of the Business.
- A session with each area of the Business to take them through the 'pack'.

### Current Status

- Met with Post Office to explain concept
- Draft pack produced and reviewed by Service Director, meeting to take place with POL to review
- Meetings to be scheduled with relevant business areas
- Service Management pack taken to POL Head of IT and Client Services
- Awaiting confirmation from POL that new BRM model is in place (in order for meetings to be scheduled)

Milestones				Top Issues	
Milestone Name	Baseline	Forecast	RAG	Issues Description	RAG
The publication of a Service Management 'pack' which articulates the role and responsibilities of a Service Manager working on the Post Office Account. The pack will include the role attributes, areas of responsibility, service assignments and contact details along with instructions on how to escalate issues and to whom.	31/12	31/12		Awaiting confirmation from POL that new BRM model is in place (in order for meetings to be scheduled)	
No known costs at this time , No update	14/09	14/09			



# Continual Service Improvements (Backing Data)

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CSI Backing Data



## Arrival Boards

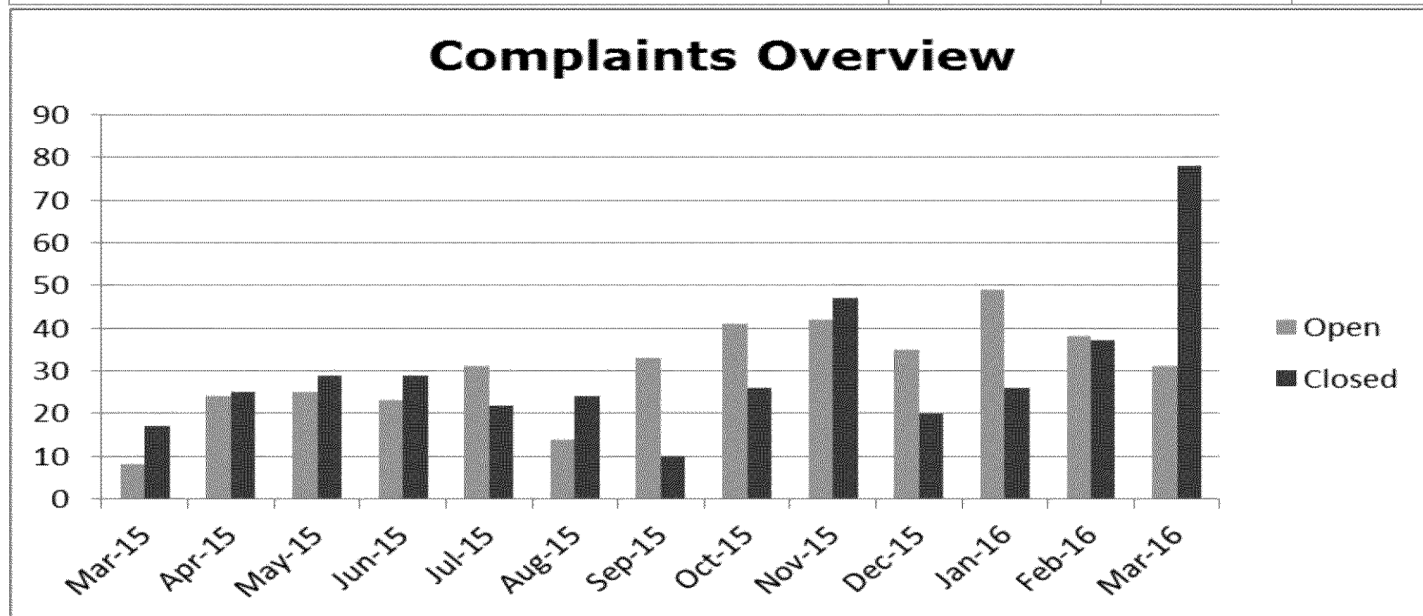
Due	Project	Description	Status
08/04/16	Drop and Go fixes – Settle To Cash	<b>Drop &amp; Go</b> :The Drop & Go (D&G) solution for business customers is a key component of POL's Mails strategy.	Delayed
19/04/16	Delivery of Banking Services	<b>Financial Services</b> : A transformation program to manage the delivery of the Banking Services Framework (BSF) and to implement a program of changes that will standardize POL's banking offer.	On Time
22/04/16	Post Office Support Services IT Infrastructure (SSTP)	<b>IT</b> :To amalgamate Post Office Support Services into 2 main sites in the north	On Time
	End to End Change Management	<b>Change Management</b> : ATOS CM to manage all supplier/client requests for change on behalf of POL	On Hold
29/04/16	UKVI End Point Change	<b>UKVI</b> :To change the locations where the Biometric and enrolment data is sent for Home Office.	On Time
29/04/16	CViT System Transformation	<b>Supply chain –CVIT</b> : To provide POL Supply Chain with a stable, efficient and resilient platform in order for POL Supply Chain to deliver a fit for purpose cash & valuables collection & delivery service	On Time
19/05/16	SIA Interface and Service changes 2015	SIA new IT Managed service provider and 4 AEI application changes	On Time
20/05/15	CDP Encryption	<b>CDP</b> :To implement encryption of customer data held at rest within the Post Office's Common Digital Platform to improve platform security and mitigate the risk	New
25/05/16	Horizon Data Centre Refresh	<b>Horizon</b> :Upgrade Horizon Platform servers	On Time
27/05/16	Safeguarding Small Apps	<b>IT</b> :To remove legacy systems from the Post Office technology suite	On Time



## Complaints - March

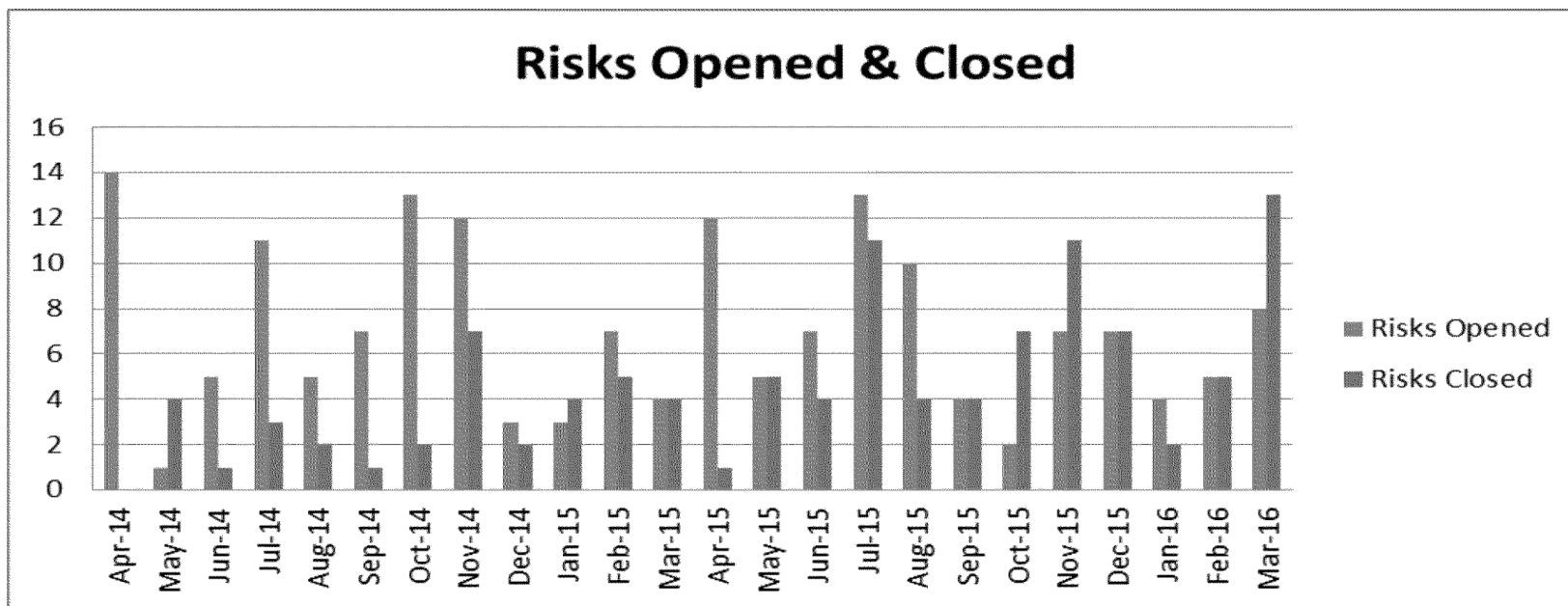
### Complaint Summary

Measure	Currently Open	Opened	Closed
No of Complaints	42	31	78





## Risks

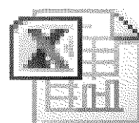


Overall	
Opened	Closed
183	130



## Top Risks (Backing Data)

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Top Risks



## CSAT Backing Data – Rant and Rave Feedback

The gentleman that just helped me out was actually incredibly helpful in comparison to every other time I've called. So just thank you very much for all his help that rectified the problem straight away without having to escalate for the first time ever and so I appreciate it. Thank you. (8706863)

3 hours on the phone while 'working from home'. No fix. Daily calls to ask I work from home again so they can meet the 3-day SLA. A bit nuts. (8747979)

The service received today was absolutely fantastic. Thank you so much. (8698197)

I have no comments to leave everything was fine, went smoothly, good experience, and everything efficient. Thank (8700770)

Service received from Helpdesk in Manila was appalling. It took them 7 days before requesting authorisation for the new router and only then because I chased it. It was also apparent that "information" I received was lifted straight from the pages of Hanson Christian Anderson. In contrast UK service was very good. (8746137)

I found the advisor unapproachable and very rude and very sarcastic towards the caller as well and I think you can do with some extra coaching on him and his call and telephone manner. (8758581)

Gentleman was very helpful, we resolved the problem very quickly he was very patient and yes, will be happy to deal with this gentleman again. Thank you. (870196)

Just an excellent service, prompt and a good attitude by the gentleman, engineer we spoke to. (8777656)

The customer representative was very pleasant and she dealt with my query efficiently. Thank you. (8707772)

Excellent service. Problem was understood clearly. The response of the agent was absolutely spot on, and was really good and sorted out the problem. Thank you. (8710737)

Yeah I'm very, very satisfied and it looks like the issue has been resolved. I'm sorry I didn't catch your colleagues name but he happen to be extremely helpful. So thank you very much. (8764228)

I think there is a language barrier there somewhere, they cannot understand me, I cannot really understand what they are saying, we have got the same problem we have had for six months and nobody is doing anything about it, so yes I think your service is very poor. Thank you. (8819721)

The incident was raised on 19th Feb and was sent to BT for resolution (but this is an issue with the homepage and not specific to me). Despite repeated escalation by me and others, nothing happened until today and that was only because it was escalated to a senior ATOS colleague yesterday. So happy with that individual, but otherwise the whole experience was very poor. (8641423)



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POL00399751



*Thank you*