

Version : September01

13/09/2001



Business Service Management

ORDER BOOK CONTROL SERVICE

MONTHLY SERVICE REVIEW BOOK: August 2001

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<i>Authority</i>	Liz Tuddenham		

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0. DOCUMENT CONTROL**0.1 VERSION HISTORY**

Version	Dated	Change Details
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
August01	15/08/2001	To inform Service Management Meeting
September01	13/09/2001	To inform Service Management Meeting

0.2 DISTRIBUTION LIST

Name	Title	Company
Don Grey	Head of Business Service Management	Post Office Network
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
Mike Airey	PRCS Centre Manager	Department for Work & Pensions
Brian Waldie	OBCS Live Support	Department for Work & Pensions
Tim Bentley	Client Manager	Network Bank
Tina Davis	Design & Specification Manager	Network Bank
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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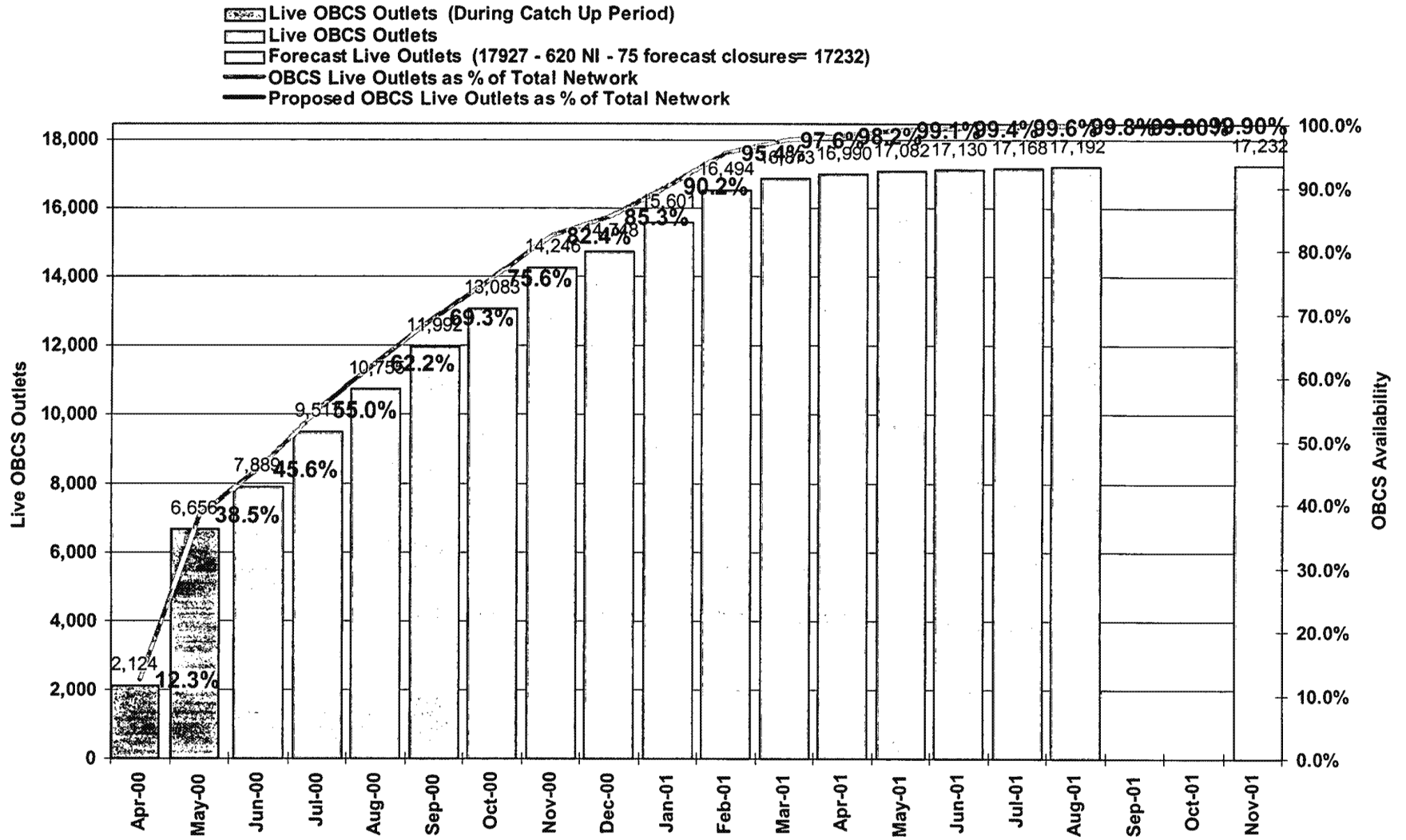
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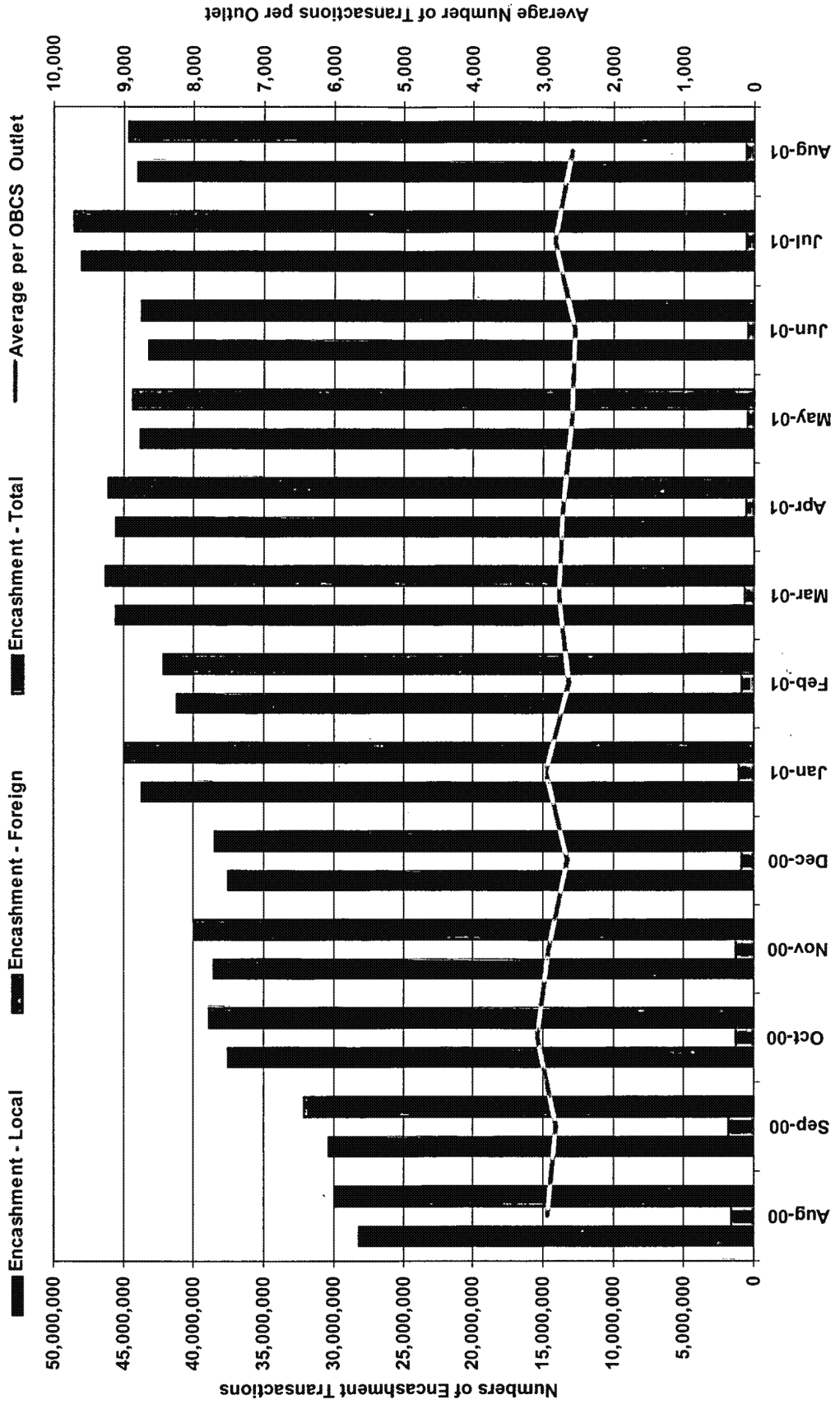
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1. OBCS Roll out & Availability



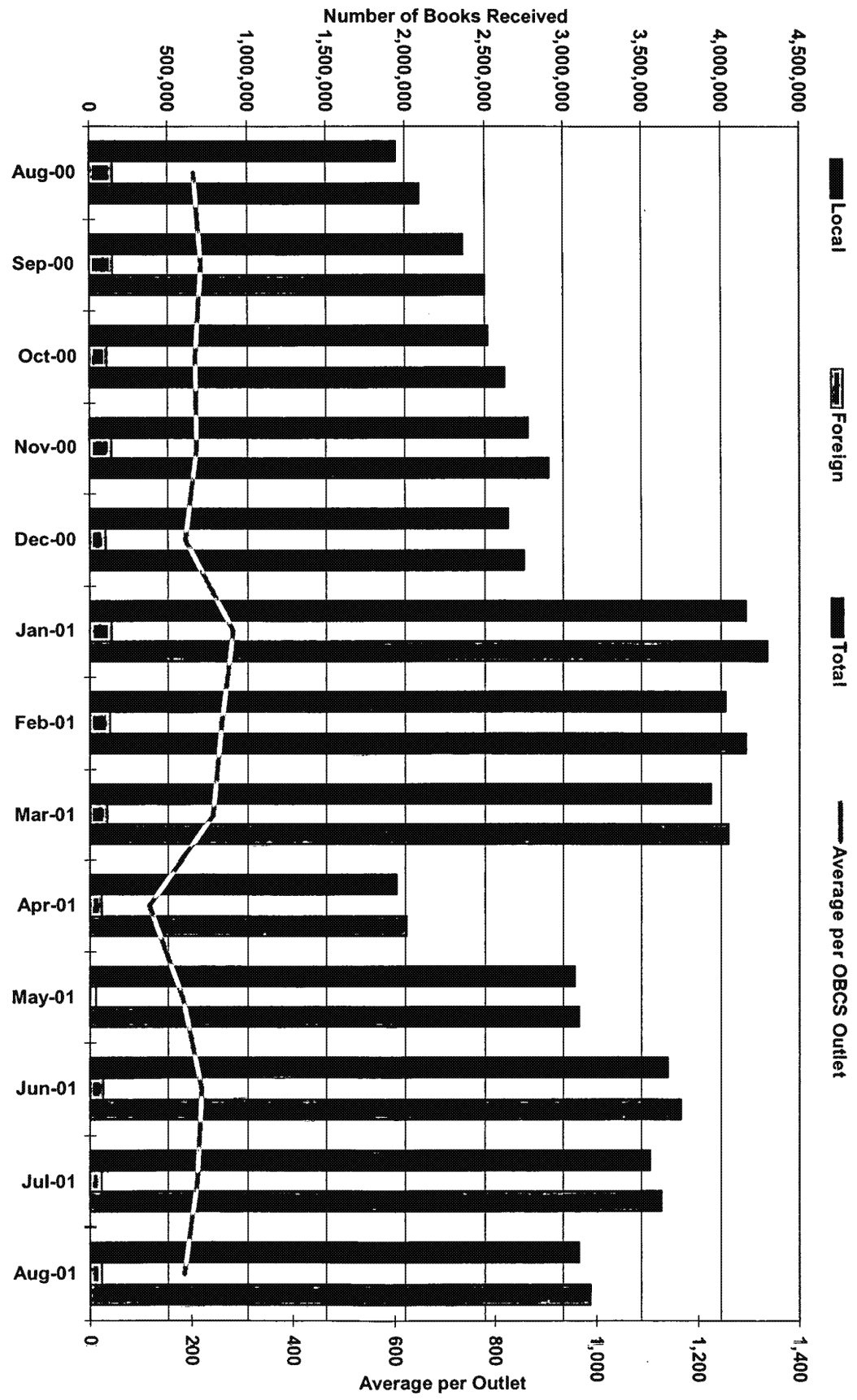
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2. TRANSACTIONS
 2.1 PAYMENT VOLUMES



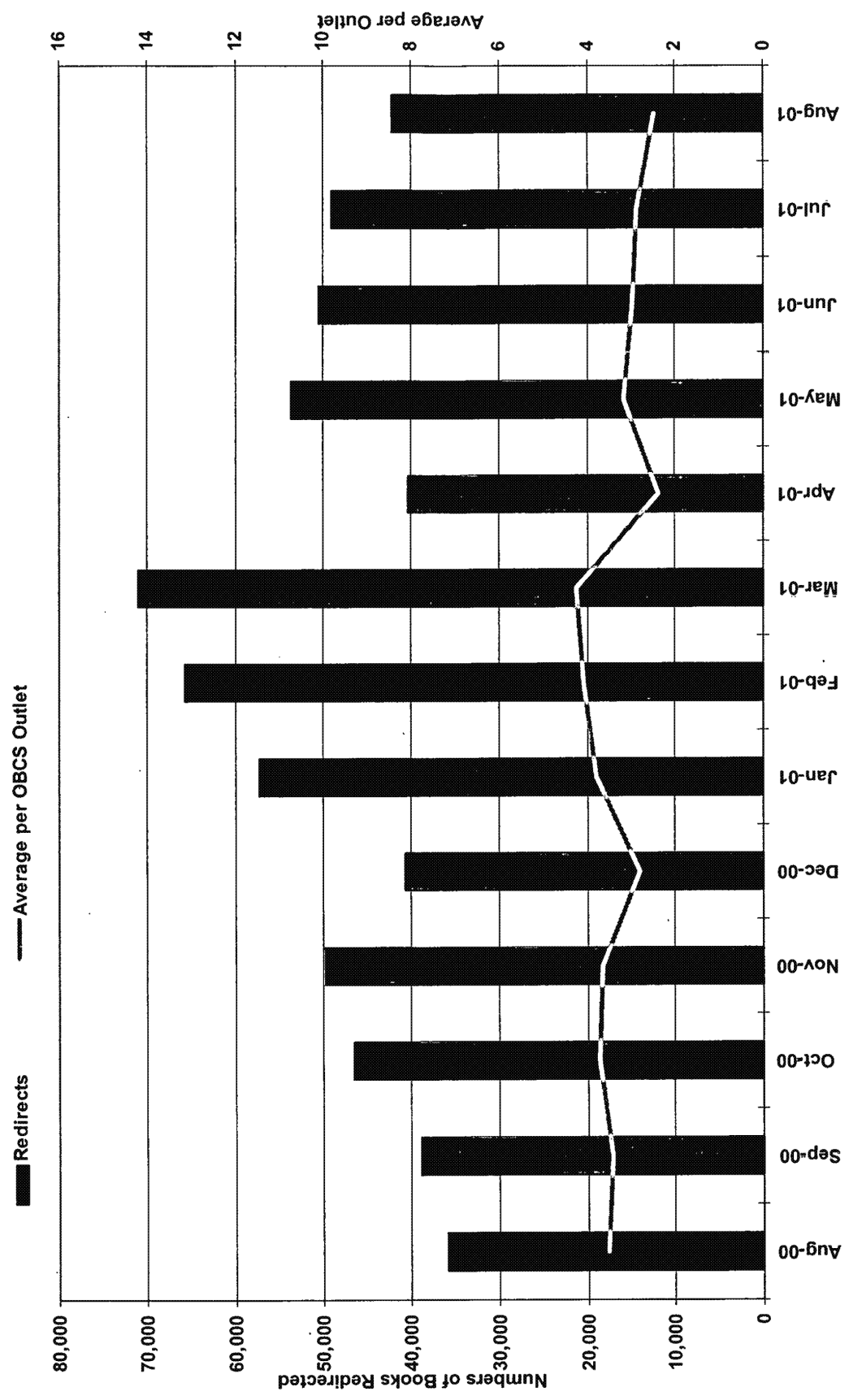
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2.2 BOOK RECEIPTS

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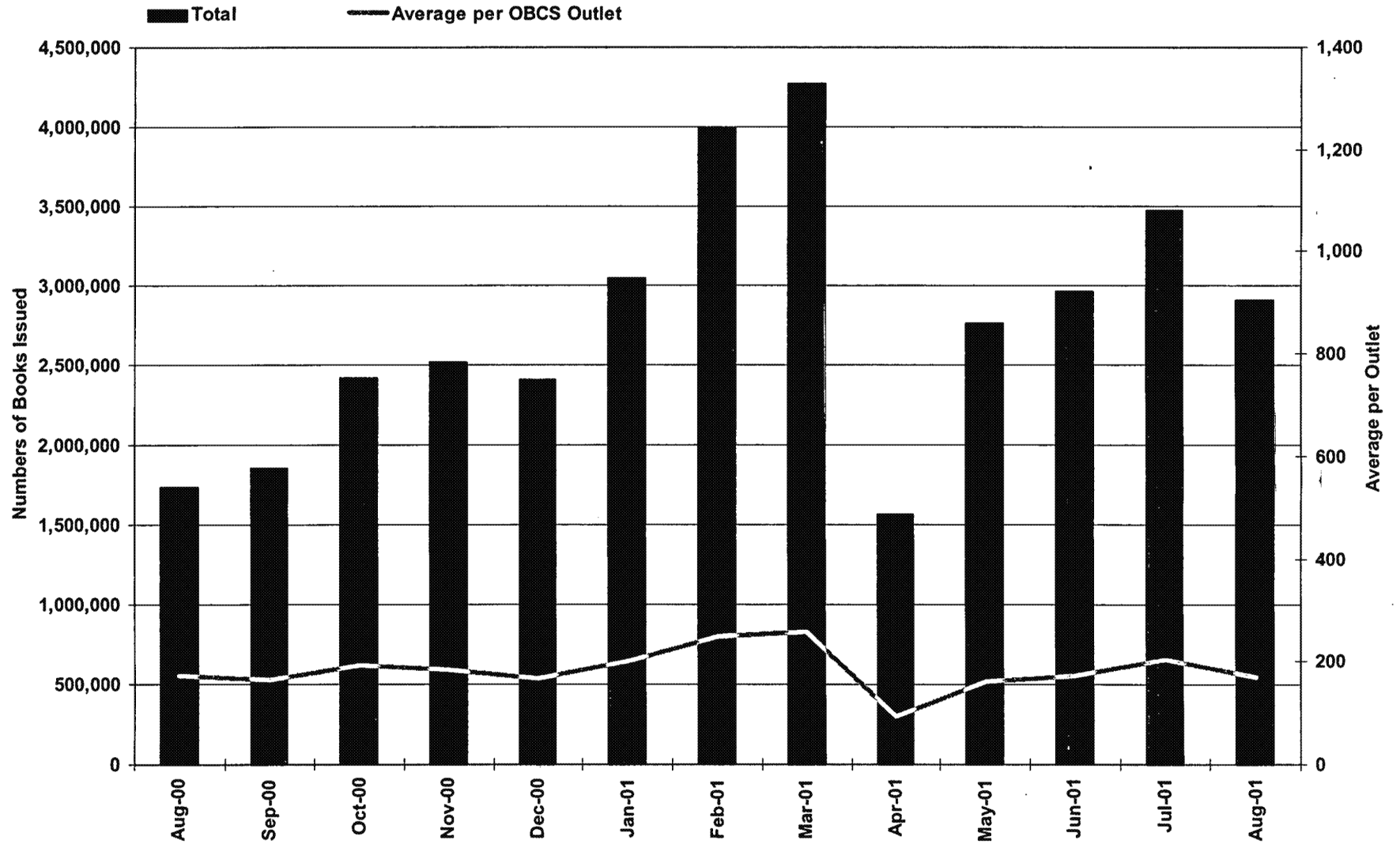
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2.3 BOOKS REDIRECTED



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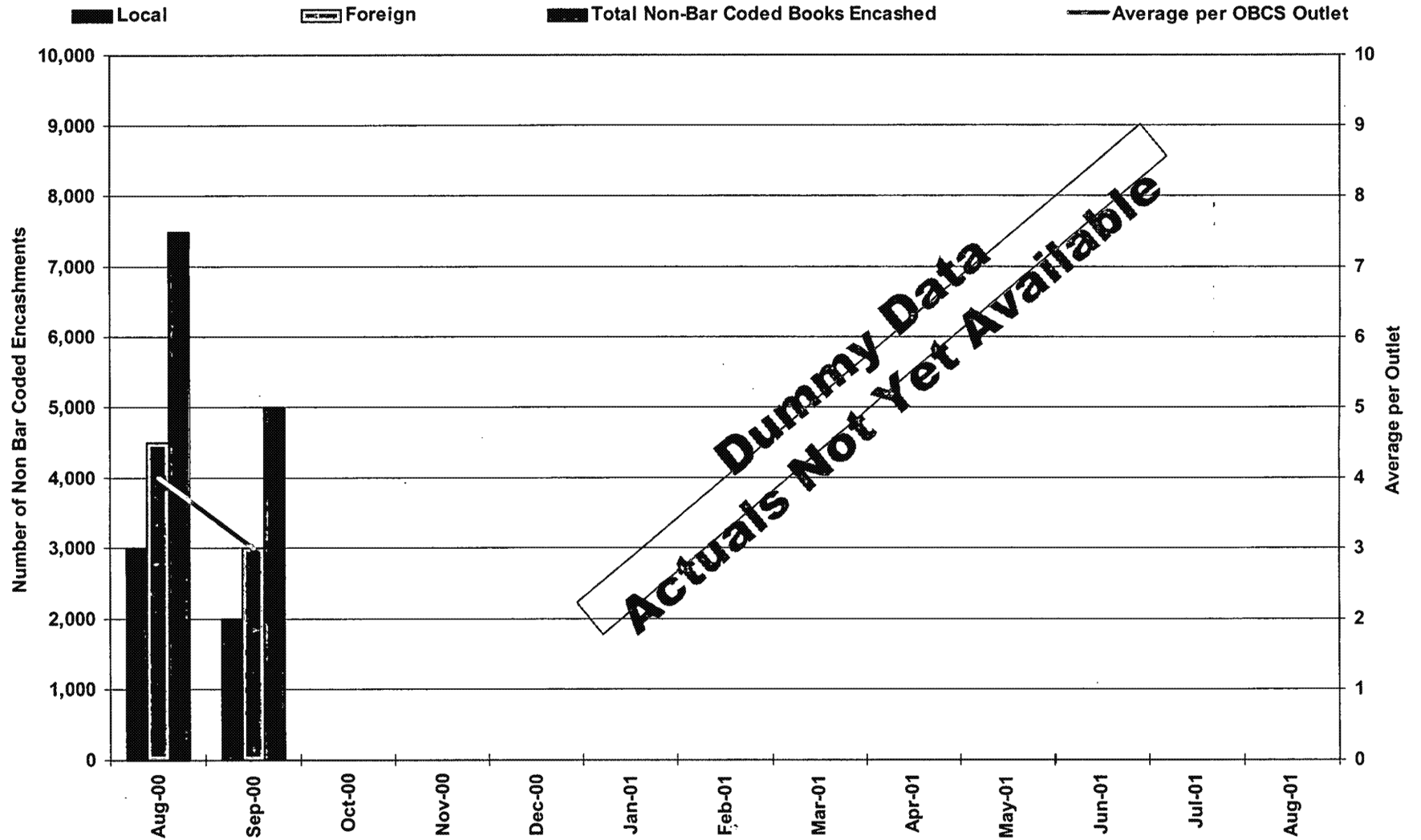
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2.4 BOOKS ISSUED



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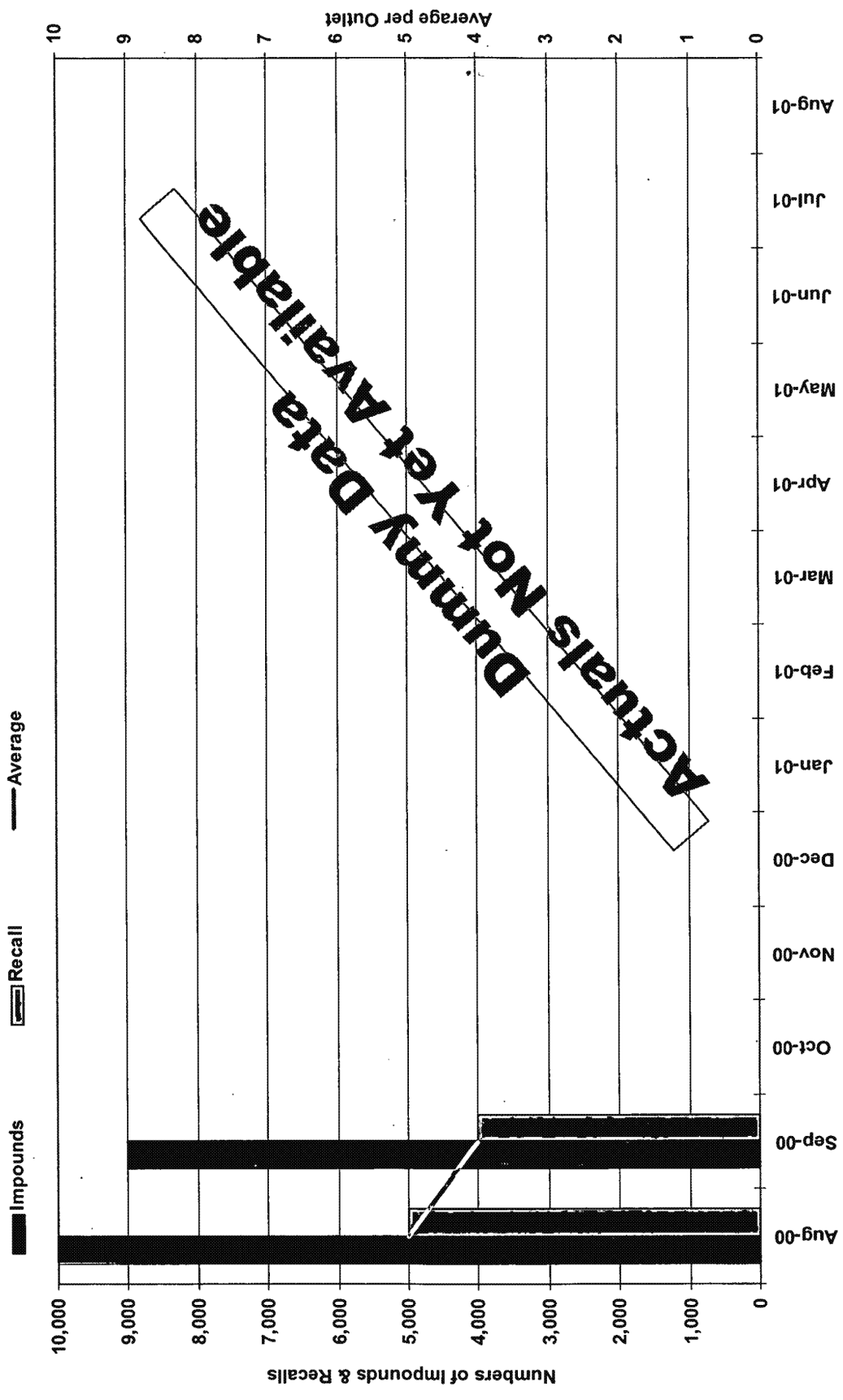
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2.5 NON BAR-CODED BOOKS ENCASHED



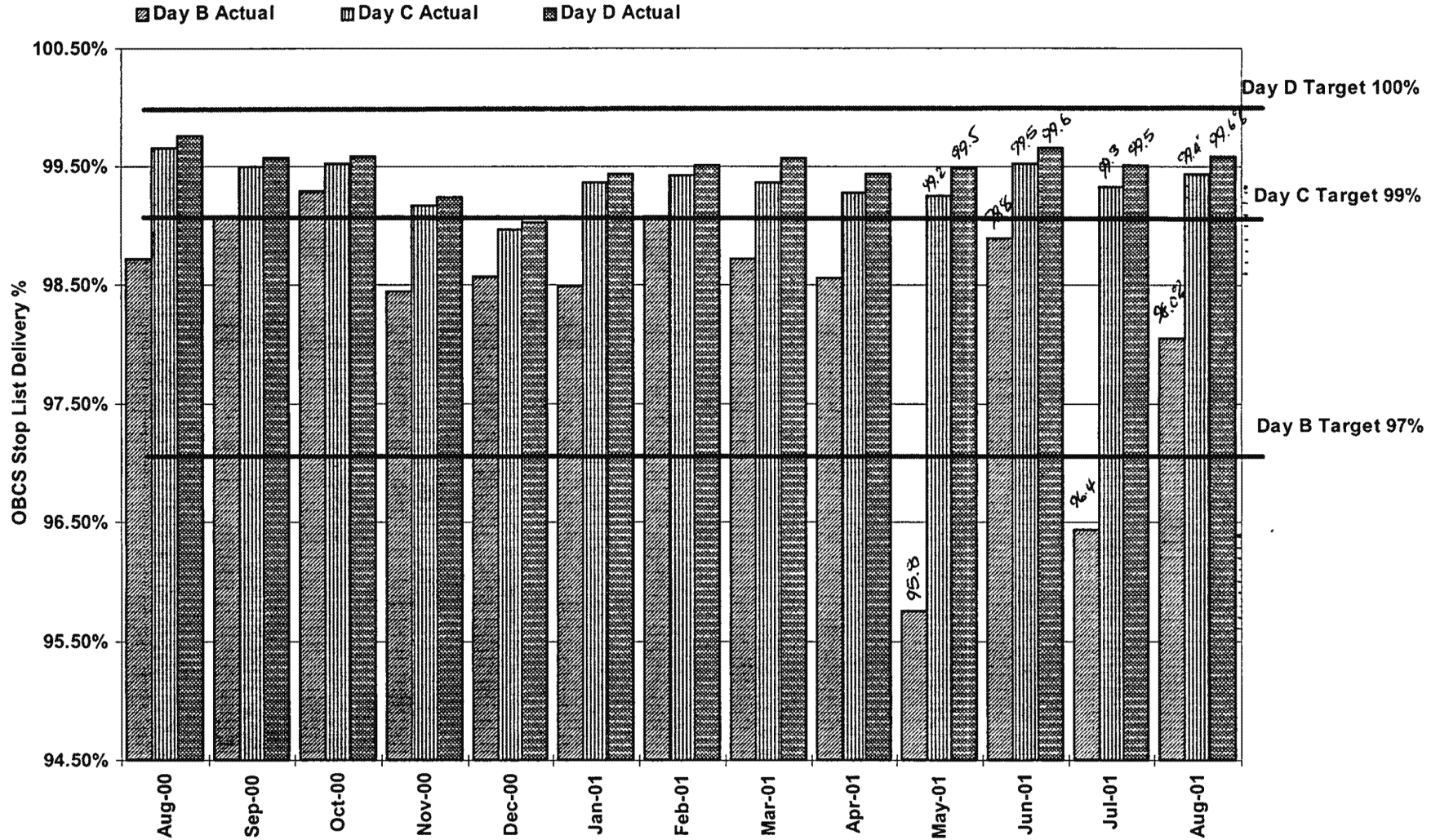
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2.6 IMPOUNDS/RECALLS



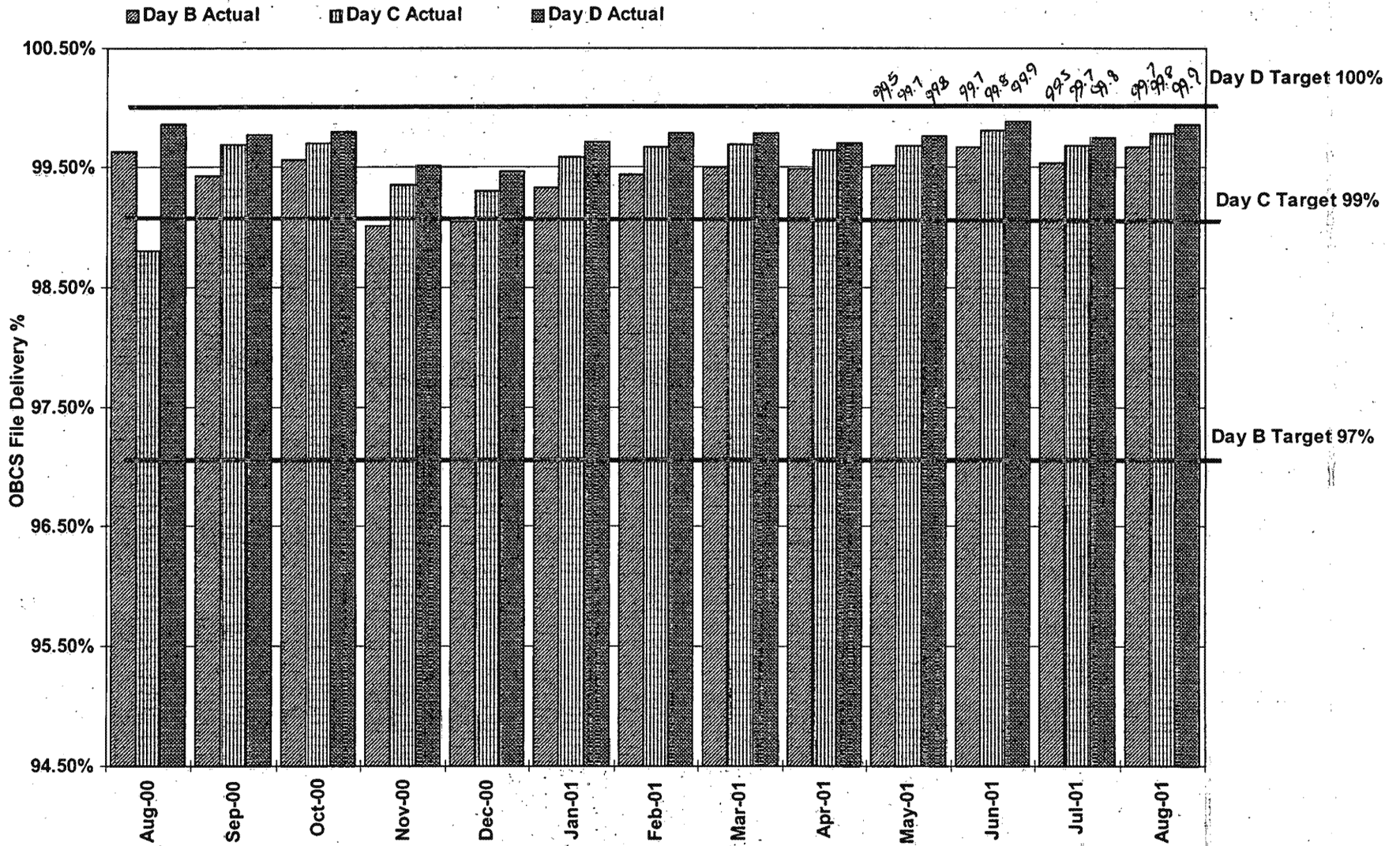
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3. SERVICE DELIVERY
 3.1 OBCS STOP LIST

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3.2 OBCS FILE DELIVERY

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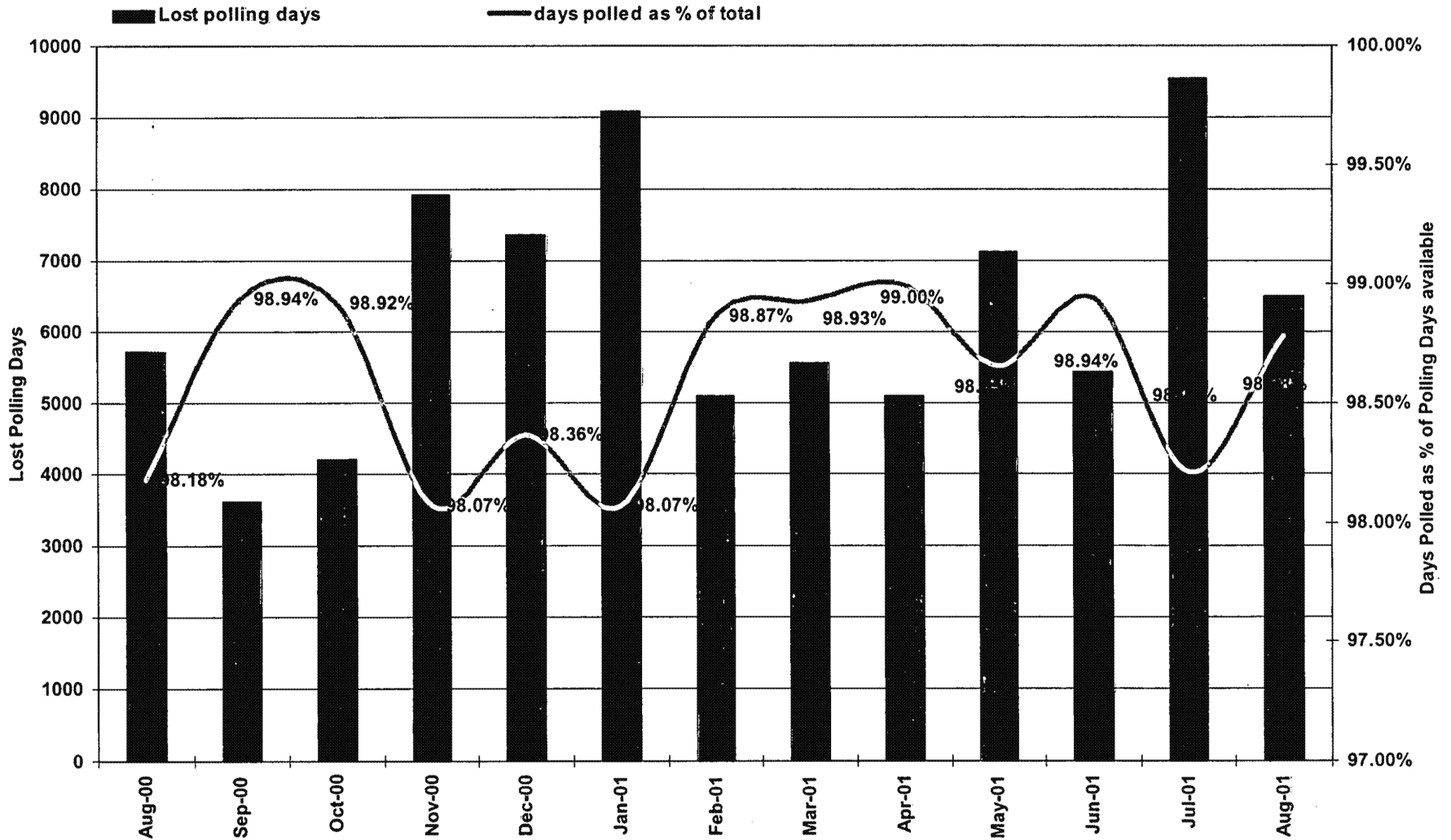


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4. FALLBACK

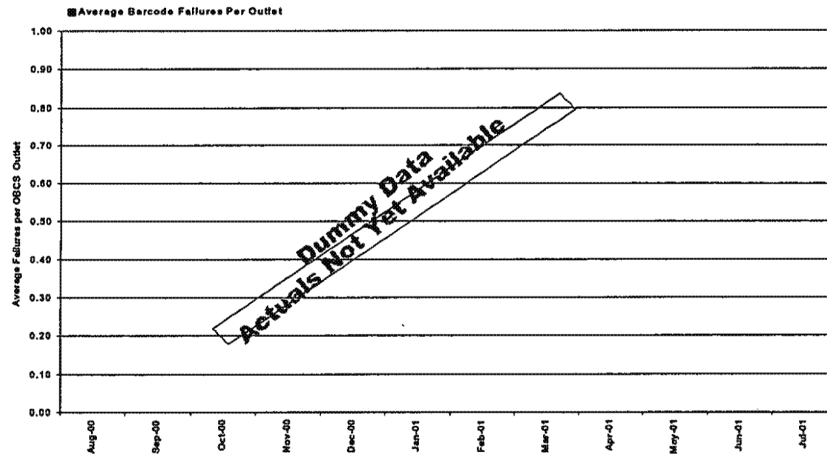
4.1 NON POLLED OUTLETS



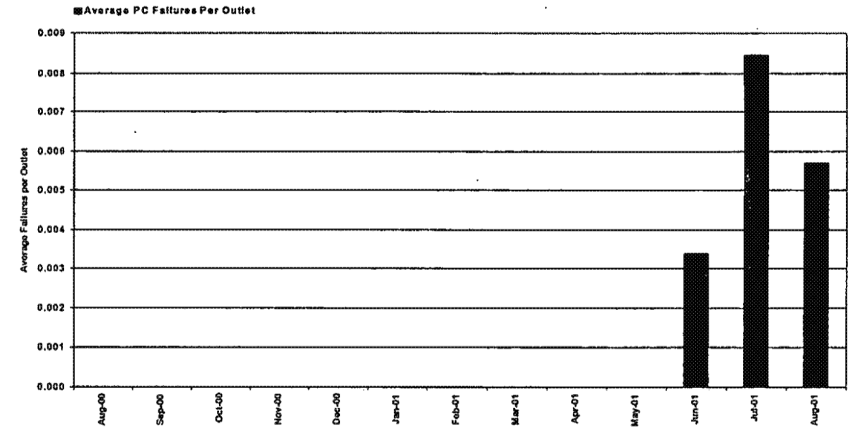
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4.2 HARDWARE FAILURES

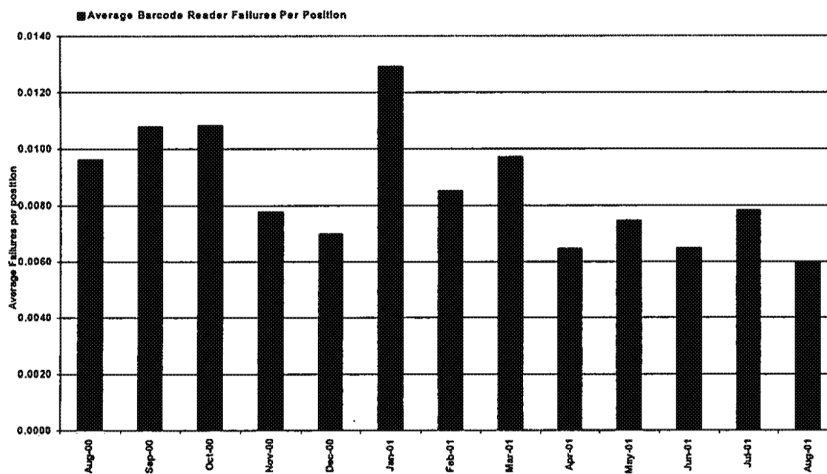
4.2.1 Barcode Failures



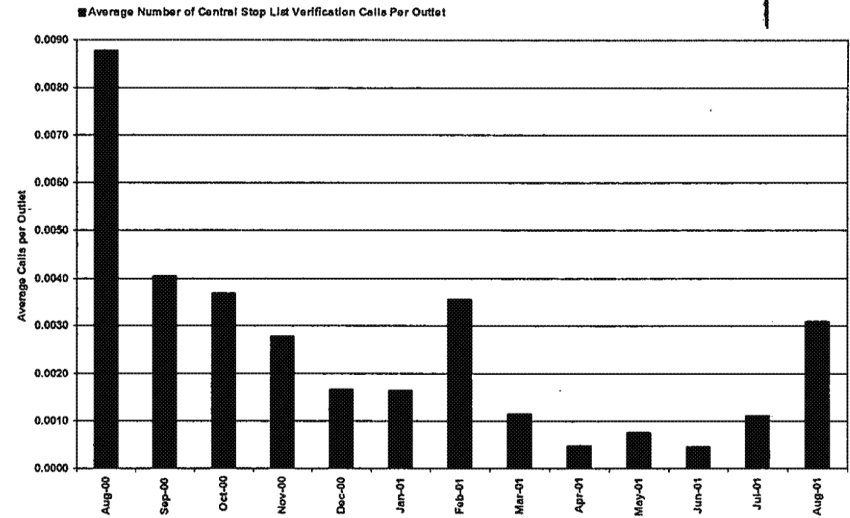
4.2.3 PC Failures



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

See Appendix A.

6.2 DWP DUPLICATE TRANSACTIONS

This problem was closed on the 31st of August with the agreement of the DWP. Subsequently, on the 4th and 5th of September a small number of duplicates, approximately 20 over the 2 days, were reported by the DWP to POCL. The details of these duplicate transactions were passed to ICL Pathway for investigation as an incident.

Following the investigations by ICL Pathway a decision will be made whether to re-open the problem.

6.3 MISSING IMPOUNDS

This problem was closed on the 31st of August.

6.4 NON CONFORMANCE IN OUTLETS

2 counter News articles were published in August. The first highlighted the importance of scanning barcoded books on encashment, and not using OBCS Foils for barcoded books. The second article covered manual encashment of barcoded books, clearly identifying all the required details from the front cover of a book.

Further articles are planned but will not be published until after the full enlivenment of OBCS in Northern Ireland to avoid confusion across the automated network. The planned articles will cover a range of areas including impound messages, use of redirect, and the system printed stop list. All other OBCS transactions including receipt, issue and encashment, will also be covered in future articles as follow-ups to the Counter News workaid published in June.

A further error has been agreed for inclusion in the System Transaction Accuracy Measure (STAM), which now makes 3 agreed 'OBCS

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errors' to be implemented on the STAM by November. Currently the error data files are being tested to ensure they can be uploaded into the STAM, and communications to outlets regarding the errors are also being finalised.

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

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7. MANAGEMENT SUMMARY

7.1. COMMENTS ON PREVIOUS SECTIONS OF THE REPORT

Section		Comments
1.0	<u>OBCS Availability</u>	Roll-out of OBCS at the end of April was completed to 99.8% of the network.
2.0	<u>DWP Transaction Data</u>	<p>Transaction information for August 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 Scans <p>Benefit Payment Scans</p> <p>The overall volumes of benefit payment scans, and average scans per outlet have fallen in August from the levels in July. The overall total of benefit payment scans has fallen from approximately 48 million scans in July to approximately 44.1 million in August. The average payment scans per outlet have fallen from 2834 in July, to 2602 in August. It is anticipated this is due to the bank holiday during August. This would have meant outlets scanning or books once and paying two payments, which in turn would mean a reduction in the number of benefit payment scans.</p> <p>Year on year, overall volumes of scans are higher in August 2001 due to increased numbers of live OBCS outlets. Although average payment scans are higher in August 2000 at 2951, against 2602 in August 2001.</p>

Section		Comments
	<p>DWP Transaction Data continued</p>	<p>Order Book Receipts The overall volumes of book receipts and average receipts per outlet fell in August compared to the previous month. Overall volumes in August fell by approximately 500,000, and the average receipts per outlet fell from 211 in July 2000 to 185 in August. There are no clear reasons for this drop, although it will be discussed with the DWP at the monthly Service Review meeting.</p> <p>August 2000 volumes of book receipts were lower than August 2001 due to national roll-out. Whereas, average book receipts per outlet were higher in August 2000 at 206 per outlet, compared to August 2001 which was 185 receipts per outlet.</p> <p>Order Book Redirects Volumes of book redirections have fallen slightly in August, and a gradual decrease in overall book redirections over the last 4 months is evident. Overall volumes of redirections have fallen by approximately 10,000 in the period May 2001 to August 2001. The average per outlet seems to be consistent at 3 per outlet, but if average numbers of redirections are presented with one decimal place, a gradual decrease is also clear. From 3.2 redirections per outlet in May 2001, to 2.5 in August. It is believed this trend is a result of increased conformance around the redirect transaction, with outlets now only using redirect to send books between Post Offices.</p> <p>August 2001 has higher overall volumes of redirections which is expected due to roll-out of the OBCS. Although average redirections per outlet are lower in August 2001 compared to August 2000. It is believed this is due to increased awareness and conformance around the redirect transaction.</p> <p>Order Book Issues The overall volumes of Book issues fell in August compared to July, with average issues per outlet also falling. Overall volumes fell by approximately 500,000, with average issues fell from 203 in July, to 169 in August. There are no clear reasons for this drop, although it will be discussed with the DWP at the monthly Service Review meeting.</p> <p>Year on year, the overall volumes of book issues are higher in 2001 compared to 2000 due to national roll-out of the OBCS. Average issues per outlet year on year are consistent, with August 2000 being 171 and August 2001 being 169.</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>99.59% delivered by Day D</p>
3.2	OBCS File Delivery	<p>99.87% 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 cc and delivered to the DWP/outlet within the required timescales. (see update on non-polling in section 6 of this report)</p>
4.1	Polling of Outlets	The % of days polled rose in August to 98.78% of available days polled.
4.2 - 4.6	Fallback data	<p>PC Failures The average PC Failures per outlet in August 2001 was 0.006 failures per outlet, with 76 PC Failures from 1 position outlets out of an overall total of 98 failures in the month.</p> <p><i>NB: PC failures constitute an element of the Horizon kit, which if it failed could, but didn't necessarily, impact on the OBCS important to note that PC failure does not mean all elements of the Horizon kit fail, but usually individual elements for example monitor, or a key board - hence OBCS would still be available to use in most instances.</i></p> <p>Barcode reader faults The average barcode reader faults per counter position remained consistent in August, compared to the previous 4 months, with 0.006 average Barcode reader failures per position, with 28 failures from one position outlets, from an overall total of 230 failures.</p>

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Section		Comments
	Fallback data cont.	<p>Central StopList Verification calls</p> <p>The overall number of verification calls, and the average calls per outlet increased in August. Although it remains overall at 53 calls in the month, with the average calls per outlet at 0.0031.</p> <p>One reason which partially explains the increase in August, is due to ICL Pathway running a Data centre contingency test on the 11th of August. This involves ICL Pathway closing down a data centre to test contingency arrangements moving activity to a back up site. The centrally held system stop list becomes unavailable for approximately 1 ½ hours and during this time outlets should contact the Horizon System Helpdesk to verify foreign encashments which are £200, where two order books are presented together, or if they are suspicious of fraud.</p>
5.0	Exception Report	The user acceptance testing (UAT) for the OBCS change to OP TIP has been completed and signed off. The first data should be produced for the week from 17 th September to 23 rd September, which means the September Service Review Book will contain the first exception report.

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8. APPENDIX A

Problem Title	Problem Status	Problem Update	Target Closure Date	Actual Closure Date
Non polling of outlets	Monitor	No update.	Not known	
DWP Duplicate Transactions	Closed	See section 6.2 in the report this month.	31 st August 2001	31 st August 2001
Missing Impounds	Closed	See section 6.3 in the report this month.	31 st August 2001	31 st August 2001