

	FUJITSU SERVICES: POST OFFICE ACCOUNT	WEEK ENDED:
	WEEKLY SERVICE UPDATE4	9th July 2004

SERVICE	STATUS	COMMENTS
Helpdesk Service		<p>To date both the 'Answered in 30 Seconds' and the 'Abandoned' SLT's are performing below target level. The 'Answered' SLT achievement is currently at 72% vs. a target of 80%. The 'Abandoned' SLT achievement is currently at 10% against a target of 5%. This is mainly as a result Wednesdays problem relating to CAPO account holders. Also contributing to the present achievement levels was the country adverse weather conditions experienced on Wednesday this week.</p> <p>The Desk will adjust the PM's expectations on online service outages to 3 days based on the analysis carried out by MSU. This change will commence from Monday the 12th of July.</p> <p>There have been 8 complaints raised for July: Engineer timescales = 3 Online service Timescales = 3 Hardware issues = 1 System = 1</p>
Technical Services Desk		<p>11 incidents were raised this week, of which 1 of which is still open, though not business impacting. 3 incidents were raised relating to the CAPO issue on the 7th. The other incidents were raised against issues that did not have a great impact on the on-line service. Problem TSD0000502 has been raised against the EDS firewall issue that had a great impact on the CAPO account holders on the 7th.</p>
Engineering Service		<p>In June we experienced an unprecedented volume of service visits. The first week in July has shown some improvement in the penalties being accrued, but the number of failing calls so far this month is disappointingly high.</p> <p>Local A priority calls are running at 92% against a target of 95%. The time on site target is currently better than last month's but still at 27% against a target of 24.5%. Engineering Management are continuing to focus daily upon the main causes of failure, and are reviewing instances of poor call handling of individual calls with agents and engineers. They have also been instructed to focus upon making sure 'A' priority calls are being handled with the right level of urgency.</p> <p>Engineers have been sent out more detailed instructions to carry out additional confidence testing on peripheral items (notably keyboards, printers and pin pads) before leaving site. This will add a little time to the time on site, but should reduce the numbers of repeat calls being generated. The engineers have also been issued with test cards for the keyboards which will enable further testing of the keyboards before the engineer leaves site.</p> <p>Earth Bonding Project. Planning for this project is underway and progress is being made with Romec and Post Office Ltd. The contact letter for the Branches and the call script have not yet been finalised but are expected to be ready early next week. The agreement documents between Romec and Fujitsu will be finalised within the next couple of weeks.</p> <p>Back Office printer Swap Outs Fujitsu Services are looking to begin swapping Epson printers in branches for OKI printers, when the Epsoms fail and a break fix call is made. It is hoped to start this at S60, and a CT will be submitted early next week so that Post Office Ltd can formally impact and prepare for this change.</p> <p>Training Systems. There are six low impact software bugs under investigation. It is anticipated that the bugs will be fixed at the next Training Counter build.</p>

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Operational Business Change (Branch)		<p><u>New Version of OBC20</u> Version 5 successfully went live on 5th July 2004.</p> <p><u>Event Offices – 023508</u> Royal Welsh Show – Fujitsu configuration 15/7/04 National Eisteddfod – Fujitsu configuration 29/7/04 Pembrokeshire Show – Fujitsu configuration 15/8/04</p> <p><u>Event Offices - 023405</u> Royal Show Stoneleigh Park – Fujitsu configuration 2/7/04 Great Yorkshire Showground – Fujitsu configuration 11/7/04 New Forest & Hants County Show – Fujitsu configuration 24/7/04</p> <p><u>Model Office PO Ltd at Fujitsu – Bracknell</u> A mobile counter is to be setup for PO Ltd personnel for S70/75 testing purpose at Fujitsu site in Bracknell.</p> <p><u>OBC S60 Joint Meeting</u> A second meeting is planned between Post Office Ltd and Fujitsu Services on Wednesday 14th July 2004 to review the OBC End to End Processes and the impact for ADSL.</p> <p><u>Unplanned/Force Majeure Closures</u> The planned joint meeting between Post Office Ltd (NIET-Central), NBSC and Fujitsu Services to review End to End Unplanned/Emergency Closures has been rearranged to Thursday 22nd July 2004.</p> <p><u>Project 146</u> 51 former VSAT branches have now successfully rolled out and are operational as ISDN. 15 branches are scheduled for Fujitsu attendance over next few weeks.</p>
Operational Business Change (Reference Data) Client Take-on		No issues to report this week.
Operational Business Change (Icon Service)		No issues to report this week.
AP Client Services <ul style="list-style-type: none"> • Client Delivery Agreement • Client Re-send 		<p><u>APS</u> No in coming Welsh Water files were received for last Friday, Saturday, or Sunday due to issues with Welsh Water. There may be an issue with Quantum Emergency inbound figures. The overall volumes seem lower than previous months. This is currently being looked at by POL / POA jointly before progressing further.</p> <p><u>TPS</u> There were TPS file rejections on 1st July caused by connectivity problems between Wigan & POL's Northern Data-centre. This was due to an Energis issues.</p> <p><u>LFS</u> NO Planned orders file processed for the 1st July. See above TPS section.</p>
Reconciliation Service		There has been growing concern at the delay in replying to requests made to POL to authorise NWB and DCS transactions to be set to F99. After bringing this to the attention of POL this week, they have addressed the problem and authorised MSU to F99 the outstanding requests.
Management Information Service		The team is now putting more effort in to reporting on and investigating the service availability (at Branch level) of the on-line services. A new section has been added to the Service Review Book. Analysis continues and will be shared with Post Office Ltd on an on going basis.
Benchmarking Service		No issues to report this week.
Message Broadcast Service		9 messages have been received and distributed this week.
Security Service		<p><u>KMA Key Management</u></p> <p>There are currently 15,613 active post offices, 25 post offices were closed and 7 new post offices rolled out during the past week.</p> <p>The key refresh smoothing algorithm was turned OFF on Monday 5th July, as a result</p>

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		<p>no outlets were selected for key refresh.</p> <p>The Key Manager has re-delivered the Network Banking Transaction Data Outlet key to all outlets as they have rolled out and become "active". This is to prevent Network Banking key related failures and help reduce the number of helpdesk calls being raised.</p> <p>FAD 180828 the Isle of Rum still appears on the top of the key refresh report and has until 29th July 2004 till it's keys need renewing.</p> <p>There have been no other key management issues this week.</p> <p>Prosecution Support Service 9 new format audit retrieval queries and 1 Adhoc query were received from Post Office Ltd this week. Of this number 3 have been completed with the remaining 6 to be processed within expected timescales for delivery. One witness statement was provided on request from Graham Ward.</p> <p>Members of CS Security attended Manchester Crown Court on 6 July 2004 as witnesses for the DWP who were prosecuting a clerk employed at Urmston Post Office. Evidence supporting transaction data previously supplied in connection with the outlet was given and a guilty verdict was returned by the jury. Sentencing will take place in August.</p> <p>An Adhoc request has been received from POL seeking the following data. - List of all logging on and logging off data, to include FAD code, dates, times, stock unit, user ID, for one month period commencing Feb 23 2004 to March 22 2004 inclusive, covering 100 outlets per month. This is currently undergoing investigation.</p> <p>Security Administration No security issues have been reported this week.</p>
Data Centre Operations Service & Systems Management Service		<p>No issue to report this week.</p> <p>There have been occasional time outs relating the DCP issues this week. These time outs are well known, and the issues relating to them have been widely reported within Fujitsu and to Post Office Ltd.</p>
Business Continuity Service		<p>Test scripts for the S60 Business Continuity test for the weekend of the 7th and 8th are in the final stages of completion.</p>
ADSL Implementation		<p>During the past week 371 branches received the ADSL hardware upgrade against a scheduled target of 375.</p> <p>We have employed 2 temporary staff members to telephone branches to ensure that preparatory work (installation of cables) has been done correctly. This activity has proven successful and will continue over the coming weeks. We are looking to tail off this activity as we are finding that there are very few cables not connected.</p> <p>The ADSL rollout is continuing successfully against POL supplied criteria. There are now 1047 switched on.</p> <p>We are continuing to Install the ADSL Hardware and progressing the ADSL Service orders with Energis. Energis have now been able to up their beat rate due to the speed that BT are provisioning Virtual Pathways around the country.</p>
On line services: Network Banking / ETU / Debit Card		<p>On Wednesday (7th July) there was a severe problem that affected the ability of CAPO customers from using their accounts. POL confirm this was due top an EDS firewall problem. The net effect of this was that there were 90k cases where a request for service could not be performed. The success rate for Withdrawals on this day was 82% (against a normal figure in excess of 99%).</p> <p>For the rest of the week the success rates for all on-line services exceeded 99%</p>
Problem Management		<p>Problem TSD0000502 has been raised with respect to the EDS firewall issue on the 7th that led to a severe service degradation for CAPO customers.</p>

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Release Introduction	<p>ADSL has been re-started with a total of 1070 offices live on ADSL. The number of branches that were supplied by Energis was significantly less than anticipated due to the criteria that were agreed with Post Office.</p> <p>The DDA Beeps package continues to rollout, and 99.56% have now been successfully migrated to Beeps functionality. There are now just 164 PIN Pads to be upgraded of which 74 require engineer visits to replace the cables and 56 are mobile units (luggables) where the pinpad may not be connected. A Message Broadcast went out on Monday to the mobile branches requesting that the pinpad is connected overnight at the storage location. Additional cables for the pinpads have been placed on order this week.</p> <p>The Immediate package is still suspended. A letter will go out to Post Office tonight requesting authority to restart the Immediate.</p> <p>The Hub and Spoke documentation has been agreed by Post Office this week. Further discussions are taking place within Post Office as to the location and they are investigating the mobile van that currently operates an off-line service in Cumbria.</p> <p>S60 RAB was held on Wednesday and subsequently Post Office IRF have confirmed authorisation to proceed. LST signed off the Data Centre upgrade on Thursday. Data Centre activities are underway currently.</p> <p>Secure NT upgrade completed last weekend without incident.</p> <p>Call handling process for SAP has been agreed and issued for approval. SAP Transport Movement Process is currently being tested. There are on-going discussions with Post Office to finalise the authorisation to perform the POL-FS SAP transports to the live instance, PLP.</p>
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John Moran
Post Office Account: Services Management: 9/7/04