

AI 408 - HSH Service Level Failure

1. Dispute

Severity Assessment: Pathway: LOW POCL: MEDIUM
Rectification Plan: Not agreed

2. Description of Deficiency

The Acceptance Incident was raised against the failure of Pathway's Horizon System Help Desk (HSH) to meet June's service levels in supporting the network.

The HSH failed the following Service Levels in June

	Target	June
Calls answered within 40 seconds	99.9%	89.42%
Calls not abandoned through ring-off	99%	90.27%
Level 1 calls resolved within 5 minutes	95%	45.88%
Level 1 calls resolved within 10 minutes	100%	72.56%
Level 2 calls resolved within 30 minutes	95%	75.6%
Level 2 calls resolved within 45 minutes	100%	77.8%

3. Severity Rating

Pathway's Severity Rating: LOW

POCL's Severity Rating: MEDIUM

The agreed definition for High severity is: "consistent failure to meet minimum acceptable thresholds (MATs)". The definition for Medium severity is: "occasional failure to meet MATs but MATs met on average". POCL's view is that the consideration should be whether this is a High or Medium incident.

Consistent failure has been shown. However, as there has been only one opportunity to measure service levels during the Core Observation Period (COP) it was originally agreed between POCL and Pathway that the Severity of this incident should be Medium as POCL could not show a consistent failure during COP.

Pathway have changed their view to Low (workshop 10/8) on the basis that the original figures were mis-reported (but Pathway have not shared these figures with POCL). POCL consider Low unacceptable as the severity rating should be based on Pathway's originally reported service levels.

4. Business Impact

The lack of response from the HSH undermines the confidence in the service by the Sub Postmasters. Considerable frustration has been noted during the Live Trial when inappropriate levels of support were provided.

If the resource plan is not robust, users will not get through to the HSH then, as evidenced from the Live Trial, they will call POCL's NBSC. This in turn will require more operators to handle the calls. POCL have capacity for some growth, but a sustained increase in calls because of HSH may require a new POCL call centre.

Those calls to NBSC which should have been addressed by HSH will be for issues that NBSC cannot answer because they do not have the knowledge and are not empowered to do so. This will impact service to the network as their problems will not be resolved. There will be an additional risk that users will guess what to do which may lead to client errors or loss of data if the system is rebooted without permission from HSH.

5. Rectification Plan

POCL require that Pathway would provide a rectification plan with milestones and actions for bringing service levels to the minimum acceptable threshold. The rectification plan should include:

1. Review of the Horizon System Helpdesk scripts by Post Office Counters Ltd to ensure that they are accurate. Not all the scripts has been supplied by ICL Pathway. We have reviewed those we have been sent. ICL Pathway have been informed of the missing areas. Experience to date indicates that some scripts have resulted in inappropriate advice to Sub-Postmasters resulting in further calls to Horizon System Helpdesk and Network Business Support Centre. ICL Pathway do not see this as part of the rectification plan. They view this action as business as usual.
2. Resource plan for the Horizon System Helpdesk. Post Office Counters Ltd need to have confidence that the resource plan that ICL Pathway will use is robust and will allow the network to be supported. We also need to be able to understand the logic of how ICL Pathway arrived at their resource figures. To do this we need to have sight of their predicted call volumes. This has been conveyed to ICL Pathway at previous meetings in July. ICL Pathway take the view that they have already submitted the resource plan which they believe is accurate and they cannot supply their predicted call model as it is their intellectual property.
3. Further actions, already discussed with Pathway, to bring service levels up to the minimum acceptable thresholds (MAT). This element of the plan has still to be documented and agreed with POCL.

All three parts of the rectification plan are inextricably linked. The objective of supporting the network cannot be achieved without delivering all three parts. Inaccurate helpdesk scripts will result in more calls to the Horizon System Helpdesk making it harder for service levels to be achieved. An inadequate resource plan will result in calls not being answered and impacting offices ability to service customers.