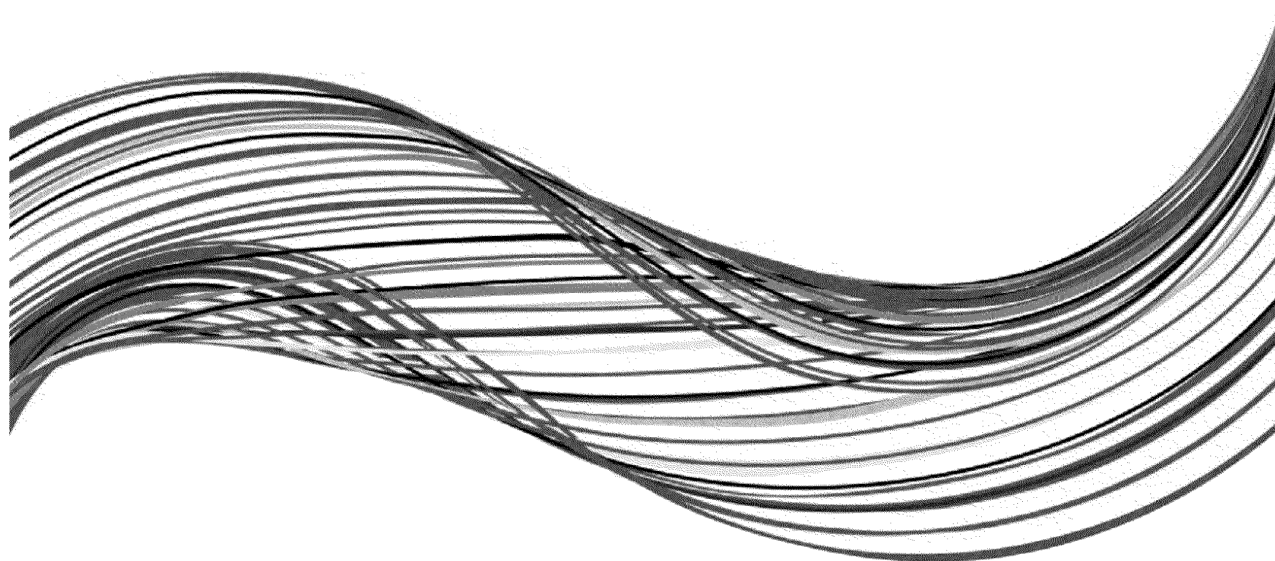




Fujitsu Services Post Office Account

Service Review Book

November 2006





SERVICE REVIEW BOOK
November 2006



Document Control

Title: Service Review Book – November 2006

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 30th November 2006

Status: Definitive

Distribution: Service Management Review
Fujitsu Services, Post Office Account: Head of Service Management
Fujitsu Services, Post Office Account: Customer Service Management Team

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1 MANAGEMENT SUMMARY

Within the Fujitsu Services domain for November 06 there no Major Incidents and three service affecting incidents relating to the network.

Friday 3rd November. An outage on the IPStream network affected up to 1000 branches during a 20 minute outage. This was due to an unscheduled change and was regressed immediately. The process for such changes has been addressed.

Thursday 16th November. An IPStream Router fault caused up to 950 branches to disconnect. Most branches started reconnecting immediately but all were back on-line within 30 minutes. Corrective action has been completed to address the root cause.

Monday 27th November. An incident occurred on a BAS Router affecting 157 branches. Root cause investigation is still on-going with Cable & Wireless.

There were no incidents affecting VIP sites and 1 incident outside the Fujitsu Services domain in the month.

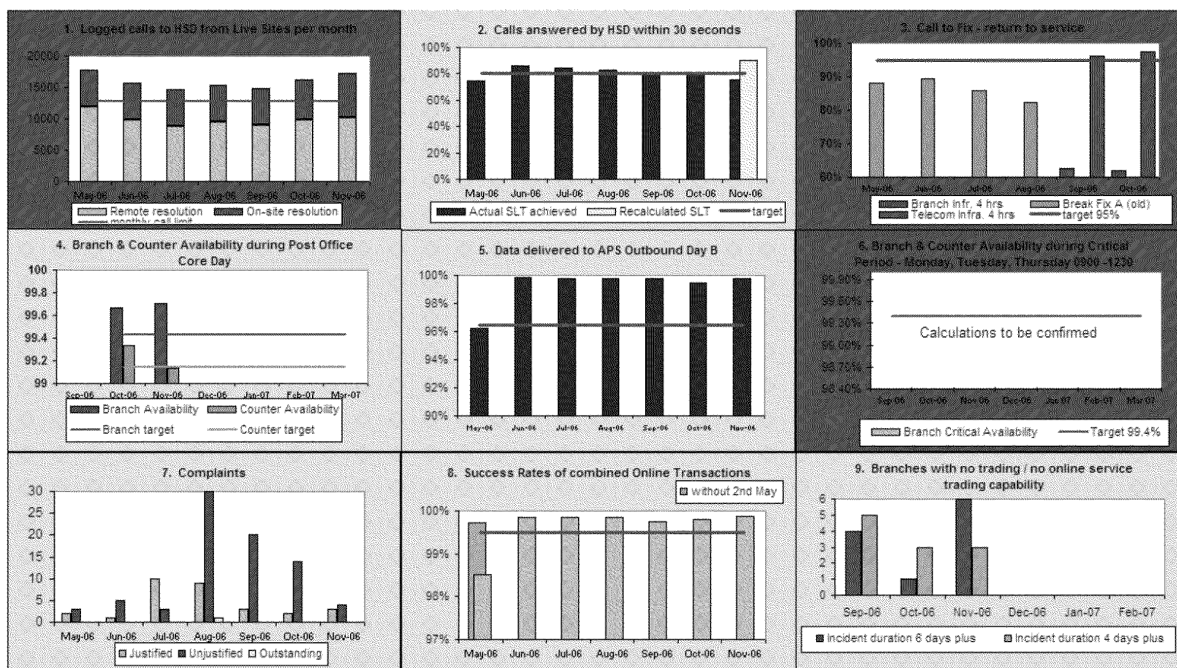
Branch and counter availability continue to remain above target at 99.72% and 99.23% respectively. OBC targets were also exceeded with all OLAs met – and the OBC volumes increased slightly to 169 changes delivered.

Incoming calls to the desk continue to rise, driven by hardware call volume. Counter Printer calls are still the highest volumes and back office printers have also increased sharply, in line with additional usage relating to Track & Trace. A replacement programme is under way to bring all the back office printers in line with the OKI standard. Remedial action plans relating to counter printers are being continuously reviewed and revised to address the ongoing issues, and keep the situation stable whilst the volume continues to rise. Engineering SLT performance continued to be well below target, and weekly action plans and performance figures are being reviewed across the teams to maintain a steady recovery.

Network performance levels have generally exceeded targets, and the number of network related calls remains steady. The impact of the implementation of Branch Network Resilience can be seen in the differing profile of incoming calls, whilst availability remains high.

This month's report is in the agreed revised format, and the majority of new contractual measures are now reflected in the SRB, including the new Executive Dashboard.

A total of 80 complaints were received, 39 were passed to Fujitsu for information only, and 7 were for investigation and comment. Of these, 3 were agreed to be justified and have been addressed.

**SERVICE REVIEW BOOK**
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2 Incident Overview

Summary: Within the Fujitsu Services domain for November 2006 there were no Major Incidents. There were 3 further service affecting incidents within the Fujitsu domain.

There were no incidents affecting a VIP site.

There was 1 further service affecting incident that was outside of the Fujitsu domain.

Major Incidents: None

Other incidents in Fujitsu Services domain: **Friday 3rd November.** An outage on the IP select stream, office and home from 15:20 to 15:50 affecting 22 to 1004 branches within this time span. This was due to an unscheduled change due to Royal Mail testing within POA. Change was regressed immediately. 34 calls were received at the HSD. Call E-0611030719 refers.

Thursday 16th November. IP Stream Router "Hardy" went off line for 3 minutes, 13:58 to 14:01. This affected 946 branches at this instant. Most branches started reconnecting immediately but all were back on-line by 14:27. The root cause was identified as an IOS issue within the router. Corrective action, upgrade to IOS completed OOH. Call E-0611160690 refers.

Monday 27th November. An incident occurred on a BAS Router at Birmingham BMGV02-R10-007. There were 157 branches failing (32%) from 02:58 to 12:30. C&W had an issue with their ATM circuit. Resolution required C&W to disconnect and reconnect each branch individually, hence the time delay in returning all branches to live service. Call E-0611270003 refers. Root cause investigation is still on-going.

VIP sites affected this month: None

Incidents that were outside the Fujitsu Domain: **Friday 17th November.** LINK timeouts occurred over a 3 minute period, from 09:23 to 09:26. This caused 326 reversals in 3527 transactions. This was due to LINK doing an unscheduled Key Refresh. Call E-0611170196 refers.

Details of Incidents / Calls affecting Branch Availability

Date of Incident	Description of Incident	Average Counters / Branches Affected	LDs - SLT hours Counters / Branches	Associated calls to HSD
3 rd Nov	IP Stream Office & Home Circuits	854 / 489	427 / 245	34
16 th Nov	IP Stream Router "Hardy"	1704 / 976	852 / 488	30
27 th Nov	Birmingham BAS Router	328 / 112	1806 / 616	157

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3 Business Continuity

3.1 Business Continuity Testing

During November operational business continuity tests were successfully completed for the POL-FS site fail-over (test 28.1) and the Generic Agent server fail-over (test 7).

Procedural walk-throughs were also successfully conducted for the SMC (test 12), for which the scenario focused upon the loss of Wigan, and for the loss of Bootle data-centre (test2).

3.2 Forthcoming Testing

There are three test activities outstanding from the proposed 2006 test schedule.

- The Reference Data operational test, which has been conducted as part of the RDT disaster recovery implementation at LEW02 has just completed. Data from the Ref Data rig at BRA01 was restored to the RDT Host at LEW02 and confidence checks were successfully completed. Full verification of the data will be completed as part of the LEW02 site verification in 2007.
- A number of factors, e.g. operational issues, new release testing requirements, platform build complexities and build discrepancies have delayed the implementation and commissioning of the LEW02 disaster recovery site. The operational verification of LEW02 during 2006 has not been possible. It is intended that this test will be conducted during 2007.
- An operational re-test of the Data-centre LAN (test 6.2) Catalyst failure.

The proposed dates for testing in January 2007 are:

- The 2006 operational re-test for the Data-centre LAN is the 7th of January. (This is subject to a code correction being available.)
- The operational test for the HSD is planned for the 18th of January
- The operational test for the Correspondence server is planned for the 21st of January

3.3 Business Continuity Planning

Further progress was made on revising the Business Continuity plans and test scripts for the inclusion of the NS&I warrant encashment and MoneyGram services. Version 6.0 of the Horizon Services Business Continuity Plan (CS/PLA/079) is scheduled to be completed during December.

3.4 Business Continuity Incidents and Issues

No Major Business Continuity Incidents were raised during November. A leak of a radiator on the sixth floor at BRA01 was managed as a potential MBCI and a management report for this incident was produced.

The LEW02 Disaster Recovery site implementation and commissioning is taking significantly longer than originally expected. This has primarily been due to platform build complexities, build discrepancies, operational issues and LST resource involvement in testing new releases.



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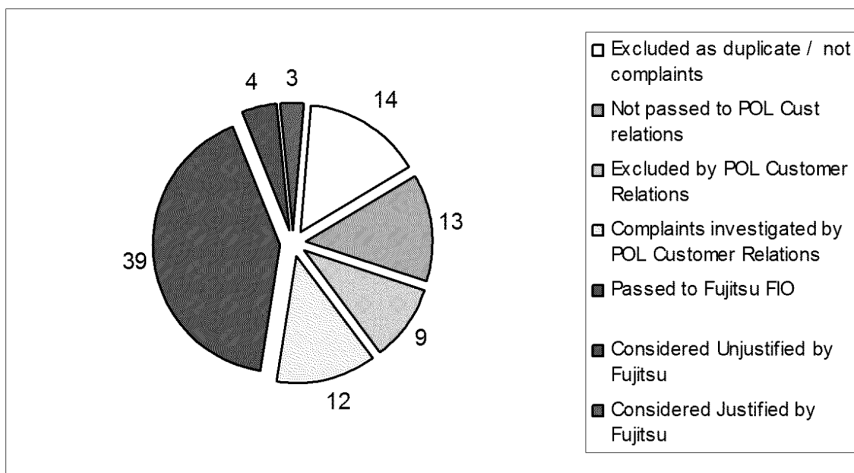
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4 Complaints

During November, 94 complaints were logged about Fujitsu Services, with 7 standard complaints passed for comment to Fujitsu, and only 3 of these considered to be justified, details in the table below.

Breakdown of Complaints



Justified Complaints

Date POL/FS	in	Date Cleared	POL Ref	Branch And Facia	Code	Category/Reason For Complaint	Improvement Action
14/11/2006		14/11/2006		East Bergholt - 070116		Recurring Monitor Problems	monitoring for 1 month
28/11/2006		28/11/2006	DB/NOV/203	Upper Welland - 253247		Engineering Damage to Counter	Engineer tool kits will be revised and appropriate tools provided where applicable
28/11/2006		30/11/2006	DB/NOV/196	Willoughby Waterleys - 481217		Online services	HSD to revise call scripts to ensure that the correct questions are asked of the PM, & that information provided is verified.



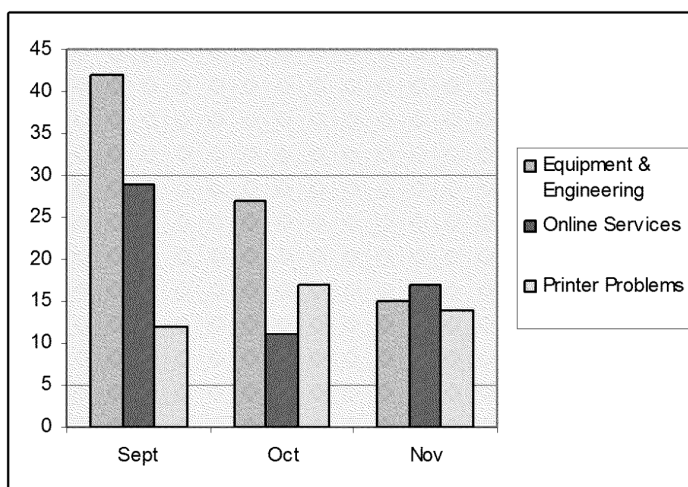
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Top 3 Areas of complaints

- Engineer complaints (including 11 about response times) - 15 – a reduction compared to 27 last month
- Printer problems - 14 complaints, 7 of which were also complaining about the engineering service.
- On Line Services being unavailable - 17 complaints - an increase compared to 11 in October.



Commentary

The number of complaints logged against Fujitsu Services remains constant, although the number passed to IMT for information / investigation has reduced.

Whilst we continue to experience extremely high call volumes, which impacts engineer scheduling, Branch expectation is being carefully managed and the number of spares in the loop is closely monitored. As a result of this there has been limited impact on the branches as a result of the measures implemented over the last couple of months, and there has been no increase in the number of complaints specifically about Counter Printers.

Focus remains on improving the Engineering Service to bring the SLT performance into conformance – key actions are the daily conference calls, A priority Call management and operational reviews.

The analysis of the intermittent online service faults continues, and when complete a Technical Elite workgroup will be held to review and discuss the Incident Processes. The "All-Party Meeting" attended by BT, Post Office Ltd and Fujitsu Services has been scheduled for 24th January 2007, and this meeting will look at the end-to-end resolution processes for online services faults.

**SERVICE REVIEW BOOK**
November 2006**Historical Breakdown of Complaints Data**

	Oct 06	Nov 06			
Total number of complaints logged against Fujitsu Services	87	94			
Exclusions (duplicate / inappropriate)	12	14			
Total number of actual complaints	75	80			
Complaints passed to POL Customer Relations	64	67			
Complaints excluded by POL Customer Relations (duplicate / chaser)	4	9			
Total number of complaints investigated by POL Customer Relations	60	58			
Number of complaints passed For Information Only to Fujitsu	58	39			
Number passed to Fujitsu Services for formal investigation	2	7			
Number considered justified by Fujitsu Services	2	3			



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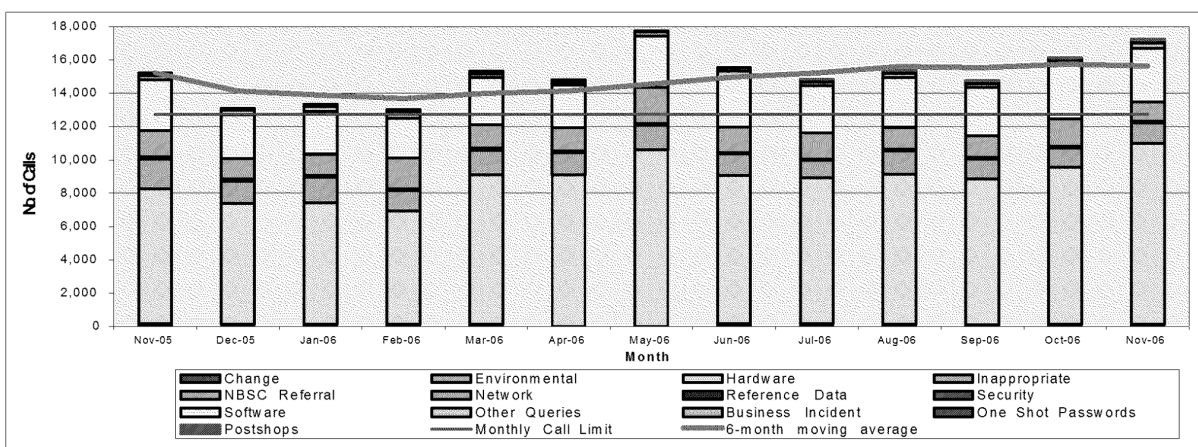
5 Service Summary

5.1 Horizon Service Desk

The HSD saw an increase in the number of calls from Post Office Branches logged during November, with 17,266 calls logged at the desk compared to 16,155 in October. The biggest increases were seen in Hardware and PostShops calls with Software calls still running above the normal run rate. The variance in each area can be attributed to the following:

- Hardware Calls volume due to an unprecedented upturn in the number of Counter Printer faults logged towards the end of October and throughout November. Action has been taken under the engineering service to ensure that there are sufficient spares & engineering resources to manage this volume of calls.
- There has also been a 50% increase in the number of hardware faults logged on the Back Office Printer and a near doubling in the number of Engineer visits made for OKI printers (up to 778 visits compared to 398 during October). Reasons for the upturn include the increased usage of the Back Office Printer due to the introduction of Track & Track, increased requests for consumables & that the branch was advised to turn off automatic printing of Bureau Rates. The desk resolved over 1000 of these calls.
- PostShops: There was an issue on the reports on the Geller Till, which resulted in an influx of calls to the desk. Geller has released a fix for this issue.
- Software Calls volume increase in October / November has been identified as an 'EMV launch' event that is generated on the counter. Clicking OK to the error message allows the PM to continue working with no adverse impact to the counter. There is a development underway to change the error message, to prompt the PM to click OK and continue working, and the underlying root cause of the fault is still under investigation.

Horizon Service Desk – Logged Call Profile from Live Branches



	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06
Business Incident	10	0	0										
Change	1	1	1				2						
Postshops									25	31	32	26	80
Environmental	183	136	117	118	133			173	181	144	101	129	134
Hardware	8098	7237	7272	6798	8956	9085	10609	8906	8755	8982	8735	9434	10855
Inappropriate	1745	1313	1551	1238	1489	1358	1454	1271	1052	1408	1223	1142	1248
NBSC Referral	170	153	151	119	108	105	124	94	54	108	98	96	82
Network	1585	1232	1274	1824	1408	1375	2161	1513	1583	1302	1298	1671	1170
Other Queries	267	252	287	352	210	152	249	400	197	247	194	234	327
Reference Data	1	0	1	0	0	0	0	1	0	3	0	0	0
Security	2	0	3	5	3	1	8	6	2	2	1	2	4
One Shot Passwords	137	126	134	182	170	130	89	220	177	205	185	202	169
Software	3048	2652	2571	2424	2847	2594	3068	2977	2843	2987	2906	3219	3190
Total Calls	16217	13106	13342	13039	16324	14800	17764	16661	14849	15421	14763	16155	17266
6-month moving average	15217	14161	13888	13676	14006	14138	14682	14972	15223	15620	15626	15752	15669
Monthly Call Limit	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750



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Review of HSD SLTs

The *calls answered within 30 seconds* SLT was missed this month (75.33%), due to extremely high incoming call volumes. Additional heads have been recruited and are currently being trained to meet the demand.

This SLT has been recalculated in accordance with section 2.3.2.1 of the Service Desk Service Description, and the reported figure is 90.22%

Sense & Respond / Service Improvement Activities

The desk has implemented a new call script this month, in response to the comments received at the Sense & Respond workshop held in Birmingham. This new call script aims to improve the branch expectation of when an engineer will attend site & also removes the need for the branch to repeat diagnostic tests they have attempted prior to calling the HSD.

5.2 Engineering Service

November has seen an increase in the number of engineering branch visits, with larger volumes of counter printer, CTX flat screen and back office printer calls than have been experienced throughout the rest of the year. This increase has resulted in another month of non-conformant SLT performance. Our ongoing focus on A priority calls resulted in the improved conformance of 64.5%. The increase in printer call volumes gave us the slightly lower conformance of 93.0% against C priority calls.

Analysis reveals that these high call volumes can be partially attributed to an increase in the number of counters being used in the ramp up to the seasonal peak. It is also worth noting that the severe weather conditions experienced during November had an impact (e.g. power surges) on branch hardware resulting in the need for more engineer visits.

The introduction of Track & Trace has resulted in an increased usage of back office printers. It is reasonable to attribute this increase to the higher than normal volumes of engineering visits. End of life, and problems caused by power surges has caused the increase in CTX flat screen problems. To mitigate the effect of the counter printer demand, our supplier is continually being asked to increase the production rates. This includes working weekends and shipping over additional supply from USA.

Continuing efforts to improve service include:

- Daily conference calls to identify risks for the following day
- Increased vocal follow up/escalation for A priority calls from IMT.
- Monitoring of base unit build times – IPStream sites have seen a 7% decrease in build times to date and this will continue as phase II of the migration progresses.
- Continued geographic scheduling of engineers allowing maximum closures per day.
- A scheduled (early December) improvement in the link between our call management systems should improve the quality of information passed from desk to engineer and vice versa.
- Support engineers will be allocated to assist resource working to reduce work in progress counts.
- Additional desk resource has been recruited since November to improve management of calls.
- A forthcoming engineering workshop to discuss recurring issues within engineering service such as skills, tools, contact with PM's, ETA's, closures etc.



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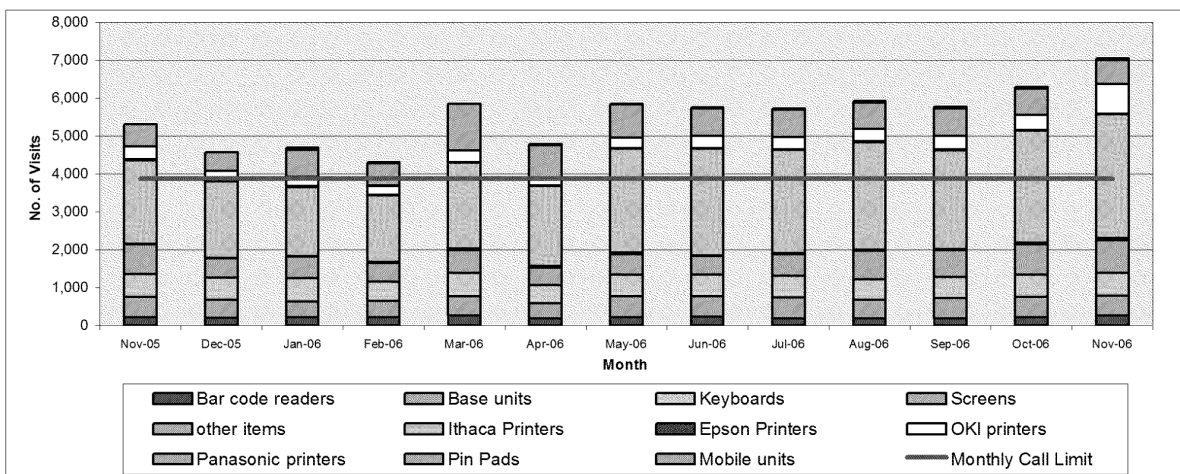
Sense & Respond / Service Improvement Activities

- HSD plan to work with FMS in December to look at the end to end process in the engineering space. In particular with regards to the time an engineer arrived on site, and time taken to fix the issue; preferably by product.

Significant Service Related Projects

- Epson to OKI replacement programme
- Royal Mail Group programme

Engineering Branch Visits



	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06
Bar code readers	215	208	223	217	268	201	215	236	185	185	183	217	275
Base units	540	473	412	435	509	393	564	540	558	490	549	538	511
Mobile units			54	21	9	21	17	32	41	28	36	37	52
Keyboards	612	580	615	504	614	473	568	563	573	546	543	594	610
Ithaca Printers	2207	2017	1814	1752	2254	2109	2756	2825	2735	2827	2604	2960	3251
Epson printers	27	14	24	11	15	11	11	13	16	19	20	15	22
OKI printers	334	268	250	236	314	224	279	314	316	322	347	398	778
Panasonic printers	1	1	1	5	1	1	1	3	1	2	1	1	3
Pin Pads	589	505	712	600	1226	844	870	734	720	712	739	695	634
Screens	771	505	569	494	596	464	527	487	570	757	712	792	847
other items	17	13	18	33	49	41	43	15	19	33	36	43	74
TOTAL	5313	4584	4692	4308	5855	4782	5851	5762	5734	5921	5770	6290	7057
Epson to OKI exchanges	18	39	16	14	12	12		12	9	7	10	10	37
Average Daily Visit Rate	221	204	204	196	234	203	254	240	244	257	246	262	294
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875

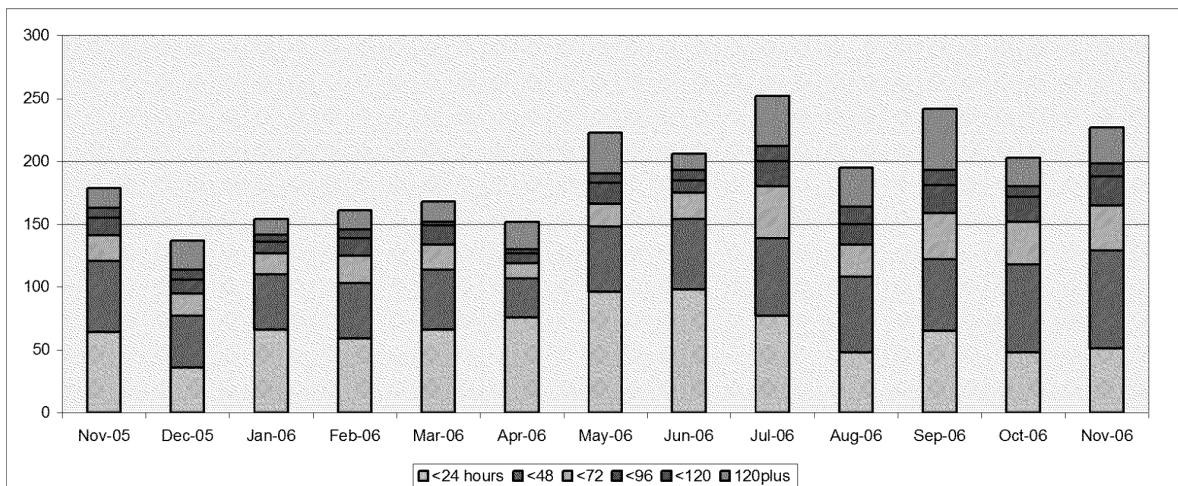


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Gateway Replacements



Number of Gateways replaced by Engineers following call raised by PO Branch												
Elapsed Time of call in	<24 hours		<48		<72		<96		<120		120plus	Total
Nov-05	64	35.8%	57	31.8%	20	11.2%	14	7.8%	8	4.5%	16	179
Dec-05	36	26.3%	41	29.9%	18	13.1%	11	8.0%	8	5.8%	23	137
Jan-06	66	42.9%	44	28.6%	17	11.0%	9	5.8%	6	3.9%	12	154
Feb-06	59	36.6%	44	27.3%	22	13.7%	14	8.7%	7	4.3%	15	161
Mar-06	66	39.3%	48	28.6%	20	11.9%	15	8.9%	3	1.8%	16	168
Apr-06	76	50.0%	31	20.4%	12	7.9%	8	5.3%	3	2.0%	22	152
May-06	96	43.0%	52	23.3%	18	8.1%	17	7.6%	7	3.1%	33	223
Jun-06	98	47.6%	56	27.2%	21	10.2%	10	4.9%	8	3.9%	13	206
Jul-06	77	30.6%	62	24.6%	41	16.3%	20	7.9%	12	4.8%	40	252
Aug-06	48	24.6%	60	30.8%	26	13.3%	16	8.2%	14	7.2%	31	195
Sep-06	65	26.9%	57	23.6%	37	15.3%	22	9.1%	12	5.0%	49	242
Oct-06	48	23.6%	70	34.5%	34	16.7%	20	9.9%	8	3.9%	23	203
Nov-06	51	22.5%	78	34.4%	36	15.9%	23	10.1%	10	4.4%	29	227

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5.3 Branch Network Services / Central Network

Branch Network Services

November has seen a 50% rise in ISDN faults over October. Total November ISDN Faults 51.

The rise in ISDN faults has had an impact on the Daily Tracker figures as the majority of these issues have been rural branches where GSM backup was not available as a temporary solution.

ADSL faults have decreased by more than 50% from 57 in October to 20 in November.

IP Stream faults have remained very low with under 5 faults being raised in November.

Branch and Counter Availability have both remained above target for the month at 99.72% and 99.23% respectively.

The 'Priority A – 6 hours' SLT saw 16 failures from a total of 963 calls. Although the target (100%) was missed, the 98.3% achievement is an improvement compared with the previous 2 months.

Other issues in November

We have seen a stark increase in ADSL/IP service cease notifications being processed by BT due to Branch Manager request. We are continuing to progress this issue with assistance from POL, C&W and internal SDU's.

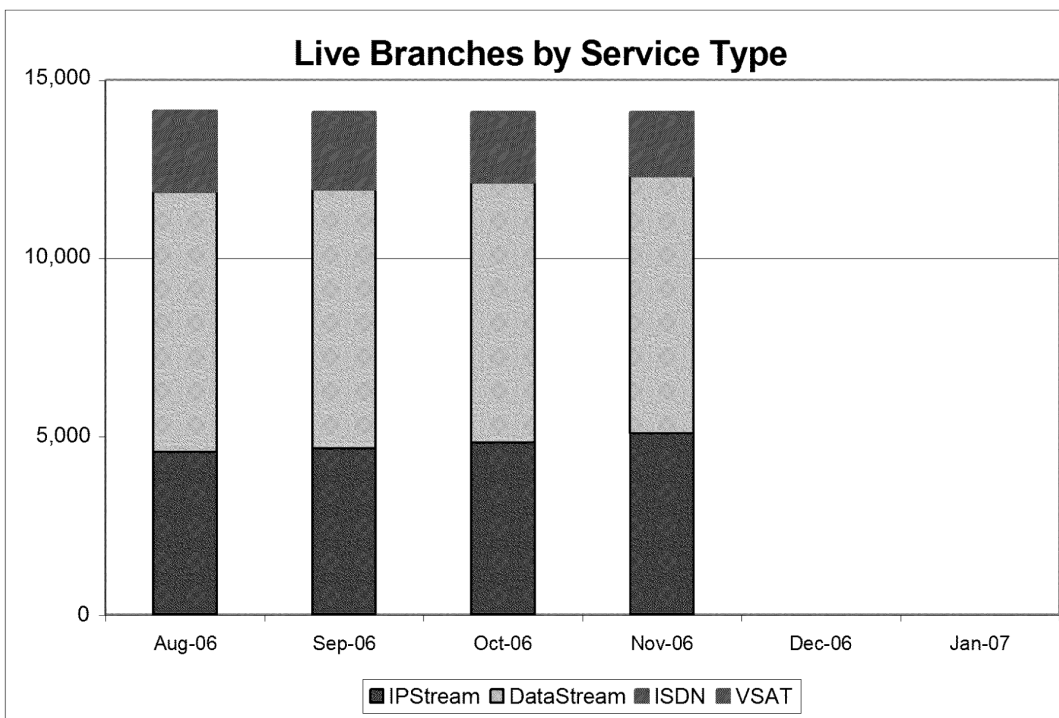
Overall it has been a successful month with particular focus being placed on re-establishing comms to a branch regardless of the issue ownership. This has been achieved with installation of GSM and PSTN Modems. This action has been taken to ensure that Post Office availability has been retained during the critical trading period in the run up to Christmas.

Central Network

During November 2006 the HSD logged a total of 1170 network calls. This is the lowest recorded number since January 2004. Despite this success there were 2 brief IPStream incidents on 3rd and 16th November 2006 and a DataStream incident on 27th November 2006. Appropriate corrective actions are in place to minimise the risk of reoccurrence.

BRANCH & COUNTER NUMBERS at Month End

Live Branches	14,097
Live Counters	34,516

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	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07
IPStream	4,567	4,655	4,829	5,090		
DataStream	7,297	7,269	7,287	7,214		
ISDN	2,130	2,046	1,852	1,680		
VSAT	135	135	132	113		
TOTALS	14,129	14,105	14,100	14,097		



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5.4 Operational Branch Change Service

November was a good month for the OBC with a low number of failures.

	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Cumulative
TARGET MINUS CLOSURES (4%)	3.4%	2.4%	2.5%	3.4%	5.2%	4.1%	2.5%	8.7%	3.4%	1.1%	0.9%	2.3%	3.1%
TOTAL FAILURES (5%)	3.9%	2.2%	2.2%	3.9%	4.6%	4.1%	2.0%	6.0%	3.0%	2.5%	3.0%	2.0%	2.9%
FAILURES (number)	4	4.5	5	9.5	7	6	3	8	9	6.5	4	3	69.5
FAILURES (Ex Line Plant) (4%)	1.9%	2.2%	2.2%	3.1%	3.9%	4.1%	2.0%	6.0%	3.0%	1.0%	0.8%	2.0%	2.4%
FAILURES (Ex Line Plant) (number)	2	4.5	5	7.5	6	6	3	8	9	2.5	1	3	57.5
FAILURES - JOINT (%)	1.9%	0.5%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.7%	0.4%	0.0%	0.0%	0.3%
FAILURES - JOINT (number)	2	1	0	1	0	0	0	0	2	1	0	0	7
NORMAL BUSINESS INCIDENT	0	0	0	2	1	1	0	0	0	0	0	0	4
NUMBER OF CHANGES DELIVERED	104	224	242	260	164	185	160	140	304	268	142	169	2362

Failures

Dundrum – Communications - Intermediate ADSL fault

Cleadon – Communications - Initial ADSL request rejected by BT

Whitecliffe – Communications - Late ADSL enablement

Corrective Actions

Telepurchase has been amended to enable easier reporting on the current status of orders thus enabling provision issues to be identified earlier and resolved before "requested live" date.

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5.5 Service Integration Service

5.5.1 Post Shops

Post shops had another successful month, achieving 100% on both SLTs. There was a very high number of calls logged in November, due to a reporting issue on the Geller Till. This issue has been resolved by Geller.

November	Week 1	Week 2	Week 3	Week 4	Monthly Totals
Number of calls received	17	31	19	12	79
Number of calls resolved in 8 hours	17	27	18	12	74
Number of calls resolved in next days	0	4	1	0	5
Number of Hardware faults	4	6	10	5	25
Number of software faults	13	25	9	7	54
Number of outstanding calls	0	0	0	1	1



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5.6 Data Centre Operations Service / Data File Transfer

There were no major incidents in relation to the Data Centre Operations Service within the Data Centre central Infrastructure for the month of November 06.

Throughout the month there was a total of 126 operational changes, 116 by Post Office Account and 10 by Post-Office Limited suppliers.

There were no service impacts as a result of those changes being implemented

Following on from last month's summary, the work has been completed in replacing the UPS batteries in both Wigan and Bootle Data Centres with no service impact to the live service during the planned activity.

Currently there are 20 customer facing risks identified in the Data Centre Operations service classified by RAG status as 1 red, 1 amber and 18 green risks.

There will be a further requirement to perform additional maintenance activities in the Bootle Data Centre in January 07 which will result in the Data Centre running on secondary power (generator) for a period of eight hours overnight.

5.6.1 Day J Failures

DFD Outbound figures were impacted by a total of 5 No Lets this month:

130828 – 12 days late - Fault now resolved and site health-checking

Kincraig Post Office. PM reported online services unavailable; call sent to BT. BT advised line had been ceased. Referred to POL. GSM had no signal and PSTN modem would not connect. Data retrieval could not be performed as GSM had no signal and line was ceased. Line re-provided and service resumed 22/11.

196840 - 13 days late - Fault now resolved and site health-checking

Scourie Post Office. Online services unavailable reported 15/11. Possible one way comms, call sent to FMS. Eng attended 16/11, swap failed @ 1%. Engineer re-attended 20/11, swap failed due to BT line fault. Call sent to BT and BT cleared fault 21/11. Base unit faulty, call sent to FMS on 21/11, an engineer attended 27/11 and swapped faulty unit. Unable to perform Data retrieval or use GSM as base unit was faulty. Issue resolved 27/11.

433642 - 16 days late – Fault now resolved and site health-checking

Scurrage Post Office. PM reported comms issue. Call sent to BT who advised no fault. Call sent to FMS to swap base unit, the call was returned several times by FMS without a unit swap being attempted. This was escalated to Ian Mills and Martin Hammond. BT advised that a fault was cleared on 24/11. FMS attended on the 27/11 and swapped out the unit and issue was resolved. GSM had no signal. Data retrieval call was raised but FMS failed to carry this out within the agreed deadline. Issue resolved 27/11.

203859 – 11 days late – Fault now resolved and site health-checking

Ardentinny Post Office. Open Mondays 1500-1700 ONLY. Online services issue reported, call sent to BT on 20/11. BT attended on the 27/11 and resolved fault. No signal for GSM. Data retrieval call was raised, engineer attended site but did not perform Data retrieval as requested. Call was sent back to FMS, who did not attend until 4 days later on the 27/11. Issue resolved 27/11.

188869 - 18 days late – Fault now resolved and site health-checking

Kershader (storage) Post Office. Open Mondays and Fridays 1300-1500 ONLY. Pm reported faulty base unit 21/11, Engineer attended 22/11, base unit not swapped with no explanation given. FMS re-attended 27/11, unit swap failed due to comms issue. Comms issue escalated to BT and was resolved 5/12. Base unit swapped out successfully 7/12. Data retrieval and GSM could not be performed as base unit was faulty. Issue resolved 7/12.



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5.7 Reconciliation Service

There were 23 Reconciliation incidents during November. This is 4 less than that reported in October.

Of these, 3 were priority incidents and were all cleared within the 8 hour response SLT.

The remaining 20 were cleared within the 5 day response SLT.

All 23 reconciliation incidents were 'known issues' and 5 of these were reconciliation enquiries by Post Office Ltd.

5.8 Reference Data & Message Broadcast Service

There were no issues to report for November.

5.9 Security Service

5.9.1 Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
57	480	460	0
Query Days this month	YTD Contract	Received YTD	
1159	10000	9688	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
2	67	32	0
Witness statements provided this month	0	Witness statements YTD	34
Days in court this month	3	Days in court YTD	5.5



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5.9.2 Current Month and Forthcoming Court Commitments

Outlet	Date	Court location	Comments
Southfields	13-Nov-06	Kingston Crown Court	Witness attended Court. Defendant absconded trial to be rescheduled.
Oakley	28-Nov-06	Winchester Crown Court	Witness not required
Aveley 1	28-Nov-06	Basildon Crown Court	Witness not required
Marine Drive (Civil)	06-Dec-06	Royal Courts of Justice London	Witnesses required
Aveley 2	11-Dec-06	Basildon Crown Court	Witness required
Painters Ash	08-Jan-07	Maidstone Crown Court	Awaiting Court requirements
Banbury Road	Jan-07	TBA	Awaiting Court requirements
N Levenshulme	16 January 07 & 12 February 07	Manchester Crown Court	Witness required

5.9.3 Updates to Previous Months Prosecutions

Outlet	Comments
None received	



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Security Service

Automated Key Refresh

An average of 29 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 857 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

Manual Key Refresh

There were no manual keys generated this month.

Key Management Administration

There were no major key management issues this month.



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COMMERCIAL IN CONFIDENCE

6 OCTOBER SERVICE LEVEL PERFORMANCE

6.1 Horizon Service Desk

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Horizon Service Desk													
	80%		Calls answered within 30 seconds	80.1	79.3	90.2										
				82.4	Q4			Q1			Q2			Q3		
	<10.0 secs		Average Time to Answer <10.0 seconds	8.2	9.0	8.0										
				9.7	Q4			Q1			Q2			Q3		
	<5%		Calls not answered	2.4	2.6	3.3										
				2.4	Q4			Q1			Q2			Q3		
	100%		Voicemail available outside HSD standard hours	100.0	100.0	100.0										
				100.0	Q4			Q1			Q2			Q3		
	100%		Voicemail calls raised next working day	100.0	100.0	100.0										
				100.0	Q4			Q1			Q2			Q3		
	>=85%		First Time Fix	88.3	89.0	88.0										
					Q4			Q1			Q2			Q3		
	95%		Software incidents resolved by Reboot <=15 minutes	98.51	97.12	97.85										
					Q4			Q1			Q2			Q3		
	100%		Software incidents resolved by Reboot <=30 minutes	99.49	99.90	99.77										
					Q4			Q1			Q2			Q3		



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COMMERCIAL IN CONFIDENCE

6.2 Engineering Service

Ref	SLT	AR		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07
			Branch Infrastructure - Call to Fix												
	95%	NO	Priority A - 4 hours (flexible structure)	63.0	61.8	64.5									
					Q4			Q1			Q2				Q3
	95%	NO	Priority B - 8 hours (flexible structure)	76.2	72.4	N/A									
					Q4			Q1			Q2				Q3
	95%	NO	Priority C - End of Next Business Day (flexible structure)	90.8	93.8	93.0									
					Q4			Q1			Q2				Q3
	100%	NO	Priority A - 6 hours (flexible structure)	75.0	77.0	79.4									
					Q4			Q1			Q2				Q3
	100%	NO	Priority B - 10 hours (flexible structure)	83.1	79.6	N/A									
					Q4			Q1			Q2				Q3
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	91.7	95.1	93.9									
					Q4			Q1			Q2				Q3
			Postshop Engineer - Call to Fix												
	100%	NO	Critical incident within 8 hours												
					Q4			Q1			Q2				Q3
	100%	NO	Non-critical incident within 48 hours	100.0	100.0										
					Q4			Q1			Q2				Q3

Priority B targets have now ceased as agreed.



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COMMERCIAL IN CONFIDENCE

6.3 Branch Network Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
	95%	NO	Branch Telecom Infrastructure - Call to Fix													
			Priority A - 4 hours (flexible structure)	96.1	97.3											
					Q4				Q1			Q2				Q3
	95%	NO	Priority C - End of Next Business Day (flexible structure)	100.0	100.0											
					Q4				Q1			Q2				Q3
	100%	NO	Priority A - 6 hours (flexible structure)	97.1	98.0	99.3										
					Q4				Q1			Q2				Q3
	100%	NO	Priority C - End of next business day + 2 hours													
			Branch and Counter Availability													
	>99.80%	NO	Branch Availability during the Critical Period			Q4			Q1			Q2				Q3
	>98.53%	NO	Counter Availability during the Critical Period			Q4			Q1			Q2				Q3
	>99.43%	NO	Branch Availability during Post Office Core Day			Q4			Q1			Q2				Q3
	>99.13%	LD	Counter Availability during Post Office Core Day			Q4			Q1			Q2				Q3
						Q4			Q1			Q2				Q3
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability			Q4			Q1			Q2				Q3
	99%	LD	ADSL Connection Reliability	100.0	100.0											
					Q4				Q1			Q2				Q3
	97%	LD	Dialed Connection Reliability	100.0	99.0											
					Q4				Q1			Q2				Q3



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COMMERCIAL IN CONFIDENCE

6.4 Central Network Service

Ref	SLT	AFL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07
			Network Availability											
	>=99.95%	NO	A&L Network Availability	100%										
			Banking Authorisation Agent Availability for each			Q4			Q1			Q2		Q3
			Availability Period											
	<=1	NO	Number of PI outages >2 minutes for same bank											
				0		Q4			Q1			Q2		Q3
	<=2	NO	Number of PI outages >2 minutes for different banks											
						Q4			Q1			Q2		Q3



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COMMERCIAL IN CONFIDENCE

6.5 Data Centre Operations Service

6.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	AFL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	At
			Banking & Related Services Transaction Times												
	<=2.5 sec	LD	Average time for Banking Transactions across Fixed ADSL & Dialled Connections	0.7											
					Q4			Q1			Q2				Q3
			DFD Outbound - APS All Clients												
	96.5%	LD	APS transactions delivered by 23:59hr Day B		Q4			Q1			Q2				Q3
	97.5%	LD	APS transactions delivered by Day C		Q4			Q1			Q2				Q3
	98.5%	LD	APS transactions delivered by Day D		Q4			Q1			Q2				Q3
	100%	LD	APS transactions delivered by Day J	99.9	99.9	99.9									
					Q4			Q1			Q2				Q3



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COMMERCIAL IN CONFIDENCE

6.5.2 Data File Delivery - LFS

Ref	SLT	AR		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07
			DFD Outbound - LFS												
	97%	NC	Confirmation of pouch received at Branch by 22:00hr Day A	95.9											
					Q4				Q1		Q2			Q3	
	97.2%	LD	Confirmation of pouch received at Branch by Day B												
					Q4				Q1		Q2			Q3	
	100.0%	NC	Confirmation of pouch received at Branch by Day I												
					Q4				Q1		Q2			Q3	
	97%	NC	SAPADS Pouch collected from Branch by 22:00hr Day A		96.7										
					Q4				Q1		Q2			Q3	
	97.2%	NC	SAPADS Pouch collected from Branch by Day B												
					Q4				Q1		Q2			Q3	
	100.0%	NC	SAPADS Pouch collected from Branch by Day I		100.0										
					Q4				Q1		Q2			Q3	
	96.25%	NC	Daily Cash on Hand details to SAPADS by 23:59hr Day A	95.8											
					Q4				Q1		Q2			Q3	



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COMMERCIAL IN CONFIDENCE

6.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Ju
			DFD Outbound - POL MIS											
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	99.0		Q4		Q1				Q2		
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C			Q4		Q1				Q2		
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D			Q4		Q1				Q2		
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	99.9	99.9	99.9								
			DFD Outbound - POLFS											
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B			Q4		Q1				Q2		
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C	99.9		Q4		Q1				Q2		
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D			Q4		Q1				Q2		
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J	99.9	99.9	Q4		Q1				Q2		



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COMMERCIAL IN CONFIDENCE

6.5.4 DFD Outbound – Reconciliation, HR SAP, CTS & PO Client Files

Ref	SLT	AFL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07
			DFD Outbound - Reconciliation & Settlement gateway	Reports to TIP										
	<=2	ND	Delivery by 08:05hr Day B	0.0	Q4			Q1			Q2			
	100%	ND	Delivery by 12:00 (after failure in FS domain) or by 10:00 (after failure of DRSH or TES)		Q4			Q1			Q2			
			DFD Outbound - Reconciliation Files											
	<=2	ND	Number of failures of REC file delivered to CAPO daily by 03:00hr		Q4			Q1			Q2			
	<=2	ND	Number of failures of REC file delivered to A&L daily by 03:00hr	0.0	Q4			Q1			Q2			
	100%	ND	REC files delivered to CAPO by 16:00hr on Day B	100.0	Q4			Q1			Q2			
	100%	ND	REC files delivered to A&L by 18:00hr on Day B	100.0	Q4			Q1			Q2			
			DFD Outbound - HR SAP											
	100%	LD	HR SAP delivered to the POL gateway by 21:30 on the Friday preceding the pay run date	100.0	Q4			Q1			Q2			



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COMMERCIAL IN CONFIDENCE

6.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Central Systems Availability													
	<=3 core hrs	NO	Outages in Core Hours where the Core Solution is unavailable at >10% of Branches per SLT year	0.0	0.0	0.0										
				0.0		Q4			Q1		Q2			Q3		
	<=8 core hrs	NO	Outages in Core Hours where the Core AND Banking Solution are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0										
				0.0		Q4			Q1		Q2			Q3		
	<=14 core hrs	NO	Outages in Core Hours where the Core Solution AND Other Services are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0										
				0.0		Q4			Q1		Q2			Q3		
			POLFS Availability													
	98.5%	NO	POLFS Availability	100.0	100.0	100.0										
						Q4			Q1		Q2			Q3		
	>=4 hours	NO	POLFS shall not be unavailable to users on any single occasion during the service level management period	0.0	0.0	0.0										
				0.0		Q4			Q1		Q2			Q3		
			Transaction Enquiry Service													
	99.75%	NO	TESQA availability between 07:00hr and 22:00hr for SLT calendar year	100.0	100.0	100.0										
				100.0		Q4			Q1		Q2			Q3		
	97%	NO	Transaction received in the data centre between 07:00 and 20:00 daily will be available within 15 mins on TESQA	100.0	100.0	100.0										
						Q4			Q1		Q2			Q3		
	100%	NO	If TES fails transaction received between 07:00 and 20:00 will be available within 2 hours on the TESQA	100.0	100.0	100.0										
						Q4			Q1		Q2			Q3		
	100%	NO	Transaction received in the data centre between 20:00 and 22:00 daily will be available within 40 mins on TESQA	100.0	100.0	100.0										
						Q4			Q1		Q2			Q3		
	100%	NO	If TES fails transaction received between 20:00 and 22:00 will be available within 2 hours on the TESQA	100.0	100.0	100.0										
						Q4			Q1		Q2			Q3		
	100%	NO	Transaction received in the data centre between 22:00 and 07:00 daily will be available within 4 hours on TESQA	100.0	100.0	100.0										
						Q4			Q1		Q2			Q3		



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COMMERCIAL IN CONFIDENCE

6.6 Reference Data Service

Ref	SLT	ARI		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07
			DFD Inbound - APS Tariff data												
	96%	NO	APS reference data delivered by Day B	99.6	99										
						Q4		Q1			Q2				Q3
	97%	NO	APS reference data delivered by Day C												
						Q4		Q1			Q2				Q3
	98%	NO	APS reference data delivered by Day D												
						Q4		Q1			Q2				Q3
	100%	NO	APS reference data delivered by Day J	99.9	99.9										
						Q4		Q1			Q2				Q3
			DFD Inbound - Reference Data												
	96%	NO	Reference data delivered by Day B												
						Q4		Q1			Q2				Q3
	97%	NO	Reference data delivered by Day C	99.7	99										
						Q4		Q1			Q2				Q3
	98%	LD	Reference data delivered by Day D	99.8	99										
						Q4		Q1			Q2				Q3
	100%	LD	Reference data delivered by Day J	99.9	99.9										
						Q4		Q1			Q2				Q3



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COMMERCIAL IN CONFIDENCE

6.7 Reconciliation Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07
			Exception / Error Resolution										
	95%	NO	Banking & Related Services Priority Exception resolved in 6 hours or less	100%	Q4				Q1			Q2	
	95%	NO	BIM report issued within 5 working days										
					Q4				Q1			Q2	
			Payment File Delivery to Merchant Acquirer (Debit Card)										
	by 12.00	LD	Payment file delivered to MA on the day following creation date of the file			Q4			Q1			Q2	