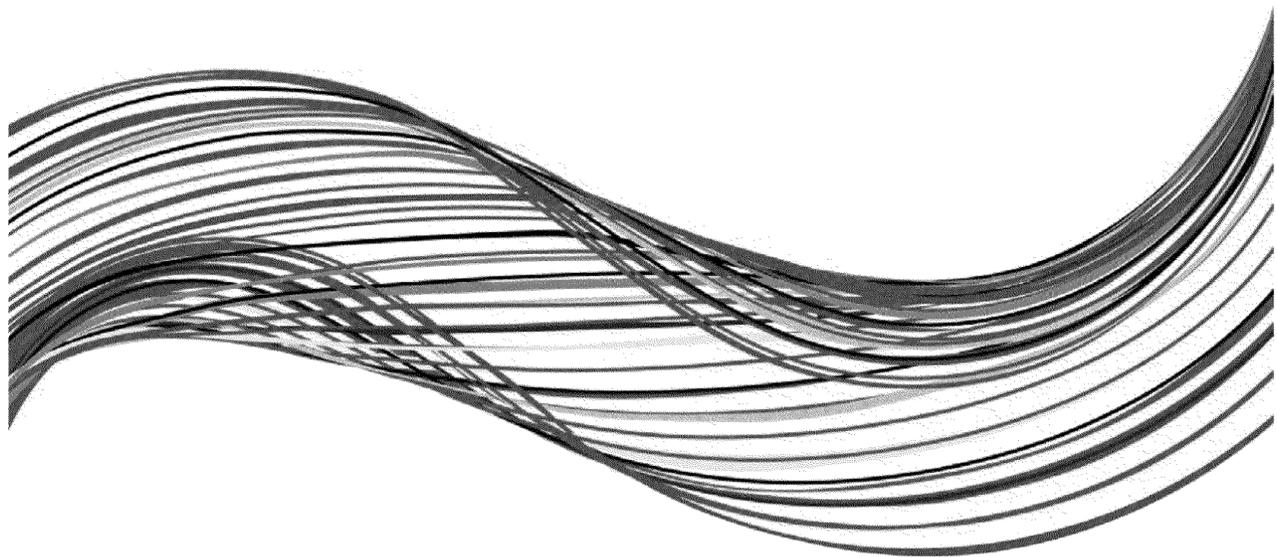# Fujitsu Services Post Office Account

Service Review Book

February 2007

SERVICE REVIEW BOOK
February 2007

Document Control

Title: Service Review Book – February 2007

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 28th February 2007

Status: Definitive

Distribution: Service Management Review

        Fujitsu Services, Post Office Account: Head of Service Management

        Fujitsu Services, Post Office Account: Customer Service Management Team

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                                  Date: 14-Mar-07
                                  Page No: 2 of 33

SERVICE REVIEW BOOK
February 2007

CONTENTS

SERVICE REVIEW BOOK
February 2007

1   MANAGEMENT SUMMARY

Summary: Within the Fujitsu Services domain for February 07 there no Major Incidents, two service affecting incidents within the Fujitsu domain and 1 incident relating to VIP sites. Details are given in the Incident Overview below.

The most significant issue related to the T30 Inc 1 Release where the REM out process for cash and stock caused an imbalance, and generated a volume of calls to the Helpdesk. The problem was identified immediately and the release regressed, with minimal operational impact. Root cause analysis and corrective actions have been identified and implemented. The re-release is currently under review.

Branch and counter availability continue to remain above target at 99.8% and 99.4% respectively. There were 3 days in February when no Solid Down calls were reported on the daily tracker, and the trend is continuing to be positive. 99 OBC changes were delivered in the month and all the OBC targets were exceeded with all OLAs met.

Incoming calls to the desk were at the expected level for the month, with hardware calls continuing at a high daily rate, but showing a slight decline. The rollout of the Epson Counter Printers has commenced, and the impact on service will be reflected in the March figures.

The migration of the VSAT sites is nearing completion and the second phase of the IPStream migration is now under way, with more than 7200 branches completed by the end of February.

The recovery plan for the Engineering SLTs is progressing and the service levels have shown a good improvement this month, but still give cause for concern. Action plans remain under constant review to maintain and improve the performance.

A total of 63 complaints were received, 25 were passed to Fujitsu for information only, both these being a reduction on the previous month. 4 were for investigation and comment: - of these, 2 were agreed to be justified.

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SERVICE REVIEW BOOK
February 2007

POST OFFICE

Executive Dashboard
February 2007

POST OFFICE

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1. Logged calls to HSD from Live Sites per month
Remote resolution | On-site resolution | monthly call limit

2. Calls answered by HSD within 30 seconds
Actual SLT achieved | Recalculated SLT | target

3. Call to Fix - return to service
Branch Infr. 4 hrs | Break Fix A (old) | Telecom Infra. 4 hrs | target 95%

4. Branch & Counter Availability during Post Office Core Day
Branch Availability | Counter Availability | Branch target | Counter target

5. Data delivered to APS Outbound Day B

6. Branch & Counter Availability during Critical Period - Monday, Tuesday, Thursday 0900 -1230
Calculations to be confirmed
Branch Critical Availability | Target 99.4%

7. Complaints
Justified | Unjustified | Outstanding

8. Success Rates of combined Online Transactions

9. Branches with no trading / no online service trading capability
Incident duration 6 days plus | Incident duration 4 days plus

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SERVICE REVIEW BOOK

February 2007

POST OFFICE

2 Incident Overview

Summary:	Within the Fujitsu Services domain for February 2007 there were no Major Incidents.
	There were 2 further service affecting incidents within the Fujitsu domain.
	There was 1 incident affecting a VIP sites.
	There was no further service affecting incidents outside of the Fujitsu domain.
Major Incidents:	None

Other incidents in Fujitsu Services domain:

Monday 12th February. As part of the T30 INC 1 release, counter 36_6 was released over the weekend of the 10th/11th and was successful to approximately 90% of the estate 14,000 branches. It was then reported by some branches that there were issues with the REM out process for cash and stock causing an imbalance. The issue was found to be when Post Masters would REM out 2 identical items instead of using the quantity button. As this was an error in the code, the counter 36_6 s/w was regressed overnight. After the regression of the s/w overnight, it was then identified that 49 branches had an issue with the REM out process causing a cash imbalance at the counter. The SSC upon agreement with POL took the corrective actions to correct the imbalance and contact the Post Masters concerned. All cash correction work was completed by end of play Wednesday and fully monitored for the next 2 days, with full details being sent to POL to complete the transaction corrections for the POLFS and the reconciliation process's.

Monday 26th February. The Horizon system was experiencing timeouts at 6% of the total transactions to the A&L, from 08:29 to 17:30. All retries at the branches were successful. The issue was determined to be throughput within the A&L Wigan agent MWINAA01, causing the congestion. A reload of the A&L agent was required and this was completed on an OCP at 18:00. Call E-0702260081 refers.

VIP sites affected this month:

Wednesday 28th February. VIP site Hartlepool 011327, H/W fault node 1 and loss of On-Line serves at 11:00. Engineer to site to replace Node 1 screen and re-load of Gateway, services restored at 14:45. Call E-[GRO] refers.

Incidents that were outside the Fujitsu Domain:

None

Details of Incidents / Calls affecting Branch Availability

Date of Incident	Description of Incident	Average Counters / Branches Affected	LDs - SLT hours Counters / Branches	Associated calls to HSD

3 Business Continuity

3.1 Business Continuity Testing

During February the Failover and Fallback of the Production Primary XI Central Instance server in Bootle, the Horizon Service Desk and the AP Client & EDG Gateway operational business continuity tests were successfully completed.

During the HSD test it was noted that the performance of the alternative Powerhelp server, based at SDC01, appeared slower than the STE09 based Powerhelp server. This is currently being investigated.

Between the 28th of February and the 3rd of March the Fujitsu Service elements of the Post Office Limited, Northern Data-centre operational test, failing over to the Post Office Limited Disaster Recovery site, was successfully completed.

On the 4th of March the Web Servers operational test, including MoneyGram, and the operational test (test 6.6) of the interface to the MoneyGram Host were successfully completed.

3.2 Forthcoming Testing

- The operational test for the Database server is scheduled for the 10th and 11th of March

- The operational test for the Network Banking Service is planned for the 25th of March.

- The operational test for the loss of Bracknell 01, i.e., the relocation to LEW02 is being rescheduled and is dependant on the progress of commissioning of LST equipment in LEW02.

3.3 Business Continuity Planning

During February the emphasis was place on reviewing the HNG-X design documentation to enable a more detailed 'picture' to be formed of the HNG-X solution. Some progress was made on the HNG-X Services Business Continuity Plan using the information gained from the design documentation.

3.4 Business Continuity Incidents and Issues

No Major Business Continuity Incidents were raised during February.

The progress of the implementation and commissioning of the LST rig in the LEW02 Disaster Recovery site was slower during February as issues have been experienced with the setting up of the Network Banking Agents and Radius servers. Progress was made on the Network Banking Agents during a visit to site on the 6th of March

The operational test for the loss of Bracknell 01, i.e., the relocation to LEW02, will be rescheduled when there is a higher level of confidence that the proposed test date will be achieved.

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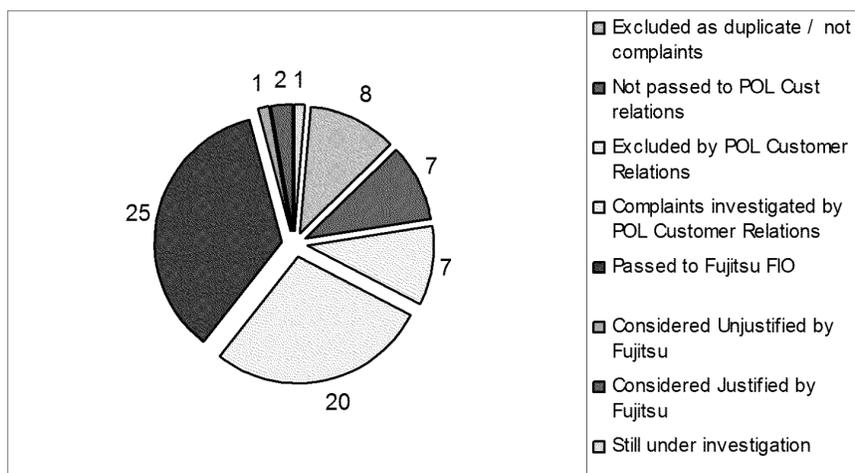**SERVICE REVIEW BOOK**
February 2007

4   Complaints

During February, 63 complaints were logged about Fujitsu Services, with 4 standard complaints passed for comment to Fujitsu for formal investigation, an increase of 1 when compared to January. 2 of these complaints were considered justified, with one still awaiting completion of investigation. Complaints about Fujitsu Services account for just 12.3% of all complaints received at the NBSC during February.

There were 2 High Profile Complaints in February

Breakdown of Complaints

Justified Complaints

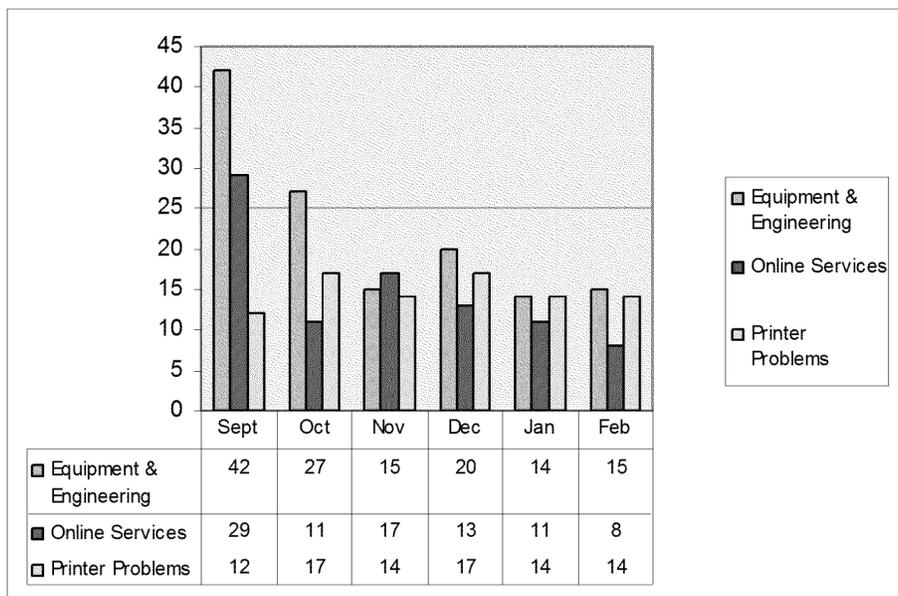| Date in POL/FS	Date Cleared	POL Ref	Branch Code And Facia	Category/Reason For Complaint	Improvement Action
20/02/07	20/02/07	MG/FEB/070	Amroth Road - 154611	PM complaining about the delay in an engineer visit to an A priority call.	A service improvement plan has been implemented recently for A priority call to fix calls, items within this SIP include reducing the build times for base units which will ensure engineer delays at previous calls are rendered a thing of the past. NB: PM's expectation was set at 4hrs (13:00), however engineer arrived at 15:30.
28/02/07	28/02/07	JH/FEB/055	Cheveley - 185113	Software Issues – AP transaction and manual entry not working.	This is a known issue across a small number of outlets and diagnosis is being performed in order to capture the symptoms. Until a suitable amount of evidence has been captured, it is impossible to find a resolution, either temporary or permanent. At this moment in time the log in/out is the only solution.

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SERVICE REVIEW BOOK
February 2007

POST OFFICE

Top 3 Areas of complaints

- Engineer complaints (including 10 about response times) - 15

- Printer problems - 14 complaints, 3 of which were also complaining about the engineering service.

- On Line Services being unavailable - 8 complaints, which is a significant reduction on previous months.

	Sept	Oct	Nov	Dec	Jan	Feb
▣ Equipment & Engineering	42	27	15	20	14	15
▣ Online Services	29	11	17	13	11	8
▢ Printer Problems	12	17	14	17	14	14

Commentary

The number of complaints logged against Fujitsu Services in February has decreased with the number investigated by NBSC Customer Relations dropping to under 50 compared with 60 in December. 4 complaints were passed to Fujitsu Services for formal investigation, compared to 3 in December.

Engineering

The Engineering Service Improvement Plan continues to be the subject of focus, with weekly conference calls and Sense & Respond® analysis, particularly into the A priority faults. Setting branch expectation continues to be a focus area, and work is underway with Post Office to review communications to the network.

The Epson printer rollout programme has commenced, which will replace the Ithaca printers. As this project continues the call, visit volumes and subsequently complaints volumes are all forecasted to drop. The reduction in the number of counter printer faults and engineering visits will have a knock on benefit on scheduling engineering visits.

Online Services

The number of complaints for Online services has dropped to single figures for the first time, and February saw the continuation of low volumes of solid down branches, with some days where there were no solid down faults in the estate. The second all-party meeting was held with BT, Post Office Ltd, Openreach & Fujitsu Services at which BT outlined some of the improvement activities including, clear ownership of faults when the line test indicates a fault. A follow up meeting is scheduled for April.

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SERVICE REVIEW BOOK
February 2007

POST OFFICE

Historical Breakdown of Complaints Data

	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07
Total number of complaints logged against Fujitsu Services	87	94	98	88	71
Exclusions (duplicate / inappropriate)	12	14	13	12	8
Total number of actual complaints	75	80	85	76	63
Complaints passed to POL Customer Relations	64	67	68	71	56
Complaints excluded by POL Customer Relations (duplicate / chaser)	4	9	4	10	7
Total number of complaints investigated by POL Customer Relations	60	58	64	61	49
Number of complaints passed For Information Only to Fujitsu	58	39	30	43	25
Number passed to Fujitsu Services for formal investigation	2	7	10	3	4
Number considered justified by Fujitsu Services	2	3	1	2	2

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**SERVICE REVIEW BOOK**
February 2007

5 Service Summary

5.1 Horizon Service Desk

The HSD saw an decrease in the number of calls from Post Office Branches logged during February, with 15, 507 calls logged at the desk compared to 16,229 in December, which continues the trend of a reduction in calls to the HSD (the anomaly in December due to the shorter trading period).

- Hardware calls have decreased to the lowest volume since October 2006 with a reduction in the number of faults logged for counter printers and all hardware components showing lower volume due to the shorter trading period.

- Software calls were high in February (3792). Investigations have identified that the root cause of the increase were calls relating to the T30 Inc1 release (526 calls) and also No Entry signs on Home and Logon screens.
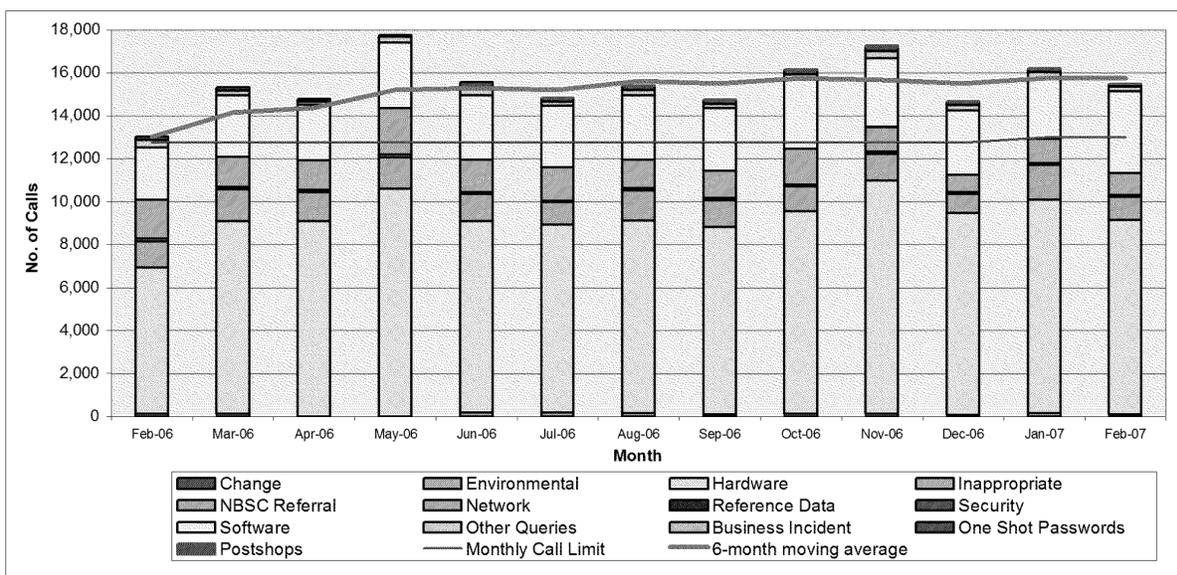
	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07
Business Incident				2									
Change							2					1	2
Postshops					25	31	32	26	80	57	45	37	
Environmental	118	133			173	181	144	101	129	134	82	152	102
Hardware	6798	8956	9085	10609	8906	8755	8982	8735	9434	10855	9382	9926	9057
Inappropriate	1238	1489	1358	1454	1271	1052	1408	1223	1142	1246	898	1654	1065
NBSC Referral	118	108	105	124	94	54	108	98	96	82	63	71	85
Network	1824	1408	1375	2161	1513	1563	1302	1298	1671	1170	837	1115	1031
Other Queries	352	210	152	249	400	197	247	194	234	327	229	260	216
Reference Data	0	0	0	0	1	0	3	0	0	0	0	0	0
Security	5	3	1	8	6	2	2	1	2	4	1	6	8
One Shot Passwords	162	170	130	89	220	177	205	185	202	169	140	147	114
Software	2424	2847	2594	3068	2977	2843	2987	2896	3219	3199	2991	2853	3792
Total Calls	13039	15324	14800	17764	15561	14849	15421	14763	16155	17266	14680	16229	15507
6-month moving average	13039	14182	14388	15232	15298	15223	15620	15526	15752	15669	15522	15752	15767
Monthly Call Limit	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	13000	13000

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SERVICE REVIEW BOOK
February 2007

POST OFFICE

Review of HSD SLTs

With the exception of the *Software incidents resolved by Reboot <=30 minutes,* all HSD SLTs were met in January. As a result there is no recalculation. The *Software incidents resolved by Reboot <=30 minutes* SLT was 99.74% against a target of 100%, which equates to 5 number of reboots which did not resolve the software incident.

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	82.8	N/A
Calls Abandoned (Target 5%)	2	N/A

Sense & Respond / Service Improvement Activities

The HSD has been heavily involved in the analysis of the end-to-end lifecycle of the A priority faults to identify point of failure and opportunities to expedite transfer of calls to Service Delivery Units, without compromising service provided to branch.

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SERVICE REVIEW BOOK
**February 2007**

5.2 Engineering Service

February 07 has seen the engineering call volumes reduce to less than 6000 for the first time in 4 months with significant decreases in numbers of Pin Pad calls, Base Unit calls, calls for screen replacements and counter printers. Compared to February last year the one item that has significantly increased is the counter printer failures. Given that the Epson Counter Printer roll out has commenced Fujitsu expect to see a decreasing trend in call volumes during the months ahead.

Compared to the previous month February has again seen a gradual increase in SLT conformance. The A priority within 4 hour fix going up a further 8.6% to 77.5% and the C priority by 18:30 next day calls also going up a further 2.4% to 94.8%.

Analysis of the A priority conformance has revealed that Base Unit builds remain the single highest point of failure to A conformance. As previously mentioned change proposals are in place to ensure build times are reduced and once implementation of these changes becomes a reality Fujitsu expects A priority conformance to increase significantly and result in figures very close to the contractual target.

February has again seen all counter availability targets met with all conformances in excess of 99%.

Engineering Branch Visits
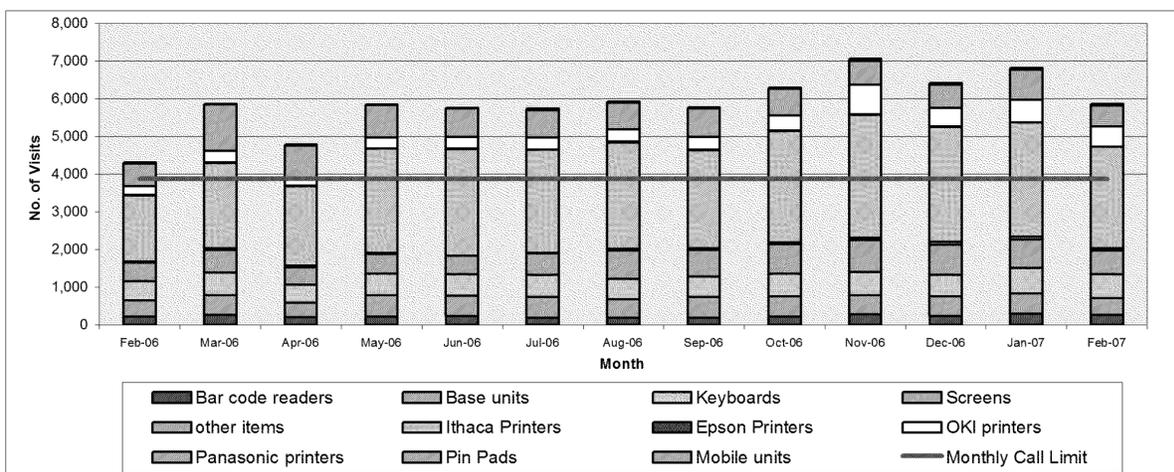
	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07
Bar code readers	217	268	201	215	236	185	185	183	217	275	227	290	262
Base units	435	509	393	564	540	558	490	549	538	511	522	544	447
Mobile units	21	9	21	17	32	41	28	36	37	52	34	42	34
Keyboards	504	614	473	568	563	573	546	543	594	610	577	681	633
Ithaca Printers	1752	2254	2109	2756	2825	2735	2827	2604	2960	3251	3047	3033	2678
Epson printers	11	15	11	11	13	16	19	20	15	22	3	2	0
OKI printers	236	314	224	279	314	316	322	347	398	778	514	586	540
Panasonic printers	5	1	1	1	3	1	2	1	1	3	0	0	0
Pin Pads	600	1226	844	870	734	720	712	739	695	634	612	808	565
Screens	494	596	464	527	487	570	757	712	792	847	797	741	630
other items	33	49	41	43	15	19	33	36	43	74	77	88	64
TOTAL	4308	5855	4782	5851	5762	5734	5921	5770	6290	7057	6410	6815	5853
Epson to OKI exchanges	14	12	12		12	9	7	10	10	37	x	x	x
Average Daily Visit Rate	196	234	203	254	240	244	257	246	262	294	298	284	266
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875

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SERVICE REVIEW BOOK
February 2007

Gateway Replacements

month	1 Day		2 Days		3 Days		4 Days		5 Days		5 Days +		Total
Feb-06	59	36.6%	44	27.3%	22	13.7%	14	8.7%	7	4.3%	15	9.3%	161
Mar-06	66	39.3%	48	28.6%	20	11.9%	15	8.9%	3	1.8%	16	9.5%	168
Apr-06	76	50.0%	31	20.4%	12	7.9%	8	5.3%	3	2.0%	22	14.5%	152
May-06	96	43.0%	52	23.3%	18	8.1%	17	7.6%	7	3.1%	33	14.8%	223
Jun-06	98	47.6%	56	27.2%	21	10.2%	10	4.9%	8	3.9%	13	6.3%	206
Jul-06	77	30.6%	62	24.6%	41	16.3%	20	7.9%	12	4.8%	40	15.9%	252
Aug-06	48	24.6%	60	30.8%	26	13.3%	16	8.2%	14	7.2%	31	15.9%	195
Sep-06	65	26.9%	57	23.6%	37	15.3%	22	9.1%	12	5.0%	49	20.2%	242
Oct-06	48	23.6%	70	34.5%	34	16.7%	20	9.9%	8	3.9%	23	11.3%	203
Nov-06	51	22.5%	78	34.4%	36	15.9%	23	10.1%	10	4.4%	29	12.8%	227
Dec-06	53	24.4%	59	27.2%	26	12.0%	20	9.2%	14	6.5%	45	20.7%	217
Jan-07	81	35.1%	63	27.3%	22	9.5%	17	7.4%	9	3.9%	39	16.9%	231
Feb-07	70	39.8%	50	28.4%	17	9.7%	16	9.1%	7	4.0%	16	9.1%	176

5.3 Branch Network Services / Central Network

Branch Network Services

During February there were 1027 calls logged across all Network Types.

SLT's

The 'Priority A – 6 hours' SLT saw 9 failures from a total of 987 closed calls measured. The 99.1% achievement is an improvement over the previous two months.

There is no longer a C priority measure as all Network related calls are prioritised as "A" priority.

After investigation into the failures above it has been identified that the contributing factors were related to the HSD call handling and delays in engineering attendance. Both of these issues are being addressed with the appropriate SDU's.

As reported last month we have moved the onus of managing Network related incidents into the Comms Management Team (CMT). The move completed on 26/02/07. We expect to see a reduction in overall time to fix periods over the next few weeks. This move will incorporate more focus on call handling and engineering attendance.

Other issues in February

We have continued to receive a high number of ADSL/IP service cease notifications being processed by BT due to Branch Manager's activity. We are continuing to progress this issue with assistance from POL, C&W and internal SDU's.

Central Network

The volume of network incidents received at the HSD continues to run at the lowest levels since before the introduction of Network Banking. There were no major incidents related to the Central Network Service.

During the past few months we have migrated 75 of the 136 VSAT branches to ADSL and ISDN. The remaining 61 are being migrated to the VSAT Broadband network. This project is on target to complete by 31/03/07.

The ADSL IPStream Phase 2 bulk migrations have restarted with several hundred branches being migrated each night. In addition we have been migrating ISDN Voice to ISDN Bronze which is due to complete by 31/03/07. None of these projects have an adverse impact to HSD incident volumes last month.

BRANCH & COUNTER NUMBERS at Month End

Live Branches	**14,054**
Live Counters	**34,453**

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SERVICE REVIEW BOOK
February 2007

POST OFFICE

Live Branches by Service Type
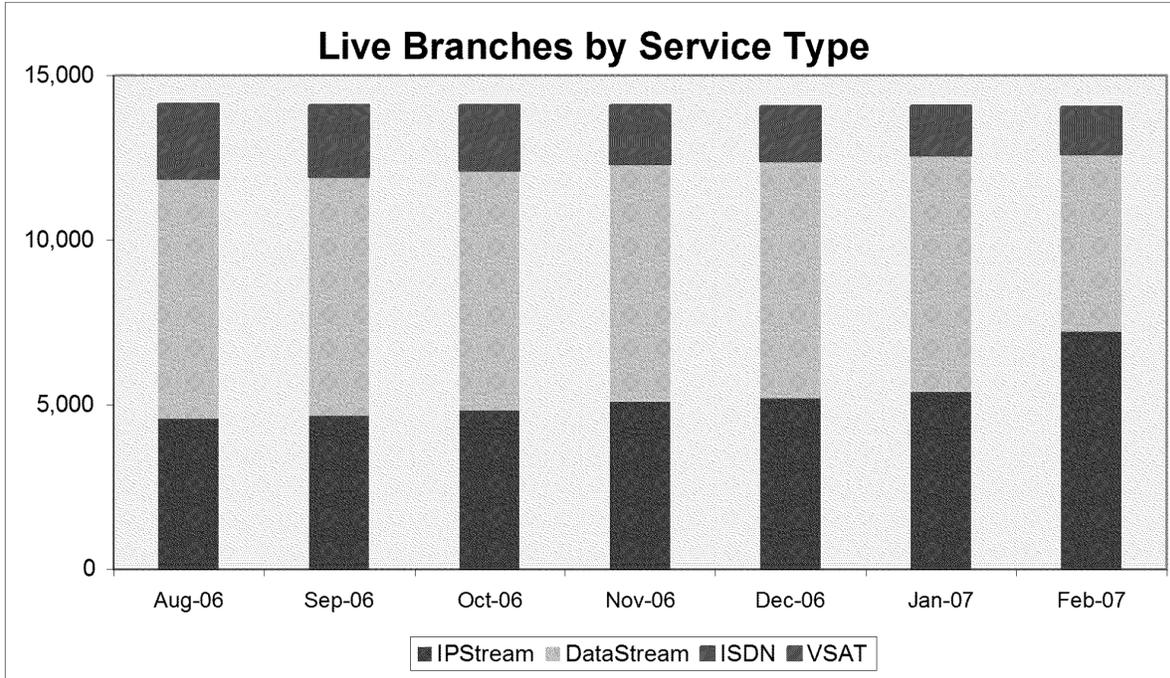
	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07
IPStream	4,567	4,655	4,829	5,090	5,197	5,390	7,211
DataStream	7,297	7,269	7,287	7,214	7,199	7,183	5,402
ISDN	2,130	2,046	1,852	1,680	1,578	1,422	1,374
VSAT	135	135	132	113	96	82	67
TOTALS	14,129	14,105	14,100	14,097	14,070	14,077	14,054

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SERVICE REVIEW BOOK
February 2007

POST OFFICE

5.4   Operational Branch Change Service

February 07 has seen the complete conformance to OLA continued

	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Cumulative
TARGET MINUS CLOSURES (4%)	3.38%	5.22%	4.05%	2.54%	8.70%	3.36%	1.09%	0.88%	2.33%	2.50%	1.30%	1.35%	3.05%
TOTAL FAILURES (5%)	3.88%	4.55%	4.08%	1.99%	6.02%	3.00%	2.47%	3.01%	1.97%	3.70%	2.22%	3.30%	2.94%
FAILURES (number)	9.5	7	6	3	8	9	6.5	4	3	2	2	3	69.5
FAILURES (Ex Line Plant) (4%)	3.06%	3.90%	4.08%	1.99%	6.02%	3.00%	0.95%	0.75%	1.97%	1.85%	1.11%	1.10%	2.43%
FAILURES (Ex Line Plant) (number)	7.5	6	6	3	8	9	2.5	1	3	1	1	2	57.5
FAILURES - JOINT (%)	0.41%	0.00%	0.00%	0.00%	0.00%	0.67%	0.38%	0.00%	0.00%	0.00%	0.00%	0.00%	0.30%
FAILURES - JOINT (number)	1	0	0	0	0	2	1	0	0	0	0	0	7
NORMAL BUSINESS INCIDENT	2	1	1	0	0	0	0	0	0	0	0	0	4
NUMBER OF CHANGES DELIVERED	260	164	185	160	140	304	268	142	169	60	97	99	2048

Failures

Tetford Storage - ISDN built at wrong exchange

Tetford Serve – ISDN Line Plant issues

Straiton – ISDN Line Plant Issues

Corrective Actions

A weekly conference call between FJ OBC and PO Ltd Central Admin Team has been instigated and communications issues will be subject to a regular review to ascertain if shortcuts are obtainable, such as closer working relationships within BT by 'Retail' & 'Wholesale' thus reducing provisioning delays.

SERVICE REVIEW BOOK
February 2007

5.5   Service Integration Service

5.5.1   Post Shops

All Post Shops SLTs were met. No issues to report.

February	Week 1	Week 2	Week 3	Week 4	Monthly Totals
Number of calls received	7	9	9	8	33
Number of calls resolved in 8 hours	7	8	8	9	32
Number of calls resolved in next day	0	1	1	0	2
Number of Hardware faults	2	8	3	7	20
Number of software faults	5	1	6	1	13
Number of outstanding calls	0	0	0	1	1

5.6   Data Centre Operations Service / Data File Transfer

There were no major incidents in relation to the Data Centre Operations Service within the Data Centre central Infrastructure for the month of February 07.

Throughout the month there was a total of 153 operational changes, 143 made by Post Office Account and 10 by Post Office Limited 3rd parties, there were no service impacts as a result of those changes being implemented.

Currently there are 18 customer facing risks identified in the Data Centre Operations service classified by RAG status as 2 amber and 16 green risks. The two amber risks are related to the Lewes DR site and VSAT migration project CSR039 and CSR101. CSR039 is expected to be closed in May 07 following the BCP test of Lewes and CSR101 is expected to be closed following the completion of the VSAT migration at the end of March 07.

During the month of February, the migration from frame relay circuits to IP Select circuits for TIP gateways within the Wigan and Bootle Data Centres and Huthwaite were completed successfully.

The de-commission of the EMC Centerra generation one disks arrays which are used as part of the audit/ prosecution service continues the Bootle Centerra upgrade has been completed and the Wigan upgrade is currently being progressed with the aim to complete this task by the end of March 07.

5.6.1   Day J Failures

There were zero no lets this month.

5.7   Reconciliation Service

There were 42 Reconciliation Incidents cleared during February. This is twice the number that was reported in January 07.

7 priority incidents were cleared with the 8 hour response SLT. 34 incidents were cleared within the 5 day response SLT. For 1 incident, the SLA was suspended.

Reconciliation Issues in February:

- POLFS Incomplete Summaries report (TPSC257) reported 49 branches from 10th Feb to 13th Feb.
  Due to this, the T30INC1 was regressed once again and corrective actions taken.
  Corrections were made to data and sent to POLFS.
  Communication was sent to POL via Problem management regarding further action required. The Problem management reference is PC143435.

- There were 27,574 State E28 exceptions on the DRS reports, produced on 13/02/2007.
  This was due to problems on agent 'MBOAGE01' from 08:22:12 until 08:46:21 on 12/02/07 which prevented some C12 messages from being harvested properly by the NWBCONF Harvester.
  The errors were caused by MBOAGE01 agent rebooting itself and the Key Disk not being in. The key disk was loaded and service resumed as normal.
  There was no Reconciliation impact and all the transactions were set to F99.

5.8   Reference Data & Message Broadcast Service

On 22 February a Spot Rate file was received from First Rate, it was identified that all details in relation to the Slovenian Tolar had been removed. The Reference Data Team raised an A priority Peak and passed it to POL RDT for action regarding the omission and the fact that there had been no prior notice of the removal of this currency; to date there has not been a formal response to the Peak. However following dialogue between Graham Welsh and Kevin Lenihan (Post Office) the following explanation has been given:

"As explained, the 'process blip' that occurred in December was simply due to a mix up caused post re-organisational design. A quick fix was undertaken to correct an operational issue we had at offices, but the follow up action to clear up the other areas that needed notification was never taken. I can assure you that the process is robust and that this was a one-off caused by a set of circumstances that should not repeat themselves. Nevertheless, I believe that this unusual instance identified a potential control weakness - that First Rate Currency Services (FRCS) will action a change outside of the recognised route / process.

Accordingly, I have asked the Bureau Product Manager to confirm with FRCS that they understand the Change process and know that unless it comes via the correct route (via Programme Change), currency changes should NOT be actioned."

As such we believe that the position is understood and that the necessary actions have been taken to prevent a reoccurrence of this type of change without prior notification.

5.9   Security Service

Automated Key Refresh

An average of 34 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 957 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

Manual Key Refresh

There were no manual keys generated this month, but the Moneygram password was successfully changed twice this month. Also the AZMK banking key was routinely changed for Link, A&L and CAPO this month.

Key Management Administration

There were no major key management issues this month.

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
41	660	655	0
Query Days this month	**YTD Contract**	**Received YTD**	
888	13750	13569	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
14	92	97	0

Witness statements provided this month	0	Witness statements YTD	35
Days in court this month	1	Days in court YTD	15.5

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SERVICE REVIEW BOOK
February 2007

POST OFFICE

Current Month and Forthcoming Court Commitments

Outlet	Date	Court location	Comments
N Levenshulme	12 February 07	Manchester Crown Court	Witness attended but not called
Southfields	5 March 07	Kingston Crown Court	Trial re-scheduled from November 06. Witness required
N Levenshulme	21 May 07	Manchester Crown Court	Witness required
Caledonian Road	16 July 07	TBA	Witness required

Updates to Previous Months Prosecutions - Nil

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POST OFFICE

6 FEBRUARY SERVICE LEVEL PERFORMANCE

6.1 Horizon Service Desk

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Horizon Service Desk													
	80%		Calls answered within 30 seconds	80.1	79.3	90.2	89.7	83.6								
					Q4			Q1			Q2				Q3	
	<10.0 secs		Average Time to Answer <10.0 seconds	8.2	9.0	8.0	7.0	7.0								
				8.7		Q4	8.0	Q1			Q2				Q3	
	<5%		Calls not answered													
				2.4		Q4	2.2	Q1			Q2				Q3	
	100%		Voicemail available outside HSD standard hours	100.0		100.0	100.0	Q1			Q2				Q3	
	100%		Voicemail calls raised next working day			100.0										
				100.0		Q4	100.0	Q1			Q2				Q3	
	>=85%		First Time Fix			88.0										
						Q4	88.4	Q1			Q3				Q3	
	95%		Software incidents resolved by Reboot <=15 minutes			97.85										
						Q4		Q1			Q2				Q3	
	100%		Software incidents resolved by Reboot <=90 minutes	99.49	99.96	99.77	99.74	100.0	99.74							
						Q4	99.80	Q1			Q2				Q3	

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6.2 Engineering Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07
			Branch Infrastructure - Call to Fix												
	95%	NO	Priority A - 4 hours (flexible structure)	63.0	61.8	65.5	62.1	68.9	77.5						
						Q4		Q1				Q2			Q3
	95%	NO	Priority B - 8 hours (flexible structure)	76.3	72.4	N/A	N/A	N/A	N/A						
						Q4		Q1				Q2			Q3
	95%	NO	Priority C - End of Next Business Day (flexible structure)	90.5	93.8	93.0	88.3	92.4	94.8						
						Q4	TBC	Q1				Q2			Q3
	100%	NO	Priority A - 6 hours (flexible structure)	75.0	77.0	79.4	79.9	82.6	87.7						
						Q4	TBC	Q1				Q2			Q3
	100%	NO	Priority B - 10 hours (flexible structure)	83.1	79.6	N/A	N/A	N/A	N/A						
						Q4		Q4				Q2			Q3
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	91.7	95.1	93.9	89.1	93.0	95.3						
						Q4		Q1				Q2			Q3
			Postshop Engineer - Call to Fix												
	100%	NO	Critical incident within 8 hours			0	10								
						Q4		Q1				Q2			Q3
	100%	NO	Non-critical incident within 48 hours	100.0	100.0	100.0	100.0								
						Q4		Q1				Q2			Q3

Priority B targets have now ceased as agreed.

COMMERCIAL IN CONFIDENCE

6.3 Branch Network Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Branch Telecom Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	96.1	97.3	97.4	97.3	97.6	9							
						Q4			Q1			Q2			Q3	
	95%	NO	Priority C - End of Next Business Day (flexible structure)	100.0	100.0	97.6	96.8	9	N/A							
						Q4			Q1			Q2			Q3	
	100%	NO	Priority A - 6 hours (flexible structure)	97.1	98.0	98.3	9x.1	9x.1	99.1							
						Q4			Q1			Q2			Q3	
	100%	NO	Priority C - End of next business day + 2 hours	100.0	100.0	10.0	99.8	99.0	N/A							
			Branch and Counter Availability													
	>99.80%	NO	Branch Availability during the Critical Period													
						Q4			Q1			Q2			Q3	
	>98.53%	NO	Counter Availability during the Critical Period													
						Q4			Q1			Q2			Q3	
	>99.43%	NO	Branch Availability during Post Office Core Day													
						Q4	TBC		Q1			Q2			Q3	
	>99.13%	LD	Counter Availability during Post Office Core Day													
						Q4	TBC		Q1			Q2			Q3	
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability													
						Q4	100.0		Q1			Q2			Q3	
	99%	LD	ADSL Connection Reliability	100												
						Q4	100.0		Q1			Q2			Q3	
	97%	LD	Dialed Connection Reliability	100												
						Q4	9x.9		Q1			Q2			Q3	

Priority C targets have now ceased as agreed.

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POST OFFICE

6.4 Central Network Service

Ref	SLT	ARL			Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	
			Network Availability													
	>=99.95%	NO	A&L Network Availability		100%	100.0	100.0	100.0								
						Q1		100.0		Q1			Q2		Q3	
			Banking Authorisation Agent Availability for Each Availability Period													
	<=1	NO	Number of PI outages >2 minutes for same bank													
						0	Q1	0		Q1			Q2		Q3	
	<=2	NO	Number of PI outages >2 minutes for different banks				0									
						0	Q1	0		Q1			Q2		Q3	

COMMERCIAL IN CONFIDENCE

6.5   Data Centre Operations Service

6.5.1   Banking Transactions Time & DFD Outbound

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

6.5.2 Data File Delivery - LFS

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

SERVICE REVIEW BOOK
December 2006

COMMERCIAL IN CONFIDENCE

6.5.3 Data Delivery – POL MIS & POLFS

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

SERVICE REVIEW BOOK
December 2006

COMMERCIAL IN CONFIDENCE

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

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

6.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

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

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6.5.6 Central Systems, POLFS & TES Availability

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

FUJITSU

SERVICE REVIEW BOOK
December 2006

COMMERCIAL IN CONFIDENCE

POST OFFICE

6.6   Reference Data Service

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

SERVICE REVIEW BOOK
December 2006

COMMERCIAL IN CONFIDENCE

6.7 Reconciliation Service

Ref	SLT	ARL					Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	
			Exception / Error Resolution												
	95%	NO	Banking & Related Services Priority Exceptions resolved in 8 hours or less							Q4		Q1			Q2
	95%	NO	BIM report issued within 5 working days					100.		Q4		Q1			Q2
			Payment File Delivery to Merchant Acquirer (Debit Card)												
	by 12:00	LD	Payment file delivered to MA on the day following creation date of the file					100.		Q4		Q1			Q2

COMMERCIAL IN CONFIDENCE