

**FUJITSU SERVICES POST OFFICE ACCOUNT****ANALYSIS OF CALLS MADE BY VLEVELEY POST OFFICE TO THE HORIZON SYSTEM HELPDESK BY VOLUME AND TYPE****Table 1 : Analysis of Calls Made by 6 Counter Post Offices From 01/01/00 to 31/12/00**

Table 1 shows the total number of calls made to the Horizon System Helpdesk (HSH) by all 6 Counter Post Offices during the period 1<sup>st</sup> January to 31<sup>st</sup> December 2000. The Call Type codes are those allocated by the HSH Operators at the point of call closure and represents their best interpretation of the nature of the problem against a pre-defined set of criteria.

The table does indicate that, along with Colwyn Bay, Cleveleys made the most calls to the HSH and a large proportion of those calls were classified as Software. For all other Call Types it would be fair to say that Cleveleys was not significantly over represented in any area.

FAD	PO Name	Install Date	Total Calls	A	F	H	I	K	M	N	O	S	T	X	Y	Z
005323	Headingly	06/10/99	76	21		5		7			3	27	4	7		2
005715	Dungannon	18/10/99	29	11		2				1	1	11		3		
009116	Halstead	28/09/99	19	3		3				1	1	8	1	2		
013613	Haverfordwest	04/11/99	48	7		8	4			2	2	22		3		
153405	Cleveleys [1]	09/02/00	114	19	1	6		5	1	5	1	40	3	15	6	2
153405	Cleveleys [2]	09/02/00	98	19	1	6		5	1	5	1	40	2	15		2
176323	Armley	13/10/99	90	23		8	2	4			7	31	1	13		1
185611	Penarth	08/10/99	60	15		5		2			3	15	2	15		3
250704	Yorkgate	24/09/99	37	5		1		5			3	17	3	3		
292323	Otley	07/10/99	38	10		1	4	5		2	1	11	2	2		
333427	Darwen	21/10/99	60	13		12	6	2		1	5	14	3	3		1
345432	Wilmslow	25/10/99	33	4		2	1	6			4	8		8		
431614	Colwyn Bay	05/11/99	98	23		2	8	4			2	40	6	13		

Note 1 Cleveleys complete HSH call count including Rollout calls

Note 2 Cleveleys HSH call count without Rollout calls and the basis for comparison. There are no Rollout Calls (Type Y) for other Post Offices since this activity had taken place by 1<sup>st</sup> January 2000.

**Table 2 : Analysis of Calls by Jan Holmes Based on Call Transcripts**

The following table is based on scrutiny of the HSH Call Transcripts by Jan Holmes and the actual content of the call.

Resolution	Explanation	No.	%ge
A&G	Call where Advice and Guidance was provided by HSH and PM was happy to close call on basis of outcome of advice.	21	18%
NBSC	HSH call referred to PO NBSC for resolution	9	8%
Printer	Calls that were to do with printer problems, whether Back Office (BO) or Counter	4	3%
Audit	Calls related to Audit activity	2	2%
S/W	Calls that are, or could be attributed to software problems	7	6%
Rollout	Calls relating to the original rollout of Horizon to the Outlet	16	14%
Comms	Calls relating to non-polling or other Communications related issues. Includes call made by Energis and BT to arrange site visits.	3	3%
Other	Calls not fitting into any of the above resolution classifications	4	3%
Crash/Blue	Calls made in the period 10/02/00 to 14/04/00 when the Outlet was experiencing significant problems with Gateway and Counter PCs crashing or Blue Screening.	27	24%
Reboot	Calls that required a Reboot to resolve but not part of the Crash/Blue set	12	12%
Call Mgt	Calls made checking up on the status of other calls, usually related to Crash/Blue calls	9	8%

### Explanation

The Outlet went live on 9<sup>th</sup> February 2000. Between 10<sup>th</sup> February and 14<sup>th</sup> April 2000 the Outlet experienced considerable problems with Gateway and Counter PCs either crashing without reason or displaying 'Blue Screens'. A 'Blue Screen' is the usual manifestation of a Windows system failure and is something that is difficult to diagnose without expert knowledge. HSH staff are not equipped with this technical expertise so cannot diagnose the true nature of the problem.

39 calls were made in this 10-week period by the Outlet, including calls made to monitor the situation. 4 PC swaps were made by ICL Pathway in an attempt to address the problem although this did not resolve it. By a process of elimination the communications networks came under scrutiny and following checks by Energis, BT and Nortel it was eventually found that there were problems on the ISDN link between the Outlet and the BT Exchange. Successfully resolving this problem removed the 'Blue Screen' issue.

The high level of calls during this period with an associated Call Type of 'S' (Software) has the effect of placing the Cleveley Outlet at the 'top of the table' for HSH calls for 2000. If these calls are removed then Cleveley's use of the HSH is broadly comparable to other 6 Counter Post Offices.

### Calls Resulting in Reboot Advice

Leaving aside any Reboots advised during the period when the Post Office was experiencing the Crash/Blue Screen problem, 10 calls were closed following a Reboot instruction.

This instruction by the HSH is consistent with one of the key objectives that the HSH has, which is to return the Post Office to normal operations as quickly as possible.