



CONFIDENTIAL



Consolidated Service Review Report

August 2015

[DOCPROPERTY "LBLAUTHORS" * LOWER] : Gary McDermott / Eliza Bet
[DOCPROPERTY "LBLDOCUMENTNUMBER" * LOWER] : [DOCPROPERTY
"DocumentNumber"]
[DOCPROPERTY "LBLVERSION" * LOWER] : 4.1.09
[DOCPROPERTY "LBLSTATUS" * LOWER] : Final
[DOCPROPERTY "LBLSOURCE" * LOWER] : [DOCPROPERTY "CompanyName"]
[DOCPROPERTY "LBLDOCUMENTDATE" * LOWER] : 25th September 2015
[DOCPROPERTY "LBLNUMBEROFPAGES" * LOWER]: 65[IF DOCPROPERTY

"DatesReview" <> "" "

DOCPROPERTY "IblDatesReview" * Lower : DOCPROPERTY "DatesReview" "]



[DOCPROPERTY "IblContents"]

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1 Executive Summary

This report formally records the levels of service achievement delivered by Atos and associated Supply Chain Members in the provision of service to the Post Office for the reporting period of August 2015.

Service Level Performance

The month of August resulted in the majority of SISD SLAs being achieved, with the exception of two KPIs:

SISD Incident Response (Severity Level 1 and 2) – from 95.23% to 87.09%

Speed to Answer (Telephone) – from 80.97% to 79.27% Further details regarding the failures are situated within the relevant Service Desk and Incident Management sections, but in summary the Service Desk encountered a number of days during the month where the number of calls far exceeded the expected volume, particularly at the start and end of the day, resulting in the teams needing to implement a plan to recover the service performance statistics for the remaining available days in the month.

The Customer Satisfaction scores remain compliant achieving 86.81% this month, which is pleasing following the difficult period encountered following the commencement of the Stranded Users interim service. Work continues, however, to focus on continually improving the services delivered and the overall Customer Experience. This has now been encapsulated in specific Service Improvement Plans for core areas to ensure the initiative is measured and tracked to completion. Plans are also underway to amend the Top 5 CSI initiatives to deliver improvements across the Business. The Atos Service Director and Post Office Head of IT & Client Services are currently agreeing these initiatives which will be reported on in the Consolidated Service Report for September.

The Change Management service once again delivered a very good performance for the month with a 98% success rate. Whilst a reduction on July's performance of 100%, those failed changes were backed out in a controlled fashion resulting in no incidents caused to the live service environment. The Change Management team continues to drive a high quality of proactive management of this service to protect the availability of the live environment, thus minimizing the impact of change to the Post Office Business.

In terms of high severity incidents, August experienced a total of ten Severity1 and twenty three Severity2 Incidents occurring within the Post Office IT environment – this is a cumulative increase of 13% compared to the previous month and is a trend that continues to go up. The full breakdown of the Severity 1 & 2 incidents can be located within the Incident Management section (3.2) of the report. Whilst a significant volume of Severity 2 incidents were again reported this month, all were responded to and resolved within SLA. As with every high severity (1 & 2) incident, appropriate improvement activities have been identified and actions allocated to the relevant Supply Chain Members and are being managed through to closure via the Supplier Management relationships.

The Service Desk saw a slight decrease in the volume of incidents logged with 9573 unique incidents raised in the month – a decrease of 13% compared to July. The total number of telephone calls received actually decreased to 13,754 from 15,882 in July.

Business Impact

The actual cumulative volume of Severity 1 and Severity 2 incidents increased in August, the impact on Productivity/Business Hours decreased significantly by 43% from 39,849 (July) to 22,794 (August).

Lost Productivity/Revenue for the month did increase by 9% from an approximate value of £151,587 in July to £166,795 for August.



Customer Satisfaction

Customer Satisfaction with the Service Desk remains high again this month achieving 86.81%, which is a slight dip from the 88.31% reported in July. Work remains ongoing to recover to the previous levels consistently achieved prior to the 'Stranded Users' interim service although it is anticipated that the rollout of EUC Admin and Branch services will have a substantial impact on this KPI. A total of 418 responses were received during the month. An average score of 7.40 out of 9 was achieved, whilst 45.02% of the responses submitted a maximum score of 9 for the service received.

Sample feedback for August includes:

Positive Feedback Examples

- ▶ "The service was fantastic. Had all the help I needed. It was really clear. The guy was really helpful on the phone and it was well appreciated. The call was answered quickly; I did not have to wait and I could get on with the day so, thank you very much." (5948951)
- ▶ "Very promptly answered. I got through to somebody straight away. They took me all through it and we got ... working again. So very pleased with the end result. Excellent, thank you." (5953248)
- ▶ "I was very pleased with the service that I received. It was quite efficient, understandable, very good." (5953318)
- ▶ "The operator was most helpful and she knew exactly what the problem. She directed us in order to sort it out with no problem. Most grateful for her help. Thank you very much." (5958036)
- ▶ "It was good, it good. It is much, much better than before. Thank you very much." (5963723)
- ▶ "Excellent service, very patient, very understanding and very helpful. Thank you." (5967375)
- ▶ "Everything was fine. Maybe the helpers or whatever you prefer to call them, sometimes may be need to be a little slower. One to allow you to understand them better and secondly because we are always on the computer. Other than than, everything is fine. Thank you." (5926582)
- ▶ "Service I got today was excellent, I was very pleased with it, clear and concise. Thank you very much." (5926980)
- ▶ "The young man that dealt with me was extremely helpful and his knowledge was very good, he managed to sort out the problem with the printer within approximately 5 minutes so I was very pleased with the service that I received." (5927726)
- ▶ "Excellent service as always and the guy I spoke to gave me very clear and concise instructions as to how to get my scanner up and running, thank you very much." (5935462)
- ▶ "I have no problems, very courteous gentleman and talked me through the PIN pad, everything is fine. Thank you very much." (5391143)



Negative Feedback Examples

- ▶ "Although it is not the operators fault, I could not understand his accent. Thank you." (5926339)
- ▶ "The guys who come out to the office are absolutely brilliant, knowledgeable & able to implement a fix however the call centre is absolutely shocking and if I could avoid calling it then I would. The staff have no idea of how Horizon work & are totally unaware of the impact from having a terminal inoperative. They give you a different reference number for the same logged fault even when you ring up after a couple of hours as they have requested you to do!" (GY:I5847747)
- ▶ "I found the information was spot on. It was great. I had difficulty understanding the operator and she could not really tell me why this problem I had, had occurred. But as I say, she managed to talk me through resolving the situation, but I find when, well, I do not know if I would have been the same, but trying to get a queue moving, and you got a problem, and it would be much easier if I were speaking to somebody I could understand really well. Thank you." (Incident 5879874)
- ▶ "I raised the incident expecting a quick response but in spite of repeated requests, had to escalate within Post Office for action. Ultimately the incident was resolved but this was through investigation at our end which found a direct URL to be used instead of an IP Address - the comment from our IT personnel was that to be advised via ATOS/Fujitsu that no URL existed was inexcusable and very amateurish. On a more positive note, the direct contact with the person I spoke to was helpful and seemed professional." (GY:I5790259)

Work continues at pace to drive an increase in Customer Satisfaction and feedback for all services.

Supplier Highlights

Fujitsu

- ▶ August was another excellent month for Fujitsu with all Service Level Targets achieved for the month. Particular highlights include:
 - All branch availability SLT's exceeded
 - No significant incidents reported
 - DLM pilot completed successfully across 997 branches.
 - ETERNUS storage upgrade successfully completed

3M Cogent

- ▶ During Aug a cumulative total of 394 incidents/requests were logged and 1095 telephone calls were made into the AEI Service Desk.

A breakdown the incidents are as follows:

- ▶ 135 x S3 Incidents
- ▶ 259 x S4 Incidents were logged, with approx. 187 of those Incidents requiring a Field Engineer visits.
- ▶ There were 172 user admin related requests during this reporting period (47% of the total tickets raised)
- ▶ The AEI Service has now processed over 4.92 million transactions.



- ▶ There were 172 user admin related requests during this reporting period (47% of the total tickets raised).
- ▶ TYRPC = 7846 (previous month 8860)
- ▶ TYRR = 31671 (previous month 34245)
- ▶ BRP = 39723 (previous month 42998)
- ▶ MAP = 2738 (previous month 2761)
- ▶ Total = 81978 (previous month 88864)

Ingenico

- ▶ All seven service levels aligned to Ingenico were achieved in August and the Ingenico Help Desk received a total of 1487 calls during the month, which is a decrease of 346 calls on the last month. The calls were answered with an average time of 20 seconds, against a target of 20 seconds to answer. The total transaction count for the month was 2,675,517 which equates to £35,742,725.44. A continued increase in respect to Missed Maintenance Calls continues to be seen. As previously stated Ingenico have suggested a service improvement to remove this issue, which continues to be reviewed, understood and driven forward in the background.

Accenture

- ▶ Two failed Service Levels were seen this month in respect to Availability & Severity 1 Incident resolution, owing to a number of DDoS attacks aimed at [[HYPERLINK "http://www.postoffice.co.uk"](http://www.postoffice.co.uk)] web site. In total there were five Severity 1 incidents raised and nine severity 2 incidents, which affected CDP performance and impacted the POL Website, Rod Fishing License (RFL), and the interface to services provided by Branches, Drop & Service, POMS Travel Insurance and WAVE.

List of high priority incidents:

- 5th Aug User were unable to access RFL, RFL CC and D&G.
- 8th Aug Post office website www.postoffice.co.uk was unavailable to users.
- 16th Aug Post office website www.postoffice.co.uk was unavailable to users.
- 18th Aug Post office website www.postoffice.co.uk was unavailable to users.
- 18th Aug Post office website www.postoffice.co.uk was unavailable to users.
- 22nd Aug Post office Website, RFL & D& G was unavailable to users due to DDOS attack.
- 23rd Aug Post office Website, RFL & D& G was unavailable to users due to DDOS attack.
- 27th Aug Post office Website, RFL & D& G was unavailable to users due to DDOS attack.
- 29th Aug Post office Website, RFL & D& G was unavailable to users due to DDOS attack.

Currently the firewall filters are still in place in respect to mitigation against DDoS attacks and will only be removed on agreement between Post Office and the relevant Supply Chain Members.

NCR

▶ NCR SSK Service

All service levels failed to achieve target this month with the exception of CAT A engineering where all three measures were achieved and, improvements were seen across most other service levels. There are still some fundamental issues that still need to be addressed on this service, however on a positive note, a number of service improvements have been identified with the supplier for implementation.

**► NCR PDA and Scanner Service**

All service levels were achieved and some cases exceeded this month. However, a significant risk has been identified with regards to access of the SOTI server as a result of the Post Office project not securing any service wrap with CSC for ongoing support.

VocaLink

- Availability achieved 100% consistently over last quarter. This month saw the first time that there were zero incidents reported, with only scheduled maintenance activities taking place and completed successfully.

Interchange

- All service levels were achieved for the month of August. There were 4 low priority incident calls logged and all completed within SLA in the month. There were no high severity incidents reported during this period.

BT

- All voice and data service levels were achieved across the Post Office estate. There was one high severity incident that occurred during the month impacting upon inbound call capability for the Post Office Network Business Support Centre (NBSC) on 5th August. Ongoing network performance issues remain at the Leeds Admin Offices, a report has been presented to Post Office by Atos which provides overview of findings and recommendations following the site review that was undertaken.

Qmatic

- Qmatic has now met and exceeded KPI targets for almost 2 years running. Their Customer Management System continues to demonstrate high reliability, at 99.66% overall for August. The accompanying Management Portal saw 99.99% availability in applicable Branches, against a target of 95%. Spares efficiency continues, with less than a quarter of incidents logged requiring replacement hardware to achieve resolution.

RAPP

- No Service Review Book was received from RAPP for August.

CGI

- There were two occasions in August whereby the Credence services had to be restarted. The first of these was on the 4th August at which point investigations found that the Tomcat service had crashed on the Web server and therefore required restarting. The second restart of the services was required on 19th August after users complained of poor performance. In spite of a small number of batch job failures throughout August, the batch processing as a whole and the batch completed prior to 07:00 every day of the month. Housekeeping was performed in the month on Credence as the disk where the Credence reports and instances are stored was reaching around 85% capacity. Over the weekend of 22nd and 23rd August, Fujitsu performed their annual Business Continuity testing, which required assistance from CGI. This was performed successfully. The MDM Services had to be restarted on occasions in August which were all carried out successfully. CGI found that the issue appeared to be with the Websphere service on all occasions. There was one critical priority Sev 1 ticket, for CFS and BI systems being unavailable on 17/08 at 12:45 to 14:15. CGI have carried out a problem investigation and intend to apply some related fixes on Saturday 12/09/15.

All changes were put into live successfully and availability and Service Desk incident SLA's were met in the month.

Computacenter (EUC)

- The Branch Engineering service has continued to run smoothly during August with only five escalations raised to the Computacenter Service Management team. Those five escalations were



investigated and dealt with in a timely manner. Two of those (Whipton & Colindale) were as a result of branch forced closure that required further investigation and cooperation between Computacenter and Fujitsu. Resolution and closure of the escalations will be dealt with via the OBC process.

- ▶ For OBC the service delivery attainment has been maintained, with the tactical changes and task management structures sustaining the service level attainment. Requests/tasks continue to pass through the process with only limited issues being identified. There were no escalations raised by Atos to Computacenter Service Management during August.
- ▶ The Interim Service (Stranded Users) continue to be supported and where possible workarounds continue to be delivered by Computacenter including printer set up and file share mappings.

DigIdentity

- ▶ DigIdentity failed to supply a Service Review Pack for August. Service Management are engaged to address the repeated failure but the supplier is being very difficult to work with.

WAVE

- ▶ All WAVE related Knowledge Articles updated and revised documents implemented by the Service Desk.
- ▶ The number of Severity 1 to Severity 4 tickets (6) has reduced compared to July (13). This indicates that the service is relatively stable, both in Branch and on-line.
- ▶ There were 5 WAVE Changes logged in August and 3 were completed, 2 are due for completion in September.

Transatel

- ▶ All SLAs were 100% achieved for August.
- ▶ There were no High Severity Incidents.

Sitel

- ▶ No calls logged for Sitel in August.

Mi Pay

- ▶ There was one S1 Incident logged with Mi-Pay (I7608567). This was for an issue with the top-up line IVR and was not resolved within SLA.

EPay

- ▶ No calls logged for e-Pay in August.

AvNet

- ▶ No calls logged for Avnet in August.

Lifecycle Software

- ▶ There was one S2 Incident logged with Lifecycle (I7454195). This was for an issue with multiple SIM card activations and was not resolved within SLA.

Brightstar 2020

- ▶ No calls logged for Brightstar in August.

Tweakker

- ▶ No calls logged for Tweakker in August.





2 August Business Impact – Critical Services and Applications




Service/Application	RAG status	Business Impact Description
Horizon		No major issues to report
Network Banking		No major issues to report
POL Website		2 Sev1 tickets reported for August which impacted service
AEI		No high impacting incidents, however, 3M Cogent continue to fail SLA's in respect to first time fix, Severity 3 & 4 incident resolution.
PODG		No major issues to report
POLSAP		No major issues to report
Credence		No major issues to report
MDM		No major issues to report
CFS		Sev2 ticket reported for Slow System Response
Paystation		No major issues to report
BT – Voice and Data		All service levels achieved, albeit that there was one severity 2 incident logged on 5 th August.
Branch Networks – ADSL/PSTN		No major issues to report
Email/Internet Services		No major issues to report
Common Digital Platform (CDP)		Two failed SLA's, Availability and Sev 1 incident Resolution due to a number of DDoS attacks




3 Performance Analysis




3.1 Performance Summary (SI) – All Contractual KPIs

SLA	See Section	Service Credit status	Target SLA	August 2015
SISD Incident Response (Severity Level 1 and 2)	3.2.1	[SH●PE * MERGEFO RMAT]	95%	87.09%
SISD Incident Response (Severity Level 3 and 4)	3.2.1	[S●APE * MERGEFO RMAT]	95%	97.29%
SI Incident Resolution (Severity 1 Incidents)	3.2.1	●	95%	100%
SI Incident Resolution (Severity 2 Incidents)	3.2.1	●	95%	100%
SI Incident Resolution (Severity 3 Incidents)	3.2.1	[S●APE * MERGEFO RMAT]	95%	99.30%
Report Delivery (including Security Reports)	3.11.3	[S●APE * MERGEFO RMAT]	98%	100%
Failed Changes	3.3.1	[SHAPE * MERGEFO RMAT]	5%	2.00%
Failed Critical Security Patches	-	-	5%	-
Accuracy & Completeness of the CMDB	-	-	95%	-
Service Catalogue Requests – Completed on Time	-	-	95%	-
Accuracy, Timeliness & Completeness of Service Catalogue	-	-	98%	-
First Contact Resolution	3.6.1	[SHAPE * MERGEFO RMAT]	90%	93.92%
Incident Assignment Accuracy	3.6.1	[SHAPE * MERGEFO RMAT]	95%	98.57%
Incident Update Time	3.2.2	[SHAPE * MERGEFO RMAT]	95%	100%
Speed to Answer (telephone)	3.6.1	[S●APE * MERGEFO RMAT]	80%	79.27%
Speed to Answer (e-mail)	3.6.1	[S●APE * MERGEFO RMAT]	90%	99.98%



SLA	See Section	Service Credit status	Target SLA	August 2015
		MERGEFO RMA T]		
Call Abandonment Rate	3.6.1	[S  PE MERGEFO RMA T]	<5%	2.06%
Customer Satisfaction with the Service Desk	3.8.2	[S  PE MERGEFO RMA T]	80%	86.81%
Service Desk Availability	3.6.1	[S  HAPE MERGEFO RMA T]	99.5%	100%
User Administration Requests – Completed on time	-	-	95%	-
User Setup Accuracy	-	-	95%	-
Overall Customer Satisfaction with the IT services	-	-	80%	-
KPI	See section	Service Credit status	Target KPI	
Root Cause Analysis (RCA) Report Published	3.4.1	-	90%	-
RCA Actions Completed Within Agreed Timescales	3.4.2	-	90%	90.90%

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

3.2 Incident Management

3.2.1 Incident Response and Resolution (SI)

Incident Response	Target SLA	Jun 2015	Jul 2015	Aug 2015
Severity 1 & 2 Incidents	95%	100 %	95.23%	87.09%
Incident Assignment	Target SLA	Jun 2015	Jul 2015	Aug 2015
Incident Assignment Accuracy	95%	97.09%	97.91%	98.57%
Incident Communication	Target KPI	Jun 2015	Jul 2015	Aug 2015
Incident Communication: Severity 1	95%	100%	66.67%	60.00%
Incident Communication: Severity 2	95%	79.16%	38.89%	52.38%
Incident Resolution	Target SLA	Jun 2015	Jul 2015	Aug 2015
Severity 1 Incidents	95%	100%	100%	100%
Severity 2 Incidents	95%	100%	100%	100%
Severity 3 & 4 Incidents	95%	99.60%*	98.94%	99.30%

*result is updated after amending automated report



Severity 1 Backing
Data.docx

Commentary:

In August there were 10 Severity 1 incidents, and 23 Severity 2 incidents. There were 2 incidents (CDP -Local Collect-Timed Out error and POLSAP Data Issue (Birmingham and Manchester)) downgraded to Severity 3 after status upgrade.

Ten Severity 1 Incidents

- ▶ CRM Server Access Issues
- ▶ Post Office Website Access Issues
- ▶ Royal Mail Group Portal Access Issues
- ▶ SAP CFS Transaction Processing Issues
- ▶ Post Office Website Access Issues
- ▶ CDP DDOS Issue
- ▶ Branch Finder Access Issues
- ▶ Lifecycle Transaction Issues via Horizon
- ▶ Drop&Go Internet Functionality Issues
- ▶ CDP Access Issues



Twenty three Severity 2 Incidents

- ▶ Transtrack System Access Issues
- ▶ Rod Fishing License Functionality Issues via Post Office Website
- ▶ Rod Fishing License Access Issues
- ▶ NBSC Telephone Line Issues
- ▶ Transtrack Pre-announcement System Issues
- ▶ LCS Magento Sales Portal Order Issues
- ▶ Sharepoint System Access Issues
- ▶ LPRPFLG001 Hard Drive Issues
- ▶ Multiple Branches DVLA System Access Issues
- ▶ POLSAP Access Issues
- ▶ Network Disruption (Accenture)
- ▶ Post Office Website Access Issues
- ▶ POLSAP System Access Issues
- ▶ E-Portal System Access Issues
- ▶ POLSAP System Access Issues
- ▶ POLSAP Printer Connection Issues
- ▶ POLSAP System Access Issues
- ▶ Horizon Files Issues (Initial and Subsequent)
- ▶ Post Office Website FRL Access Issues
- ▶ POLSAP Printers Functionality Issues
- ▶ Transtrack Pre-Announcement Processing Issues
- ▶ Data Issues from Transtrack
- ▶ Common Digital Platform

3.2.2 Incident Response and Resolution (EUC)

Incident Response	Target SLA	Jun 2015	Jul 2015	Aug 2015
Severity 1 & 2 Incidents	99%	100.00%	100.00%	100%
Severity 3 & 4 Incidents	99%	100.00%	100.00%	100%
Incident Resolution	Target SLA	Jun 2015	Jul 2015	Aug 2015
Severity 1, 2, 3 & 4 Incidents	95%	90.60%	90.72%	93.20%

Commentary:

- ▶ Calculation of the Incident Response SLA includes Stranded Users
- ▶ The SLA attainment for Incident Resolution has been influenced by Branch Type opening hours development requirements.



3.2.3 Incident Update Time

Severity	Target SLA	Jun 2015	Jul 2015	Aug 2015
Severity 1 – within 30 minutes	95%	100%	100%	100%
Severity 2 – within 60 minutes	95%	100%	100%	100%

Commentary:

- ▶ All Incidents were updated within the target SLA.

3.2.4 Open Severity 1 / Severity 2 / Major Incidents (SI and Supply Chain Members)

Incident Type	Jun 2015	Jul 2015	Aug 2015
Severity 1 Incidents	2	5	10
Severity 2 Incidents	24	24	23*
Major Incidents	-	-	-

*Sev 2's 2 Incidents were downgraded to Sev 3 before being resolved.

3.2.5 Total Severity 1 and Severity 2 Incidents (SI and Supply Chain Members)

Incident Description	Impact	Incident Communication KPI	Incident Communication Method	Status
GY:I7578856 CRM Server Access Issues	UK IM Non-involvement	N/A	Phone	Closed
GY:I7597780 Post Office Website Access Issues	Web	Met	Phone	Closed
GY:I7604400 Royal Mail Group Portal Access Issues	UK IM Non-involvement	N/A	Phone	Closed
GY:I7635795 SAP CFS Transaction Processing Issues	Web	Met	Phone	Closed
GY:I7661622 Post Office Website Access Issues	Web	Missed	Phone	Closed
GY:I7664516 CDP DDOS Issue	Web	Met	Phone	Closed
GY:I7668091 Branch Finder Access Issues	UK IM Non-involvement	N/A	Phone	On Hold - Clock Stopped
GY:I7680923 Lifecycle Transaction Issues via Horizon	Web	Met	Phone	Closed
GY:I7685552 Drop&Go Internet Functionality Issues	Web	Met	Phone	Closed
GY:I7693426 CDP Access Issues	Web	Met	Email	Closed
Total Number Of Severity 1 Incidents: 10				



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document number: POL-17645-SVC002

GY:I7568222 Transtrack System Access Issues	Colleague	Missed	Phone	Closed
GY:I7583088 Rod Fishing License Functionality Issues via Post Office Website	Web	Missed	Phone	Closed
GY:I7583300 Rod Fishing License Access Issues	UK IM Non-involvement	N/A	Email	Closed
GY:I7583486 NBSC Telephone Line Issues	Contact center	Met	Phone	Closed
GY:I7586887 Transtrack Pre-announcement System Issues	Colleague	Met	Phone	Closed
GY:I7595085 LCS Magento Sales Portal Order Issues	Branch	Met	Phone	Closed
GY:I7602884 Sharepoint System Access Issues	Web	Met	Phone	Closed
GY:I7607224 LPRPFLG001 Hard Drive Issues	Colleague	Missed	Phone	Closed
GY:I7609207 Multiple Branches DVLA System Access Issues	Branch	Met	Phone	Closed
GY:I7619456 POLSAP Access Issues	Web	Met	Phone	Closed
GY:I7638227 Network Disruption (Accenture)	Web	Met	Phone	Closed
GY:I7639392 Post Office Website Access Issues	Web	Met	Phone	Closed
GY:I7648679 POLSAP System Access Issues	Web	Met	Phone	Closed
GY:I7652509 E-Portal System Access Issues	Web	Missed	Phone	Closed
GY:I7668039 POLSAP System Access Issues	Web	Met	Phone	Closed
GY:I7668900 POLSAP Printer Connection Issues	Branch	Met	Phone	Closed
GY:I7672532 POLSAP System Access Issues	Web	Missed	Phone	Closed
GY:I7672781 Horizon Files Issues (Initial and Subsequent)	Branch	Missed	Phone	Closed
GY:I7686079 Post Office Website FRL Access Issues	UK IM Non-involvement	N/A	Phone	Closed
GY:I7686383 POLSAP Printers Functionality Issues	Branch	Met	Phone	Closed
GY:I7692008 Transtrack Pre-Announcement Processing Issues	Colleague	Met	Phone	Closed
GY:I7572788 Common Digital Platform	Web	Missed	Phone	Closed
GY:I7576903 Data Issues from Transtrack	Colleague	Missed	Phone	Closed
Total number of Severity 2 Incidents: 23				

Commentary:

- Incidents relating to WAVE, POLSAP backing data, and Post Office websites required Atos Incident Managers to gather further information to establish business impacts, hence Atos IMs were not able to communicate within agreed timescale
- There are some high severity incidents which are being reported to the Service Desk via email, and/or Atos is retrospectively informed, resulting in failure for communication SLA



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3.2.6 Incidents Opened - Severity 1 to Severity 4 (Supply Chain Members)*

Supplier	Jun 2015	Jul 2015	Aug 2015
Atos	11317	11040	9573**
CGI	13	18	-
NCR (PDA)	49	48	66
RAPP	1	1	-
VocaLink	14	8	3
Ingenico	1617	1833	1487
3M Cogent	621	788	394
Qmatic	42	37	24
Accenture	292	376	516
EUC	5077	5307	4678

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

** excludes escalations, and child incidents.

3.2.7 Incident Volume Trends

	June		July		August	
Supplier	Volume	Trend	Volume	Trend	Volume	Trend
Atos	11317	16.38%	11040	-2.45%	9573	-13.29%
CGI	13	85.71%	18	38.46%	-	-
NCR (PDA)	49	25.64%	48	-2.04%	66	37.50%
RAPP	1	-85.71%	1	0.00%	-	-
VocaLink	14	366.67%	8	-42.86%	3	-62.50%
Ingenico	1617	6.87%	1833	13.36%	1487	-18.88%
3M Cogent	621	55.64%	788	26.89%	394	-50.00%
Qmatic	42	50.00%	37	-11.90%	24	-35.14%
Accenture	292	18.70%	265	-9.25%	516	94.72%
EUC	5077	13.81%	5307	4.53%	4678	-11.85%

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

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Commentary:

- There has been a notable increase in Incident volumes from both NCR (PDA) and Accenture.



3.2.8 Opened Security Incidents

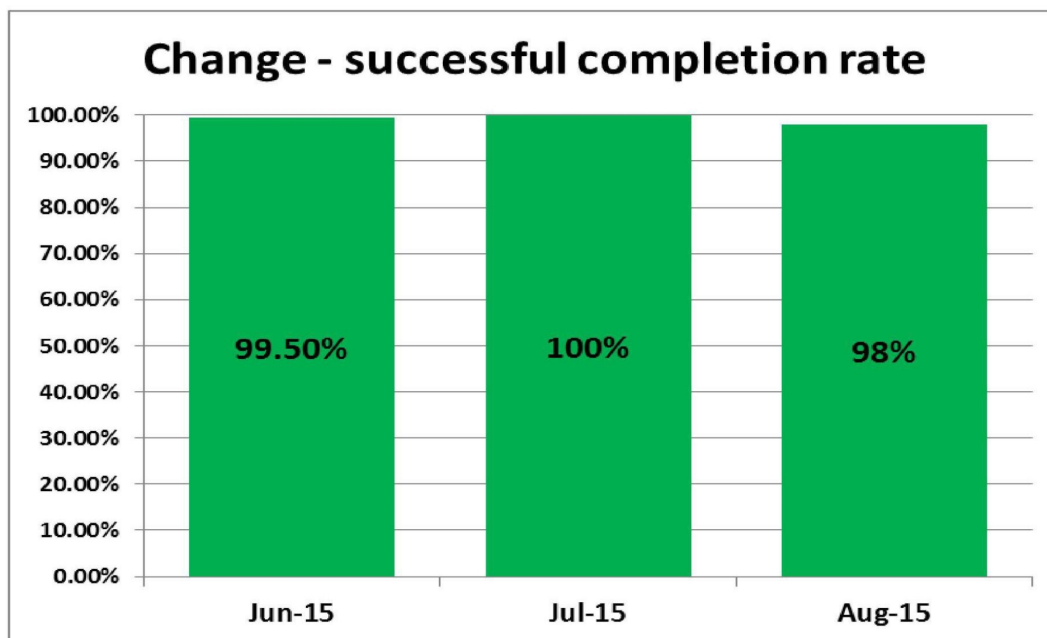
There was three Security Incident opened in August.

Reference	Opened Date/Time	Status	Description
GY:I7606635	10/08/2015 17:46	Open	Lost Mobile Phone
GY:I7622082	13/08/2015 15:30	Open	Lost Documentation
GY:I7664516	23/08/2015 17:15	Open	A number of DDoS attacks have been received by the Post Office Website

* Further information is available on request from Atos Security Operations Manager.

3.3 Change Management

3.3.1 Successful Completion Rate (SI)



Change Type	Target SLA	Jun 2015	Jul 2015	Aug 2015
Failed Change	<5%	0.50%	0.00%	2.00%
Change Type	Target KPI	Jun 2015	Jul 2015	Aug 2015
Backed Out Change	<1%	1.00%	0.50%	0.60%

Commentary:

- ▶ There were **0** incidents caused as a result of a failed or backed out change.
- ▶ Of **145** changes implemented, **91.7%** were Minor category changes which carried minimal or no impact to services. Where impact was greater; Significant changes – **6.8%** and **1.37%** Major changes
- ▶ Atos CM continue to enforce strict eligibility rules for “business justification” when a change is presented as being Urgent and rejecting those changes where the justification provided is not sufficient. Although, typically, in **August**, Urgent changes were attributable to **OBC19 PODG requests, POL/RMG Separation project** and **incident fixes**.
- ▶ **August** saw a **4.5%** increase in the volume of Urgent changes and an increase of **1.9%** overall for Emergency changes, where implementation was required to prevent or resolve an incident. August Monthly Security Patching under RFC 043J0425289-23 was carried out by Fujitsu and was completely successful (**100%**)



► **Failed Change :**

- GY:C3563036 – CSC - Modify Backup settings - Incorrect time rescheduling entered
- GY:C3548462 - Fujitsu - Vodafone ISDN LNS router update for POMS Framed Routes - Did not allow enough time to complete the activity



3.3.2 Volume of Change Raised / Closed *

	Jun 2015		Jul 2015		Aug 2015	
Supplier	Raised	Closed	Raised	Closed	Raised	Closed
Fujitsu	55	38	36	55	52	33
CGI	0	5	4	0	3	3
CGI – CFS	4	7	6	4	5	5
CSC	83	79	101	83	53	43
Ingenico	1	1	1	1	1	1
3M Cogent	7	12	1	7	3	3
VocaLink	5	1	0	5	1	1
RMG	2	0	2	2	1	0
Atos	2	2	0	2	0	0
WAVE	0	0	0	0	5	3
Accenture	0	0	0	0	7	6
POL	0	0	0	0	2	1
Other	48	9	6	48	25	12
Total no. of changes	207	154	157	207	158	111

* Atos are only reporting when change has been raised by Supply Chain Members.

Added Value:

- ▶ CM maintain regular update/inform RDT team(s) of planned activities to ensure planned work does not clash with business critical activities in the RDT space. Fujitsu are migrating the Reference Date Work streams and to put the customer at ease, we have involved them from the very onset and arranged wash up sessions of each stream to conduct a review, before agreeing to proceed to the next.
- ▶ CM continue to communicate changes out "FOR AWARENESS"
- ▶ CM facilitated and managed end to end a UKVI and DVLA certificate update
- ▶ CM identified that an activity was not being presented in the form of an RFC where a reboot was taking place every other weekend to a critical system (SAP portals) these are now coming through and being managed accordingly.

3.3.3 Emergency/Urgent Changes *

	Jun 2015	Jul 2015	Aug 2015
Emergency Change Volume – Overall	8	7	5
Fujitsu	3	3	0
CSC	1	1	2
Accenture	1	0	2
HP	3	3	1



	Jun 2015	Jul 2015	Aug 2015
Urgent Change Volume – Overall	41	30	29
Fujitsu	8	4	11
CGI	0	0	1
CSC	24	14	13
3M Cogent	1	0	0
RMG	1	0	0
Accenture	1	4	3
Ingenico	1	0	0
Lifecycle	1	1	0
Fujitsu HPBB	1	1	0
BOI	1	0	0
BT	2	0	0
Mi-Pay	0	1	0
PCA	0	1	0
HP	0	3	1
First Rate	0	1	0

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

Commentary:

- ▶ **August** saw an increase in the volume of Emergency changes to **3.4 %**, submitted in the main by **Accenture and CSC** to avoid or prevent service disruption.
- ▶ In **August** the majority of Urgent changes have been as a result of specific project related activities and Urgent fixes to prevent any adverse impact to Live Service.
- ▶ The increases we have seen this month is down to the drop in the volumes of change. There has been a 41% decrease versus July due to holidays and a period of stabilization before the Change Freeze is invoked. We are expecting the volumes to increase from now until mid-November 2015.

3.3.4 Change Requests update (CR)

Type	Jun 2015	Jul 2015	Aug 2015
Change Requests opened	83	136	110
Change Requests closed	71	90	91

* Detailed information about CRs can be obtained from BPO (Business Project Office) workflow coordinator.

**Commentary:**

- This table show the numbers of Change Requests received by Atos per month; the numbers closed (which includes both those dropped and those for which Atos have received a Purchase Order); the number of responses (proposals) sent to the Post Office; and a snapshot of the total Change Requests active at the start of each month. The Snapshot of total Change Requests active at the start of each month includes the proposals that have remained active from previous months to date.

3.3.5 Failed Critical Security Patches

Description	Target SLA	Jun 2015	Jul 2015	Aug 2015
Failed Critical Security Patches	95%	-	-	-

N.B. Atos currently is not applying security patches across the Post Office Estate

Commentary:

- There was no Failed Security Patching throughout August.



3.4 Problem Management

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

Description	Target SLA	Jun 2015	Jul 2015	Aug 2015
RCA for Severity 1 Incidents	90%	100%	100%	100%

RCA for Severity 1 Incidents

Incident Ref(s)	Problem Ref	Title	Date(s) of Incident
I7597780	P0000045	CDP website outage	08/08/15
Details			
<p>On the 08/08/15 a Sev1 incident was raised (GY:I7597780) due to the post office website being unavailable to end users at 13:11 for a period of 4 minutes.</p> <p>A 3rd party vendor of Skyscape (EMC) identified a bug in the software that allows timeouts and resource exhaustion during storage block level deduplication. This event causes increased workload on the Storage Processor and when maximum utilization is reached results in an automatic reboot of the system.</p> <p>No manual Intervention was required as service was restored following the automatic reboot.</p>			
RCA Status		Comments	
Published		RCA distributed 14/08 with approval of Service Management.	

Incident Ref(s)	Problem Ref	Title	Date(s) of Incident
I7635795	P7639631	Users receiving blank screens after logging into CFS application	17/08/15
Details			
<p>On the 17/08 users reported that they were receiving a blank screen following logon to the CFS application.</p> <p>Although no immediate cause was identified and no errors were seen in the SAP application, examination of the Hyper-V host logs identified "Cluster Shared Volume" errors being raised and entering a paused state resulting in all I/O (Input/Output data) to the volume being queued.</p> <p>CGI performed a restart of the SAP CFS application server to restore service. CGI are updating the drivers and settings of the Broadcom Network Interface Cards. Additionally two recently released Microsoft patches have been identified which are not present on the server; these are also to be applied.</p>			
RCA Status		Comments	
Published		CGI provided Atos with the RCA document on the 01/09 and subsequently distributed to POL 02/09 following Service Management approval.	

Incident Ref(s)	Problem Ref	Title	Date(s) of Incident
I7661622 I7664516 I7685552	P7667825	CDP Platform is unavailable – DDoS (Distributed Denial of Service) attacks.	22/08/2015 23/08/2015 27/08/2015 29/08/2015

**Details**

3 x Sev1 Incidents logged following DDoS (Distributed Denial of Service) attacks on the CDP platform resulting in users having the inability to access the Post Office website and RFL, Drop & Go, WAVE and POMS Travel Insurance services.

The DDoS attack used was identified as a "SYN" attack; which exploits part of the normal TCP (Transfer Control Protocol) three-way handshake. The attacker sends a succession of TCP connection requests faster than the targeted server can process them, causing network saturation until the system becomes unresponsive to legitimate traffic.

3rd party Skyscape and vendor Nuestar were able to apply filters to block IP addresses involved in the attack whilst allowing legitimate traffic access. Accenture have stated that DDoS attacks can be extremely sophisticated in nature and there may be a dependency for the DDoS solution to be tuned based on the type and volume of the attack. This tuning process can only be performed during the attack and whilst the attack type is identified, therefore filtering is 'OFF' as default until an attack takes place.

RCA Status	Comments
4 x Published	RCA's for each incident have been provided to POL with Service Management approval. As all 4 incidents are associated, they are being managed under 1 Problem Record.

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

RCA for Severity 2 Incidents

There were no RCA's provided for Severity 2 incidents in August.

Commentary:

There were a total of 6 Sev1's reported to Problem Management during August from which there was a total of 5 RCA reports distributed, The WAVE service have not procured the Problem function and as such no RCA was produced. Problem Management was not notified of 4 Sev1 tickets logged in August as no Comms were sent out.

- ▶ **I7597780/P0000045 CDP website outage**
As above.

- ▶ **I7635795/P7639631 Users receiving blank screens after logging into CFS application**
As above.

- ▶ **I7661622/I7664516/I7685552/I7693266/P7667825 CDP Platform is unavailable DDoS Attacks**
The 4 separate DDoS attacks 3rd party Skyscape's domain impacted the availability of the Post Office website. Following review of the attacks Skyscape identified a number of actions to mitigate and reduce impact in the event of future attacks.

- ▶ **I7680923 WAVE Unable to process SIM pack purchases in Branch**
Sev1 incident affecting the WAVE service; resulting in branches being unable to sell Mobile SIM cards. The cause of the incident was found to be erroneous reference data which POL had provided Fujitsu to implement. Problem Management not procured for this service.



3.4.2 RCA actions completed within agreed timescales (SI)

Description	Target SLA	Jun 2015	Jul 2015	Aug 2015
RCA for Severity 1 Incidents	90%	100%	90.00%	90.90%

Action overview by month

No. of RCA actions	Jun 2015	Jul 2015	Aug 2015
Opened	39	11	11
From Previous Month	6	23	6
Completed	22	28	11
Total Ongoing	23	6	6
Failed Target	0	7	1

Action overview by Problem Record

Ref Details	Initial Actions	Complete Initial Actions	Failed Target	Follow Up Actions	Complete Follow Up Actions	Failed Target	Ongoing Actions
I6913051 P6925514	16	16	-	1	1	-	0
I7202951 P0000002	5	4	1	-	-	-	1
I7260536 P7276935	23	23	-	-	-	-	0
I7304806 P0000027	6	6	-	1	1	-	0
I7350737 P0000029	3	3	-	1	1	-	0
I7597780 P0000045	3	3	-	1	1	1	0
I7661622 I7664516 I7685552 I7693266 P7667825	3	1	-	-	-	-	2
I7635795 P7639631	5	2	-	-	-	-	3

**Commentary:**

- ▶ **I6913051/P6925514 – Horizon credit & debit card transaction failures**
AP08 has been closed following delivery of the Rough Order of Magnitude (costs for the service). This has been presented to Colin Pletts and Lesley Sewell within Post Office for consideration.
- ▶ **I7202951/P0000002 – Rod Fishing License Payment Issue Via Post Office Website**
Accenture and 3rd party Skyscape were unable to perform the DR exercise due to ongoing issues related to Storage processor restarts, network blips and DDoS attacks within the Skyscape environment. This exercise will now be scheduled towards the end of September.
- ▶ **I7260536/P7276935 – Deficit found in global payments transmission**
Service Management confirmed the remaining 2 actions associated with this PR can be closed.
AP21 - Contact details for Global Payments have been provided by POL and updated on the contact list stored on the Sharepoint site.
AP23 – Review of Tech bridge process has taken place between SM & IM, improvements have been put in place to improve efficiency when a Tech bridge call is required.
- ▶ **I7304806/P0000027 – Cash declaration and stock reporting discrepancies**
Fujitsu have completed all actions identified following their Post Incident Review and have provided the final MIR documentation.
- ▶ **I7350737/P0000029 - POLSAP dump errors when performing Support Packs & Kernel Patches**
Fujitsu have completed all actions identified following their Post Incident Review and have provided the final MIR documentation.
- ▶ **I7597780/P0000045 - CDP website outage**
3 actions were identified which would mitigate against future issues caused by a bug within software when performing storage block deduplication. A bug fix was identified and applied via a change on the 16/08/15. To further remove chances of triggering the bug; all VM's are now stored on one VMDK (Virtual Machine Disk) volume and the VM's have also been removed from the deduplication pool .
- ▶ **I7635795/P7639631 Users receiving blank screens after logging into CFS application**
CGI identified a requirement to update existing drivers and settings of the Broadcom Network Interface Cards and apply two recently released Microsoft patches released which are not present on the server. CGI updated the drivers and applied the patches into their Dev environment on the 28/08 and are monitoring their success before applying to the 'Live' environment on the 13/09 under Atos CR GY:C3619175. Once completed all 5 actions associated with the RCA will have been completed.
- ▶ **I7661622/I7664516/I7685552/I7693266/P7667825 CDP Platform is unavailable DDoS Attacks**
Skyscape MIR document identified a total of 11 actions to be undertaken following their review of the incident, these actions are currently being managed by Accenture whom hold the relationship with Skyscape. Atos PM will continue to receive updates on progression via regular Problem Management Reviews held with Accenture.

1.1



3.4.3 Problem records against SCMs

No. Of Problem Records	Jun 2015	Jul 2015	Aug 2015
Opened	26	15	9
From Previous Month	16	39	26
On Monitor	1	0	0
Closed	3	28	10
Total Ongoing	39	26	25

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

	Fujitsu	CGI Logica	3M Cogent	Accenture	CSC	Other	Total
Opened	1	1	1	4	2	0	9
Closed	2	0	0	5	2	1	10
Ongoing	5	1	1	15	2	1	25

Commentary:

- ▶ 4 Accenture problems were due for closure this month as part of the major website rebrand due to take place 27/08/15, however the rebrand had to be rescheduled for 11/09/15 due to outstanding preparation work. These records have a combined average age of 179 days; therefore closure would have significantly reduced our combined average age of all problem records.
- ▶ P7655941 was opened in response to 5 Sev2 incidents logged in August relating to the availability of the CSC E-Portal system, users attempting to access the system were receiving error messages. In response Atos SM/PM are working with CSC via weekly conference calls to progress short, medium and long term solutions.
- ▶ P6925514 has now been closed following completion of all 23 actions identified following root cause investigations. The initial incident (I6913051) which occurred on the 13/03/15 due to a failed change and resulted in POL customers being unable to undertake Banking transactions (deposits or withdrawals within Branches).



Reference	Supply Chain Member	Problem Records	Type	Status
P0000045	Accenture	Postoffice.co.uk website outage	Reactive	Opened
P0000046	Accenture	FRE-Processing batch is not getting completed	Reactive	Opened
P0000047	Accenture	RFL app is not working	Reactive	Opened
P0000048	Cogent	Photo acceptance on AEI kit	Proactive	Opened
P7639631	CGI	Users receiving blank screens after logging into CFS application	Reactive	Opened
P7655941	CSC	CSC E-Portal 500 Error message failures	Reactive	Opened
P0000049	CSC	Users unable to access POLSAP at 4 different cash centres	Proactive	Opened
P7667825	Accenture	CDP Platform is unavailable	Reactive	Opened
P7686343	Fujitsu	WAVE - Unable to process Mobile Phone SIM pack purchases in Branch via Horizon	Reactive	Opened
P0000000	Atos	Test ticket for CC integration	Proactive	Closed
P6860006	Accenture	Email validation not working on 'Contact Us' form	Reactive	Closed
P6925514	Fujitsu	Horizon credit & debit card transaction failures	Reactive	Closed
P0000007	Accenture	RFL and Drop and Go unavailable across the Post Office Website (Contact Centre impacted)	Reactive	Closed
P0000030	CSC	Multiple slow running branches	Reactive	Closed
P0000031	Accenture	POL CDP Website unavailable	Reactive	Closed
P0000034	Accenture	CDP - Not Receiving the correct Heartbeats	Proactive	Closed
P0000038	Fujitsu	50 branches report they are unable to print memo views	Proactive	Closed
P0000044	CSC	POL SAP unavailable to users via Internet Explorer	Reactive	Closed
P0000046	Accenture	FRE-Processing batch is not getting completed	Reactive	Closed

Further activities / Added value:

- ▶ Problem Management involvement with EUC continues to take place prior to going live to ensure Problem Management documentation is aligned with the SIaM operating model.
- ▶ Problem Management involvement with Network Tower continues to take place prior to going live to ensure Problem Management documentation is aligned with the SIaM operating model.
- ▶ Held 2 meetings with newly appointed Service Manager's to advise on the Problem Management function for the account and how we can support each other in delivering a great customer experience to the Post Office.
- ▶ Weekly meetings with CSC have been established to discuss ongoing issues with accessing the POL SAP application. Even though the Post Office version of SAP is no longer supported and is several versions out of date, there is a workaround in place along with a short, medium and long term strategy to migrate the application into a supported role.
- ▶ Organised and hosted meeting with POL Information Services team prior to being TUPE'd into Atos to understand their role and advise on the Problem Management function role for the account.

3.5 Capacity Management

3.5.1 KPIs

KPI	Target	Jun 2015	Jul 2015	Aug 2015
Capacity related S1/S2 Incidents	0	0	0	0

3.5.2 Performance per Service/Channel

Service / Channel	RAG status
Banking Application	[SHAPE * MERGEFORMAT]
Telephony / Broadband	[SHAPE * MERGEFORMAT]
Mails (Online & Retail)	[SHAPE * MERGEFORMAT]
GWS	[SHAPE * MERGEFORMAT]
Retail	[SHAPE * MERGEFORMAT]
Back office Application	[SHAPE * MERGEFORMAT]
CDP Gateway	

Further information is available from the Capacity Management team, or please see the attached file for detailed capacity report:



3.5.3 Analysis of Red/Amber Service/Channel Indicators

This section explains the previous *red/amber* indicator statuses, along with any mitigating factors.

Banking Application

Vocalink:

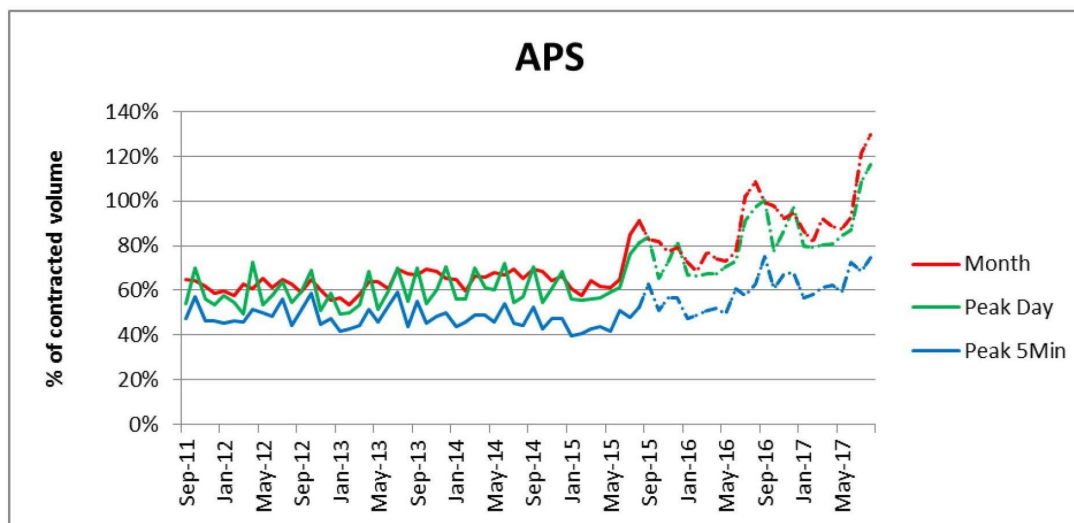
- ▶ Transaction volume breached the RAG Amber Status monthly contracted volume in August 2015 by approximately 0.78%.
- ▶ Total weekly and daily transaction volumes remained within the agreed RAG Green targets (55.99% and 34.18% respectively)
- ▶ Transaction volumes slightly down (8%) on July 2015 volumes.
- ▶ In spite of the slight monthly transaction volume breach, the daily and hourly transaction volumes were again well within the current RAG Green targets and as the storage platform is shared, there should not be any immediate risk. However, if the current overall transaction volume trends continue upwards, possible risk mitigating actions may be worth discussing.

**APS:**

- ▶ Transaction volumes breached the RAG Red Status monthly contracted volume for August 2015 by approximately 1.2%.
- ▶ Total weekly transaction volumes within RAG Green Status (64.3%)
- ▶ Total daily transaction volumes breached the RAG Amber Status daily contracted volumes on the 3rd August 2015 (8.73%), but remained within the agreed RAG Green targets for the rest of this period.
- ▶ Hourly transaction volumes remained well within the RAG Green targets throughout August 2015 (39.39%)
- ▶ There has been a further increase in the APS Transaction volumes in August 2015. The cause of this increase has been identified as the collection of additional information about Dangerous Goods in Parcels at POL Counters, and the subsequent APS transactions created by these.

Recommendation:

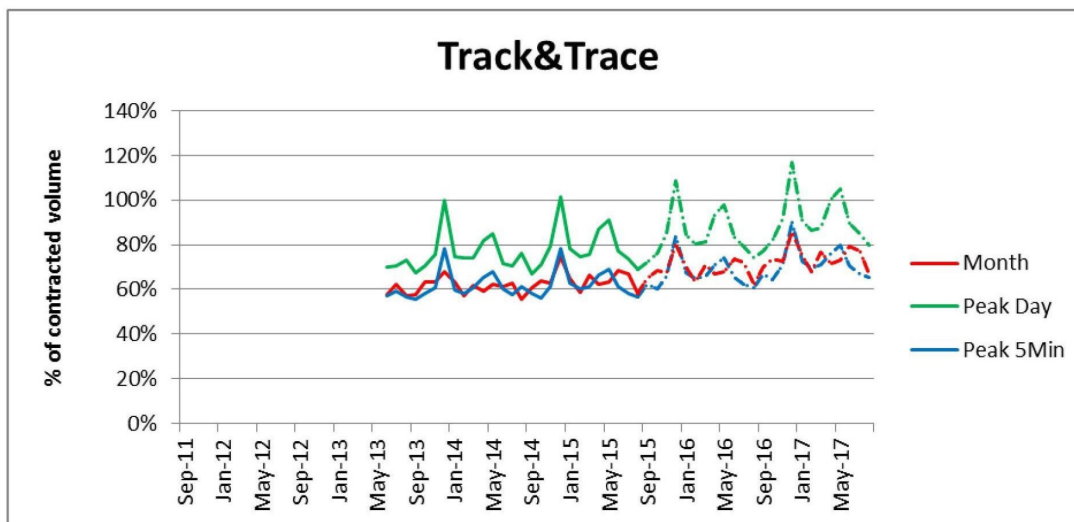
A risk to be raised around the APS Transaction Volumes as the current uplifted contractual levels may not be sufficient for future volumes – especially around Christmas. Co-ordinate with POL to see if Dangerous Goods information needs to be collected and transferred as currently data is passed into but not collected from PODG.

**Retail****Track and Trace:**

- ▶ Transaction volumes within the RAG Green Status monthly contracted volume in August 2015 (65%).
- ▶ Transaction volumes within the RAG Green Status weekly contracted volumes in August 2015 (63.4%), and did not breach these volumes on any week in this period.
- ▶ Daily Transaction volumes within the RAG Green Status daily contracted volumes throughout August 2015 (39%).

**Recommendation:**

No further recommendations at present following the uplift in contractual volumes within Per33.

**Back Office Application****PODG (Post Office Data Gateway):**

- ▶ Number of routes used in PODG reached 468 at the end of August 2015.
- ▶ Files transferred well within the new contracted limit of 3000 throughout August 2015. The maximum number of files transferred in August 2015 was 1599 (1974 in Aug 2014, 1753 in Sept 2014, 1663 in Oct 2014, 1739 in Nov 2014, 1822 in Dec 2014, 1937 in Jan 2015, 1916 in Feb 2015, 1974 in Mar 2015, 1944 in Apr 2015, 1818 May 2015, 1765 June 2015, 1653 in July 2015).
- ▶ The Bytes transferred again peaked in the first few days of the month.
- ▶ The 0 Routes entry for 16th, 17th and 18th August 2015 was simply a data collection error – there was no issue.

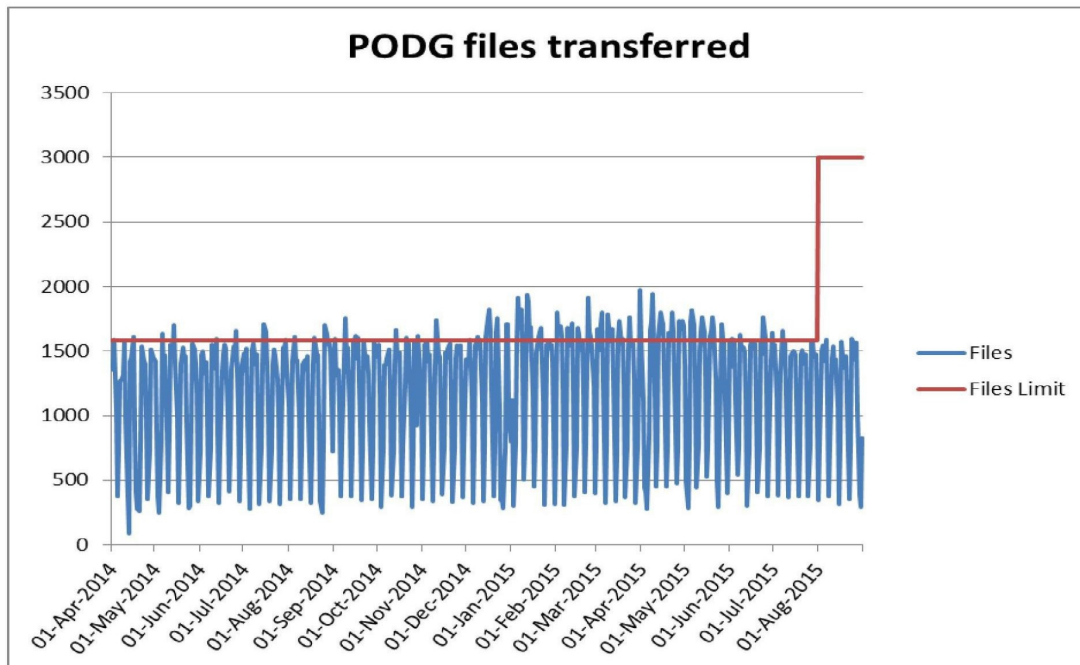
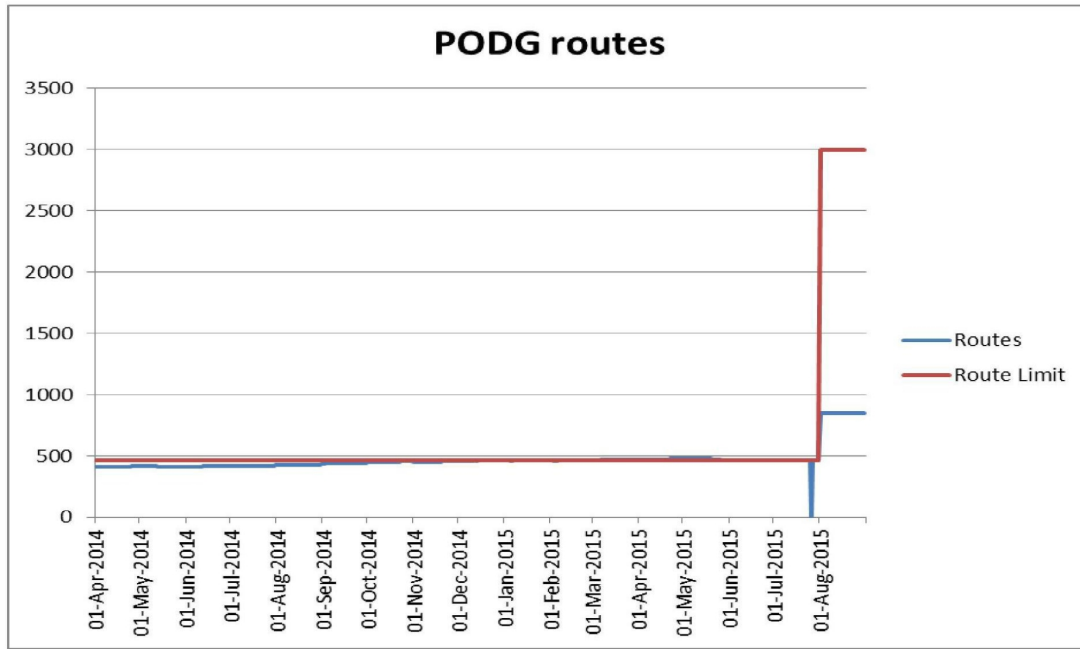


Consolidated Service Review Report February 2015

version: 4.1.09

Confidential

document number: POL-17645-SVC002



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Recommendation:



CNN approved by POL and new contracted volumes now in place. Fujitsu have advised that the following limits would apply:

- ▶ 500 files transferred in 15 minutes.
- ▶ 500m maximum file size.
- ▶ Only 5 concurrent live file transfers at any one time for the Connect Direct files

Commentary:

- ▶ Per33 document updated and approved
- ▶ A new CR (B&PO239.1) to increase HBS-CDP volumetric has been raised. A new contracted volume is agreed on the HBS-CDP which is yet not known to the Capacity forum.

3.5.4 New Service(s) Impacting Capacity

- ▶ The anticipated volume due to Wave on CDP-HBS gateway is around 1 million on Year1. Tracey Jones in POL was contacted to confirm the figures from Wave. But no volume was confirmed; therefore the impact on HBS-CDP gateway couldn't be further ascertained.

Project Titan mentions volume of 4.3 million over AP-ADC gateway to CDP to POMS. The designers have been requested to confirm if that is 4.3 million business transaction or CDP calls. Also, the sales request and response is expected in phase 2 of the project.

With changing requirement with existing and new service, CDP's interaction with HNG-X is an open subject. So this will be continuously monitored and reported is further impact points are known.

- ▶ Introduction of 2D barcode scanning in August 2015 on NRT volumes. NRT volume is likely to be impacted as a result of this project. The current NRT volumes (including AEI service) are way less, but with anticipated peak of 45 transactions per sec for 2D scanning, this would be way over the 3.54/s contracted volume for NRT. Fujitsu have confirmed that their designers are now aware, that they would make sure this is addressed, table size assessed and increased if necessary as part of the development, and suitable limits defined, to be included in PA/PER/033. However, as a part of Phase 1, there is no impact expected and therefore such changes are not forthcoming just yet.

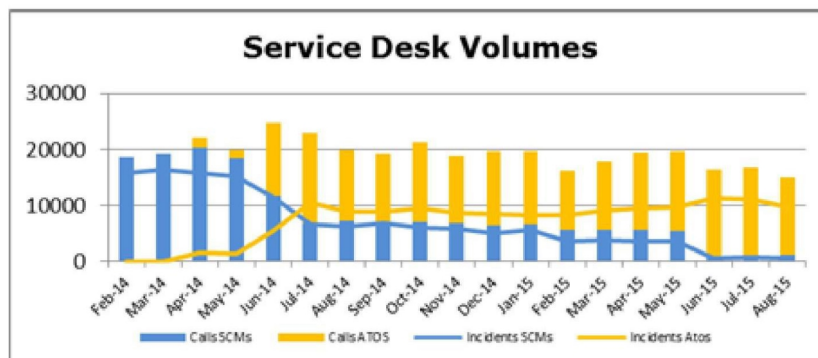
The project also has impact on PODG; approx. 60 files every hour is anticipated to travel via PODG to RMG. Therefore, the impact would be on the number of files traveling through PODG (the number of new route required is expected just to be 1). Fujitsu as a part of existing CR (B&PO573) should already be looking at the file transfer schedule and ensure that it is not impacted as a result of the new requests.

- ▶ Apple Pay service introduction may result in changes in payment methods i.e. increase debit card transaction volumes and an equivalent reduction in some other modes, therefore showing transaction volume shift



3.6 Service Desk

3.6.1 Service Desk Performance



Note : 3M Cogent ,NCR PDA, Interchange, Qmatic, Vocalink only these suppliers have given their total incident and call count .

Actual volumes for August 2015

- Total number of incidents: 9715
- Escalations: 33
- Parent- child linked incidents: 86
- Email received: 148
- Phone received: 13,754

Description	Target SLA	Jun 2015	Jul 2015	Aug 2015
Service Desk Availability	99.5%	100.00%	100%	100%
Average Speed to Answer (telephone)	80%	81.81%	80.97%	79.27%
Average Speed to Answer (e-mail)	90%	94.74%	92.53%	99.98%
Incident Assignment Accuracy	95%	97.09%	97.91%	98.57%
First Contact Resolution*	90%	95.68%	94.42%	93.92%
Call Abandonment Rate Atos (SI)	<5%	0.67%	1.8%	2.06%
Customer Satisfaction with the Service Desk	80%	78.41%	88.33%	86.81%

**Commentary:**

- ▶ The service desk received 13,754 calls (down 13%) and logged 9573 Incidents (down 13.29 %) during August which is a reduction from July which had 15,882 calls and 11,040 Incidents.
- ▶ 7 out of 8 Service Desk SLAs were passed for August 2015. 1 of the 3 key Service Desk SLA – Speed to Answer (Telephony) – failed with an end of the month achievement of 79.27%.
- ▶ The SLA failure for the month can be attributed to a period of 8 days during August which contributed to the service level failure. Of these days, 5 were observed to have an unusual volume trend with call drivers and outages. During those 5 days, spikes were observed during 15-minute intervals that were either early or late in the day or during periods where low volumes are expected following trend analysis (e.g. noon, closing etc.) within short timeframes (e.g. 30 calls within 5 minutes, etc.). An exception report detailing the actions and timelines along with preventative measures will be submitted for review.
- ▶ Corrective measures were put into play during the second half of the month with steep daily targets to attempt to prevent the breach, reinforcing schedule intervals with additional staff and a few changes to the support coverage taking into consideration the erratic volume patterns. The actions proved to be working as each day until the end of the month saw an improvement to the target SLA with the exception of the Bank Holiday which experienced volumes above those forecast, without this additional impact the month's target could have been achieved or exceeded.
- ▶ Customer Satisfaction performance again achieved target for August, ending the month with 86.28% down slightly compared to July at 88.31%. Improvement actions were implemented and service gaps within the Interim Service Stranded Users which will be monitored on a regular basis to determine the effectivity.
- ▶ Part of the business as usual action is for the Service Desk Management to work regularly with suppliers in improving support from the knowledgebase down to corrective actions emanating from escalations and process defects. Regular meetings and tracking are done as well as internal reviews.
- ▶ The actions implemented by the Service Desk Management from the second half of the month of August to recover critical service levels will progress on to September 2015.



3.7 Request Management

As per the Hybrid Model scope of service this will be not applicable until Tower procurement is complete.

3.7.1 BT Request Management

Updated line cease summary (£)

The summary below includes unused devices and closed sites which had not been stopped

2015/16	No. of lines stopped	Costs / savings p/m	Costs / savings p/qtr.	Costs / savings p/yr.	Savings made		
Apr-15	41	£554.21	£1,662.63	£6,650.52	£6096.31	-	-
May-15	20	£412.56	£1,237.68	£4,950.72	£10221.91	-	-
Jun-15	21	£395.81	£1,187.43	£4,749.72	£13784.20	-	-
Jul-15	4	£79.96	£239.88	£959.52	£14423.88	-	-
Aug-15	7	£187.00	£561.00	£2244.00	£15732.88	-	-
TOTAL	86	£1,629.54	£4,888.67	£19,554.48	£30,156.76	REBATES	£749.14

Weekly

- ▶ Challenge entries via the BT order db which include duplicate requests for install or where new lines ordered and no corresponding stop order

Monthly

Azzurri analysis

- ▶ Calls made to Directory Enquiries
- ▶ Calls made to International destinations
- ▶ Calls made to Premium numbers
- ▶ Mobile / Blackberry usage and linking to PCM
- ▶ Conferencing facilities – ensure users not dialling premium rate number
- ▶ Checking of calls tagged as 'Business' eg. Premium/Subscribed texts
- ▶ Overspend on capped allowance rates eg. dongle/BB

Quarterly

BT Onebill

- ▶ Checks to identify SPMR accounts added to Onebill in error. Have queried with BT if this can undertake prior to issue of report so can be rectified
- ▶ Record accurate Fads: unique reference Fad can be used when looking for an office Inventory (CIT sites differ as these have a Property holdings reference)
- ▶ Check for any Fad which is now closed to ensure a Stop order has been issued
- ▶ Cease any redundant lines
- ▶ Check rental amounts for any anomalies (could be another Tel line added to the account) and query with BT
- ▶ Send a version to POL for distributing on the Property Projects Sharepoint (available to Network)

**Ad-hoc**

- ▶ BT/Subpostmaster debt - ongoing work area with POL and BT to reduce SPMR debt. Have liaised with POL NT to ensure they manage all NT related issues so BAU issues remain. Project costs will be off charged leaving individual examples to be investigated – CLOSED
- *UPDATE – further examples of 'arrears' are being managed directly between POL and BT

Actions August 2015

- ▶ Challenging fees applied to 3 lines for Business Directory Enquiry entry. Potential for backdated credit
- ▶ Doncaster – high fee for a call forward service which appears redundant. Contacted office and advised of cease saving £633pa
- ▶ Forwarded details onto Ref Data for an office closure and reopening which were omitted from Core Data
- ▶ Liaising with project mgr following Telecom issues for an ex-Crown transferring to a Mains: I noted the line which was to be reused had been ceased and may impact on the Opening date (Balham)
- ▶ Ordered 2 new lines for sites which had ongoing Issues and been Escalated to restore Horizon ADSL services
- ▶ 57 Crown sites contacted where 'premium' Directory Enquiry services called instead of the Business alternative
- ▶ 5 users who appeared on Top 10 highest users of Business mobile devices were contacted to ensure accurate completion of PCM
- ▶ 1 user with high data charges contacted to discuss usage. Data use will be raised with POL to discuss management policy as some examples of high spend.

3.7.2 EUC Request Management

Supplier	Requests Logged	Target SLA	Aug 2015
EUC	478	95.00%	100%



3.7.3 CSC Request Management (Informed Buyers)

Due to on-boarding of the Stranded Users it is not currently possible to extract this information work is in progress to resolve this.

3.7.4 AEI User Access Management

New AEI User Accounts

- ▶ 39 New Accounts created in August 2015.
- ▶ In comparison to August 2014, there has been decrease of 31 requests.
- ▶ Year to date, the AEI Control Team have processed 747 requests for New AEI user accounts, 58 accounts processed on average by month.
- ▶ Year to date, 201 accounts have been created to include UKV&I access.

Account Type	Branch Type	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	YTD TOTALS
UKBA/DVLA/SIA	Crown	13	18	12	12	20	16	14	15	16	13	18	19	13	203
UKBA/DVLA/SIA	Model Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UKBA/DVLA/SIA	Mobile	0	1	0	0	0	0	0	0	0	0	0	5	0	6
DVLA/SIA	Agency	41	38	49	39	24	28	15	35	34	45	27	28	41	468
DVLA/SIA	Crown	16	20	9	4	7	16	1	11	4	7	7	11	16	141
TOTAL		70	77	70	55	51	60	30	61	54	65	52	63	70	818

**Includes one new account request for Leicester Post Office which is the only Agency Branch in the Network that provides the Visa and Immigration service (Leicester).*

Deleted Accounts:

- ▶ 7 accounts have been deleted via the BAU process; an decrease of 40 in comparison to August 2014.
- ▶ Year to date, 235 accounts have been deleted via BAU process; an average of 18 accounts per month.
- ▶ The majority of accounts to be deleted are for leavers from the Agency Branches who process DVLA/SIA transactions.

Account Type	Branch Type	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	YTD TOTALS
UKBA/DVLA/SIA	Crown	5	3	0	2	0	1	2	4	28	12	23	2	5	89
UKBA/DVLA/SIA	Model Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UKBA/DVLA/SIA	Mobile	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DVLA/SIA	Agency	30	13	8	9	2	1	5	38	119	2	5	9	30	272
DVLA/SIA	Crown	12	4	0	2	0	0	1	15	67	5	9	18	12	149



Account Type	Branch Type	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	YTD TOTALS
TOTAL		47	20	8	13	2	2	8	57	214	19	37	29	47	510

3.7.5 AEI User Access Highlights – AEI User Access Audit

- ▶ 6 monthly audit of AEI accounts commenced in March 2015.
- ▶ 530 Branches have so far responded to the audit, all 530 branches having been audited.
- ▶ As value add to the Post Office in support of cost reduction, 226 accounts have been deleted as result of AEI audit. It is clear that branches are not adhering to the agreed BAU processes where there are changes to staff members, normally bulk account deletions would have to be submitted to the supplier via the commercial change process and would attract costs in the regions of £8k.

3.7.5.1 Risks & Issues

- ▶ There remain 221 Branches who have not responded to the March audit (some of these not responses may be due to NT activity with Branches closing etc). Atos has notified both the POL Information Security and Managed Services to allow to manage the non-conformance related issues.
- ▶ Atos still not received sign off by Post Office to close the first half year account audit, even though requests have been made to both the POL Information Security and Managed teams. Without sign off, plans cannot progress with the 2nd half year audit that is scheduled for August/September. This risk has been raised on the Risk Register (ref R1118)

3.8 Accuracy & Completeness of Service Catalogues (SI)

- ▶ With the Service Catalogue planned to be launched in September, commentary on the catalogue SLAs will become available from the next release of the Consolidated Service Review Report.
- ▶ In August, there was great focus on the transition of the Post Office Information Services Team to Atos on 1st September. Accompanying this was the drive to roll out the first component of the Post Office Service Catalogue, containing items to allow the Post Office business to submit work instructions to the Information Services team via a catalogue-style interface.
- ▶ Work also continued on the EUC Admin Catalogue in preparation for the EUC Admin Pilot scheduled for later this year.

3.8.1 Accuracy, Timeliness & Completeness of Service Catalogues (EUC)

- ▶ Measure unavailable due to the Service Catalogue not being live until September.

3.8.2 Service Catalogue Requests – Completed on Time (EUC)

- ▶ Measure unavailable due to the Service Catalogue not being live until September.



3.9 Accuracy & Completeness of CMDB (SI)

- ▶ As per the Hybrid Model scope of service this will be not applicable until Tower procurement is complete.

3.9.1 Accuracy & Completeness of Asset Database (EUC)

- ▶ This service has not yet been on-boarded.

3.10 Customer Satisfaction

1.2

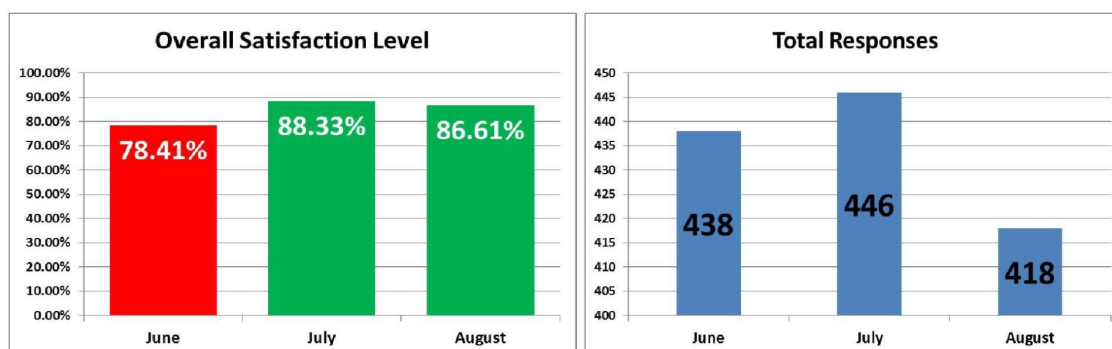
3.10.1 Risks and Issues

- ▶ Customer Satisfaction performance improved in July with average scores of 7.40/9. Overall Customer Satisfaction for the month was at 86.81%. We are currently reviewing feedback and call recordings and are putting several initiatives in place at the service desk to increase CSAT to its pre-EUC level.

3.10.2 Customer Satisfaction with the Service Desk (SI)

Responses and Satisfaction Scores against SLA (80%):

Inputs	Jun 2015	Jul 2015	Aug 2015
Email Responses	164	114	105
Telephone/IVR Responses	274	332	313
Total Responses	438	446	418
Total Logged Incidents	11317	11040	9573
Overall Satisfaction Level	78.41%	88.33%	86.81%





Commentary:

- ▶ August's customer satisfaction increased substantially, reaching 86.81%
- ▶ Daily tracking of Customer Satisfaction survey response at the Service Desk to ensure that agents are encouraging end users to provide feedback.

3.10.3 Complaints (SI and Supply Chain Members)

1.3

Complaint tickets by SI

Status	Jun 2015	Jul 2015	Aug 2015
New	23	31	14
Resolved	29	22	24
Outstanding	15	22	17
ECT Team responses	3	1	1

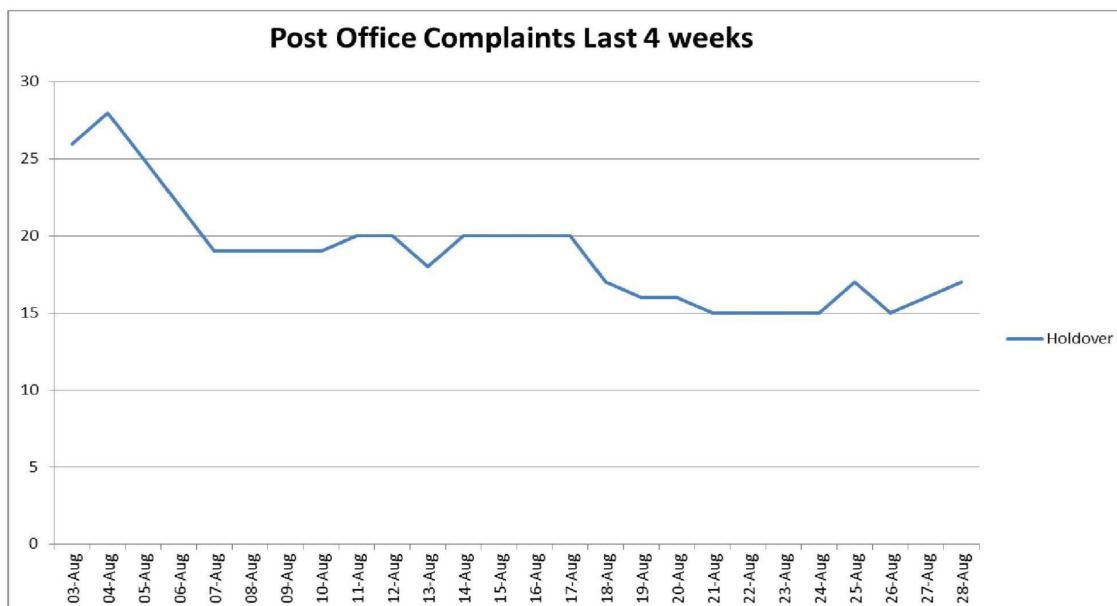
*This table provides an overview of the number of complaints that are new, have been resolved and are outstanding for the month. Please see attachment below for more detail around individual complaints in the month. Outstanding complaints for October have been slightly adjusted as we have re-examined with which suppliers' complaints are with and cleared some of them.

A number of key service improvements to curb the amount of complaints being made have been identified and are being implemented. This is helping us to deal with them quickly and effectively. For more information around these and other service improvements taking place, please see the Service Improvements section.



Complaint report
August 2015.docx

Complaint Detail broken down by week ending –





Headline Service Improvement Actions

Commentary:

- ▶ Continued good direct working relationship with the POL ECT team to provide robust responses to complaints not coming through Service Desk. Provided our first response to the ECT team in September 2014.
- ▶ Regular Supplier meetings targeting specific key areas to align our processes in dealing with complaints are taking place. We are agreeing on the best ways complaints should be investigated and formal responses provided within a specific timeframe.
- ▶ Pro-actively working with Computacenter on a regular basis to share ideas and improve processes to tackle any outstanding issues that affect complaints in a wider context.
- ▶ Better pro-active management of complaints directed at our Service Desk. Complaints are being investigated and fed back directly to the Service Desk Management team as well as CSI and Service Management. This is highlighting valuable areas for improvement for the desk.
- ▶ Better communication and management of customer expectations is helping branches better understand the service we provide and escalation routes to follow.
- ▶ A dedicated mailbox and team been set up by Computacenter solely focusing on timely complaint responses and an overall improvement in service.

Outcome:

- ▶ August has seen a significant decrease from July in terms of new complaints. The amount of outstanding complaints has gone down from 22 to 17 bringing it nearer to June's figure of 15 and our record low. We continue to work hard with Computacenter and other Supply Chain members to make sure we continue to deliver high quality responses on time. As a consequence we are seeing responses coming back in a timely and high quality manner.

3.10.4 Escalations

Status	Jun 2015	Jul 2015	Aug 2015
Opened	53	54	33
Closed	42	69	48

Commentary:

- ▶ The reported number of escalations for August was down to 33 (54 in July) Of the 33 opened escalations EUC accounted for 17 and Fujitsu 8.



3.10.5 Issue Resolution

No issues have been raised by POL or Supply Chain Members.

Please note: the report only presents information pertaining to suppliers which have logged complaint tickets.



3.11 Service Improvements

This month, a cleanse of the database has taken place, in readiness for the to reconcile the Service Improvements to the correct Supplier (rather than tool), and to align all SIP activity to POL Accelerators. For this reason, there is a discrepancy between some of the data this month to last month.

3.11.1 Top Service Improvements for August

- ▶ Incident Escalation Process
- ▶ Incident Communications
- ▶ Knowledge Management
- ▶ Incident Recording in SDM12
- ▶ Service Reporting

For detail view on top Service Improvements please see the attached file.

The Top 5 CSIs are currently under review between the Atos Service Director and Post Office Head of IT & Client Services. The output of this review will be incorporated into the next CSR.

3.11.2 Service Improvements by status

Customer Facing

Customer Facing - external	Jun 2015	Jul 2015	Aug 2015
Opened in month	2	2	3
Closed in month	2	0	1
In progress (monthly snapshot)	41	41	44
Customer Facing - internal	Jun 2015	Jul 2015	Aug 2015
Opened in month	1	1	0
Closed in month	0	0	0
In progress (monthly snapshot)	6	6	6

Overview

Total	Jun 2015	Jul 2015	Aug 2015
Opened	3	3	3
Closed	2	0	1
In Progress	48	47	50



3.11.3 Service Improvements by Supply Chain Member

Total	Jun 2015		Jul 2015		Aug2015	
	In Progress	Closed	In Progress	Closed	In Progress	Closed
Computacenter	7	0	7	0	4	0
POLSAP	2	0	2	0	1	0
CGI Logica	5	0	5	0	1	0
Fujitsu	5	0	5	0	5	0
3M Cogent	4	0	4	0	4	1
CSC	1	0	1	0	0	0
Credence	4	0	4	0	4	0
Atos	26	0	26	0	21	0
Atos - SMC	Data not available	Data not available	Data not available	Data not available	6	0
Incumbent	Data not available	Data not available	Data not available	Data not available	1	0
Post Office Internal	Data not available	Data not available	Data not available	Data not available	3	0

3.12 Risk Management

3.12.1 Key Risks

	Red	Amber
Risk Volume per RAG Status	0 Risks	27 Risks

Headline Risk	Description
R018	Application Enrolment & Identity (AEI) - IT Service Continuity
R057	Core Finance System - IT Service Continuity
R063	Post Office Contact Centres – POEX/NBSC – IT Service Continuity
R095	Safehaven – Incident Management
R103	Safehaven - Information Security



R104	Service/Supplier On-boarding Process
R105	Pin Pad Engineering
R107	Safehaven ITSCM
R108	Aged Incidents
R117	NCR PDA support
R125	Horizon PAT Testing
R133	Ingenico - Paystation Contract

3.13 Report Delivery (including Security Reports) (SI)

Criteria	Target SLA	Jun 2015	Jul 2015	Aug 2015
Reports delivered on time	98%	100.00%	100.00%	100%

Commentary

- ▶ Daily status reports were delivered on time in August.
- ▶ Service Level Tracker and Consolidated Reports are delivered prior to Service Review meeting.
- ▶ All security reports/incidents details are provided in Information Security and Governance Assurance board.

3.13.1 Report Delivery (including Security Reports) (EUC)

Criteria	Target SLA	Jun 2015	Jul 2015	Aug 2015
Reports delivered on time	98%	100.00%	100.00%	100%

Commentary

- ▶ All reports were issued against the target.

3.14 IT Service Continuity Management

3.14.1 ITSCM Overview

- ▶ There was no invocation of IT Service Continuity plans throughout August 2015.
- ▶ Disaster Recovery Status shared with Julian Davies (POL) and improvements discussed
- ▶ 3 CRs are still in progress for ITSCM.
 - BT – The CR has been agreed and work has begun to accept into service
 - CGI CFS – ATOS are waiting for the PO number to begin work on designing the solution with suppliers. There is no target date for ITSCM management.



- CSC – The CR is currently under review as the testing of the solution has not completed within the project phase. POL have been advised to withdraw and resubmit when ready to progress.
- ▶ Misalignment in the tower contracts for the deliverable on reporting periods. This is being looked into to align them all.
- ▶ Development of a Supplier / service matrix specific to Continuity as part of a wider view of the status of Continuity of the IT Network.

3.14.2 Volumetrics

Below shows the number of Supplier Continuity exercises performed and completed across POL services.

Deferred tests are rescheduled within the calendar year.

	No of scheduled Continuity test	Tests Completed	Deferred	Partially Complete
August 2015	4	4	0	0
2015 Total	26	18	5	3
Target Total	36	-	-	-

3.14.3 Supply Chain Member ITSCM Progress

Supplier	Status
Fujitsu	<ul style="list-style-type: none"> ▶ 3 Continuity Exercises have taken place in August 2015 all of which were successful. ▶ The Risk and Resilience Project has now been signed off by POL. This impacts the Campus failover in that it will not take place as planned for the duration of the project.
3M Cogent	<ul style="list-style-type: none"> ▶ Change freeze to complete a fix for the DR failover was approved by POL for 14th – 18th September 2015. However projects have now let this slip and a new date is being agreed. ▶ Yearly review of the BCDR plan in progress.
Ingenico	<ul style="list-style-type: none"> ▶ Planned Continuity exercise for October 2015.
CGI	<ul style="list-style-type: none"> ▶ The CFS service remains a high risk with no IT Service Continuity in place until POL provide a PO number to begin work on the solution.
Qmatic	<ul style="list-style-type: none"> ▶ Continuity exercise on 14th August to confirm integrity of offsite data backup was a success.. This is the second test of this nature since moving to Amazon cloud in Feb 2015.
Accenture	<ul style="list-style-type: none"> ▶ Various issues impacting the CDP service. Accenture continue to work with Skyscape to manage and mitigate the risk of loss of service but remains unstable.
Vocalink	<ul style="list-style-type: none"> ▶ No invocation of business continuity plans during August 2015.
DigIdentity	<ul style="list-style-type: none"> ▶ Digidentity have agreed to meet face to face to view documentation. Date to be agreed.



EUC Tower Computer Centre	<ul style="list-style-type: none">▶ Pre go live testing on the datacentre is scheduled for September after which CC will be able to complete their Continuity plan. A draft version has been issued to ATOS ITSCM although this is very early stages.▶ Discussions with POL BC Manager to agree process and understand invocation rules specific to the tower.
Front Office IBM	<ul style="list-style-type: none">▶ Process workshop held with IBM to discuss the ITSCM process. IBM now working to align their process and will deliver this to ATOS ITSCM in September.
HP	<ul style="list-style-type: none">▶ A workshop took place in August 2015 to understand the Continuity exercises and agree working methods going forwards. HP presented a new approach for testing in 2016, which is due to be shared with POL during September.
BT	<ul style="list-style-type: none">▶ Engagement meeting scheduled for September following the CR agreement.
Network Tower Verizon	<ul style="list-style-type: none">▶ Held online workshop with to begin engagement and requirements for Continuity. Process workshop where ATOS will walk through requirements and process is scheduled for September.



4 Operational Business Change

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

- ▶ There are presently no SLA's for Atos to be measured against.
- ▶ Change request DM0024741 was received from Debbie Arthur in June asking Atos to revisit, make recommendations for end to end OBC service levels and provide a ROM. The target date for provision of this proposal is the end of September.
- ▶ In the meantime Key performance indicators for August are as follows:
 - Number of OBC20's processed – 164
 - Number of OBC21's received – 213
 - Go Live Support Requests processed – 114
 - OBC20's rejected due to errors made by POL- 68
(Preventing Supplier OBC21 charges)

Fujitsu OBC Service

- ▶ In August Fujitsu received 48 requests to support on site Computacenter engineers via the Atos RFA Team. Both SLA's associated with these requests were achieved for the third month running.
 - Incident Acknowledgment SLT 95% - 100% achieved
 - Incident Assignment SLT 95% - 97.9% achieved
- These are the only SLA's that Fujitsu have for the OBC service.

- ▶ Other key performance indicators:
 - Total Number of Branch Changes processed – 278
 - Number of OBC21's received – 188

Computacenter OBC Service

- ▶ Computacenter fulfilled 100% of all service requests, 297 in total, against a SLT of 95% within August. This is the third consecutive month that SLA has been exceeded and the second consecutive month that 100% has been achieved.
 - EUC 8 Service Requests SLT 95% - 100%

Performance Summary – OBC Service

Performance

- ▶ OBC Project Volumes: Slightly down during August as expected. This is expected to increase during September and October before reducing again through the Peak Trading period. The NTP have already indicated that Q4 for 2015/16 will see a significant increase, 800 – 1000 implementations are expected Jan – Mar 2016.



- ▶ Go live of tooling integration between Atos and CC on track to go live 28th September following successful conclusion of workshops and testing with Computacenter through August.
- ▶ 5 open Change requests in progress relating to OBC, they are:
 - DM0027674 – NTP increase volumes
 - DM0027000 – Transfer of Telephone line ordering to Atos
 - DM0024741 – OBC SLA's
 - DM0028443 – Go Live Support Service
 - DM0023974 – Off Site Router Build process.

Risks & Issues

- ▶ A Process is required to cover the inclusion of Post Office Managed Switch within the OBC service including covering the communication of IP addresses to Cogent/3m and NCR is required. Recent service escalations experienced at Forfar, 296820 and Guildford Town, 085923 highlight the challenges. Debbie Arthur has been engaged and taken on responsibility to progress internally within POL in the first instance.
- ▶ BT delays in provisioning orders seen during August. Announcement from BT Open reach on 26th August advising due to increased demand some delays being seen. Additional resource was put in place by Fujitsu and the process tweaked to order ADSL earlier than usual to mitigate risk to service in place. This process will continue in the short term until such time as BT confirms that they are back on track.
- ▶ Delay to the go live of the SDM12 to ITSM tooling integration continues to hinder Computacenter's progress for both scheduling and reporting. Go live date for integration is presently set for 28th September.
- ▶ Access to of a "single source of truth" branch base reference data continues to cause service issues for Computacenter, significantly with OBC new branch addresses and overall branch opening hours across the scope of the service.
- ▶ Process gap for management of Emergency / Forced branch closures required. We met with POL personnel during August to discuss and progress, examples during the month was Colindale (Flood) and Whipton (Electrical issues). Debbie Arthur is to progress internally within POL. In the meantime Atos have introduced an interim process for tickets to be passed from POL NBSC/Branch Support into the Atos SD and then onto the Atos RFA team. The ticket will then be managed at level 2 and 3 escalations across the OBC supply chain.



5 Performance Summary: Supply Chain Members

5.1 Performance Summary – Fujitsu

- ▶ All Service Level Targets were achieved for the second consecutive month with no significant issues to report.

CMT and MAC

- ▶ All SLT targets achieved for the month of August.
- ▶ Incidents due to line ceases continue to be an issue and accounted for 17% of all incidents raised in August. Atos and Fujitsu are working on a joint service improvement to bring the volume of line ceases down and are currently planning a communication to branches to reinforce the impact of switching to an unapproved broadband provider.
- ▶ The oldest incidents relate to 3 branches who require assisted rollovers and are awaiting a purchase order from Post Office.
- ▶ Work continues between Atos and Fujitsu to improve existing knowledge articles with a particular focus on Global Users.

BNS & CNS

- ▶ August was an excellent month for branch availability with all SLT's exceeded.
- ▶ Both branch call to fix SLT's achieved 100%.
- ▶ No significant incidents within the BNS and CNS infrastructure during August.
- ▶ DLM pilot completed with 997 branches included. The pilot was successful and planning for the full roll out is now in progress.
- ▶ Initial meeting was held between Fujitsu and Verizon during August to review the scope of the Network Tower Service.

POL SAP

- ▶ All SLT targets achieved for the month of August.
- ▶ ETERNUS storage upgrade from EMC data migration in Production was successfully completed in August including post upgrade monitoring. The system is now running solely on the new ETERNUS storage with no reported issues.
- ▶ Transtrack modernisation - The commercial agreement is now in place to deliver POLSAP requirements and migrate the interfaces from Business Connector to SAP XI. The first requirement has gone live successfully.
- ▶ Work continues between Atos and Fujitsu to improve existing POLSAP knowledge articles and Incident Management improvements.

Salesforce

- ▶ All SLT targets achieved for the month of August.
- ▶ CPU usage showed a number of 'spikes' during August however no user impact reported

Business Continuity

- ▶ All business continuity testing carried out in August was completed successfully with no reported issues.
- ▶ Work continues on updating test documentation related to components and services in scope of the Belfast refresh activity.
- ▶ There were no incidents or invocation of business continuity plans during August.achieved for the month of August.



- ▶ Discussions continue with Post Office regarding the full data centre failover business continuity testing.

5.2 Performance Summary – Interchange

Performance

- ▶ All service levels were achieved for the month of August.
- ▶ There were 4 severity 4 incident calls logged and resolved within SLA.
- ▶ No high severity incidents reported during this period.

Risks and Issues

- ▶ Risk R097 - that was raised due to Interchange informing highlighting that there had been a number of inactive user accounts for 90 days plus. Post Office Supply Chain has now confirmed that the RM order automation went live at the end of July and, as a result, all of the logins have now been deleted. Risk has now been closed.
- ▶ Risk R082 - There is no Disaster Recovery solution in place for this service. This is one of the systems that are in scope to be taken on by the Back Office Tower when awarded. Risk is currently assigned to Post Office to own/accept.

Service Improvement

- ▶ Following earlier recommendation, decision is still awaited from Post Office on whether they are considering purchase of hardware spares from Esteem to hold on site at Swindon so as to improve resolution timescales. Currently spares have to be shipped to site before engineer can be assigned

5.3 Performance Summary – 3M Cogent

To date AEI have processed 4.92 million transactions and this month saw five failed SLA's:

- ▶ SLA 7 – First Time Fix – achieving 55.60% against a target of 85%.
- ▶ SLA 23 – S3 Restoration of Service or work around implemented < 4hr – Achieved 63.50% against a target of 95%
- ▶ SLA 24 – S3 Restoration of service or work around implemented < 12hr – Achieved 82.90% against a target of 100%
- ▶ SLA 25 - Restoration of Service or work around implemented P4 < 10 hrs – Achieved 89.60% against a target of 95%
- ▶ SLA 26 restoration of service or work around implemented P4 < 28 hrs – Achieved 98.56% against a target of 100%

Help Desk

During Aug the AEI Service Desk had a cumulative total of 394 incidents/requests logged and 1095 telephone calls were made into the AEI Service Desk.

A breakdown the incidents are as follows:

- ▶ 135 x S3 Incidents
- ▶ 259 x S4 Incidents were logged, with approx. 187 of those Incidents requiring a Field Engineer visits.

There were 172 user admin related requests during this reporting period (47% of the total tickets raised)



- ▶ Of the 9 x SLA's that are aligned to the AEI Helpdesk one failed during the month - First Time Fix – this is a repeat failure with a result of 55.60% against a target of 85%. AEI continue to advise that this failure is due to the number of incidents that were deferred due to engineering complexities and required Field Engineer Visits. However, the engineering service has moved to Kelway during the month, so 3M Cogent are hopefully that these types of failures will disappear and an improvement in service will be seen going forward once the new service provider have been fully embedded.

Incident Resolution

There were 4 x failures in this category which are shown below:

- ▶ SLA 23 – S3 Restoration of Service or work around implemented < 4hr – Achieved 63.50% against a target of 95%
- ▶ SLA 24 – S3 Restoration of service or work around implemented < 12hr – Achieved 82.90% against a target of 100%
- ▶ SLA 25 - Restoration of Service or work around implemented S4 < 10 hrs – Achieved 89.60% against a target of 95%
- ▶ SLA 26 restoration of service or work around implemented S4 < 28 hrs – Achieved 98.56% against a target of 100%

Failures have been seen again in this area even though the new service provider has been in place since mid Jul, 3M Cogent are hopeful that improvements will be seen during the coming months.

Risks & Issues

XP is not currently supported by Microsoft and impacts PC's that are installed in the estate that are non UKVI – approx. 638 kiosks. Cogent has completed pilot builds on 10 kiosks, CR has been raised to roll out to the other kiosks.

- ▶ No successful Data Centre Business Continuity Disaster activities undertaken to date by cogent. 3M re-submitted a CR to resolve the issues identified in the recent DR Test, this work has been planned 24th Sep, after which another test of the DR will be required.
- ▶ Application Identify Management – (Mobile Suitcases). Currently all ten mobile units are deployed and there are no spares available. CMN has been raised for new cases and the response is still outstanding with POL – CMN ref No: 415 refers.
- ▶ Grey Sensor Bars – The new sensor bars were successful in the pilot and testing, therefore 100 new bars have been ordered and will be ready for deployment as and when required on fix on fail basis.
- ▶ Issues – BIO metric grey bar technical solution on photos – PO raised by POL to be released into production on the 2 Nov 15.

5.4 Performance Summary – Ingenico

Helpdesk

The Pay Station Helpdesk call answering target this month only achieved 83.20% against a target of 80%, with volumes of 1487 calls. The call abandon rate has dropped this month reaching 1.6% with an average time to answer 20 seconds.

Orders

A steady volume of BAU orders were reported in the month, reaching 51 which is a slight decrease on last months orders. A decrease has also been seen in the forward orders this month reaching 81 compared to 109 last month. No stock issues have been reported, and the refurb's are being managed successfully and currently there is a stock of 86 to call against.

Transactions

The total transaction count for Jul was reported to be 2,675,517



Total value of transactions for month equates to £35,742,725.44

Risks & Issues

Confirmation has been received that there is no signed contract with Ingenico and that there is PO in place which is renewed on a yearly basis - risk to service is that there is no OWA in place.

5.5 Performance Summary – VocaLink

Performance

- ▶ **Availability:** Vocalink delivered 100% availability during the month of August.
- ▶ **Transaction Volumes:** Transaction volumes dropped by 520,803 this month at 6,308,090 compared to 6,558,893 last month. YoY transaction volumes continue to show rising trend and up by 196,133
- ▶ **Incidents:** This month saw the first time that there were zero incidents reported, with only scheduled maintenance taking place.
- ▶ **Change Management:** BT maintenance activities were successfully performed over 6th and 7th August.

Risks & Issues

- ▶ Up and coming maintenance activities for September include BT planned maintenance.
- ▶ Meeting held with Vocalink to review outstanding queries preventing sign off of the OWA that will now allow this to progress to completion.

Service Improvement

- ▶ The supplier service manager is still working with their operations teams to see whether they are able to offer support in logging of high priority incidents to Atos via telephone as oppose to email to reduce delays in notification of incidents. There is no contractual obligation with the supplier to deliver this, and therefore would be on reasonable endeavours only unless change is made to the contract.
- ▶ Supplier is looking to provide a proposal to improve the delivery of the annual ZMK encryption activities with a view to removing the need for Fujitsu to deliver data to site.

5.6 Performance Summary – NCR (PDA and Scanners)

Performance

- ▶ A good performance this month with contractual service levels were achieved or exceeded.

Helpdesk

- ▶ Increase seen in call volumes on the desk in August at 46, compared to 36 in previous month. Call answering improved by 1% this month and, continues to exceed target at 93% along with call abandon rate that is well within 5% target at 0%.

Incidents and Swap-outs

- ▶ An increase seen in the number of PDA incidents reported over the month at 66 resulting in 57 swap outs. The increase is being attributed to depots undertaking housekeeping activities (bring out the dead) in preparation for the peak period.
- ▶ Of PDA faults reported, the top 3 fault categories in this period were Application error, Physical damage and Connectivity. Printer/Scanner incidents reported were 6 and 6 swap outs required, which is the same volume reported last month. Of Printer/Scanner faults reported, faults were



attributed to Application, Sound and Connectivity. The supplier has undertaken analysis but did not identify any trends for route cause.

- ▶ Swap outs were all completed on time achieving 100% versus the 95% target.

Repairs

- ▶ No issues seen with faulty hardware returned for repair/return back to stock in August, 100% was achieved versus the 95% target.
- ▶ There were no repairs reported by Barcode Warehouse that were beyond economical repair (BER) in this month.

Risks & Issues

- ▶ **R131 – SOTI Server Access** - Barcode Warehouse are unable to access the SOTI server which presents a risk to both live service and delivery of the TransTrack project that is due to rollout in October as there is no service wrap in place currently. This is not currently covered under the Genesis contract and appears that the Post Office project team did not deliver a service wrap. CSC has located the server which resides on the RMG Citrix farm in the CSC northern data centre. This therefore has a high risk of RMG ceasing the server as part of their ongoing decommission programme. Barcode Warehouse (TBW) has one user setup to access SOTI but due to PC issues is unable to access SOTI; this has been the case for several weeks now. The Post Office Portfolio Manager (Gerry Gatford) is engaged and has already raised a change into CSC to move the Post Office infrastructure into the southern data center so as to provide a long term solution. Ongoing activities are be driven with TBW and RMG involvement to address the current access issues that appear to be license issues at both TBW and RMG, although this is not confirmed as the route cause at this time.
- ▶ **R117 – Contract Extension** whilst NCR has secured a 12 month contract extension with Barcode Warehouse, NCR are still awaiting for Post Office to formalise the contract extension.
- ▶ **PDA Battery Replacement** - The PDA devices are now more than 12 months old and some of the batteries are starting to show signs of degrading due to the number of recharges. The expected life span is around 18 months or circa. 500 recharges. NCR/TBA are to provide details of costs for battery replacements in September as these will need to be factored into the BAU IT budget forecast for 2016/17.
- ▶ **Accessories/Consumables Budget** – consumables for this service do not fall under the NCR contract for supply, the initial batch was procured by Post Office Equipment team as a one off and all remaining stock is held at Swindon. There does not seem to be a budget holder for these. To be raised on risk register and assigned to Post Office for budget owner to be secured.

Service Improvement Opportunities

- ▶ Introduction of SIM cards into the PDA devices would remove the need for devices having to be put into cradles and reduce the amount of time that depot resources have to spend undertaking activities that are required with SOTI to support updates. Supply Chain confirmed they are not looking to progress this currently.
- ▶ Activities are progressing with Supply Chain and TBW to issue reminder comms out to depots to encourage them to not to store up faulty hardware and incidents to the helpdesk at the time the fault occurs to in readiness for the peak period.
- ▶ Atos are working with TBW to produce a top tip guide requesting depots to undertake first line maintenance (cleaning) that will support reduction in the volume of swap outs.
- ▶ Barcode Warehouse were asked to look at replacing barcodes on printers where faded as part checks in the return process, to support improvement of issue with the blue tooth labels faded that impacts depots ability to scan. Barcode Warehouse has now implemented a process to support this.
- ▶ Post Office Supply Chain completed testing of both release 4.7.5 and 4.1.10 on 2 devices provided that have the operating system upgrade deployed and approval given to Barcode Warehouse. This will now improve the levels of buffer stock to support swap outs of faulty PDA's.



5.7 Performance Summary – NCR (SSK)

Overall Availability

- Overall availability, albeit failed to the 98% target this period has improved further this month at 97.89%, and is the highest seen in the last seven months.

Helpdesk

- There were reduced call volumes into the desk this month at totaling 235 calls. This is the lowest reported since April 2014, calls resolved by the helpdesk was slightly down on as last month at 22.55%.

Engineering

- CAT A** break-fix achieved target this month across all three measures. Reduced Sev1 calls seen in this period at 7 compared to 17 in July.
- CAT B** break fix, although failed to achieve target across all levels has shown some improvement, and is the best performance delivered in the last four months. The 6 hour resolution target was up by 4.86% 73.13% (target 95%), next day up by 3.95% at 85.07% (target 97%) and, next day plus 2 up by 1.2% at 89.55% (target 99%). The failure equated to 54 calls missing response time, compared to 79 calls missed last month.
- The supplier is continuing with their UK wide training program to cross train engineers on both the Retail Lane and ATM devices that will provide a better engineering resource capability. However, NCR have made it clear that the contracted service levels are not achievable.
- The top categories, highlighted as areas of failure in the field this month were printer stamp/receipt, software and core electronics which includes power issues. From analysis undertaken by the supplier there are no trends standing out and, all three of these categories have shown improvement over last month.
- First Time Fix:** Even though the 85% target was not achieved, there has been a 0.26% improvement seen this month at 81.94%.
- Spares:** No issues or concerns were reported by the supplier spares availability this month.
- Chargeable Calls** - call charges reviewed and approved for August totaled £10,283.34, this month saw increased charges attributed to FLM, Damage and Non NCR whereas no fault found charges were reduced on previous month and, lowest reported in the last nine months.

	Damage	FLM	NFF	Non-NCR
December 2014	1345.49	4283.72	4650.00	2,418.00
January 2015	1635.84	2790.65	2046.00	2006.71
February 2015	1124.53	1302.00	1116.00	372.00
March 2015	387.75	4874.23	2632.71	744.00
April 2015	1983.77	2418.00	3162.00	1302.00
May 2015	3256.43	5542.03	4585.86	1116.00
June 2015	3031.36	5559.37	2604.00	1488.00
July 2015	5273.48	2976.00	1488.00	1302.00
August 2015	4331.34	3534.00	930.00	1488.00



Risks & Issues

- ▶ **On Board of SSK Service** - Atos has responded to Post Office with a revised proposal for the on board of the SSK service, sign off has not yet been achieved. Atos are therefore unable to provide a formalised support wrap for this service and continue support on a reasonable endeavours basis.
- ▶ **Service Review Book** - NCR are still not reporting against a number of service levels in the monthly SRB presented. This has been an outstanding action for several months, and needs to be escalated by Post Office at the next commercial review with supplier.
- ▶ **R126 Data Cabling Incidents** - Resolution of cabling and power issues remains a problem due to the absence of commercial terms and processes in place to support break fix incidents as the contract via CC only covers OBC activity. This has been escalated to Post Office for several months with no resolution provided and therefore is now logged on the risk register and assigned to Post Office.
- ▶ **Engineer Waiting Time** - once again the supplier raised the issue of some engineers having to wait up to 30 minutes when they arrive on site for the branch staff to be available to provide keys to engineer for kiosks. Such delays can result in an engineer not getting to their next appointed call on time, which could impact upon resolution of other Post Office incident. NCR are looking to propose an agreed maximum wait time on site.
- ▶ **Engineering Service Levels** - NCR are to present a proposal around reducing the contractual service levels. This was due to be discussed at the Post Office Exec meeting scheduled in September but the meeting has been cancelled and, therefore would suggest that this is raised at the next commercial review.
- ▶ **Peak Planning** - Peak planning has been discussed again at this month's service review. NCR will be issuing their generic peak plan pack at next month's review. Should Post Office require the additional reporting and monitoring to cover the peak trading period, it is recommended that Post Office document requirements and submit via the Atos Project Office for assessment and response.

Service Improvement Opportunities

- ▶ **Coin Slot Conversions** - NCR are to roll out coin slot conversions across the full which will reduce the debris that can fall into the mechanism and support reduction of FLM costs. Atos has requested this to be completed before start of peak trading. NCR are to confirm the parts have been received by logistics in order to schedule roll out plan.
- ▶ **Monitor Logs** - Monitor logs is a proactive service NCR offers which allows reporting to take place, this improves early detection of trends/errors and patterns in faults and use. Once deployed, this will provide reporting of trends and errors that will allow for preventative actions being in place reducing the likelihood of unplanned machine down time.
- ▶ **Wave Project E-top up** - up and coming change planned to accommodate updated screen for E top up within Project Wave.
- ▶ **Escalations** - NCR to undertake a monthly review of all escalations received and, to review trending for a set number of branches that report highest volume of incidents.
- ▶ **Remote Access Tool** - NCR are working to deliver a remote access tool that will allow their helpdesk agents to conduct remote checks when branches contact the helpdesk to report issues. This should deliver improvement to fault diagnosis at first point of contact.
- ▶ **Software** - NCR have deployed the latest version of software across a high percentage of the SSK estate that has resolve issues at many problems branches. There are 15 kiosks across 10 branches that have not yet received the software upgrade. Atos has requested that NCR complete this activity ahead of peak trading period.

*This is not part of formal reporting, however has been included for additional information.



5.8 Performance Summary – CGI

All availability and Service Desk incident SLA's were met in the month.

- ▶ 99.94% Credence availability in August.
- ▶ 99.77% MDM availability in August.
- ▶ Overnight batch completed before 7am on all days.
- ▶ There were two occasions in August whereby the Credence services had to be restarted.

The first of these was on the 4th August when a user contacted CGI at 11:39 stating that Credence was unavailable. Investigations found that the Tomcat service had crashed on the Web server and therefore required restarting. The service was restored soon after

The second restart of the services was required on 19th August after users complained that performance was very poor and they could not navigate through the application. It was therefore agreed between POL and CGI that the services would be restarted at 11:10. The service was restarted successfully and service restored back to normal.

- ▶ There were a small number of batch job failures throughout August caused by Datastage ETL application blips or source file formatting issues. However, none of these batch alerts impacted on the batch processing as a whole and the batch completed prior to 07:00 on every day of the month.
- ▶ Throughout August CGI requested for POL users to perform some housekeeping in Credence as the disk where the Credence reports and instances are stored was reaching around 85% capacity. One of the POL Administrators deleted some historic instances that were no longer required and this gained back some disk space. CGI and POL will continue to monitor disk space each month to ensure that it does not reach capacity and POL will perform housekeeping where necessary.
- ▶ On the 8th August Fujitsu performed some PIM testing in the primary data centre, which required CGI to be on heightened alert in case of any potential network blips that could have impacted the Credence and MDM batch. CGI did not experience any issues and there were no impacts to the batch schedule.
- ▶ Over the weekend of 22nd and 23rd August, Fujitsu performed their annual Business Continuity testing, which required assistance from CGI to prevent any issues with the Credence and MDM batch. On the 22nd August, CGI amended their scripts so that the Horizon files were picked up from the shared drive. The files were picked up successfully that night and the change was then reverted the following day.
- ▶ There was an extra IRG Summary Refresh scheduled on 1st August due to POL performing some data changes that they needed to be reflected in the summary universes. This completed successfully without any errors.
- ▶ The MDM Services had to be restarted on occasions in August. The first restart was required on 25th August when a user contacted CGI to say that when they were attempting to logon to MDM, a Page not displayed error was shown. CGI found that the issue appeared to be with the Websphere service. The second restart was required on 26th August, again due to an issue with the Websphere service. At 11:15, an MDM user advised CGI that MDM was unavailable. CGI had issues restarting the services and had to manually terminate the Websphere processes to allow the MDM services to be restarted. This was carried out successfully.



- ▶ PAT244 – Mobile PAYG was successfully implemented on 17th August. This change implemented new jobs and configuration to allow reporting on the new Mobile Pay as you Go interface.
- ▶ PAT239 – Smart Metering Tags was successfully implemented into the Production environment on 26th August. This change enabled reporting on further APADC Smart Metering data that comes into Credence via the Horizon interface.
- ▶ PAT190/192 – Local Collect Update and Validation was successfully implemented on the 29th August. This change implemented new validation rules and business logic for Local Collect attributes in the Location category in MDM.

5.9 Performance Summary – CGI (CFS)

- ▶ There was one critical priority Sev 1 ticket, for CFS and BI systems being unavailable on 17/08 at 12:45 to 14:15 (I7635795 / REQUK00002989251). CGI have carried out a problem investigation and intend to apply some related fixes on Saturday 12/09/15. There were no CFS Application fixes applied in August.

5.10 Performance Summary – RAPP

No Service Review Book was received from RAPP for August

5.11 Performance Summary – Qmatic

- ▶ Qmatic has now met and exceeded all SLAs and KPIs for nearly 2 years running (August represented their 23rd month of consecutive KPI achievement, with the last failure in September 2013).
- ▶ The Customer Management System saw an availability of 99.66% against a target of 98%. This is in-line with the high performance seen in previous months.
- ▶ The Management Portal, available in Qmatic-equipped Branches, again saw System Availability of 99.99% against a target of 95%, due to an incident in one Branch
- ▶ Incidents logged (25) saw a decrease over those logged in July (37). The highest logging Branch was Guildford (3 tickets). As in previous months, all 25 incidents were Branch-specific and resolved within 8 hours.
- ▶ 6 spares were used across the estate in August. This is indicative of Qmatic's hardware reliability and drive to resolve as many incidents as possible over the phone. An increasingly apparent trend is that, every month, less than a quarter of incidents require spare parts to fix.

5.12 Performance Summary – BT

- ▶ All voice and data SLA targets achieved across the Post Office estate this month.
- ▶ There was one severity 2 incident reported during this period.



- 05/08 (ref GY:I7583486) Incident was due to an issue in the BT Cloud which resulted in the NBSC being unable to received inbound calls between from around 11:16 to 12:26 when service was restored by activities undertaken by BT's 3rd party.
- ▶ 237 tickets raised in the month by BT, quality of tickets routed to BT remains high with no issues reported.

Risks and Issues

- ▶ **Reporting** - Stats reports build is ongoing with Ontario and is scheduled for completion in October with a pilot to be run over coming weeks with 10 sites. This will not impact upon the BT operations teams having the ability to monitor or diagnose incidents, they are however unable to have visibility of bandwidth utilisation at sites until the reporting is built.
- ▶ **Planned Outages** - Planned outage notifications are not yet being received into Atos Change Management. Activities are being progressed by BT in getting their systems populated with circuit data information that will allow their back end systems to generate reporting specific to the Post Office network. Completion is still expected by end of October.
- ▶ **I011 -Network Performance Leeds Admin Office** - Atos Service Management attended site with a Solutions Architect during August and to undertake a review of the site. A report has been compiled and presented back to Post Office detailing findings and a number of recommendations, with the top recommendation being the need to increase network capacity at site. This has been raised on the issues log under Ref I011.
- ▶ **Ticket Routing** - all ticket types are still being tagged as voice when routing over to BT. Atos and BT are working to deliver to Project Management is engaged with BT to progress delivery.
- ▶ **Bolton HR Centre** - following a series of changes made by the, this seems to have resolved the issue whereby callers using O2 mobile calling into the sites were not being answered. Confirmation has been received from Lee Heil at site that issue resolved.
- ▶ **Network Performance CViT Sites** - Portsmouth, Bristol West and Eastbourne were identified as having network performance issues during the network separation activities. BT have quoted to deliver upgrade but Post Office (Ian Robertson) has confirmed there are no plans to progress upgrades at this time.
- ▶ **Change Management** - BT are not supportive of the paper based process that has been delivered as part of the SISD contract for Post Office and are wanting a tool based solution. Discussions have been held between BT and Atos and, BT have been advised that a tooling solution is possible but would require discussion with Post Office as there would be costs incurred to achieve this. BT believes that by not having this option, it presents a risk and potential impact to Post Office.

Project Update

- ▶ **POL Separation**
 - Final sites for scope of the Post Office separation migrated - Dublin Call Centre 19/07 & Swindon 22-23/08.
 - Post Office and Royal Mail to agree actions and governance for co-existence period following Transition, and contract change request will be required to amend TSA for co-existence services - no progress communicated to BT

Other Projects

- ▶ **Internet** - Private Zen additional infrastructure delivered and tested with CC. Additional changes being made to Zscaler proxy solution and firewalls under EUC Support project.
- ▶ **Post Office TV** - Project to replicate/separate this service is due to complete this month. Project has been beset with a number of issues (hardware DOAs, and missing requirements from baseline) which has pushed timelines out.
- ▶ **End User Computing (EUC) programme** - BT are now formally engaged in this project with budget to support and define requirements for BT to support the programme, and affect some small changes. Engagement is being hampered by last minute requirements for urgent change, rather

than planned activities being defined, causing issues with BT being able to resource. ATOS/POL requested to provide forward view of demand for the programme, to enable BT to resource and plan effectively.

- ▶ **Wi-Fi Solution** - Requirements being flagged by Post Office for implementation of a Wi-Fi solution (Corporate and Guest wireless) in line with EUC migration.
- ▶ **Network Separation** - 9 sites were missed from separation and require migration over to the Post Office network as dependency for EUC rollout completion.
- ▶ **Tech Refresh** - the Cisco 2950 switches and 877 routers are now end of life. Between 1st and 4th September 20 sites will have equipment swapped out, this being managed under change process.

Service Improvement

- ▶ **Finsbury Dials Audio Conferencing** - upgrade of software to be deployed across the Cisco 8831 conference handsets to deliver permanent resolution to call quality issue and remove work around that is currently in place on the conference service.
- ▶ **Bournemouth CVIT** - work request placed with BT to deliver a network upgrade to site via fibre as a result of performance issues with ADSL at site.

5.13 Performance Summary – Accenture

Two service levels failed this reporting period, Availability and Severity 1 Incident resolution:

- ▶ Availability achieved 97.67% against a target of 99.95%
- ▶ Severity 1 Incident Resolution achieved 60% against a target of 100%

The following live releases were successful in August:

- ▶ LR 6.3.3 - CRQ700001526633 implemented successfully on 2nd Aug 15, Post Office Money Pages - Visibility issue.
- ▶ LR 6.3.4 - CRQ700001521667 implemented successfully on 7th Aug 2015, Heartbeat interface fix.
- ▶ R 6.5.1 - CRQ700001536304 implemented successfully on 27th Aug 15, RFL-FRE integration.

Service Desk

During Aug 15, 516 Incidents were raised/alerted to the Accenture Service Desk; a summary of these incidents can be seen as follows:

- ▶ 5 x Severity 1
- ▶ 9 x Severity 2
- ▶ 126 x Severity 3
- ▶ 376 x Severity 4

From these stats it highlights that there has been an increase of 140 incidents logged with Accenture compared to previous month's incidents.

Risks & Issues

The following risks and issues were discussed and raised into the Risk Register:

- ▶ Review PMS - Continues to be pushed forward with POL to achieve sign off.
- ▶ Commercial Board between POL/Accenture needs to be planned and driven forward; currently the monthly charges are not being reviewed by POL.
- ▶ Service Credits due for May & June 2015, discussions between Accenture & POL commercial teams regarding final figures.



- ▶ Service Request budget currently stands at 1.8 days, requires top-up if any further SRs required before Jan '16.

5.14 Performance Summary – EUC

Performance

- ▶ EUC 1 and 2 (Incident response within 4 and 8 hours) maintained at 100%.
- ▶ EUC 3 (Incident Resolution Sev 1-4) increased to 93.15% falling just short of the 95% target. The increase is due to the improvement work undertaken within the reporting however, the issue with availability of the Branch data is impacting Computacenter's ability to hit the target.
- ▶ EUC 8 (Service Requests) achieved 100% against an increase in call volumes from the Interim Service.

The complaints process has now been migrated to the Computacenter central platform "Tell Us" on Tuesday 1st September to provide strategic tracking; reporting and governance of any complaint raised.

Risks and Issues

Two major issues continue to dominate and impact the service:

- ▶ The lack of "single source of truth" branch base data which continues to cause major service issues, significantly with OBC new branch addresses and overall branch opening hours across the scope of the service.
- ▶ The issue above continues to delay the automation of SDM12 to ITSM "Branch Type" which is significantly hindering progress for scheduling and reporting.

The impact on Computacenter of these two major issue are a substantial resource overhead to manually progress and manage tickets, as well as to diminish the accuracy of SLA reporting and performance measures across the service. Reporting in particular has been affected by the integration issues and incorrect contract detail both of which have maintained the need for manual manipulation of the SLA data including exception management.



5.15 Performance Summary – WAVE

Incident Resolution

- ▶ Incidents were logged and 9 Closed. Of the 9 Closed Incidents, 6 were resolved within SLA.
- ▶ The breakdown per Severity is:
 - Severity 1 Incidents 50% resolved within SLA
 - 1 Severity 2 Incidents 0% resolved within SLA
 - Severity 3 Incidents 86% resolved within SLA
 - No Severity 4 Incidents were logged.

Risks & Issues

- ▶ The Incident Management matrix is incorrect and needs to be updated to reflect the service and the updated KAs. This is leading to confusion when prioritising incidents. The update of the matrix will be completed in September.
- ▶ 3 of the 8 suppliers had the incorrect mailbox to log tickets with the Service Desk. This means that WAVE tickets were going to the standard mailbox which has a 4 hour SLA, this means that reporting against Help Desk will be negatively impacted August. All suppliers have been informed of the correct mailbox.

Transatel

- ▶ All SLAs were 100% achieved for August.
- ▶ There were no High Severity Incidents.

Sitel

- ▶ No calls logged for Sitel in August.

Mi Pay

- ▶ There was one S1 Incident logged with Mi-Pay (I7608567). This was for an issue with the top-up line IVR and was not resolved within SLA.

EPay

- ▶ No calls logged for e-Pay in August.

AvNet

- ▶ No calls logged for Avnet in August.

Lifecycle Software

- ▶ There was one S2 Incident logged with Lifecycle (I7454195). This was for an issue with multiple SIM card activations and was not resolved within SLA.

Brightstar 2020

- ▶ No calls logged for Brightstar in August.

Tweakker

- ▶ No calls logged for Tweakker in August.



5.1 Sites in Focus – August 2015



Sites in Focus Report
- August 2015.docx