

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

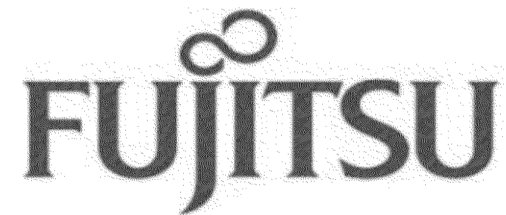
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FUJITSU SERVICES
POST OFFICE ACCOUNT

SERVICE REVIEW

September 2006



Fujitsu Services

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Title: SERVICE REVIEW – SEPTEMBER 2006

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

Status: Definitive

Distribution: Service Management Forum
Fujitsu Services, Post Office Account: Head of Service Management
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Signature: **Date:**

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1 DOCUMENT CONTROL

1.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	13/10/06	Service Review Book for September 2006 performance – SLT Review & Data.

1.2 ASSOCIATED DOCUMENTS

Version	Date	Title

1.3 ABBREVIATIONS

ARL	Additional Remedy Level	MTBF	Mean Time Between Failure
ARQ	Audit Retrieval Query	MTFR	Mean Time For Repair
AZMK	Acquirer Zone Master Key	NRI	Network Reinvention
CAPO	Card Account at Post Office	OSP	One Shot Password
C&W	Cable & Wireless	PAT	Portable Appliance Test
CAW	Certificate Authority Workstation	PB	Problem Branch
FIO	For information only	PI	Processor Interface
FS	Fujitsu Services	POST	Post Master
		MASTE	
		R	
HSD	Horizon Service Desk	SIP	Service Improvement Plan
IMT	Incident Management Team	SLT	Service Level Target
KMA	Key Management Application/Administration	TBA	To be advised
MBCI	Major Business Continuity Incident	YTD	Year to Date
MIS	Management Information Service		

1.4 GLOSSARY

Business Incidents	Calls received and apparently related to a specific business issue which at the time is unknown – later re-classified to appropriate category
Environmental	Calls to register an environmental problem
Hardware	Calls diagnosed as relating to a system hardware fault
Inappropriate Helpdesk	Calls received at the HSD that are inappropriate and will be dealt with by the NBSC
Network	Calls diagnosed as relating to a system network fault
NBSC Referral	Calls received at the HSD that have been referred by the NBSC
Other	Calls relating to PO closures, reference data changes, miscellaneous environmental issues and failed verification calls
Reference Data	Calls diagnosed as relating to a reference data fault
Software	Calls diagnosed as relating to a system or application software fault
Security	Calls relating to security breaches or for the requirement of one shot passwords
‘A’ Priority	Logged calls that reflect a fault, which has “resulted in substantial impact on all automated counter positions in the Branch”
‘B’ Priority	Logged calls that reflect a fault, which has “resulted in substantial impact on an automated counter position, but not all automated counter positions in the Branch”

1.5 CHANGES IN THIS VERSION

	Section 6	New targets for HNG-x ; all obsolete targets have been removed

2 SEPTEMBER REVIEW OF SERVICE

2.1 MANAGEMENT SUMMARY

Within the Fujitsu Services domain for September 06 there were no Major Incidents and one service affecting incident relating to the IPStream network. All transactions were completed on retries and remedial action has been completed to address this issue.

There were no incidents affecting VIP sites or outside the Fujitsu Services domain in the month.

Branch and counter availability continue to remain above target at 99.76% and 99.36% respectively. OBC targets were also exceeded with all OLAs met, and the OBC volumes reduced slightly on the August figures to 268.

High volumes of incoming calls continue but the levels are now relatively stable, and this is subject to close management to ensure that any consequent issues are contained. Counter Printer calls are still the highest volumes. The Engineering SLTs are still giving cause for concern, but agreed remedial action plans are in place, and resource and spares planning is continuing on the basis of the current levels being sustained into the peak trading period in November / December.

Network performance levels have exceeded targets, and the number of network related calls remains steady.

Service Level reporting in September reflects the new contractual requirements. The details of these will be reviewed and refined for the October reporting.

A total of 94 complaints were received, and 56 were passed to Fujitsu for information only, and 23 were for investigation and comment. These levels reflect the agreed process for improved visibility of all complaints. Of the 3 justified complaints, 2 related to engineering and 1 to Counter Printer performance.

Availability and Problem Management

Summary: Within the Fujitsu Services domain for September 2006 there were no Major Incidents. There was 1 further incident effecting service within the Fujitsu domain.

There were no incidents affecting a VIP site.

There was no further service effecting incidents that were outside of the Fujitsu domain.

Major Incidents: None

Other incidents in Fujitsu Services domain:

Wednesday 6th Sept. On-line services timeouts of up to 3% of transactions on IP Stream, from 07:30 to 12:00. All retries were working. Issue caused by packet loss at LNS router and remedial action carried out during night of 7th September. 38 calls were received by the HSD and calls E-0609060139 & 197 refer.

VIP sites affected this month: None

Incidents that were outside the Fujitsu Domain: None

2.1.2 OBC Branch Change Service Summary

In September 2006 there were a total of 268 changes undertaken, 5 of these were cancelled changes. With the exclusion of 'Closures' 230 changes were undertaken. Fujitsu were responsible for 6.5 change requests not being completed on the target date. For Fujitsu this represents a failure rate of 1.09% against the new 4% OLA minus Closures. It also represents a failure rate of 2.47% against the original target of 5%. There were 4 line plant failures; this represents a failure rate of 0.95% against the old 4% target excluding Line Plant. This results in an improvement against the August figures of 2.27% for the target without Closures. Compared to the August calculations, an improvement of 0.53% against the 5% target rate and an improvement of 2.05% against the 4% target rate; excluding line plant.

Post Office Ltd were responsible for 5.5 change requests not being completed on the target date, which represents 2.09% against the 4% target, this shows a difference against the August calculations of -1.42%.

Fujitsu's direct failures comprised of 5 Communications and 1 Hardware.

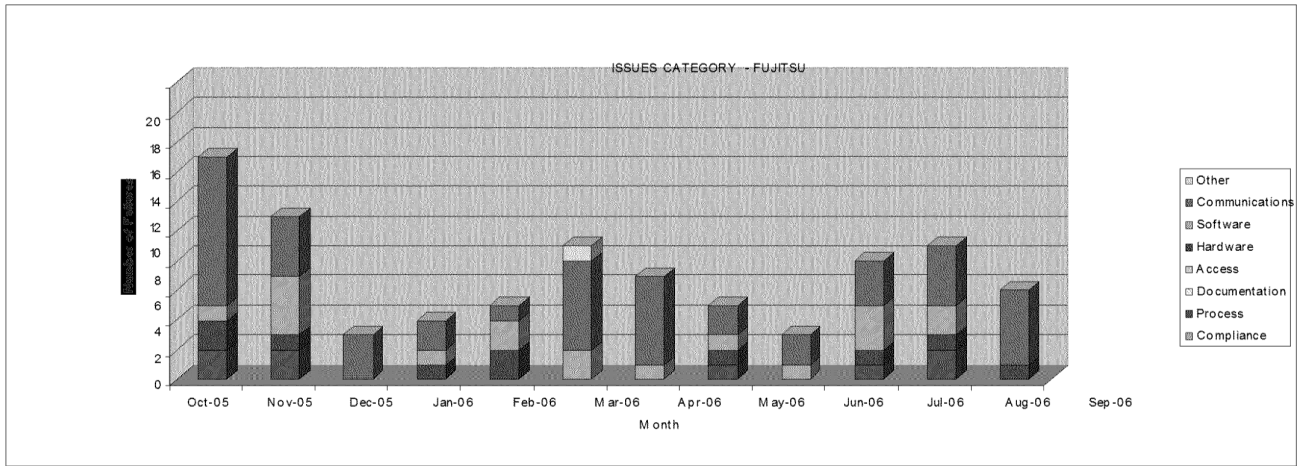
There was 1 joint failure

Fujitsu OBC Failures are :

Holway – No ADSL service on line for target date - GSM modem operating on site- ADSL up and GSM removed 01/09/06
Farnham Common – Line Plant issue - faulty DP, ISDN line order went back into planning.
Aylesham Store – Line Plant issue - Line plant work No DP's at site- BT engineer required at hoist to complete work
Eastburn – Node 2 failed to build (BU faulty) FJ eng to re-attend 31/08/06- PM requested FJ re-attend 06/09/06.
Fairfax Avenue – Line Plant issue - cabling and jointing work required
West Anstey – Line Plant issue - installation complete but fault found on DP's back into BT planning to resolve.

Corrective Actions:

Fujitsu OBC continues to work closely with Cable and Wireless and are currently investigating ways in which line plant issues may be advised of sooner in order to decrease the issues being experienced with ISDN installations.



2.1.3 Icon Service

No update

2.1.4 Business Continuity

During September operational tests were successfully completed for EDS (test 24), the VPN and external firewall elements of the LAN test (sub-tests 6.3 and 6.4), and the application server and SAN fail-over elements of the POL-FS service (sub-tests 28.2, 28.3 and 28.5). Procedural walk-throughs were also successfully conducted for the loss of BRA01 (test 1), the NBX client interfaces (test 22) and the Network Banking Service (test 16).

Some progress has been made on revising the Business Continuity plans for the inclusion of the NS&I warrant encashment and MoneyGram services. In addition progress has been made on the implementation of the LEW02 disaster recovery site.

2.1.5 Message Broadcast

There were 20 MBS sent in September.

2.1.6 Horizon Service Desk and Complaints

In September 94 complaints were passed to POL Customer Relations, 15 of which were excluded as chaser / duplicate calls, resulting in 79 complaints logged against Fujitsu Services, representing a reduction of 18 complaints when compared to August's complaints data. The top three areas of complaint were:

Engineer complaints (including response times)
On Line Services being unavailable
Counter Printer problems.

56 of the 79 complaints were passed to Fujitsu Services for information only, and 23 were passed for investigation and comment, a significant reduction on August's figure of 40. Of those investigated by Fujitsu Services, 3 were justified complaints (compared to 9 in August) (2 against engineering (1 including comments against the HSD) & 1 Counter Printer Issue. The justified complaints are detailed in the table below.

Engineering Service / Counter Printers: As the figures above demonstrate, the actions & service improvements implemented through July-September have resulted in improved service to the branches, and a subsequent reduction in the number of complaints logged at the NBSC. Work is continuing with engineering to improve the management & information available around engineer arrival time. A section of the engineering desk has been allocated to deal solely with the A priority calls and the open A priority calls are discussed every hour between the 2 desks. The reduction in the number of open engineering calls has improved the reliability of engineering provided estimated time of arrival, and this information is passed to the desk and communicated to the Post Masters. We are continuing to monitor the number of missed visits and have seen volumes continue to drop throughout September.

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Date in POL/FS	Date Cleared	POL Ref	Branch Code And Facia	Category/Reason For Complaint	Just/Not	Improvement Action
31/08/2006	31/08/2006	DB/SEP/001	HONLEY - 183320	Counter Printer Issue	JUST	Call to PM to find initial fault, SSC investigations
08/09/2006		JH/SEP/015	Lancaster Road - 185418	Complaint against engineer behaviour	JUST	The engineer has received a warning and fully understands that inappropriate behaviour is unacceptable.
20/09/2006	21/09/2006	MG/SEP/052	Bowburn- 233313	Engineering arrival No proactive updates from the HSD.	JUST	

2.1.8 Business Incident Management

There were 29 reconciliation incidents during September. This is 14 more than that reported in August 2006.

All 29 reconciliation incidents were within the 5 day response SLT.
There were no 8 hour response SLT incidents.

2.1.9 Security Services

Automated Key Refresh

An average of 21 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 641 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

Manual Key Refresh

The Link AZMK key promotion has still not taken place due to problems at the Link end.

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Key Management Administration

There were no major key management issues this month.

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
51	360	354	0
Query Days this month	YTD Contract	Received YTD	
951	7500	7574	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
4	50	25	0

Witness statements provided this month	6	Witness statements YTD	28
Days in court this month	0	Days in court YTD	2.5

Current Month and Forthcoming Court Commitments

Outlet	DATE	Court location	Comments
Gaerwen	25 Sep 06	Caernarfon Crown Court.	Awaiting Court requirements
Southfields	13 Nov 06	Kingston Crown Court	Awaiting court requirements
Painters Ash	8 January 07	Maidstone Crown Court	Awaiting court requirements
Oakley	28 November 07	Winchester Crown Court	Court attendance required
Aveley	13 November 06 & 11 December 06	Basildon Crown Court	Awaiting court requirements

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Updates to Previous Months Prosecutions

Outlet	Comments
None Received	

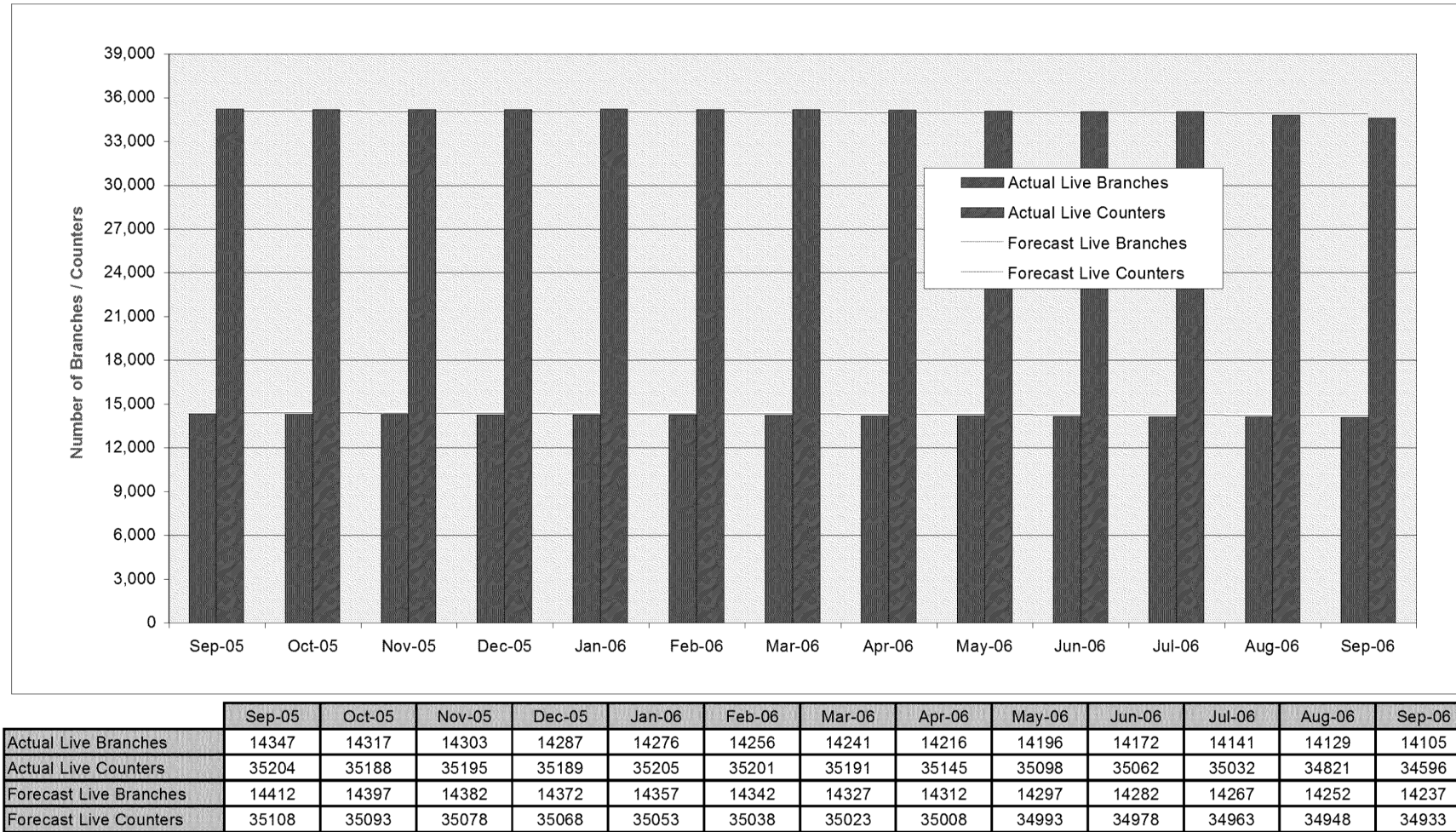
2.1.10 PostShops

September	Week 1 01/09 - 07/09	Week 2 08/09 - 14/09	Week 3 15/09 - 21/09	Week 4 22/09 - 28/09	Week 5 29/09 - 30/09	Monthly Totals
Number of calls received	10	2	9	10	1	32
Number of calls resolved in 8 hours	10	2	9	10	1	32
Number of calls resolved in next day	0	0	0	0	0	0
Number of Hardware faults	2	1	6	7	1	17
Number of software faults	8	1	3	3	0	15
Number of outstanding calls	0	0	0	0	0	0

September was an excellent month for Post shops with all critical and non critical incidents resolved within 8 hours.

3 SEPTEMBER VOLUMETRICS

3.1 OPERATIONAL BRANCH & COUNTER VOLUMES



3.2 VITAL STATISTICS

3.2.1 Vital Statistics – Network Banking

	September 06	To Date
Balance Enquiries	1,614,666	63,854,505
Bureau Credit Transactions	14,285	94,432
Bureau Credit Value	£4,396,785	£30,338,235
Bureau Debit Transactions	111,294	712,364
Bureau Debit Value	£33,595,723	£220,465,738
Cash Deposit Transactions	716,097	17,660,632
Cash Deposit Total Value	£385,228,636	£6,324,579,459
Cheque Deposit Transactions	41,895	1,216,162
Cheque Deposit Total Value	£17,893,826	£488,802,565
Cash Withdrawal Transactions	9,950,892	301,678,500
Cash Withdrawal Total Value	£1,018,550,802	£29,378,536,550
Withdrawal to Limit Transactions	9,599,283	230,445,601
Withdrawal to Limit Total Value	£1,234,431,831	£28,392,272,892
Sales Debit Refund Transactions	242	20,352
Sales Debit Refund Total Value	£23,656	£3,469,937
Sales Debit Payment Transactions	2,598,873	69,960,178
Sales Debit Payment Total Value	£185,137,492	£4,553,791,039
Sales Credit Payment transactions	228,638	1,162,833
Sales Credit Payment value	£6,376,687	£33,596,032
Sales Credit Refund transactions	68	362
Sales Credit Refund value	£6,405	£29,289

3.2.2 Vital Statistics – Network Banking Transactions by Bank (current month)

Bank	Transaction Volume	Transaction Value
<i>Alliance & Leicester plc</i>	1,599,634	£443,655,644
<i>Card account at Post Office</i>	16,854,977	£1,937,933,644
<i>Streamline (Online Debit Card)</i>	2,953,400	£229,536,748
LINK		
Abbey National PLC	64,015	£3,152,497
Bank of Ireland	27,847	£6,653,063
Bank of Ireland Instant Saver	33,269	£11,091,082
Barclays Bank Plc	865,879	£64,625,939
Clydesdale Bank Plc	113,708	£10,803,875
First Trust Bank	803	£65,638
HBoS	83,491	£4,711,050
HSBC Bank Plc	23,869	£1,669,490
Lloyds TSB	1,264,461	£79,334,078
Nationwide Building Society	205,866	£10,976,256
NatWest	137,009	£6,140,257
Northern Bank Ltd	8,848	£439,711
NS&I	234,242	£37,931,696
Royal Bank of Scotland	43,845	£2,053,243
Smile	34,412	£5,409,524
The Co-operative Bank	225,125	£23,677,845
Ulster Bank Ltd	642	£52,748
Yorkshire Bank Plc	109,063	£5,727,815
LINK TOTAL	3,476,394	£274,515,808
GRAND TOTAL	24,884,405	£2,885,641,843

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3.2.3 Vital Statistics – ETU Transactions

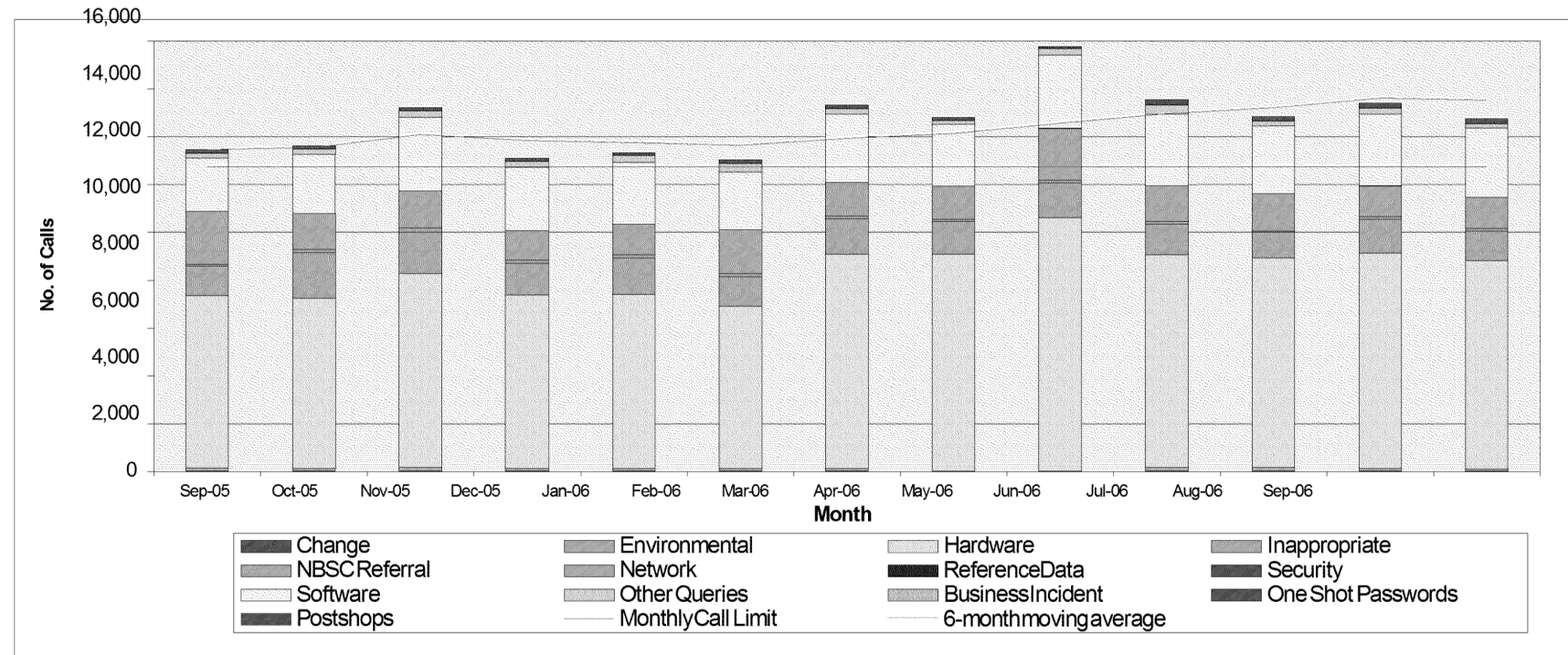
Summary	September06	Totalsto Date
Transaction Volume	1,520,610	49,720,199
TransactionValue	£12,713,410	£411,942,536
Detailsby IssuerScheme	TransactionVolume	TransactionValue
3G UK Ltd Cash Credit	21,281	£232,570
3G UK Ltd Everything Add-On	3,453	£17,265
3G UK Ltd Talk and Text	4,161	£104,025
3G UK Ltd Text Add On	1,935	£12,700
CarphoneWarehouseMobileWorld	5,806	£57,990
FreshMobileE-Voucher	2,709	£24,145
M&S Mobile Top-up Voucher	150	£1,330
Napster Tracks Music Voucher	51	£680
Napster Unlimited Music Voucher	35	£835
O2 PAY & GO	193,168	£2,202,485
O2 Top-Up Voucher	79,041	£846,040
Orange E-Voucher	58,458	£421,355
Orange pay-as-you-go	301,479	£2,398,670
Orange Talk Extra 300 E-Vouche	44	£660
Orange Text Extra 150 E-Vouche	64	£512
Orange Text Extra 150 E-Voucher	135	£675
Orange Text Extra 400 E-Vouche	81	£972
Orange Text Extra 50 E-Voucher	94	£376
Orange World 4MB E-Voucher	3	£12
Post Office Rec Colleague Card	1,205	£10,265
Post Office Rechargeable Card	393	£4,530
Talk Talk Mobile E-Voucher	105	£820
talkXtra	4,382	£35,683
Tesco Mobile Pay as you Go	13,501	£152,395
Tesco Mobile Top-up Voucher	3,119	£34,465
T-Mobile Pay as you go	201,063	£1,616,065
T-Mobile Top-Up Voucher	77,375	£521,555
Virgin Mobile Airtime Voucher	45,281	£308,390
Virgin Mobile Pay As You Go	101,294	£723,990
Vodafone Pay as you talk	250,006	£1,006,860

3.2.4 Vital Statistics – General Transactions

Monthly transactions by source	APS Generic Outbound	TPS Transaction Data File Delivery to TIP	Debit Cards	All Network Banking	ETU (epay)
September 2005	25,976,618	186,567,173	2,278,662	22,970,773	1,565,092
October 2005	26,497,868	186,838,982	2,426,611	23,225,056	1,528,801
November 2005	26,423,868	195,520,416	2,610,067	24,090,481	1,544,262
December 2005	24,858,799	226,656,265	3,361,185	27,124,957	1,559,134
January 2006	26,040,782	207,579,498	2,553,452	25,376,467	1,507,068
February 2006	24,245,422	213,697,193	2,567,011	23,764,338	1,457,022
March 2006	27,230,402	245,958,494	3,066,487	26,607,414	1,659,329
April 2006	25,091,390	218,386,034	2,704,275	25,066,191	1,459,696
May 2006	28,300,818	236,661,304	2,721,656	27,193,670	1,589,933
June 2006	27,175,405	227,911,286	2,652,295	25,898,745	1,604,880
July 2006	26,802,390	221,617,603	2,608,858	26,107,102	1,561,316
August 2006	24,914,104	227,049,727	2,541,570	26,454,364	1,614,572
September 2006	24,122,346	222,369,360	2,599,115	24,884,405	1,502,610

Other Network Banking Transactions include: Balance Enquiries, Change PIN, Deposits (Cash & Cheque) and Withdrawals (Cash & “to Limit”).

3.3 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES



	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
Change	10	1	1	1	10	0	0				2		
Postshops	25	31	32										
Environmental	154	139	188	136	117	118	133			173	181	144	101
Hardware	7210	7112	8088	7237	7272	6798	8956	9085	10609	8904	8755	8982	8735
Inappropriate	1217	1310	1745	1313	1551	1238	1489	1358	1454	127	1052	1408	1223
NBSC Referral	75	133	170	153	131	118	108	105	124	94	54	108	98
Network	2220	1480	1565	1232	1274	1824	1408	1375	2161	1513	1563	1302	1298
Other Queries	198	216	267	252	287	352	210	152	249	400	197	247	194
Reference Data	1	2	0	0	0	0	0	0	0	0	0	0	0
One Shot Passwords	156	137	137	129	134	162	170	130	89	220	177	205	185
Software	2228	2468	3048	2652	2571	2424	2847	2594	3068	2977	2843	2987	2896
Total Calls	13463	13616	15217	13105	13342	13039	15324	14800	17764	15561	14849	15421	14763
6-month moving average	13463	13540	14099	13850	13749	13638	13941	14138	14562	14872	15223	15620	15526
Monthly Call Limit	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750

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3.3 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES (CONT'D)

	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
Business Incident	0	0	10	0	0	0	0	0	0	2	0	0	0
Change	2	0	1	1	1	0	0	0	0	0	0	0	2
Environmental	154	139	133	136	117	118	133	0	0	173	181	144	101
Hardware	7210	7112	8038	7237	7272	6798	8956	9085	10609	8906	8755	8982	8735
Inappropriate helpdesk	1217	1910	1745	1313	1551	1238	1489	1358	1454	1271	1052	1408	1223
NBSC Referral	75	133	170	153	131	118	108	105	124	94	54	108	98
Network	2220	1480	1565	1232	1274	1824	1408	1375	2161	1513	1563	1302	1298
Other queries	198	216	267	252	287	352	210	152	249	400	197	247	194
Reference Data	1	21	1	0	1	0	0	0	0	1	0	3	0
Security	2	0	2	0	3	5	3	1	8	6	2	2	1
One Shot Passwords	156	137	137	129	134	162	170	130	89	220	177	205	185
Software	2228	2468	3048	2652	2571	2424	2847	2594	3068	2977	2843	2987	2896
Postshops											25	31	32
System outage calls (not included)	549	0	479	0	0	0	119	0	850	68	0	0	0
Total Calls	13463	13616	15217	13105	13342	13039	15324	14800	17764	15561	14849	15421	14763
6-month moving average	13463	13540	14099	13850	13749	13630	13941	14138	14562	14972	15223	15620	15526
Average Daily Call Rate	561	579	634	582	580	593	613	722	772	648	632	670	628
Working days per month	24	23½	24	22½	23	22	25	20½	23	24	23½	23	23

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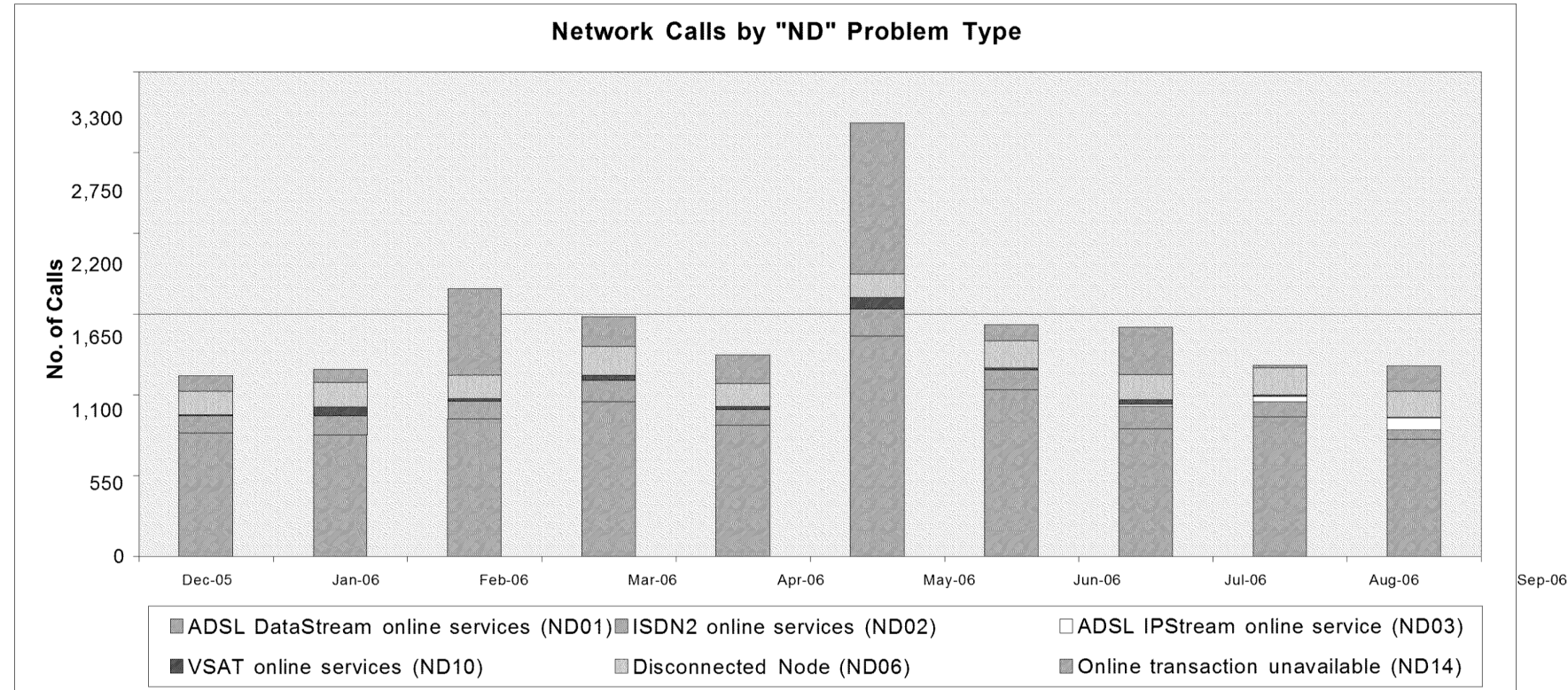
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3.3 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES (CONT'D)

Explanation of Calls removed from Call Volume totals due to System Outages.

Month	description of issue / system outage	date	call type	calls identified
Oct-05	No calls have been removed this month			0
Nov-05	09:25 to 10:45 BAS Router GB_TELHS1-R1-003 Incident	07/11/2005	N&S	126
	10:43 to 11:27 Access contral change on C&W Network	14/11/2005	N&S	127
	13:33 to 17:12 BAS Router GB_WAHP03-R10-007 Incident	15/11/2005	N&S	188
	12:30 to 13:08 BAS Router GB_KEAR02-R10-001 Incident	29/11/2005	N&S	38
	TOTAL for NOV05			479
Dec-05	No calls have been removed this month			0
Jan-06	No calls have been removed this month			0
Feb-06	No Calls have ben removed this month			0
Mar-06	16:50 to 19:20 3 BBPE (BAS Broadband PE) routers at Telehouse, GB_TELHS1_R10-004, 005, 006	07/03/2006	ND01 + ND14	98
	09:32 to 10:45 Total VSAT Network loss due to loss of Hughes router at Docklands HOT SLIM1	10/03/2006	ND10 + ND14	8
	08:00 to 10:30 KMA service unavailable at start of day due to security key upgrade the previous evening.	15/03/2006	N & S	13
	TOTAL for MAR06			119
Apr-06	No calls have been removed this month			0
May-06	Major Incident CAT1 Bootle, Network Issues for branches. Exclude all Network Calls from 11:40 to 18:00. Call E-0605020722	02/05/2006	N	850
	TOTAL for MAY06			850
Jun-06	Wednesday 21st June. BAS Router GB_BMGV02-R10-003 reloaded itself causing a loss of on-line services to 586 branches at 14:16. All were re-connected within 30 minutes.	21/06/2006	N	68
Jul-06	No calls have been removed this month			0
Aug-06	No calls have been removed this month			0
Sep-06	No calls have been removed this month			0

3.4 ONLINE NETWORK SERVICES



ND CALLS by Problem Type	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
ADSL DataStream online services (ND01)	844	828	938	1053	893	1500	1134	870	950	800
ISDN2 online services (ND02)	111	132	122	145	108	186	136	152	104	63
ADSL IPStream online service (ND03)								14	36	79
VSAT online services (ND10)	11	59	16	37	22	76	17	31	12	6
Disconnected Node (ND06)	57	167	161	195	155	160	164	172	161	178
Online transaction unavailable (ND14)	100	88	587	203	197	1032	110	324	19	172
TOTAL	1232	1274	1824	1633	1375	2954	1581	1563	1302	1298

Fujitsu Services

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ADSL DataStream online services (ND01) - Causes	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
ADSL service fault (C34)	39	44	28	34	42	33	21	23	46	17
ADSL major incident (C37)	20	17	22	9	15	5	5	10	18	2
Software error / reboot (C36)	324	317	373	446	372	462	330	295	302	234
Undetermined fault (CG4)	235	194	230	282	196	374	304	216	243	246
Subtotal	618	572	653	771	625	874	660	544	609	499
PSTN line fault (C35)	32	41	45	58	42	70	43	39	62	33
No fault found / user error (CR4)	178	191	207	265	197	516	335	243	244	227
Duplicate call or other causes.	16	24	33	35	29	40	96	44	35	41
TOTAL	844	828	938	1129	893	1500	1134	870	950	800

ISDN2 online services (ND02) - Causes	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
ISDN service fault (C31)	53	57	53	81	46	67	33	66	45	28
Major incident (C38)	1	0	0	0	0	2	0	0	0	1
Software error / reboot (C36)	17	24	22	23	24	51	39	23	14	9
Undetermined fault (CG4)	29	30	33	24	16	24	23	29	23	13
Subtotal	100	111	108	128	86	144	95	118	82	51
No fault found / user error (CR4)	6	16	11	11	9	26	22	22	7	7
Duplicate call or other causes.	5	5	3	11	13	16	19	12	15	5
TOTAL	111	132	122	150	108	186	136	152	104	63

ADSL IPStream online service (ND03) - Causes	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
ADSL service fault (C34)								2	8	2
ADSL major incident (C37)								0	2	1
Software error / reboot (C36)								2	4	20
Undetermined fault (CG4)								7	9	26
Subtotal	0	0	0	0	0	0	0	11	23	49
PSTN line fault (C35)								1	3	8
No fault found / user error (CR4)								0	1	5
Duplicate call or other causes.								2	9	17
TOTAL	0	0	0	0	0	0	0	14	36	79

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VSAT online services (ND10) - Causes	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
VSAT service fault (CG5)	3	3	0	3	5	6	2	1	1	2
Major incident (C39)	0	33	0	13	0	3	0	0	0	0
Software error / reboot (C36)	2	7	7	15	10	23	4	17	3	2
Undetermined fault (CX8)	4	3	8	5	2	16	2	2	1	1
Subtotal	9	46	15	36	17	48	8	20	5	5
No fault found / user error (CR4)	1	1	0	6	3	28	7	8	6	0
Duplicate call or other causes.	1	12	1	2	2	0	2	3	1	1
TOTAL	11	59	16	44	22	76	17	31	12	6

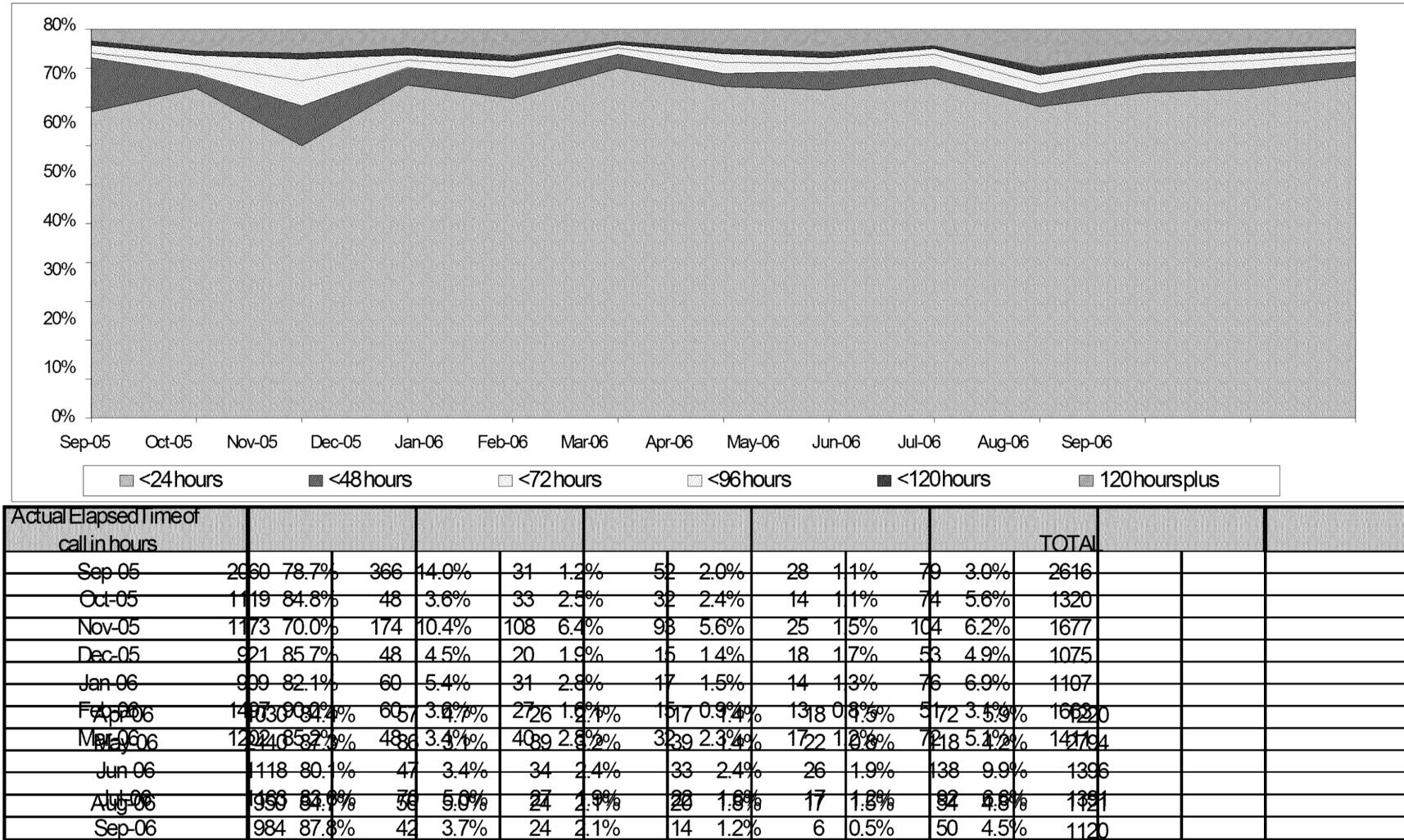
Disconnected Node (ND06) - Causes	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
LAN Fault (C32)	11	12	10	11	3	6	14	13	16	12
Software Error (C36)	55	51	52	60	58	61	72	61	67	57
Counter faulty / turned off (CB4)	15	14	20	21	16	22	20	18	25	22
Undetermined fault (CX7)	30	39	34	36	26	22	54	31	20	25
Subtotal	111	116	116	128	103	111	160	123	128	116
No fault found / user error (CR4)	46	51	45	67	52	49	24	48	52	60
Duplicate call or other causes.								1	1	2
TOTAL	157	167	161	195	155	160	184	172	181	178

Online transaction unavailable (ND14) - Causes	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
Software error / reboot (C36)	42	31	14	15	21	26	21	8	6	10
Online transaction Major Incident (C40)	23	31	541	137	144	919	11	295	0	105
Subtotal	65	62	555	152	165	945	32	303	6	115
No fault found / user error (CR4)	43	22	30	29	31	73	40	20	12	56
Duplicate call or other causes.	1	4	2	27	1	14	38	1	1	1
TOTAL	109	88	587	208	197	1032	110	324	19	172

3.5 ONLINE SERVICE UNAVAILABLE CALLS

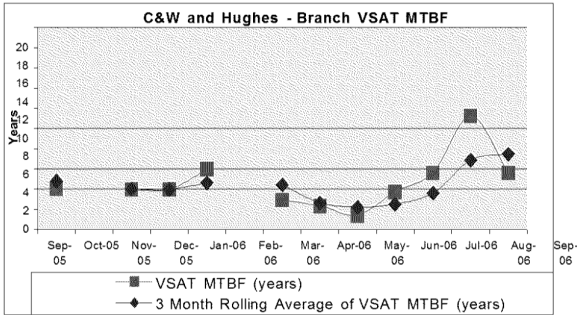
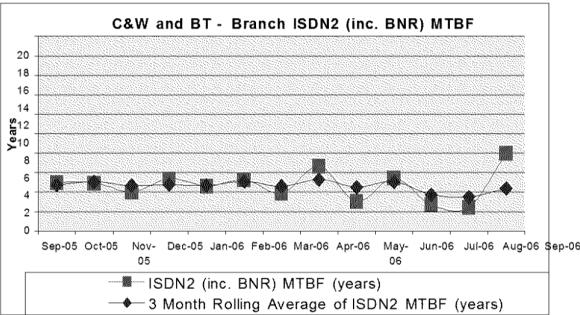
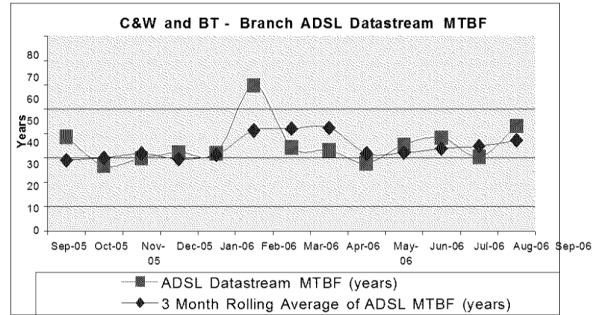
Online Service Unavailable calls (Call codes ND01+ND02+ND03+ND10+ND14)

Elapsed time of calls within Post Office Core Day



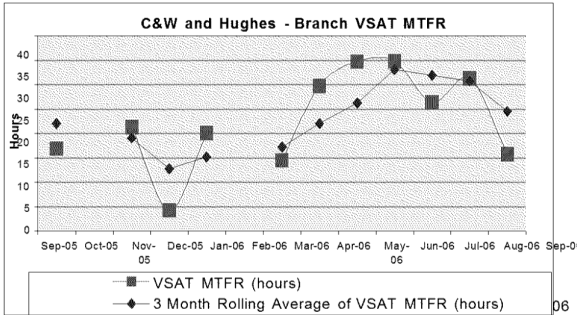
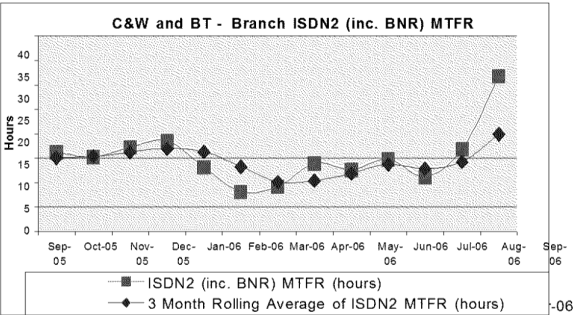
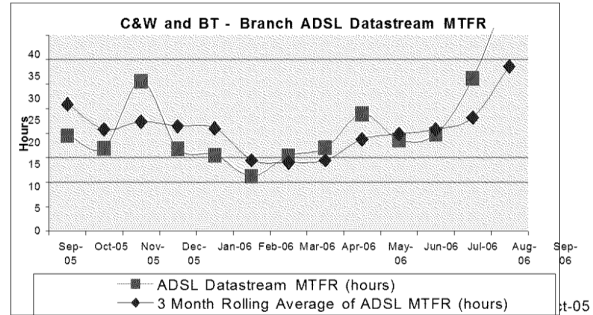
Actual Elapsed Time of call in hours										TOTAL					
Sep-05	2060	78.7%	366	14.0%	31	1.2%	52	2.0%	28	1.1%	79	3.0%	2616		
Oct-05	1119	84.8%	48	3.6%	33	2.5%	32	2.4%	14	1.1%	74	5.6%	1320		
Nov-05	1173	70.0%	174	10.4%	108	6.4%	98	5.6%	25	1.5%	104	6.2%	1677		
Dec-05	921	85.7%	48	4.5%	20	1.9%	15	1.4%	18	1.7%	53	4.9%	1075		
Jan-06	909	82.1%	60	5.4%	31	2.8%	17	1.5%	14	1.3%	76	6.9%	1107		
Feb-06	1497	90.2%	60	3.2%	27	1.6%	15	0.9%	13	0.8%	51	3.5%	1662		
Mar-06	1403	85.2%	60	3.4%	27	1.6%	15	0.9%	13	0.8%	51	3.5%	1620		
Apr-06	1204	87.2%	48	3.4%	40	2.8%	32	2.3%	17	1.2%	72	5.4%	1414		
May-06	1204	87.2%	48	3.4%	40	2.8%	32	2.3%	17	1.2%	72	5.4%	1414		
Jun-06	1118	80.1%	47	3.4%	34	2.4%	33	2.4%	26	1.9%	138	9.9%	1396		
Jul-06	1160	84.9%	56	5.0%	24	2.1%	20	1.8%	17	1.8%	94	6.8%	1421		
Aug-06	1160	84.9%	56	5.0%	24	2.1%	20	1.8%	17	1.8%	94	6.8%	1421		
Sep-06	984	87.8%	42	3.7%	24	2.1%	14	1.2%	6	0.5%	50	4.5%	1120		

3.6 CABLE & WIRELESS NETWORK ANALYSIS



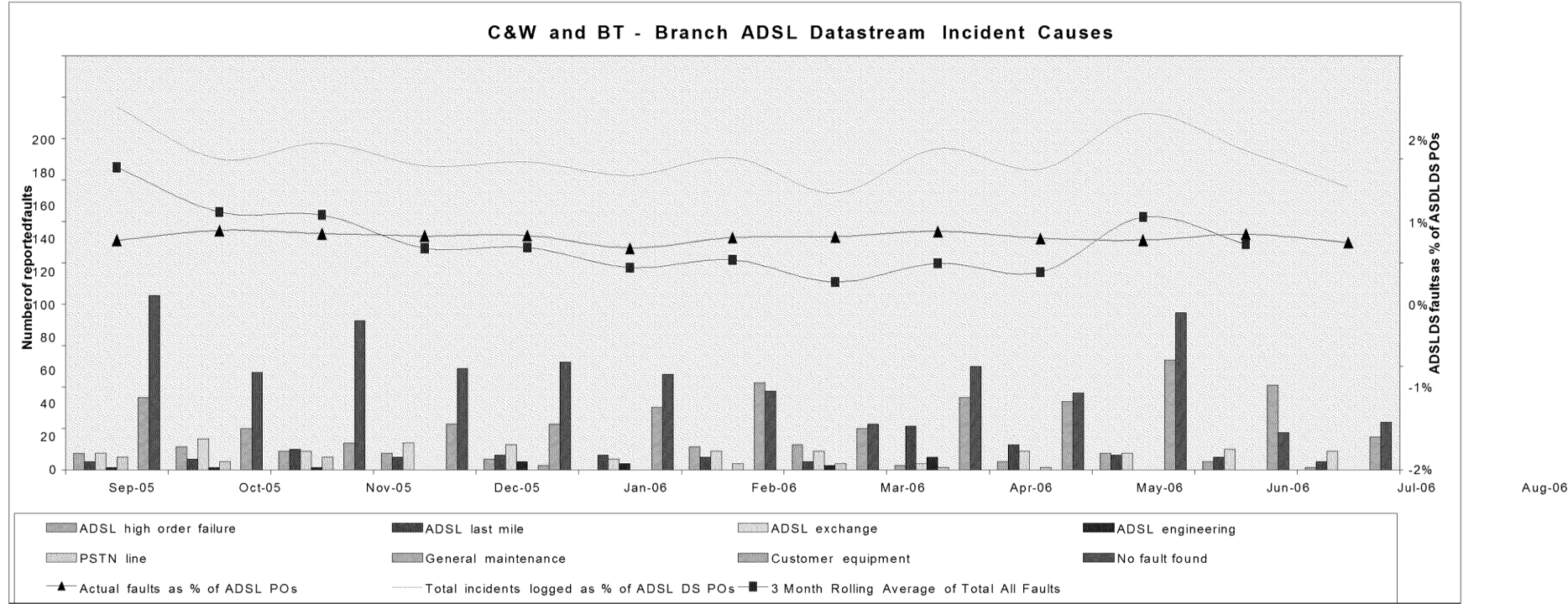
	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
ADSL Datastream MTBF (years)	38.55	26.84	29.86	32.31	31.83	39.80	34.42	33.04	27.81	35.48	38.29	30.40
3 Month Rolling Average of ADSL MTBF (years)	29.00	30.03	31.75	29.67	31.33	41.31	42.01	42.42	31.76	32.11	33.86	34.72
ISDN2 (inc. BNR) MTBF (years)	4.98	4.96	4.03	5.38	4.82	5.27	3.89	6.68	3.03	5.43	2.71	2.43
3 Month Rolling Average of ISDN2 MTBF (years)	4.74	5.03	4.63	4.79	4.87	5.09	4.39	5.28	4.33	3.04	3.72	3.32
VSAT MTBF (years)	4.90		3.97	3.97	5.06		2.84	2.35	1.44	3.75	5.60	11.24
3 Month Rolling Average of VSAT MTBF (years)	4.90		4.03	3.97	4.83		4.45	2.64	2.24	2.51	3.60	6.98

Sep-06
43.13
37.27
7.99
4.38
5.63
7.50



ADSL Datastream MTFR (hours)	19.58	16.97	30.63	16.81	15.58	11.22	15.41	17.01	23.98	18.67	19.82	31.20
3 Month Rolling Average of ADSL MTFR (hours)	25.90	20.81	22.39	21.47	21.01	14.54	14.07	14.54	18.60	19.89	20.82	25.23
ISDN2 (inc. BNR) MTFR (hours)	16.23	15.31	17.26	18.55	19.19	9.10	9.21	19.81	12.68	14.76	11.22	16.99
3 Month Rolling Average of ISDN2 MTFR (hours)	15.14	15.37	16.27	17.04	16.34	13.28	10.17	10.41	11.94	13.70	12.89	14.30
VSAT MTFR (hours)	16.97		21.33	4.30	20.15		14.51	29.78	34.78	34.83	26.45	31.30
3 Month Rolling Average of VSAT MTFR (hours)	22.09		19.15	12.82	15.26		17.33	22.14	26.36	33.13	32.02	30.86

Sep-06
49.97
33.66
31.78
19.97
15.90
24.55



	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
ADSL high order failure	8	11	9	8	5	0	11	12	2	4	8	4
ADSL last mile	4	5	0	6	7	7	6	4	21	12	7	6
ADSL exchange	8	15	0	13	12	5	9	9	3	9	8	10
ADSL engineering	1	1	1	0	4	3	0	2	6	0	0	0
Actual faults at ADSL POs total	21	32	29	27	28	15	26	27	32	25	23	20
Actual faults as % of ADSL POs	0.22%	0.31%	0.28%	0.26%	0.26%	0.14%	0.24%	0.25%	0.30%	0.23%	0.22%	0.27%
PSTN line	6	4	6	0	0	0	3	3	1	1	0	0
General maintenance	0	0	0	0	2	0	0	0	0	0	0	0
Customer equipment	35	20	3	22	22	30	42	20	35	33	53	41
No fault found	84	47	72	49	52	46	38	22	50	37	76	18
Total All Faults	146	103	120	98	104	91	109	72	118	96	152	79
3 Month Rolling Average of Total All Faults	146	123	123	107	107	98	101	91	106	95	22	109
Total incidents logged as % of ADSL DS POs	1.50%	1.00%	1.15%	0.94%	0.97%	0.85%	1.02%	0.67%	1.10%	0.90%	1.14%	1.08%

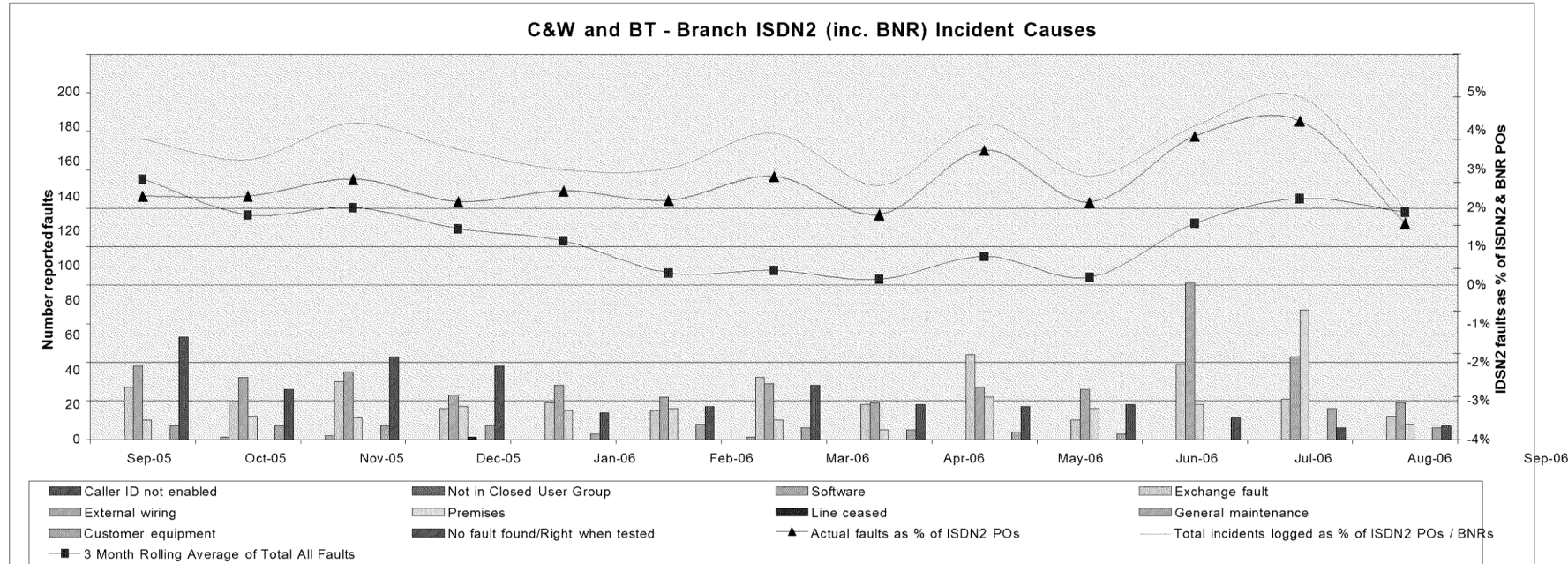
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	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
Caller ID not enabled	0	0	0	0	0	0	0	0	0	0	0	0	0
Not in Closed User Group	0	0	0	0	0	0	0	0	0	0	0	0	0
Software	0	1	2	0	0	0	1	0	0	0	0	0	0
Exchange fault	27	20	30	16	19	15	32	18	44	10	39	21	12
External wiring	36	32	35	23	29	22	29	19	27	26	81	43	19
Premises	10	12	11	17	14	16	10	6	22	16	18	67	8
Line ceased	0	0	0	1	0	0	0	0	0	0	0	0	0
Actual faults at ISDN2 POs total	75	65	78	57	62	53	72	42	93	52	138	131	39
Actual faults as % of ISDN2 POs	1.67%	1.68%	2.07%	1.55%	1.80%	1.38%	2.14%	1.25%	2.75%	1.53%	3.08%	3.43%	1.04%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	7	7	7	7	3	8	6	5	4	3	0	16	6
No fault found/Right when tested	53	26	43	38	14	17	28	18	17	18	11	6	7
Total All Faults	135	98	128	102	79	78	106	65	114	73	149	153	52
3 Month Rolling Average of Total All Faults	135	117	120	109	105	86	88	83	95	84	112	125	118
Total incidents logged as % of ISDN2 POs / BNRs	3.81%	2.54%	3.46%	2.77%	2.96%	2.93%	3.15%	1.93%	3.37%	2.15%	3.32%	4.61%	1.39%

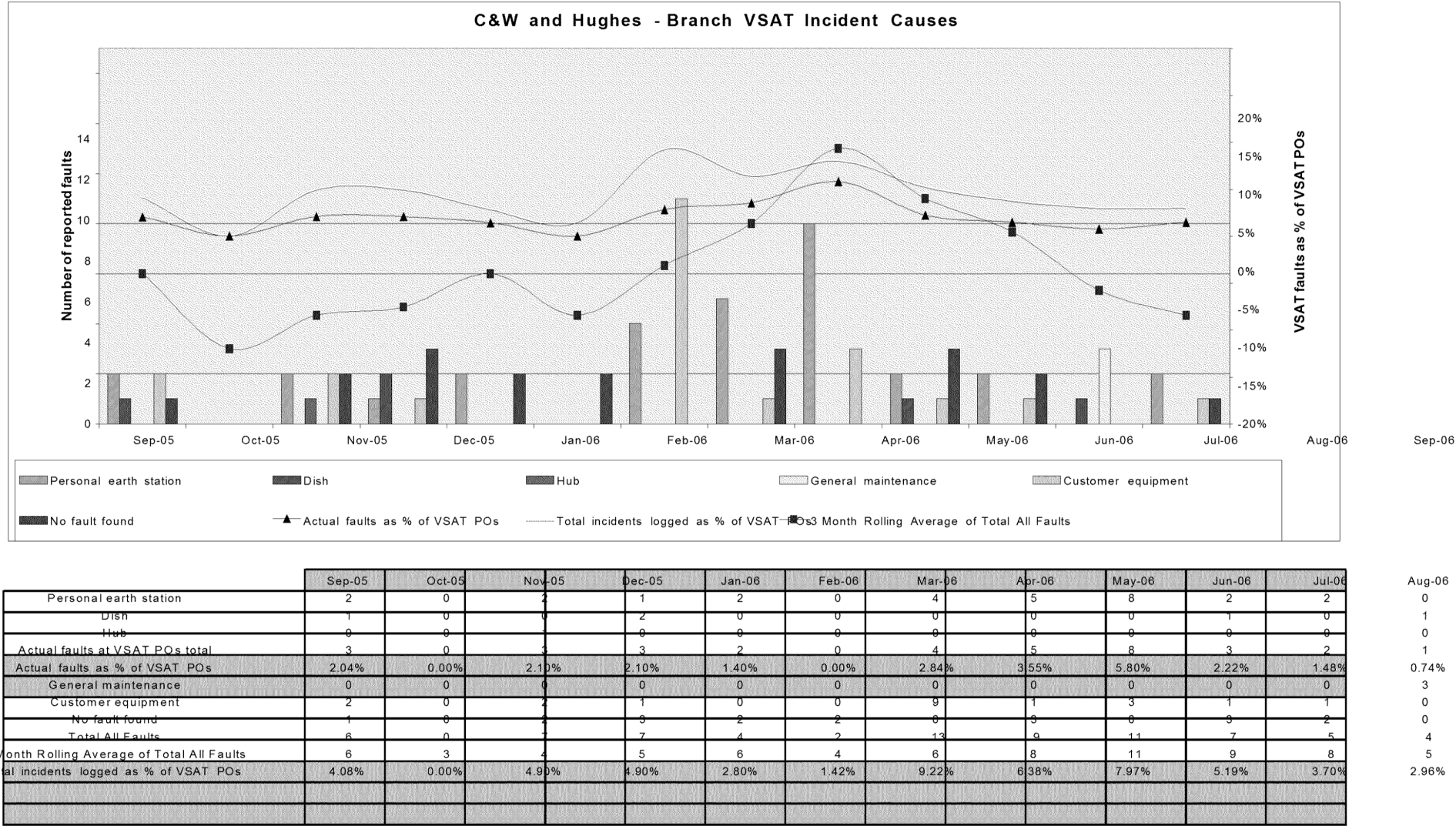
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SERVICE REVIEW

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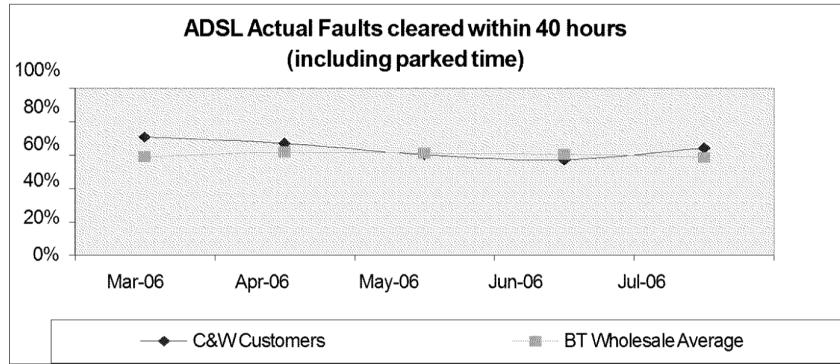
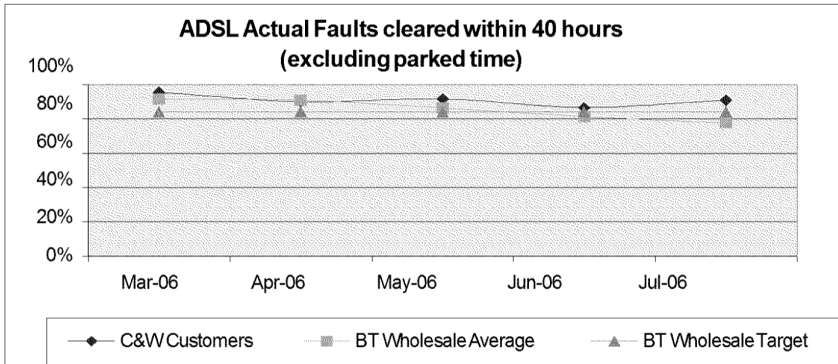
Date: 13/10/06

Version: 1.0



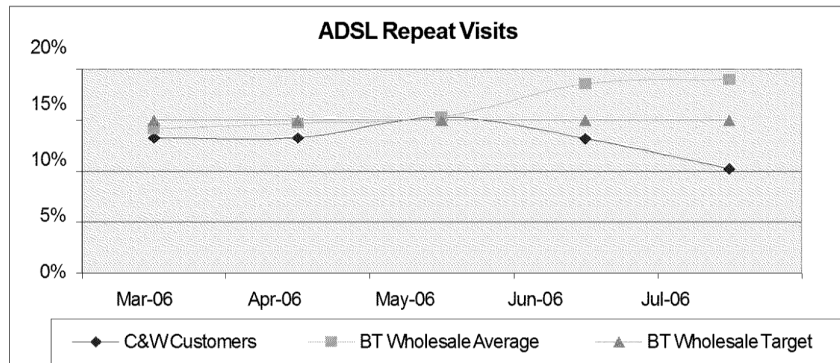
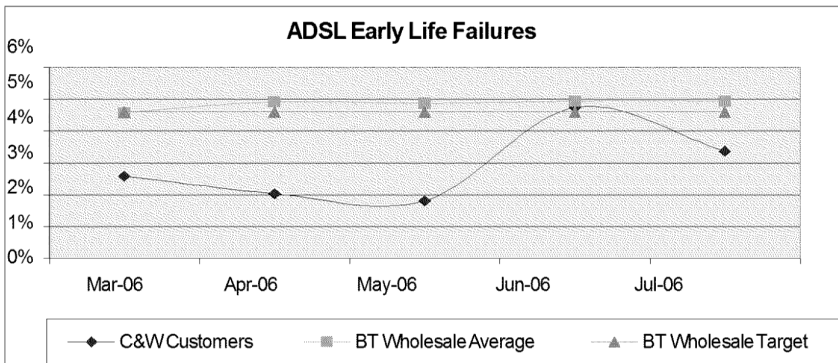
These graphs show how C&W ADSL customers are outperforming the BT Wholesale ADSL average for the Ofcom key performance indicators.

The data provided by BT Wholesale covers all C&W ADSL customers although Post Office is the largest customer. The data is offset by 1 month due to BT Wholesale reporting timescales.



	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
C&W Customers	95.54%	90.08%	91.50%	86.56%	90.75%	TBC
BT Wholesale Average	91.59%	90.90%	86.53%	81.38%	77.77%	TBC
BT Wholesale Target	84%	84%	84%	84%	84%	84%

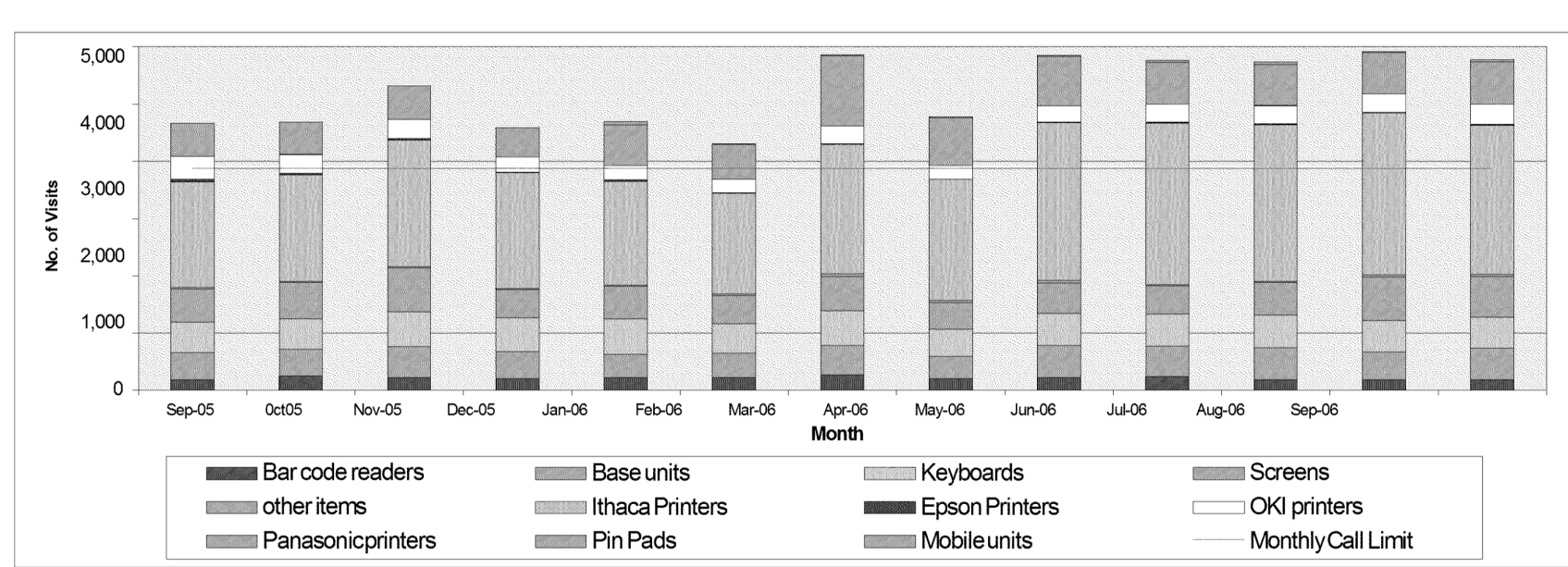
	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
C&W Customers	70.79%	66.94%	60.13%	56.99%	64.16%	TBC
BT Wholesale Average	59.00%	61.89%	61.10%	60.55%	58.51%	TBC
BT Wholesale Target	None	None	None	None	None	None



	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
C&W Customers	2.58%	2.03%	1.80%	4.73%	3.37%	TBC
BT Wholesale Average	4.58%	4.92%	4.87%	4.95%	4.95%	TBC
BT Wholesale Target	4.60%	4.60%	4.60%	4.60%	4.60%	4.60%

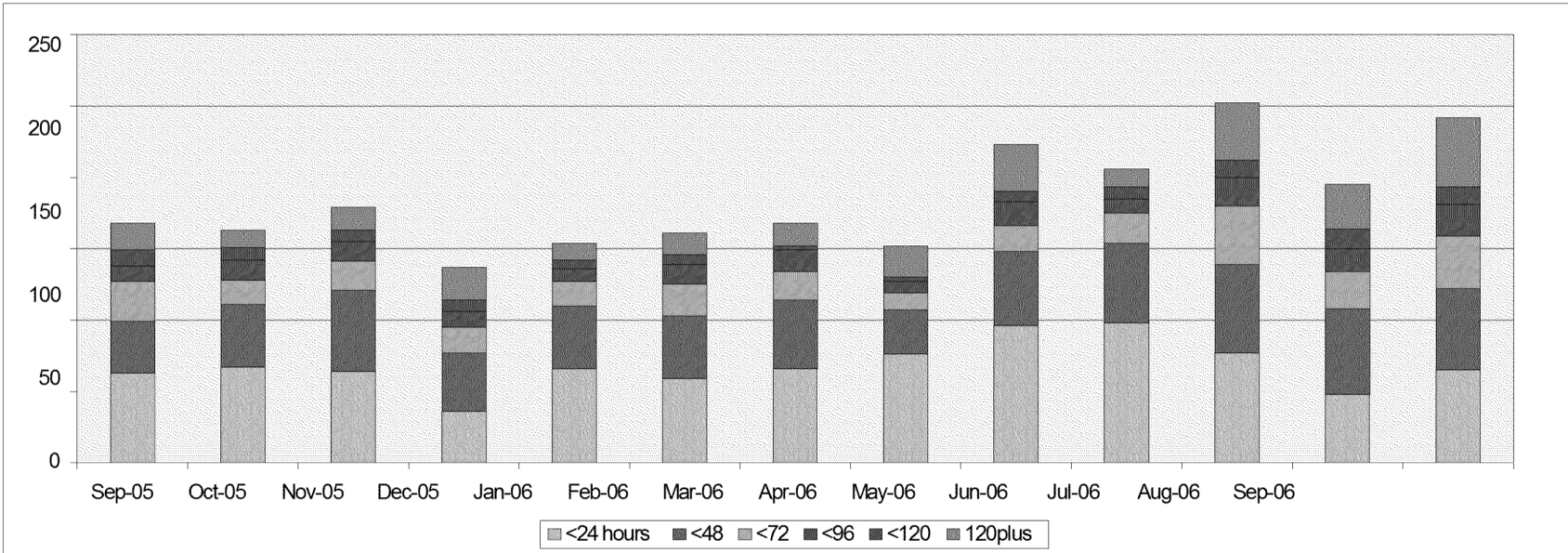
	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
C&W Customers	13.26%	13.26%	15.29%	13.19%	10.22%	TBC
BT Wholesale Average	14.15%	14.70%	15.31%	18.57%	18.99%	TBC
BT Wholesale Target	15%	15%	15%	15%	15%	15%

3.7 ENGINEER BRANCH VISITS



	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	
Bar code readers	181	252	215	208	223	217	268	201	215	236	185	185	183	
Base units	481	460	540	473	412	435	509	393	564	540	558	490	549	
Mobile units					54	21	9	21	17	32	41	28	36	
Keyboards	528	532	612	560	615	504	614	473	568	563	573	546	543	
Ithaca Printers	1849	1862	2207	2017	1814	1752	2254	2109	2756	2825	2735	2827	2604	
Epson printers	44	28	27	14	24	11	15	11	11	13	16	19	20	
OKI printers	396	325	334	268	250	236	314	224	279	314	316	322	347	
Panasonic printers	3	4	1	1	1	5	1	1	1	3	1	2	1	
Pin Pads	581	560	589	505	712	600	1226	844	870	734	720	712	736	
Screens	564	641	771	565	569	494	596	404	527	487	570	757	712	
Epson to other items	40	21	24	16	18	14	12	12	43	15	19	7	10	
Average Daily Visit Rate	195	199	221	204	204	196	234	203	254	240	244	257	246	
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	

3.8 GATEWAY REPLACEMENTS



Elapsed Time of call in	<24 hours		<48		<72		<96		<120		120plus		Total	
Sep-05	63	37.5%	36	21.4%	28	16.7%	11	6.5%	11	6.5%	19	11.3%	168	
Oct-05	67	41.1%	44	27.0%	17	10.4%	14	8.6%	9	5.5%	12	7.4%	163	
Nov-05	64	35.8%	57	31.8%	20	11.2%	14	7.8%	8	4.5%	16	8.9%	179	
Dec-05	36	26.3%	41	29.9%	18	13.1%	11	8.0%	8	5.8%	23	16.8%	137	
Jan-06	66	42.9%	44	28.6%	17	11.0%	9	5.8%	6	3.9%	12	7.8%	154	
Feb-06	59	36.6%	44	27.3%	22	13.7%	14	8.7%	7	4.3%	15	9.3%	161	
Mar-06	66	39.3%	48	28.6%	20	11.9%	15	8.9%	3	1.8%	16	9.5%	168	
Apr-06	76	50.0%	31	20.4%	12	7.9%	8	5.3%	3	2.0%	22	14.5%	152	
May-06	96	43.0%	52	23.3%	18	8.1%	17	7.6%	7	3.1%	33	14.8%	223	
Aug-06	98	44.6%	56	24.8%	26	10.2%	16	6.2%	14	3.2%	33	15.3%	206	
Sep-06	65	36.6%	57	24.6%	37	16.3%	22	9.9%	12	4.8%	49	20.9%	232	

4 SEPTEMBER REVIEW OF PROBLEM MANAGEMENT

4.1 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – SUMMARY

FS Status	Num	Post Office Ltd Status	Num
Open	0	Open	0
Monitor	4	Monitor	4
Closed	2	Closed	2

4.1.1 SUMMARY

- As at 30.09.06 there are 4 open problems all of which are on monitor, there are no Problem Branches.
- No new problems were opened in September.
- 2 problems were closed in September.

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – ON ALERT

- There are no cross domain problems on alert for September.

4.3 KEY CROSS DOMAIN PROBLEM UPDATE

The RAG status for the key cross domain problems are based on the criteria –

Business Impact score

BI score Root Cause

RC

High (H)	>20 outlets affected	3	Root cause unknown, no progress or no workaround in place	3
Medium (M)	>1 <20 outlets affected	2	Root cause determined, implementation agreed/needs to be agreed or workaround in place	2
Low (L)	<1 outlet affected	1	Fix implemented and problem being monitored	1

RAG status = BI score × RC score = (RED = 6-9) (AMBER = 3-6) (GREEN = 1-2)

The differentiator to be applied between a RED & AMBER RAG status score of 6 depends on whether the RC is known and whether a workaround is in place i.e. if a the score of 6 is derived by a "Root cause unknown, no progress or no workaround in place = RC score of 3" then the RAG will be red.

If the RC score was derived by "Root cause determined, implementation agreed/needs to be agreed or a workaround in place = RC score of 2 then the RAG will be amber.

FS Problem Number	Title	FS PM	POL PM	Latest Update	Business Impact	Root Cause	RAG
PM0000678	EPAY Exceptions, arising from System/Network issues on 9th June and 27th June	Mike Stewart	David Wright	Call placed onto Monitor until I chase up David's replacement in the POL PM team as to where EPAY are with progressing this file delivery.	H	1	3
PM0000673	New Quantum Cards cannot be processed	Ian Venables	Andrew Price	Devlin can make the fix available to Fujitsu Services; however the implementation of the change will be very complex. The deployment for doing it is still under consideration by Senior POA/POL Management.	H	2	6
PM0000659	Suspect problem with BCR buffer, unknown quantity of instances though presumed extremely low	Kirsty Walmsley	Andrew Price	Still on schedule for T20 release to live estate.	M	2	4
PM0000691	Mismatch of cash holdings at some branches between Flexible Planning and POLFS	Mike Stewart	Mark Haldane	Kirsty has chased Mark but he had been on sick leave, Kirsty will obtain an update at the next service review.	L	1	1

5 SCORECARD ACTION PLAN – from September 2006

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Business Continuity Tony Wicks	Issues: None. Comments: Whilst this has been a holiday period, alternative contacts have been provided in a timely fashion. No issues with BC reporting. All BC test reports have been received with observations fully documented. Fujitsu have been pro-active in ensuring their readiness for cross domain testing, in particular the NDC DR Test. Also, whilst this has been a holiday period for the BC Manager, this has not delayed the BC schedule of testing and some testing has still continued, with the core-services BCM managing test walkthroughs	I most content with the comments and scoring which reflects the Business Continuity efforts across Core Services staff and POA.
Release Management Graham Welsh	Issues: None. Comments: Very quiet on the Release Implementation front this month. No issues or improvements to note [MR].	No comments
Management Information Dave Chapman	Issues: None. Comments: No issues to report - good relationship in place [AJ].	This month I produced a series of additional charts for POL (a Capacity Report Supplement) as requested at the August capacity forum. We have previously have been rewarded with a 5 on the scorecard for similar supplements.
Data File Delivery & Reconciliation Kirsty Walmsley	Issues: None. Comments: The average delivery of the inbound files over the month was 99.97% by Day J, the last 11 days of the month were 100%. The average delivery of the emergency files over the month being 99.49 at 30 minutes, 99.77 at 60 and 90 minutes [DT].	As commented, this improved during the course of the month with the last 11 days at 100% conformance.
Operational Business Change: Reference data David Wilcox	Issues: None. Comments: The score for August against Reference Data is unfortunately a 4. I have detailed my reasoning (in the ORF feedback notes), which if considered in isolation to the overall service delivered by FJS for August, could warrant a much lower score given the impact on the network/clients. However it must be recognised that despite the number of staff working in August the FJS Reference Data team actually delivered 355 changes, 55 over and above the contractually agreed OBC Volumes per month [RC].	No comments

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Operational Business Change: Branch Ian Venables	Issues: To achieve a "5" mark Fujitsu will need to surpass all OBC Branch OLA Targets by > 1.0%. More work is needed to develop the OBC Branch definitive documentation list, to show interdependencies between OBC Branch documents, who the document author(s) are, when the next annual revisions are due etc, to make it a reliable control mechanism. Now that the HNG-X Contract has been signed-off, this piece of work is even more pressing, as the status of the Interface document has changed from a Contract Controlled Document to a Working Document and it must be decided by the OBC BORF whether to append the OBC Branch E2E Processes currently being finalised, to a future version of the Service Descriptions document, or still to the Interface Agreement. Comments: Following the OBC BORF on 13/09/06, it has just been confirmed that Fujitsu surpassed all of its agreed monthly OBC Branch OLA Targets by > 0.5%. This was a significant improvement on July and marks a return to the high standards we have come to expect and receive from Fujitsu Services. Fujitsu had a 3.36% failure rate against their primary 4% OBC Branch OLA Target (excluding Closures); a 3.00% failure rate against the 5% OLA Target (including BT Line Plant Work) and a 3.00% failure rate against the 4% OLA Target (excluding BT Line Plant) i.e. there were no failures due to BT Line Plant during August. Fujitsu did a good job in streamlining the OBC Branch Service Descriptions document. The HNG-X version, which we understand now supersedes the non - HNG-X draft version currently being finalised, will need to be streamlined in a similar manner [DA].	All OBC documentation is constantly under review and the interdependencies are all listed at the beginning of each document. I do however need to produce a table to identify the document owners and expected revision dates.
HSD Paul Gardner/John Casey	Issues: None. Comments: In acknowledgement of the actions taken to reduce the need for the "busy" message on Mondays, HSD this month get an overall "4" [AB].	No comments
Branch Services Ian Mills	Issues: None. Comments: Multiple instances this month where high profile complaints have justifiably come our way which were not on our radar and in the case of Presteigne was not on the daily report. I am also concerned that we may have some issues with IP stream branches. To be discussed at the ORF on 19/09/06 [AM]. Cumulative minor issues with Cardiff VIP, SCT not receiving call closure updates for Hot Sites and intermittent time out problems on the IPStream branches. HSD IMT indicate that they will have an incident review for the latter to better pick up on the identified root cause [GB].	The service for the month was not up to the normal high standard and all comments are justified. Fujitsu Services will be evaluating all issues raised in particular the issue of high profile incidents being escalated to via POL prior to the Problem Management team being made aware via the process route within CMT/Branch Network Services. All issues to be discussed within internal Service Reviews to be held in October.
Engineering	Issues: None.	Work continues to address the Service Level

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Ian Venables/Rachel Bull	Comments: Slight dip in service level performance against July's figure - hence the continued score of 3 [AM].	Targets and there has been a focus on the escalation and monitoring procedures for A Priority Calls between TOUCH and FJS, which will bring about an improvement on the A Priority Conformance.
Security Brian Pinder	Issues: None Comments: No issues to report. Thanks to FS for information supplied in relation to the Civil Case for Marine Drive SPSO. Special mention to Penny Thomas for redrafting a statement. 4.5 scored in acknowledgment of these activities [AS].	No issues to discuss, reporting methods still under review to keep PO Security informed on all mater security.
SAP/POLFS Kirsty Walmsley	Issues: Complete work POL has requested that will improve understanding of data load definitions and responsibilities (session scheduled for 13/09/06). Continue to work with POL and Prism to improve data load performance issues especially around 405 and RIS jobs and other identified service improvements. Deliver deployment plan for archiving and detailed proposals on additional disk space requirements. Identify and provide additional analysis for inclusion in future service review books while continuing to supply in a timely manner. Develop a simple way we can monitor performance against incident closure targets so incident analysis and management becomes more visible and therefore can be improved. Comments: All SLA's achieved except a number of data loads that failed target the reasons for which are well known. A couple of transactions also failed their performance targets but these are dependent on the criteria that users set so are not suitable for performance monitoring. Stats for Aug service review book met requirements and were supplied in a timely manner. On the negative side ad-hoc requests for a deployment plan for archiving and detailed proposals for additional disk space requirements were not, and have still not, been delivered. All but 1 incident opened during August was closed during the month. Additional incident analysis by call type also supplied in a timely manner. No major incidents in Fujitsu's domain in August. On the negative side there has been some evidence of incidents getting stuck with the Fujitsu helpdesk delaying resolution [DJ].	Meeting on 13/09 kicked off actions to improve understanding of data load schedules. Deployment plan for archiving delivered, proposals for additional disk space on hold until we know whether it is still required. Additional analysis identified and will be provided for future ORF's, in particular incident closure analysis for improved visibility. As stated, the failed data load targets are due to ongoing issues with large amounts of data taking too long to process - both Prism and FJ are looking into various ways of reducing the time taken. Also as stated, the transactions that failed their performance targets are dependent on the criteria that users set so are not suitable for performance monitoring. Deployment plan for archiving now delivered, proposals for additional disk space on hold until we know whether it is still required.

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		Now that I have been made aware of these incidents, measures have been taken to increase visibility and improve call handling.
Service Improvement All	Issues: More OBC Branch Service Improvement ideas please, to enhance the CSIP and add to the impressive flow and tally of SIs over the last couple of years [DA]. Comments: The Fujitsu portal looks potentially very useful to POL OBC BORF members. Post Office Ltd remains pleased about forthcoming OBC Branch ADSL timescale reductions, made possible by the introduction of IP Stream and the future further reduction of config times, expected as a result of Router roll-out and the implementation of HNG-X [DA]. CSIP no change due to resource difficulties still hampering progress.. AM assuming responsibility for the POL owned process improvements given the continued lack of resource in the on line service team [AM].	No comments
Communication All	Issues: Increased contribution to weekly updates, ORF's and adhoc forums [DJ]. Some elements need to be improved, as discussed at the OBC BORF [DA]. Comments: SDM has spent time with POL FS customers which both parties have found beneficial [DJ]. The Fujitsu Services BCM can always be relied upon to provide a knowledgeable view on any service issues/general queries relating to BC [TV].	No comments
Working Together All	Issues: Visible willingness to work with all parties involved with POL FS to resolve issues and problems and identify service improvements [DJ]. Comments: SDM has spent time with POL FS customers which both parties have found beneficial [DJ]. The Fujitsu Services BCM can always be relied upon to provide a knowledgeable view on any service issues/general queries relating to BC [TV].	No comments
Respect and Commitment All	Issues: None. Comments: POL is disappointed that Fujitsu has failed to recognise and react to POL's concerns around POL FS archiving [DJ].	No comments

6 SEPTEMBER SERVICE LEVEL PERFORMANCE

6.1 HORIZON SERVICE DESK

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
	80%		Horizon Service Desk													
			Calls answered within 30 seconds	8												
				8	Q4			Q1			Q2				Q3	
	<10.0 secs		Call to Answer Time <10.0 seconds													
					Q4			Q1			Q2				Q3	
	<10%		Calls not answered													
					Q4			Q1			Q2				Q3	
	100%		Voicemail available outside HSD standard hours													
				10	Q4			Q1			Q2				Q3	
	100%		Voicemail calls raised next working day													
				10	Q4			Q1			Q2				Q3	
	>=85%		First Time Fix													
					Q4			Q1			Q2				Q3	
	95%		Software incidents resolved by Reboot <=15 minutes	15	9											
					Q4			Q1			Q2				Q3	
	100%		Software incidents resolved by Reboot <=30 minutes	30	99.95											
					Q4			Q1			Q2				Q3	

REVIEW OF HORIZON SERVICE DESK (TELEPHONY) SLT ACHIEVEMENT

The First Time Fix is not due to be reported until October 2006.

Software incidents resolved within 30 minutes by Reboot – this new target includes a small number (10 out of 1,952 calls) that missed the target.

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6.2 ENGINEERING SERVICE

Ref	SLT	A&L		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07
			Branch Infrastructure - Call to Fix											
	95%	ND	Priority A - 4 hours (flexible structure)	62.5		Q4		Q1				Q2		
	95%	ND	Priority B - 8 hours (flexible structure)	76.1		Q4		Q1				Q2		
	95%	ND	Priority C - End of Next Business Day (flexible structure)	90.5		Q4		Q1				Q2		
	100%	ND	Priority A - 6 hours (flexible structure)	74.9		Q4		Q1				Q2		
	100%	ND	Priority B - 10 hours (flexible structure)	83.1		Q4		Q1				Q2		
	100%	ND	Priority C - End of Next Business Day + 2 hours (flexible structure)	91.6		Q4		Q1				Q2		
			Postshop Engineer - Call to Fix											
	100%	ND	Critical incident within 8 hours			Q4		Q1				Q2		
	100%	ND	Non-critical incident within 48 hours			Q4		Q1				Q2		

6.3 BRANCH NETWORK SERVICE

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Branch Telecom Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)													
					Q4			Q1			Q2			Q3		
	95%	NO	Priority C - End of Next Business Day (flexible structure)													
					Q4			Q1			Q2			Q3		
	100%	NO	Priority A - 6 hours (flexible structure)	97.1												
					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		
	>99.37%	NO	Branch Availability during Post Office Core Day													
					Q4			Q1			Q2			Q3		
	>99.10%	LD	Counter Availability during Post Office Core Day													
					Q4			Q1			Q2			Q3		
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability													
					Q4			Q1			Q2			Q3		
	99%	LD	ADSL Connection Reliability													
					Q4			Q1			Q2			Q3		
	97%	LD	Dialed Connection Reliability													
					Q4			Q1			Q2			Q3		

A calculation to measure Branch & Counter Availability during the Critical Period is under development.
The calculation for the Core Day targets is also under development ; the achievement for September has been calculated using a temporary method based upon the agreed model.

6.4 CENTRAL NETWORK SERVICE

Ref	SL	AKL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07
			Network Availability										
	>=99.95%	NO	A&L Network Availability			0.4			0.1				0.2
			Banking Authorisation Agent Availability for Each										
	<=1	NO	Availability Period										
			Number of PI outages >2 minutes for same bank			0.4			0.1				0.2
	<=2	NO	Number of PI outages >2 minutes for different banks			0.4			0.1				0.2
						0.1			0.1				0.2

6.5 DATA CENTRE OPERATIONS SERVICE

6.5.1 BANKING TRANSACTION TIMES & DFD OUTBOUND

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

There are 5 No lets this month, they are as follows:

390311 - 33 days late- problem resolved - site now health checking.

Site reported no online services. Site advised to reboot, kit failed to reboot, kit was un-operational. Call sent to FMS for unit swap. Unit swap failed due to comms issue. Line fault found by BT and fault logged with BT who repaired fault. Pm unable to reboot due to faulty unit. Call sent to FMS for unit swap. Unit failed to build for a second time due to comms issue. Call sent to Cable & Wireless with site visit on 5/9. Joint visit took place 8/9. BT then re-attended on 12/9, exchange fault was found. BT resolved the issue and base unit was swapped successfully on 20/9. Site health checking since 20/9.

472614 - 19 days late - problem resolved - site now health checking.

Office reported faulty keyboard, unable to reboot. Call sent to FMS, FMS attended site but did not resolve the issue. New call was raised and sent to FMS to re-attend and swap the keyboard. FMS advised no stock on 6/9. FMS attended 12/9 and resolved this issue. Site health checking since 12/9.

272337 - 20 days late - problem resolved - site now health checking

Office reported no online services, call sent to Cable & Wireless for investigation, who stated line had been ceased. Desk comms advised Ian Mills and OBC and call was sent to OBC for monitoring. Call was escalated by Ian Mills for Cable & Wireless to investigate. Cable & Wireless advised line could not be re-provisioned until 21/9. Cable & Wireless resolved the fault on 21/9. Data retrieval call was raised on 6/9; FMS returned the call on the 14/9 without doing data retrieval. Data retrieval call sent back on 15/9 requesting data retrieval to be carried out, again FMS returned call without data retrieval doing the work. Data retrieval call was sent back for the third time to FMS. Site issue was resolved before FMS attended. Site health checking since 21/9.

518641 - 13 days late - problem resolved - site now health checking

Office reported no online services, call sent to Cable & Wireless for investigation on 31/8, who had problems with engineer resource. Cable & Wireless advised appointment on 13/9, and fault cleared on 15/9. Site was still not health checking and was sent to FMS to check Horizon equipment. Gateway was replaced on 19/9 successfully and site then health checked. GSM was issued to site but did not work very well. Data retrieval was attempted on 8/9 but failed; engineer was unable to contact Horizon for support as out of office hours. Engineer re-attended 11/9 but failed to perform data retrieval. Call sent back to FMS unit was swapped and site started health checking. Site health checking since 19/9.

114817 - 11 days late - problem resolved - site now health checking.

Pm reported no online services, call sent to Cable & Wireless for investigation on 15/9. Cable & Wireless dispatched exchange engineer on 18/9. Cable & Wireless advised 25/9 that no fault found at exchange and requested customer reboot. FMS Engineer resolved fault on 26/9 by adjusting the ADSL cable. Data Retrieval call was raised 20/9; FMS did not attend until 26/9. Site health checking since 26/9.

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6.5.3 DATA DELIVERY – POL MIS & POLFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07
			DFD Outbound - POL MIS											
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B			Q4		Q1			Q2			Q3
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C			Q4		Q1			Q2			Q3
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D			Q4		Q1			Q2			Q3
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	99.9		Q4		Q1			Q2			Q3
			DFD Outbound - POLFS											
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B			Q4		Q1			Q2			Q3
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C			Q4		Q1			Q2			Q3
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D			Q4		Q1			Q2			Q3
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J	99.9		Q4		Q1			Q2			Q3

[illegible]

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6.5.5 DFD INBOUND – LFS & TRANSACTION CORRECTIONS FILE DELIVERY

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07
			DFD Inbound - LFS												
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	86.8											
						Q4		Q1			Q2				Q3
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A			Q4		Q1			Q2				Q3
			Delivery of transaction correction records to Branches available at 23:59:59hr Day A												
	90%	LD	Transaction corrections available by 08:00 on Day B			Q4		Q1			Q2				Q3
	96%	LD	Transaction corrections available by 12:00 on Day B			Q4		Q1			Q2				Q3
	100%	LD	Transaction corrections available by 23:59:59 on Day B			Q4		Q1			Q2				Q3

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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													
					Q4				Q1			Q2			Q3	
	<=8 core hrs	NO	Outages in Core Hours where the Core AND Banking Solutions are unavailable at >10% of Branches per SLT year													
					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													
					Q4				Q1			Q2			Q3	
	?	NO	POL FS Availability POL FS Availability STILL UNDER DISCUSSION													
					Q4				Q1			Q2			Q3	
	>=4 hours	NO	POLFS shall not be unavailable to users on any single occasion during the service level management period													
					Q4				Q1			Q2			Q3	
			Transaction Enquiry Service													
	99.75%	NO	TESQA availability between 07:00hr and 22:00hr for SLT calendar year													
					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													
					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													
					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													
					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													
					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													
					Q4				Q1			Q2			Q3	

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6.6 REFERENCE DATA SERVICE

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Inbound - APS Tariff data													
	96%	NO	APS reference data delivered by Day B	99.6												
					Q4			Q1			Q2			Q3		
	97%	NO	APS reference data delivered by Day C	99.7												
					Q4			Q1			Q2			Q3		
	98%	NO	APS reference data delivered by Day D	99.8												
					Q4			Q1			Q2			Q3		
	100%	NO	APS reference data delivered by Day J	99.9												
					Q4			Q1			Q2			Q3		
			DFD Inbound - Reference Data													
	96%	NO	Reference data delivered by Day B	99.6												
					Q4			Q1			Q2			Q3		
	97%	NO	Reference data delivered by Day C	99.7												
					Q4			Q1			Q2			Q3		
	98%	LD	Reference data delivered by Day D	99.8												
					Q4			Q1			Q2			Q3		
	100%	LD	Reference data delivered by Day J	99.9												
					Q4			Q1			Q2			Q3		

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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 8 hours or less			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	NO	Payment file delivered to MA on the day following creation date of the file			Q4			Q1				Q2	

REVIEW OF RECONCILIATION SERVICE

All SLT's within target.