



**SERVICE REVIEW BOOK**  
September 2007

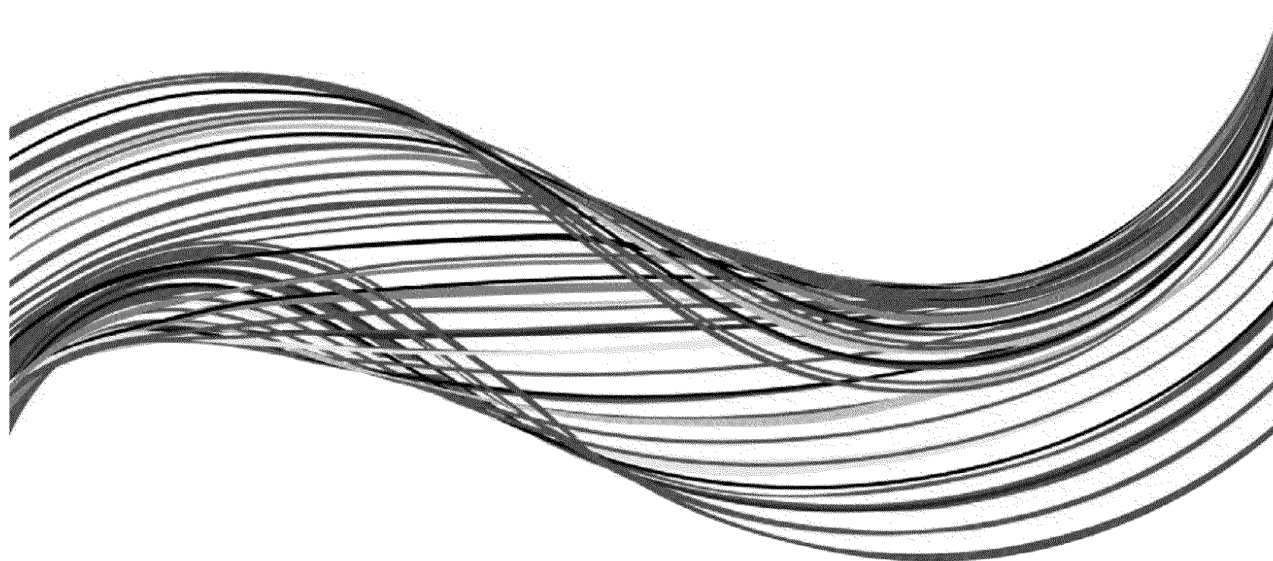


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**Fujitsu Services Royal Mail Group Account**

**Service Review Book**

**September 2007**





**SERVICE REVIEW BOOK**  
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## Document Control

**Title:** Service Review Book – September 2007

**Abstract:** This document contains a summary of the Monthly Service Performance Statistics for the Period 1<sup>st</sup> to 30<sup>th</sup> September 2007

**Status:** Definitive

**Distribution:** Service Management Review  
Fujitsu Services, Royal Mail Group Account: Head of Service Management  
Fujitsu Services, Royal Mail Group Account Customer Service Management Team

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# SERVICE REVIEW BOOK

September 2007



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## SERVICE REVIEW BOOK September 2007



# 1 MANAGEMENT SUMMARY

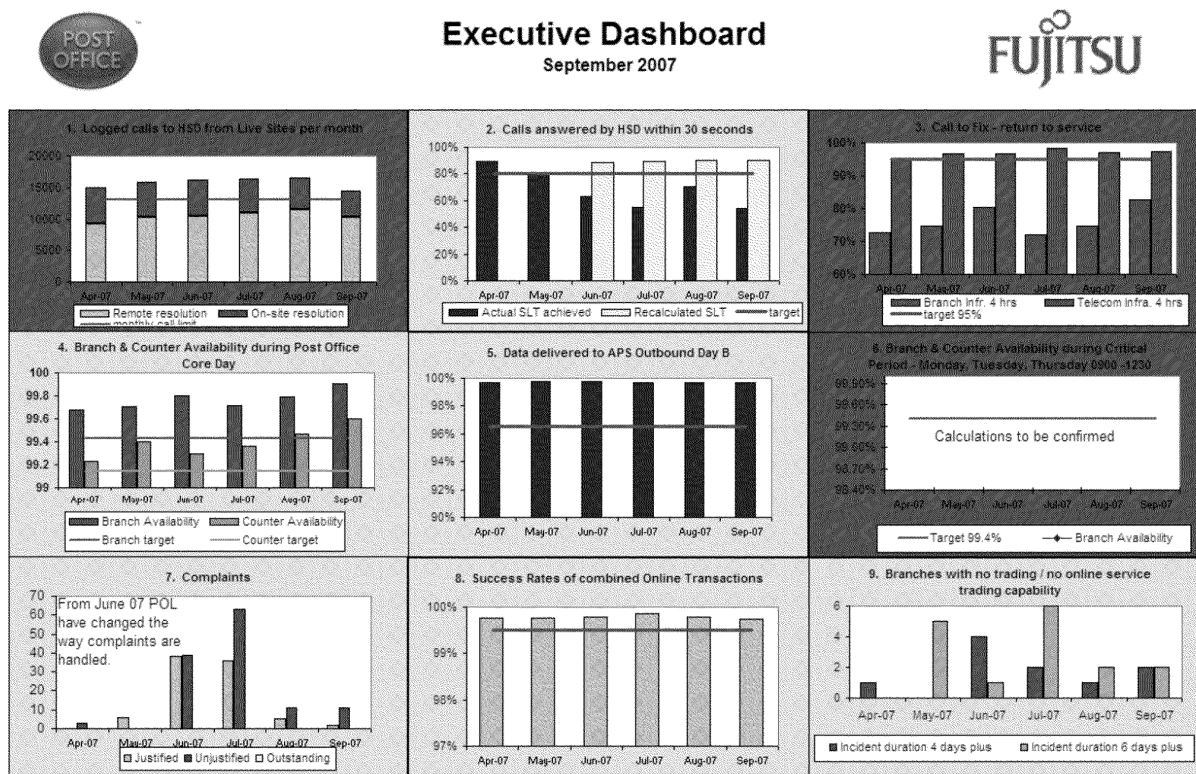
Within the Fujitsu Services domain for Sept 07 there were no Major Incidents and 2 service affecting incidents, 3 incidents relating to VIP sites and two further service affecting incidents outside the Fujitsu domain. Details are given in the Incident Overview below.

Branch and counter availability continue to remain above target at 99.9% and 99.6% respectively. Some improvement is evident in the Service levels on A & C priority engineering calls. Agreement has been reached on the revised proposal for Engineering SLTs and this is going into pilot from 1<sup>st</sup> October.

103 OBC changes were delivered in the month, with zero combined failures.

The revised complaints process continues to work well. The total number of complaints received this month was down, with an overall total of 77, with 18 passed to Fujitsu for investigation, with 2 deemed justified and 7 still on monitor or under review.

Significant activities from the Service Improvement Plan are included in this review book. Several of these have now been implemented and delivering on the benefits expected in terms of service, in particular specific comms related tests which assist in rapid call diagnosis and resolution. The Triole for Service desk went live on 1<sup>st</sup> September, and performance has been excellent, with new reporting modules being developed and trialled during the month.







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## 2 Incident Overview

**Summary:** Within the Fujitsu Services domain for September 2007 there were no Major Incidents. There were 2 further service affecting incidents within the Fujitsu domain.

There were 3 incidents affecting VIP sites.

There were 2 further service affecting incidents outside of the Fujitsu domain.

**Major Incidents:**

None

**Other incidents in Fujitsu Services domain:**

**Monday 17<sup>th</sup> September.** Between 10.16 and 10.22 hrs, there were 2,263 CAPO timeouts out in approximately 13,800 transactions within the NBX service. These occurred due to a Cisco Catalyst switch unexpectedly rebooting at Wigan. This was mitigated by all services failing over and running out of Bootle. Call 12353 refers. NTL and Cisco have investigated and the Cisco response is: a Catalyst 6500 switch that runs CatOS 7.x and 8.4 can unexpectedly reload. This is the first failure of this type for several years and no further action will be taken due to the response from Cisco.

**Wednesday 26<sup>th</sup> September** There was a call logged at 12.18hrs, by NBSC to state that EDS were reporting that they had a problem with CAPO transactions. At 13.02 EDS confirmed that there was an issue but it was now resolved. Thursday 27<sup>th</sup> POLSD requested a technical conference call to further investigate CAPO card account issues. Conf Call held involving EDS/POL/RMGA, and subsequent further investigations identified that within the Fujitsu domain 2 agents CAPO A at Bootle and LINK A at Bootle appeared to be working OK for authorizations but were not handling reversals. These agents had been in this state for 36 hours. Agents failed over to Wigan and service returned to normal at 12:45 (Thursday) and reversals were cleared and accounts set back to normal status. Agents are multi threaded and the reversal thread had hung and not restarted but other operations on the other threads i.e. authorizations had restarted and were working correctly. Further details can be found in TFS Call 19863 and under section Reconciliation Service. The fix for the incident is currently under development and will be produced by the 19<sup>th</sup> October and then tested with LST and put to the "Live" service by the end of the month. We are currently monitoring at the SMC all the Agent threads manually at hourly intervals and by comparison on a daily/weekly basis of instances of connectivity to the Oracle DB.

**VIP sites affected this month:**

**Thursday 6<sup>th</sup> September.** VIP site East Ham 194002 new WHS branch had intermittent ADSL communications from 14:13 to 16:15 due to on site third party activity. Call 5991 refers.

**Wednesday 12<sup>th</sup> September.** VIP site East Ham 194002 new WHS branch again lost on-line services from 15:00 to 17:30 due to on site third party work. Engineer attended site to replace cable and restore communications by 17:30. Call 9904 refers.

**Thursday 13<sup>th</sup> September.** VIP site Hayes 272020 new WHS branch go live date, engineer on-site confirmed all ok at start of day. A call was logged on Monday and required a controlled site re-boot after s/w downloads which was completed to allow site to be operational for the start of Thursday. Call 7941 refers.

**Incidents that were outside the Fujitsu Domain:**

**Tuesday 4<sup>th</sup> September.** Transactions within the "Link" service were failing at approximately 12% from 12:23 to 14:14. Fault internal to Link and all the Financial Institutions. Failure affected some 1591 transactions within this timescale. Call 3929 refers.

**Wednesday 5<sup>th</sup> September.** Debit Card transactions failing at approximately 40% from 12:54 to 14:05. Fault internal to Streamline, problem with their authorization tool. Failure affected 6,500 transactions within 16,000 in this period. Calls 4873 & 4887 refer.

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## **3 Business Continuity**

### **3.1 Business Continuity Testing**

The Cable & Wireless procedural walk-through which was provisionally planned for September has been re-arranged for the 10<sup>th</sup> of October.

The Data-centre LAN procedural walk-through was successfully conducted on Thursday the 4<sup>th</sup> of October. The emphasis of the walk-through was focused on reviewing the network elements of the Business Continuity documentation supporting the new Telecom Service.

### **3.2 Forthcoming Testing**

The Cable & Wireless procedural walk-through has been re-arranged for the 10<sup>th</sup> of October.

The Network Banking Service procedural walk-through is scheduled for the 10<sup>th</sup> of October.

The Alliance & Leicester operational test is scheduled for the 12<sup>th</sup> of October.

The POL-FS procedural walk-through is scheduled for the 25<sup>th</sup> of October.

The SMC procedural walk-through is scheduled for the 31<sup>st</sup> of October.

It is provisionally planned that if the RMGA Service Support Manager and/or Business Continuity Manager are in Belfast during October the SOS operational test (test 11) will be conducted.

### **3.3 Business Continuity Planning**

Revised versions of the Horizon Services BC Plan CS/PLA/079 and Horizon Support Services BC Plan CS/PLA/080, incorporating the Telecom Service and recent Branch network changes, have been released on review cycle.

Further work has been conducted on the HNG-X Services Business Continuity plan.

### **3.4 Business Continuity Incidents and Issues**

There were no potential or Major Business Continuity Incidents during September.

A 'Cold Standby/Emergency' OpTIP Gateway for the Post Office Limited Northern Data-Centre has been packaged and is ready for shipment once site installation details have been provided by Post Office Limited.

Due to the urgent Horizon LST workload during September, e.g. validating the Telecom Service and A priority incidents, limited progress was made with the LST confidence checking of the LST rig in the LEW02 Disaster Recovery site.



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### 4 Complaints

During September there were 59 complaints logged with Fujitsu Services, although some were about more than one issue.

The three main areas of complaint were

28 of which were in relation to engineering services. 2 were justified.

9 of which were in relation to online services, none of which were justified.

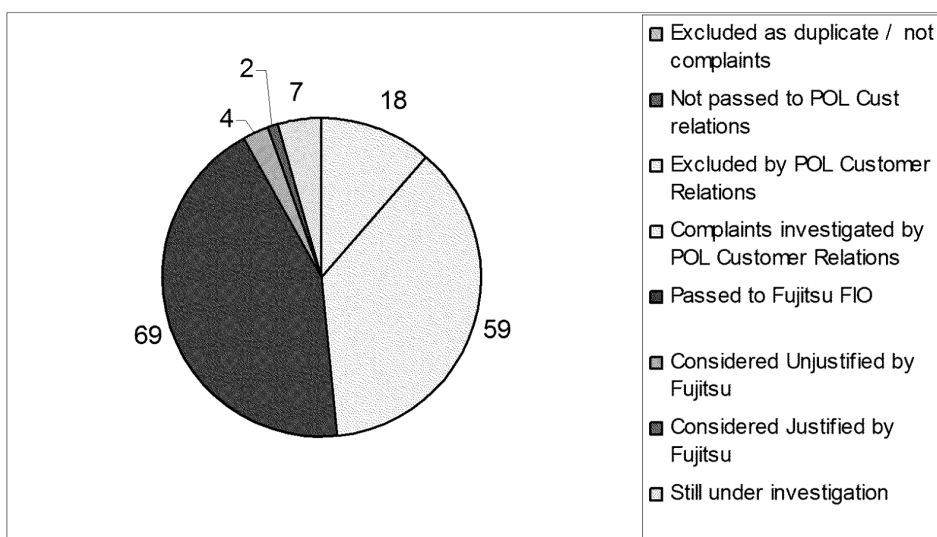
6 of which were in relation to HSD, none of which were justified.

There are also 7 that are either awaiting resolution or on monitor, and therefore cannot yet be classified as either justified or unjustified until closed.

Other complaints received, were for information only.

Compared with previous months, the September figures show a continued drop in Complaints, and also Justified Complaints.

A separate spreadsheet is available showing remedial actions for Justified Complaints. These are also logged on the CSIP register and discussed at the respective ORF's.



**Engineer Complaints:** From just over 4000 visits in September, only two justified complaints were received. This was in addition to a compliment from a PM regarding an engineer's work on site.

**HSD:** There were no Justified Complaints against HSD for September

**Online Services:** There were no justified complaints against Online Services for September.

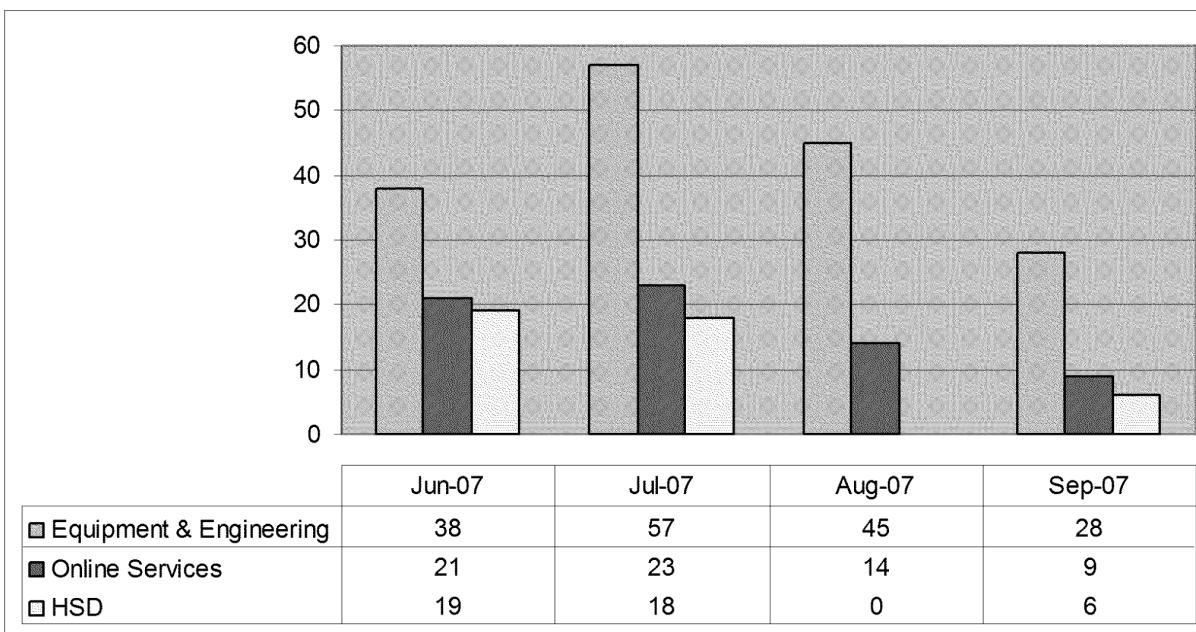


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## Top 3 Areas of complaints forwarded to Fujitsu Services







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### Historical Breakdown of Complaints Data

	Feb 07	Mar 07	Apr 07	May07	Jun07	Jul 07	Aug 07	Sep 07
Total number of complaints logged against Fujitsu Services	71	97	101	95	128	143	86	77
Exclusions (duplicate / inappropriate)	8	22	16	15	22	19	7	18
Total number of actual complaints	63	75	85	80	106	124	79	59
Complaints passed to POL Customer Relations	56	73	81	84	x	x	x	x
Complaints excluded by POL Customer Relations (duplicate / chaser)	7	14	10	12	x	x	x	x
Total number of complaints investigated by POL Customer Relations	49	59	71	72	x	x	x	x
Number of complaints passed For Information Only to Fujitsu	25	32	47	39	n/a	n/a	37	69
Number passed to Fujitsu Services for formal investigation	4	2	3	6	77	99	16	13
Number considered justified by Fujitsu Services	2	2	0	6	38	36	5	2

**As the complaints process has changed, reported figures from June 2007 onwards, now appear differently.**

**X** No figures have been provided by POL, due to their extra workload caused by industrial action requirements.

**n/a** 'Information Only' complaints not forwarded by POL to Fujitsu in June and July. These have since increased.



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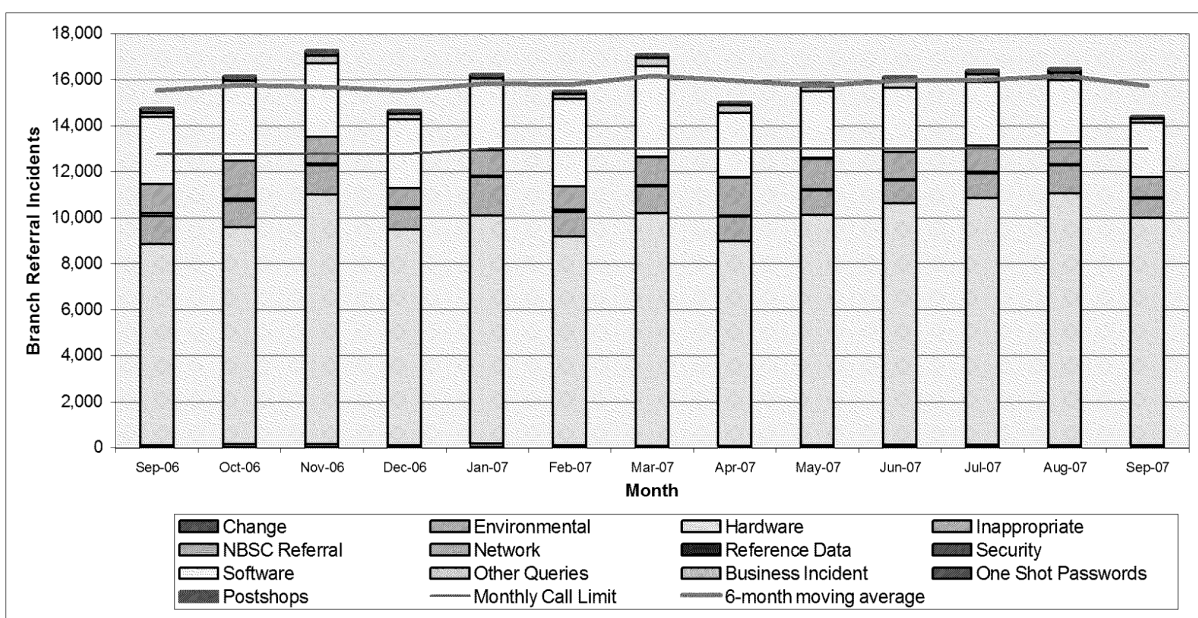


# 5 Service Summary

## 5.1 Horizon Service Desk

September saw a reduction in nearly all call categories to the HSD compared with August. In particular, Hardware, Software and also Network Calls all decreased by approximately 10% compared with August.

Whilst the ongoing improvement plans and processes in place with Engineering, will have contributed towards this, the reduction is in line with a similar trend from August 2006 to September 2006.



	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07
Business Incident													
Change					1	2	2	1	0	2	2	13	0
Postshops	32	26	80	57	45	37	46	31	41	33	35	31	29
Environmental	101	129	134	82	152	102	73	68	97	123	126	79	76
Hardware	8735	9434	10855	9382	9926	9057	10090	8883	9989	10468	10695	10966	9866
Inappropriate	1223	1142	1246	898	1654	1065	1161	1062	1083	1018	1089	1195	854
NBSC Referral	98	96	82	63	71	85	63	55	33	42	58	48	40
Network	1298	1671	1170	837	1115	1031	1223	1654	1342	1177	1134	992	915
Other Queries	194	234	327	229	260	216	337	298	223	314	326	296	163
Reference Data	0	0	0	0	0	0	1	0	0	0	0	0	1
Security	1	2	4	1	6	8	12	13	14	14	15	5	0
One Shot Passwords	185	202	169	140	147	114	131	140	119	144	163	174	108
Software	2896	3219	3199	2991	2853	3792	3951	2804	2910	2788	2761	2681	2352
Total Calls	14763	16155	17266	14680	16230	15509	17090	15010	15852	16123	16404	16480	14415
6-month moving average	15526	15752	15669	15522	15819	15767	16155	15964	15729	15969	15998	16160	15714
Monthly Call Limit	12750	12750	12750	12750	13000	13000	13000	13000	13000	13000	13000	13000	13000

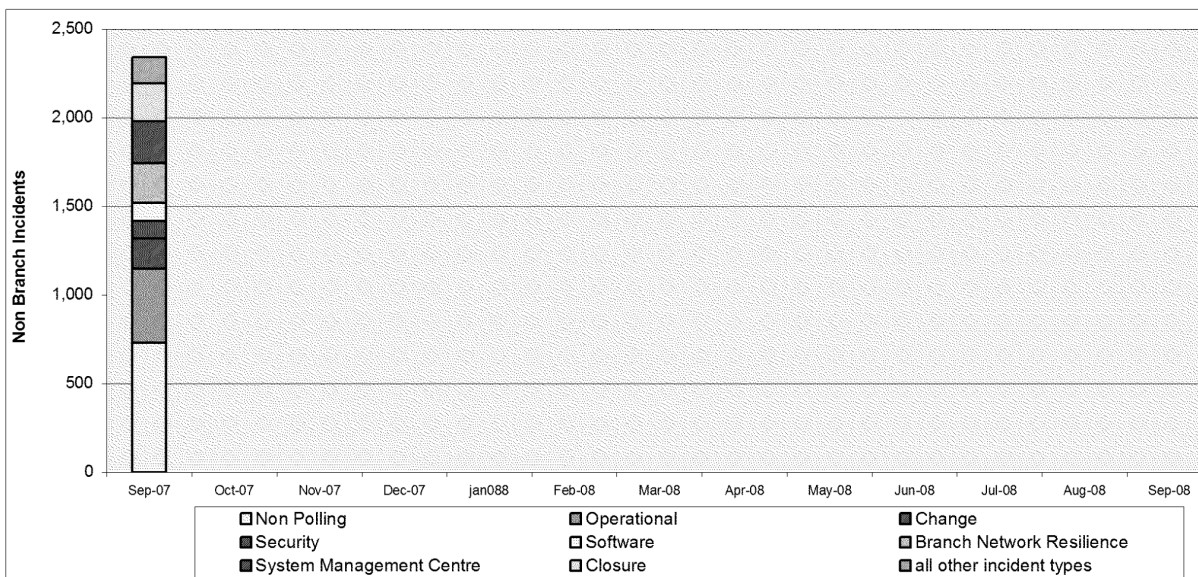


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With the introduction of the Triole call logging system, it is now possible to report Non-Branch incidents received by the Desk.



	Sep-07	Oct-07	Nov-07	Dec-07	jan08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Branch Network Resilience	223												
Change	172												
Security	99												
Software	100												
Closure	213												
System Management Centre	237												
Operational	420												
Non Polling	729												
all other incident types	149												
Total Calls	2193												

The category "all other incidents" includes Kiosk and Postshop, Hardware, Inappropriate, Network, other queries, Implementation and BIM Visits.

### Review of HSD SLTs

Both HSD SLT's shown below, were achieved for September 2007

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	54.33%	90%
Calls Abandoned (Target 5%)	11.73%	3.76%

The targets for Software Incidents fixed by Reboot have been delayed due to the repair codes missing from TfS. These calculations will be completed as soon as possible but the targets are not expected to change from the normal achievement ( i.e. 15 minute target normally passes, the 30 minute target fails ).





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### 5.2 Engineering Service

September 07 has seen call volumes drop to just over 4100 calls, a decrease of 1624 from September last year. There were 611 A priority calls in this period.

With 90% of the live estate branches now with Epson counter printers, we have seen a continued drop in Ithaca calls. Since June, Epson and Ithaca calls combined have reduced by a staggering 65%.

Compared to August, September has seen an improvement across all SLT measures. The A priority calls fixed within four hours increased by 8.3% to 82.8% which is the highest performance recorded since July 2006. The six hour SLT performance improved by 6% to 88.6%. Conformance on C priority next day calls rose from 91.0% to 91.9%. Next Day +2 hours on C priorities reached 92.6% conformance after being 91.9% in August.

The improved SLT performance can be partially attributed to the effective management of the oldest calls. As we move into October under a new trial of SLTs we expect the service to be driven to the next level, due to the nature of the targets put in place. Hence, we should start to see an improvement across both A and C priority SLT measures.

September saw a compliment received from a PM praising engineer Steve Dargie's work on site. In addition to this, many escalations from POL were responded to with extremely fast response and on site times.

We continue to monitor and drive engineers to repair before replacing equipment. September saw a 2% increase in the reset rate for Pin Pads versus swaps (compared to August), and a 16% increase for Epson counter printers resolved without spare. HSD continue to resolve the majority of the Epson incidents at front line. This can be attributed to KELs based on 'actual fixes' and the resolution of blank receipt ink issues by performing self clean.

With the appreciated co-operation of Gravesend Post Office, we were able to perform an off site build for Denton Post Office to enable them to trade over GSM solution whilst the communications issue was resolved.

Work has continued on the hardware call reduction plan. The blind reboot process has been introduced at HSD. There has already been an example of the process working successfully, whereby the branch's communications were restored earlier than normal enabling them to continue trading whilst awaiting an engineer visit.

Fujitsu has continued to deliver additional POA training to our engineer service help desk. The weekly reviews of failure points will continue and feed into the Service Improvement Plan.

Calls logged by branches which resulted in an on-site visit from an engineer were down on September 2006 despite the overall increase in incoming hardware calls to HSD. September has again seen all counter availability targets met with branch availability at 99.85% and counter availability at 99.58%. This equates to 21 out of 13,987 branches and 144 out of 34,303 counters being unavailable during the month, an improvement on August.





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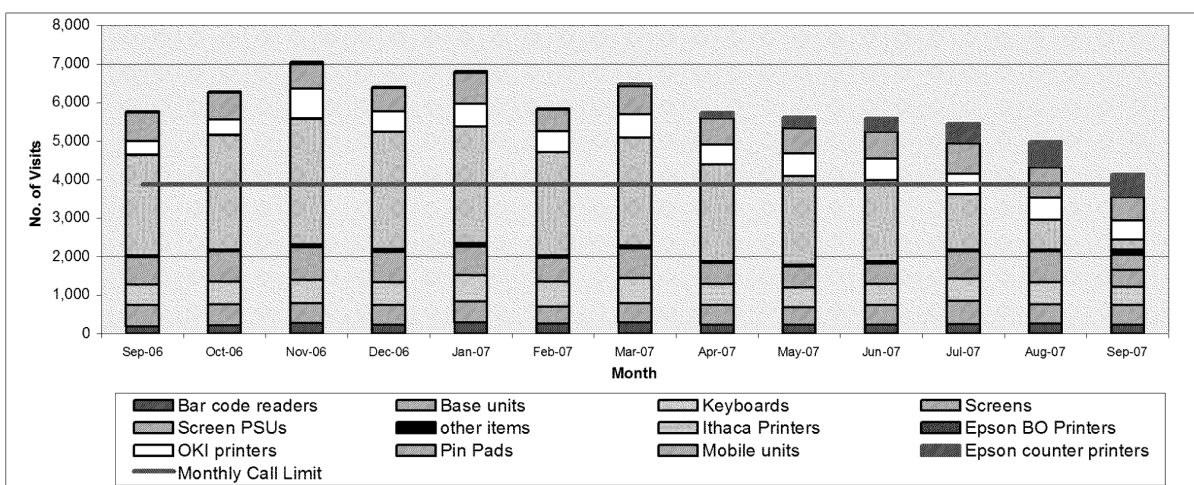
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### Engineering Branch Visits

**Calls logged during the month by PO Branches which result in an on-site visit from an engineer.**

The Triole (TfS) call logging system was introduced on the 1<sup>st</sup> September. Repair codes entered on the call logging system are the source for these visit statistics, however repair codes on TfS were not made mandatory at go-live with the result that some incidents have not received repair codes. September statistics have therefore been sourced from Engineering records and cross referenced to the order numbers on TfS. This temporary method has produced a slightly lower than expected number of Branch originated visits. However, there has been a downward trend in visit numbers due to the fall in Ithaca printer calls. Steps have been taken to make Repair Codes mandatory at call closure on TfS and it is planned that the report for October will be based on repairs again. Going forward, these statistics will be based on incidents closed during the report month. This will increase the timeliness of the report and also make it possible to produce reports more frequently (e.g. weekly) if required.



	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07
Bar code readers	183	217	275	227	290	262	294	229	225	226	248	264	234
Base units	549	538	511	522	544	447	495	501	461	506	592	493	497
Mobile units	36	37	52	34	42	34	47	29	35	27	40	37	34
Keyboards	543	594	610	577	681	633	642	562	513	550	579	576	476
Ithaca Printers	2604	2960	3251	3047	3033	2678	2805	2515	2307	2111	1435	776	256
Epson back office printers	20	15	22	3	2	0	1	x	x	x	x	x	x
Epson counter printers							25	124	256	330	500	648	578
OKI printers	347	398	778	514	586	540	615	525	577	545	537	582	494
Panasonic printers	1	1	3	0	0	0	0	x	x	x	x	x	x
Pin Pads	739	695	634	612	808	565	719	681	670	713	788	780	601
Screens	712	792	847	797	741	630	776	535	538	538	711	795	441
Screen PSUs													396
other items	36	43	74	77	88	64	74	45	47	57	49	45	139
<b>TOTAL</b>	<b>5770</b>	<b>6290</b>	<b>7057</b>	<b>6410</b>	<b>6815</b>	<b>5853</b>	<b>6493</b>	<b>5746</b>	<b>5629</b>	<b>5603</b>	<b>5479</b>	<b>4996</b>	<b>4146</b>
Epson to OKI exchanges	10	10	37	x	x	x	x	x	x	x	x	x	x
Average Daily Visit Rate	246	262	294	298	284	266	265	274	245	238	228	208	184
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875

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## 5.3 Branch Network Services / Central Network

### 5.3.1 Branch Network Services

During September there were 784 calls logged across all Network Types into the HSD.

#### SLTs

The 'Priority A – 6 hours' SLT, saw 15 failures from a total of 784 closed calls measured, resulting in 98.1% achievement. The majority of SLT failures have been attributed to delays in call handling at the service desks. This is being taken up with the Service Desk.

#### Other Activities During September

The ongoing amendments to the fault resolution process are continuing to improve our ability to manage incidents and find quicker, more accurate, resolutions.

This month saw the introduction of TFS, which presented us with unique issues; such as the dual running of both call logging systems. All calls have now been transferred to TFS, which enables stronger call monitoring, handling and ownership. Restructuring of the Branch Network team, to allow greater transparency between engineering and network incidents

VSAT - BT has replaced branch equipment at selected branches in an attempt to reduce the transaction time outs. This amendment is currently on monitor, however current indications portray no change in service.

September saw a reduction in Network Calls being received compared with the previous month. This can be attributed to a prolonged period of sustained weather conditions in addition to a reduction in repeat faults (due to changes in the fault resolution process).

### 5.3.2 Central Network

This month the access layers (ADSL, ISDN and VSAT) were all extremely stable with no major incidents. The WAN connectivity was also extremely stable with no major incidents. However the Datacentre LAN suffered a Catalyst switch reload. The failover worked perfectly and live service was resumed within a 6 minutes. Despite extensive technical investigations the cause of this reload is undetermined and Cisco advised that this is a characteristic of their products.

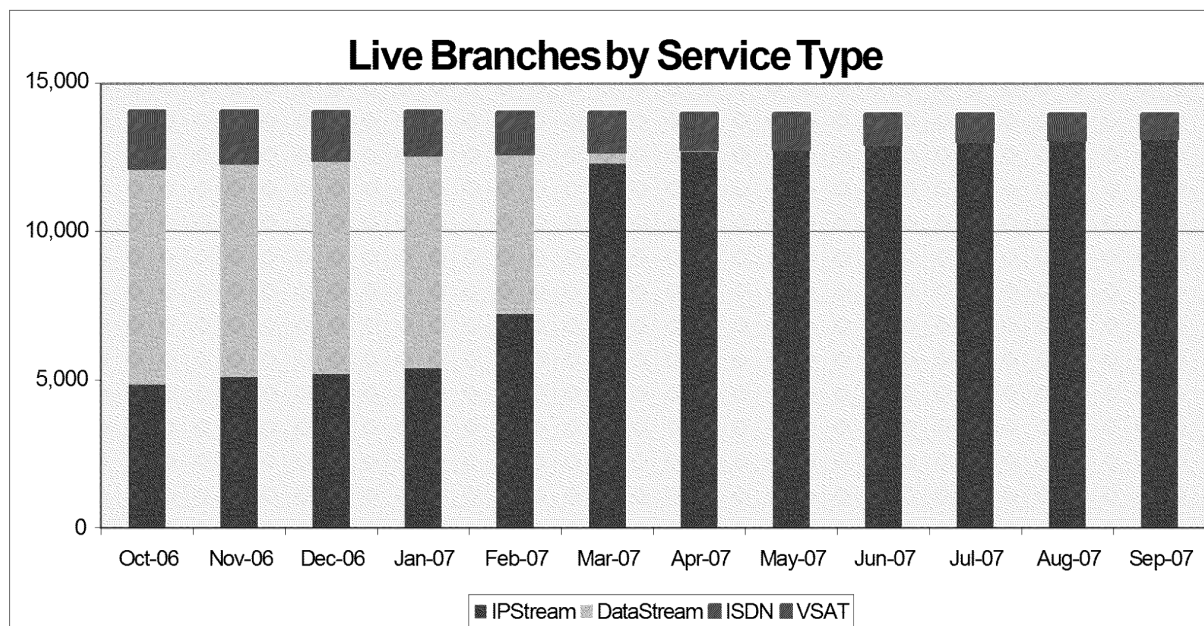
#### **BRANCH & COUNTER NUMBERS at Month End**

<b>Live Branches</b>	<b>13,987</b>
<b>Live Counters</b>	<b>34,303</b>



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	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07
IPStream	4,829	5,090	5,197	5,390	7,211	12,296	12,709	12,748	12,928	13,031	13,091	13,114
DataStream	7,287	7,214	7,199	7,183	5,402	369	40	17	5	0	0	0
ISDN	1,852	1,680	1,578	1,422	1,374	1,310	1,205	1,183	1,002	891	840	811
VSAT	132	113	96	82	67	60	61	60	61	61	62	62
TOTALS	14,100	14,097	14,070	14,077	14,054	14,035	14,015	14,008	13,996	13,983	13,993	13,987



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## 5.4 Operational Branch Change Service

	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Cumulative
TOTAL FAILURES TARGET (2%)	0.88 %	2.33 %	2.50 %	1.30 %	1.35 %	1.96 %	1.54 %	0.89 %	1.20 %	4.40 %	0.00 %	0.00 %	2.17%
TOTAL FAILURES (number)	4	3	2	2	3	2	3	2	1	3	0	0	25
CROWN BRANCH FAILURES (0%)	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00%
CROWN BRANCH FAILURES (number)	0	0	0	0	0	0	0	0	0	0	0	0	0
NUMBER OF CHANGES DELIVERED	142	169	60	97	99	134	89	80	90	75	89	103	1227
NUMBER OF CHANGES - CANCELLED	133	152	54	90	91	122	85	73	83	68	82	96	1129
NUMBER OF CHANGES - CLOSURES	114	129	40	77	74	98	65	56	57	60	54	77	901
TOTAL FAILURES - CLOSURES TARGET (2%)	0.88 %	2.33 %	2.50 %	1.30 %	1.35 %	1.96 %	1.54 %	0.89 %	1.80 %	5.00 %	0.00 %	0.00 %	2.72%

### Failures

None

### Corrective Actions

The first pilot for testing of the ISDN back-up network on Strategic sites prior to opening will take place week commencing the 5<sup>th</sup> November. Provided the pilot tests are successful this procedure will become standard process.

Assurances have been sought from Cable & Wireless that focus on ISDN provision will continue as we move into Network Change. This project will realise in excess of 400 ISDN orders before completion.



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## 5.5 Service Integration Service

### 5.5.1 Post Shops

Both of the Post Shop SLTs were conformant

September	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	7	6	7	10	0	30
Number of calls resolved in 8 hours	7	6	6	9	0	28
Number of calls resolved in next day	0	0	1	1	0	2
Number of Hardware faults	4	6	5	8	0	23
Number of software faults	3	0	2	2	0	7
Number of outstanding calls	0	0	0	0	0	0

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## 5.6 Data Centre Operations Service / Data File Transfer

### 5.6.1 Day J Failures

There were no Day J failures for September.

## 5.7 Reconciliation Service

There were 25 reconciliation incidents cleared during September. This is more than that reported in August.

There were 0 priority incidents cleared within the 8 hour response SLT.

These 25 incidents were cleared within the 5 day SLT.

### Reconciliation issues in September

On 25<sup>th</sup> September there was an issue when two agents encountered a new software bug in the Reversals code on the Network Banking Agents. This resulted in the agents not sending reversals to the Financial Institutions. The affected agents were CAPO agent A (NX\_CAPO\_A\_B) and LINK agent A (NX\_LINK\_A\_B), which are both sited in Bootle. A call was logged on the 26<sup>th</sup> and a technical bridge was held where all parties agreed to failover to the agents in Wigan. Following this failover, 455 CAPO and 123 LINK late but successful reversals were processed. This problem has been listed on the Problem Management Database (ref number PB0000717). The work to resolve the underlying software bug in the agent platform is ongoing.

## 5.8 Reference Data & Message Broadcast Service

Nothing to report for September.



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## 5.9 Security Service

### 5.9.1 Automated Key Refresh

The key refresh algorithm was turned off in April so no outlets have been brought forward for keyrefresh in September, only those that are due a routine key refresh have been selected.

### 5.9.2 Manual Key Refresh

There were no manual keys generated this month,

### 5.9.3 Key Management Administration

It was agreed with the development team that the Counter Key Refresh Algorithm be turned off in April. This has been done via OCP 15691 and will be off for between 3 and 6 months, and monitored continually.

### 5.9.4 Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
63	360	355	0
Query Days this month	YTD Contract	Received YTD	
1398	7500	6830	

#### Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
5	50	65	0

Witness statements provided this month	0	Witness statements YTD	4
Days in court this month	0	Days in court YTD	2

#### Current Month and Forthcoming Court Commitments

Outlet	Date	Court location	Comments
London Road	3 September 07	Reading Crown Court	Trial to be re-scheduled
Ardgowan Road	10 September 07	Kingston Crown Court	Witness released. Defendant pleaded guilty
South Warnborough	10 December 07	Winchester Crown Court	2 witnesses required
Didcot	7 January 08	Oxford Crown Court	Witness required



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**Updates to Previous Months Prosecutions**

Outlet	Comments
	None received





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## 6 Service Improvement

This section of the SRB details the key Service Improvement activities in progress within RMGA. The full Service Improvement Registers are discussed at the Operational Review Forums and can be obtained from the appropriate Service Delivery Manager.

**R = Significantly behind schedule A = Behind schedule G = On target**

Service Improvement	Benefit	Progress to Date	Status
FS Engineering supporting MLB faults / internal wiring faults	<p>This would reduce the need for BT Retail to attend site for MLB faults / internal wiring faults, which would speed up resolution times and improve customer experience.</p> <p>This Service Improvement requires full costing and impacting as it is possible that there would be a cost passed to Post Office Ltd. However the implementation of this service offering would remove the need for a BT engineer visit currently charged at £170 to Post Office Ltd</p>	<p>CP in final stages of impact.</p> <p>We are awaiting confirmation from POL around numbers of MLB's to purchase since the announcement by BT of potential withdrawal of service to this product and POL's subsequent strategy going forward.</p>	<b>IN PROGRESS</b>
Cold Standby OpTIP Remote Gateway for Huthwaite	<p>Following the hardware failures on the OpTIP remote gateway in Huthwaite during August, and the concerns raised regarding the age of the hardware, RMGA have investigated the possibility of providing a 'Cold' standby gateway that could be held at Huthwaite and invoked for contingency purpose.</p> <p>It is planned that this gateway will eliminate the need for CT0593 - PSO_FSL_CR01107_FS - FTMS Server Failure Contingency Process.</p>	<p>A 'Cold Standby/Emergency' OpTIP Gateway for the Post Office Limited Northern Data-Centre has been packaged and is ready for shipment once site installation details have been organised.</p> <p>Awaiting date install from POL.</p>	<b>IN PROGRESS</b>
Utilisation of Message Broadcast Service for automated "email" communication to the branches for Incidents logged in TfS	<p>To link Triole for Service (TfS) to the Horizon MBS and send automated electronic updates to individual branches on the progress of branch logged incidents.</p> <p>This proposal has been discussed at high level with Ref Data and the concept is possible &amp; is supported. POL are also aware of &amp; support the proposal, but require details about cost.</p>	<p>CP has been raised and is progressing through the impacting process. Meeting held with TfS development to initiate technical discussions.</p> <p>This will be part of Phase II TfS implementation</p>	<b>IN PROGRESS</b>
CMT managing current POL referrals.	Moving the majority of POL referrals to CMT will reduce Incident resolution times, make the process LEAN, free up POL resources, reduce GSM costs and increase branch availability performance.	<p>Meeting held with POL to discuss implementation plans.</p> <p>POL to document referral actions LM to liaise with CMT / HSD to take on referrals.</p> <p>Target implementation date 01/11</p>	<b>IN PROGRESS</b>
Addition of Horizon button to reload Pin Pad reference data.	This button will enable HSD to advise the branch how to fix corrupted reference data, in turn reducing associated engineer visits and enabling resolution at the Helpdesk and improved PM satisfaction.	Currently progressing through the CP process.	<b>IN PROGRESS</b>

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Service Improvement	Benefit	Progress to Date	Status
'Blind' reboots of base units	By introducing the 'blind' reboot process, we will be able to restore online services to a branch where a PM has rebooted the gateway in an attempt to resolve a screen issue. Also, on slave counters, we will have the counter at the log on stage as a result of this procedure, meaning that counters will be able to synchronise at the end of the working day – reducing the risk of Travel Card transactions being trapped on the system.	HSD have confirmed that they are to do this and is now in process.	IN PROGRESS

**Service Improvement Implemented**

TfS implemented

Introduction of Quiet Testing by FMS (Comms Faults)

Introduction of BT Health Check



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# 7 Sense & Respond

*Due to the timescales around production of the Sense & Respond data and analysis, the information in the SRB will always be for the previous month. The full Sense & Respond report is issued separately.*

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The data captured during August has highlighted the top 2 highest demand types as being Hardware and Software. Trend analysis has shown an increase in total call volumes for Hardware (+139) and a slight increase for Software calls (+30) from July to August.

During August, the HSD fixed 70% of calls received (12576 calls) and this represented an increase of 3% of total calls fixed on the HSD from July.

Due to a well managed workload across CMT and little ability to improve the current processes, it has been decided across operations and service management that we will put the Sense & Respond work on hold until Lean is implemented on the team later this year (to remove duplication of work). Lean is as much about our culture as about having the right tools and techniques; put simply, it is all about doing the right things, at the right time, in the right way - and removing processes or steps in a process so that only those that add value remain. It will build upon our Sense and Respond approach and enable us to further deliver what the customer wants.

For Pin Pad errors, the volume of Pin Pad calls for August totalled at 1305 with the highest call type being 'Smart Card reader faults' (approx 400 calls).

The HSD will be monitoring Pin Pad calls on a monthly basis and prompting the Post Masters of these branches, to use the card cleaners when logging calls.

Discussions are to be held with the Marks and Spencer service desk to understand the different tools/checks they have available that HSD might benefit from using, and to also establish common user errors on their account.

For hardware demand, the highest call volume received is for Counter Printer faults (5175 calls received in August).

Site diaries have now been introduced to selected pilot sites which offer a hints and tips section for branches. In August, 19% of frontline fixes were resolved by turning the counter printer off/on. The roll out of the site diary could potentially reduce a high number of counter printer calls received by the HSD.

Epson will be visiting the HSD during September. This will allow the HSD to explore any improvements that can be made by using their knowledge.

August has seen an overall decrease in repeat calls by 605 calls compared to the month of July. A99 calls have seen decreases for Base Units by 108 and ND03 calls by 176, however, the C45 calls also show decreases in repeat calls.

An additional objective regarding engineering calls is to reduce the amount of calls to the HSD from Touch, Fujitsu and ROMECE engineers. The Call volume for the HSD has decreased from July to August by 166 calls (982 received) and CMT have also experienced a decrease by 411 calls (1627 calls received). The measures we have been taking on front line to include all call details and diagnostic tests will explain the improvement, and we will be looking for another reduction next month.

For the monitor faults project, 1101 calls were logged during August as a monitor fault (+69 calls from July) of which 26% were fixed by the HSD and 72% resolved by engineers. This has highlighted a 4% decrease of monitor fault calls fixed by the HSD which has resulted in engineering fixing an increase of 4% of monitor calls in August from July.

A project monitoring inappropriate calls between the HSD and NBSC desks, has achieved its objective of reducing the number of calls between the desks from 10% to 5%. The team will continue to monitor the inappropriate call volumes and ensure monthly communication is maintained between the HSD and NBSC desks.



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## 8 SEPTEMBER SERVICE LEVEL PERFORMANCE

### 8.1 Horizon Service Desk

Ref	SLT	AR		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07
			<b>Horizon Service Desk</b>												
	80%		Calls answered within 30 seconds	80.1	79.5	90.2	89.7	83.6	82.8	89.5	89.1	80.4	88.9		
					Q4			Q1			Q2		86.1	Q3	
	<10.0 secs		Average Time to Answer <10.0 seconds												
				9.7	Q4		8.0	Q1		7.3	Q2		7.0	Q3	
	<5%		Calls not answered					2.7			2		2.5		
				2.4	Q4		2.2	Q1		2.5	Q2		2.9	Q3	
	100%		Voicemail available outside HSD standard hours		0	100		100.0			100		100.0		
					Q4			Q1			Q2			Q3	
	100%		Voicemail calls raised next working day		0	100		100.0			100		100.0		
					Q4			Q1			Q2		100.0	Q3	
	>=85%		First Time Fix	88.3	89.1	83.0	88.1	88.5	89.7	89.8	90.2	89.6	89.7		
					Q4			Q1			Q2		89.8	Q3	
	95%		Software incidents resolved by Reboot <=15 minutes	98.51	97.12	97.85	97.17	97.74	97.33	96.39	96.12	96.06	95.2		
					Q4			Q1			Q2		95.9	Q3	
	100%		Software incidents resolved by Reboot <=15 minutes	98.42	98.50	98.87	98.74	100.00	98.74	98.34	98.46	98.74	97.89	99.74	98.81
					Q4		98.80	Q1		98.60	Q2		98.80	Q3	





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## 8.2 Engineering Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07
			<b>Branch Infrastructure - Call to Fix</b>										
	95%	NO	Priority A - 4 hours (flexible structure)	65.0	61.8	64.3	62.1	68.9	77.5	76.6	73.0	74.8	80.4
					Q4		TBC		Q1		Q2		76.4
	95%	NO	Priority B - 8 hours (flexible structure)	76.3	72.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					Q4				Q1		Q2		N/A
	95%	NO	Priority C - End of Next Business Day (flexible structure)	90.5	93.8	93.0	88.3	92.4	94.8	92.9	93.2	95.7	91.3
					Q4				Q1		Q2		93.4
	100%	NO	Priority A - 6 hours (flexible structure)	75.0	77.0	79.1	79.0	82.6	87.1	86.3	84.2	86.8	88.1
					Q4		TBC		Q1		Q2		86.5
	100%	NO	Priority B - 10 hours (flexible structure)	83.1	79.6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					Q4				Q1		Q2		N/A
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	91.7	95.1	93.9	89.1	93.0	95.3	93.6	94.1	96.2	92.2
					Q4				Q1		Q2		94.1
	100%	NO	<b>Postshop Engineer - Call to Fix</b>										
			Critical incident within 8 hours								95.4		
					Q4		100.0		Q1	100.0	Q2		98.5
	100%	NO	Non-critical incident within 48 hours				100.0					100.0	
					Q4				Q1		Q2		



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### 8.3 Branch Network Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
	95%	NO	<b>Branch Telecom Infrastructure - Call to Fix</b>													
			Priority A - 4 hours (flexible structure)	96.1	97.3	97.4	97.3	97.6	98.3	96.4	95.1	96.8	96.7	98.3	98.3	98.3
					Q4			C1				Q2			Q3	
	95%	NO	Priority C - End of Next Business Day (flexible structure)	100.0	100.0	97.6	96.8		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					Q4			C1	N/A		Q2		N/A		Q3	
	100%	NO	Priority A - 6 hours (flexible structure)	97.1	98.0	98.3	98.1	98.1	99.1	97.7	98.2	97.5	97.5	98.0	98.5	98.1
					Q4			C1		98.3		Q2		97.0	Q3	98.4
	100%	NO	Priority C - End of next business day + 2 hours				96.8	96.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
							TBC			N/A			N/A			N/A
			<b>Branch and Counter Availability</b>													
	>98.80%	NO	Branch Availability during the Critical Period			Q4	TBC	C1		TBC		Q2		TBC	Q3	
						TBC			N/A							
	>98.53%	NO	Counter Availability during the Critical Period			Q4	TBC	C1		TBC		Q2		TBC	Q3	
	>99.43%	NO	Branch Availability during Post Office Core Day			99.7			99.8			99.5		7	4	
						Q4										
							TBC	C1		99.8		Q2		99.7	Q3	
	>99.13%	LD	Counter Availability during Post Office Core Day			99.2			99.4			99.4		4	9	
						Q4										
							TBC	C1		99.3		Q2		99.3	Q3	
			<b>Banking &amp; Related Services Reliability</b>													
	99%	LD	Fixed Connection Reliability													
						Q4										
							100.0		C1			Q2		99.1	Q3	
	99%	LD	ADSL Connection Reliability			Q4			C1			Q2			Q3	
	97%	LD	Dialed Connection Reliability			100.0			100.0			99.1		99.0	9	
						Q4			C1			Q2			Q3	

Priority C targets have now ceased as agreed.



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8.4 Central Network Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07
			Network Availability											
	>=99.95%	NO	A&L Network Availability	100%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
			Banking Authorisation Agent Availability for E											
			Availability Period											
	<=1	NO	Number of PI outages >2 minutes for same bank											
				0	0	0	0	0	0	0	0	0	0	
	<=2	NO	Number of PI outages >2 minutes for different bank		0			0		0			0	
				0	0	0	0	0	0	0	0	0	0	



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## 8.5 Data Centre Operations Service

### 8.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>Banking &amp; Related Services Transaction Times</b>													
	<=2.5 secs	LD	Average time for Banking Transactions across Fixed, ADSL & Dialed Connections	0.37	0.37	0.37	0.37	0.36	0.36	0.36	0.36	0.36	0.36	0.35	0.35	0.36
					Q4		0.37	Q1		0.36	Q2		0.36	Q3		0.35
			<b>DFD Outbound - APS All Clients</b>													
	96.5%	LD	APS transactions delivered by 23:59hr Day B	99.8	99.5	99.8	99.7	99.8	99.9	99.7	99.7	99.8	99.8	99.7	99.7	99.7
					Q4		99.7	Q1		99.8	Q2		99.8	Q3		99.7
	97.5%	LD	APS transactions delivered by Day C	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		99.9
	98.5%	LD	APS transactions delivered by Day D	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		99.9
	100%	LD	APS transactions delivered by Day J	99.9	99.9	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					Q4		99.9	Q1		100.0	Q2		100.0	Q3		100.0





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## 8.5.2 Data File Delivery - LFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>DFD Outbound - LFS</b>													
	97%	NO	Confirmation of pouch received at Branch by 22:00hr Day A	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		99.9
	97.2%	LD	Confirmation of pouch received at Branch by Day B	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		99.9
	100.0%	NO	Confirmation of pouch received at Branch by Day I	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0
	97%	NO	SAPADS Pouch collected from Branch by 22:00hr Day A	99.9	96.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
					Q4		98.8	Q1		99.9	Q2		99.9	Q3		99.9
	97.2%	NO	SAPADS Pouch collected from Branch by Day B	100.0	96.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
					Q4		98.8	Q1		99.9	Q2		99.9	Q3		99.9
	100.0%	NO	SAPADS Pouch collected from Branch by Day I	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.8	99.0	99.4	96.5	99.7	99.8	99.7	99.0	99.7	99.7	99.7	99.8	99.8
					Q4		98.3	Q1		99.7	Q2		99.5	Q3		99.8



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### 8.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>DFD Outbound - POL MIS</b>													
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	99.0	98.5	98.9	99.0	99.1	99.2	99.0	98.8	99.1	99.1	99.0	99.0	99.2
					Q4		98.8	Q1		99.1	Q2		99.0	Q3		99.1
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C	99.7	99.7	99.7	99.7	99.8	99.8	99.7	99.6	99.7	99.7	99.7	99.7	99.7
					Q4		99.7	Q1		99.7	Q2		99.7	Q3		99.7
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D	99.9	99.8	99.8	99.8	99.9	99.9	99.8	99.9	99.8	99.9	99.9	99.9	99.9
					Q4		99.8	Q1		99.9	Q2		99.9	Q3		99.9
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	99.9	99.9	99.9	100.0	99.9	100.0	100.0	99.9	99.9	100.0	100.0	100.0	100.0
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		100.0
			<b>DFD Outbound - POLFS</b>													
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B	99.0	98.5	98.9	99.0	99.1	99.1	99.0	98.8	99.1	99.1	99.0	99.0	99.1
					Q4		98.8	Q1		99.0	Q2		99.0	Q3		99.0
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C	99.9	99.6	99.7	99.7	99.8	99.8	99.7	99.6	99.7	99.7	99.7	99.6	99.7
					Q4		99.7	Q1		99.7	Q2		99.7	Q3		99.7
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D	99.9	99.8	99.8	99.8	99.9	99.9	99.8	99.8	99.8	99.9	99.8	99.8	99.9
					Q4		99.8	Q1		99.9	Q2		99.9	Q3		99.8
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J	99.9	99.9	100.0	100.0	99.9	100.0	100.0	99.9	99.9	100.0	100.0	100.0	100.0
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		100.0



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### 8.5.4 DFD Outbound – Reconciliation, HR SAP, CTS & PO Client Files

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>DFD Outbound - Reconciliation &amp; Settlement Reports to TIP gateway</b>													
	<=2	NO	Delivery by 08:05hr Day B	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
					Q4		0.0	Q1		0.0	Q2		0.0	Q3		0.0
	100%	NO	Delivery by 12:00 (after failure in FS domain) or by 18:00 (after failure of DRSH or TES)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0
			<b>DFD Outbound - Reconciliation Files</b>													
	<=2	NO	Number of failures of REC file delivered to CAPO daily by 03:00hr	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
					Q4		0.0	Q1		0.0	Q2		0.0	Q3		0.0
	<=2	NO	Number of failures of REC file delivered to A&L daily by 03:00hr	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
					Q4		0.0	Q1		0.0	Q2		0.0	Q3		0.0
	100%	NO	REC files delivered to CAPO by 16:00hr on Day B	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0
	100%	NO	REC files delivered to A&L by 18:00hr on Day B	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0
			<b>DFD Outbound - HR SAP</b>													
	100%	LD	HR SAP delivered to the POL gateway by 21:30hr on the Friday preceding the pay run date	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0



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### 8.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>DFD Inbound - LFS</b>													
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	86.8	94.0	98.3	95.0	98.0	98.6	98.6	98.9	99.2	99.3	99.4	99.4	99.6
					Q4		95.8	Q1		98.4	Q2		99.1	Q3		99.5
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	99.6	95.2	99.7	99.6	99.5	99.8	99.7	99.7	99.5	99.7	99.7	99.7	99.8
					Q4		98.2	Q1		99.7	Q2		99.6	Q3		99.8
			<b>Delivery of transaction correction records to Branches available at 23:59:59hr Day A</b>													
	90%	LD	Transaction corrections available by 08:00 on Day B	98.9	98.3	98.0	90.6	97.7	98.1	98.6	98.9	99.3	95.6	99.5	99.4	99.4
					Q4		95.6	Q1		98.1	Q2		97.9	Q3		99.5
	96%	LD	Transaction corrections available by 12:00 on Day B	99.9	99.8	99.8	99.8	99.6	99.8	99.7	99.3	99.7	99.9	99.8	99.8	99.9
					Q4		99.8	Q1		99.7	Q2		99.6	Q3		99.8
	100%	LD	Transaction corrections available by 23:59:59 on Day J	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0





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## 8.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>Central Systems Availability</b>													
	<=3 core hrs	NO	Outages in Core Hours where the Core Solution is unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
						Q4	0.0	Q1	0.0	Q2	0.0	Q3	0.0			
	<=8 core hrs	NO	Outages in Core Hours where the Core AND Banking Solutions are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
						Q4	0.0	Q1	0.0	Q2	0.0	Q3	0.0			
	<=14 core hrs	NO	Outages in Core Hours where the Core Solution AND Other Services are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
						Q4	0.0	Q1	0.0	Q2	0.0	Q3	0.0			
			<b>POL FS Availability</b>													
	98.5%	NO	POL FS Availability	100.0	100.0	100.0	95.0	100.0	100.0	100.0	99.5	100.0	100.0	100.0	100.0	100.0
						Q4	98.3	Q1	0.0	Q2	99.8	Q3	100.0			
	>=4 hours	NO	POLFS shall not be unavailable to users on any single occasion during the service level management period	0	0	0	12	0	0	0	0	0	0	0	0	0
						Q4	4	Q1	0.0	Q2	0.0	Q3	0			
			<b>Transaction Enquiry Service</b>													
	99.75%	NO	TESQA availability between 07:00hr and 22:00hr for SLT calendar year	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
						Q4	100.0	Q1	100.0	Q2	100.0	Q3	100.0			
	97%	NO	Transaction received in the data centre between 07:00 and 20:00 daily will be available within 15 mins on TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9	99.9	100.0	100.0	100.0	100.0
						Q4	100.0	Q1	100.0	Q2	99.8	Q3	100.0			
	100%	NO	If TES fails transaction received between 07:00 and 20:00 will be available within 2 hours on the TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
						Q4	100.0	Q1	100.0	Q2	100.0	Q3	100.0			
	100%	NO	Transaction received in the data centre between 20:00 and 22:00 daily will be available within 40 mins on TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
						Q4	100.0	Q1	100.0	Q2	100.0	Q3	100.0			
	100%	NO	If TES fails transaction received between 20:00 and 22:00 will be available within 2 hours on the TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
						Q4	100.0	Q1	100.0	Q2	100.0	Q3	100.0			
	100%	NO	Transaction received in the data centre between 22:00 and 07:00 daily will be available within 4 hours on TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
						Q4	100.0	Q1	100.0	Q2	100.0	Q3	100.0			



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## 8.6 Reference Data Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			<b>DFD Inbound - APS Tariff data</b>													
	96%	NO	APS reference data delivered by Day B	99.6	99.6	99.7	99.6	99.6	99.7	99.6	99.1	99.7	99.6	97.5	99.6	99.8
					Q4		99.6	Q1		99.6	Q2		99.5	Q3		99.0
	97%	NO	APS reference data delivered by Day C	99.7	99.8	99.8	99.8	99.8	99.9	99.8	99.5	99.8	99.8	99.8	99.8	99.8
					Q4		99.8	Q1		99.8	Q2		99.7	Q3		99.8
	98%	NO	APS reference data delivered by Day D	99.8	99.8	99.9	99.9	99.9	99.9	99.9	99.7	99.9	99.9	99.9	99.9	99.9
					Q4		99.9	Q1		99.9	Q2		99.8	Q3		99.9
	100%	NO	APS reference data delivered by Day J	99.9	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0
			<b>DFD Inbound - Reference Data</b>													
	96%	NO	Reference data delivered by Day B	99.6	99.6	99.7	99.8	99.7	99.7	99.8	99.6	99.8	99.7	99.6	99.8	99.7
					Q4		99.7	Q1		99.7	Q2		99.7	Q3		99.7
	97%	NO	Reference data delivered by Day C	99.7	99.7	99.8	99.8	99.8	99.9	99.8	99.6	99.8	99.8	99.8	99.8	99.9
					Q4		99.8	Q1		99.8	Q2		99.8	Q3		99.8
	98%	LD	Reference data delivered by Day D	99.8	99.8	99.9	99.9	99.8	99.9	99.9	99.7	99.9	99.9	99.8	99.9	99.9
					Q4		99.9	Q1		99.9	Q2		99.8	Q3		99.9
	100%	LD	Reference data delivered by Day J	99.9	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0



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8.7 Reconciliation Service

Ref	SLT	ATL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	J
			<b>Exception / Error Resolution</b>											
	95%	NO	Banking & Related Services Priority Exceptions resolved in 5 hours or less	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
					Q4		100.0		Q1		100.0		Q2	
	95%	NO	BIM report issued within 5 working days		100.0		100.0			100.0			100.0	
						Q4	100.0		Q1		100.0		Q2	
			<b>Payment File Delivery to Merchant Acquirer (Debit Card)</b>											
	by 12:00	LD	Payment file delivered to MA on the day following creation date of the file			Q4			Q1				Q2	