

**Document Title:** SERVICE REVIEW - PERFORMANCE STATISTICS

**Document Type:** SERVICE REVIEW – MAY 2001

**Abstract:** This document contains a summary of the Monthly Service Performance Statistics for the Period 1<sup>st</sup> to 30<sup>th</sup> April 2001

**Status:** Definitive

**Distribution:** Service Management Review Forum  
ICL Pathway Management Team  
ICL Pathway Customer Service Management Team  
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**Date:**

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## 0 DOCUMENT CONTROL

### 0.1 DOCUMENT HISTORY

Version	Date	Reason
3.13.1	08/01/01	Service Review Book for December 2000 performance – data only
3.13.2	15/01/01	Service Review Book for December 2000 performance – data and analysis
3.14.1	07/02/01	Service Review Book for January 2001 performance – data only
3.14.2	14/02/01	Service Review Book for January 2001 performance – data and analysis
3.15.1	07/03/01	Service Review Book for February 2001 performance – data only
3.15.2	14/03/01	Service Review Book for February 2001 performance – data and analysis
3.15.3	29/03/01	Service Review Book for February 2001 performance – re-issue at the request of the SRF
3.16.1	06/04/01	Service Review Book for March 2001 performance – data only
3.16.2	17/04/01	Service Review Book for March 2001 performance – data and analysis
3.17.1	08/05/01	Service Review Book for April 2001 performance – data only
3.17.2	15/05/01	Service Review Book for April 2001 performance – data and analysis

## 0.2 ASSOCIATED DOCUMENTS

Version	Date	Title
1.0	01.03.99	ICL Pathway Customer Service Monthly Incident Review

## 0.3 ABBREVIATIONS

EIS	Executive Information System	PON	Post Office Network
HSH	Horizon System Helpdesk	SLA	Service Level Agreement
IT	Information Technology	TBN	To be Notified
MIS	Management Information System	TRT	Termination Review Threshold
MAT	Minimum Acceptable Threshold		

## 0.4 GLOSSARY

For ease of use the glossary of terms used in this review book are classified by the main reporting groups against which they appear:

### ● HELPDESK SERVICES

A&G	Calls requiring general advice and guidance
Cash Account	Calls requiring general advice on all aspects of Cash Account production
Change	Calls relating to Operational Business Changes e.g. emergency closure
Customer Complaint	Calls raised to capture a complaint
Documentation	Calls diagnosed as relating to a documentation error
Environmental	Calls to register an environmental problem
Hardware	Calls diagnosed as relating to a system hardware fault
Implementation	Calls relating to offices during rollout
Inappropriate	Calls received at the HSH that are inappropriate and will not be dealt with by the NBSC
Network	Calls diagnosed as relating to a system network fault
NBSC Referral	Calls received at the HSH that will be dealt with by the NBSC (a subset of Inappropriate from 04/08/00)
Operational	Calls diagnosed as relating to the non-outlet operating environment (redefined from 04/08/00)

Other                      Calls relating to PO closures, reference data changes, miscellaneous environmental issues and failed

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	verification calls
Reconciliation	Calls requiring reconciliation of a particular part of the system
Reference Data	Calls diagnosed as relating to a reference data fault
Software	Calls diagnosed as relating to a system or application software fault
Security	Calls relating to security breaches or for the requirement of one shot passwords
Training	Calls which would normally be classed as A&G, but because the user's knowledge of the system is lacking, a more in depth explanation is required
UCT	Calls relating to the User Confidence Testing period of CSR+
PON (Non-Serv)	All calls placed with Horizon System Helpdesk that embrace non-System Service calls (equates to non-Hardware, non-Network and non-Software)
PON (Serv)	All calls placed with Horizon System Helpdesk that embrace System Service calls (equates to Hardware, Network and Software)

● **CALL TO RESOLUTION**

- 'A' Priority      Logged calls that reflect a fault, which has "resulted in substantial impact on all automated counter positions in the outlet"
- 'B' Priority      Logged calls that reflect a fault, which has "resulted in substantial impact on an automated counter position, but not all automated counter positions in the outlet"

**0.5 CHANGES IN THIS VERSION**

None

# 1 INTRODUCTION

## 1.1 APPROACH

This document contains those reports and information necessary for the Service Management Forum to review delivery of the contract by ICL Pathway

## 1.2 INTERPRETATION

Data interpretation, beyond report label classification, can be further qualified by use of the Service Review Guide

## 1.3 REVIEW BOOK CONSTRUCTION

This book is sectioned into the key areas against which Service Management Reviews are to be conducted. Where necessary, supplementary information will be provided to support the service performance status reports

- Management Summary
- Horizon Volumetrics
- Service Performance Status Report
- Customer Service Operations Report

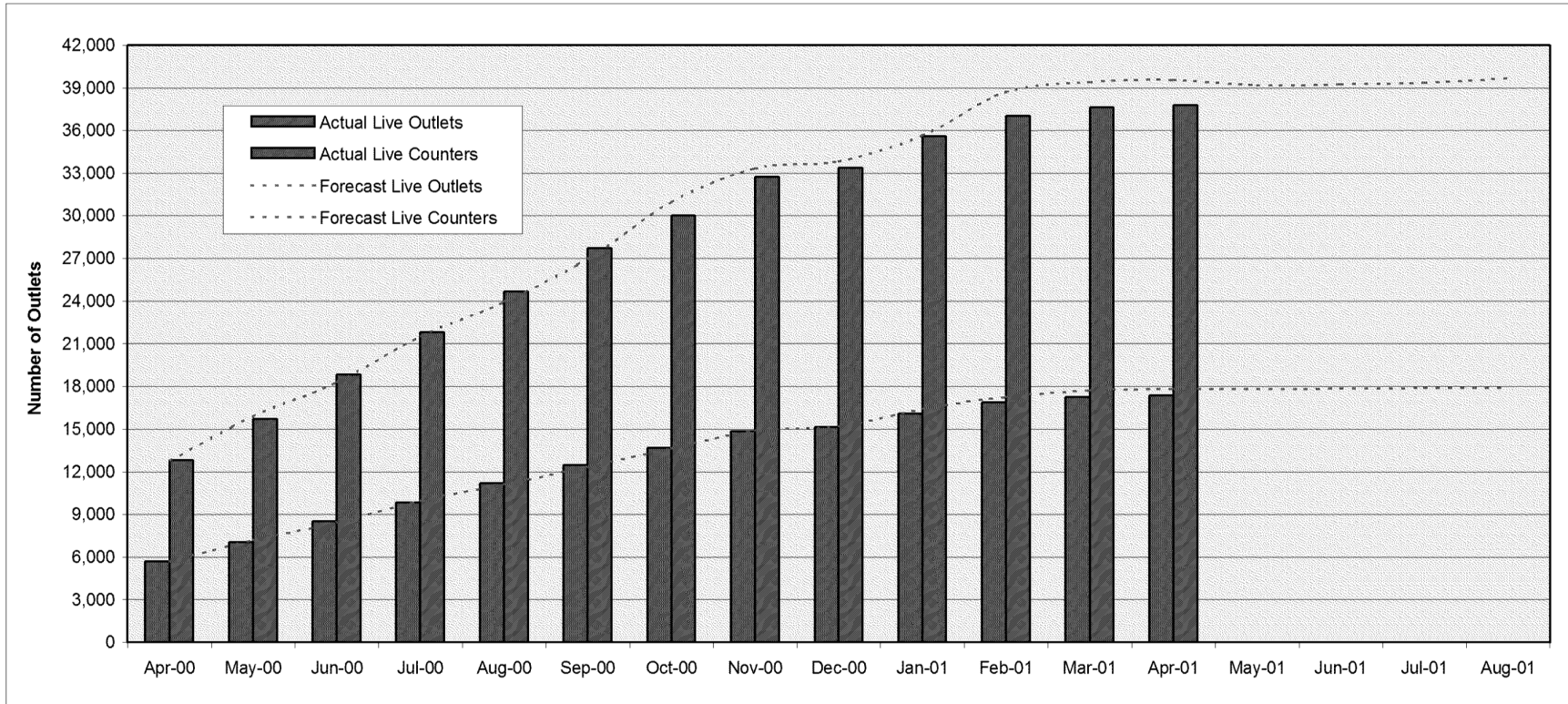
## 2 MANAGEMENT SUMMARY

Programme Status	Live Outlets	Operational Counters
30 <sup>th</sup> April 2001	17,383	37,770
Comments		
Version 3.17.2 containing data and analysis for April 2001		
<b>Helpdesk call volumes / profiles</b> Calls received into the HSH from live outlets have dropped from the March figure of 53,334 to 42,108 - a reduction of 11,226 calls. An Outlet 'matures' after approximately 20 weeks after rollout, however, there is a significant reduction in calls by week 12. This period coincides with the suspension of rollout for the Christmas 2000 period, meaning that the vast majority of Outlets have now entered maturity.		
Helpdesk and System Service Performance continues to meet the operational requirement.		

### 3 HORIZON VOLUMETRICS

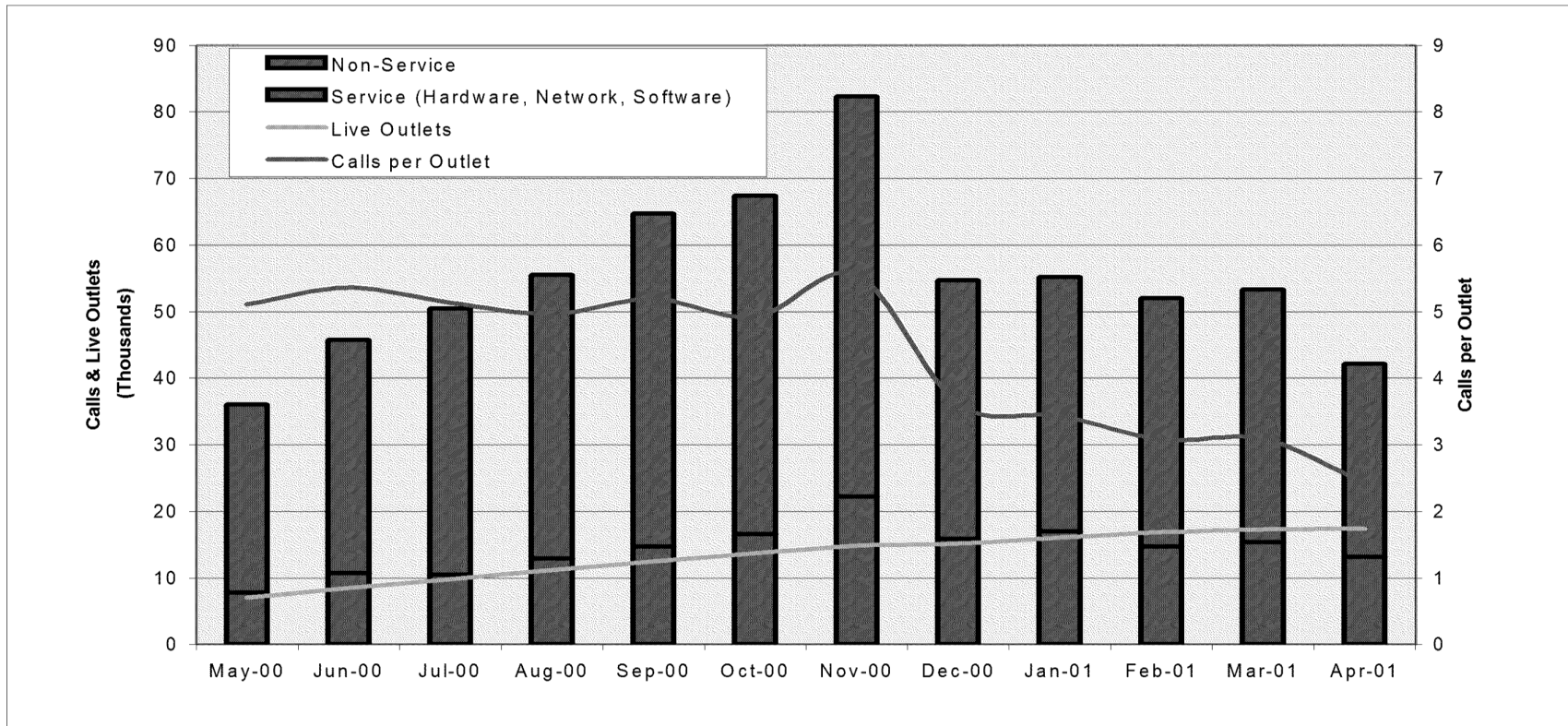
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### 3.1 OPERATIONAL OUTLET & COUNTER VOLUMES



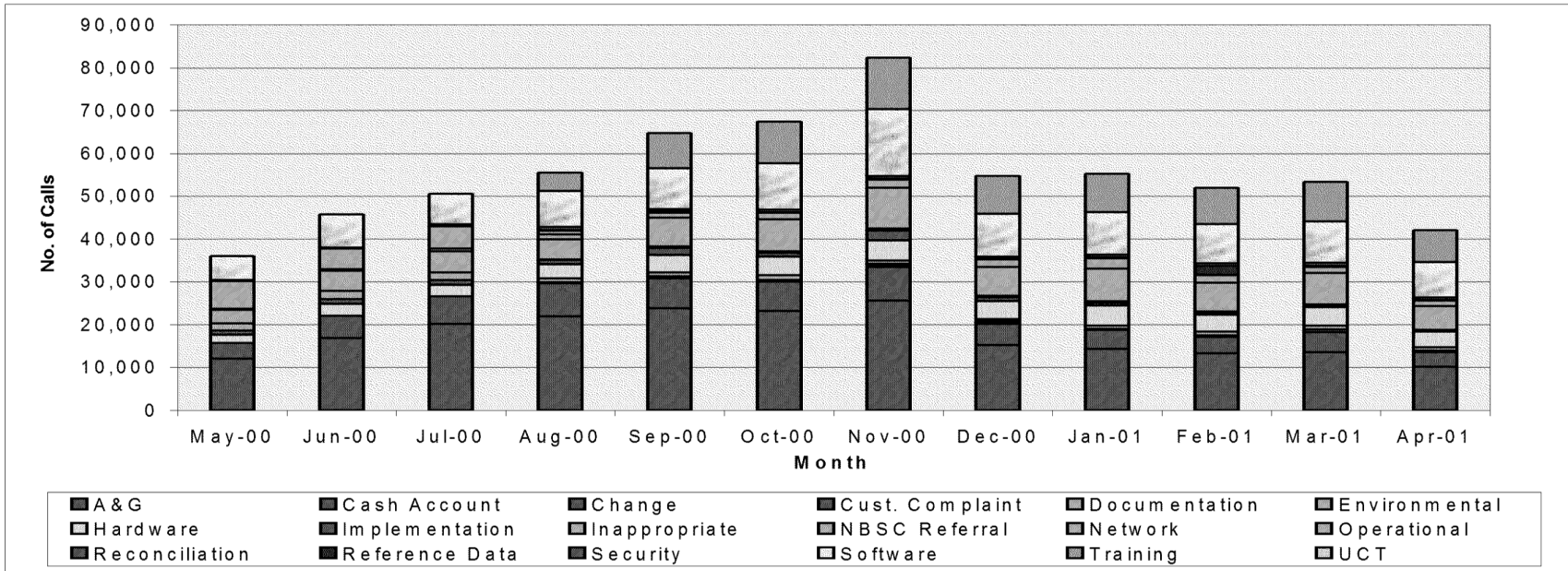
	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01
Actual Live Outlets	5698	7044	8532	9829	11182	12465	13686	14841	15142	16071	16868	17276	17383	-	-	-	-
Actual Live Counters	12801	15715	18841	21825	24675	27742	30025	32727	33369	35607	37019	37609	37770	-	-	-	-
Forecast Live Outlets	5696	7202	8426	9956	11118	12342	13658	14882	15188	16412	17269	17719	17819	17811	17847	17883	17896
Forecast Live Counters	12755	15905	18315	21515	23945	26992	30978	33338	33827	35663	38709	39407	39562	39184	39263	39343	39690

### 3.2 HORIZON SYSTEM HELPDESK – LOGGED CALL VOLUMES



	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01
Non-Service	28268	35037	40020	42644	50058	50798	60175	38899	38275	37312	38008	28980
Service (H/W, N/W, S/W)	7735	10717	10469	12881	14665	16587	22156	15804	16949	14666	15326	13128
Total Customer Calls	36003	45754	50489	55525	64723	67385	82331	54703	55224	51978	53334	42108
Live Outlets	7044	8532	9829	11181	12465	13686	14841	15142	16071	16868	17276	17383
Calls per Outlet	5.1	5.4	5.1	5.0	5.2	4.9	5.5	3.6	3.4	3.1	3.1	2.4

### 3.3 HORIZON SYSTEM HELPDESK – LOGGED CALL PROFILES



	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01
A & G	12054	16875	20135	21983	23850	23222	25629	15318	14387	13328	13516	10221
Cash Account	3648	5279	6466	7711	6924	6866	7856	4892	4334	3834	4779	3378
Change	-	-	-	98	390	136	193	474	253	252	549	287
Cust. Complaint	-	-	-	84	94	93	162	105	65	63	63	55
Documentation	-	-	-	25	19	69	365	25	16	14	16	10
Environmental	-	-	-	929	963	1161	848	588	721	895	889	749
Hardware	1949	2682	2710	3344	4032	4323	4608	4031	4715	3915	4299	3650
Implementation	977	1148	1063	933	1636	950	2343	944	560	330	133	72
Inappropriate	1695	1895	1862	150	376	361	416	394	436	501	522	362
NBSC Referral	3191	4703	4876	4686	6653	7426	9516	6754	7617	6681	7325	5505
Network	175	353	682	1125	1168	1534	1986	1788	2390	1683	1450	1283
Operational	6452	4800	5225	867	130	56	37	30	80	96	83	30
Reconciliation	15	16	28	47	21	4	2	7	13	11	3	5
Reference Data	-	-	-	149	277	80	118	37	124	2114	101	73
Security	236	319	363	660	538	623	615	464	694	639	752	729
Software	5611	7682	7077	8412	9465	10730	15562	9985	9844	9068	9577	8195
Training	-	-	-	4322	8187	9751	12075	8867	8975	8554	9277	7504
UCT	-	2	2	0	0	0	0	0	0	0	0	0
<b>Total Calls</b>	<b>36003</b>	<b>45754</b>	<b>50489</b>	<b>55525</b>	<b>64723</b>	<b>67385</b>	<b>82331</b>	<b>54703</b>	<b>55224</b>	<b>51978</b>	<b>53334</b>	<b>42108</b>

## 4 SERVICE PERFORMANCE STATUS

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4.1 HELPDESK SERVICES

May00	Jun00	Jul00	Aug00	Sep00	Oct00	Nov00	Dec00	Jan01	Feb01	Mar01	Apr01	M A T	T R T	Comment
Horizon Helpdesk														
96.3	95.9	96.7	97.7	98.2	96.3	91.2	96.5	93.7	97.2	99.5	99.5	90%	N/A	
71.4	Q 2	56.5	Q 3	64.2	Q 4	97.9	Q 1							
Calls answered within 20 s														
73.2	96.6	99.8	99.6	97.2	97.5	95.6	98.4	99.9	98.5	99.9	99.9	99.9%	N/A	See Section 4.3
75.8	Q 2	98.4	Q 3	96.5	Q 4	99.8	Q 1							
Calls answered within 40 s														
88.3	97.7	99.7	99.9	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99%	N/A	
81.4	Q 2	99.1	Q 3	N/A	Q 4	N/A	Q 1							
Calls not abandoned through ring-off > 40 secs														
87.4	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99%	N/A	
92.7	Q 2	100.0	Q 3	N/A	Q 4	N/A	Q 1							
Calls not engaged														
N/A	N/A	N/A	N/A	99.4	99.2	98.4	99.3	99.9	99.8	99.9	100.0	99%	N/A	Actual 99.96%
N/A	Q 2	N/A	Q 3	98.6	Q 4	99.7	Q 1							
Calls not engaged/abandoned through ring-off > 40 secs														
78.8	79.8	99.5	99.2	99.1	99.7	99.8	99.7	99.8	99.8	99.8	99.7	95%	N/A	
81.6	Q 2	94.3	Q 3	99.6	Q 4	99.7	Q 1							
Level 1 Calls resolved within 5 mins														
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100%	N/A	
100.0	Q 2	100.0	Q 3	100.0	Q 4	100.0	Q 1							
Level 1 Calls resolved within 10 mins														
94.3	95.4	98.7	98.5	98.6	99.1	98.6	98.8	98.9	99.1	99.4	99.6	95%	N/A	
95.8	Q 2	97.4	Q 3	98.6	Q 4	99.9	Q 1							
Level 2 Calls resolved within 30 mins														
96.5	97.3	99.2	99.2	99.2	99.6	99.1	99.1	99.3	99.5	99.7	99.8	100%	N/A	See Section 4.3
93.7	Q 2	98.7	Q 3	99.1	Q 4	99.3	Q 1							
Level 2 Calls resolved within 45 mins														
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	95%	N/A	
100.0	Q 2	100.0	Q 3	100.0	Q 4	100.0	Q 1							
Cash Account: second line availability for call answering														
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100%	N/A	
100.0	Q 2	100.0	Q 3	100.0	Q 4	100.0	Q 1							
Cash Account: second line callback <= 20 minutes														
95.8	95.8	95.8	95.8	95.8	95.8	95.8	95.8	95.8	95.8	95.8	95.8	95%	N/A	
95.8	Q 2	95.8	Q 3	95.8	Q 4	95.8	Q 1							
Cash Account: call scripts correctly followed by HSH														

## 4.2 SYSTEM SERVICE

May00	Jun00	Jul00	Aug00	Sep00	Oct00	Nov00	Dec00	Jan01	Feb01	Mar01	Apr01	MAT	TRT	Comment					
Call to Resolution (Local)																			
36.8	74.6	30.2	85.7	80.0	100.0	95.5	99.7	100.0	97.9	98.2	98.2	95%	N/A						
48.5	Q2	83.3	Q3	97.8	Q4	96.3	Q1												
Hardware/Network Priority A - 4 hours Non-Remedial																			
79.8	93.9	98.2	97.2	93.5	99.3	95.5	97.2	99.1	99.3	99.6	99.4	95%	N/A						
77.3	Q2	96.4	Q3	94.8	Q4	98.6	Q1												
Hardware/Network Priority B - 8 hours Non-Remedial																			
46.9	93.2	99.0	97.1	94.6	100.0	100.0	98.2	100.0	97.3	100.0	100.0	100%	N/A						
62.6	Q2	96.1	Q3	98.3	Q4	98.8	Q1												
Hardware/Network Priority A - 6 hours Remedial																			
84.2	95.0	99.2	99.7	96.8	97.8	96.9	98.0	99.5	99.4	99.8	99.7	100%	N/A	See Section 4.9					
85.5	Q2	97.6	Q3	96.9	Q4	99.2	Q1												
Hardware/Network Priority B - 10 hours Remedial																			
Call to Resolution (Intermediate)																			
N/A	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	95%	N/A						
N/A	Q2	100.0	Q3	100.0	Q4	100.0	Q1												
Hardware/Network Priority A - 6 hours Non-Remedial																			
N/A	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	95%	N/A						
N/A	Q2	100.0	Q3	100.0	Q4	100.0	Q1												
Hardware/Network Priority B - 10 hours Non-Remedial																			
N/A	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100%	N/A						
N/A	Q2	100.0	Q3	100.0	Q4	100.0	Q1												
Hardware/Network Priority A - 9 hours Remedial																			
N/A	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100%	N/A						
N/A	Q2	100.0	Q3	100.0	Q4	100.0	Q1												
Hardware/Network Priority B - 15 hours Remedial																			
Call to Resolution (Remote)																			
100.0	100.0	100.0	100.0	100.0	100.0	71.4	97.5	100.0	100.0	100.0	100.0	95%	N/A						
100.0	Q2	100.0	Q3	78.6	Q4	95.5	Q1												
Hardware/Network Priority A - 8 hours Non-Remedial																			
50.0	100.0	97.4	92.3	100.0	96.2	96.7	98.3	98.4	100.0	100.0	96.9	95%	N/A						
69.6	Q2	95.8	Q3	96.8	Q4	99.2	Q1												
Hardware/Network Priority B - 12 hours Non-Remedial																			
100.0	100.0	100.0	100.0	100.0	100.0	85.7	87.5	100.0	100.0	100.0	100.0	100%	N/A						
100.0	Q2	100.0	Q3	92.3	Q4	95.5	Q1												
Hardware/Network Priority A - 12 hours Remedial																			
90.0	100.0	97.8	100.0	100.0	100.0	97.6	100.0	100.0	100.0	100.0	100.0	100%	N/A						
79.5	Q2	98.6	Q3	98.5	Q4	100.0	Q1												
Hardware/Network Priority B - 24 hours Remedial																			
Reboot Incidents																			
N/A	N/A	N/A	N/A	1.04	1.03	1.29	1.11	1.04	0.91	0.79	0.72	1/CTR /	N/A						
N/A	Q2	N/A	Q3	N/A	Q4	N/A	Q1												
4M																			
Engineer Visits																			
N/A	N/A	N/A	N/A	62.0	80.0	73.0	64.1	44.9	92.2	51.5	56.2	> 50%	N/A						
N/A	Q2	N/A	Q3	N/A	Q4	45.2	Q1												

### 4.3 DATA SERVICES

#### 4.3.1 INBOUND

May00	Jun00	Jul00	Aug00	Sep00	Oct00	Nov00	Dec00	Jan01	Feb01	Mar01	Apr01		MAT	TBT	Comment
												<b>R D M C Reference Data</b>			
98.63	99.16	97.56	98.23	98.07	99.08	98.13	98.28	98.67	98.79	95.01	73.68	Data Delivery - Day B	97%	N/A	See Section 4.9
99.14	Q2	98.26	Q3	98.73	Q4	98.55	Q1								
99.02	99.58	99.66	99.56	99.58	99.51	99.11	98.76	99.38	99.31	98.65	99.22	Data Delivery - Day C	99%	N/A	
99.42	Q2	99.60	Q3	99.36	Q4	99.15	Q1								
99.24	99.64	99.75	99.69	99.59	99.59	99.22	98.96	99.49	99.45	99.37	99.33	Data Delivery - Day D	100%	N/A	See Section 4.9
99.63	Q2	99.78	Q3	99.45	Q4	99.38	Q1								
												<b>A P S Reference Data</b>			
99.15	99.48	97.86	99.48	99.24	99.38	99.17	100.00	99.35	99.09	96.51	98.51	Data Delivery - Day B	97%	N/A	
98.83	Q2	98.38	Q3	99.26	Q4	98.22	Q1								
99.15	99.64	99.67	99.48	99.24	99.38	99.17	100.00	99.35	99.49	99.21	99.19	Data Delivery - Day C	99%	N/A	
99.15	Q2	99.69	Q3	99.26	Q4	99.42	Q1								
99.15	99.67	99.73	99.48	99.24	99.38	99.17	100.00	99.35	99.49	99.35	99.38	Data Delivery - Day D	100%	N/A	See Section 4.9
99.19	Q2	99.74	Q3	99.26	Q4	99.42	Q1								
												<b>D B C S Data</b>			
99.54	99.41	99.39	98.72	99.07	99.28	98.45	98.58	98.48	99.08	98.72	98.56	D B C S Stop List - Day B	97%	N/A	
99.76	Q2	99.12	Q3	98.94	Q4	98.72	Q1								
99.66	99.61	99.69	99.66	99.58	99.52	99.17	98.97	99.37	99.42	99.37	99.28	D B C S Stop List - Day C	99%	N/A	
99.83	Q2	99.66	Q3	99.38	Q4	99.26	Q1								
99.78	99.65	99.75	99.76	99.58	99.59	99.24	99.83	99.44	99.51	99.57	99.44	D B C S Stop List - Day D	100%	98%	See Section 4.9
99.85	Q2	99.73	Q3	99.46	Q4	99.34	Q1								

4.3.2 OUTBOUND

May00	Jun00	Jul00	Aug00	Sep00	Oct00	Nov00	Dec00	Jan01	Feb01	Mar01	Apr01	MAT	TRT	Comment
98.12	98.62	97.04	96.49	99.16	99.10	97.91	98.01	97.53	93.92	97.64	99.00			
98.28	Q2	97.27	Q3	98.05	Q4	96.48	Q1					97%	N/A	
98.97	99.66	98.73	99.61	99.60	99.98	99.11	99.06	99.30	99.49	99.61	99.51			
99.07	Q2	99.32	Q3	99.30	Q4	99.24	Q1					99%	N/A	
99.29	99.74	99.71	99.75	99.71	99.72	99.35	99.29	99.56	99.65	99.77	99.83			
99.33	Q2	99.73	Q3	99.56	Q4	99.47	Q1					100%	98%	See Section 4.3
97.64	98.49	97.70	96.34	98.98	97.54	96.73	98.00	97.03	94.30	97.24	98.99			
97.80	Q2	97.19	Q3	97.33	Q4	96.45	Q1					97%	N/A	
99.07	99.50	99.63	99.66	99.52	99.52	99.07	98.99	99.20	99.40	99.40	99.40			
99.19	Q2	99.62	Q3	99.32	Q4	99.18	Q1					99%	N/A	
99.32	99.74	99.77	99.81	99.60	99.69	99.33	99.24	99.54	99.64	99.69	99.61			
99.41	Q2	99.77	Q3	99.53	Q4	99.43	Q1					100%	98%	See Section 4.3
99.23	99.64	98.64	99.63	99.43	99.56	99.01	99.05	99.32	99.44	99.50	99.40			
99.22	Q2	99.29	Q3	99.30	Q4	99.25	Q1					97%	N/A	
99.43	99.79	99.76	99.80	99.70	99.71	99.35	99.30	99.50	99.67	99.70	99.65			
99.41	Q2	99.70	Q3	99.55	Q4	99.49	Q1					99%	N/A	
99.56	99.87	99.85	99.87	99.70	99.80	99.51	99.40	99.72	99.79	99.79	99.71			
99.53	Q2	99.86	Q3	99.67	Q4	99.64	Q1					100%	98%	See Section 4.3

4.3.3 MIGRATED APS CLIENTS OUTBOUND

May00	Jun00	Jul00	Aug00	Sep00	Oct00	Nov00	Dec00	Jan01	Feb01	Mar01	Apr01	MAT	TRT	Comment
APSH to SPM 1: APS - British Gas (SPM)														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	92.43	98.51	98.36	97%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day B														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	93.67	98.91	99.64	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day C														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00	99.91	99.64	100%	98%	See Section 4.9
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day D														
APSH to 8186: APS - Southampton County Council														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	93.00	98.01	99.71	97%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day B														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.00	99.96	99.71	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day C														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	93.37	100.00	99.76	100%	98%	See Section 4.9
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day D														
APSH to 8286: APS - Hampshire County Council														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	94.26	98.29	99.48	97%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day B														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.11	99.48	99.80	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day C														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.72	99.58	99.87	100%	98%	See Section 4.9
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day D														
APSH to 8732: APS - Mid Kent Water														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	95.29	98.33	99.80	97%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day B														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.35	100.00	100.00	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day C														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00	100.00	100.00	100%	98%	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day D														

4.3.3 MIGRATED APS CLIENTS OUTBOUND (Contd)

May00	Jun00	Jul00	Aug00	Sep00	Oct00	Nov00	Dec00	Jan01	Feb01	Mar01	Apr01	MAT	TRT	Comment
APSH to 8114 : APS - Yorkshire Electricity														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.31	99.36	97%	N/A	Migrated 21/03
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day B														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.89	99.77	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day C														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.99	99.85	100%	98%	See Section 4.9
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day D														
APSH to 8115 : APS - SSE														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.62	99.83	97%	N/A	Migrated 21/03
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day B														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.74	99.48	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day C														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.82	99.66	100%	98%	See Section 4.9
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day D														
APSH to 8132 : APS - Oxfordshire Social Services														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.60	100.00	97%	N/A	Migrated 21/03
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day B														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.00	100.00	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day C														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.64	100.00	100%	98%	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day D														
APSH to 8192 : APS - Knowsley M B C														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.07	97.67	97%	N/A	Migrated 21/03
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day B														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.00	99.53	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day C														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.05	99.96	100%	98%	See Section 4.9
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day D														
APS - Quantum (British Gas Trading)														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBA	99.31	97%	N/A	Migrated 26/03
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day B														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBA	99.50	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day C														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBA	99.55	100%	98%	See Section 4.9
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A	Q 1				
File Delivery - Day D														

4.3.3 MIGRATED APS CLIENTS OUTBOUND (Contd)

May00	Jun00	Jul00	Aug00	Sep00	Oct00	Nov00	Dec00	Jan01	Feb01	Mar01	Apr01	MAT	TRT	Comment
APS - Standard Life														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC	97%	N/A	Migration 06/04
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			See Section 4.9
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC	100%	98%	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
APS - Girebank														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	53.24	97%	N/A	Migration 11/04
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	53.83	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	53.93	100%	98%	See Section 4.9
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
APS - Royal & Sun Alliance														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	97%	N/A	Migration TBC
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	98%	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
APS - Welsh Water														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	97%	N/A	Migration TBC
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	98%	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
APS - South Wales Electricity														
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	97%	N/A	Migration TBC
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99%	N/A	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	98%	
N/A	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			

4.3.3 MIGRATED APS CLIENTS OUTBOUND (Contd)

May00	Jun00	Jul00	Aug00	Sep00	Oct00	Nov00	Dec00	Jan01	Feb01	Mar01	Apr01	MAT	TBT	Comment	
APS - Northern Ireland Electricity															
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day B	97%	N/A	Migration TBC
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day C	99%	N/A	
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day D	100%	98%	
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
APS - Drivers Vehicle Licensing, Northern Ireland															
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day B	97%	N/A	Migration 16/05
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day C	99%	N/A	
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day D	100%	98%	
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
APS - TV Licensing															
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day B	97%	N/A	Migration TBC
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day C	99%	N/A	
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day D	100%	98%	
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
APS - British Telecom															
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day B	97%	N/A	Migration TBC
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day C	99%	N/A	
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day D	100%	98%	
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
APS - Alternative Collection Point															
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day B	97%	N/A	Migration TBC
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day C	99%	N/A	
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day D	100%	98%	
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
APS - BBC															
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day B	97%	N/A	Migration TBC
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day C	99%	N/A	
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File Delivery - Day D	100%	98%	
N/A	Q 2	N/A	Q 3	N/A	Q 4	N/A	Q 1								

### 4.4 TRANSACTION SERVICES

May00	Jun00	Jul00	Aug00	Sep00	Oct00	Nov00	Dec00	Jan01	Feb01	Mar01	Apr01		M A T	T R T	Comment
												<b>D B C S</b>			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Issues (local)	39.00	39.50	See Section 4.9
N/A	0.2		N/A	0.3		N/A	0.4		N/A		0.1				
												<b>Issues (foreign)</b>			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	42.50	43.00		
N/A	0.2		N/A	0.3		N/A	0.4		N/A		0.1				
												<b>Encashment (local)</b>			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	26.94	27.44		
N/A	0.2		N/A	0.3		N/A	0.4		N/A		0.1				
												<b>Encashment (foreign)</b>			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	28.10	28.60		
N/A	0.2		N/A	0.3		N/A	0.4		N/A		0.1				
												<b>A P S</b>			
												<b>Cash Payments - No tokens handed back to customer</b>			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	19.95	20.46		
N/A	0.2		N/A	0.3		N/A	0.4		N/A		0.1				
												<b>Cash Payments - Tokens handed back to customer</b>			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2.152	2.202		
N/A	0.2		N/A	0.3		N/A	0.4		N/A		0.1				
												<b>Cash Payments - Using Smart Card or Key</b>			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	26.56	27.06		
N/A	0.2		N/A	0.3		N/A	0.4		N/A		0.1				
												<b>E P O S S</b>			
												<b>EPOSS</b>			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	30.00	30.50		
N/A	0.2		N/A	0.3		N/A	0.4		N/A		0.1				

4.5 TRAINING SERVICES

May00	Jun00	Jul00	Aug00	Sep00	Oct00	Nov00	Dec00	Jan01	Feb01	Mar01	Apr01		M A T	T R T	Comment
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Training Course Availability	100%	N/A	
100.0	Q 2	100.0	Q 3	100.0	Q 4	100.0	Q 1								
100.0	100.0	100.0	100.0	100.0	73.6	71.1	91.9	92.9	92.0	94.0	100.0	Training Venue Quality	85%	N/A	
100.0	Q 2	100.0	Q 3	83.4	Q 4	93.3	Q 1								
100.0	100.0	100.0	100.0	100.0	93.5	93.5	93.2	93.5	93.2	100.0	100.0	Training Course Quality	95%	N/A	
100.0	Q 2	100.0	Q 3	95.7	Q 4	99.5	Q 1								
100.0	100.0	100.0	97.5	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Training Course Cancellation	98%	N/A	
100.0	Q 2	99.1	Q 3	100.0	Q 4	100.0	Q 1								
100.0	100.0	100.0	100.0	100.0	100.0	99.9	100.0	99.8	99.8	92.8	98.7	Training Course Competence Levels	95%	N/A	
100.0	Q 2	100.0	Q 3	100.0	Q 4	99.8	Q 1								
99.9	99.9	99.8	99.8	99.1	100.0	99.9	100.0	100.0	100.0	100.0	100.0	Training Course Timeliness Live Delivery	100%	N/A	
99.8	Q 2	99.9	Q 3	99.7	Q 4	100.0	Q 1								

### 4.6 IMPLEMENTATION & ROLL OUT

May00	Jun00	Jul00	Aug00	Sep00	Oct00	Nov00	Dec00	Jan01	Feb01	Mar01	Apr01	M A T	T R T	Comment
93.0			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	85%	N/A	See Section 4.9
93.6	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
96.1			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	85%	N/A	
96.1	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
54.5	0.5	26.0										98%	N/A	
54.5	Q 1			Q 3			Q 4				Q 1			
94.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	85%	N/A	
93.0	Q 2		N/A	Q 3		N/A	Q 4		N/A		Q 1			
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	98%	N/A	
100.0	Q 2		100.0	Q 3		100.0	Q 4		100.0		Q 1			

4.7 LF SERVICE

May00	Jun00	Jul00	Aug00	Sep00	Oct00	Nov00	Dec00	Jan01	Feb01	Mar01	Apr01	MAT	TOT	Comment
Outlet to SAPADS Data Transfer														
N/A	N/A	N/A	N/A	98.7	98.7	96.1	98.4	94.0	95.7	99.4	99.3	98%	N/A	
N/A	Q 2		N/A	Q 3		96.3	Q 4		96.2		Q 1			
Confirmation of Pouch Received at Outlet - Day A														
N/A	N/A	N/A	N/A	98.7	98.9	99.1	98.0	99.3	99.4	99.6	99.4	100%	98%	See Section 4.9
N/A	Q 2		N/A	Q 3		98.3	Q 4		99.1		Q 1			
Confirmation of Pouch Received at Outlet - Day B														
N/A	N/A	N/A	N/A	92.0	99.0	96.7	99.0	95.5	96.7	99.6	99.9	98%	N/A	
N/A	Q 2		N/A	Q 3		96.3	Q 4		96.8		Q 1			
Details of SAPADS Pouch Collected from Outlet - Day A														
N/A	N/A	N/A	N/A	92.0	99.1	99.0	99.1	99.3	99.5	99.6	99.6	100%	98%	See Section 4.9
N/A	Q 2		N/A	Q 3		98.9	Q 4		99.3		Q 1			
Details of SAPADS Pouch Collected from Outlet - Day B														
N/A	N/A	N/A	N/A	79.7	91.9	93.1	99.1	99.3	91.6	TBC	TBC	98%	95%	
N/A	Q 2		N/A	Q 3		98.1	Q 4		96.5		Q 1			
Daily Cash on Hand Details - Day A														
N/A	N/A	N/A	N/A	99.0	99.5	99.5	99.4	99.5	99.6	99.7	99.6	98%	N/A	
N/A	Q 2		N/A	Q 3		99.5	Q 4		99.3		Q 1			
Weekly Stamps / Stock on Hand Details - 22:00 on Day C														
N/A	N/A	N/A	N/A	99.0	99.5	99.5	99.4	99.5	99.6	99.7	99.6	100%	98%	See Section 4.9
N/A	Q 2		N/A	Q 3		99.5	Q 4		99.3		Q 1			
Weekly Stamps / Stock on Hand Details - 23:59 on Day C														
N/A	N/A	N/A	N/A	99.0	99.5	99.5	99.4	99.5	99.6	99.7	99.6	98%	N/A	
N/A	Q 2		N/A	Q 3		99.5	Q 4		99.3		Q 1			
Weekly Inventory Items Details - 22:00 on Day C														
N/A	N/A	N/A	N/A	99.0	99.5	99.5	99.4	99.5	99.6	99.7	99.6	100%	98%	See Section 4.9
N/A	Q 2		N/A	Q 3		99.5	Q 4		99.3		Q 1			
Weekly Inventory Items Details - 23:59 on Day C														
N/A	N/A	N/A	N/A							99.3	99.2	96%	N/A	
N/A	Q 2		N/A	Q 3			Q 4				Q 1			
Delivery of SAPADS Planned Orders to Outlets - Day A														
N/A	N/A	N/A	N/A							99.6	99.5	100%	96%	See Section 4.9
N/A	Q 2		N/A	Q 3			Q 4				Q 1			
Delivery of SAPADS Planned Orders to Outlets - Day B														
N/A	N/A	N/A	N/A							100.0	100.0	98.5%	N/A	
N/A	Q 2		N/A	Q 3			Q 4				Q 1			
Delivery of SAPADS Advice Notes to Outlets - 08:00 on Day C														
N/A	N/A	N/A	N/A							100.0	100.0	N/A	96%	
N/A	Q 2		N/A	Q 3			Q 4				Q 1			
Delivery of SAPADS Advice Notes to Outlets - 12:00 on Day C														

## 4.8 BUSINESS INCIDENT MANAGEMENT

May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	MAT	TRT	Comment
70.8	82.1	58.1	95.2	99.3	92.2	100.4	96.9	89.2	87.2	95.8	98.2	100%	N/A	See Section 4.9
85.1	Q 2	84.2	Q 3	97.1	Q 4	91.4	Q 1	Incidents resolved (<= 5 days of receipt)						

## 4.9 SUPPORTING COMMENTS

Section	Performance Measure	Comments
4.1	<u>Helpdesk Services – April 2001</u> HSHD - Calls Answered within 40 seconds	This SLA is subject to the rectification proposal. Under the proposal it will be replaced by an average Call to Answer time of <12 seconds. The figure for April was 7.45 seconds.
	<u>Helpdesk Services – April 2001</u> HSHD - Level 2 calls resolved within 45 minutes	This SLA is subject to the rectification proposal. Under the proposal it will be replaced by an average Call to Resolution of <15 minutes. The figure for April was 10 minutes 58 seconds.  <u>Cause and Action</u> Of the 138 Level 2 calls received, 0 were not resolved within 60 minutes.  Under the rectification proposal all calls over 60 minutes will be analysed and reported on in detail.

Section	Performance Measure	Comments
4.2	<u>System Service - April 2001</u> <u>Local</u> Hardware / Network Priority B 10hrs Remedial	<p>This SLA is subject to the rectification proposal. Under the proposal it would be replaced by an average Excess Time to Repair of &gt;0. This figure for April was 2.45.</p> <p>Under the rectification proposal all calls that result in remedies payable will be analysed and reported on in detail.</p>

Section	Performance Measure	Comments
4.3	<u>Data Services (Inbound) – April 2001</u> RDMC Reference Data – Day B RDMC Reference Data – Day D APS Reference Data – Day D OBCS Stop List Data - Day D	<p><u>Performance Summary</u> 79.68% delivered by Day B</p> <p><u>For information Only</u> <i>Conformance calculations for RDMC reference data, APS reference data and OBCS stop list delivery SLA's are now being obtained directly from the Data warehouse following the migration of the data centres to release M1R.</i></p> <p><u>Cause and Action</u> The RDMC Reference Data Delivery - Day B SLA failed due to problems with the time-scales needed to process and deliver the files. ICL Pathway has tasked the appropriate support area to investigate the process and to make improvements in the SLA.</p> <p>All Day D SLAs are subject to the rectification proposal. This proposal will be presented to PON during May 2001.</p>

Section	Performance Measure	Comments
4.3	<u>Data Services (Outbound) – April 2001</u> APS Data – Day D TPS Data – Day D OBCS Data – Day D British Gas – SPM – Day D Southampton County Council - Day D Hampshire County Council – Day D Yorkshire Electricity – Day D SSE – Day D Knowsley MBC – Day D British Gas Trading - Quantum - Day D Girobank - Day D	<u>Cause and Action</u> All Day D SLAs are subject to the rectification proposal. This proposal will be presented to PON during May 2001..  Data is now being reported for British Gas Trading – Quantum but, as yet, only from the 14 <sup>th</sup> April 2001. The data for the rest of April and back to the Client's migration is currently being retrieved from archive and will be presented in June's SRB. Data for April is for information only and hence is greyed out  Data is currently unavailable for Standard Life and is being investigated. Performance results will be reported in the June 2001 SRB.

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Section	Performance Measure	Comments
4.4	<u>Transaction Services – April 2001</u> OBCS, APS and EPOSS	<i>For information Only</i> <i>The method of calculating performance against these SLA's is currently being reviewed between ICL Pathway and POM Commercial. No data is therefore included in this Review Book.</i>



Section	Performance Measure	Comments
4.7	<p><u>LF Service – April 2001</u></p> <p><u>Outlets to SAPADS data transfer</u></p> <p>Confirmation of pouch received at outlet – Day B</p> <p>SAPADS pouch collected from outlet – Day B</p> <p>Daily cash on hand details – Day A</p> <p>Weekly stamps / stock on hand – 23.59 Day C</p> <p>Weekly inventory items – 23.59 Day C</p>	<p><u>Performance Summary</u></p> <p>99.4% received Day B</p> <p>99.6% received Day B</p> <p>TBA</p> <p>99.6% received 23.59 Day C</p> <p>99.6% received 23.59 Day C</p> <p><u>Cause and Action</u></p> <p>Where SLA conformance has not been achieved this is directly attributable to the non-polling of outlets where remittances and declarations are not harvested from the counters and delivered to SAPADS within the required timescales</p> <p>Daily cash on hand details – Day A: Corrupt data, showing an over achievement, is currently being reported via the Data Warehouse. When an outlet is closed, the system writes a dummy COH message, which derives its date and time from the date when the last COH message was written. In the case of offices closed on Sunday, this means that they will record 2 messages for a Saturday. The same phenomenon would be happening on other days of the week, with offices, which are closed but the effect is not so noticeable. When, as happened in March, there were days when few EOD markers were harvested, then there is a knock on effect with the extra messages affecting the SLA conformance. A fix to the problem is currently scheduled for S10</p>

Section	Performance Measure	Comments
4.7	<p><u>SAPADS to outlet data transfer</u> Planned orders to outlets – Day B</p>	<p><u>Performance Summary</u> 99.5% delivered by Day B</p> <p><u>Cause and Action</u> Where SLA conformance has not been achieved this is directly attributable to the non-polling of outlets where remittances and declarations are not harvested from the counters and delivered to SAPADS within the required timescales.</p>
4.8	<p><u>Business Incident Management – April 2001</u> Business incidents resolved &lt;= 5 days of receipt</p>	<p><u>Performance Summary</u> 98.2% of business incidents were cleared within 5 working days of receipt. (The definitions of ‘cleared’ being that sufficient detail was supplied to PON to allow reconciliation or client settlement to take place).</p> <p><u>Cause and Action</u> Out of 110 reconciliation and business incidents received in March, 108 were cleared within the 5-day timescale. The 2 failures represent Receipts &amp; Payment miss-balances reported via the EPOSS reconciliation reports. Data is required from the Riposte message store as to the exact nature of these miss-balances and this was not obtained in time to satisfy this SLA. ICL Pathway are attempting to address the issue through recruitment of a dedicated resource to handle the technicalities involved in providing system data to resolve business incidents.</p>

## 5 CUSTOMER SERVICE OPERATIONS REPORT

### 5.1 CROSS DOMAIN PROBLEMS - OPEN CALLS / WORK IN PROGRESS

PinICL	Date Raised	Problem Management Calls – Description	Status	Problem Manager
PC0027145	24/06/99	PM - Outlets not polling information	Monitor	Paul Curley
PC0041019	20/03	30% of PON reference data files are rework	Monitor	David Wilcox
PC0047010	07/06	TIP transactions dropped by TIP harvesting process	WIP	Michael Fiore
PC0047944	19/06	PM - Two feeds of Outlet information from PON to I	WIP	David Wilcox
PC0051640	02/08	Correspondence Server Issues	WIP	Deirdre Conniss
PC0052494	15/08	Outlets missing Icons	WIP	John Wright
PC0052505	15/08	Illegal APS sequence numbers	Fixed when CI4 rolled out Monitor	Michael Fiore
PC0052508	15/08	Unmatched reversed/reversing	WIP	Richard Brunskill
PC0054269	18/09	PM - Process failure for some reference data incidents	Monitor HSH will be reminded of the process	Alison Peacock
PC0059082	01/12	PM-Delayed APS transactions delivered to manual	WIP	Angela Shaw
PC0059344	06/12	PM-ICL Pathway delivery of HAPS	WIP	Michael Fiore
PC0059539	08/12	PM – Adjust stock figures incorrect	WIP	Dean Felix
PC0060137	20/12	PM - Message store amendments - no process	WIP	Richard Brunskill
PC0060430	03/01	PM - Inadequate procedures for Office Closure	WIP	Paul Curley
PC0061741	26/01	PM - Rec & Pmts Cash A/C Misbalance - S/U roll over	WIP	Richard Brunskill
PC0062259	08/02	PM-P&A reports have incorrect value / quantities	WIP	Alison Peacock
PC0056242	22/10	PM Visit Frensham Way 415420 Screen Distortion	WIP	Claudia Walker
		<b>CS ALERT STATUS</b>		
PC0058014	17/11	PM-Slow running on counters - <b>CS ALERT STATUS</b>	WIP	Deirdre Conniss
PC0060849	12/01	PM-Blue screen crashes on Horizon - <b>CS ALERT STATUS</b>	WIP	Julie Welsh
PC0063706	09/03	PM - West Derby - Training Issue	WIP	Julie Welsh
PC0063707	09/03	PM -Davenport Green - Training Issues	WIP	Julie Welsh
PC0063709	09/03	PM -Princes Way - Training Issues	WIP	Julie Welsh

**5.1 Cross Domain Problems - Open Calls / Work In Progress (Contd)**

PinICL	Date Raised	Problem Management Calls – Description	Status	Problem Manager
PC0063710	09/03	PM - Aldenham Road - Training Issues	WIP	Julie Welsh
PC0063747	12/03	PM - Townhill - Training Issues	WIP	Julie Welsh
PC0063748	12/03	PM - Seaforth - Training Issues	WIP	Julie Welsh
PC0064574	29/03	PM - Hard drive swaps - R&P misbalance	WIP	Julie Welsh