



# Horizon Programme

## Business Service Management

### Management of the Live Environment Report No 32 - April 2000

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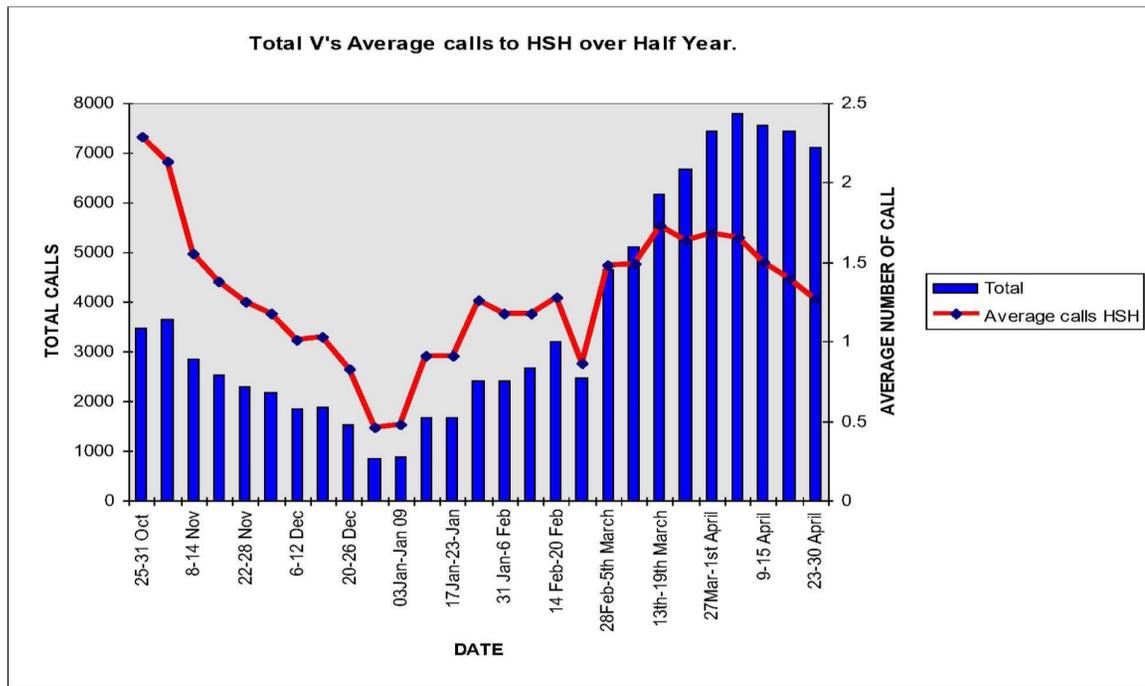
**CONTENTS**

<b>SECTION</b>	<b>PAGE NO.</b>
<b>1.0 Purpose</b>	3
<b>2.0 HSH - Half Yearly Statistics</b>	4
2.1 Percentage breakdown of calls over 5 weeks	5
2.2 HSH breakdown of call figs for April	6
2.3 Pie chart to show % of calls per category	7
<b>3.0 NBSC - Half Yearly statistics</b>	8
3.1 Percentage breakdown of calls over 5 weeks	9
3.2 NBSC breakdown of calls for April	10
3.3 Pie chart to show % of calls per category	11
3.4 PO Customer Management (Tier 1)	11
3.5 Tier 1 incidents resolved in April	12
<b>4.0 Mystery Shopper and Customer Satisfaction Tracking</b>	13-16
<b>5.0 Transaction Processing</b>	17
5.1 Extra staff required in TP	17
5.2 Overall c/a learning curve for CLASS errors	18
5.3 Forecast Increases in Errors	19
5.4 Level of manual amendments on a paper copy of the electronic cash account.	20
<b>6.0 T.I.P. Interface</b>	21
<b>7.0 Outlet Systems Group Summary</b>	22
7.1 HAPS	23
7.2 EPOSS	24
<b>8.0 Problem Management</b>	25
8.1 Volumes of PONU Problems	25
8.2 Volumes of ICL Pathway Problems	25
8.3 Problems open for 6 months & update	26-27
8.4 Problem Management CSF's	27
8.5 Graphs showing problems over 5 Months	28
<b>9.0 Non Conformance Polling</b>	29
<b>10.0 Change Implementation</b>	30-31
Appendix A - Definition of terms	32
Appendix B - Call type definitions	33

## 1.0 PURPOSE

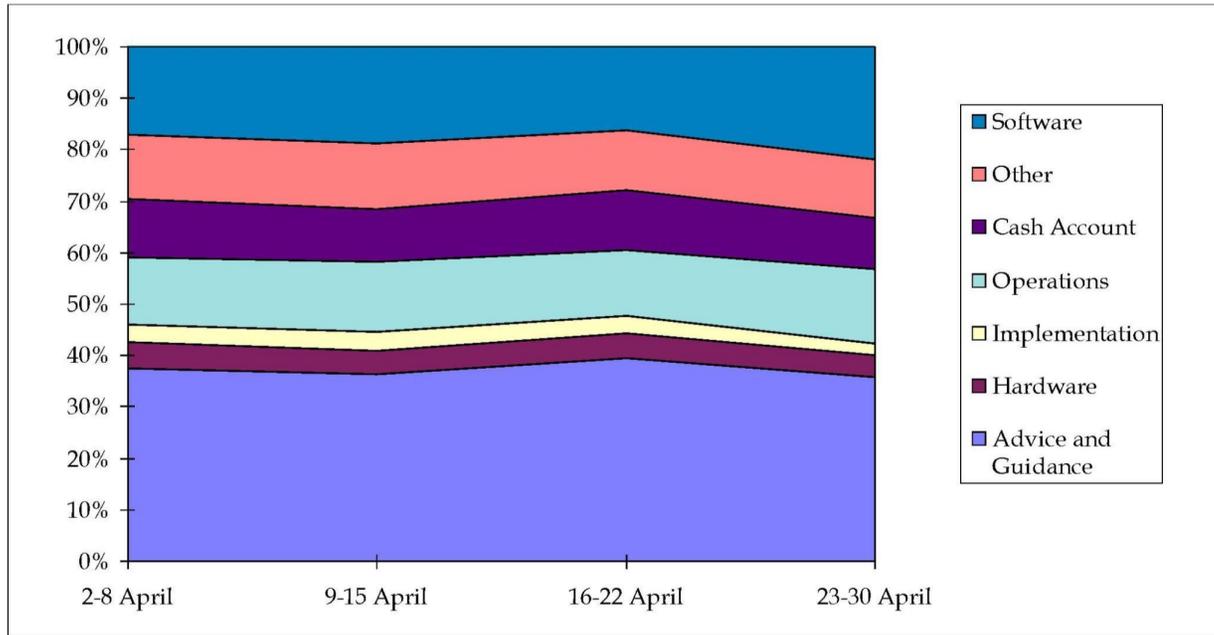
- The purpose of this report is to provide information regarding management of the live environment and the effects of Horizon on individual business units. The critical success factors (CSF's) within the report are intended to highlight the impacts on areas of key performance as defined by business units.
- It is really about where we are 'feeling the pain' - as historical data builds up we will be able to analyse and report trends more effectively.
- This report also contains performance statistics for the Horizon System Helpdesk (HSH) and Network Business Support Centre (NBSC) to provide visibility of potential problems. These will be analysed in relation to the CSF's to identify potential links, which in turn will feed into the service improvement process.
- The Horizon Service Review Framework provides a basis for improvements on Service failures to be progressed.

2.0 HORIZON SYSTEM HELPDESK:  
Source, Jez Murray ICL Pathway.



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2.1 Percentage breakdown of Calls for April



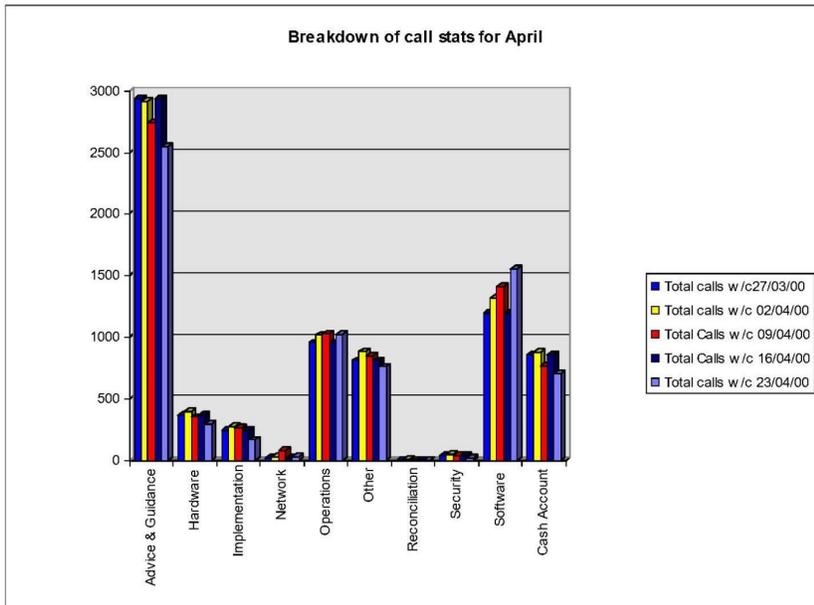
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Service Reporting

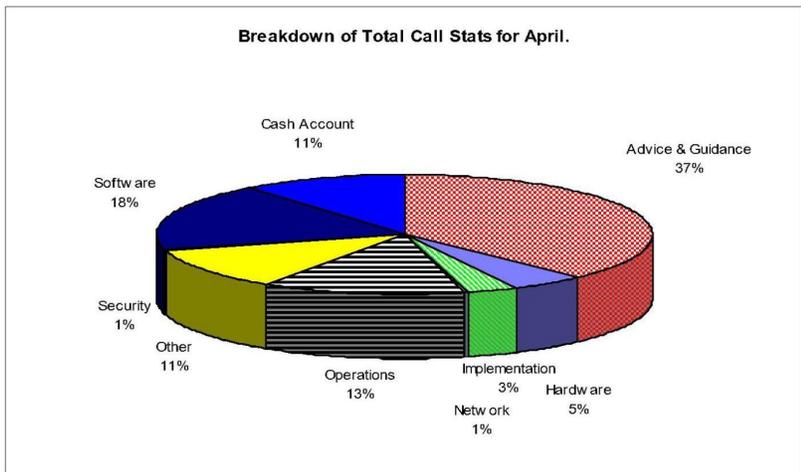
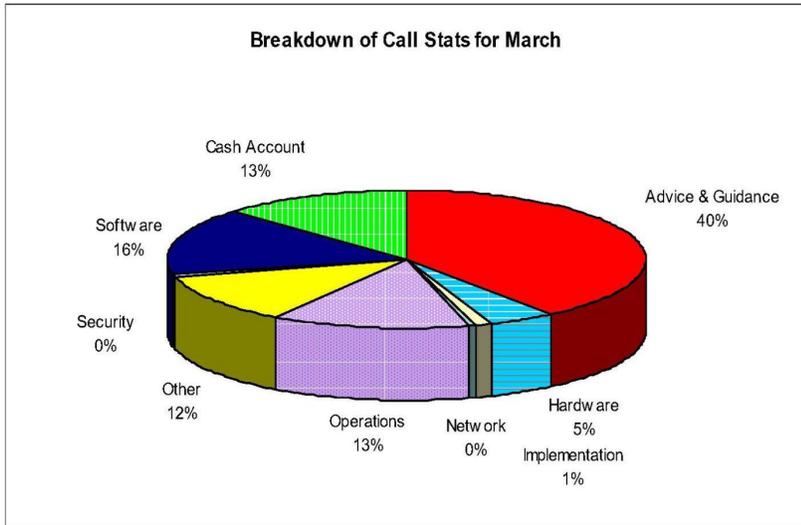
2.2 Number of calls to HSH and breakdown of categories for April

Call Category	total calls w/c 26/03/00	calls per office w/c 26/03/00	total calls w/c 02/04/00	calls per office w/c 02/04/00	total calls w/c 09/04/00	calls per office w/c 09/04/00	total calls w/c 16/04/00	calls per office w/c 16/04/00	Total calls w/c 23/04/00	calls per office w/c 23/04/00
Advice & Guidance	2939	0.67	2920	0.62	2744	0.54	2939	0.55	2550	0.40
Hardware	369	0.08	398	0.08	353	0.07	369	0.07	300	0.05
Implementation	247	0.06	279	0.06	270	0.05	247	0.05	170	0.03
Network	25	0.01	34	0.01	80	0.02	25	0.00	30	0.00
Operations	959	0.22	1020	0.21	1030	0.20	959	0.18	1026	0.18
Other	815	0.19	886	0.17	851	0.17	815	0.15	764	0.13
Reconciliation	3	0.00	12	0.00	7	0.00	3	0.00	5	0.00
Security	40	0.01	56	0.01	45	0.01	40	0.01	23	0.00
Software	1198	0.27	1321	0.28	1410	0.28	1198	0.22	1553	0.27
Cash Account	859	0.20	882	0.19	766	0.15	859	0.16	708	0.12
<b>TOTAL CALLS</b>	<b>7454</b>	<b>1.69</b>	<b>7808</b>	<b>1.65</b>	<b>7556</b>	<b>1.5</b>	<b>7454</b>	<b>1.40</b>	<b>7129</b>	<b>1.27</b>
<b>MIGRATED OFFICES</b>	<b>N/A</b>	<b>4403</b>	<b>N/A</b>	<b>4746</b>	<b>N/A</b>	<b>5042</b>	<b>N/A</b>	<b>5334</b>	<b>N/A</b>	<b>5598</b>

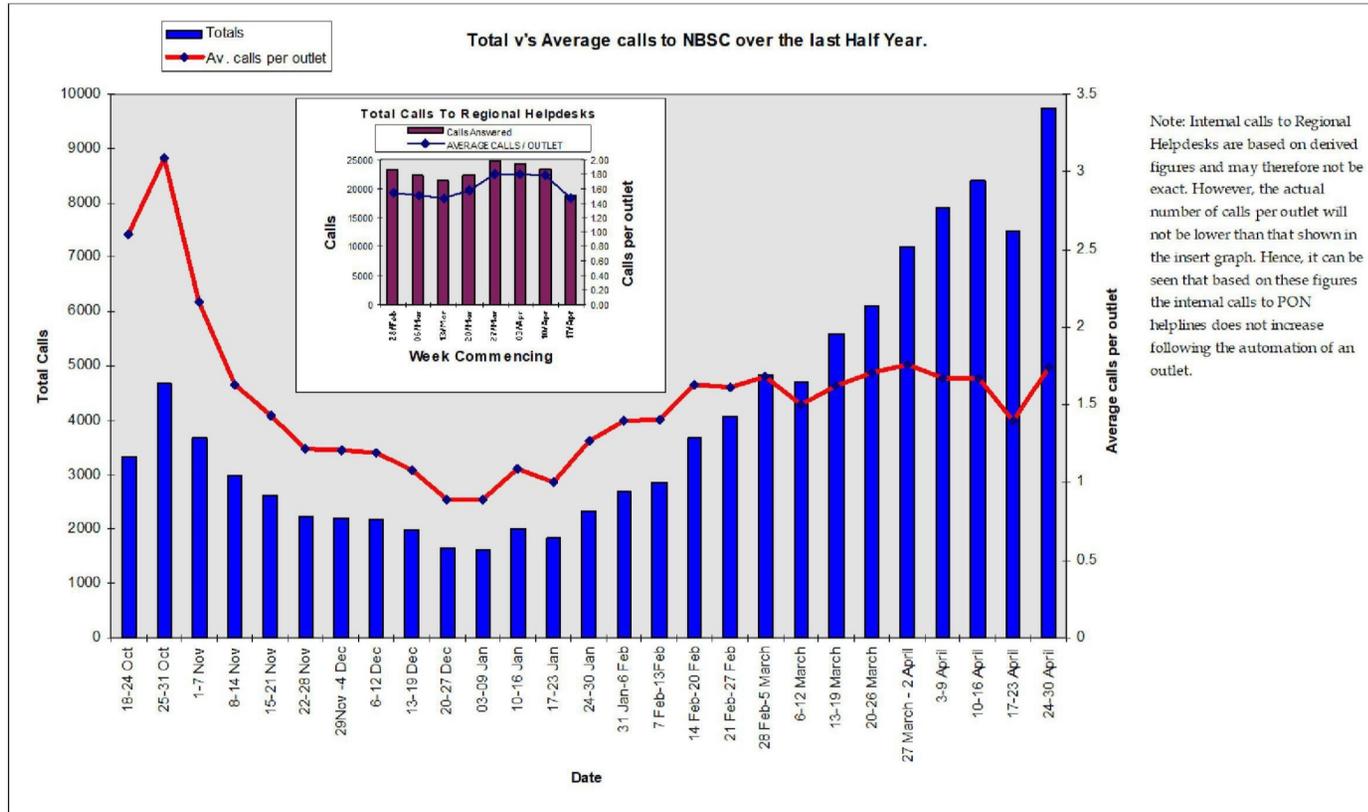


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2.3 - Pie chart to show percentage of calls per category for March & April 2000

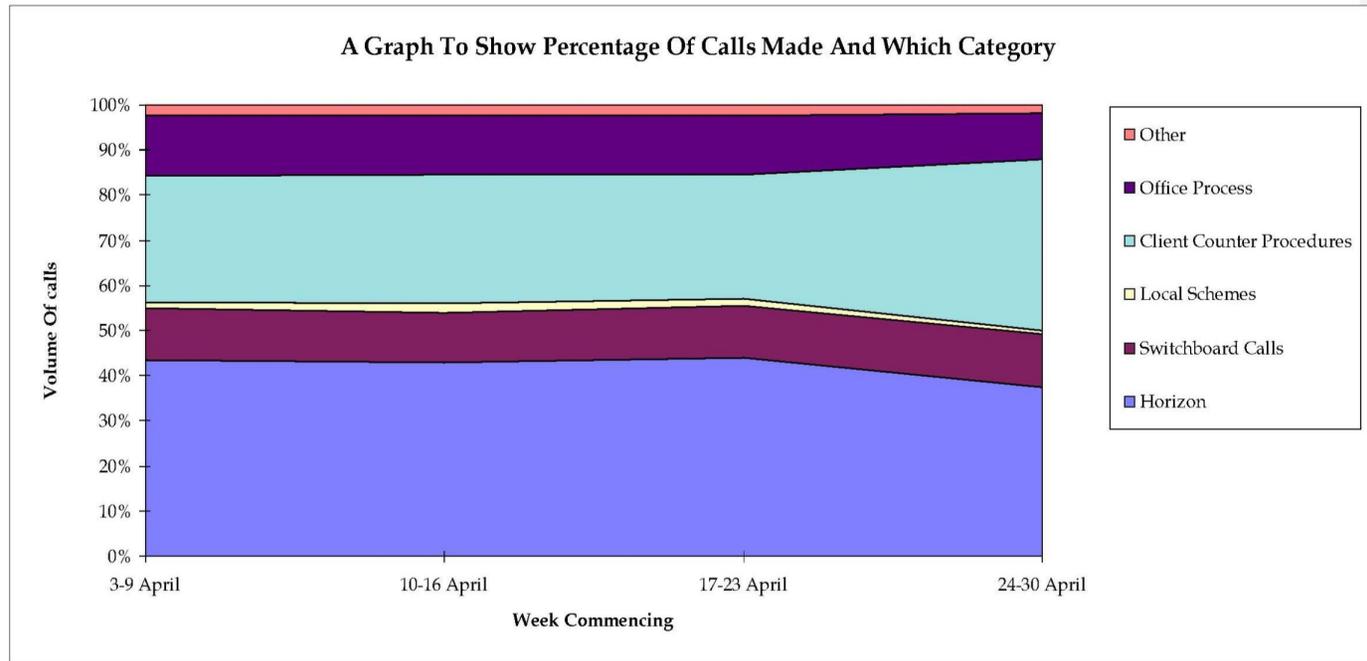


3.0 NETWORK BUSINESS SUPPORT CENTRE.



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3.1 Percentage breakdown of calls to NBSC



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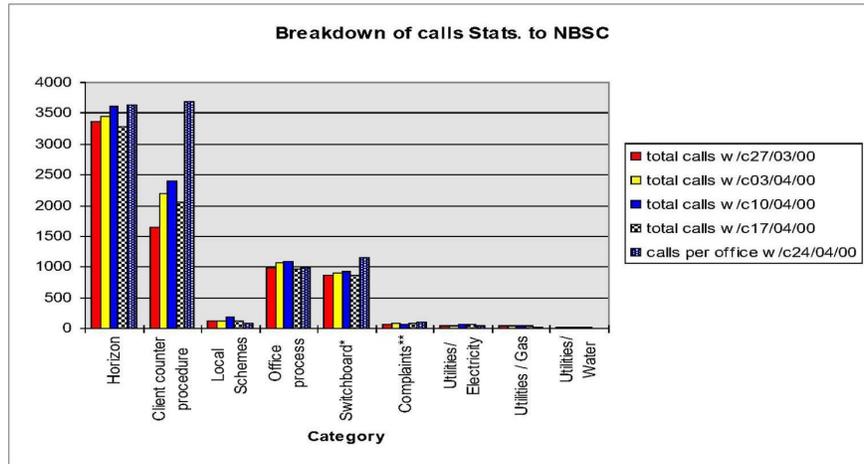
Service Reporting

3.2 Number of calls NBSC and breakdown of calls for April period.

Call Category	total calls w/c 27/03/00	calls per office w/c 27/03/00	total calls w/c 03/04/00	calls per office w/c 03/04/00	total calls w/c 10/04/00	calls per office w/c 10/04/00	total calls w/c 17/04/00	calls per office w/c 17/04/00	total calls w/c 24/04/00	calls per office w/c 24/04/00
Horizon	3368	0.76	3442	0.73	3604	0.71	3288	0.62	3632	0.65
Client counter procedure	1637	0.37	2201	0.46	2409	0.48	2047	0.38	3691	0.66
Local Schemes	133	0.03	122	0.03	182	0.04	118	0.02	72	0.01
Office process	992	0.23	1064	0.22	1096	0.22	973	0.18	994	0.18
Switchboard*	870	0.20	907	0.19	915	0.18	860	0.16	1157	0.21
Complaints	70	0.02	88	0.02	70	0.01	77	0.01	111	0.02
Utilities / Electricity	49	0.01	50	0.01	55	0.01	58	0.01	38	0.01
Utilities / Gas	38	0.01	35	0.01	50	0.01	32	0.01	30	0.01
Utilities / Water	24	0.01	17	0.00	18	0.00	12	0.00	9	0.00
<b>TOTAL CALLS</b>	<b>7182</b>	<b>1.63</b>	<b>7926</b>	<b>1.67</b>	<b>8399</b>	<b>1.67</b>	<b>7465</b>	<b>1.40</b>	<b>9734</b>	<b>1.74</b>
<b>MIGRATED OFFICES</b>	<b>N/A</b>	<b>4403</b>	<b>N/A</b>	<b>4746</b>	<b>N/A</b>	<b>5042</b>	<b>N/A</b>	<b>5334</b>	<b>N/A</b>	<b>5598</b>

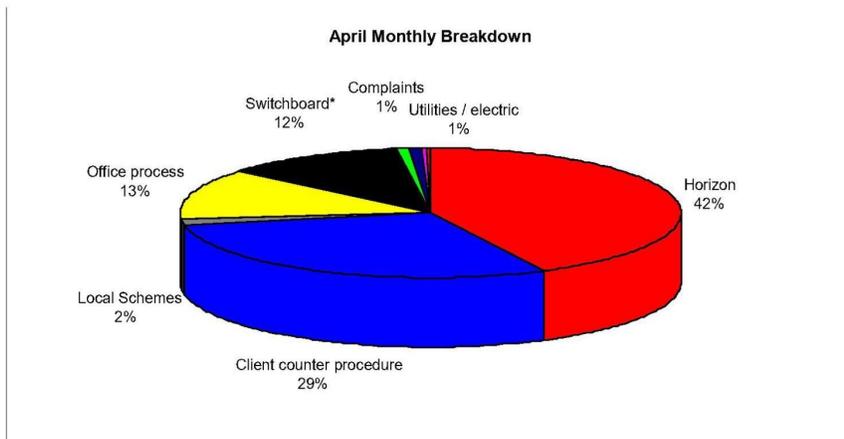
\*Top ten categories for Switchboard calls in April

Lost Call	140	Security	93
Girobank	97	Stores	267
Transferred to HSH	1235	Wrong Number	1039
Human Resources	154	Post Office Depts.	211
Equipment	81	Stock Centre	81



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3.3 Pie chart to show Monthly breakdown of calls to NBSC



Summary

The graphs on pages 9 & 10 both show a surge in client counter procedure calls during the last week in April. This was caused by the re-valuation of Royal Mail stock following a price change. Problem Management are aware of the incident and have opened a Problem on "Negative Royal Mail Re-valuation". (BSM problem No. P10000162).

3.4 Post Office Customer Management Tier 1

NBSC - Incident Resolution - Month of April

Time taken to resolve	0 - 15 Minutes	15 - 30 Minutes	0.5 - 1 Hour	1 - 1.5 Hours	1.5 - 2 Hours	2 - 3 Hours	3 - 4 Hours	4hrs - 1 Day	1 day - 1 week	1 Week+
Tier 1	72%	2%	2%	17%	1%	2%	1%	2%	1%	0%
Tier 2	24%	21%	18%	15%	6%	4%	1%	6%	3%	1%

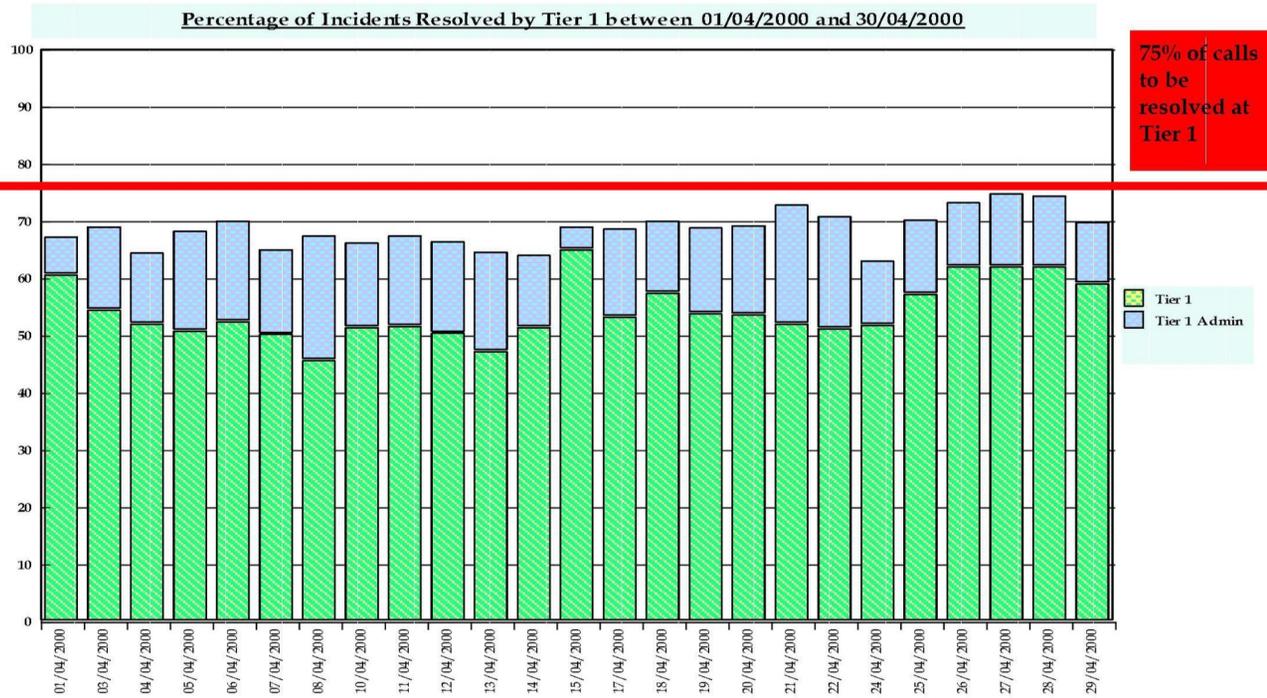
NBSC CSF's

Measure	Target	JANUARY	FEBRUARY	MARCH	APRIL
End Users (Quantitative)	%	%	%	%	%
Calls answered within 15 seconds	85%	92%	86%	89%	86%
%Calls answered < 1 minute	95%	98%	96%	94%	93%
Overall % Abandoned	≤ 5%	2%	3%	2%	3%
% Incidents resolved at Tier 1	75%	57%	62%	64%	68%

Commented [RL1]:

**3.5 Tier 1 Incidents resolved in April**

(\*see Appendix A for definition of Tier 1/Tier 1 Admin.)



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**4.0 Mystery Shopper - February and March 2000**

Jackie Stubbs - Research Services.

The mystery shopper survey has been used to look at the effect of installing Horizon on:

- quality of service;
- transactional knowledge;
- customer service indicator (conformance to standards).

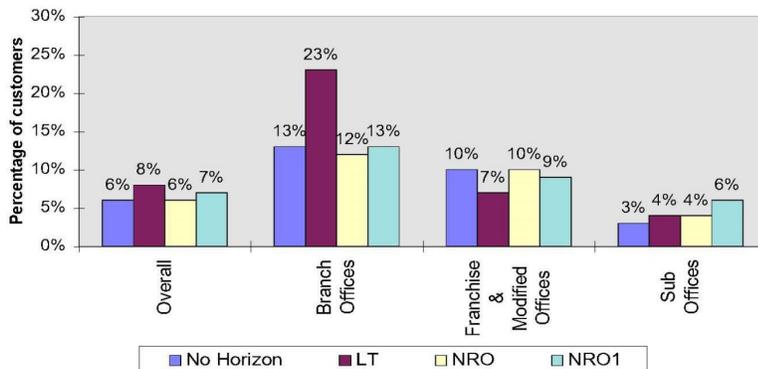
Four groups of offices have been identified in order to look at the effect of installing Horizon, and to look at whether this effect changes over time. These groups are:

- offices without Horizon;
- live trial offices (LT);
- national rollout offices before Christmas (NRO);
- national rollout offices after Christmas (NRO1).

So that the groups are of a sensible size to make comparisons, data from both February and March has been used.

**Quality of service**

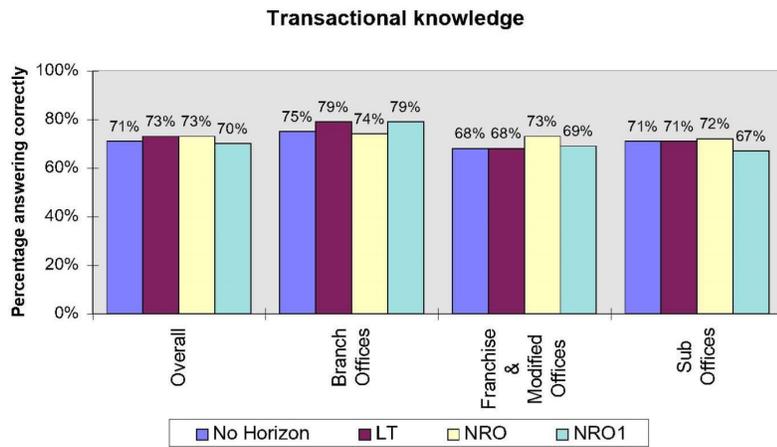
**Percentage of customers waiting over 5 minutes**



As can be seen by the chart above, overall there is little difference in the number of customers waiting over 5 minutes, though this does not hold for branch offices which were automated in the live trial. However, looking at past data from the last 3 years, the percentage of people waiting for more than 5 minutes for these offices ranges from 0% to 32%, so this is likely to be a 'blip' in the data which will settle down. Future reports will look at this measure to see whether it does indeed reduce.

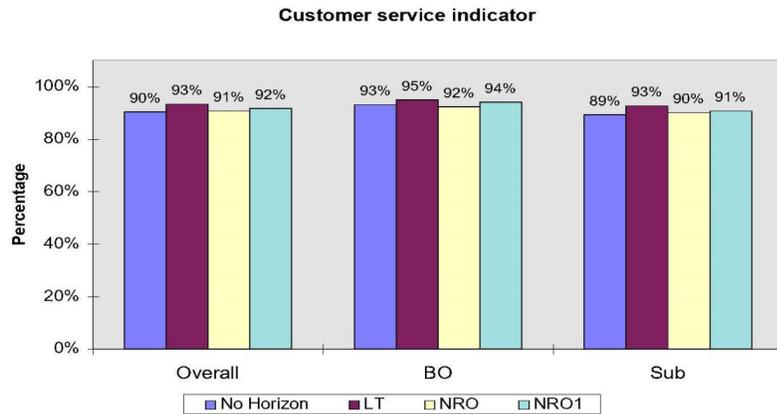
**Transactional knowledge**

The chart below shows that there is little difference in the transactional knowledge of the different types of office, and when they were automated. It appears that overall, national rollout offices perform slightly better than other offices.



**Customer service indicator (conformance to standards)**

Thirteen attributes connected to office appearance and counter clerk behaviour are checked during a mystery shopper visit. The following index is based on a weighted average of the scores where 1 is the highest possible score and 0 the lowest. Again, there is little difference between the four groups of offices.



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**Customer Satisfaction Tracking**

This report highlights the main differences between customer satisfaction tracking (CST) scores for offices with Horizon compared to offices that do not have Horizon. The data used in this report is for January, February, March 2000.

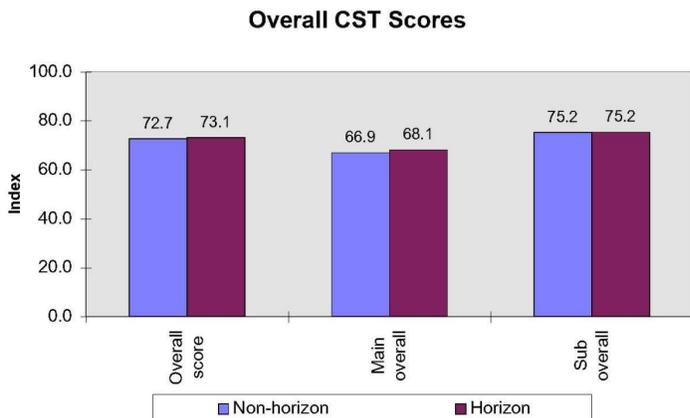
Approximately 80% of the responses to the CST survey can be tracked back to an office that customers claim is the one that they most frequently visit. Therefore, where possible, the scores have been split into Horizon and non-Horizon offices.

Care needs to be taken when interpreting the results. This is because:

- while results have been split by Horizon and non-Horizon this is a somewhat artificial classification as customers will be influenced by visits to other post offices than the one that they most frequently visit;
- analysis has not been carried out on the sample of offices before Horizon was installed, and it may be the case that their scores were different from average beforehand;
- CST is carried out in clusters - i.e. an interviewer visits a number of customers in a given area. While there are 444 responses which mention Horizon offices, these relate to only 152 offices.

The chart below is a summary of CST attributes for Horizon versus non-Horizon offices. It shows indexed scores - where the maximum score of 100 represents the best possible performance.

Figure1



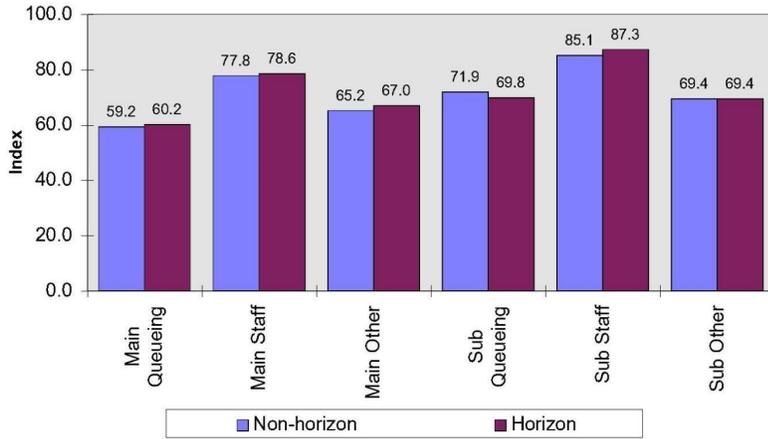
Overall, there is no significant difference between the performance of Horizon and non-Horizon offices, whether the offices are main or sub. The charts below show results in more detail, giving the three groupings for customer attributes for main and sub offices.

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Figure 2



This shows that Horizon offices seem to be performing as well as non-Horizon offices in all areas with the exception of queueing in subpost offices. However, Mystery Shopping results for Horizon offices have shown that initially queueing time increases in the first few weeks after Horizon has been installed but then settles down to a similar level as before Horizon was installed. Therefore, this result is probably caused by this effect and will improve in the long run.

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Service Reporting

**5.0 Transaction Processing**

Information supplied by Lynn Kelly

**3. Extra Staff Required in TP**

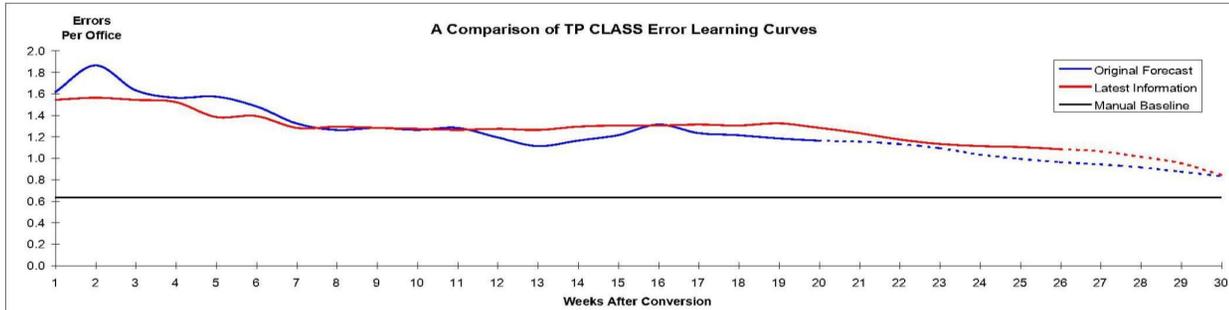
	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01
<b>Original Forecast</b>	8.0	10.0	20.0	27.0	32.0	36.0	36.0	37.0	38.0	38.0	38.0	38.0	26.0	31.0	32.0	27.0	19.0	15.0	7.0	4.0	2.0
<b>Latest Forecast</b>					31.0	36.0	37.0	39.0	40.0	40.0	41.0	40.0	34.0	35.0	35.0	29.0	21.0	15.0	10.0	6.0	3.0
<b>Actual</b>	6.0	9.0	17.5	24.0																	

\* Figures stated are for the beginning of each month

**Comments**

- First tranche of staff in post to cope with the increase from Horizon offices now. Staff on a panel for the increases expected during April & May 2000.
- Extra staff numbers forecast in July, August and September onwards due to the latest increases in the length of the learning curve. However, restricting the learning curve to an analysis of the errors produced in the last 15 weeks, indicates the latest extra staff numbers forecast to be closer to the original.
- More staff will be required at the end of the roll out timetable for extra on-going work (completing table 12 parcel income figures) on Horizon offices now.

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**Comments**

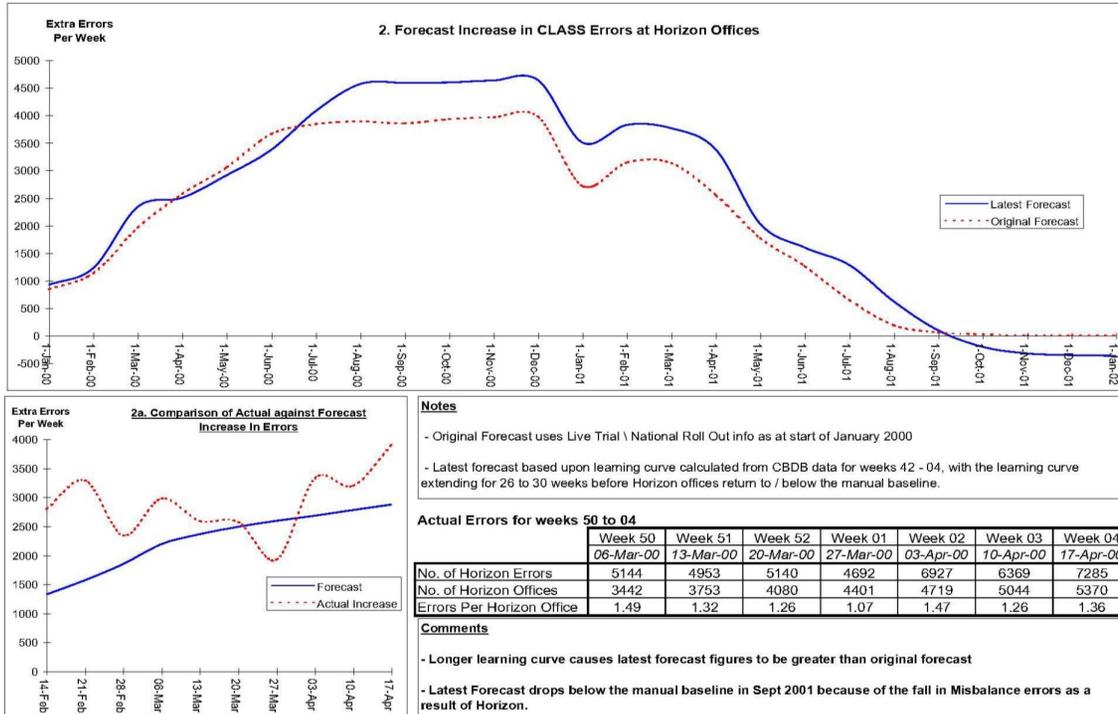
- This is a revised learning curve based on errors produced in the last 15 weeks at Horizon offices. The height of this curve is not as severe during the early stages after conversion as that previously used. Errors produced per office in the 1st weeks after conversion, based on the earliest offices to go live, are shown in the table below.
- The length of the current learning curve is at least 20 weeks and the level of outliers in the sample gives confidence that this is statistically sound. The tail of the learning curve remains well above the baseline for over 20 weeks after conversion. If this continues, then the effect on TP extends to September 2001.
- From the limited information available for converted offices at the moment, the learning curve is assumed to return to the manual baseline after 30 weeks.

**Summary of Early Learning Curve Information**

	Week After Conversion	1	2	3	4	5	6
CLASS Errors Produced	Latest (wks 42 - 04)	1.54	1.56	1.54	1.52	1.38	1.39
	Original (wks 34 - 43)	1.62	1.86	1.63	1.56	1.58	1.48

**Notes**

- Average number of errors produced for Horizon offices based on CBDB data for the last 15 weeks (weeks 42 - 04).
- Manual Baseline before Live Trial / NRO calculated at 0.63 CLASS errors per office.
- The dotted line indicates estimates due to limited information available (less than 200 offices).



Business Service Management

Service Reporting

**Level Of Manual Amendments on Paper Copy of Electronic Cash Account**

	MAY-99	JUN-99	JUL-99	AUG-99	SEPT-99	OCT-99	NOV-99	DEC-99	JAN-00	FEB-00	MAR-00	APR-00	MAY-00
Number of Amendments	307	413	378	294	423	1056	1515	740	377	572	775	1000	
% Automated Outlets Making Amendments	16.8%	20.9%	14.4%	11.3%	12.4%	11.0%	6.6%	4.2%	2.7%	2.6%	2.4%	2.0%	

**Comments**

The main cause of the problem is that many tables on the Cash Account are not mandatory for completion and some postmasters are realising this once the account has been printed, thus the information has not been captured.

**Impact**

- Extra resource needed to input data into the system.
- Client Information distorted if not completed.
- Postmasters pay impacted - knock on effect could be more challenges on remuneration to TP

Recent figures show a considerable improvement over earlier months.

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7.0 OUTLET SYSTEMS GROUP

*Critical Success Factors for Horizon.*

Source : Paul Sumner/ Jeannette Strong, Outlet Systems Group

**\*Definition Of Status**

- GREEN: Current status indicates that there are no known issues.
- AMBER: Current status indicates that there are some known issues (but not significant issues and there are actions in place to resolve these).
- RED: Current status indicates that there are major issues.
- WHITE: Work has not begun on the criteria and the status is therefore unknown.

**Summary :**

Area		Status of Previous Reports			
		-1	-2	-3	-4
OSG Overall	 G	 G	 G		
<b>Work Areas :</b>					
HAPS	 A	 G	 G		
OBC - EPOSS	 G	 A	 G		
OBC - May CTO	 G	 G	 G		

Area : **HAPS**

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	Criteria		Weighting	High level description of issues which prevent the criteria being Green.	Status of previous Reports			
					-1	-2	-3	-4
1.	Timescales for file delivery i.e. normally by 23:59 on Day A, in "exceptional circumstances by 03:00 on Day B (As detailed in OLA for AP Service)	 G	25	All OK	 G	 G		
2.	ICL Pathway Management Support Unit reports received by OSG daily by 10am.	 A	5	Contingency concerns have been raised by OSG when reports have not been run by ICL Pathway. OSG are awaiting a reply.	 G	 A		
3.	ICL Pathway Management Support Unit reports to match the appropriate transfer file contents.	 G	15	All OK	 G	 G		
4.	Transfer Files returned to ICL Pathway with an "Error" status, should be returned to HAPS on Day B (the txns. would be harvested by ICL Pathway on Day A)	 G	20	All OK	 G	 G		
5.	Targets for delivery of txns. to clients, for txns performed at the counter on Day A.: Day B - 97%, Day C - 99%, Day D - 100%	 A	20	Average for month: Day B - 97.3% Day C - 99.2% Day D - 99.5% Transaction delivery targets missed on 19 days out of 24. Tracked under OSG P101.	 A	 A		

Overall Status :  A

Area : OBC - EPOSS

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	Criteria		Weighting	High level description of issues which prevent the criteria being Green.	Status of previous Reports			
					-1	-2	-3	-4
1.	OSG to manage the verification and authorisation of OBC files in a timely manner, i.e. for product changes to be in place before their planned start date.	 G	40	All OK				
2.	OSG to communicate changes to relevant groups of the business to ensure that background processes/procedures supporting the change are in place.	 G	15	All OK				
3.	Number of keying errors by POCL Reference Data Team	 G	30	All OK				
4.	Number of data preparation errors on OBC forms by OSG	 G	15	All OK				

Overall Status :   
G

**8.0 PROBLEM MANAGEMENT - Business Service Management**

Problem Management enables us to keep up to date with any problems or concerns regarding the Horizon System. A problem is formed by a regular occurrence of a similar incident which is then transferred to Problem Management from the Incident Management team. Not all problems are included in this summary however details are available on request.

A summary of PONU's problem database at the end of April is shown in the table below. This data is retrieved on a monthly basis by a problem manager and then analysed by a member of the Operations Performance Team.

Number Of PONU problems currently open	Number of ICL Pathway problems currently open
23	13

**8.1 Volumes of PONU Problems opened/closed during April 2000**

Week commencing	No. of Problems opened	No. of Problems Closed
03/04/2000	2	5
10/04/2000	5	2
17/04/2000	2	3
24/04/2000	3	6

**8.2 Volumes of ICL Pathway Problems opened/closed during April 2000**

Week ending	No. of Problems opened	No. of Problems Closed
03/04/2000	1	2
10/04/2000	4	0
17/03/2000	3	0
24/03/2000	3	4

**8.3 Listed below are the details for the problems which have been open for 6 months or more:**

Problem Number	Summary	Problem Manager	Original/Target Date	Update
10000005  <b>Priority - 3</b>	Receipts and payments do not match ON Migration week	Phil Turnock	<b>24/05/1999</b> 30/04/2000	<ul style="list-style-type: none"> <li>PON are continuing to identify a way forward for progressing these problems and should conclude their strategy by the end of May . It has become clear that there is nothing within the contract that can enforce ownership to ICL Pathway, therefore any changes will need to be funded by PON. Given that 95% of the incidents are still attributable to migration which has approx. 14 months to go, it is envisaged that this will become a 'known error'.</li> </ul>
10000013	Bureau de change transactions on the cash account	Mick Theobald	<b>04/08/1999</b> 31/03/2000	<ul style="list-style-type: none"> <li>Current ATP is being brokered as being the best solution available. Slow progress being made.</li> </ul>
0000014	Girobank forms to be used on Horizon system (PDR's)	Dennis Wong	<b>19/08/1999</b> 31/05/2000	<ul style="list-style-type: none"> <li>ECCO + style form are being used in the live environment.</li> </ul>

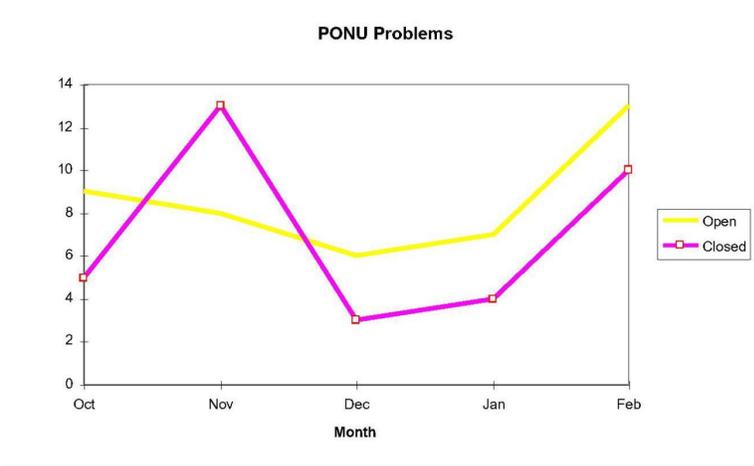
Problem Number	Summary	Problem Manager	Original/Target Date	Update
10000026	No business policy for out-of-hours transactions	Jonathan Rogers	07/10/1999-30/05/2000	<ul style="list-style-type: none"> <li>This is proving to be a difficult problem to drive a resolution for, as an original policy proposal had been developed by the Network Policy &amp; Transformation team but subsequently rejected by the PON Security &amp; Investigation due to concerns regarding 'open plan offices'. Until now there has not been a further redraft as there is a clash in conflicting business policies which is proving difficult to resolve. However, a redraft is expected to be completed 19<sup>th</sup> May 2000 for review.</li> </ul>
10000001	Readiness of new products/services to go-live	Jonathan Rogers	28/10/2000-30/05/2000	<ul style="list-style-type: none"> <li>Guideline line process document to be produced by the Legacy Helpdesk Manager - Slow process being made.</li> </ul>
10000035	Receipts & Payments don't balance AFTER migration	Phil Turnock	04/05/2000-31/05/2000	<ul style="list-style-type: none"> <li>PON are continuing to identify a way forward for progressing these problems and should conclude their strategy by the end of May . It has become clear that there is nothing within the contract that can enforce ownership to ICL Pathway, therefore any changes will need to be funded by PON. Given that 95% of the incidents are still attributable to migration which has approx. 14 months to go, it is envisaged that this will become a 'known error'.</li> </ul>
10000021	Contingency for system failure when balancing	Jonathan Rogers	28/09/1999-04/05/2000	<ul style="list-style-type: none"> <li>Workshop to review proposed process - 16/05/00</li> </ul>

#### 8.4 Problem Management Critical Success Factors :-

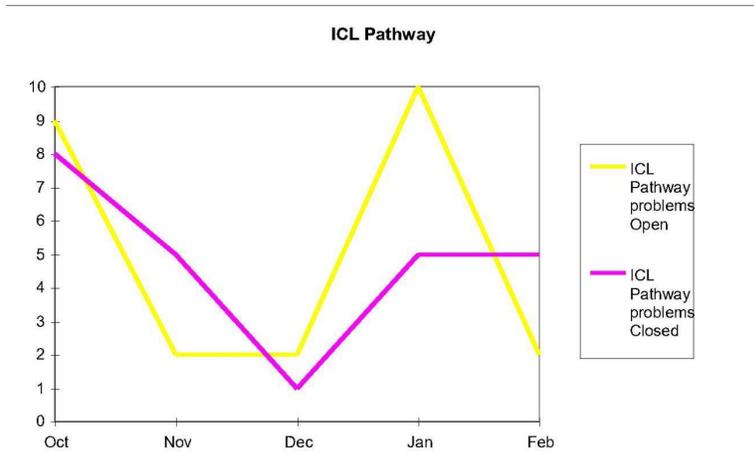
Due to difficulties with variables within Business Objects , reporting on critical success factors is currently unavailable. In addition the team in Gavrelle House are unable to recover standard reports from the repository , this has been raised as an incident with system support.

8.5- Graphs to show Problems over the last 5 Months

PONU problems for previous 5 Months



ICL problems for previous 5 Months



**9.0 Non- conformance Polling**

(Des Hansbury - Problem Management)

ISSUE: Pathway's belief that a large number of non polling incidents are caused by postmasters turning the power to the horizon equipment off when the offices are closed, particularly at weekends and holiday periods.

ACTION: A monitoring exercise covering the Easter holiday had been agreed with Pathway. As part of this exercise an article highlighting the reasons for not turning off processors was published in the Counter News - WK 04.

If offices had deliberately powered down over Easter they would have appeared on the weekend non polling report as either a two or three day failure depending on the time the processor was turned off on Saturday. One hundred and seventy seven offices fell into this category of which 155 were contacted. The results of these contacts are shown below.

Reason Given	Number	%
No explanation	59	38
Power cut	54	35
Software problem	28	18
Equipment failure	5	3
Switched off	4	3
Refurbishment	3	2
Office closed	1	0
Phone line down	1	0

There was an explanation, other than turning the power off, in the majority of cases. In addition of the 59 in the 'no explanation' category 27 did not need to reboot and therefore can't have turned the power off.

Clearly, if people were deliberately turning the power off then their offices would appear regularly on the non polling reports. An analysis of the weekend reports since 29 November did not support the case for deliberate power downs. Of the 224 incidences of offices not polling Sat. & Sun. only 22 offices appeared more than once; 16 of these only twice. Further, none of the other 6 offices were listed on the Easter non polling report.

WAY FORWARD: To take the issue forward ICL Pathway have agreed to undertake a more detailed analysis of all polling failures for one week starting 8 May with the objective of establishing an agreed cause for each polling failure. In order to agree a cause BSM will have to contact all the offices reported as failing during the week.

**10.0 Change Implementation**

(Information supplied by Kate Elliott)

Changes Implemented	Notice given	Reasons	Cost (excluding man-hours to PONU)	Issues/Details
Jeffrey Matthews Miniature Sheet	2 Days	Introduction of new Philatelic Products	Counter News	
Stamp Show 2000	2 Days	Introduction of new Philatelic Products	Counter News	
TV Licence Changes	1 Day	Changes to Concessionary schemes between April and November 2000	Counter News	The Account team were contacted after seeing information in Counter News in order to include Horizon instructions in following articles.
Tariff - New Products	5 Days	Information on the changes to the layout of screens and how to rem in the new products.	Counter News	Although the bulk of the article had been prepared previously , the delayed implementation involved some rewriting.
Tariff - Revaluation	3 Days	Detailed instructions on the preparations required and how to perform the Revaluation	Counter News Workaid	Although the bulk of the article had been prepared previously , the change from the Revaluation occurring on a Monday to a Thursday involved considerable rewriting.
Centralisation of Unpaid Cheques	2 Weeks	Change to the procedure	Counter News	
VPN Software drop	1 Week	Incremental part of CSR+		Managed by Release Management but our team have provided the Communication articles
Withdrawal of DW Stampbooks icon	4 Weeks	Icons coming off screen as products withdrawn	Counter News	Advise to expect screen changes have been communicated as part of the Tariff articles.
Asylum Seekers Vouchers	8 Weeks	New product	Counter News Workaid	Full instructions have been communicated to all Branch offices but a Government decision on specific areas of roll out has not yet been made.

Newton Abbot CRU conversion	4 Weeks	Provide supporters of the system with background information		Offices were notified by the Project Team, TP.
New Cash Account	3 Months	Delivery of a change request		Software failed to be delivered to 3 offices and they were unable to produce a Cash Account. At the time of writing 2 slaves have still not been updated more than 2 weeks after the change should have been completed.
20 Homecare schemes	1 Week	Notification of changes to products		11 schemes failed to meet OBC timescales resulting in ATP's
25 Ticket and Travel schemes	1Week	Notification of changes to products		4 schemes failed to meet OBC timescales resulting in ATP's
4 Meals On Wheels schemes	1 week	Notification of changes to products		
Environment Agency - Rod Licences.	1 Day	No counter procedure for existing products after price change / new product.	Held at Helpline only	The prices changed on the system for Rod Licences issued from 16/03/00 but do not come into force until 03/04/00. Instructions are for Rod licences issued at current price.
Gateshead MBC Homecare Stmps	1 Day	Icon not on system when new stamps received in office	48 Letters posted 1 <sup>st</sup> class by BSM	Original ATP issued was incorrect. Offices affected were contacted by telephone and the new instructions were posted out.
Suffolk CC Homecare Stmps	1 Day	Icon not on system when new stamps received in office	180 Letters issued with the stamps	Original ATP issued was incorrect. Offices affected were contacted by telephone and the new instructions were posted out.
OBCS Enlivenment - trial	1 Week	Enlivenment of the OBCS functionality for backlog offices.	129 letters posted 2 <sup>nd</sup> class by BSM 199 letters posted 1 <sup>st</sup> class by BSM	ATP despatched to first group of offices starting the trial on 03/04/00 ATP despatched to second group of offices starting the trial on 10/04/00

\*Omitted from this months change implementation report is the changes pending table. Anyone wishing further information from this table, please contact Danny Corry on **GRO** postline **GRO**

## Appendix A

### Glossary of Terms

CBDB - Counters Business Database - All cash accounts are keyed into this and it holds information on client settlement and errors

CLASS - Client Ledger and Settlement System

Day D - the 3<sup>rd</sup> day after a transaction has been performed at an offices

PIVOT - Postmasters Information and Value of Transactions

Sub Files - Files received by ITIP

### Traffic Light System

Each CSF has at least one measure attached to it. These are shown in blocks and each block of measures are weighted at 100%. If all are equally important in the block the 100% is divided across the block of measures. This system works well in areas like OSG where there are distinct differences in the importance of each measure. The traffic lights are then used to show the total of the weighting. For example if a CSF has a number of low graded measures on red but the higher ones are all on green this suggests that there are no major issues affecting the CSF and therefore the overall traffic light for that CSF would be green. However in Transaction Processing all the CSF's are equally important which means that if **any** of the measures are adversely affected the impact is high on TP.

### Tier 1/Tier 1 Admin.

#### Tier 1

- Involves all first line calls to the helpdesk

#### Tier 2 Admin.

- This involves calls which can be resolved by Tier 1 but follow a longer set process. These include office process calls such as : RNM paging ; one shot password required ; office closing and burglaries and robberies.

**APPENDIX B - Call type definitions.****HSH Call descriptions**

CALL TYPE	DESCRIPTION
Advice & Guidance	The majority of calls logged under this category are calls aimed at such areas as; Automated Payments Systems (APS) operational enquiry, Electronic Point of Sales System (EPOSS) operational enquiry, General Enquiries, Order Book Control System (OBCS) operational enquiry, and System Access enquiries.
Hardware	These are all aimed at; Equipment damage, central system faults and peripheral failure to areas such as back office printers ,bar code reader, keyboard and monitor touch element etc.
Implementation	These calls are queries concerning; Implementation delay, planned activity reschedule and site preparation issue.
Network	The Network areas here are; the central system, Network failure and Post Office Configuration, Link and Router failure.
Operations	This includes access and user administration failure, EPOSS operation failure, Reference Data issue and System Environment failure.
Other	Includes central system - environmental failure - PO - consumable order request - office environment failure i.e. power - miscellaneous
Reconciliation	Reconciliation calls are in particular aimed at APS, Benefit Encashment System (BES) EPOSS, Reference Data.
Security	One - shot password problems
Software	Software errors included are; expected change not worked, system message displayed on - screen , system operation has changed unexpectedly.

**NBSC Call descriptions**

CALL TYPE	DESCRIPTION
Horizon	The majority of calls logged under this category are calls which are proper to Horizon System Helpdesk. This category also includes Horizon issues which the NBSC should deal with, for example - Bill Payment, Banking, Cash Accounting, Reconciliation and Settlement etc.
Client Counter Procedure	This is transactional procedures including how to account for items and how to perform the transaction.
Local Schemes	Contains details of clients for local schemes and transactions types regarding these.
Office Process	This includes burglary, robbery, complaints, office closures, stock shortages, power failures, industrial action, name badge ordering, safe problems, health and safety issues etc.
Switchboard/ Inappropriate Call	Calls that are misdirected or proper to other sections
Utilities - Electricity	Transactions regarding charge accounts for electricity
Utilities - Gas	Transactions regarding charge accounts for gas
Utilities - Water	Transactions regarding charge accounts for gas