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17/07/2001



Business Service Management

ORDER BOOK CONTROL SERVICE

MONTHLY SERVICE REVIEW BOOK: June 2001

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0. DOCUMENT CONTROL**0.1 VERSION HISTORY**

Version	Dated	Change Details
March01	28/03/2001	To inform Service Management Meeting.
April01	26/04/2001	To inform Service Management Meeting and Format changes
May01	17/05/2001	To inform Service Management Meeting
June01	12/06/2001	To inform Service Management Meeting
July01	17/07/2001	To inform Service Management Meeting

0.2 DISTRIBUTION LIST

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Liz Tuddenham	Head of Operational Performance	Post Office Network
Kevin Lenihan	Head of Problem Management	Post Office Network
Mary Love	Problem Analyst	Post Office Network
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Brian Waldie	OBCS Live Support	Department for Work & Pensions
Shui Lin Wong	OBCS Live Support	Department for Work & Pensions
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Jacky MacKenzie	Senior Design & Specification Manager	Network Bank
Phil Jeary	Operations Manager	Post Office Network

0.3 DOCUMENT AND CHANGE CONTROL

The BSM Change Control Team is responsible for maintaining and changing all the documentation created in Business Service Management. For further information on the existing documentation or procedures please contact the BSM Change Control Manager.

0.4 GLOSSARY

BSM	Business Service Management - a dedicated function within the Post Office Network Unit that supports the automated (Horizon enabled) platform.
DWP	Department for Work and Pensions
ICL Pathway	ICL Pathway - supplier of the Horizon platform to Post Office Network
OBCS	Order Book Control service



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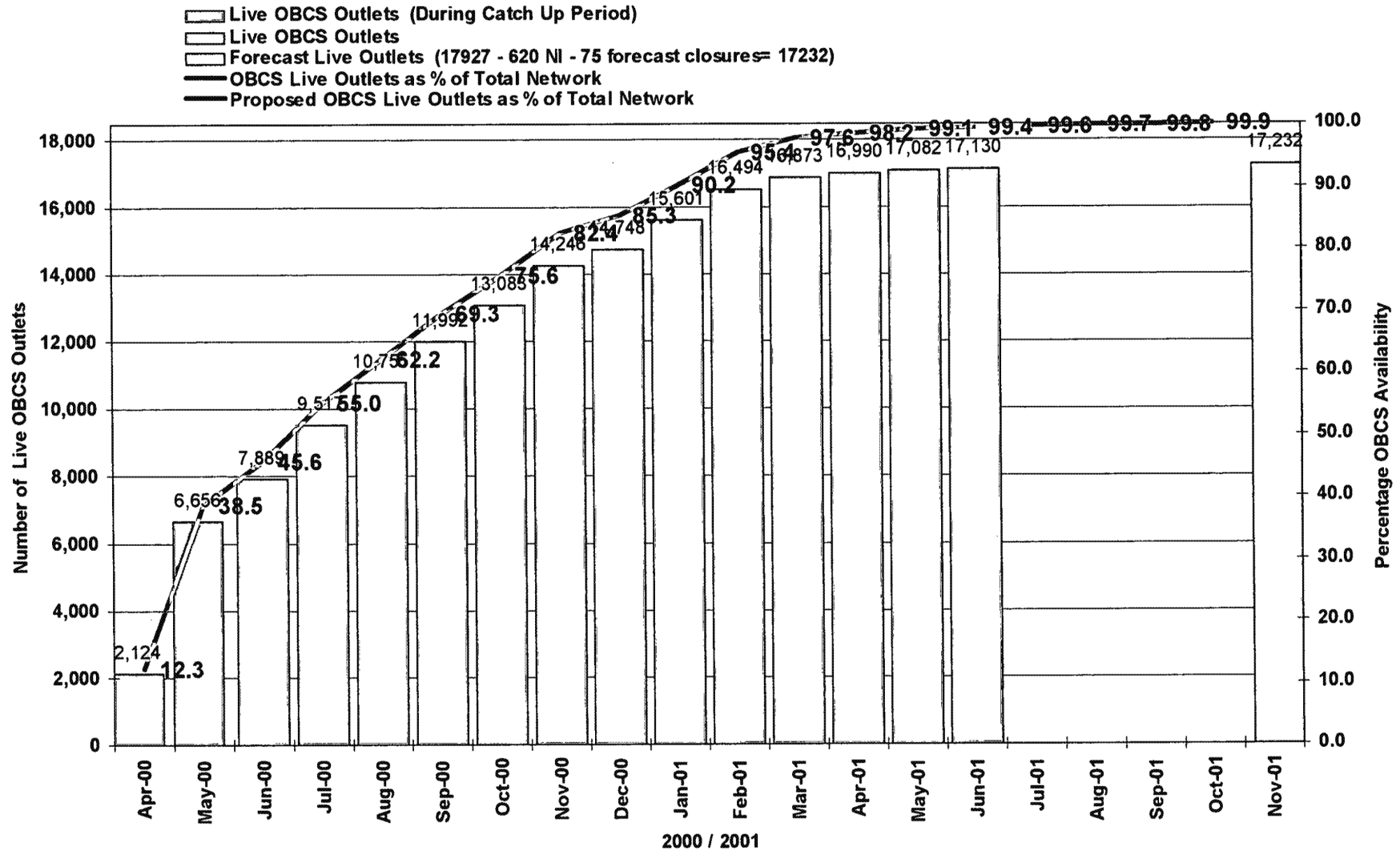
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1. OBCS Roll out & Availability



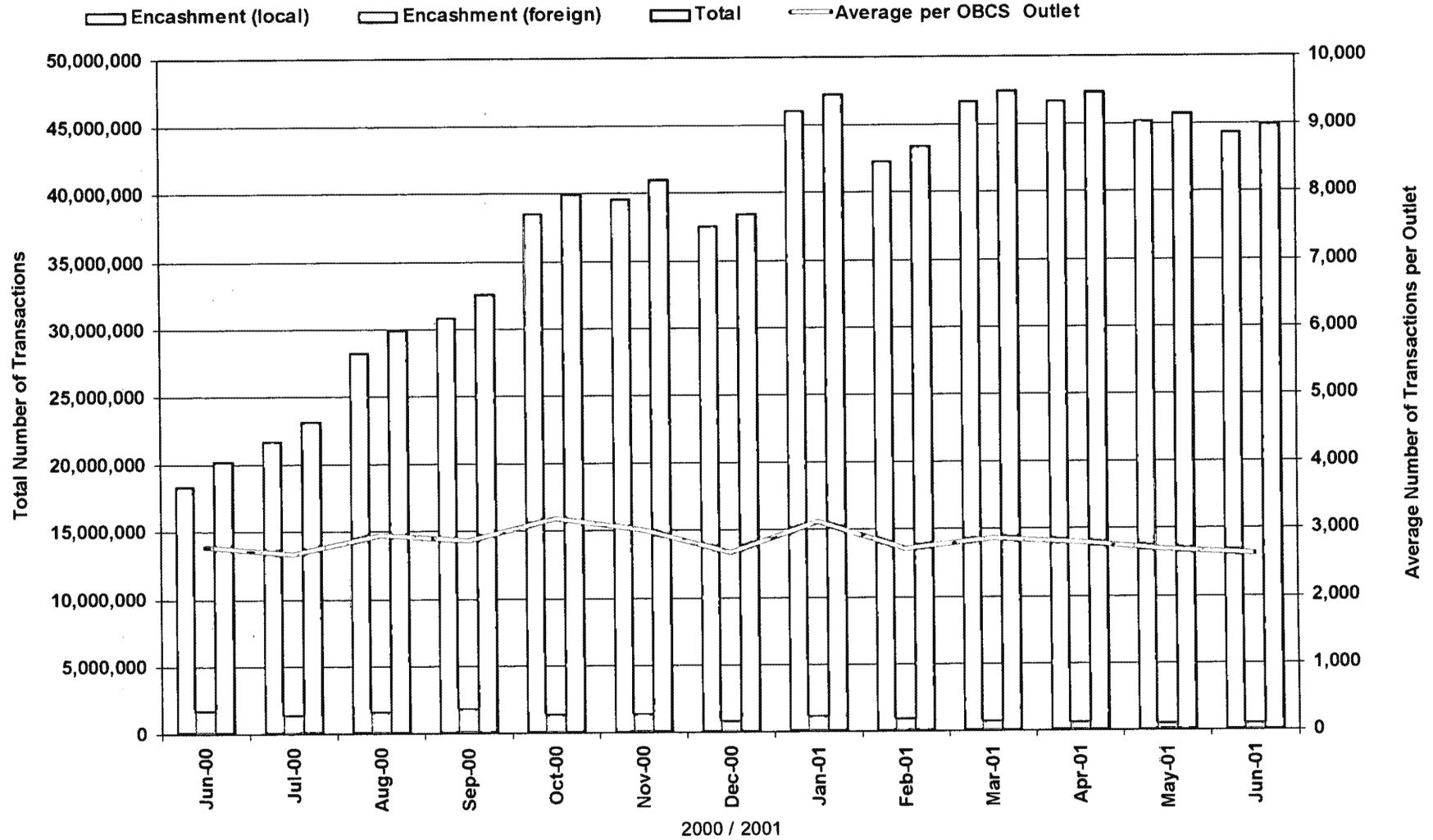


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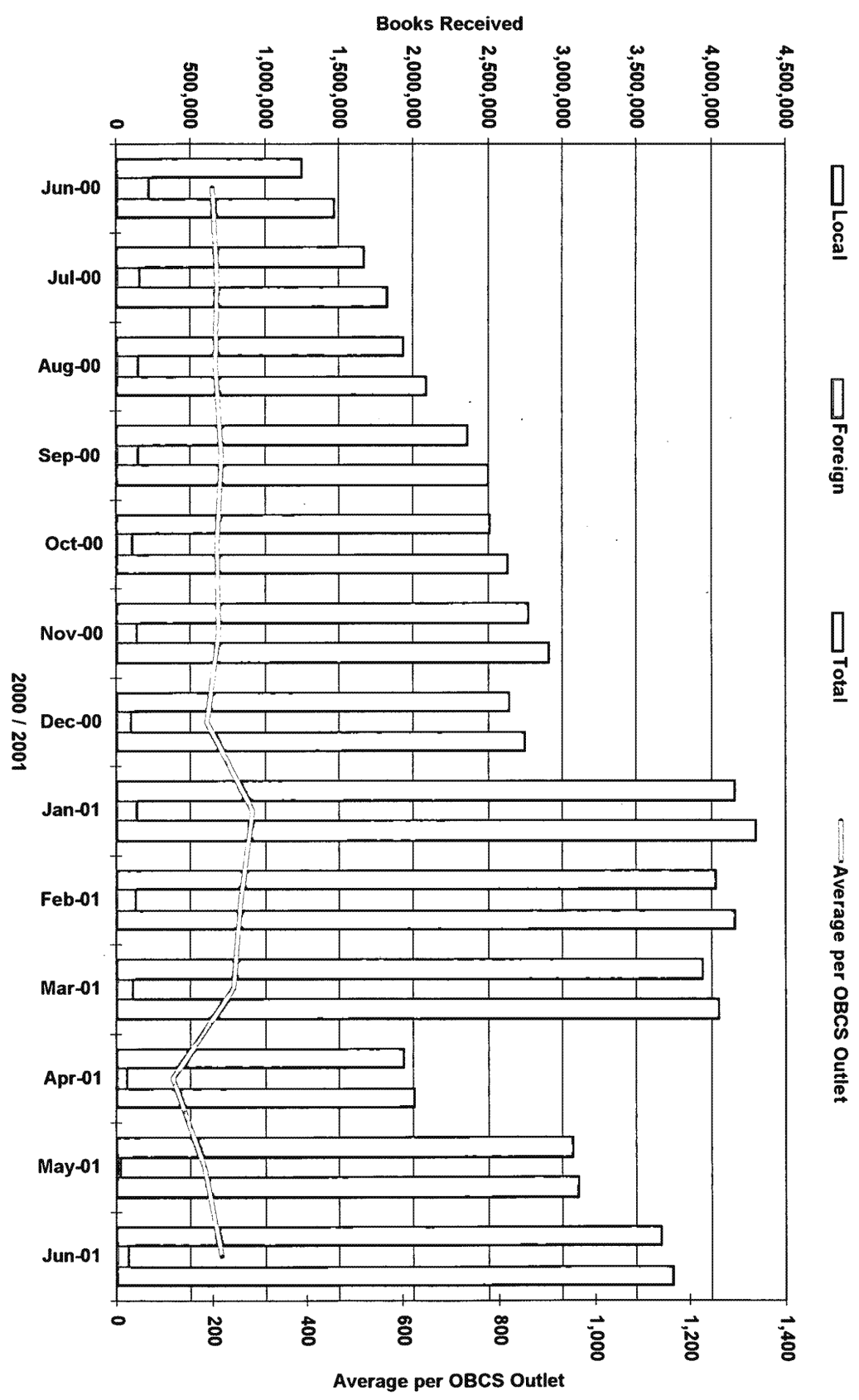
2. TRANSACTIONS

2.1 PAYMENT VOLUMES



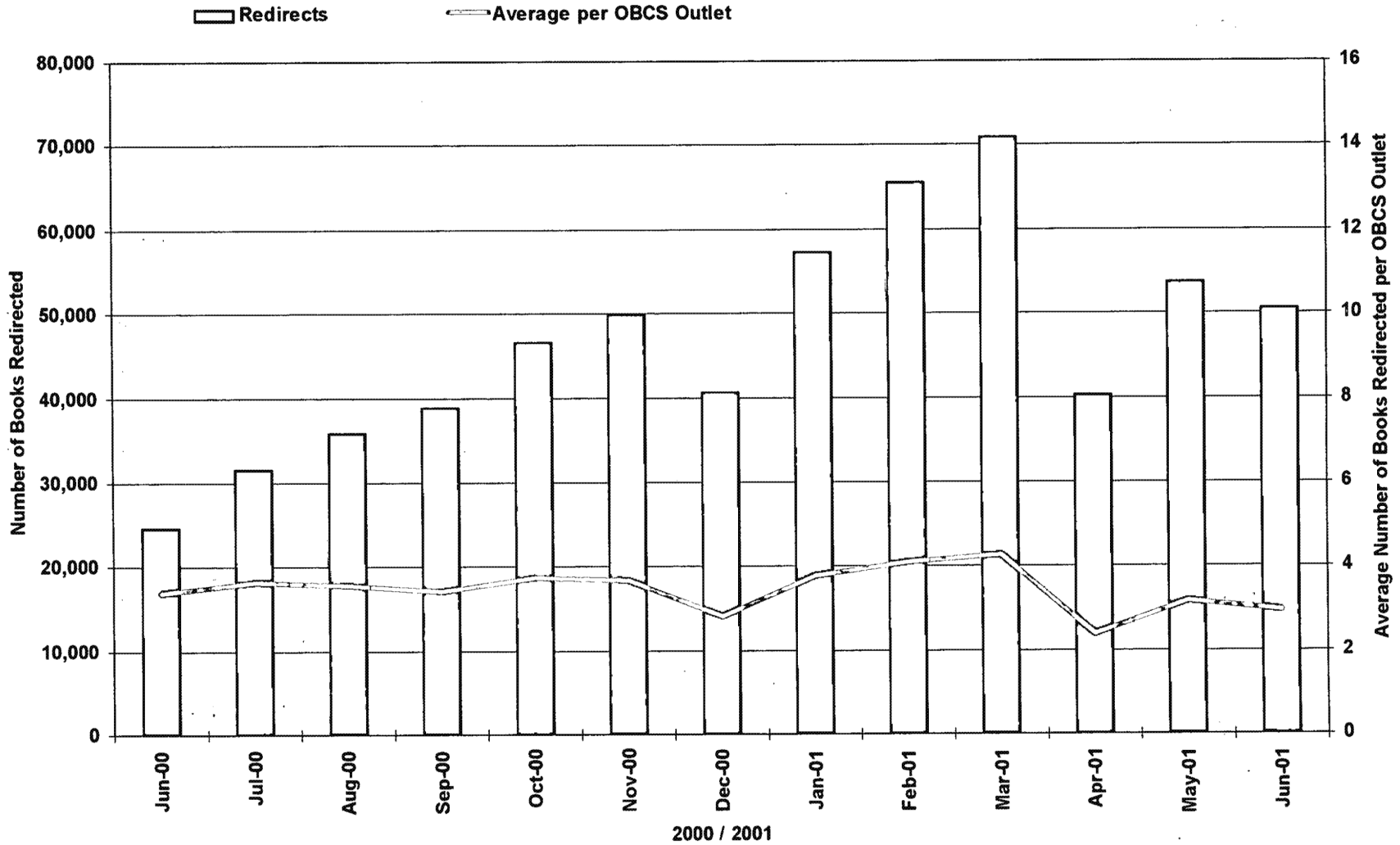
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2.2 BOOK RECEIPTS

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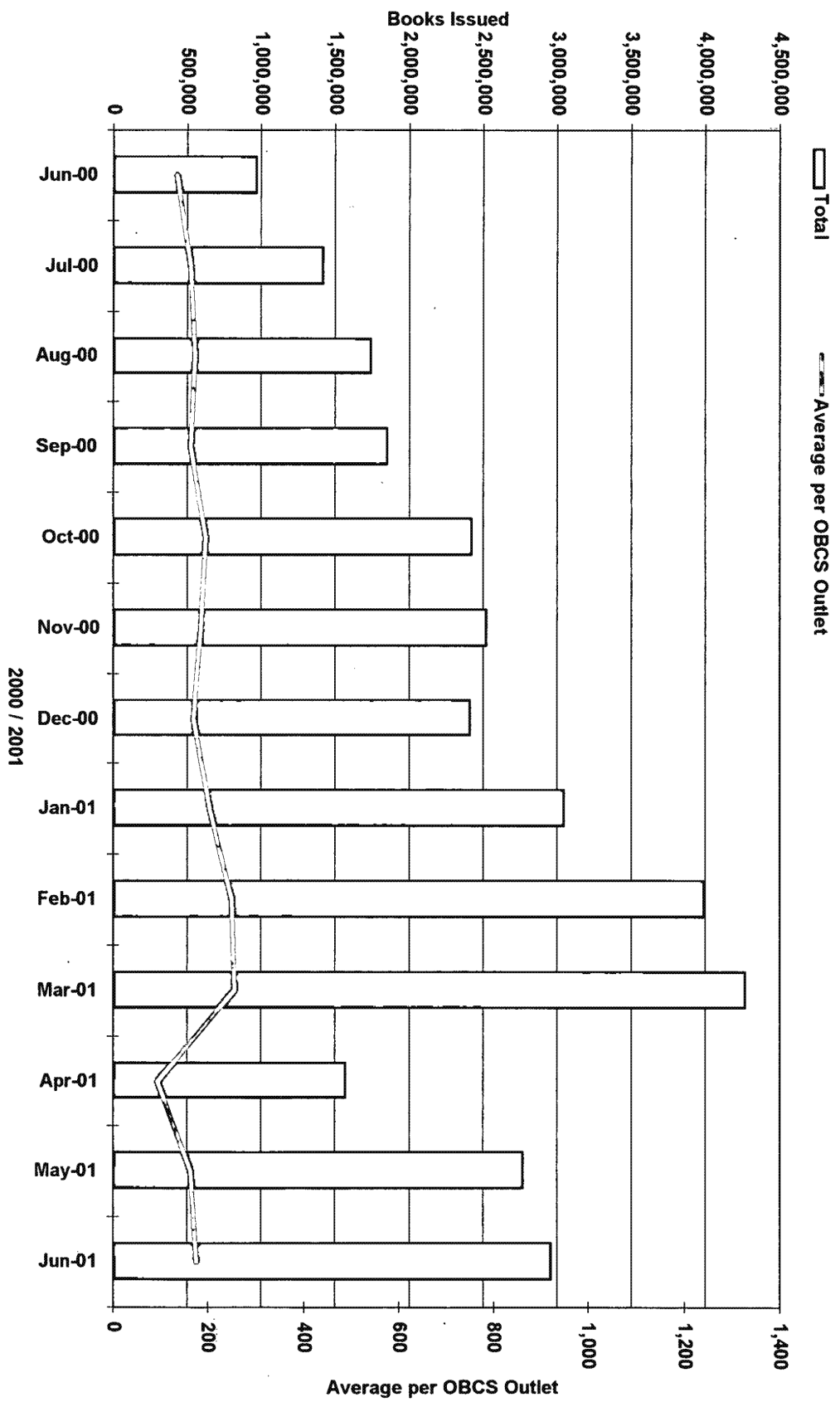
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2.3 BOOKS REDIRECTED

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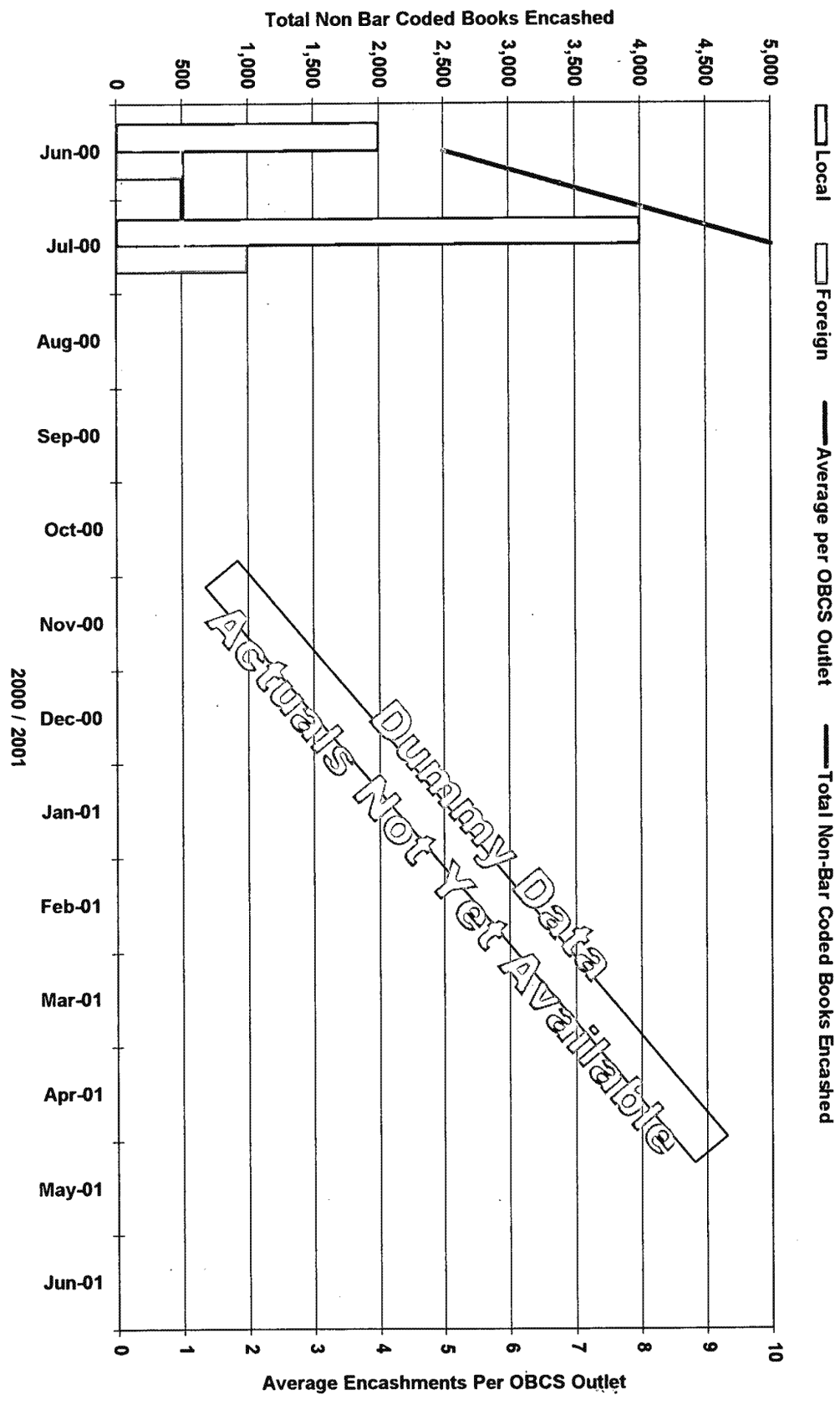
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2.4 BOOKS ISSUED

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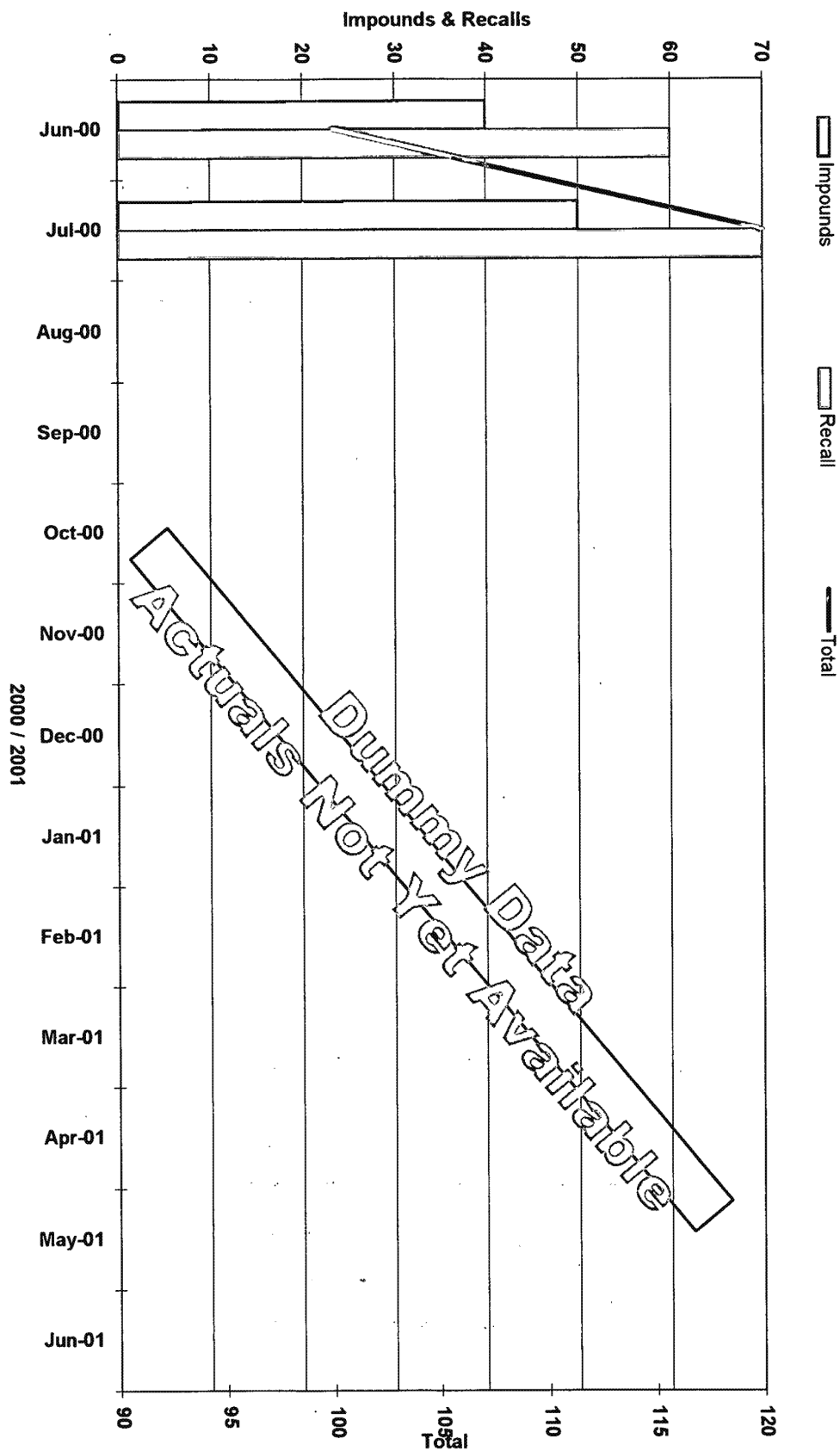
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2.5 NON BAR-CODED BOOKS ENCASHED

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2.6 IMPOUNDS/RECALLS

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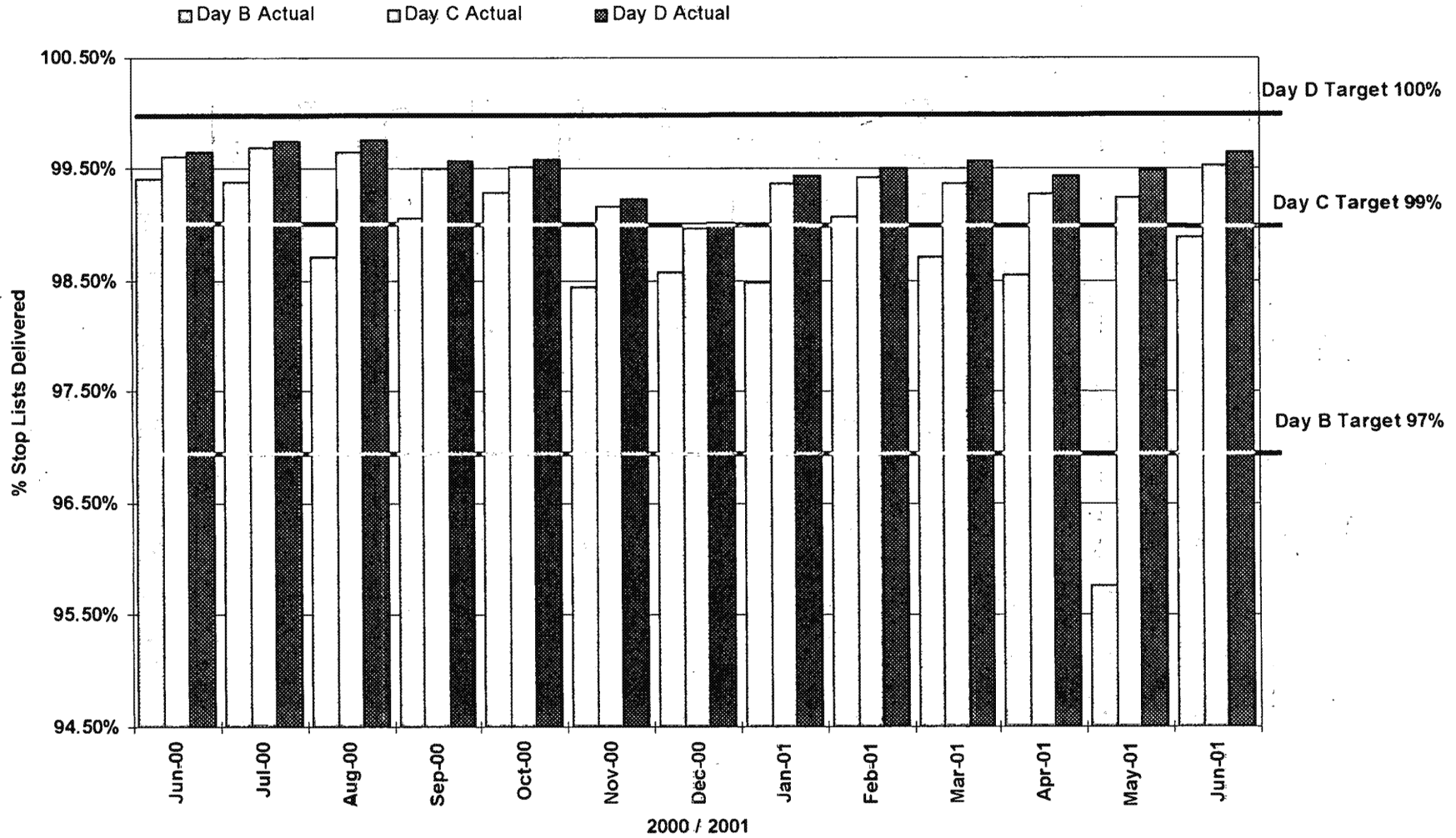


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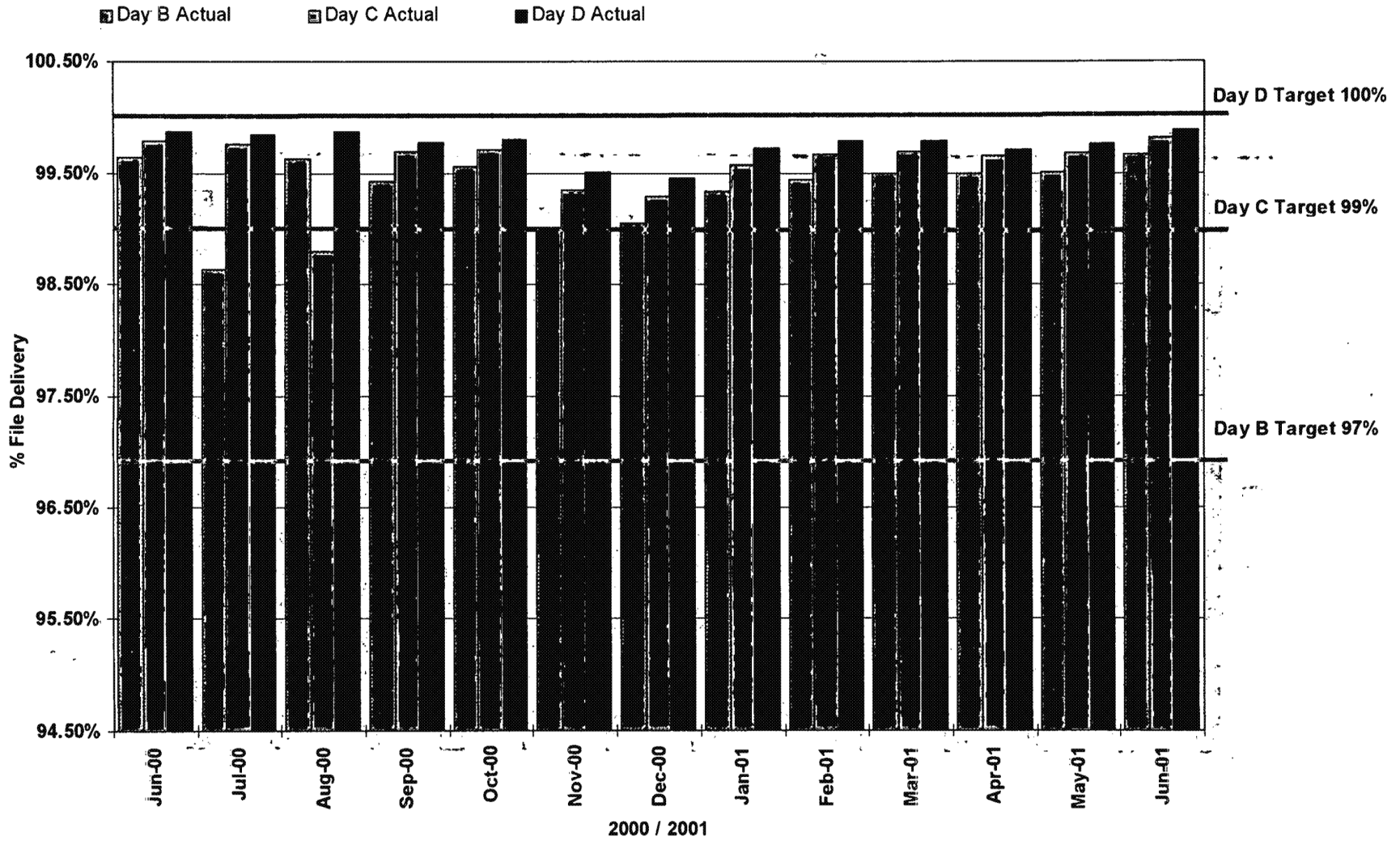
3. SERVICE DELIVERY

3.1 OBCS STOP LIST



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3.2 OBCS FILE DELIVERY

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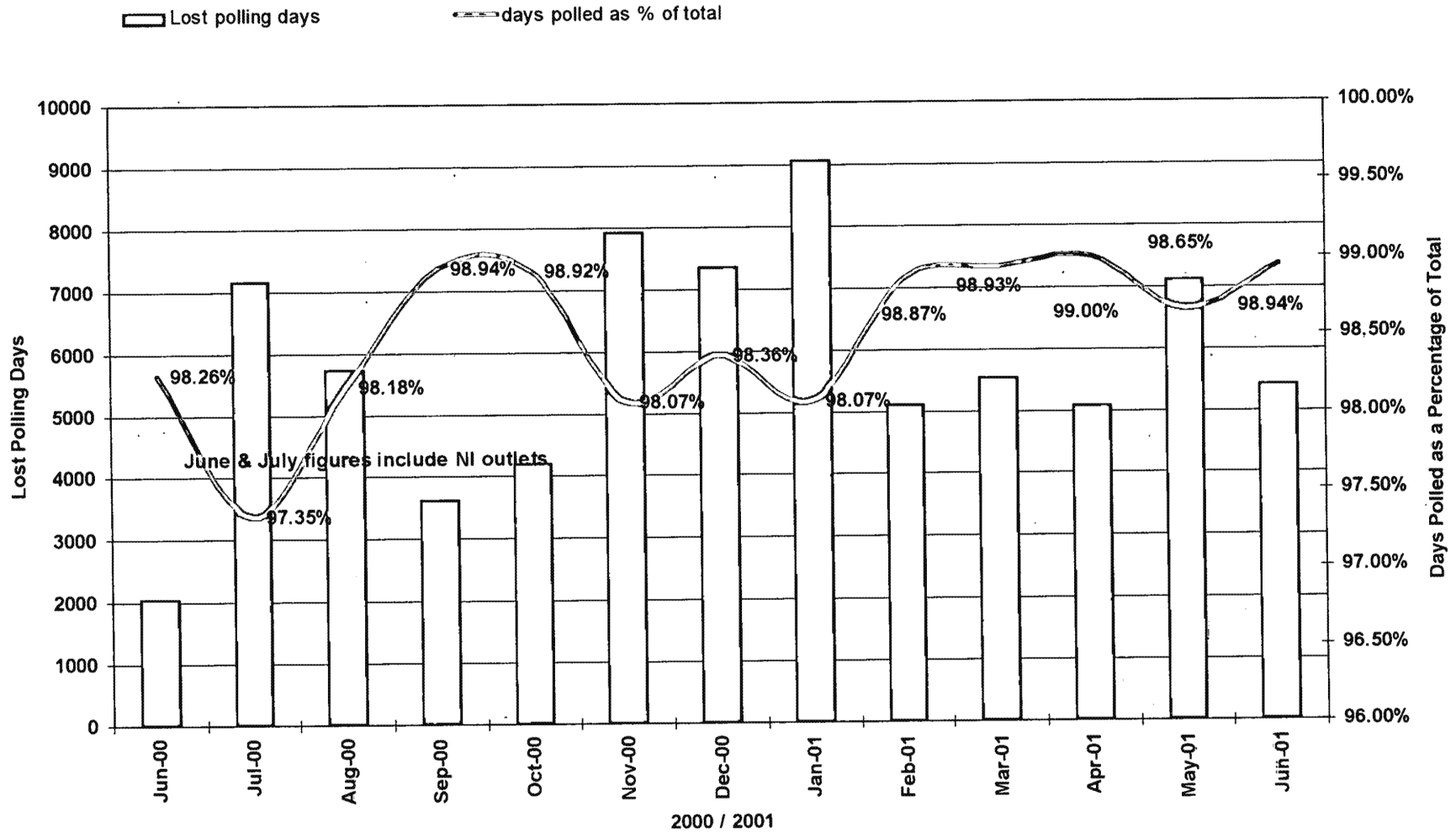


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4. FALLBACK

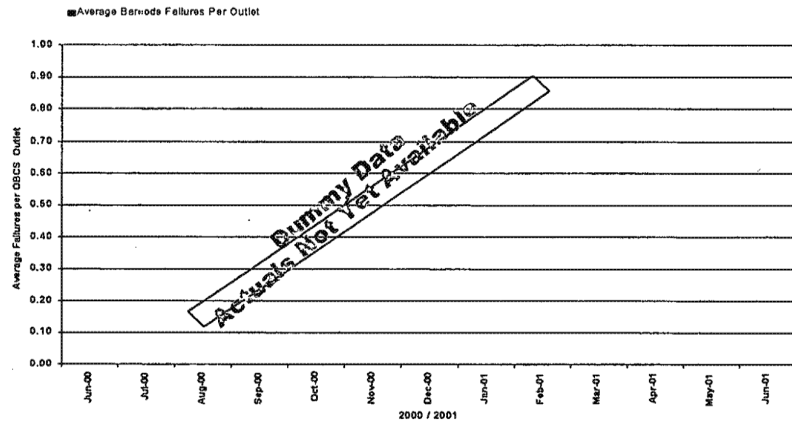
4.1 NON POLLED OUTLETS



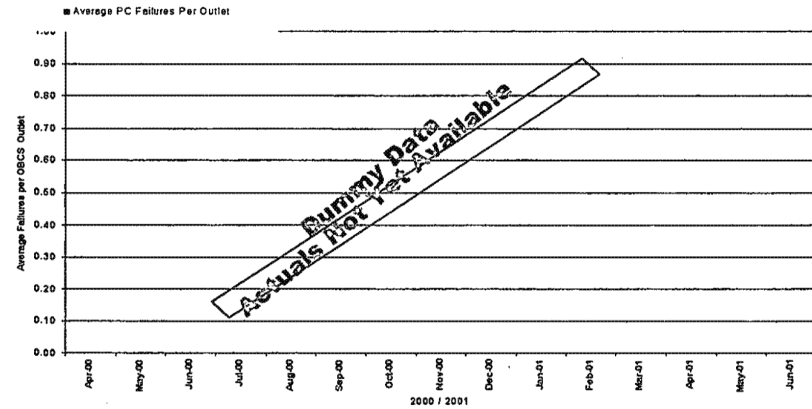
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4.2 HARDWARE FAILURES

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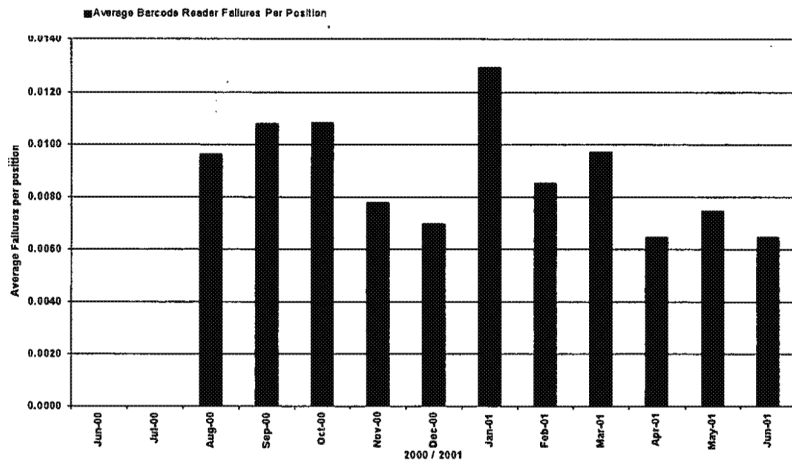
4.2.1 Barcode Failures



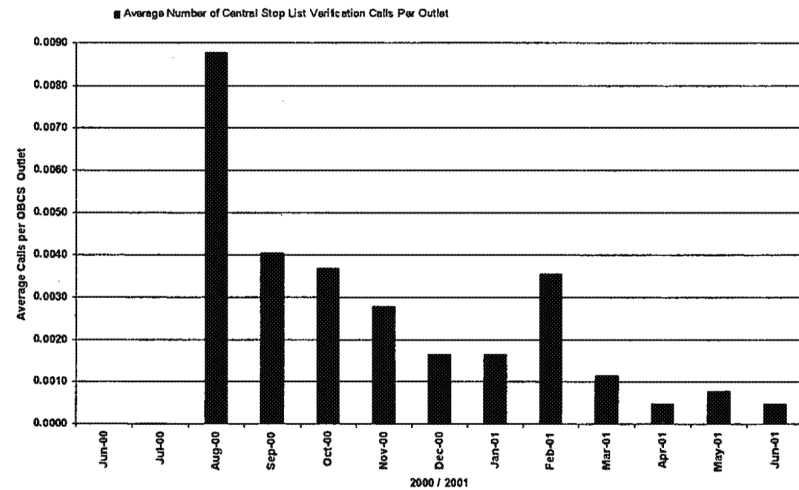
4.2.3 PC Failures



4.2.2 Barcode Reader failures



4.2.4 Central Stop List Verification Calls



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5. EXCEPTION REPORTS

This section will be used to present the information as required in Schedule 16. It is anticipated that this will be in tabular form detailing outlets whose transactions are less than 20% of the previous week with reasons where known. Shown below is a draft for how this information could be presented when the information is available.

Outlet	Variation In Encashment transactions compared to previous week (%)	Week variation occurred(w/c)	OBCS Transactions in Week	OBCS Transactions in Previous Week	System/Part System downtime information	Any other information / explanation

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6. OUTSTANDING PROBLEMS

6.1 NON-POLLING OF OUTLETS

The lap top solution for this problem was presented as part of the formal rectification plans by ICL Pathway in June. These proposals, including other areas around the implementation of remote monitoring of disconnected nodes and automatic warnings are being reviewed by POCL and a response to the proposals will be issued to ICL Pathway in the near future.

6.2 DWP DUPLICATE TRANSACTIONS

Following investigation of the small number of duplicates produced following implementation of the fix for this problem, a new problem has been identified involving missing impound messages reported from ICL Pathway to the DWP (see section 6.3 for an update on the missing impounds problem).

Due to the fix for the duplicate transactions problem being the cause of the missing impounds problem, the monitoring for the duplicates problem will continue for a period following the implementation of the fix for the missing impounds problem.

6.3 MISSING IMPOUNDS

As discussed above in section 6.2, the fix for the duplicate transactions problem has affected the number of impound messages being reported from ICL Pathway to the DWP. The number of reported impounds were running at normal levels until the fix for the duplicates problems was implemented. It was following this fix that the number of reported impounds started to fall.

It is important to stress that there has been no adverse impacts felt at Post Office counter's due to this problem. There were no reductions in the number of impound messages produced Horizon screens, on any OBCS transactions, or the number of books impounded at the counter.

A fix for this problem has been identified to return the information flows to normal, and will be implemented by the end of July. Further monitoring will take place by ICL Pathway and the DWP to identify whether this fix has been successful. In the interim period ICL Pathway have offered a temporary solution for supplying the missing impounds and this is being reviewed by the DWP.

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There is additional work taking place to retrieve the missing impounds from April 2001 when the problem arose, to the present time and this should take 2-3 weeks to complete.

The problem will be monitored for a period to identify whether information flows return to normal and to ensure all historical data is delivered to the DWP.

6.4 NON CONFORMANCE IN OUTLETS

A training brief has been developed which will cover OBCS procedures and will be published on the 8th of August. The brief will be distributed to all Post Offices and should be used by the outlet manager to lead training sessions, in conjunction with the Counter News Workaid on OBCS procedures published in June.

The training brief discussed above was another item from the OBCS Communications plan, which has now been agreed and is in operation. There have been a number of communications planned for the coming months, including a Counter News article prior to the August bank holiday aimed at reducing multiple scans.

Further work is continuing on 'OBCS Errors' for the Transaction Accuracy Measure. The DWP have been investigating potential sources of data, and an update will be sought at the next service Review meeting. Other data sources are being investigated to identify whether they are appropriate for the measure.

Additional incidences of non conformance have been raised by BSM through the weekly incident management process, which means the Network Business Support Centre will be contacting outlets to discuss the incident and highlight the correct procedures. The incidents have concentrated on the area of encashment non conformance.

We await the final draft of the report and recommendations from the annual audit of OBCS procedures by Ernst & Young.

6.5 QUALITY OF BARCODES ON ORDER BOOKS

See Appendix A.

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7. MANAGEMENT SUMMARY

7.1 COMMENTS ON PREVIOUS SECTIONS OF THE REPORT

Section		Comments
1.0	<u>OBCS Availability</u>	<p>Roll-out of OBCS at the end of April was completed to 99.4% of the network.</p> <p>This leaves a total of approximately 112 outlets still to be migrated to the OBCS at the end of June 2001.</p> <p>See previous reports for update on migration plans for these remaining outlets.</p>
2.0	<u>DWP Transaction Data</u>	<p>Transaction information for June 2001 has been gathered from ICL Pathway and used within this report. This information is for the following areas:</p> <ul style="list-style-type: none"> • Book Receipt • Book Redirect • Book Issue • Benefit Payment Volumes <p>Transaction information has been included for the period June 2000 to June 2001, and will include a rolling 12 month period from now. This is unless historical information is deemed necessary to include.</p> <p>Benefit Payment Volumes</p> <p>Overall payment volumes in June were similar to those for May 2001 which is expected due to the very small number of outlets being migrated during June. The June average payment transactions per outlets remained consistent with May 2001. In June it was 2626 payments per outlets, with May being 2690 payments per outlet.</p> <p>The average payments in June 2001 were similar, although fractionally lower, to the average in June 2000. The average in June 2001 was 2626, with the June 2000 average being 2780 payments per outlet. Overall volumes are obviously lower due to the number of migrated Horizon outlets.</p>

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Section		Comments
	<p><u>DWP Transaction Data continued</u></p>	<p>Order Book Receipts The overall volumes of book receipts increased in June from May by approximately 650,000. This is likely to the residue of annually uprated books being received by outlets. The average book receipts per outlet also increased in June from May, with the average book receipts per outlet being 219 in June, from 182 in May. This increase supports the conclusion that the residue of uprated books were being receipted in June.</p> <p>Additional data shows the average in June 2001 is similar to the period June 2000 to November 2000, where the average was approximately 210 book receipts per month. With June 2000 specifically being 202, against June 2001 being 219. The overall volumes are significantly lower due to the number of migrated outlets at each time.</p> <p>Order Book Redirects In June book redirection overall volumes remained consistent with May, with the average per outlet being the same in both months at 3 per outlet.</p> <p>The average book redirections for June 2001 year on year with June 2000, are the same at 3 per outlet. Overall volumes are significantly lower though, due to the number of migrated outlets.</p> <p>Order Book Issues The trend for book issues in June is similar to the trend for book receipts and redirects. Overall volumes of issues have increased in June from May by approximately 200,000. The average book issues per outlet has also increased in June to 173, whilst in May it was 163 per outlet.</p> <p>Year on Year shows an increase in book issues from 134 in June 2000, to 172 in June 2001. Although the June 2001 average at 172 per outlet is similar, if compared to the consistent period of June 2000 to November 2000 which is approximately 168 book issues per outlet.</p>

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Section		Comments
3.1	<p>System Service OBCS Data</p> <p>Stop List Delivery</p>	<p>Performance Summary</p> <p>99.66% delivered by Day D</p>
3.2	<p>OBCS File Delivery</p>	<p>99.89% delivered by Day D</p> <p>Where SLA conformance has not been achieved for:</p> <p>Day D this is directly attributable to the 'Non-Polling' of outlets where transactions are not harvested from the counters and delivered to the DWP/outlet within the required timescales. (see update on non-polling in section 6 of this report)</p> <p>In the May Service Review report the Day B Stop list delivery was provisionally reported as a failure at 95.76% (target 97%). This was confirmed by ICL Pathway, and it was explained that this was due to the scheduling of OBCS Stop list data behind the M1 Counter Upgrade which required the outlet manager to do a full log on. As, in most cases, the manager would do this just before/just after opening time, OBCS Stop list data would not be received by 8a.m., but it should have been received directly after the log on procedure i.e.: in time for the start of business.</p> <p>We have asked that this impact be considered when planning the scheduling of future release upgrades.</p>
4.1	<p>Polling of Outlets</p>	<p>There was a small increase of 0.29% in the percentage of days non polled compared to available days. With the overall % of days polled remaining high at 98.94% of polling days available.</p>

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Section		Comments
4.2 - 4.6	Fallback data	<p>Barcode reader faults Barcode reader faults based on incidents raised at the Horizon System Helpdesk remained low, with the average failures per counter position also very low at 0.006.</p> <p>This continued the trend seen in the previous 3 months.</p> <p>The overall volumes of Barcode reader faults in May 2001 remained extremely low, with the average fault per counter position also being low at 0.007 faults per counter position.</p> <p>There were 51 of the faults from 1 position outlets out of 251 faults. The average number of positions per outlet where a barcode reader fault has occurred in June 2001 was approximately 2.5 positions per outlet.</p> <p>Central StopList Verification calls The number of stop list verification calls were very low in June 2001, with the average calls per outlet also being very low at 0.0005 calls per outlet.</p>
5.0	Exception Report	<p>The OBCS change to OP TIP has been re-prioritised and is now the next change in the timetable of OP TIP developments. This should mean user acceptance testing should start mid July, and take 2-3 weeks. Assuming the testing is successful the first information from OP TIP should be available to BSM by August. Once for sufficient data (ie 2 weeks worth) has been received we will commence the exception reporting in the service review report.</p>

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8. APPENDIX A

Problem Title	Problem Status	Problem Update	Target Closure Date
DWP Duplicate Transactions	Monitor	See section 6.2 in the report this month.	30 September 2001
Quality of barcodes on order books	Monitor	No Update.	31 August 2001