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CONSOLIDATED SERVICE REVIEW REPORT FEBRUARY 2017

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Section 1 – SISD & Tower

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1 Executive Summary

This report formally records the levels of Service Performance delivered by Atos and associated Tower Supply Chain Members in the provision of service to the Post Office for the reporting period of February 2017.

Service Level Performance

For the eleventh consecutive month all SISD SLA targets have been achieved or exceeded. The volume of unique Incidents reported increased from 10,051 in January to 10,261 in February, an increase of 2.09%. Calls to the Service Desk decreased from 11,427 in January to 10,115 in February, a decrease of 11.48%. Emails to the Service Desk increased from 5801 to 6098 (5.12%).

In terms of SISD High Severity Incidents, there were a total of four (4) Severity 1 and eleven (11) Severity 2 Incidents open during the reporting month. These are shown as follows:

Closed Incidents

▶ Four (4) Severity 1 and eight (8) Severity 2 Incidents were closed within the Post Office IT environment during the month; The Calculation of SISD1 is based on these Closed Incidents only.
▶ Incidents pending closure - additionally there were no (0) further Severity 1 Incidents that were pending closure at month end.
▶ There were three (3) Severity 2 Incidents that were pending closure, which will be reported on once closed.

The full breakdown of the High Severity Incidents can be located within the Incident Management section 4 of the report.

The Change Management Service delivered another excellent performance for the month with a 99.42% success rate across the whole Post Office IT estate. There were no Incidents because of Changes reported this month.

Business Impact

The total number of High Severity Incidents managed throughout the month was fifteen (15). In terms of Impacted Productivity - Business Hours, there was a decrease of 58.90%% from 316.12 hours (January) to 129.93 hours (February). Impacted Productivity-Revenue increased by 33.11% from an approximate value of £14,077 (January) to £18,645 (February).

The increase in impacted business hours was significantly affected by three long running Incidents:
▶ I10019621 – Multiple sites were unable to receive inbound calls - accounting for 48 hours and £7,920 of total cost of lost productivity.
▶ I10047299 – Users were unable to access CFS through the portal - accounting for 13.32 hours and £3,746 of total cost of lost productivity.
▶ I10016636 – Sales Data Issue in Credence – accounting 40 hours and £3,600 of total cost of lost productivity.

Customer Satisfaction

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Customer Satisfaction with the Service Desk continued to exceed target at 96.61% and has consistently achieved this SLA since July 2015.

A total of 177 responses were received during the month, which is a decrease of 6 from 183 received in January. 81 (45.76%) of the responses submitted a maximum score of 9 for the service received, with none submitting a score of 1.

Overall Customer Satisfaction with the IT Services delivered by all Supply Chain Members achieved target at 83.40% the eight consecutive month it has exceeded target. Whilst not currently formally measured until all Towers are in full operation, it has been included in the report (section 9.2) to give an insight into the progress during the transition to full Tower operation. This currently measures feedback across the SISD, Tower and Legacy Suppliers.

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2 Performance Analysis

2.1 Performance Summary (SI) – All Contractual SLAs

SLA	See Section	Service Credit status	Target SLA	February 2017
SISD Incident Response (Severity Level 1 and 2)	4		95%	100%
SISD Incident Response (Severity Level 3 and 4)	4		95%	98.54%
SI Incident Resolution (All Severity Incidents)	4		95%	100%
Report Delivery (including Security Reports)	16		98%	100%
Failed Changes	12		<5%	0.57%
Failed Critical Security Patches	12	●	<5%	0.00%
*Accuracy & Completeness of the CMDB	8	-	95%	-
*Service Catalogue Requests – Completed on Time	7	●	95%	100%
*Accuracy, Timeliness & Completeness of Service Catalogue	7	●	98%	100%
*First Contact Resolution	3		90%	95.60%
Incident Assignment Accuracy	3		95%	97.94%
Incident Update Time	4		95%	100%
Speed to Answer (telephone)	3		80%	81.62%
Speed to Answer (e-mail)	3		90%	97.18%
Call Abandonment Rate	3	●	<5%	3.73%
*Customer Satisfaction with the Service Desk	9		80%	96.61%
Service Desk Availability	3		99.5%	100%
User Administration Requests – Completed on time	-		95%	-
*User Setup Accuracy	-	-	95%	-
*Overall Customer Satisfaction with the IT services	9		80%	83.40%
KPI	See Section	Service Credit status	Target KPI	February 2017
Root Cause Analysis (RCA) Report Published	11	-	90%	100%
RCA Actions Completed Within Agreed Timescales	11	-	90%	100%

*Reported for information purposes only, currently excluded from any Service Credits (CMN17 relates)

Service Credit: no service credit to be applied
one instance – unlikely to be applied
service credit likely to be applied

SLA results: target SLA level achieved
target SLA level not achieved
out of scope

2.2 Performance Summary (EUC) – All Contractual SLAs

SLA	See Section	Service Credit status	Target SLA	February 2017
Incident Response (Severity Level 1 and 2)	4		99.00%	100%
Incident Response (Severity Level 3 and 4)	4		99.00%	100%
Incident Resolution	4		95.00%	93.4%
Report Delivery (including Security Reports)	16		98.00%	100%
Failed Changes	12		<5.00%	0%
Failed Critical Security Patches	12		<5.00%	0%
Service Catalogue Requests – Completed on Time	7		95.00%	100%
Accuracy and Completeness of the Asset database	-		98%	98.8%
Accuracy, Timeliness & Completeness of Service Catalogue	-		95%	100%
IMAC Completion and Accuracy	-		95.00%	99.1%
Anti-Virus Software Distribution and Installation Management	-		95.00%	95.1%
Software Distribution and Installation Management	-		95.00%	99.3%
EUC Infrastructure Service Availability	-		99.80%	100%
Email Availability	-		99.90%	100%
Active Directory Service Availability	-		99.99%	100%
Overall Customer Satisfaction	-		80.00%	83.4%

Service Credit: no service credit to be applied
one instance – unlikely to be applied
service credit likely to be applied

SLA results: target SLA level achieved
target SLA level not achieved
out of scope

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2.3 Performance Summary (BOSM) – All Contractual SLAs

SLA	Service Credit status	Target SLA	Threshold Level	February 2017
Incident Response (for Severity Level 1 and 2 Incidents)		95.0%	88.0%	100%
Incident Response (for Severity Level 3 and 4 Incidents)		95.0%	85.0%	100%
Incident Resolution		95.0%	85.0%	97.09%
Report Delivery (inc Security Reports)		98.0%	95.0%	0.00%
Failed Changes (Failed)		5.0%	10.0%	9.09%
Failed Changes (Backed Out)	🟢	1.0%	3.0%	0%
Failed Critical Security Patches	-	5.0%	10.0%	0%
Accuracy and Completeness of the Asset database	🟢	98.0%	85.0%	100%
Back Office Tower Application Performance – Platinum and Gold Tier group (Platinum)		99.5%	99.0%	100%
Back Office Tower Application Performance – Platinum and Gold Tier group (Gold)		98.5%	98.0%	100%
Back Office Tower Application Performance – Silver, Bronze and Copper Tier group (Silver)		97.5%	97.0%	99.53%
Back Office Tower Application Performance – Silver, Bronze and Copper Tier group (Bronze)		96.5%	96.0%	100%
Back Office Tower Application Performance – Silver, Bronze and Copper Tier group (Cooper)		95.0%	94.5%	100%
Backup restore success rate	🟢	100.0%	N-A	-
Disaster Recovery: Recovery Point Objective		100.0%	N-A	-
Disaster Recovery: Recovery Time Objective		100.0%	N-A	-
Reduction in Unique Incident volume		97.0%	N-A	-

KPI	Service Credit status	Target KPI	Threshold Level	February 2017
Problem Management: Root Cause Analysis (RCA) report published	-	90.0%	N-A	100%
Problem Management: RCA actions completed within agreed timescales	-	90.0%	N-A	100%
Problem Management aged cases	-	95.0%	N-A	-

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3 Service Desk

Anna Schofield

3.1 Service Desk SLA Performance

Service Desk SLAs	Target SLA	Dec 2016	Jan 2017	Feb 2017
First Contact Resolution	90%	93.77%	96.57%	95.60%
Incident Assignment Accuracy	95%	98.04%	99.25%	97.94%
Average Speed to Answer (telephone)	80%	92.21%	84.55%	81.62%
Average Speed to Answer (e-mail)	90%	99.57%	99.12%	97.18%
Call Abandonment Rate Atos (SI)	<5%	0.93%	2.86%	3.73%
Customer Satisfaction with the Service Desk	80%	98.29%	96.72%	96.61%
Service Desk Availability	99.5%	100%	100%	100%

Commentary:
- ► All contractual SLAs were met at the Service Desk for the month of February 2017.
- ► The official Go Live of First Contact Resolution phase 2 on 22nd February has been a success.
- ► Speed to Answer (telephone) has decreased from 84.55% to 81.62%% as a result of high call volumes following two High Severity Incidents.
- ► Customer Satisfaction remained well above target at 96.61%. We are currently identifying other ways in which we can increase the response rate to get a broader view of customer satisfaction.

3.2 Service Desk Volumetrics
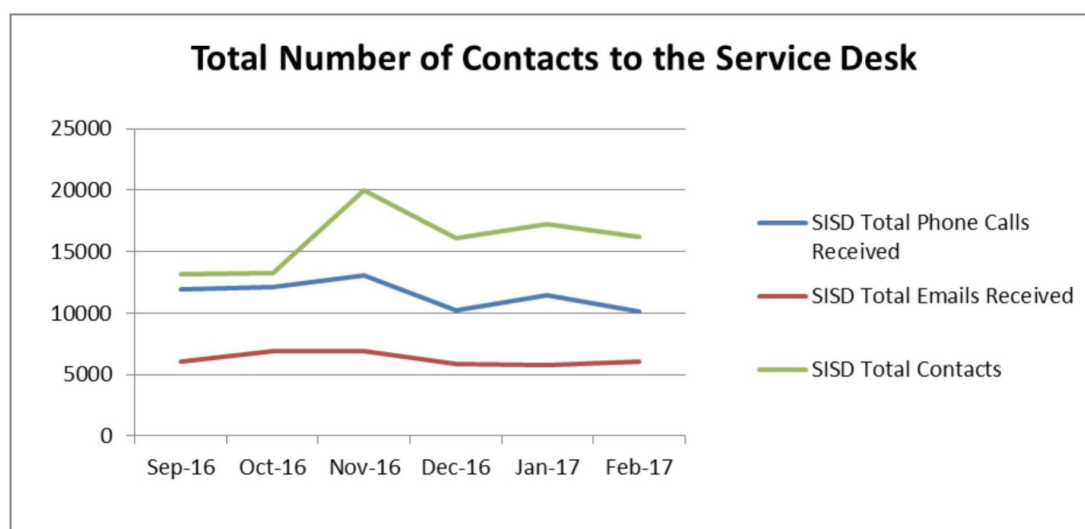
Incident-Call Trends	Dec 2016	Jan 2017	Feb 2017

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SISD Total Phone Calls Received	10241	11427	10115
SISD Total Emails Received	5835	5801	6098
SISD Total Contacts	16076	17228	16213
SISD Total Number of Incidents	12317	10588	10608
SISD Total Number of Unique Incidents**	11917	10051	10261
Parent- Child Linked Incidents	20	225	110

*Escalations via IVR Option 4 breakdown can be found below in section 3.2

** All Incidents listed in this table are based on Closed Incidents. Total number of Incidents charged is based on Unique Incidents; figure excludes Flash Calls, NOSLA, Test Calls, Child Incidents logged after 15minutes of the Parent and Incident chase calls.

Commentary:
► Call volumes have decreased in February although email contacts have increased, further closing the gap between a preferred contact method.
► The year on year analysis shows that the number of contacts overall has increased from 15163 in February 2016 to 16213 in February 2017.

3.3 Top 10 Categories
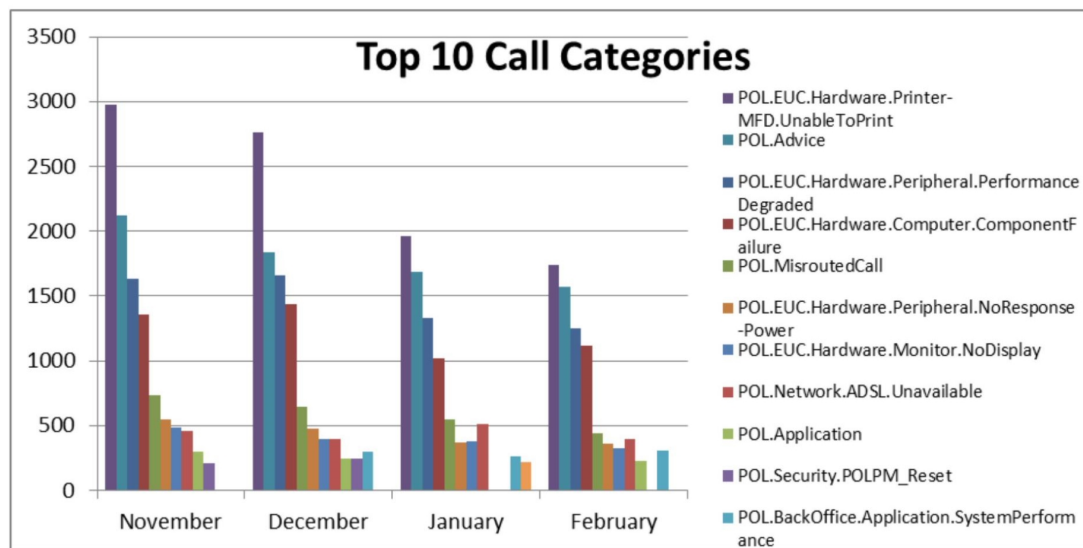
Commentary:
► Hardware Printer continues to be top of the call categories for the last 4 months with 1741 calls logged against this category.
► Whilst the same categories tend to occupy the most utilised slots these are generally decreasing and the less used categories are increasing as calls are allocated to a more appropriate category.
► Work continues to carry out a deep dive against the top call categories to discover areas for improvement.

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3.4 Service Desk Performance

Knowledge Review
▶ There are 1115 knowledge articles for the account which are all currently being reviewed and ownership assigned. 138 KA's have been reviewed and updated in February.
▶ All the CRM+ knowledge articles have been reviewed following some issues after roll out of the project. These are now waiting for approval from Post Office before they are implemented.
▶ All the First Contact Resolution Knowledge articles have been updated following the successful go live of FCR in February. Further updates were made following a period of early life support.
▶ Self Help Knowledge continues to be on the increase with over 457 hits over the last 7 months.
▶ The top 3 articles used are as follows receiving 39% of the hits:
  ▶ Logging on to the VPN,
  ▶ Service Catalogue – 'Post Office Leaver' Request,
  ▶ Ricoh Printer - PIN Management-How to change/create PIN.

Self Help Analysis -Monthly Usage
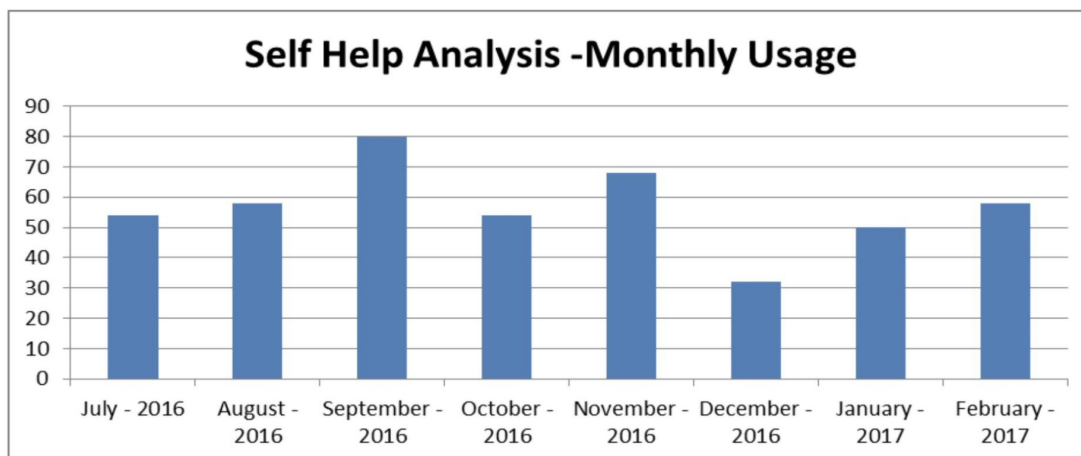
Quality Assessments
▶ Quality Assessment continues at the desk with the assessor completing 2 assessments per agent per week. Overall quality is measured against Procedural Adherence, Technical skills, Call Management, and Documentation.
▶ Quality has been measured at 91.17% for February which remains above the internal target of 90%.
▶ The assessment criteria are now being reviewed through the ICI with Post Office to ensure that the process is fit for purpose and evidence robust quality assessments.

Training
▶ Training for agents has focused this month on:
  ▶ Hub and Spoke Refresher Training,
  ▶ First Contact Resolution Training,
  ▶ Outreach Site Refreshers Training,
  ▶ Verizon VSAT Migration.

Continual Service Improvements

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► The ICI initiative for the Service Desk has continued in collaboration with Post Office, with a wide range of both tactical and strategic improvements identified. The focus has continued to be on the following:

  ► Improving the IVR - A new IVR is due to be implemented on the 13th March to ensure that users reach the dedicated agent in a shorter space of time. Communications have been issued to both Branch and Admin users.

  ► Weekly Service Call between Service Desk and NBSC - A Terms of Reference has been provided to the Post Office. Once approved this meeting will be set up and includes a dedicated line of escalation from NBCS to IT Service Desk.

  ► POL advice Calls - Work continues around reducing the POL Advice calls ensuring that calls are correctly categorised and any need for communication identified for misrouted calls.

  ► Escalation into Post Office -_A meeting is being scheduled for March to begin discussions on how this can be designed going forwards.

3.5 Escalations into the Hyper Care Team

Escalations into the Hyper Care Team	**Dec 2016**	**Jan 2017**	**Feb 2017**
Total Escalations via IVR Option 4	264	255	165
Invalid Escalations	207	225	137
Valid Escalations (Service Desk)	3	3	3
Valid Escalations (Supplier)	54	27	25

Commentary:
► Total number of contacts into the IVR option has decreased this month.
► The valid escalations have remained the same with the majority of all calls being ticket chases.
► 64.00% of the total Supplier Escalations relate to Delayed Response/Failed ETA.
► 41 of the total calls were misrouted with users selecting the incorrect IVR option.
► The Hypercare team continue to produce the Branch down report which is being well received by the customer.

3.6 Unidentified Process or Resolving Group

Warranty Queue	**Dec 2016**	**Jan 2017**	**Feb 2017**
Warranty Queue (Unidentified process or resolving group)	-	138	146

Commentary:
► The Warranty Queue has increased by 8 calls which were as a result of increasing issues with Dynamics. There is a gap in the service wrap provided by Suppliers which has been communicated to the Post Office.

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4 Incident Management

Kara Hegarty

4.1 Incident Response and Resolution based on Closed Incidents

Incident Response	Target SLA	Dec 2016	Jan 2017	Feb 2017
Severity 1 & 2 Incidents	95%	96.15%	100%	100%
Incident Communication	**Target KPI**	**Dec 2016**	**Jan 2017**	**Feb 2017**
Incident Communication: Severity 1	95%	93.75%	100%	100%
Incident Communication: Severity 2*	95%	90.00%	88.89%	87.50%
Incident Resolution	**Target SLA**	**Dec 2016**	**Jan 2017**	**Feb 2017**
Severity 1 - 4 Incidents	95%	100%	100%	100%

*There is no contractual measurement for Severity 2's communication, this is included for information.

Commentary:

► SISD1 is based on the number of Closed Severity 1 and 2 Incidents during the reporting month. There were four (4) Severity 1 and eight (8) Severity 2 Incidents. Three (3) High Severity Incidents are currently in an open/ resolved status and will be reported in March's figure once closed.

► Three of the Severity 1 Incidents closed related to Credence/MDM and an additional one of the Severity 1 Incidents related to Drop and Go transactions. That outage was attributed to a network issue which was identified and successfully resolved by Fujitsu within their domain.

► The eight Severity 2 Incidents closed in February were a mix of issues, three related to telephone service, one related to Credence, one related to POLSAP Printing issues, one related to MoneyGram transactions.

► Out of the twelve High Severity Incidents closed only one failed to meet the response KPI for Severity 2s. This was because of the issue being resolved whilst business impact was still being determined; as well as IM tooling issues delaying the issue of the email communications. This did not impact the incident response SLA which was 100% again this month.

4.2 Incident Update Time

Incident Type	Target SLA	Dec 2016	Jan 2017	Feb 2017
Severity 1 – within 30 minutes	95%	100%	100%	100%
Severity 2 – within 60 minutes	95%	100%	100%	100%

4.3 Aged Incidents (over 14 days old)

Aged Incidents	Dec 2016	Jan 2017	Feb 2017

SISD Service Desk			
Open	109	131	143
Over 14 days old	39	41	57
Over 90 days	13	4	4
Computacenter			
Open	195	252	190
Over 14 days old	4	5	4
Over 90 days	0	1	0

Commentary:

► The Service Desk saw a further increase in open Incident totals at month end however an increase, 41 up to 57 was seen in open Aged Incidents; Incidents more than 90 days old remained stable.

► Incidents more than 90 days old remained low however with 4 Incidents open this month, these 4 Incidents are currently under review with Incident Management and the Service Desk and are being progressed as a matter of urgency, the Aged Incidents relate to defect 207; an OBC20 request, a VPN Key update from Fujitsu and a user issue accessing files on the project server.

► Open Incidents with Computacenter decreased this month in comparison to January. Four Incidents were more than 14 days old at month end, two of which are hardware related and two software related. Computacenter had zero Incidents more than 90 days old going into March.

► Most Computacenter Incidents open at month end continues to be made up of hardware related Incidents with printer tickets accounting for a large proportion of these.

4.4 Incident Management Escalations

Status	Dec 2016	Jan 2017	Feb 2017
Opened	16	19	4
Closed	32	19	9
Average Time To Resolve (hours) ATTR	103:10	125:20	397:35

Commentary:

► The total number of Escalations opened this month decreased from nineteen to four. However, the number of closed Escalations within the month decreased to nine.

► The average daily run rate for escalations through February remained low and within manageable level for the team (averaging 8-10).

► Management of escalations in February transferred from the Incident Management team to the Service Desk, this transition was completed successfully and escalations continue to be managed successfully.

► The average time to resolve the escalations did increase this month, however not outside of normal levels, it was however not in line with the downward trend seen over the past few months and possibly linked to the transition of support from Incident Management to Service Desk and the efforts undertaken to clear any backlog prior to the handover.

► Hardware and Branch Network Incidents continue to make up most escalations.

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4.5 SISD High Severity Incidents – Open During the Reporting Month

Incident Type	Dec 2016	Jan 2017	Feb 2017
Severity 1	16	7	4
Severity 2	13	13	11

4.6 Total High Severity Incidents Open during February (Only Closed Incidents are included in the Incident Response SLA Calculations)

Incident Description	Critical Impact Start Time	Comet Notification Sent	Incident Communication KPI	Incident Communication Method	Resolved	Closed	Status
Total number of Severity 1 Incidents: **4**							
I10015066 - Credence is unavailable.	2017-01-27 6:34	2017-01-27 6:49	Met	Email	2017-01-28 01:52	2017-02-22 08:46	Closed
I10043792 - Unable to complete transactions in Drop and Go	2017-02-04 9:52	2017-02-04 10:02	Met	Phone	2017-02-04 13:52	2017-02-22 08:54	Closed
I10051806 - MDM is currently not accessible for all users.	2017-02-07 13:59	2017-02-07 14:07	Met	Phone	2017-02-07 14:54	2017-02-14 22:40	Closed
I10053523 - Credence is unavailable	2017-02-07 00:24	2017-02-07 00:24	Met	Email	2017-02-08 08:41	2017-02-22 08:56	Closed
Total number of Severity 2 Incidents: **11**							
I10016636 - Sales Data Load Issue in Credence	2017-01-27 14:07	2017-01-27 14:08	Met	Phone	2017-01-30 15:02	2017-02-22 09:34	Closed
I10019621 - Multiple sites are unable to receive inbound calls	2017-01-28 11:32	2017-01-28 11:33	Met	Phone	2017-01-30 15:44	2017-02-22 09:31	Closed
I10023644 - Branches unable to amend/cancel Moneygram transactions	2017-01-31 09:35	2017-01-31 09:44	Met	Phone	2017-02-01 11:35	2017-02-22 09:27	Closed
I10028047 - Multiple CVIT sites unable to	2017-01-31 13:10	2017-01-31 13:25	Met	Phone	2017-01-31 15:34	2017-02-22 09:25	Closed

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print from POLSAP							
I10039109 - Accenture unable to monitor Credence Batch processes.	2017-03-03 01:42	2017-03-03 01:44	Met	Phone	2017-02-03 02:29	2017-02-10 22:41	Closed
I10047299 - Users are unable to access CFS through the portal.	2017-02-06 11:14	2017-02-06 11:18	Met	Phone	2017-02-17 14:34	2017-02-22 09:22	Closed
I10051678 - New voice Media - Multiple sites unable to receive calls	2017-02-07 12:02	2017-02-07 13:00	Missed	Phone	2017-02-07 12:38	2017-02-07 12:38	Closed
I10080556 - Telephony services unavailable at the HP / BB Call centre	2017-02-16 19:58	2017-02-16 19:58	Met	Email	2017-02-16 20:28	2017-02-22 09:13	Closed
I9884601 - *Downgraded *CRM Dynamics not accessible at Bolton HR	2016-12-15 16:38	2016-12-16 16:20	TBC	Phone	-	-	New
I10106367 - Customers unable to purchase Travel money cards in Branch	2017-02-24 11:25	2017-02-24 11:30	TBC	Phone	-	-	On Hold
I10112021 - Incorrect file from GlobalPay affecting the Fujitsu overnight batch	2017-02-27 02:01	2017-02-27 02:23	TBC	Email	-	-	On Hold

4.7 EUC Incident Response and Resolution

Incident Response	Target SLA	Dec 2016	Jan 2017	Feb 2017
EUC1 Severity 1 & 2 Incidents	99%	100%	100%	100%

EUC2 Severity 3 & 4 Incidents	99%	100%	100%	100%
Incident Resolution	**Target SLA**	**Dec 2016**	**Jan 2017**	**Feb 2017**
EUC3 Severity 1, 2, 3 & 4 Incidents	95%	89.39%	90.66%	93.4%

Commentary:
► Computacenter had 4245 Incidents closed against them this month with 3965 resolved within SLA.
► For February 531 Incidents breached SLA of which 350 were Severity 1 (p3.4hr SLA) Incidents, this is an increase of 30 Severity 1 (p3.4hr SLA) Incidents breaching SLA from the previous month, printer related Incidents continue to make up a high percentage of these.
► The EUC closed Incident performance improved in February, with over 95% of Severity3 Incidents achieving SLA.
► SLA clock management, Engineers not attending site within the required 4 hours and Availability of printing - hardware parts continue to account for most Incidents breaching SLA. Breached incidents for the month of February.
► The Mitigations and exceptions process continues to be worked on and finalised between Atos and Computacenter.

4.8 BOSM Incident Response and Resolution

Incident Response	**Target SLA**	**Dec 2016**	**Jan 2017**	**Feb 2017**
BOT01 Severity 1 & 2 Incidents	95%	100%	100%	100%
BOT02 Severity 3 & 4 Incidents	95%	100%	98.62%	100%
Incident Resolution	**Target SLA**	**Dec 2016**	**Jan 2016**	**Feb 2016**
BOT03 Severity 1, 2, 3 & 4 Incidents	95%	80.09%	95.81%	97.09%

Commentary:
► All two of the Severity 1 Incidents closed related to Credence-MDM and can be attributed to a Known Error with the Credence Server.

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5 Opened Security Incidents

Gary Scothern

Ref:	Contact	Status	Summary	Opened Date-Time	Post Office Comment
I10101212	Julie Edgley 07817 128895 julie.edgley@atos.net	Open	Computacenter have recently changed their Knowledge Management Group Mailbox from a dedicated Post Office Mailbox to a general Mailbox meaning that personnel that are not suitably cleared have access to Knowledge Articles and related information	2017-02-23 03:18	ISAG have been made aware of this call.

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6 Request Management

James Egan

6.1 EUC Request Management

Type of Request	Dec 2016	Jan 2017	Feb 2017
Total Catalogue Requests Executed -Closed (Excluding OBC)	637	568	785
EUC Catalogue Request	271	197	352
SISD Catalogue requests	366	371	433
JML – 'Joiner' Requests via the Catalogue	80	52	42
JML – 'Mover' Requests via the Catalogue	37	32	66
JML – 'Leaver' Requests via the Catalogue	40	35	144
OBC Requests	121	148	134
Off-Catalogue-Ad Hoc BAU Requests	42	54	93

High-Level Requests by Origin – January 2017 vs. February 2017:

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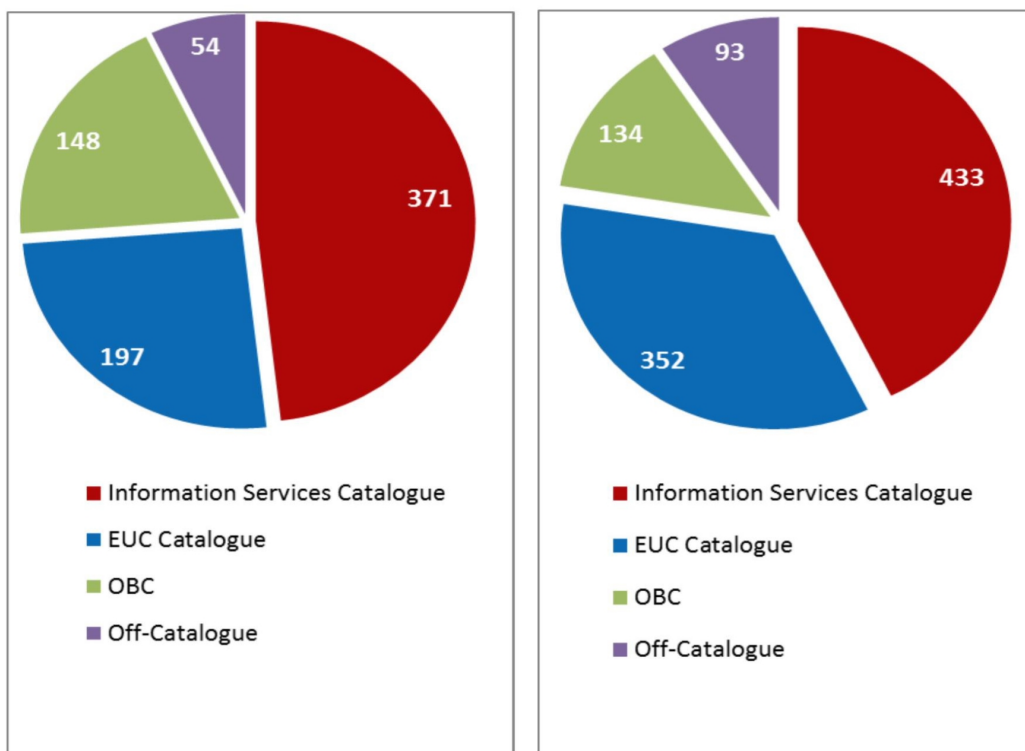
Commentary:

► A range of Requests flow through the Service Integrator (Atos); both Standard Catalogue Requests, and non-standard Requests which utilise the tooling, but are not baselined with Service Levels.

  ► Catalogue Requests include anything that can be requested as a dedicated item via the IT Services Portal.

  ► Off-Catalogue Requests are made as one-off requests into the given supplier. This includes Legacy Suppliers, but also requests into the End User Computing Tower Supplier for non-baselined products and services (e.g. toner for legacy printers).

  ► Off-Catalogue Requests are often triggered by the Can't Find What You're Looking For item on the IT Service Catalogue. If a request appears to be a one-off, it is sent via the Ad-Hoc route rather than being baselined as a catalogue item.

  ► This approach promotes an 'open-door' request policy whereby users are not restricted to pre-defined request types.

► February saw resurgence in End User Computing Requests, which is apparent in the shift in relative proportions of each request type. EUC and Information Services were much more evenly balanced, and the key driver for this change was Leaver Requests.

► For more detailed information on Service Catalogue Requests, and potential reasons for the patterns experienced, see the upcoming Service Catalogue section 7.

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7 Service Catalogue (SI)

James Egan

Performance Summary (SI)

SLA	SLA Target	Dec 2016	Jan 2017	Feb 2017
SISD 8 Service Catalogue Requests-Completed on Time	95%	100%	100%	100%
SISD 9 Accuracy, Timeliness & Completeness of Service Catalogue	98%	100%	100%	100%

Commentary:
► The Information Services Team fulfils changes Post Office's backend data, including EPOS Products, Banking parameters, and access to various reporting systems. These requests must be executed within 10 working days of submission.
  ► All requests fulfilled by the Information Services Team were completed within their respective SLAs for February 2017.
► Following the take-on of some First-Line activities by the Service Desk, two End User Computing requests were carried out by the Service Desk in February: A OneDrive setup, and modification of Active Directory. The volume of these requests is projected to increase in the coming months.
► There were no uncommunicated changes made to the Information Services Catalogue in February 2017, so the SISD 9 measure remains at 100%.

Post Office Information Services Catalogue

Information Services Requests by Month

Oct-16: 534
Nov-16: 505
Dec-16: 366
Jan-17: 371
Feb-17: 433

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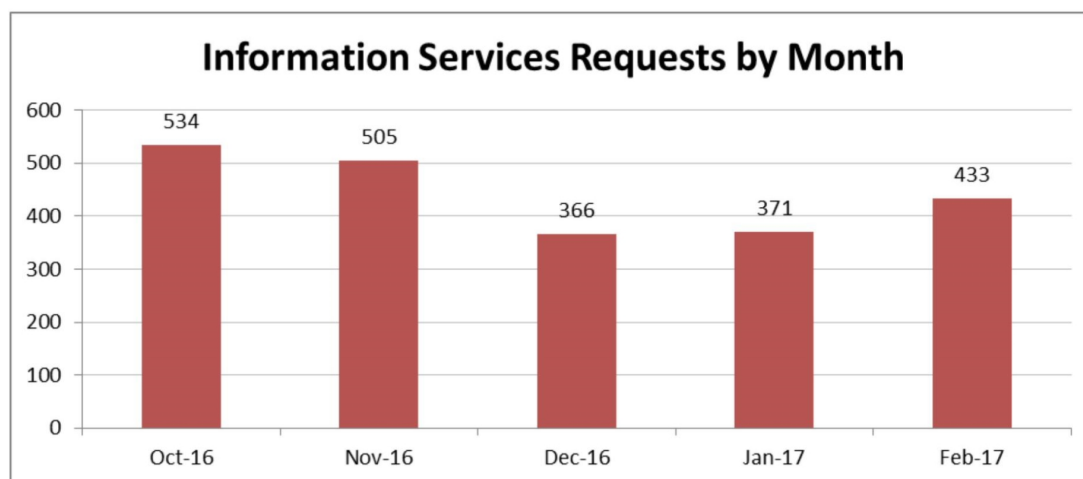
Commentary:

▶ Throughout 2016, Information Services request volumes saw a series of month-on-month increases; this followed marketing of the catalogue to the Post Office business. November 2016 initially broke this trend with a slight volume decrease, but this figure was then reduced by more than 25% in December 2016.

▶ In January, the above transformation was attributed to the slowing of business change for Peak Period 2016. However, a negligible increase was observed for January, and volumes are therefore being monitored to ensure they see a return to the levels of Q3 2016.

▶ As anticipated, a more significant resurgence in volumes was observed for February, with figures rising above 400 once again. This is still considerably lower than volumes encountered in late 2016, however, so monitoring of the trend continues.

Post Office EUC Admin Catalogue

EUC Catalogue Requests by Month

	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
	247	361	271	197	352
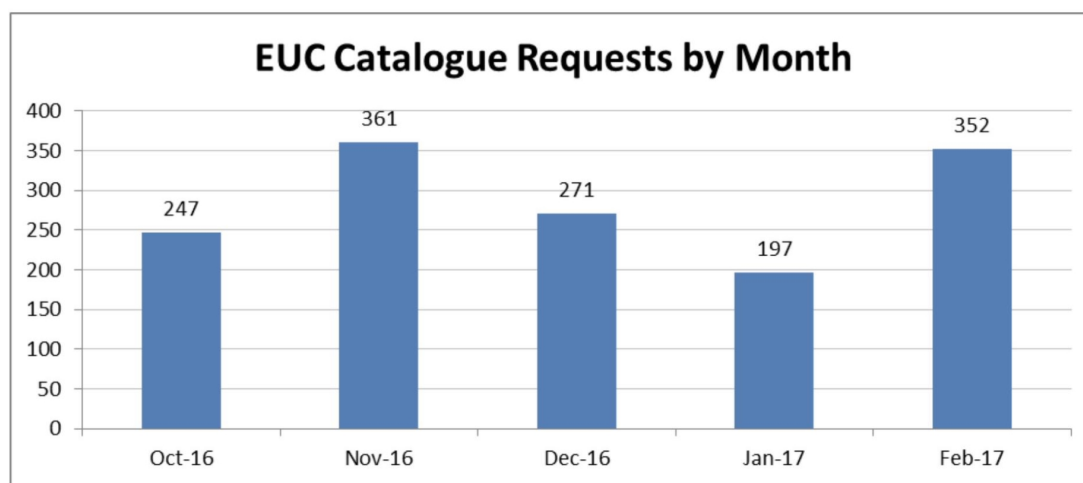
Commentary:

▶ In November 2016, the volume of requests via this component catalogue reached an all-time high (361). There was uncertainty as to whether April's post-migration spike in volumes would be exceeded at 350.

▶ February 2017 saw the all-time second-highest number of EUC Catalogue requests, at 352. High volumes of Shared Access and Leaver requests logged in February are key drivers for the increase over December and January (see 'Service Catalogue Requests by Type' chart).

▶ Since requests via this component Catalogue often originate from end users, *for* end users, volumes continue to be impacted by peak holiday periods of summer and Christmas/New Year.

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Service Catalogue Requests – EUC Tower
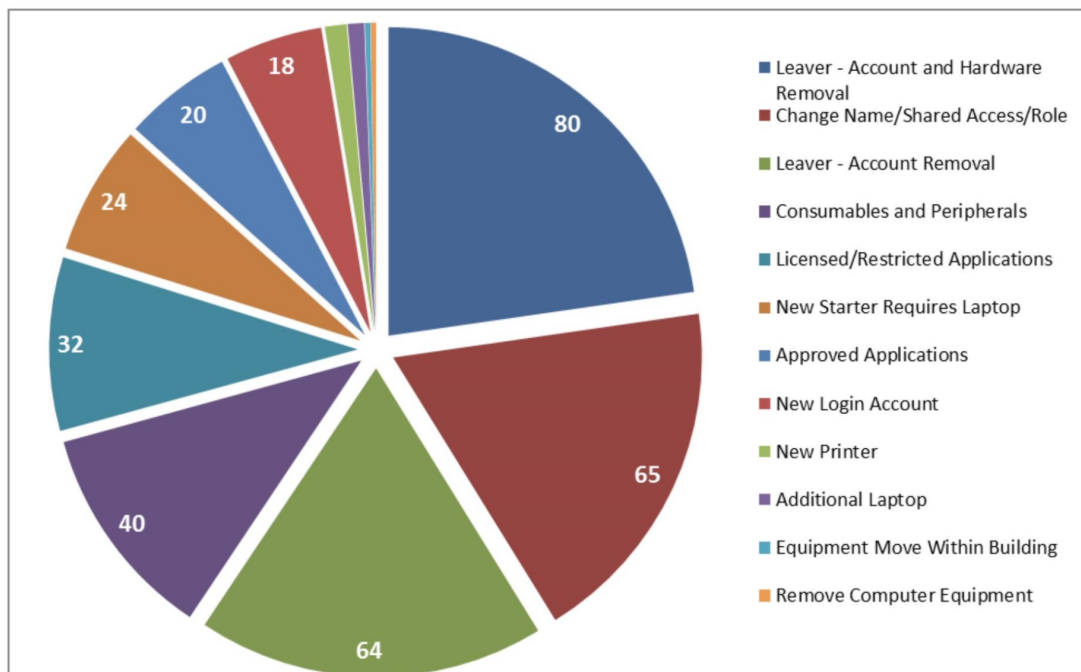
Commentary:

▶ For the first month, leaver requests outstripped other request types, at 144 overall. This is most likely the result of changes within the Post Office business, and the requirement to close accounts and collect unused computers for Security and Audit purposes.

▶ The volume of Shared Access requests was more than double that seen for January, at 65.

▶ Application Requests also increased from an all-time low of 26 in January, to 52 in February, likely driven by New Starters requiring specialist software.

▶ Despite being moved down the list by the aforementioned top categories, New Login Account and Accessory/Consumable request volumes remained consistent with those encountered in January 2017.

"Can't Find What You're Looking For?" (CFWYLF) Requests

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CFWYLF Requests by Month
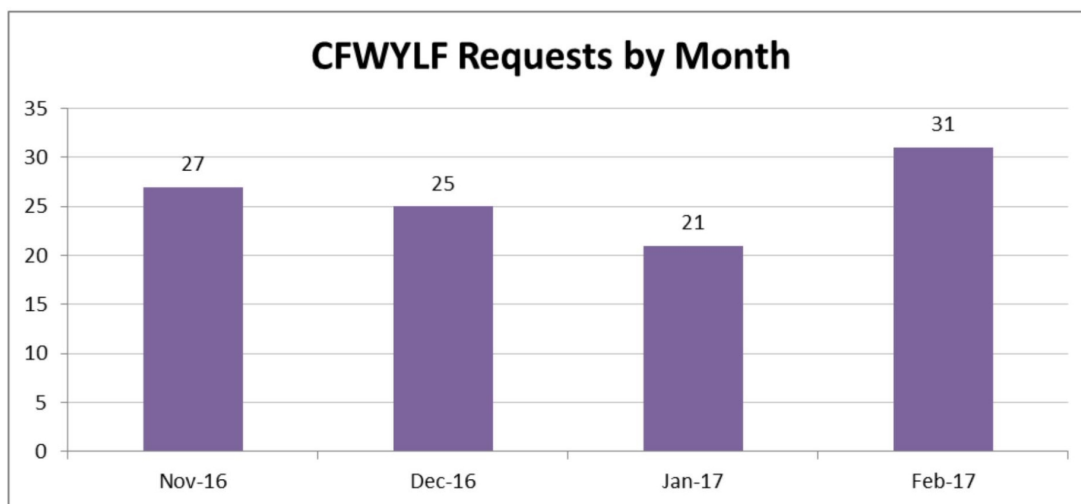
Commentary:

▶ Every subsection on the EUC Service Catalogue includes a *Can't Find What You're Looking For?* (CFWYLF) item. This is the result of high demand for non-baselined products and services following the Catalogue Go-Live in early 2016.

▶ While this item has been exceedingly popular since its introduction in June, volumes of *CFWYLF* requests are somewhat unpredictable. Since a peak of 50 in October, request volumes decreased significantly in November and saw further declines through to January 2017

▶ For February, however, the volume of requests increased to 31. A potential driver for the increase is the return of individuals to the office after Christmas holidays but, due to the open-ended nature of this request type, reasons behind the changing volumes are often difficult/impossible to identify.

▶ CFWYLF requests are monitored regularly, and reviewed every week to ensure each request receives a response. These responses are typically one of the following:

    ▶ The request can be made as a non-standard request into the supplier, if a Budget Code is provided.

    ▶ The request is for a specific ergonomic requirement (e.g. following a Workplace Assessment), and can be ordered immediately without the above precursor.

    ▶ The request cannot be completed via the BAU Request route, and must be completed via a Change Request (CR). Items regularly requested via the CFWYLF service are proposed as additions to the Standard Catalogue at the monthly reviews with Supply Chain Members and the Post Office.

▶ Items regularly requested via the CFWYLF service are proposed as additions to the Standard Catalogue at the monthly reviews with Supply Chain Members and the Post Office.

Number of Changes in Service Catalogue

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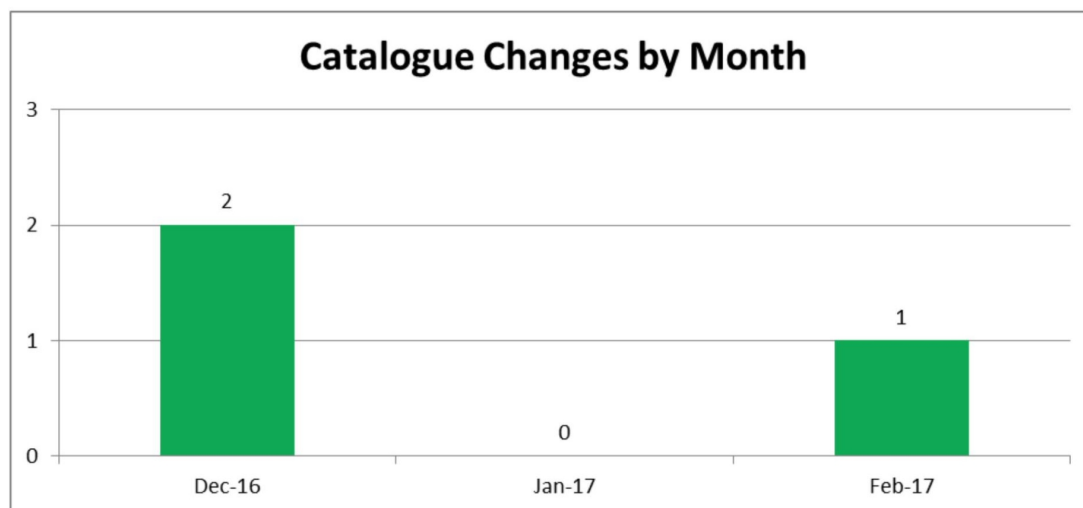
Changes in January Included:

Commentary:
► By taking on board customer feedback, whether from *Tech Bars*, the Catalogue Feedback tool, or conversations with stakeholders, enhancements have included:
  ► New Items.
  ► Changes to navigation.
  ► Improved item scope and descriptions.
► In January, a sizeable change to the Information Services Catalogue was workshopped and planned. Due to the scope of this change, development and implementation would not occur until February and, as a result, the volume of changes for January is technically 0.
► Following User Acceptance Testing, the Information Services Catalogue Change will not be moved into the Live environment until another series of changes have been made. These are expected to be complete by the beginning of April 2017.
► The Information Services Catalogue change involves:
  ► Creation of a 'Product Manager' menu structure to make the Information Services Catalogue experience easier for Business users.
  ► Significant changes to items and descriptions.
  ► Removal of redundant items and relocation of some leftover items in other areas.

7.1 Accuracy, Timeliness & Completeness of Service Catalogue (EUC)

Commentary:
► No uncommunicated changes were made to the EUC Catalogue in February, so this measure remains at 100%.

7.2 Service Catalogue Requests – Completed on Time (EUC)

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Measure	Target	Dec 2016	Jan 2017	Feb 2017
EUC8: Service Requests – Product SLA	95%	100%	100%	100%
EUC10: Standard and Remote IMAC SLA	95%	99.54%	99.22%	99.14%
Cumulative Catalogue KPI (Achievement of EUC8 and EUC10)	95%	99.69%	99.39%	99.21%

Commentary:

▶ 99.21% cumulative catalogue achievement for the EUC Tower in February 2017. This indicates the high performance seen in previous months has been sustained.

▶ SLA performance has been maintained by:
   ▶ Spreading stock across strategic locations to increase the likelihood of a peripheral item being available in each area.
   ▶ Relative stabilisation of request volumes following an exponential increase from January to April.
   ▶ Addressing an SLA oversight in the form of "cut-off times" for *Next Business Day* items. Peripherals were previously advertised in this way, regardless of the time at which the item was ordered. A 3pm cut-off has been agreed with Post Office, so any items ordered after this time are not classed as breaching SLA if they are not delivered the following day.

Why is there a 'Cumulative Achievement' measure?

▶ EUC Catalogue items are scenario-based, allowing for "bundles" of requests to be triggered simultaneously, regardless of backend origin. They often involve a combination of services defined as 'Product' (EUC 8) and 'IMAC' (EUC 10). 'Product' involves the delivery of off-the-shelf items such as printers, mice, and keyboards. An IMAC is an engineer visit, which may be either *Standard* (a physical visit to collect a piece of hardware), or *Remote* activity such as logging into a user's computer to deploy new software.

OBC and the EUC Catalogue:

▶ The *EUC 10* measure includes OBC requests, which are technically "catalogue" requests despite not appearing on the EUC Catalogue. This is due to complications automating the OBC process with the current catalogue tool; instead, these 'on-demand' requests are triggered directly by the Atos RFA Team.

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8 Accuracy & Completeness of CMDB (SI)

Steve Borrett

Commentary:

▶ The measurement of the accuracy and completeness of the CMDB for the Post Office is predicated on two key methods:

  ▶ Physical audit – based on the contractual obligation a sample (of 100 Configuration Items) is physically audited (including attributes) each month by Computacenter who then report the results to Atos Service Management for review. Atos Configuration Management receives a copy of the raw audit data for review.

  ▶ Comparison of CMDB to the electronic discovery data – Presently Computacenter (EUC & Hosting) have refused to provide Atos with this discovery data, this is with Service Management to progress toward a resolution.

8.1 Accuracy & Completeness of Asset Database (EUC)

Commentary:

▶ No information was supplied from Computacenter this month.

9 Customer Satisfaction

Hannah Lord-Salt

9.1 Customer Satisfaction with the Service Desk

Responses and Satisfaction Scores against SLA (<u>80%</u>):

Inputs	Dec 2016	Jan 2017	Feb 2017
Total Responses	175	183	177
Total Promoters	172	177	171
Total Passives	3	5	6
Total Detractors	0	1	0
Total Logged Incidents	11917	10051	10261
Overall Satisfaction Level	98.29%	96.72%	96.61%

9.2 Overall Customer Satisfaction with the IT Services

Key Measures	Dec 2016	Jan 2017	Feb 2017
Average Experience Score	7.22	7.19	7.34
Net Promoter Score (NPS)	66%	67%	71%
% users rating their experience as Good (6) or better	80.60%	80.95%	83.40%
% users rating their experience as poor (1-4)	15.38%	13.98%	12.08%
% users rating their experience as Outstanding (9)	48.83%	43.45%	40.38%
% users rating their experience as Extremely Poor (1)	9.69%	9.52%	5.28%
Total Volume of Responses	299	336	265
First Time Fix (IVR) Average Score	8.31	8.10	7.94
All other calls (Emails) Average Score	5.62	6.06	6.01
Number of Telephone-IVR responses	178	186	183
Number of Email responses	121	150	82
Number of Email surveys sent out	2427	2679	2306
Email survey response rate	4.98%	5.60%	3.56%

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9.3 Scores by Resolving Group:
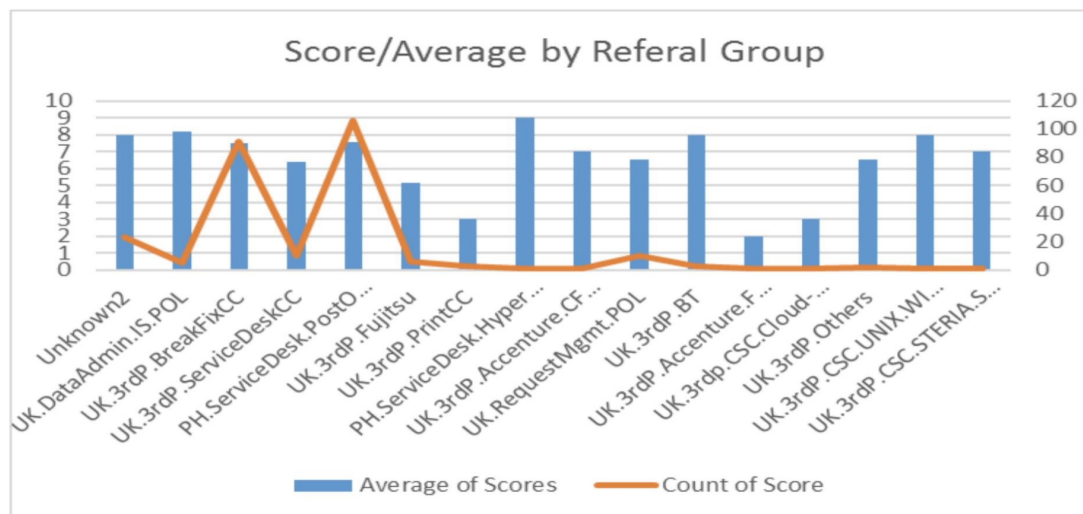
Responses and Satisfaction Scores against SLA (80%):

Inputs	Dec 2016	Jan 2017	Feb 2017
Email Responses	121	150	82
Telephone-IVR Responses	178	186	183
Total Responses	299	336	265
Total Logged Incidents	11917	10051	10261
Overall Satisfaction Level	80.60%	80.95%	83.40%

Post Office

	September	October	November	December	January	February
Overall Satisfaction Score/9	7.85	7.68	7.26	7.22	7.19	7.34
% Score	87.22%	85.33%	80.66%	79.66%	79.88%	81.55%
Net Promoter Score	85.00%	80.00%	70.00%	66.00%	67.00%	71.00%
Number of Promoters	229	269	254	241	272	221
Number of Passives	8	13	19	12	17	12
Number of Detractors	16	24	34	46	47	32
Total Number of Responses	253	308	307	299	336	265
Number of E-mail responses	61	83	122	121	150	82
Number of E-mail feedback requests sent	1207	1308	2474	2427	2679	2306
Email % response rate	5.05%	6.35%	4.93%	4.98%	5.60%	3.56%
Number of Telephone/IVR responses	192	225	185	178	186	183
POL SATISFACTION MEASURE	90.51%	87.33%	82.74%	80.60%	80.95%	83.40%

Promoters-Detractors

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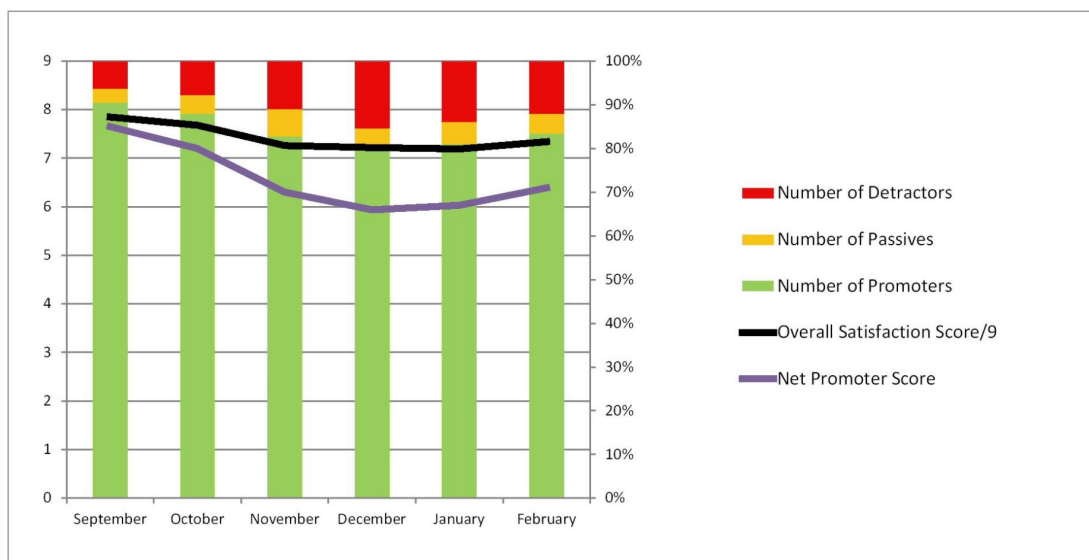
Previous response rate statistics for comparison
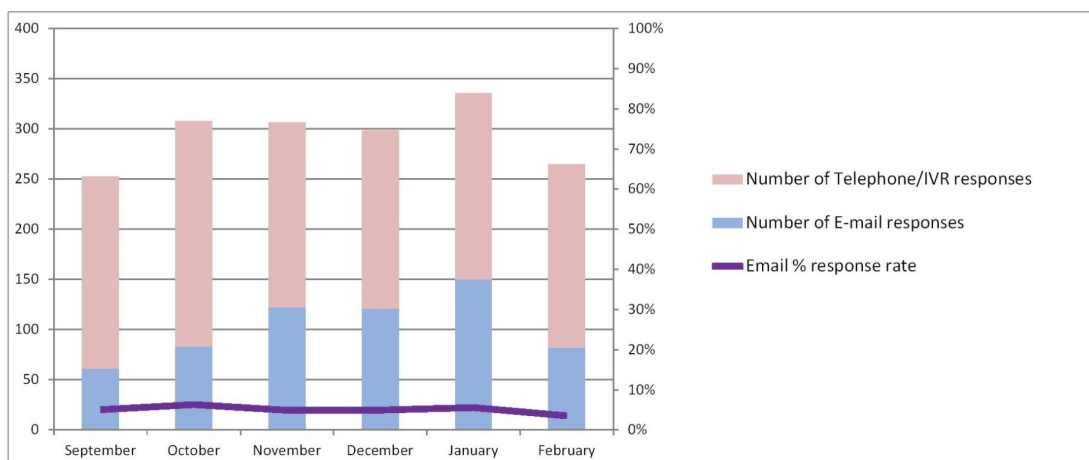
Commentary:

► The overall IT satisfaction achieved 83.40% SLA. This was a 2.45% increase from last month. Whilst this is not formally measure until we are in the Full Tower Model it is a great achievement to be meeting or exceeding this SLA given the challenges of the current Legacy Model.

► Out of the 265 feedback received this month, 221 users promoted the service and were happy about the resolution time and manner. Some of the comments were *"Excellent service received would certainly recommend"*, *"Excellent service received would certainly recommend"*.

► Whilst we have achieved SLA, it has not gone un-noticed that we have seen a decrease in SLA. Reviewing the figures, it would indicate that this is a direct result of incorrect call verification and the Post Office users not aware of contractual SLA timeframes. Below the diagram highlights the breakdown of detractors.

Detractor Contribution factors

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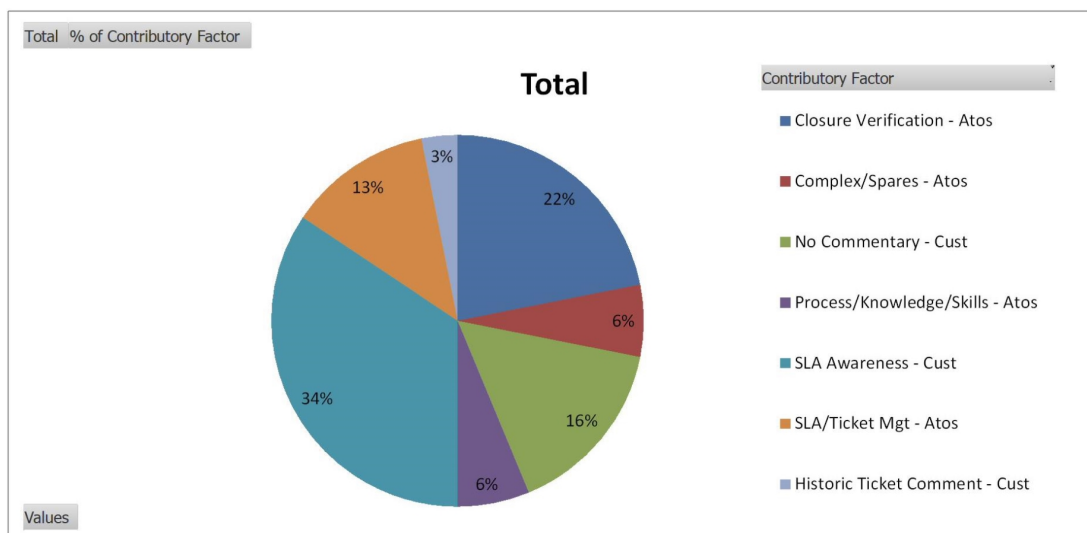
Commentary:

▶ The largest contributor was because of Customer SLA awareness. This is where the customer is not aware of SLA and has higher expectations of the Service. An example of this is when a user could not receive a solution within a day.

▶ The second largest contributor was Closure Verification – Atos, where the ticket has been set as resolved but issue not resolved. There is a Service Improvement open with the Service Desk to address this issue, POSI11- POL - Service Desk - Call Closure.

This improvement in progress and it has been identified that there are two key areas in which we could improve incorrect closure verification. They are as follows:

▶ **Tooling-Automation**: It has been identified that if a 3rd Party is not part of e-bonding, this will flow through to SDM12 and a closure ticket will go out to the end user, despite the issue not being completely resolved e.g. ticket may be resolved by the associated supplier, however still needs assistance from another party therefore the issue is still on going. Multiple corrective actions are currently being reviewed to check whether they are compatible with the SDM12 tooling.

▶ **Service Compliance:** When reviewing the tickets which have previously been closed prematurely we have seen in some instances the root cause is due to non-compliance by the Service Desk Agents. Two forms of monitoring have been put in place to ensure this does not happen:

　▶ Quality evaluation.

　▶ Automated report which extracts all tickets and highlights which ticket did not follow the correct closure process. The results from the above monitoring are fed back to team leads who then coach agents as to the correct procedure.

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10 Complaints (SI)

Vanessa Nicholson

Complaint tickets relating to SISD

Status	Dec 2016	Jan 2017	Feb 2017
New	1	5	0
Resolved	0	4	3
Outstanding	5	6	3
ECT Team responses	0	0	0

Due to changes in reporting requirements from July 2016, this table will now only show tickets relating to the SISD, not all tickets handled by the SISD Complaints team.

Complaint tickets relating to EUC

Status	Dec 2016	Jan 2017	Feb 2017
New	8	8	8
Resolved	8	6	13
Outstanding	9	11	4
ECT Team responses	0	0	0

Complaint tickets relating to Legacy Suppliers

Status	Dec 2016	Jan 2017	Feb 2017
New	5	4	2
Resolved	2	7	2
Outstanding	5	2	2
ECT Team responses	0	2	0

10.1 Aged Complaint Breakdown

Status	Dec 2016	Jan 2017	Feb 2017
Open < 1 month	12	13	8
Open 1 – 3 months	5	6	3
Open 3 – 6 months	1	0	0
Open > 6 months	0	0	0

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Trends:
► The monthly trend review did not identify any new trends; however, we continue to progress previous actions.
► There were only 3 complaints logged this month in relation to the long running trend regarding tickets being closed without the engineer attending Branch, but work continues to find the root cause. We still have the deadlock of PM's insisting the engineer did not arrive, with the engineers saying they did and having GPS tracking data to support this.
► Work continues to bring in the SMS system for Postmasters to sign up for (optionally) so they can be made aware of delays to any visit such as traffic.

Post Office Complaints Last Month
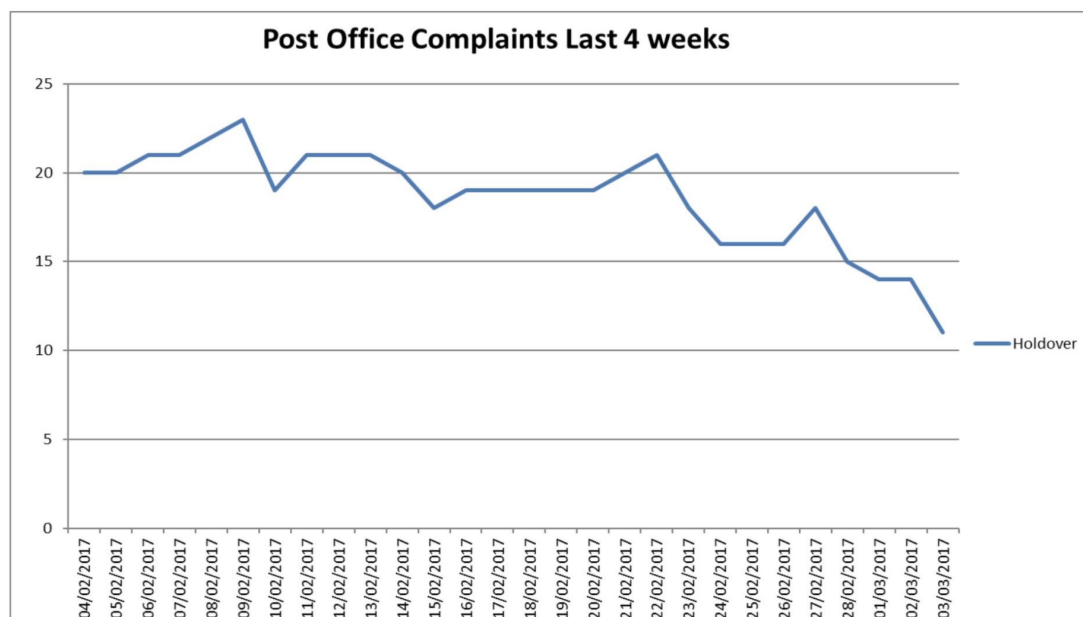
*This table gives an overview of the holdover of complaints outstanding with the complaints team each day over the last 4 weeks.

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Trend of CC Complaints Last 4 Weeks
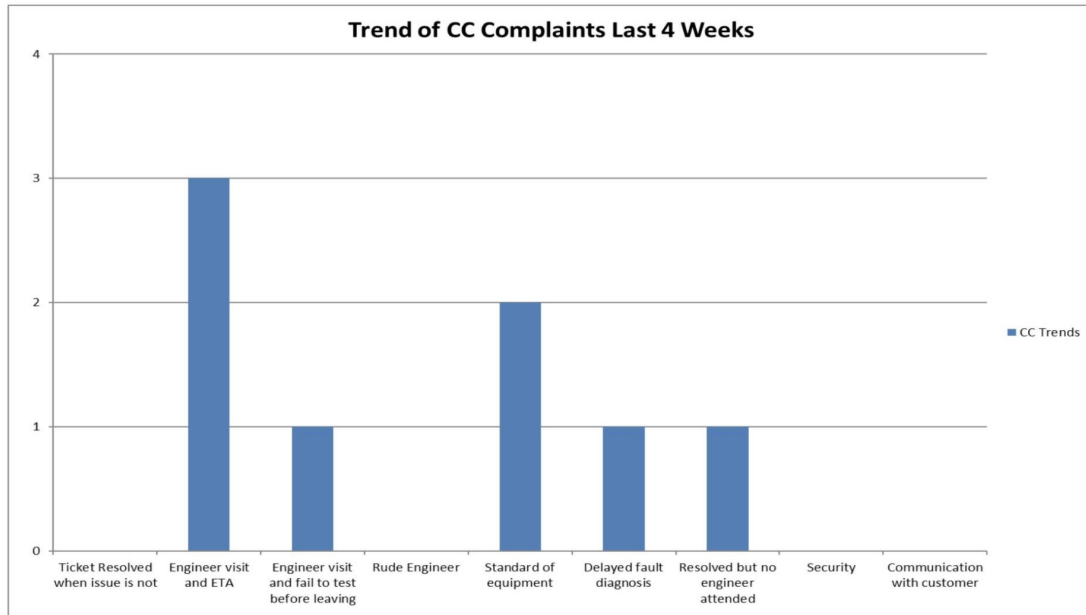
Commentary:

▶ February saw an impressively low number of complaints logged for the month and an even more impressive response time from the SCM and the complaints team which has resulted in a further decrease in simultaneous decrease in the number of aged tickets.

▶ There were no new trends identified however work continues around previous actions.

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11 Problem Management

Rob Shaw

11.1 Root Cause Analysis (RCA) Report Published (SI)

Description	Target KPI	Dec 2016	Jan 2017	Feb 2017
RCA for Severity 1 Incidents	90%	100%	100%	100%

RCA for Severity 1 Incidents

Incident Ref(s)	Problem Ref	Title	Date(s) of Incident
I10043792	P10052251	POA02 profile services (CDP - MoneyGram/Drop and Go/PHS/SMS) Outage	2017-02-04

On Saturday 2017-02-04 a Severity 1 Incident was raised and cross-domain conference calls were attended by the Post Office, ATOS, Accenture, and Fujitsu to investigate transaction timeouts within Post Office Branches utilising POA2 profile services, CDP - Drop & Go, MoneyGram, Peripheral Handling Service, and Smart Metering Services.

Analysis identified this Incident was due to a network change implemented on 3rd February under an internal Fujitsu RFC/MSC, which was a pre-requisite to a future migration activity and was not expected to impact live service. The change was to a network switch but the symptoms were seen via firewall traffic, to restore service the change was regressed. Accenture later confirmed that there were no transactions processed by CDP between 18:07 (last recorded response to Horizon on Friday evening) and 12:42 (first new request on Saturday).

Fujitsu raised a number of actions following the incident, they are investigating why the change impacted the live CDP route when no impact was expected and whether improvements to monitoring which could have allowed the incident to be identified sooner.

RCA Status	Comments
Published	RCA provided to Atos Service Management for distribution.

* Atos are only reporting when a Severity 1 has been raised with a Supply Chain Member (SCM) who Atos manage and POL has procured a Problem Management function with the SCM.

Commentary:

► There were a total of twelve (12) High Severity Incidents closed in February; four (4) Severity 1 and eight (8) Severity 2 Incidents.

► **Severity 1 I10043792 -** Unable to complete transactions in Drop and Go (2017-02-04) - see above table for further detail.

► **Severity 1 I10051806** - MDM is not accessible for all users (2017-02-07).

On 2017-02-07 Post Office users began to report that they were unable to access MDM meaning that product data could not be amended/uploaded as required, impacting the input of branch and product data into the Horizon system.

Accenture have confirmed this was caused by a Known Error (POL - SISD - KE004). The WebSphere application can hang on the MDM Application Server and cause the MDM GUI to become unavailable for users. The services have to be forcefully killed and restarted to resolve the issue, service was restored after Accenture had performed the required restart.

► **Severity 1 I10053523 -** Credence is unavailable (2017-02-07).

Fujitsu raised a Severity 1 Incident following issues with Active Directory Servers which resulted in the delay of a number of files required for daily batch processing. Fujitsu confirmed this was caused by a planned change to promote an additional Active Directory server (ACD) on the 7th

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February into the live estate under MSC 043J0451797-03/GY:C4598246. An unexpected change in a DNS query occurred which caused firewalls to not allow traffic through.

The action taken to resolve this incident was to demote the ACD and restore service as soon as possible and complete the outstanding file production Fujitsu confirmed this was completed by 01:28 on the 8thFebruary. There was a subsequent impact to Accenture's ability to process the files which meant the Credence application was not available until 09:25.

▶ **Severity 2 I10047299** - Users unable to access CFS via portal (2017-02-06)

Following an approved Change C4616163 on 04/02/2017 to allow Accenture to update a number of SAP components Post Office users reported they were unable to access the CFS Production system through the web portal. Users accessing CFS from Citrix and SAP GUI had no impact.

The Change had passed development and the tests which had been performed however it was later identified that the version of Internet Explorer which users had on their laptops had compatibility issues with the update. Accenture with the assistance of SAP identified a suitable fix which was deployed 2017-02-07 and CSC performed a recommended update of the SAP GUI. Software has also been deployed which will allow SAP greater ability to assist in any future incidents.

Details of Problem Records and Problem Management activities:

▶ **P10052169** - DVLA transport issue in Disaster Recovery

A new problem record has been raised at the request of 3M. It has been identified that DVLA Transactions will not transfer to DVLA on invocation of Disaster Recovery due to a compatibility issue with NetFramework v4.5.2. There is no impact on the current Production environment, only the Disaster Recovery solution if invoked. In that scenario, branches would continue to transact as normal, UKVI & SIA transactions would be sent as normal, but DVLA transactions would be safely stored on the AEI servers. The end user would be impacted by a delay in their application.

An escalation path to Microsoft has been engaged to ensure appropriate attention is paid to this Problem. There is high visibility of this Problem within 3M to drive a solution.

Root Cause: NetFramework is causing compatibility issues with SSL and the libraries used by DVLA to establish a secure connection which no longer work in the later version of NetFramework

▶ **P10106784** - Post Office Website was slow and images were intermittently unavailable

Problem record opened following brief instability of the Post Office Website on 2017-02-22 between 12:08 and 12:30, Accenture reported slowness and potential issues displaying images.

Accenture identified that heavy logging caused this, resulting in available capacity on the hard disks of the public servers being consumed; a ticket has been logged with the software vendor to identify what caused these logs. Accenture have raised a change request to reduce the disk space threshold alert to mitigate against such incident in future.

Further analysis has shown that a significant amount of space is being taken by large images, Accenture have engaged the Post Office Digital team as to whether there is the opportunity to optimise the images.

▶ **P9988648** - NEOPOST IP Configuration changes

In November NEOPOST made unannounced changes to both live and test IP addresses for the Kahala Guaranteed Calculator which resulted in the service being unavailable, Fujitsu have since been provided the required IP addresses and have carried out the required configuration changes to restore service.

The problem record remains open as Fujitsu are awaiting a retrospective CR to be raised for the configuration changes and required update of design documentation; this has been requested from the Post Office via Atos Service Management.

▶ Pro-active analysis has focused on branch hardware related incidents over the last month. As expected common drivers of calls to the Service Desk identified as Printers, Pinpads, Keyboards

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and Base units. Computacenter have been provided and initial feedback has been that the only way to reduce these Incidents is to renew the hardware.

▶ Problem Management continue to develop the High Severity Root Cause Tracker to ensure the information captured is relevant and of value.

11.2   Root Cause Analysis (RCA) Actions Completed Within Agreed Timescales (SI)

Description	Target KPI	Dec 2016	Jan 2017	Feb 2017
RCA Actions for Severity 1 Incidents	90%	100%	100%	100%

Action Overview by Month: All relate to Severity 2 Incidents carried out by exception.

No. Of Severity 2 RCA Actions	Dec 2016	Jan 2017	Feb 2017
Opened	7	0	14
From Previous Month	6	2	1
Completed	11	1	14
Total Ongoing	2	1	1
Failed Target	0	0	0

Details of all RCA actions for last 4 months
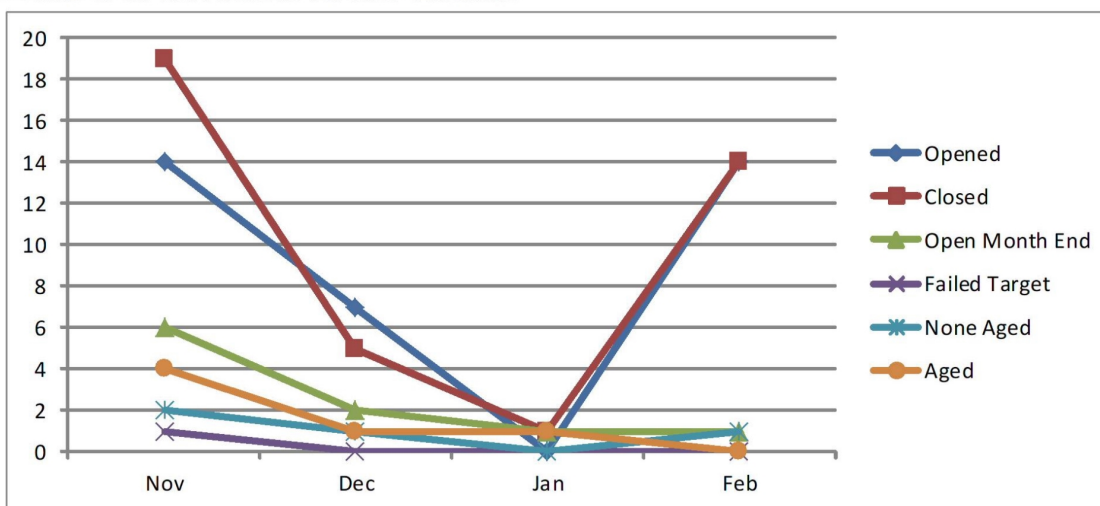
*Please be aware that Aged Actions have only been recorded since July 2016

Commentary:

There were fourteen (14) Action Points raised in February 2017. One (1) Action Point remaining being progressed at the end of the month. All newly raised Actions were for Severity 1 Incident I10043792 following a Fujitsu failed change on 2017-02-04. Actions which are being raised against

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Severity 1 Incident I10051806 are to be finalised and included in March reporting.

▶ **P10052251-** POA02 profile services (CDP - MoneyGram/Drop and Go/PHS/SMS) Outage. (Severity 1 I10043792 2014-02-04).

There were fourteen (14) Action Points raised because of the failed internal Fujitsu Change. POA02 has been opened against this Problem Record with 13 actions been closed and 1 outstanding action remaining. The remaining action (AP02) is for Fujitsu to reassess the Change to ensure no impact to live/test services will be observed when implementation takes place (Date TBC).

▶ **P9623997-** Network Connectivity Issues for several locations (Severity 1 I9621379 2016-10-13).

Computacenter have confirmed that the outstanding Action remaining against this problem record has been completed and the Problem Record has been closed.

▶ Auto-prioritization to generate Incidents automatically from the Synergy monitoring suite is now in place. Incidents will be automatically routed from the suite to the technical team for resolution and escalating triggers to Team and Senior Management where necessary.

11.3   Problem Record Volumes

No. Of Problem Records	Dec 2016	Jan 2017	Feb 2017
Opened	7	7	5
From Previous Month	27	27	24
On Monitor	0	0	0
Closed	7	10	8
Total Ongoing	**27**	**24**	**21**

Please note: report only presents information pertaining to those suppliers who has confirmed open Problem records.

Details of All Problem Records for last 4 months

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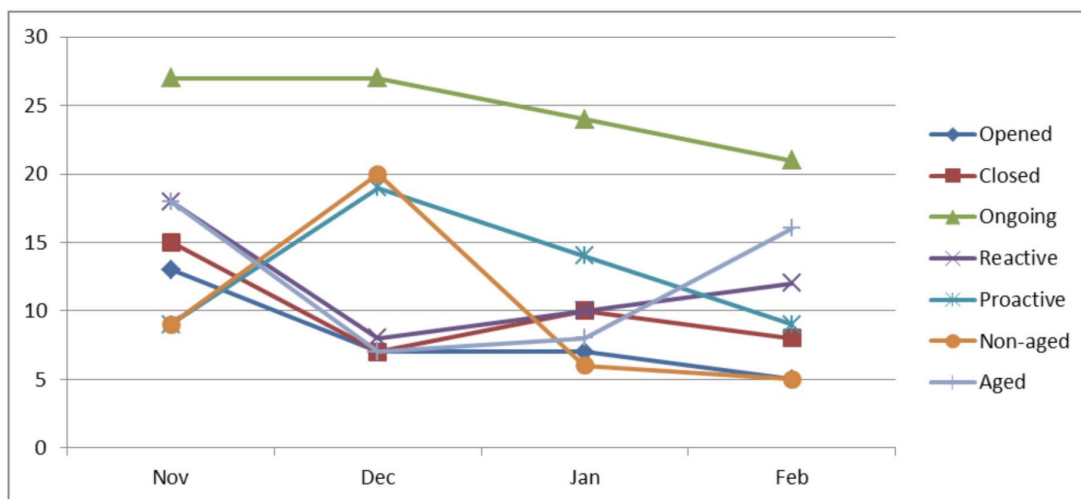
No. Of Problem Records	Fujitsu	CSC	3M	Accenture Common Digital Platform	Computacenter	Accenture Back Office	Other	Total
Opened	2	-	1	2	-	-	-	**5**
Closed	1	-	-	3	3	-	1	**8**
Ongoing	11	-	1	3	0	-	6	**21**

11.4   Aged Problem Records Profile

Measure	Dec 2016	Jan 2017	Feb 2017
Closed	7	10	8
Open < 1 month	7	6	5
Open 1 – 3 months	12	10	9
Open 3 – 6 months	8	5	5
Open > 6 months	0	3	2

Aged Problem Profile for last 4 months

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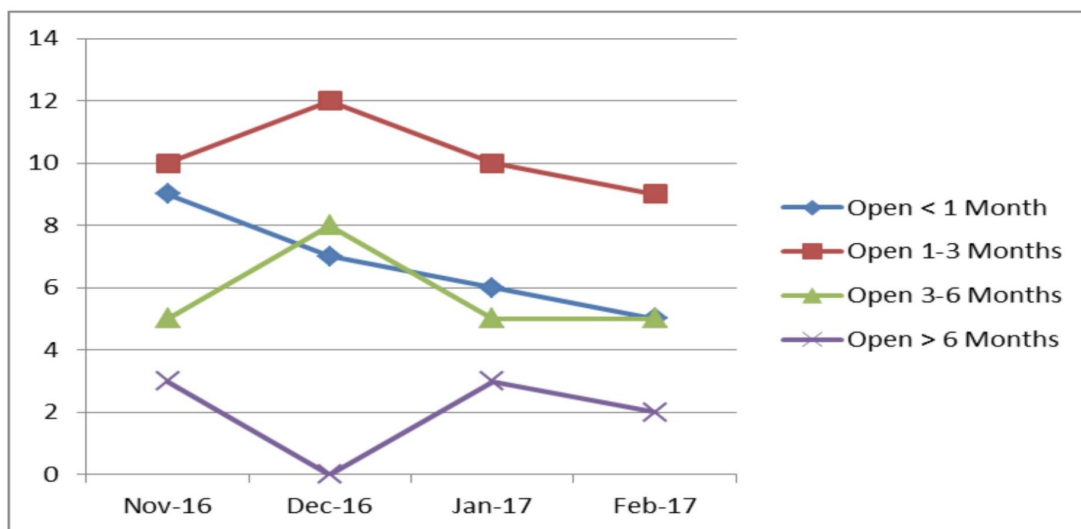
Commentary:

Our average age of Problem Records has decreased to 76 days from last month's figure of 83 days.

Top 3 Aged Problems:

▶ P0000240 - Performance related issue requested by project team.

The sub problem (PBI700000405010) is being progressed between Accenture and DigIdentity and remains the only outstanding activity against this problem record. DigIdentity have failed to respond to several requests to provide an update in relation to the ticket which they raised, this has been escalated to the Atos Service Management team to assist.

▶ P9556699/P0000249 - Stuck Recovery Transaction - Error 0058 (counter got stuck).

Atos Information Services have advised investigation will continue in April post-tariff implementation. It is believed at this stage that the script requires a straight forward fix to ensure on automated recovery that null data is not "recovered" to the transaction.

▶ P9490035- SDM12 Ticket Bridging issue.

Following several Incidents over the previous 12 months a ticket was raised to engage internal Atos support teams to understand whether there was an underlying problem in relation to sporadic issues affecting the flow of Incidents between the Atos and external Supplier's toolsets. Details of Incidents logged by the Atos Service Desk were provided to the Global tooling team but no single root cause has been determined, it has been identified that planned maintenance and internal/external network issues are common causes of tickets being raised.

It has been agreed that further monitoring will take place and increased emphasis has been placed on the support teams to provide in depth analysis of any incidents moving forwards.

11.5   EUC Problem Management

11.5.1 EUC Problem Breakdown

EUC Problem Records	Dec 2016	Jan 2017	Feb 2017

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Commentary:

► No High Severity Incidents were logged in February for the EUC Tower. The pro-active analysis of hardware tickets which were provided to Computacenter have been reviewed, Computacenter have stated that the hardware is aged and requires replacement to see a significant reduction in incidents being logged. The 3 outstanding Problem Records from January have been closed leaving no Problem Records currently open.

► P9623997 - Network Connectivity Issues for several location

Computacenter have confirmed that the outstanding action remaining against this problem record has been completed and the problem record has been closed. Auto-prioritization to generate incidents automatically from the Synergy monitoring suite is now in place. Incidents will be automatically routed from the suite to the technical team for resolution and escalating triggers to team & senior management where necessary.

► P9778202 – Investigation into Microsoft Excel slow performance.

Atos SM have approved closure of this PR. Investigations into perceived performance issues highlighted several areas where users might be using the application for none suitable purposes. Computacenter made recommendations such as reducing data within the files and removing links to other files, users are also accessing files from a central location which is also causing issues. Computacenter shared outputs of their investigations with the Post Office and an RCA was produced.

► P9608797 – OneDrive - Documents not synchronizing to the server

Atos SM have approved closure of this PR. Accenture have performed investigations and have stated that limitations of the software and user knowledge on its use are the main call drivers. Accenture also clarified that different versions of MS Office exist on the estate for compatibility reasons with legacy applications.

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12   Change Management

Zoe Caddick

12.1   Successful Completion Rate
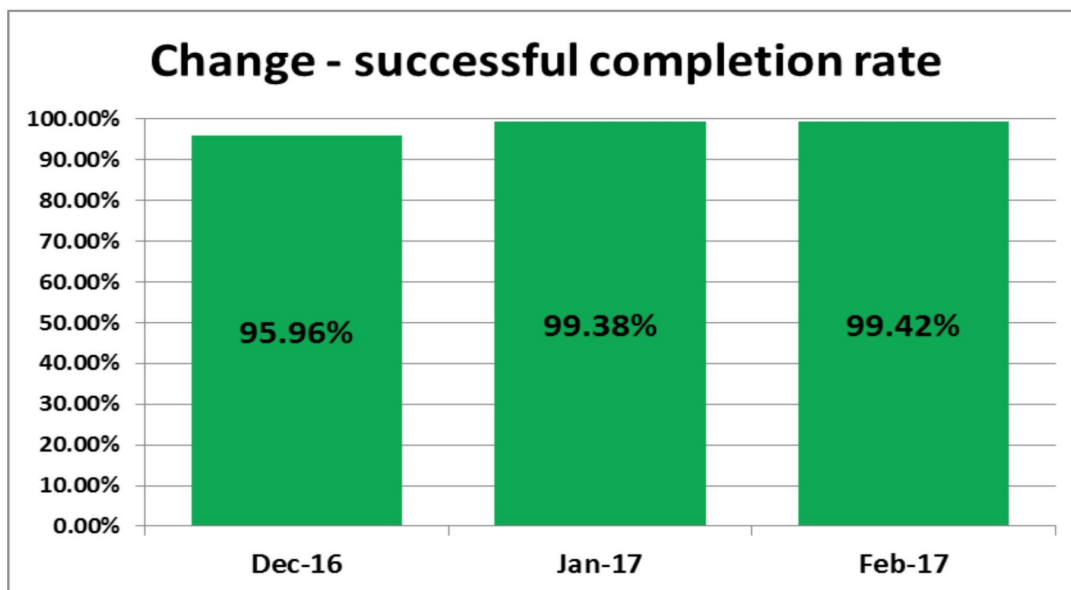
Commentary:

▶ 99.42% success run rate with 16 Changes still pending closure.

12.2   Failed Changes

Change Type	Target SLA	Dec 2016	Jan 2017	Feb 2017
Failed Change	<5%	4.04%	0.62%	0.57%
Change Type	**Target KPI**	**Dec 2016**	**Jan 2017**	**Feb 2017**
Backed Out Change	<1%	0.0%	0.0%	0.0%

Commentary:

▶ There was one Failed Change recorded this month, but no incident was reported as a result:
   ▶ C4574928 – BOSM – Emergency Change summary table rebuild to remove incorrect data from Credence.

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12.3 Volume of Changes Failed

Failed Change Volume	Dec 2016	Jan 2017	Feb 2017
Computacenter	1	0	0
Accenture Back Office Service Model	0	1	1
Post Office Limited	3	0	0

Commentary:

▶ Of a total of 187 Changes raised across the Tower and Legacy estate, 173 were implemented, 90% of Changes were Minor Category Changes which carried minimal or no Impact to Services. Where impact was greater; Significant Changes – 8% and 2% were Major Changes.

▶ February saw a run rate of 12.2% for Urgent Changes and 6.3% run rate for Emergency Changes.

12.4 Changes Rejected or Cancelled

Atos Change Ref	Supplier	Title
C4615781	Computacenter	PRD,Active Directory Renaming and Server Moves
C4635419	Computacenter	POL EUC Nexus 5K devices are using the BT NTP source(s) to sync clocks.
C4638203	Computacenter	RELEASE - POL170201 - PROD Pilot Servers February 2017 MS Security Patching
C4638202	Computacenter	RELEASE POL170201 - PROD Pilot Client February 2017 MS Security Patching
C4611665	Fujitsu	TFS A2975280 Upgrade of Junos OS software FCN routers at SDC01 (router 2)
C4591533	Fujitsu	Remedial Action for EIC Routing change on Interim Compute
C4629442	Fujitsu	2016 POA PCI Pen Test to fix peaks PC0255740, PC0255742
C4639230	BT	WH Smiths new CO commissioning – Mansfield
C4622307	BT	WH Smiths new CO commissioning – Ormskirk
C4622351	BT	WH Smiths new CO commissioning – Orpington
C4622390	BT	WH Smiths new CO commissioning – Eastbourne
C4622432	Accenture	Test Pilot for POMS Hexaware hosted Duck Creek env
C4629723	CGI	PAT312 – DM0059762 – Banking analysis file change
C4582759	Vocalink	ZMK Implementation

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12.5   Volume of Changes Implemented - Closed*

Contractor	Dec 2016		Jan 2017		Feb 2017	
	Implemented	Closed	Implemented	Closed	Implemented	Closed
Computacenter	25	37	44	38	38	27
Fujitsu	30	36	45	37	49	43
CGI	0	0	2	2	0	0
CSC	5	12	5	3	8	7
3M	2	2	4	4	2	2
VocaLink	2	5	0	0	3	3
Accenture Common Digital Platform	3	9	12	12	13	11
Post Office Limited	4	1	1	2	0	0
Ingenico	0	1	1	1	3	3
NCR	0	3	0	0	0	0
BT	1	7	3	1	13	10
Verizon	2	4	6	6	8	8
Back Office Service Model	9	8	17	16	14	14
Other	16	26	22	20	22	22
Total no. of Changes	**99**	**151**	**162**	**142**	**173**	**150**

Added Value:
► Change Management continued to put complete change control around Post Office Client-Government Changes mitigating any impact.
► Continuation to complete Change Awareness Communications across internal and Post Office Key Stakeholders.
► Continuation to expedite and support Verizon MSEG and MPLS activities via the Major CAB process which we can confirm Phase 1 & 2 were 100% successful. Phase 3 remains to be competed 17th March 2017.
► Proficiently managed a Major clash of activities relating to Horizon Data Centre Refresh and Summary Rebuilds in Credence.
► Supported the 3M Disaster Recovery of relocating hardware/kit. Another successful Major

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Change.

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12.6 Emergency-Urgent Changes Implemented

Changes Implemented	Dec 2016	Jan 2017	Feb 2017
Emergency Change Volume – Overall	**8**	**21**	**11**
CSC	1	1	0
Fujitsu	1	7	1
Other	6	13	10
Urgent Change Volume – Overall	**33**	**25**	**21**
Computacenter	3	10	7
Back Office Service Model	3	2	1
Verizon	1	1	1
Fujitsu	18	9	7
CGI	0	1	0
CSC	3	1	1
Accenture Common Digital Platform	2	1	2
BT	0	0	2
Post Office Limited	1	0	0
Other	2	0	0

* Please note: report only presents information pertaining to those of the suppliers who have performed Emergency Changes.

Commentary:
► Trends observed in Urgent RFC:
   ► OBC19 Requests for Post Office Data Gateway,
      ► Fix or prevent an Incident.
► Atos continue to work with all the different Service Lines internally and externally to improve the volumes of Urgent Change.

12.7 Emergency-Urgent Changes Breakdown

Atos Change Ref	Supplier	Title
C4613857	Fujitsu	NDC Exit - APOP User Access -Fix for Incident I9969987
C4615143	Verizon	NTP Changes for VPOL000603 and VPOL000604
C4614027	Verizon	APOP Support Issue 20170206
C4613528	BT	Planned Maintenance
C4613441	Computacenter	PRD,RELEASE - POL170105 - UKPO-102 Adobe FlashPlayer Upgrade - Clients
C4617849	Accenture	UCS Infrastructure and Blade Server Firmware Upgrade in Kronberg
C4608586	Fujitsu	R15.73 HNGX Counter Hot Fix for Live Pilot Branches
C4620803	Computacenter	PRD,RELEASE - POL170105 - Adobe FlashPlayer Upgrade to NPAPI v24.0.0.194 - PROD Pilot

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C4624841	Accenture BO	SAP notes to CFS production to resolve issue with CFS access through portal
C4628547	Accenture BO	Change to fix 4 existing incidents on Credence due to batch overruns/failures
C4627062	Computacenter	PRD,ATOS Local Admin Access - R017753
C4629575	Computacenter	PRD,POL BCR EUC-VERIZON Interconnects - Standard Change Request
C4634400	Fujitsu	R15.73 HNGX Counter Hot Fix for PEAK PC0257009 - Roll Out to Estate
C4634164	Fujitsu	R15.73 HNGX Counter Hot Fix to POL Model Office for PEAK 257009
C4634034	BT	WH Smiths new CO commissioning – Orpington
C4635132	Fujitsu	ATOS: Change to a EPA Reconciliation File (Amex)
C4635458	Accenture	RFL related batches need to stop on CDP
C4635417	Accenture BO	Deletion of Temp Tables in Credence to free space for Rebuild activities
C4634272	Computacenter	PRD,RELEASE - POL170105 - Adobe FlashPlayer Upgrade to NPAPI v24.0.0.194 - PROD1
C4637086	Accenture	Brands-feed batch optimization and PODG connectivity issue for CDP.
C4637838	Fujitsu	EXPEDITED: Reboot of LPRPNAA001
C4637703	Computacenter	PRD,RELEASE - POL1702 - UKPO-57 Evolvi_Rail_Systems_EvolviPrint_4.8.1.0 - PROD Pilot
C4638763	Computacenter	PRD,RELEASE - POL1702 Mortgage Brain The Key License 53050001 UKPO-104 Clients App
C4639663	Computacenter	PRD,POL - NSP - Citrixxenapp to Netapp storage
C4640719	Computacenter	PRD,POL Branch EUC-Verizon NTP Standard Change
C4639914	Computacenter	PRD,Adding admin permissions to Legacy Servers
C4641522	CSC	SAP HR - Fix to Production Incident INC3816786
C4641684	BT	WH Smiths new CO commissioning – Eastbourne
C4641766	DVLA	DVLA TYR (POL) Outage Notification 19/02/2017
C4643670	Accenture BO	Replace batch for Horizon Transactions
C4648483	Fujitsu	EXPEDITED - OBC19 (OBC108) Request RFL_0014 - PODG Route removal
C4648507	Fujitsu	EXPEDITED - OBC19 (OBC108) Request RFL_0013 - PODG Route removal

12.8   Failed Critical Security Patches

	Target SLA	Dec 2016	Jan 2017	Feb 2017
Failed Critical Security Patches	<5%	0%	0%	0%

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13 Continual Service Improvement

Abbie Hermon

13.1   Top Service Improvements

Ref	SIP Description	End Date	Benefits	Update
POS145	Service Desk Strategic Review: This initiative is to jointly achieve the goal of improving the user perception and experience with the IT service desk. This will be achieved through development of the existing capabilities, exploring new options and greater collaboration.	TBC	Improve Customer Satisfaction Improve Productivity Improve Service Quality Improve Compliance Improve End User Experience	What has been done so far: ▶ Draft terms of reference created. ▶ Steering group meetings arranged. ▶ Joint impact assessment on each sub-action against timescales to implement and potential impact/benefit. ▶ Review if sub-actions wording reflects the intent and suggested word changes. ▶ Sub-actions grouped into four key delivery types: 　▶ Technology, 　▶ NBSC, 　▶ Service Desk, 　▶ Process. ▶ Initial working group meeting. ▶ Review against existing service desk SIP for alignment.

As part of the initiative the following Service Improvements are underway:

▶ **Improve the quality of the IVR (POS131)** - we have been receiving a large volume of detractors from Rant and Rave over the last six months regarding the quality of the IVR recordings. In addition, feedback also highlighted that end - users found the IVR confusing due to the volume of options. Atos have therefore worked closely with the Post Office to restructure the IVR, and record some better quality recordings. The below outlines the improvement updates:
  ▶ New IVR Structure Agreed with the Post Office (now 13 options rather than 21) – Complete,
  ▶ IVR recording on the Post Office Broadcasting equipment – Complete,
  ▶ Testing to be completed by 8th March 2017 – Complete,
  ▶ Communications drafted and submitted to Post Office Corporate Communications – Complete,
  ▶ Live into production – Scheduled for 13th March by 0700.
▶ **Reduce Premature Ticket Closure (POS11)** - currently the detractors we are receiving on Rant and Rave are linked with incorrect ticket closure. There have been two identified root causes for this:
  ▶ Agent Compliance: In some instances, the root cause is due to non-compliance by the Service Desk Agents, for example the 3 strike rule not being followed,
  ▶ Bridging Issues: It has been identified that if a third party is not part of e-bonding, this will flow through to SDM12 and a closure ticket will go out to the end user, despite the issue not being completely resolved e.g. the associated supplier may resolve ticket, however still needs assistance from another party therefore the issue is still on going.
▶ The following actions are currently in place to progress this Service Improvement:
  ▶ Agent Compliance: A daily automated report is generated which extracts all tickets and highlights which ticket did not follow the correct closure process. The results from the

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above monitoring are fed back to team leads who then coach agents as to the correct procedure.

▶ Bridging Issues: Currently Atos are in the process of piloting a change in the ways of working between our Service Desk and 3rd Party Suppliers. Verizon are the first Supplier we are targeting to implement a change in approach, whereby rather than the Supplier closing or resolving a ticket which has been misrouted to them, they have the ability to place the ticket on "Customer Time" thus not impacting upon their own SLA's but can then also redirect the ticket back to the Atos Service Desk to be picked up and placed into a specific queue set up for tickets which have been misrouted and thus be redirected to the correct resolving group. By doing this we avoid premature closure of the ticket and reduce the chance a negative perception of service to the end user who would no longer be incorrectly notified that their issue has now been resolved. We are currently in discussion around an appropriate period seen to be acceptable/reasonable for a 3rd Party to hold a ticket on "Customer Time" giving sufficient opportunity for the Service Desk to allocate the ticket correctly and achieve resolution.

▶ **Knowledge Articles (POS12) -** there are currently 1621 Knowledge Articles. A review off all current Knowledge Articles held on the Service Desk is to take place. This involves the participation off all SCMs, Service Management and Knowledge Management. In the month of February138 Knowledge Articles were reviewed.

13.2 Service Improvements by Supplier

Total	Dec 2016			Jan 2017			Feb 2017		
	Identified	In Progress	Closed	Identified	In Progress	Closed	Identified	In Progress	Closed
Atos Service Desk	0	3	0	4	5	0	3	6	0
Atos	1	10	1	0	16	1	0	14	2
Computacenter	4	4	2	0	4	4	0	2	2

Customer Facing Improvements Closed = a snapshot of those improvements closed within the month

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SIP Supplier Breakdown

Legend: ■ Atos ■ Service Desk ■ CC ■ Legacy

- Atos: 39%
- Service Desk: 39%
- CC: 11%
- Legacy: 11%
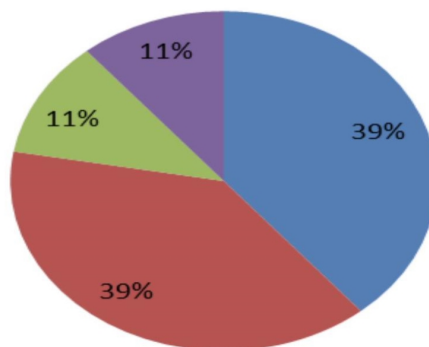
Commentary:
▶ 39% of Service Improvements are with Atos.
▶ 39% of Service Improvements are with the Service Desk.
▶ 11% of Service Improvements are with Computacenter.
▶ 11% of Service Improvements are with the Legacy Supply Chain Member's.

13.3 Highlights and Lowlights

Highlights
▶ Both the Service Desk Strategic Review and the Tactical Survey action plans are progressing and anticipated.
▶ Four Service Improvements were closed this month:
  ▶ POS144 POL - Atos - Customer Perception Review Board,
  ▶ 4098 - Instant Swap Server Service (Finsbury Dials),
  ▶ 4099 - Improvement of Replacement kit DOA rates,
  ▶ POSI09 POL - SMC Knowledge Packs for Service Desk.
▶ In the coming months there will be a focusing on driving through Service Desk Service Improvements.

Lowlights
▶ None to raise.

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14   Availability Management

Phil Ashley

Commentary:
- ▶ All End User Computing Tower Availability SLA's exceeded, with EUC 14, EUC16 and EUC18 achieving 100%.
- ▶ Atos SI Service Desk achieved 100% availability with no issues impacting overall Availability of Service Desk to the Post Office IT during this period.
- ▶ Awaiting reports from All Legacy Suppliers.
- ▶ Awaiting Network report.

Opportunities:
- ▶ Regular monthly meetings in place with Computacenter to review End User Computing Tower.

Threats:
- ▶ None identified this month.

14.1   Achievement Summary (SI and Tower)

Service-Tower	Expected	Threshold	Dec 2016	Jan 2017	Feb 2017
POL SI Service Desk	99.50%	99.50%	100%	100%	100%
End User Computer Tower	99.88%	97.33%	100%	100%	100%

14.2   EUC Tower SLA's

Tower	Expected	Threshold	Dec 2016	Jan 2017	Feb 2017
EUC 14 – EUC Infrastructure	99.75%	98.00%	100%	99.99%	100%
EUC 16 – Email – CC Infrastructure	99.90%	95.00%	100%	100%	100%
EUC 18 – Active Directory Service	99.99%	99.00%	100%	100%	100%

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15 Capacity Management

Phil Ashley

15.1 KPIs

KPI	Target	Dec 2016	Jan 2017	Feb 2017
Capacity related Severity 1- Severity 2 Incidents	**0**	0	0	0

15.2 Performance per Service - Channel

Service - Channel	RAG status
Banking Application	🟠
Telephony-Broadband	🟢
Mails (Online & Retail)	🟢
General Web Services	🟢
Retail	🟢
Back Office Application	🟢
Common Digital Platform Gateway	🔴

Further information is available from the Capacity Management team.

The below section explains the *Red-Amber-Green* Indicator statuses, along with any mitigating factors.

15.2.1 Banking Application

Vocalink:

► Transaction volume breached the RAG Amber Status monthly contracted volume in February 2017 by approximately 5.49%.
► Total weekly and daily transaction volumes remained within the agreed RAG Green targets (58.61% and 39.61% respectively).
► Transaction volumes were slightly down on January 2017 volumes by 0.18%.

Recommendation:

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► The monthly transaction volumes have been consistently breaching Amber RAG Target for the last 7 months. This is predicted to Spike in the following months and will be closely monitored to identify if this poses a risk moving forward. If this is in fact the case a formal risk will be raised with the appropriate recommendations.
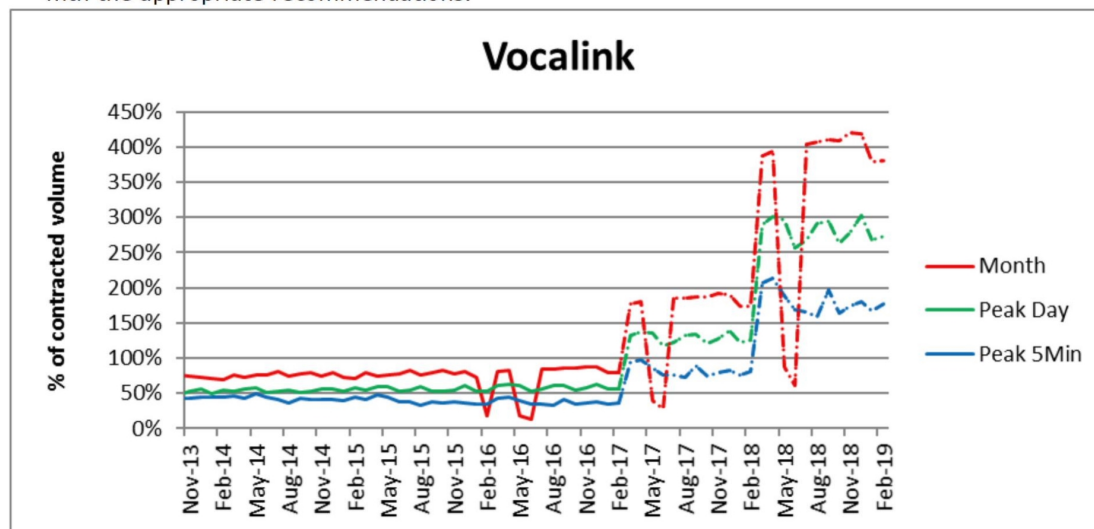
Automated Payments System (APS):

► Transaction volumes breached the RAG Amber Status monthly contracted volume for February 2017 by approximately 3.86%.
► Although the Average Weekly volumes for February 2017 were within agreed transaction volumes, they breached the RAG Amber Status weekly contracted volumes by 5.12% on the second week 0.76%, on the third week 1.39% and 2.82% on the fourth week.
► Average daily transaction volumes remained within the agreed transaction volumes for February 2017 (41.43%).
► Average hourly transaction volumes remained well within the RAG Green targets throughout February 2017 (30.32%).
► The cause of the ongoing high transaction volumes has been previously identified as the collection of additional information about Dangerous Goods in Parcels at POL Counters, and the subsequent APS transactions created by these.

Recommendation:

► A formal Risk has been raised around the APS Transaction Volumes (Atos Risk reference R142) as the current contractual levels will not be sufficient for future forecasted volumes. Post Office have approved the Change Request response from Fujitsu.

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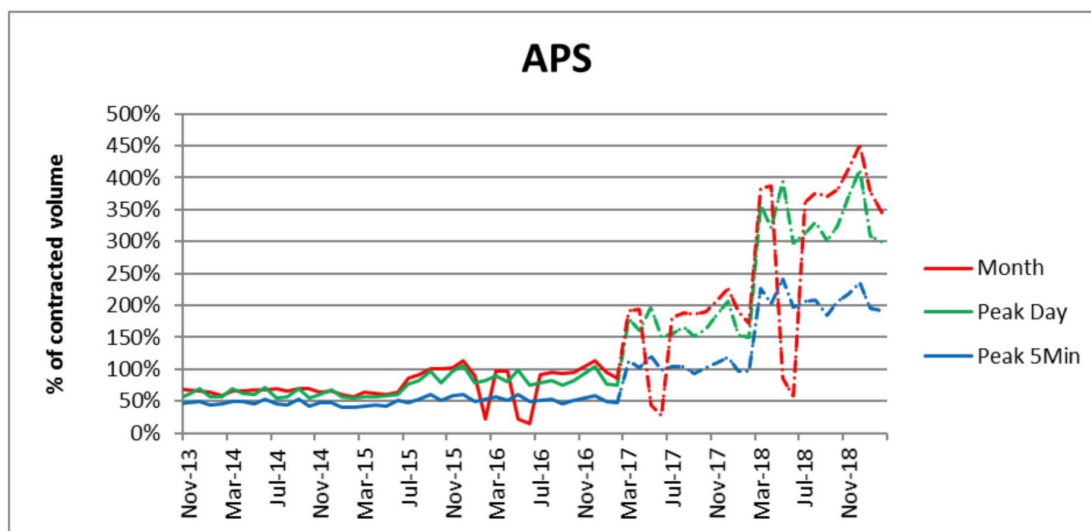
15.2.2 General Web Services (GWS)

New GWS resilient pair:

► The following services which still run on the Horizon Interstage platforms have individual contracted volumes within PA/PER/033 with Fujitsu: DVLA, Kahal, Telecoms BACS, APOP and PCAI.

► As part of the Horizon Data Centre Refresh these services are being migrated to a new GWS resilient pair.

► As GWS is a single framework, its Contracted Volumes are available to any/all of the services running within it. This presents an opportunity to measure/report on all the migrated services as a whole rather than having existing individual limits.

Recommendation:

Update PA/PER/033 to show the individual services contained within each of the two GWS resilient pairs and report on the overall volumes for each pair. This would allow for additional web-services to be added as a GWS service without any Capacity changes so long as the predicted volumes for additional services fit within the overall maxim volumes for that particular GWS pair. Alternatively Fujitsu can continue reporting the service volumes individually, but if any of these services grew beyond its individual contracted volumes it would incur a charge to change PA/PER/033. A formal Service Improvement has been raised via the Atos CSI Review Board and the Post Office have informally accepted this recommendation the Post Office to formally accept this Service Improvement and raise the relevant Change Request against Fujitsu to cover this.

15.2.3 Back Office Application

PODG (Post Office Data Gateway):

► Maximum number of routes used in PODG increased slightly to 545 during February 2017.

► The maximum number of files transferred in February 2017 was 2434. This is slightly up on the previous period.

► The table below details the past 13 months' maximum files transferred totals-trends.

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Period	Total no of files transferred	Trend on previous period
February 2017	2434	⬆
January 2017	2369	⬆
December 2016	2188	⬇
November 2016	3284	⬆
October 2016	3358	⬆
September 2016	3152	⬆
August 2016	3114	⬆
July 2016	2871	⬇
June 2016	2930	⬇
May 2016	3011	⬆
April 2016	2639	⬆
March 2016	2308	⬇
February 2016	4427	⬆

Maximum number of files transferred total averaged 1724 in February 2017.

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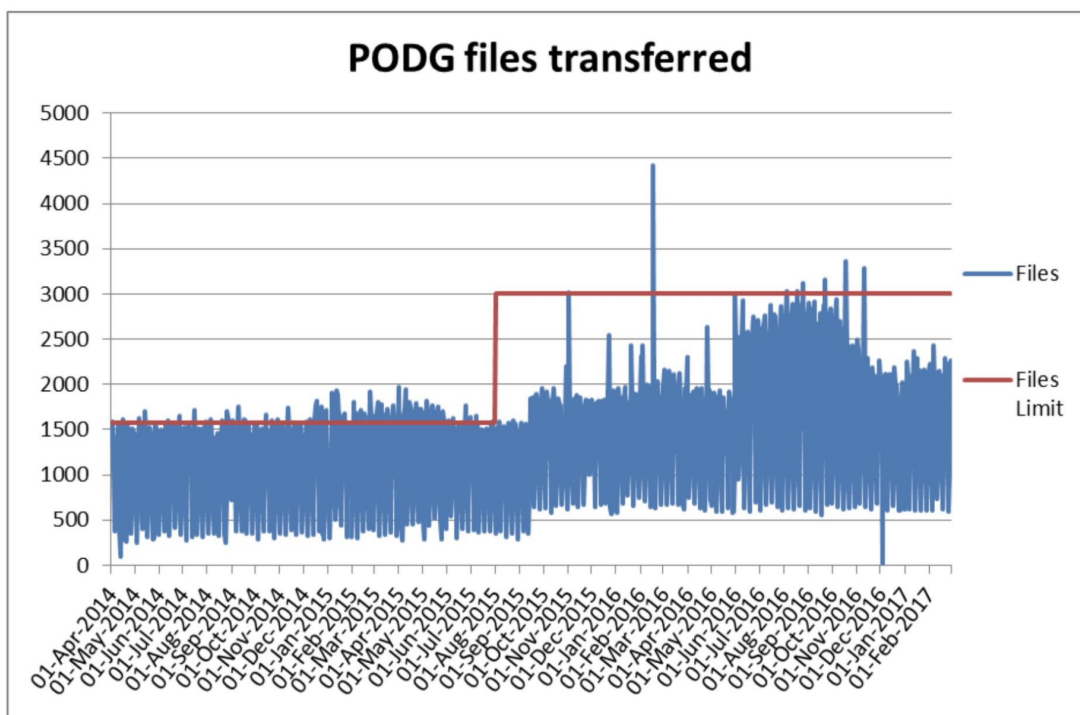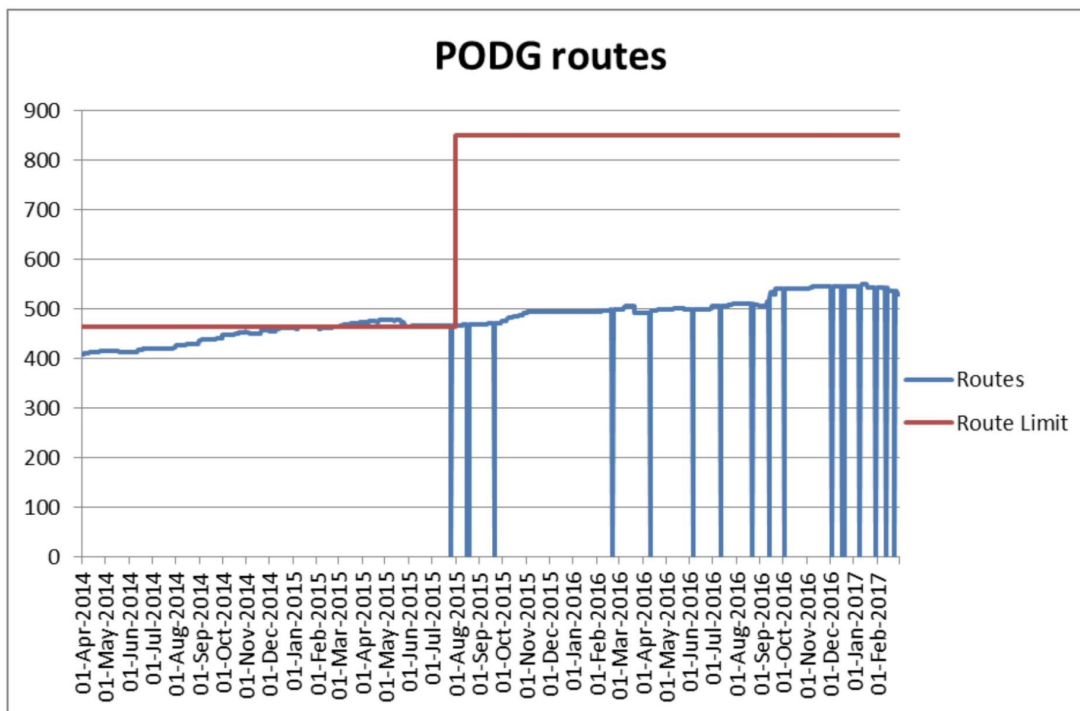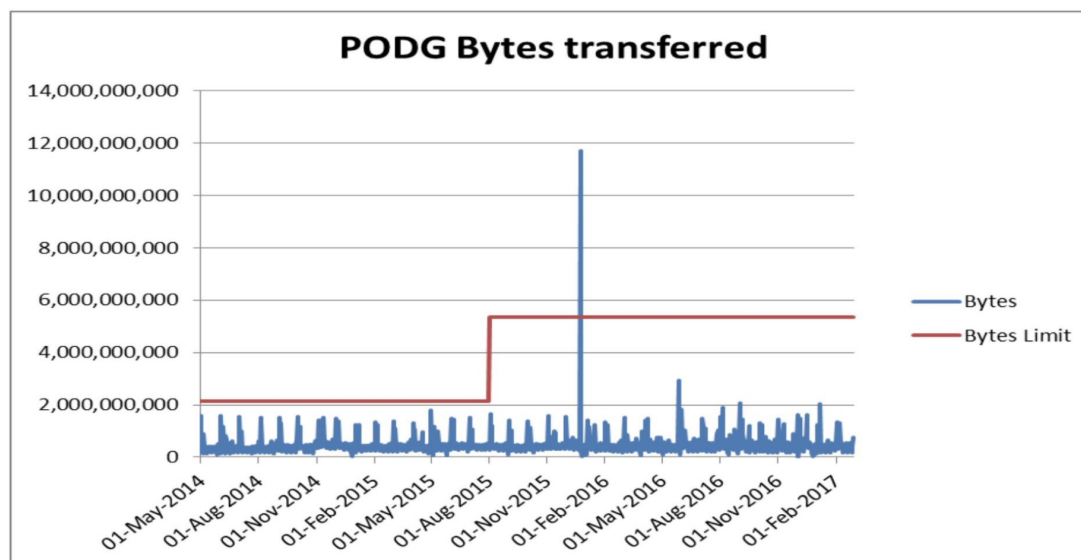
Recommendation:

This will continue to be monitored in future to identify if maximum number of files transferred remains within the threshold, threatens to, or breach the 3000 file contractual Limit.

15.2.4 Common Digital Platform Gateway (CDP)

Web Common Digital Platform:

► Transaction volumes breached the actual monthly contracted volume for February 2017 by approximately 354.90%,

► Average Weekly volumes breached the actual weekly contracted volume for February 2017 by approximately 245.70%

► Average daily transaction volumes breached the actual daily contracted volumes by approximately 162.97%

► Average Hourly transaction volumes breached the actual hourly contracted volumes by approximately 109.57%

CDP Gateway Transaction volumes are again significantly above agreed contractual volumes. The cause of these excessive transaction volumes has previously been identified as the new MoneyGram service introduced by Post Office towards in the second half of 2015.

Recommendation:

A formal Risk has been raised around the CDP Transaction Volumes (Atos Risk reference R151), as the current contractual levels are not sufficient for existing and/or future volumes. The Post Office has raised a Change Request to uplift the CDP volumes, which Fujitsu have responded to. This is now with the Post Office to review/update/respond.

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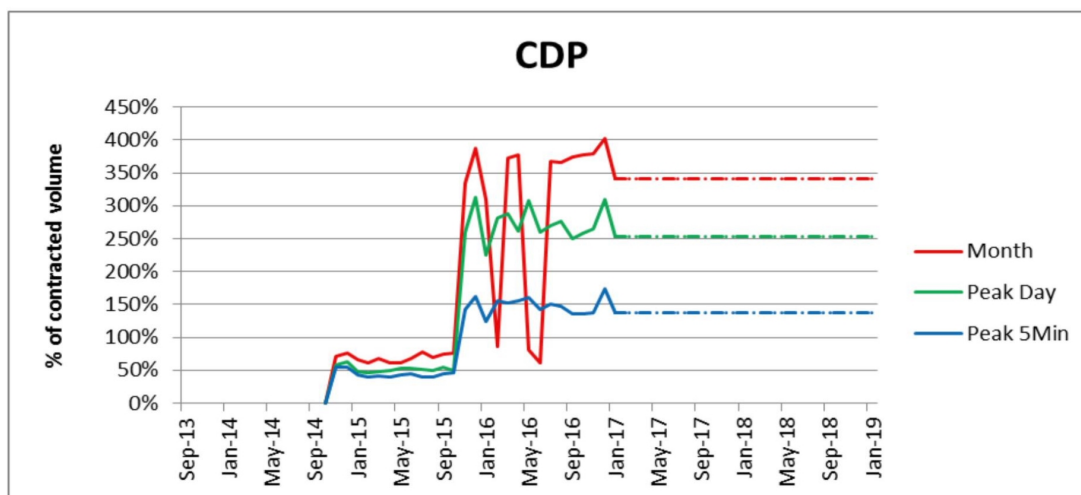
Commentary:

► Automated Payment System (APS) Transaction Volumes have continually come close to or exceeded contractual levels and are forecasted to breach contractual levels going forward. Risk 142 has been raised for this. The Post Office has raised a CR to uplift the APS volumes which Fujitsu have responded to. The Post Office has approved the CR response from Fujitsu.

► Global Web Service (GWS) resilient pair: As part of the Horizon Data Centre Refresh the following services are being migrated from the old Horizon Interstage onto the new GWS resilient pair: DVLA, Kahal, Telecoms BACS, APOP and PCAI. As GWS is a single framework, its Contracted Volumes are available to any/all of the services running within it. This presents an opportunity to measure/report on all the migrated services as a whole rather than having existing individual limits. This would allow for additional web-services to be added as a GWS service without any Capacity changes so long as the predicted volumes for additional services fit within the overall maxim volumes for that particular GWS pair. If the Post Office would like to pursue this opportunity, then a CR would be required as PA/PER/033 would require amending to show the individual services contained within each of the two GWS resilient pairs and report on the overall volumes for each pair. A formal Service Improvement has been submitted via the Atos CSI Review Board and the Post Office has informally accepted this recommendation. The Post Office to formally accept this Service Improvement and raise the relevant CR against Fujitsu to cover this.

► CDP Transaction Volumes have significantly exceeded current contractual levels again and are forecasted to continue significantly breaching these levels. Risk Reference R151) has been raised for this. The Post Office has raised a CR to uplift the CDP volumes which Fujitsu have responded to. This is now with the Post Office to review/update/respond.

15.3 New Service(s) Impacting Capacity

Commentary:

► New MoneyGram service has significantly increased the Web CDP Transaction volumes, being over 354% above agreed contractual limits in February 2017.

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16 Report Delivery (Including Security Reports) (SI)

Gary Mcdermott

Criteria	Target SLA	Dec 2016	Jan 2017	Feb 2017
Reports delivered on time	98%	100%	100%	100%

Commentary:
▶ Service Level Tracker and Consolidated Reports are delivered prior to Service Review meeting.
▶ All Security Reports- Incident details are provided in Information Security and Governance Assurance board.

16.1 Report Delivery (including Security Reports) EUC

Criteria	Target SLA	Dec 2016	Jan 2017	Feb 2017
Reports delivered on time	98%	100%	100%	100%

Commentary:
▶ All reports were issued against the target.

16.2 Report Delivery (including Security Reports) BOSM

Criteria	Target SLA	Dec 2016	Jan 2017	Feb 2017
Reports delivered on time	98%	0%	0%	0%

Commentary:
▶ Accenture BOSM reports were not received until the 10th Working Day of the reporting month.

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17 IT Service Continuity Management (ITSCM)

Debra O'Connell

17.1 Supply Chain Member ITSCM Progress

Supplier	Status
Fujitsu	▶ Networks Resilience Testing of Remote Handoff routers- DCS, Epay – Completed Successfully. ▶ IRE11 pim TEST ON Blade Frame 8 only- This was re-scheduled previously at the Post Office Request - Completed successfully. ▶ Failure of major Primary BX900/S2 components - Completed successfully.
3M	▶ The Post Office have requested a live failover for 2017, however 3M have officially announced a data centre relocation which must take place before 31st March 2017. Until this is fully understood the exercise must go on hold. ▶ 3M successfully completed a DR test on 5th January to verify that the production and DR sites run independently, as part of the Data Centre relocation work. ▶ The Data centre relocation will now be a 2 phase approach, initially they will move to a new RAC in the current site which is scheduled for 4th-5th March. This was approved at Major CAB.
Ingenico	▶ Switchover Slough To London - Completed successfully.
CGI	▶ No Continuity Exercise's planned for February. They are currently supporting Accenture, but no longer support any back office applications - Currently being off boarded.
Qmatic	▶ The Bi Annual Exercise has taken place in August 2016 and Supplier has still not provided the results, this has been escalated to the ATOS Service Manager. ▶ No exercise Schedule for 2017 has been provided; this has been escalated to Service Manager.
Accenture	▶ No continuity issues logged for February.
Vocalink	▶ No continuity issues logged for February.
Digidentity	▶ No continuity issues logged for February.
HP	▶ The planned Doxford Site Failover has been postponed until Later this year or Early 2018, the planned date in March/April 2017 conflicted with the Post Office Financial Year End Change Freeze, also the data will not be copied over in time to the production site following last month's incident. Caroline Hilton is fully aware and supportive of this due to refresh projects in the pipeline to refresh POCA as discussed in a workshop with HP in February.
BT	▶ BT requirements have still not been confirmed so there has been no engagement this month.
EUC Tower Computer Centre	▶ Date for failover has been proposed for weekend of 23rd June 2017, the Post Office business Relationship managers are aware. ▶ ATOS has started an SMTP Gateway discovery work with 3rd Parties to identify which Apps/Services could be impacted by the SMTP Gateway being unavailable for a period during the Failover/Failback exercise. ATOS have received the latest traffic report through Computacenter's SMTP gateway, to ensure with 3rd Parties IP addresses are aligned to DR site prior to the exercise. ▶ The Post Office to raise a CR to enable Computacenter to start the required work to provide a Service wrap around the SMTP gateway, David Hargreaves has asked Chris Barretto to raise the CR. ▶ Reporting timeframes are still misaligned for ATOS and Computacenter. This is being agreed with ATOS contracts team and the Post Office Commercial.

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18 Risk Management

Calum Ellison

18.1 Key Risks

	Red	Amber	Green
Risk Volume per RAG Status	1	3	12

Top Tower Risks (based on potential Impact to Service):

Risk Title	Uncertainty of EUC Recovery during failover
Summary	There is a high possibility that the EUC service will become unavailable in the event of a disaster. This has become realized during the annual failover planning where it has been identified that 3rd Party intervention may be required. However, it is not clear yet which 3rd Parties must be involved and what actions they will be required to perform during a failover.
Consequence	The Post Office will experience a loss in admin services, Customer dissatisfaction, financial losses, and reputational damage.
Mitigation	Computacenter to identify the 3rd Parties so that impact assessments can be performed. Atos are awaiting confirmation from Computacenter. Atos believe that the following but not limited to are the 3rd Parties to involve: Fujitsu, CGI, CSC, Interchange, Post Office Managed IP addresses (companies/individuals), Cash Centers (CVIT).
Latest Update	Atos (Anna Schofield) and the Post Office (David Hargreaves) are working with Computacenter to drive mitigations forward.

Organisation	Risks Open	Issues Open
Operations	0	1
People	1	0
Regulatory	0	0
Technology	16	0

Top 3 Legacy Supply Chain Member Risks (based on potential Impact to Service):

Risk Title	NBSC Call Management - Intelligent call management
Summary	Because of the BT ICM (intelligent call management) platform due to be switched off completely in 31st March 2017.
Consequence	This will have an impact upon the NBSC service operation. Which will result in Post Office Branches with no contact services for Branch needs.
Mitigation	The Post Office to procure alternative solution prior to March 2017.
Latest Update	BT will need formal CR raising by the Post Office and financials in place to proceed as soon as soon as possible. Rebecca Barker in the Post Office is finding out what the latest position is on this.

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Risk Title	Horizon - Branch Network Services (BNS)
Summary	Because of the existing BNS service contract with Fujitsu expiring on 31st March 2017 there is a high possibility that all Post Office Branches will cease to trade post this date.
Consequence	The Post Office will experience Huge Financial consequences, damage to reputation and brand, unwanted media coverage.
Mitigation	Complete transition to Network Tower before 31st March 2017 or extend the BNS service provision with the incumbent supplier - Fujitsu. To mitigate the end of life services, raise a change request asking Fujitsu to undertake on new study on these risks or build into the contract extension.
Latest Update	A 6 month and final extension of the ISDN service has been put in place with Vodafone. A support extension of the ADSL service has been put in place with Fujitsu. The new Verizon VSAT solution is currently being rolled out and on schedule.

Risk Title	SHA1-SHA2 Certificates - Post Office Managed Services
Summary	Due to plans within the industry to transition browser based SSL certificates from SHA1 to SHA2. There is a risk that some applications and devices can only support SHA1 certificates which may cause service disruptions.
Consequence	The Post Office will experience financial consequences, reputational damage, and customer dissatisfaction. Atos will experience a sudden rise in Service Desk Call Volumes resulting in SLA failures and a knock on affect to other services.
Mitigation	Post Office to confirm which 3rd Party clients will be using and deploying SHA2 certificates. Fujitsu to investigate what equipment will be affected by these changes and provide a solution/proposal to avoid any service disruption.
Latest Update	It is still not clear if and when any Post Office 3rd Party Clients will be making certificate changes this year. Fujitsu have requested that the Post Office raise a CR to perform the design study surrounding this.

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19 Operational Business Change

Gary Blackburn

Service	RAG Status	Business Impact Description
Atos OBC Admin, issue and escalation management		No SLT's
Computacenter OBC Engineering service		All SLT's achieved
Fujitsu OBC Horizon on line application and Network management		All SLT's achieved

ATOS OBC Service

Key performance Indicators performance in February was as follows:

KPI	Performance	Summary
100% delivery of 4 hourly updates for all issue progressed to stage 2 escalation and above	100%	No stage 2 escalations received in February.
100 % attendance on the Post Office arranged Conference calls representing the Atos RFA for all stage 2 escalations and above	100%	No stage 2 escalations received in February.
95% of OBC requests processed within 24 working hrs from receipt, stretch 98%	100%	• Number of OBC20's processed 195 • Number of OBC21's received 131 • Go Live Support Requests processed 5 • 100% of OBC requests were processed within 24 working hours.
95% of OBC requests received before 14:00 each working day are processed same day	100%	100% of all OBC requests received before 1400 were checked and processed same day by the RFA team during February.

Comparison between Volume of OBC Request Received & OBC21 Rejections.

The table highlights the last 6 months error rates in completion of OBC20 request to agreed content and quality standards.

Month		RFA Team	Fujitsu		RFA Team	Fujitsu
2016-2017	Vol of OBC20 received	Vol of Rejected OBC20	Vol of Rejected OBC20	Vol of OBC21 Received	Vol of OBC21 Rejected	Vol of OBC21 Rejected
September	206	34	28	215	13	6
October	170	38	31	203	32	21
November	175	30	23	141	17	11
December	178	32	23	107	16	6

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January	184	31	12	135	20	5
February	195	32	20	131	22	6
Totals	**1108**	**197**	**137**	**932**	**120**	**55**

Commentary:

► In February 52 out of 195 OBC20 projects did not conform to the agreed process and had to be changed.

► 19% of all OBC orders received from the Network Operations Support Team during February including OBC21 and OBC28 contained errors.

► Atos do not charge for the identification and correction of these errors if they are identified prior to onward triage to the IT Supply Chain Members.

► During February identification of these errors by Atos, prior to triage onwards to IT Suppliers, helped specifically reduce any Fujitsu charges on the Post Office by £2.1k. Year to date (calendar) savings of £4.1k.

► Atos error identification during 2016 saved the Post Office £35.9k in IT Supplier Charges.

► Weekly Meetings are held with the Network Operations Support team and feedback is provided to assist with training.

► Post Office Network Operations Support Top 3 OBC20 Errors in February:
  ► Incorrect End to End process used,
  ► Incorrect number of counter positions quoted,
  ► Branch closure date missing.

► Post Office Network Operations Support Top 3 OBC21 Errors in February:
  ► Incorrect End to End process used,
  ► Incorrect CCN used,
  ► Branch closure date missing.

Fujitsu OBC Service

Service Level Agreement	Performance
Incident Acknowledgment SLT 95%	100%
Incident Assignment SLT 95%	100%

Computacenter OBC Service

Service Level Agreement	Performance
EUC 10 Standard IMAC SLT 95%	99.14%

Performance Summary – OBC Service

Performance

► In addition to the Atos service stats and KPI's above:
► OBC Project Volumes:

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▶ A small increase in the total volume of Network Transformation projects were received during the month but overall OBC volumes are consistently around the 180 a month mark.

▶ As yet we have not had sight of Crown Transformation forecast information. This has been requested to assist with demand management across all IT suppliers involved in delivery.

▶ The Branch Counter Refresh program is to using the OBC process to decommission the 42 outgoing VSAT solutions provided by Fujitsu but the installation of the new Verizon solution and all subsequent Branch counter refresh activities is to be managed entirely by the program teams.

▶ There are presently no open Change Requests in progress relating to the OBC service.

Risks & Issues

▶ **Emergency Branch closure process** – Is on the Risk register, despite several conversations no further action has been taken. As things stand the Post Office does not have an emergency closure service in place with IT Suppliers and therefore, given the dependency on them, any requirement can only be supported on a reasonable endeavours basis by Atos.

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20 Tower Performance Summary

20.1 Computacenter (EUC)

Rob Walker

Performance

Computacenter's performance summary for February 2017 covers the Branch LPOSS, the transformed Admin Service, OBC and the Interim 1st line Service Desk.

Computacenter's Incident Resolution EUC3 is again reported as failing target using SDM12 data, however if the Computacenter exceptions were signed off and agreed then this would be 96.32% and achieved target. All remaining Service Levels in February were achieved.

The returned tickets to the Atos Service Desk reduced by 20% in February.

Atos went live with Phase 2 of the First Contact Resolution service mid-February; the only tasks remaining with Computacenter are 10 tasks relating to mailbox administration. These will be migrated to Atos once the technical issues with DARs and the 'Quick Connect' elements are resolved.

There were twelve complaints received by the Computacenter Service Management team in February all of which were responded to within the 5-day target.

There were no Microsoft Security patches released in February, this was communicated to Atos and the Post Office during the month as soon as Computacenter were made aware.

The File Server Data interim service continues to be run as an interim service until the data is moved to the SharePoint environment.

There were no health checks conducted in February due to no branches logging multiple incidents triggering an investigation. The benefits for 2016 health checks were concluded for Q4, overall there was a 44% reduction in Incidents post the health checks at those sites visited saving the Post Office £7,516.53. The total savings for 2016 were £13,383 and 25% reduction in Incidents. This initiative is a permanent ongoing process to help reduce Post Office costs and improve customer satisfaction.

Computacenter are doing some analysis on the usage of OneDrive to help identify users who are not backing up their files. In addition, our Workplace Specialist was engaged by Post Office in February to undertake some user education in the Chesterfield and Bolton sites. Output of the sessions will be analysed and presented to the Post Office with recommendations on next steps, during March.

Following improvement activities undertaken jointly by Atos and Computacenter to improve Incident data quality the number of Incidents with "Not Mapped" in the categorisation has reduced to 800 in February from 1,094 in January and peaking at 2,217 in October 2016.

After discussion with ISAG in October, Computacenter are looking at both the patching timelines to reduce the time between Patch Tuesday and full deployment to clients whilst still undertaking

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robust testing. Computacenter have also provided POL ISAG with an outline draft on the potential move of some applications from Tiers 3 and 4 (not managed by Computacenter) to Tier 1 and 2 (managed-partially by Computacenter).

Risks and Issues

Recurring operational Risks that have the potential to impact the Service include:

► Automation of Branch opening hours aligned to both SDM12 and ITSM. The Branch opening hours issue is scheduled to be resolved so ITSM reports the SLA correctly if the development is successful. This is purely an ITSM fix and will not fix the reporting for the Atos SDM12 system. It does not stop and start the SLA clock but calculates the SLA to the opening hours rather than the SLA service hours.

► The HR People Data feed from ATOS to Computacenter for loading into ITSM in support of EUC services has been cancelled by Ben Cooke. Computacenter have been informed that this will now not proceed whilst Ben finds the 'single source of truth', however the risk here is in the lack of updates to the AD estate and knock on effects on Asset Management accuracy and hence non-compliance.

► The lack of a defined JML process is still causing some issues, specifically around leavers' email addresses still appearing on the Outlook Global Address List. This is due to Computacenter only being able to disable the AD account; the deletion of accounts process has been raised with Atos as there are implications on OneDrive and SharePoint files if accounts are deleted

► The go live of the Verizon Network Tower and the Branch Counter Refresh project will see branches being re-IP'd; the Admin Network will also need to be re-IP'd. Computacenter will then become the custodians and management of the IP addressing. Whilst this is positive and will aid our Asset compliance position where we have struggled to get IP subnets from BT. It presents a service risk during the project phases on the BAU service. A CR is currently with Post Office for the remaining IP subnets.

20.2 Accenture (BOSM)

Performance

POLSAP
► Accenture team have completed the End of Year Audit requirements related to POLSAP.
► No major POLSAP issues during the month.

CFS
► Accenture team performed the ERP and BO Service Pack upgrade for CFS. Though the upgrade was successful the users experienced issues with accessing CFS via the SAP portal. This was resolved by implementing a fix suggested by SAP in the first week of February. A PIR was performed for this issue and corrective actions were implemented.
► A fix for the most escalated Incidents related to duplicate payments and missing documents in November was provided by SAP and successfully implemented in February.
► Monthly Patching activities for both production and non-production environments were successfully completed.

FMI

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- ▶ Monthly Patching activities for both production and non-production environments were successfully completed.
- ▶ Accenture Infra team fixed the processor errors on one of the FMI servers.
- ▶ Accenture team performed the Oracle DB maintenance activity (Patching, TAF disablement) and Performance parameters for SAP/DB for CFS & FMI production systems.
- ▶ No major FMI issues during the month.

Credence-MDM

- ▶ Credence Batch overruns due to batch job delays reduced significantly in February. Overruns were reported on only 2 days in February.
- ▶ The pending incident counts for Credence have been brought in control and the backlog number of incidents is less than 20 Incidents at present. Daily tracking on escalated Credence Incidents has been put in place and a status is provided to the Post Office every day. Four High Severity Incidents were resolved by the team in February.
- ▶ Incidents related to the MDM to Credence interface failures and MDM reference data editing are being dealt on severity but the support required from other vendors have been highlighted to the Post Office.
- ▶ Accenture team Supported Fujitsu MPLS failover and WAN switch uplink migration projects.
- ▶ Accenture team has begun work on the financial year closing activities for Credence/MDM – 2 CRs related to this work are in progress.
- ▶ Accenture team is actively working on Batch optimisation work and also supporting the Azure platform upgrade project. Weekly status is being provided to the Post Office on these workstreams.

Traka

- ▶ Traka server patching was successfully completed in February.

Highlights

- ▶ Accenture team resolved a total of 410 incidents in the month of February. The Incident Resolution volumes have decreased by close to 20% in the month of February compared to the previous month mainly due to a reduction in Credence/MDM Incidents.
- ▶ 4 Problem Records and 16 operational Changes were completed successfully in February. Operational Changes included the monthly patching of servers in production and non-production environments for CFS/FMI/Traka.
- ▶ Overall 66 operational Changes have been completed by Accenture from the time of takeover of support.
- ▶ Installation of Monthly security patches on Windows and Linux servers hosting CFS/FMI/Traka applications has been completed successfully in February.

SLA-KPI Summary

- ▶ Accenture Back Office team has met 14 out of the 16 SLA's measured for the month of February.
- ▶ The two SLAs that failed to achieve target were:
    - ▶ BOT04 – Report Delivery – Performance Data was not received until the 10th working day of the month.
    - ▶ BOT05 – Failed Changes - C4574928 – Emergency Change summary table rebuild to remove incorrect data from Credence.

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▶ Application Private Cloud (APC) which hosts the CFS-FMI-Traka Application has met all Infrastructure SLA's for Server, storage, network and environment availability in line with the contractual requirements.

▶ The SLAs related to Service Catalogue and Disaster Recovery are not reported due to the absence of tools-mechanism to measure these SLAs.

Risks and Issues

▶ **POLSAP** infrastructure requires immediate upgrade as currently it is not equipped to handle the Application.

▶ **Credence** Application infrastructure needs immediate attention as it End of Life and out of support and is causing application outages on a regular basis. An upgrade to Microsoft Azure Infra is being planned.

▶ **Credence** Knowledge Transfer from CGI must be re-visited as it is incomplete and additional support -shadowing is required for Accenture to provide a better service.

▶ **CFS and FMI** QA and Development environments are out of sync and need to be updated to ensure the data is aligned.

▶ The business must provide Change Request prioritisation as this is currently not in place. This is required for resource planning and capacity management. Weekly calls are scheduled with the Business to prioritise Change Requests.

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Section 2 – Legacy Supply Chain

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21 February Business Impact – Critical Services and Applications

Service-Application	RAG Status	Business Impact Description
Horizon		All SLA's achieved.
Network Banking		All SLA's achieved.
AEI		The following SLAs were failed: SLA 23 & 24 - Restoration of Service or work around implemented Severity 3.
PODG		All SLAs achieved.
Paystation		All SLAs achieved.
BT – Voice and Data		All SLAs achieved.
Branch Networks – ADSL-PSTN		All SLAs achieved.
Common Digital Platform (CDP)		All SLA and KPIs were achieved
IdA Identity Assurance Service		Is in the process of moving back under Managed Services. Change Request to be raised by Andy Garner.
Data Centre Operations		All SLA's achieved.

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22 Incident Volume Trends

Supplier	December 2016		January 2017		February 2017	
	Volume	Trend	Volume	Trend	Volume	Trend
3M	761	-21.47%	943	23.92% ⬆	879	- 6.79%
Accenture	233	-29.39%	168	-27.90%	262	55.95% ⬆
Ingenico	1554	-25.65%	1889	21.56% ⬆	1600	- 15.30%
NCR (PDA)	11	-74.42%	20	81.82% ⬆	0	-100%
NCR (SSK)	439	-6.99%	292	-33.49%	331	13.36% ⬆
Qmatic	8	-65.22%	14	75.00% ⬆	10	- 28.57%
RAPP	0	0.00% ⮕	0	0.00% ⮕	0	0.00% ⮕
VocaLink	3	-62.50%	4	33.33% ⬆	2	- 50.00%

Please note: Atos is only reporting results for those suppliers who have provided information on Incident Volume in their Service Review Books.

⬇ Decrease > 5%
⮕ Change < 5%
⬆ Increase > 5%
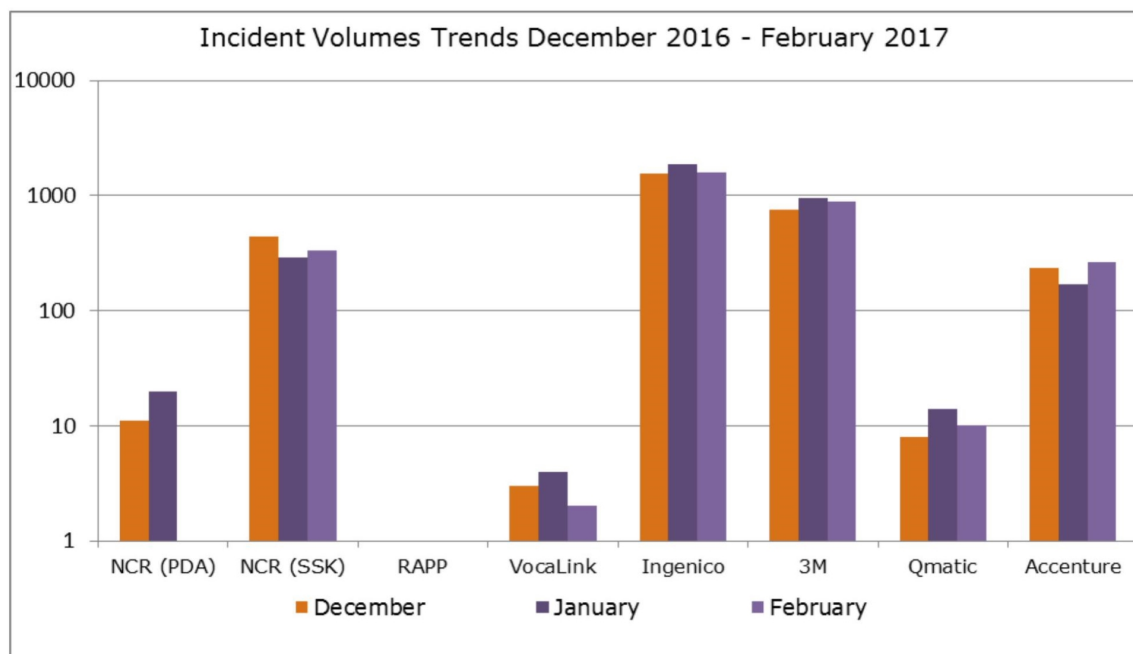
Incident Volumes Trends December 2016 - February 2017

23 Legacy Supply Chain Member TOP SLA's

Service	Service Level	Target SLA	Dec 2016	Jan 2017	Feb 2017
Fujitsu	Branch Telecom Infrastructure - Call to Fix	95%	100%	100%	100%
	Branch Telecom Infrastructure - Call to Fix	100%	100%	100%	100%
	Branch and Counter Availability	99.64%	99.99%	99.94%	99.98%
	Branch and Counter Availability	99.64%	99.99%	99.94%	99.98%
	Branch and Counter Availability	99.64%	99.99%	99.86%	99.94%
	Branch and Counter Availability	99.64%	99.99%	99.90%	99.94%
	Network Availability	99.95%	100%	100%	100%
Ingenico	3.1 ITR Availability	99.50%	100%	100%	100%
	3.2 GEMS Availability	99%	100%	100%	100%
3M	Restoration of Service or work around implemented Sev1	100%	100%	100%	100%
	Restoration of Service or work around implemented Sev2	100%	100%	100%	100%
	Restoration of Service or work around implemented Sev3	95%	81.91%	94.66%	91.25%
	Restoration of Service - Mobile	100%	100%	100%	100%
	Availability of Central Infrastructure	100%	100%	100%	100%
	Transaction Consolidation & Transmission to Client	100%	100%	100%	100%
	Transaction Consolidation & Transmission to Client	100%	100%	100%	100%
Vocalink	Vocalink Switch Availability	99.80%	100%	100%	100%

*CFS has now moved from CGI to Accenture BOSM and will be reported collectively under the Back Office Service Model moving forward.

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24 Performance Summary: Supply Chain Members

24.1 Performance Summary – 3M

Service Performance
▶ The volume of transactions across the estate were slightly higher than forecast this month with no obvious reason as to why but SLA's were maintained as per previous months.
▶ The AEI Service was stable this month with no High Severity Incidents or significant events.
▶ A key focus for the Service Desk and Engineering teams has been to continually asses and improve the diagnostic capabilities to restore or maintain service as quickly as possible. This has been evident by the gradual decrease in the volume of P3 Incidents raised and volume of engineering visits. This has the effect of providing a dependable service to the end user but it only takes a small number of failures to breach the Service Level for P3 Incidents. Despite only 2 out of 80 Incidents failing the 12-hour fix target the SLA attainment is red for the month; it is challenging to achieve a 100% Green in the current solution.
▶ This month also saw the continuation of the Post Office Franchise Programme which required the Service Desk and Engineers to facilitate 24 OBC events; which is the second highest total in the history of the Service.
▶ The CBES replacement project (IEN #1) completed the Pilot phase successfully, which will instigate planning of the rollout strategy.

Transaction Analysis
▶ The volume of Incidents this month were in line with expectations with 79,490 completed.
▶ The trend of Incident volumes has been steady over the past 24 months, however, DVLA TYRR continues to decline due to the on-line capability in place.
▶ SIA volumes have increased over 100% year on year since July 2016 due to a change in policy from the SIA.

Service Desk
▶ There was a total of 921 Incidents and Requests logged to the AEI Service Desk in February, achieving all SLAs well above target.
▶ There were no High Severity Incidents in February.
▶ OBC events saw an increase of 11 events on the previous month taking the total to 20. This was due to a number of Post Office franchise programme events which used the new Post Office strategy of using distinct Branch Closure and Branch Opening events to minimise the time an area will be without an active Post Office.
▶ The number of Engineering visits is also gradually reducing from 233 to 223 as is the number of incidents requiring a revisit which indicates that the diagnostic capability of the Service Desk and Engineers are improving.
▶ The ticket breakdown at the desk are as follows:
  - Severity 3 x 77,
  - Severity 4 x 454,
  - OBC Visits - 20,

Incident Resolution
▶ The following SLA's failed in February with regards to Incident Resolution;

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▶ **SLA 23** – Severity 3 Restoration of Service or work around implemented in less than 4 hours has decreased from 94.66% to 91.25%. 7 Incidents pout of 80 were not resolved within 4 hours.

▶ **SLA 24** – Severity 3 Restoration of Service or work around implemented within 12 hours decreased from 98.47% to 97.5%. 2 Incidents out of 80 were not resolved within 12 hours.

It has been highlighted to Post Office Vendor Management that the SLA's regarding Severity 3 restoration is unachievable. 3M have received acknowledgement from Vendor Management and will review SLA's in their Strategic Meetings.

Service Improvements

There are a number of Service Improvements taking place during 2017.

▶ AEI Disaster Recovery Data Centre Relocation.
  ▶ Engagement with key stakeholders is underway.
  ▶ The options have been provided to Suppliers which will ensure continuation of DR service and to ensure 3M is able to keep to key Project milestones.
▶ Challenges around environment and resource planning for Q1 2017.
  There are a number of significantly sized projects in scope for delivery in Q1 2017
  ▶ Network replacement for Home Office.
  ▶ AEI Disaster Recovery Data Centre Relocation.
  ▶ Identity services - verify in Branch solution architecture.
  ▶ IT Health Check and remediation.
  ▶ Upgrades to branch equipment (CBES PC, Camera and monitor) under Infrastructure Event Notices.

In order to deal with this 3M have allocated a dedicated Programme Manager to help reduce impact to service.
▶ Continuation of driving the Infrastructure Event Notices for Cameras and CBES PCs to delivery.
  ▶ Completion of Pilot for CBES PC Replacement, ensuring progress on the Camera software solution and invocation of the analysis phase of IEN#3 for LCD monitors.
▶ Escalate and formulate a resolution path with Atos for the reduction of misdirected calls to the AEI Service Desk.
▶ Engagement with Atos Problem Management has identified opportunities to improve knowledge for Atos Service Desk resources and to provide Post Office branches with guidance for the appropriate support option for them to call

Risks
▶ No additional Risks have been added this month.

Problems
▶ Misdirected calls to the AEI Service Desk. – The volume of misdirected calls is increasing and 3M have implemented a process to capture the reasons for misdirection. Using this information, the actions to reduce this volume are:
  ▶ Update all knowledge articles at the II Service Desk,
  ▶ Include a few words in the communications for the updated IVR.

Look at further options for communicating with branches other than Branch Focus.

24.2 AEI User Access Management

Terry Whitehead

New AEI User Accounts:

Account Type	Branch Type	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	YTD TOTALS
UKBA-DVLA-SIA	Crown	8	5	17	15	8	9	10	14	16	5	4	2	10	123
UKBA-DVLA-SIA	Model Office	0	0	0	0	0	0	1	16	16	2	2	2	1	40
UKBA-DVLA-SIA	Mobile	0	0	1	0	0	0	0	0	0	4	0	0	0	5
DVLA-SIA	Agency	18	15	32	10	22	17	25	24	27	27	17	28	22	284
DVLA-SIA	Crown	1	5	1	11	3	9	9	8	12	3	7	1	5	75
TOTAL		27	25	51	36	33	35	45	62	71	41	30	33	38	527

Deleted AEI User Accounts:

Account Type	Branch Type	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	YTD TOTALS
UKBA-DVLA-SIA	Crown	0	0	0	14	16	0	3	2	12	11	0	8	17	83
UKBA-DVLA-SIA	Model Office	0	0	0	0	0	0	1	0	0	0	1	0	1	3
UKBA-DVLA-SIA	Mobile	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DVLA-SIA	Agency	15	7	1	21	6	8	5	0	16	1	3	9	17	109
DVLA-SIA	Crown	1	2	0	40	11	4	4	3	23	41	0	6	8	143
TOTAL		16	9	1	75	33	12	13	5	51	53	4	23	43	338

Commentary:

► Post Office Government Services have not provided a response in regard of arranging Branch Focus communications advising of the commencement of the next mandatory 6 monthly audit of AEI user accounts. In early October the Atos AEI control team requested that the AEI user audit proforma be included in branch focus communications at the earliest opportunity. As the Post Office have not responded to several update requests a Risk (R214) has been raised with the Atos SISD Risk Compliance manager.

► 465 Branches did not respond to the AEI audit of accounts carried out in May 2016. Post Office Information Security/Post Office Managed Services have been informed. A risk has been raised re non responses and transferred to Post Office Ltd for internal ownership. Post Office Risk
Ref - ITRisk_92 - ITRisk_108.

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► Post Office Limited has requested that 81 senior managerial level colleagues (10 hold higher level Post/Home Office Security Clearance) are fast tracked through the UKV&I CTC (Counter Terrorism Checks) application process to provide UKV&I cover in the Post Office Crown network (Industrial Action cover). To date the AEI control team has received and processed some 75 applications. 38 colleagues have successfully completed the process and now have a UKV&I account, with a further 39 applications in progress. 4 applications having been cancelled.

► Atos AEI control team have migrated AEI account details for 90 Crown Office which have moved to WH Smith under the Crown Office Network Transformation Programme. This is an ongoing piece of work as the transformation programme is rolled out to include further Crown Office closures. This piece of work also includes deactivation of AEI user accounts where the account holder has not transferred to WH Smith but left Post Office Limited.

► UKV&I Counter terrorism clearance renewals – 34 Post Office colleagues were put though the initially agreed Post Office Counter Terrorism Checks renewal process in February 17. These 34 colleagues now move onto the next stage of the renewal process i.e. completion and return of Home Office visitor/ renewal form. Once the Home Office carry out their checks, clearances will be granted in line with the Post Office Counter Terrorism Checks renewal date. Under the new process, Post Office Security Vetting have provided the Home Office with a list of approximately 600 colleagues whose security clearance was due to expire in 2017. The Home Office will inform the AEI control team of the outcome of these applications in due course.

► An AEI Process and status update workshop has been held between Atos AEI Control Team. Post Office Security Vetting, Post Office Government Services, Post Office CNB Programme, and the Head of WH Smith Post Office Operations. The purpose of the workshop was for Atos AEI Control Team to provide WH Smith with a detailed walkthrough of the UKV&I/DVLA application process, a Q&A session and to also provide WH Smith with an update on status of UKV&I/DVLA account holders in post/applications currently in progress in high profile WH Smith offices. A follow up meeting has been scheduled for early March 2017.

24.3 Performance Summary – Accenture CDP

Service Performance

► The Common Digital Platform was stable achieving all Service Levels & KPI's throughout the month of February which is illustrated below:

  ► In February Common Digital Platform achieved 100% availability which exceeded the target of 99.95%.

  ► 99.89% of External Users response time was within 3 seconds, which exceeds the target of 90%.

  ► 98.9% of severity 3 and 4 incidents were achieved within the contracted SLA, this exceeds the target of 95%.

There were two Incidents reported during the month relating to the Common Digital Platform.

► On the 9th of February there was an issue in Fujitsu's domain which caused connectivity issue between CDP applications and PODG (I10058479). This means that all CDP PODG dependent batches failed. It was identified that this was as a result of a configuration change in Fujitsu's domain. A work around was implemented by Accenture quickly to eliminate any potential business impact. A permanent fix has now been implemented (C4637086).

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► On 22nd of February a Severity 2 Incident was reported (I10099068). The Post Office Website was having issues rendering the images and styles on the website. This Incident was caused due to a large sized image which resulted in disc space issues on Magnolia servers. Accenture's Applications Team are working with the Post Office Digital to check how these images can be optimized.

Lives Releases-Changes:

► In the month of February there were 7 live releases, which was successful resulting in a 100% success rate. The changes are as follows:

Date	Scope
24 Feb 2017	Test Pilot for POMS Hexaware hosted Duck Creek environment.
13 Feb 2017	RFL – Online Application - Switch-Off and Related My Account Changes.
17 Feb 2017	Magnolia DTT changes – Sprint – 13 and AO fixes
17 Feb 2017	CDP applications connectivity issue with PODG
10 Feb 2017	Magnolia Loan Calculator changes and AO fixes
10 Feb 2017	CDP MoneyGram batch job fix to discard duplicate keys
03 Feb 2017	Magnolia DTT changes – Sprint 12 and Live CDP fixes

Service Desk

► During February the following incidents were raised-alerted to the Accenture Service Desk. This is a 58% increase in tickets from January:

   ► Severity 1 x 0,
   ► Severity 2 x 2,
   ► Severity 3 x 75,
   ► Severity 4 x 190.

Accenture have highlighted that there were no trends and patterns in regards to the increase in tickets.

Service Improvement

► There were no new service improvements in February.

Risks & Issues

► No risks or issues to report.

24.4 Performance Summary – BT

Service Performance

► All SLA's across both Voice and Data were achieved for the month of February.

Incidents

► There was one High Severity Incident resulting from issues within the BT domain: *I10051678*. This related to users being unable to receive calls at a number of corporate sites, and was promptly resolved by BT's third party, Cisco.

► As this was the second incident of this nature within 2 months, BT are currently requesting action from their 3rd Party Suppliers and will feed back on resulting improvement activities through Atos.

► **Data Incidents** – 30 Incidents reported this month, showing a reasonable reduction in Data tickets from January (44).

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▶ **Voice Incidents** – Incidents increased to 129 in February, following 109 in January. While this is a considerable increase, and marks an 11-month high for Voice incidents, it is still well in-line with volumes seen throughout the course of the BT Service Contract. It is also significantly lower than the volume for February 2016 (183).

   ▶ It should be noted that a significant proportion of Voice incidents relate to the mobile service, and therefore include handset Requests (raised as Incident tickets due to the lack of dedicated Request service in place).

Planned Changes
▶ Three 'General Maintenance' activities (C4648545, C1508742, C4676409).
▶ Cloud Contact General Maintenance (C4671816).
▶ Powercycling of a malfunctioning outbound BT modem in CSC's Maidstone Datacentre (C1517857).
▶ Airwatch Console Software Upgrade (C1522204).
▶ Eastbourne CVIT closure (C1572155).

Key Projects
▶ O2 to EE SIM refresh – the EE SIM Migration continues, with all VIP SIMs successfully migrated in February (Phase 1 completed).
▶ The BAU work request stack has remained relatively stable this month – 54 open Work Requests (an increase of 5 over January), 13 at *Acknowledge* or *Plan/Schedule* stages, 9 at *Customer Approval*, 27 at Implementation and 5 at Customer Acceptance (0 Awaiting Closure this month). Fortnightly reviews of the work stack are now taking place with BT, Post Office, and Atos, which have led to quicker progress.

Capacity
▶ Formal Capacity Management is now undertaken by the Post Office directly with BT.
▶ The February Capacity report highlights one new cases of over-utilisation on-estate. This is now being monitored.

Issues
▶ ICM End of Life - Atos Risk Ref R172 – The Post Office Risk Ref ITRisk_124. Support for the ICM and Branch Locator platform has now been extended until the end of October 2017. This has eliminated potential issues in the short term, but after October the platform will be unsupportable; monitoring of the medium to long-term risk will therefore continue with BT.
▶ Planned Engineering Works (PEWs) - BT is still unable to deliver official Planned Engineering Works notifications that are specific to the Post Office. However these are shared with the SISD Service Desk as and when required.
▶ Split Billing PSTN Lines – This service does not have any formal service wrap with either Atos or BT at present. BT continue to report a high volume of inbound orders that are above levels that can be supported by the IT BAU provisioning team, and has provided a proposal back to the Post Office with options (awaiting decision).
▶ Whitelisting: Training on this solution (a Portal accessed by the Post Office) took place in January. There is still the wider issue of the end to end process. Atos Security Operations has flagged this to the Post Office ISAG on several occasions as this requires the Post Office to have a Risk-Information Owner.
▶ Ashford Crown Office – Admin Connectivity Issue - there have been issues connecting to the Admin network in Ashford Crown Branch. An engineer attended and corrected the problem in early March 2017.

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Service Improvements
► Formal CSI is not in scope of BT OWA at present.

24.5 Performance Summary – CSC

Performance

Highlights
► CSC continues to help with the ad-hoc manual creation and processing of weekly critical reports to Santander since Dec'16, Post Office has been able to avoid a financial penalty to the tune of £20,000 per week.
► CSC is supporting the follow-up queries raised by Rebecca Barker related to the End of Year Audit and creating a SAP Law report requested by Alistair Price.
► CSC supported with reviewing the Post Office Service Desk Knowledge Articles related to CSC supported services.
► CSC facilitated a change control for BT's access to Maidstone Data Centre for restaging of a BT owned modem that helped mitigate a potential Severity 2. This is otherwise a support gap under Safe Haven as CSC is not contracted for raising any Changes for Post Office WAN providers.
► 10th Mar'17 – CSC acted swiftly in logging an Incident with TTI for a Transtrack pre-announcements issue that was raised as a Severity 2 by Post Office/Atos. CSC's role was prompt albeit limited to getting updates from TTI and passing them over to Atos IM/MIM.

Lowlights
► Funds available against CR194 which is now being used for Active Directory account Management of Citrix plus Dynamic Apps as well as for Manual reports for Dynamic Apps have exhausted. This needs immediate attention to ensure CSC can support uninterruptedly the above streams.
► TTI resources have admin privileges on the Transtrack production environments. Decision outstanding to revoke these.
► WCS Service mitigation actions are awaiting application (JDA) involvement which is out of scope for CSC.
► Certain application servers hosted by CSC are showing high utilization where it needs corrective actions from Post Office 3rd parties. Two such instances relate to Project server and Transtrack where CSC has no 3rd Party management scope for project server (highlighted as a service gap) and the Transtrack server issue needs Atos' mediation in getting updates from TTI.

SLA-KPI Summary
► All Incidents met SLA targets during February.
► There were 10 Changes made during February, with all being successfully completed achieving 100%

Risks and Issues
► The current SAP versions (4.7) in SAP HR Application are obsolete and special customer support runs out in December 2017 (TBC with the Post Office as they own the commercial contract with SAP). Although this provides basic support there might be limitations leading to Risks to the Application and Service that cannot be defined or ascertained.
► The legacy shared drives from the Post Office estate were moved to the CSC cloud platforms under the data migration project, with end user drive management performed by Computacenter in the EUC Tower.
► The standard data backup retention period for data on the Cloud Platform services is 30 days, and therefore any file deleted from a share will not be recoverable after 30 days. It is possible that this

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may need to be retained for longer than 30 days for audit, traceability, tax or forensic purposes. CSC are not aware that an audit or classification of the data contained in the shared drives has been performed.

▶ Lack of EUC consolidated BAU AD admin and Application access process for services supported by CSC. In addition, the end user access for most of the Safe Haven Applications was configured via postofficelimited.com as a workaround because the EUC Tower was not fully integrated to source this.

▶ Lack of Security Certficates expiry notifications and renewal process that are issued and authorized by POL CA installed on CSC's infrastructure.

▶ SAP HR end to end DR testing and process documentation not provisioned

▶ Lack of 3rd Party management for incidents, changes etc. for Project Server application hosted on CSC cloud infrastructure.

24.6   Performance Summary – DigIdentity

▶ Due to a lack of engagement from DigIdentity a formal Change Request is to be raised by Andy Garner to off board the Service.

24.7   Performance Summary – Fujitsu

Highlights/Lowlights include:
▶ Branch and Counter availability during the core day and critical periods continues to be above the SLA of 99.64% with all the availability figures increasing on Januarys figures.

There were 4 Incidents during February that contributed to the availability of counters. Details as follows:
▶ 4th February – Horizon Business Server (HBS) - Monitoring reported super events affecting HNGx counters connectivity to the Branch Access Layer. This impacted transactions for CDP-Drop & Go, MoneyGram - Npower, the Peripheral Handling Service and Smart Metering Services (HBS POA02 service) and was related to routing changes on firewall 5 (MSC 043J0452170).
Issue within Fujitsu's domain (ATOS Ref: I10043792 / Fujitsu Ref A14952878).

▶ 13th February – Brocade Reboot - Monitoring reported numerous alerts from LPRPBDS202 and LPRPNPS202 servers. This caused a blip on banking and multi-pathing on NPS and BDS servers. Fujitsu UNIX found the events were as a result of the switch reboot following a connection blade 2 error.
Issue within Fujitsu's domain (ATOS I10070787, Fujitsu Ref: A15061075).

▶ 14th February – LNS Authentication Issue - Monitoring reported ADSL branches failing above threshold. Investigation between Fujitsu Core ISP and Networks found an authentication issue with one of the LNS routers. With the device taken out of the authentication file, connectivity for branches resumed to BAU state.
Issue within Fujitsu's domain (Fujitu Ref - A15065897 ATOS Ref: I10071980).

▶ 22nd February – Crash of a connection blade - Monitoring reported Banking, E Top Up, AP OutPayments and Branch Access critical on HORIce. VocaLink and POCA banking and E-Top ups were affected, with transactions failing with response code 43 (failed by counter: timeout). Fujitsu investigation found the failure was due to a crash of a connection blade pi11pbx9002-CB2 in Brocade VDX2730 switch at approx. 09:32. The switch issue was raised with hardware support.
Issue within Fujitsu's domain (ATOS Ref: I10098875 / Fujitsu Ref: A15162811, A15162813 A15162900).

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Service Performance

Communication Management Team (CMT) and Major Account Team (MAC)
▶ All SLT targets achieved for the month of February.
▶ Rejected Tickets - The percentage of tickets raised by the Atos Service Desk but rejected by Fujitsu for Software and Network Issues.

Branch and Central Network Service - BNS & CNS
▶ *NB - The Post Office Critical Periods are Monday, Tuesday and Thursday 09:00 to 12:30. The Core Day is Monday to Friday 08:00 to 18:00 and Saturday 08:00 to 13:00.*
▶ Both Branch and Counter Availability targets for the critical period were 99.98% during February. The Branch and Counter core day targets were up by 0.08% and 0.06% from the previous month.
▶ Replacement of the BT ADSL IPstream product continues from several of their exchanges. There are 105 branches in scope for migration in March 2017, following the successful migration of 737 Post Office Branches in 2016.
▶ Work continues with the Post Office Network Transition team in readiness for switching the existing VSAT Service to Verizon in February 2017. However, the migration plans remain unclear.
▶ Fujitsu have raised a proactive CCN for the extension of both the existing ISDN and ADSL Services as transition to Verizon will not have completed prior to the end of the existing Fujitsu Branch Network Solution Service on 31st March 2017. However, this can only be extended for 6 months.
▶ The Programme of network security patching commenced in February under change control.
▶ Major network upgrade continues as part of the Horizon Data Centre Refresh. This includes Core switches, Access switches, Load balancers, core firewalls and toolsets.

POLSAP
▶ Fujitsu are now solely responsible for the hosting of the POLSAP infrastructure.
▶ There are no POLSAP specific Service Levels associated with this.

Business Continuity
▶ The following resilience exercises completed successfully in February
  ▶ Network resilience Santander Remote handoff router Feb 2017 -043J0453096-03,
  ▶ HNGx IRE11 PIM testing on Blade frame 8. MSC-043J0444003-19,
  ▶ HNGx- BC test BX900 components -043J0453096-04.
▶ The Datacenter failover activity is planned for August 2017, however this is now under discussion following the proposal to extend the Credence Hosting.
▶ There was no live invocation of Business Continuity plans during February 2017.

Capacity Management
▶ No issues to report during February with the total number of Electronic Point of Sale (EPOSS) transactions at 6,780,083 during the peak day against a threshold of 19.7m contracted volume.

Extended Service Hours
▶ A Good performance in February with 25 service hours made available for Sunday trading meeting the target of 25. This was through 4 Sundays in the month.

Risks & Issues
▶ R216 - SHA2 Certification - Individual solutions have been implemented for both the National Express and DVLA Services. However, there are around 5000 PODG routes that use SHA1 certificates. We do

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not have visibility of when these expire but all are expected to do so by December 31st 2017. The Post Office ability to deliver files to these PODG endpoints is at risk. Fujitsu have raised a proactive Change Request into the Post Office to urgently complete a feasibility study and provide mitigation options. The below will be raised as a Risk so there is no number at the time of writing this report.

▶ Gold Build – Tidy Up exercise - The counters without the latest keys are now generating thousands of monitoring events as they attempt to connect to the Fujitsu Data Centre. The only way to stop these events is to fix the VPN Certificates on these counters or switch these counters off. The mitigation is to request that the Post Masters at these Branches switch these counters off. Atos will be requesting an MBS be sent to the identified Branches via the Post Office Communications team. If the counter is still required a base unit swap should be requested via the Atos Service Desk.

24.8   Performance Summary – Ingenico

Supplier Highlights
▶ Ingenico have continued to achieve all of their SLA's for February.

Service Performance
▶ All SLA's were met for February with Grade of Service achieving 87.3%.
▶ The Abandonment Rate has increased slightly this month to 0.8% but remains within SLA.
▶ The total number of Paystation transactions in February was 2,584,216 with the value of these transactions amounting to £40,425,930.71.

Incidents
▶ There were no High Severity Incidents for Ingenico in February 2017.
▶ On 11th February 2017, Ingenico performed maintenance at their datacentre to significantly reduce the probability of further high-severity Firewall Failover Incidents.

Problems
▶ P9788812 – Opened in relation to the non-receipt of POPB files. While files not received will almost always process successfully the following day, the Root Cause is still unknown.
▶ A Change was implemented by Ingenico on 2nd February 2017, which appears to have resolved the issue.

Service Desk
▶ The percentage of calls answered at the Paystation Helpdesk was 87.38% in February, meeting the target of 80%.
▶ Call volumes to the Ingenico Helpdesk reduced to 1600 from 1899 in January. However, it should be noted this is likely the result of February being the shortest month of the year.

Orders
▶ Stock availability continues to be monitored closely. The volume of orders for new equipment regularly exceeds Ingenico's recommended limit of 45 orders per month, and in February there were 46 placed (45 in January).
▶ The overall *Failure Rate*, relating to all components and peripherals of the Paystation, had increased to 518 in January. However, this figure reduced significantly to 394 in February.

Risks & Issues
▶ No Risks have been opened in February.

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Complaints

► Two complaints were received by Ingenico in February, both relating to the limited lifespan of Paystation equipment (a symptom of its age). These complaints have been dealt with by ordering and installing replacement equipment, and explaining the situation to the affected Postmasters.

Service Improvements

► The wider Post Office business has expressed an interest in understanding more about the purpose of the various files sent between parties for Paystation. A presentation has been prepared for circulation within the Post Office, and will also be shared with the SISD Service Desk to improve Agents' understanding.

Paystation Service Post March 2017

► The Solution for the new Paystation Service has been provided to the Post Office for sign off. If approved, this will see Ingenico retained as the Service Provider.

24.9 Performance Summary – Interchange

Supplier Highlights

► A good service reported for the Galaxy system with three Severity 4 Incidents handled within SLA.

Service Performance

► There were only three Severity 4 (lowest classification) Incidents reported during this period.
► No issues reported with server performance.

Risks and Issues

► A Risk remains with the connectivity utilised by Interchange for remote support of the server located in the Swindon Stores communication room. Interchange use two ADSL lines. As part of the Galaxy server relocation project (to move Post Office servers, including Galaxy from the Royal Mail building to the Post Office building) and the network separation project, the ADSL lines should also have been moved or new ones installed. They currently are still routed into Royal Mail and patched over to Post Office. The strategy will be to include as part of a 3rd Party remote connectivity service, still to be deployed. This issue has been raised with Ian Robertson (the Post Office).

Service Improvements

► There were several outstanding bug fixes that required user testing. A test pack was signed-off and the testing was completed.
► As part of the Separation Project Interchange were commissioned to make a change to stop Royal Mail staff from accessing Post Office stock and vice versa. This Change has been coded but a bug identified which was fixed some time ago. The user acceptance testing has still to be completed so the implementation can be finalised.
► There is a requirement to improve the calculation frequency for the revision of price changes. On-going discussions are in progress to automate the calculation which is currently undertaken annually. This will benefit the business with up to date charges improving the financial position. All coding has been done and user acceptance testing done, just waiting for James Vowles to set up an account for Simon Peacock (the Post Office) to have a demo. However, Simon Peacock does not want this implemented in the current financial year.

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24.10 Performance Summary – NCR (PDA and Scanners)

Service Performance
▶ All Service Levels and KPIs were met in the month of February.
▶ In the month of February SLA 1 was once again achieved (80% of calls to be handled within 20 seconds). 100% of calls were answered within 20 seconds.
▶ The Service Desk saw a 11% decrease in calls this month. The call volumes continue to be low with the desk only receiving a total of 15 calls in February. This is a 68% reduction year on year.
▶ Call Abandon rate was at 0% versus the 5% target. In the last 12 months the call abandonment rate has been at this level (0%) 11 out of 12 months.

Issues
▶ SOTI Server Migration – When (Barcode/Post Office/CSC/SOTI) performed the migration of the SOTI environment from the Royal Mail domain into the Post Office domain earlier this year. The Barcode Warehouse established that the devices would not connect to SOTI. This therefore meant that any PDA's that are swapped out were unable to connect to SOTI to receive updates. Work has been ongoing and a manual workaround was put in place. Mark Butler (Post Office) has successfully tested the manual SOTI agent upgrade in Eastbourne. It now remains to be decided if POL is happy to carry out this activity themselves or whether they require The Barcode Warehouse to assist.

Incidents and Swap-outs
▶ In February we saw a decrease in Incidents relating to PDA's, with a total of 16 Incidents versus 20 last month. 14 of the Incidents required a swap out.
▶ PDA Swap outs – all were completed shipped before 4pm same day, achieving 100% again this month for PDA/printer swap outs.
▶ Of PDA faults reported, the top fault categories in this period once again were application, and issues with the operating system. No specific trends were identified.
▶ Repairs – the PDA repair and return to stock within 10 working days achieved KPI target this month at 100%
▶ There were no Incidents raised for scanners this month.
▶ There were no repairs reported this month beyond economical repair (BER).

Spares
▶ No issues with spares reported by the Supplier during February.

Change & Release Management

Software Release / Patch	Release Date & Time	Agreed Installation Date & Time	Success/ Fail
Time Patch	2013-11-06 09:00	2013-11-06 09:00	Success
TransTrack (version 4.7.5.0)	2014-05-28 12:00	2014-05-28 12:00	Success
TransTrack (version 4.7.10.0)	2015-11-11 12:00	2015-11-11 12:00	Success

Service Improvement
▶ No Service Improvements identified this period.

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24.11 Performance Summary – NCR (SSK)

Service Performance

▶ The contractual Availability SLA continues to exceed target again this month achieving 98%. This is the highest level of availability in the last seventh months.

▶ All KPI measures continue to be met, with the exception of First Time Fix which fell short of the 82% target at 80.5%.

Availability

▶ The contractual Availability SLA continues to exceed target again this month achieving 98%. This is the highest level of availability in the last seven months.

▶ This is the sixteenth month in a row this SLA has been achieved.

▶ The average monthly availability achieved within the last six months is 98.78%.

Engineering Calls

▶ In the month of February there was a 13% increase in engineer calls compared to January.

▶ We saw an increase in P1ALT calls, with a total of 13 more Incidents than January.

▶ P1 calls also saw an increase, with a total of 40 more Incidents.

▶ We did however see a decrease in P2 calls, with 20 less incidents.

Field calls Count	February 17
P1ALT	31
P1	225
P2	46
P3	13
PM Calls raised	1
Type 4 Appointment	0
Charge calls	15
Totals	331

Engineering Response & Resolution

▶ During the month of February, we saw that average response time was 5 hours again. This has remained stable which is good to see.

▶ In regards to resolution time this remained stable with the average resolution time being 10 hours.
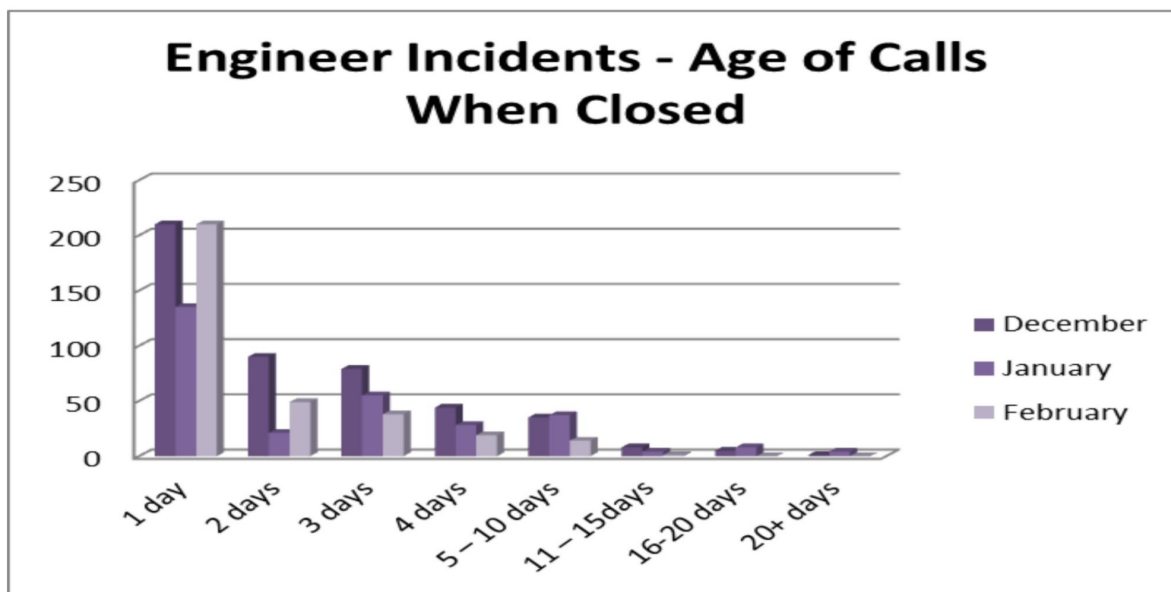
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Engineer Aged Tickets

► Below is a comparative table indicating the age of calls when closed. The table highlights a good reduction in tickets which were resolved in 15 plus numbers.

Down time	Dec 2016	Jan 2017	Feb 2017
1 day	210	135	210
2 days	90	21	49
3 days	79	55	38
4 days	44	28	19
5 – 10 days	35	37	14
11 – 15days	8	4	1
16-20 days	5	8	0
20+ days	1	4	0
Total	472	292	331

Engineering First Time Fix

► In February the KPI of engineers first time fix fell short by 1.5%, with the engineers achieving 80.5 % versus the target of 82%.

Payment Settlement Files

► Achieved 100% of transactions completed successfully within day 1, even though the measure is based across a 3-day target.

Issues

► **Small Footprint Kiosks (SFK)** – during November the Post Office commenced a pilot with 3 kiosks being installed at Great Portland Street branch. Whilst no issues have been reported within Atos, there has not been any formal notification received by Change Management of this activity. NCR have

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indicated that the Post Office plan to install kiosks at additional sites during January 2017. Atos has not received any form of notification from the Post Office of this planned activity.

Incidents
▶ 331 calls were logged across all categories.
▶ Field top Area of Failure was again Software (93) slightly up on January. Receipt Printer (61) came in 2nd which was a slight improvement on January.
▶ Top Helpdesk Area of Failure resolution was Printer at 30 calls with Operating System again second at 15 calls.

February Poor Performers
▶ Below highlights the February Branch poor performers. Only City of London has remained constant and due to various issues on SSK71 which contributed to the high number which has now been resolved.

FAD-Branch	Calls	Remarks
THE CITY OF LONDON	9	4 calls on SSK71 for different issues
THE MARKETS	9	Network issue all lanes logged
DARLINGTON	8	Different issues across all four lanes
YORK	7	4 calls on SSK68 for software and hard drive
GOLDERS GREEN	6	4 calls on SSK68 for various printer issues
BAKER STREET	6	Network issue all lanes logged
THE CITY OF LONDON	9	4 calls on SSK71 for different issues

Quarterly Poor Performers

Change-Projects
▶ SSK live estate currently (10th March) 624 kiosks across 221 branches plus 2 kiosks in Model Office. Lots of activity with the closure of Crown branches and new openings within WHSmith hosted branches still ongoing.
▶ New Pound coin now deployed to all SSK's and new installs are being loaded at time of opening.

Chargeable Calls

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- ► Initial charges received for February were £9,452.35.
- ► Saving achieved for February following review were £4,713.87.
- ► Year on Year, costs have been reduced despite an increased estate of devices – February 2016 charges were £11,245.73.
- ► Savings achieved over the last 12 months, £46,802.82.
- ► 25 call charges were raised in February, split across the four categories compared to 39 in January:
  - ► No Fault Found (NFF) is the highest category this month at 9 calls which equates to 35% of costs. This is up by 13% compared to last month.
  - ► Non NCR at 8 which equates to 31% of costs, which is an increase of 26% this month.
  - ► Damage (DAM) chargeable calls has reduced significantly this month with 4 calls which equates to 18% of costs. This is down by 33% from January.
  - ► First Line Maintenance chargeable calls has reduced this month at 4 calls which equates to 16% of the costs which is down by 6% on last month.

Spares
- ► No issues with spares reported by the Supplier during February.

Service Improvement
- ► **Help sheet for Branch staff** – this is to be distributed to help prevent wasted CE journeys and to reduce chargeable calls.
- ► **Command Centre** - Ongoing testing on the Command Centre remote tool at Paddington NCR Head Office. Software is now PCI compliant and test labs have been set up as well as ID's created for all the sites in the estate and User credentials for the Helpdesk in Serbia.
- ► **Preventative Maintenance (PM) -** PM calls are created as part of the individual SSK monitoring of poor performers. If an SSK generates 4 or more calls per calendar month it will have a PM call raised for a CE to attend and then the performance will be monitored for the following 12 weeks. If the Service Calls Measured per Quarter (SCMQ) are less than the target of 1.75 it will be closed but if this remains above the threshold a further month of monitoring will occur before deciding whether to schedule another visit – the tracker below reflects up to and includes June.

Revisit Program				Dec 2016	Jan 2017	Feb 2017		
Customer	SSK-Site	SCMQ Target	SCMQ PRE PM				SCMQ POST PM	Actions
Post Office	SSK68 Darlington	1.75	6.00	5	0	2	0.00	Ongoing
Post Office	SSK68 Basingstoke	1.75	6.00	4	0	0	0.00	Ongoing
Post Office	SSK71 City of London	1.75	7.00			4	0.00	Ongoing
Post Office	SSK68 Doncaster	1.75	5.00			4	0.00	Ongoing
Post Office	SSK68 Golders Green	1.75	6.00			4	0.00	Ongoing

24.12 Performance Summary – Qmatic

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Supplier Highlights

▶ Qmatic reported one failure this month - Break Fix response less than 4 hours missing their 100% target.

▶ One Incident at Paddington explains Qmatic's Break Fix (response less than 4 hour) SLA failure. An engineer was not available until 9am the next day, meaning the Incident was resolved within 7 hours. Other than this, Qmatic exceeded all SLA targets for the 10 Incidents received this month.

Service Performance

▶ Qmatic received 10 Incidents in February.

▶ This month Qmatic achieved 99.87% of System Availability in Branch (between 8am and 6pm).

▶ This month Qmatic missed SLA 7, Break Fix less than 4 hours both achieving 90%.

▶ All calls were resolved within 2 working days.

▶ All calls were answered in 60 seconds.

▶ All calls were answered within 20 seconds exceeding SLA.

24.13 Performance Summary – RAPP

Supplier Highlights

▶ All SLA's achieved.

▶ No risks or issues have been identified this month.

Service Performance

▶ Rapp achieved SLA's for brand availability.

▶ Achieved Neolane availability SLA's.

▶ Helpdesk availability was 100% satisfying SLA.

▶ This month Rapp achieved 100% of Data Load into Brands 48 Hours after receipt

24.14 Performance Summary – VocaLink

Supplier Highlights

▶ Vocalink achieved all SLA's in February with a high Availability of Service.

▶ In November 2016, Vocalink exceeded a transaction threshold of 7 million, which was flagged as a risk by Fujitsu due to the agreed limitations of the present infrastructure.

  ▶ Since November 2016, these transaction volumes have remained below 7 million (6,359,377 in February), but monitoring will continue given the relative proximity to this threshold, and take-on of new Banking Partners (which will drive up transaction volumes).

Service Performance

Availability

▶ Vocalink delivered 100% Availability during the month of February exceeding the 99.80% target.

Transaction Volumes

▶ Transaction volumes have decreased to 6,359,377. As a result, monitoring continues.

▶ Transaction volumes remain within the capacity limits. Advance notice is required by Vocalink where there will be a volume increase of 10% or more as a result of new business.

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Incidents

► There were two Incidents recorded for February, a 50% reduction over January; these were blips to service lasting two minutes or less.

► Due to the present service agreement, these Incidents are not raised into Atos, but are tracked and reviewed with Vocalink each month to ensure any service impact remains within acceptable limits.

Risks & Issues

► Risk 149 – Contractual Capacity Limit with Fujitsu for Banking transactions: currently the limit is 7.9 million transactions per month. The Post Office have raised a Change Request for Fujitsu to increase the capacity for the next 2 years in line with the forecast, although this is not yet signed off.

Request for Change

► There are eight Requests for Change currently with the Post Office.

Number	Brief Description	Date Raised	Status
CHG5040072	Open RFC for LINK Test Cards	2014-07-24	Awaiting Invoicing
CHG5052359	Post Office - Reconciliation Report	2016-04-21	Awaiting Invoicing
CHG5054600	Post Office - Barclays Cash Deposit with PIN - VocaLink Test Route	2016-08-15	Awaiting Invoicing
CHG5055359	Post Office - Multi Currency Travel Money Card Testing	2016-09-20	Pending Estimations
CHG5056732	NMS - Post Office - Deposits with Mag stripe cards AIB & FTB customer - Phase 2	2016-11-28	Awaiting Customer Approval
CHG5056839	Post Office - New Post Office Networking Banking connection (Handlesbanken)	2016-12-02	In Analysis
CHG5056847	Post Office - Support and test of additional BIN ranges for Co-operative Bank for business customers	2016-12-02	In Testing
CHG5057326	Post Office – First Rate BIN to be Removed	2017-01-11	Awaiting Resource

Maintenance

► Three activities were executed in February 2017

Reference	Brief Description	Date Planned	Status
C4582759	Annual ZMK Promotion for Post Office	2017-02-08	Post-implementation
C4612950	Planned Network maintenance	2017-02-07	Post-implementation
C4619981	BT Emergency Maintenance	2017-02-08	Post-implementation