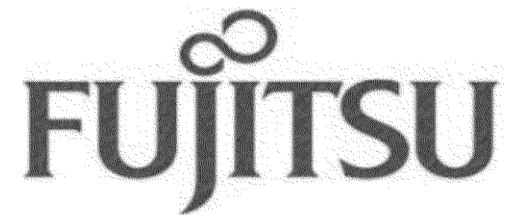


FUJITSU SERVICES
POST OFFICE ACCOUNT

SERVICE REVIEW

October 2006



Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/11/06

Version: 1.0

Title: SERVICE REVIEW – OCTOBER 2006

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 31st October 2006.

Status: Definitive

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

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1 DOCUMENT CONTROL

1.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	14/11/06	Service Review Book for October 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	PM	Post Master
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

2 OCTOBER REVIEW OF SERVICE

2.1 MANAGEMENT SUMMARY

Summary: Within the Fujitsu Services domain for October 06 there was one Major Incident and two service affecting incidents relating to the network.

On 13th October, the Primary FTMS gateway server failed with a reported cable fault. The failover to the Secondary server was successful and the files for the 13th and 14th were sent successfully. On 15th October, a failure of the Secondary server occurred, resulting in a total loss of FTMS gateway. Service was restored via the Secondary server on Monday 16th at 14:43. This server outage resulted in a number of file transfer failures. The original fault was cleared and both servers restored to full functionality.

On 9th October, service to all VSAT sites was affected due to a Eurosat problem. On 23rd October, an incident in the IPStream network caused congestion for up to 400 branches – transactions were completed on retry, and remedial action was taken to address this issue.

There was one incident affecting VIP sites (Blackburn) and 4 incidents outside the Fujitsu Services domain in the month.

Branch and counter availability continue to remain above target at 99.67% and 99.33% respectively. OBC targets were also exceeded with all OLAs met, and the OBC volumes reduced further to 142.

Incoming calls to the desk rose again this month, primarily driven by hardware and network calls – the network call rise was associated with the incident on 23rd October. Counter Printer calls are still the highest volumes and rose sharply towards the end of the month. Additional spares and resources are in place to address this and the agreed remedial action plans are being continuously reviewed to ensure that the resource and spares planning for the peak trading period is correct.

Network performance levels have exceeded targets, and aside from the incident noted above, the number of network related calls remains steady.

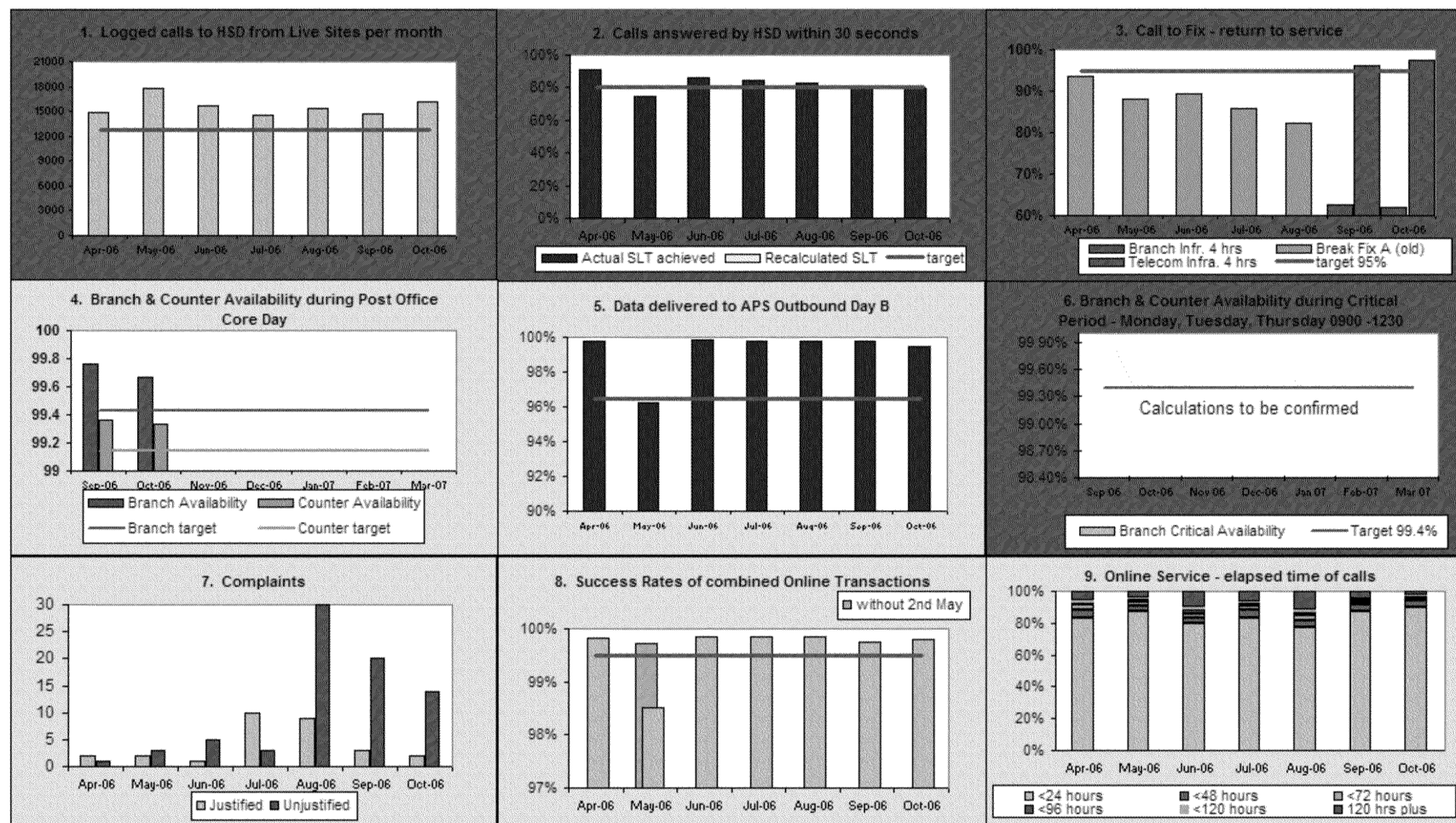
Further review of the new service reporting has been included in this months report, and this continues, with the aim of including the agreed measures in each area by the end of December 06. The Executive Dashboard format has been revised, and this will be reviewed at the November Service Relationship Meeting to agree the final format going forwards.

A total of 75 complaints were received, 50 were passed to Fujitsu for information only, and only 2 were for investigation and comment. In both cases, these were deemed to be justified, and remedial actions put in place. This significant reduction is a reflection of the additional work being done to manage the branch expectations and communicate clearly, particularly around engineer visit times. This work continues into November, and further positive feedback is expected.



Executive Dashboard

October 2006



2.1.2 Availability and Problem Management

Summary: Within the Fujitsu Services domain for October 2006 there was 1 Major Incident. There were 2 further service affecting incidents within the Fujitsu domain.

There was 1 incident affecting a VIP site.

There were a further 4 service affecting incidents that were outside of the Fujitsu domain.

Major Incidents:

Sunday 15th October. A Failure of the Primary FTMS gateway server PHUTG124, to Huthwaite occurred on Friday 13th with a reported cable fault. The failover to the Secondary server was successful and the files for the 13th and 14th were sent successfully. On Sunday at 14:15 a failure of the Secondary server occurred, therefore a total loss of service to the Huthwaite FTMS gateway. Service was restored via the Secondary server on Monday 16th at 14:43. This server outage resulted in the inability to transfer the following files to and from POL, the file transfers included POLMIS files, SAP-ads files, POC, & POD files, COH files, POL-FS transfer files, inbound reference data files, DRS/TES Reconciliation reports & Bureau De Change files.

This resulted in the failure of the following service level targets: L003 Daily Cash on-hand and L005 Planned Orders. The Primary server was restored to service on Saturday 21st. Call E-0610120813 refers.

Other Service Affecting Incidents in the Fujitsu domain:

Monday 9th October. Loss of the complete VSAT (Satellite) Network, due to Satellite issues with Eurosat from Sunday. Satellite was out of position so no network available to Hughes (VSAT service provider) at start of business Monday. Service was restored to 53 outlets by 17:00 and the remainder of the Network 82 outlets by 18:00.

Monday 23rd October. An incident occurred within the IP Stream network. A fault within BT central Links delivered into Fujitsu. Incident affected a varying number of branches up to 400 experiencing congestion, between 08:00 to 11:00 and from 14: 20 to 14:30. Issue resolved by the introduction of a 3rd link within BT central and branches swapped overnight to the new link. Call E-0610230036 refers.

VIP sites affected this month:

Tuesday 17th October. Blackburn VIP site 010427 (15 counter site) was unable to trade from 10:15 to 14:40. A reboot after an ADSL communications failure rendered the site in-operable due to the site being in mid process for an OBC move. SSC & MSS were required to re-establish the branch on ISDN by manual intervention to establish the KMA. All counter service was restored by 15:20.

Incidents that were outside the Fujitsu Domain:

Friday 6th October. LINK Service: Failures across all 4 LINK PIs to Wigan and Bootle. "A" link to Bootle 2855 TX's with 2699 T/Outs between 11:44 to 11:56 and 1523 TX's with 222 T/Outs between 12:04 and 12:11.

B Link to Wigan 1270 TX's with 1241 T/Outs between 11:43 to 11:48 and 1442 TX's with 204 T/Outs between 12:04 to 12:11.

All TX's were working with retries and there were no calls received at the HSD regarding this incident. Call E-0610060416 refers, and the SSC and Networks confirmed that the issue was not within the POA domain but with LINK with degradation on the network links from LINK.

Friday 20th October. Link – Loss of FI Co-op/Smile Bank from 09:25 to 09:29 affecting 140 transactions. Call reference E-0610200169 refers.

Tuesday 24th October. LINK – Loss of PI connection "A" into Bootle. Not service affecting as agents failed over to connect through Wigan. Service outage from 14:07 to 14:50, issue resolved by BT remotely. Call E-0610240636 refers.

Wednesday 25th October. LINK - Loss of PI connection "B" into Wigan from 11:20 to 11:26 and 11:38 to 11:48. Failure rates were >100% at these times. Investigation by LINK proved synchronization issues on the circuit which was resolved automatically by routing topology. Call E-0610250406 refers.

2.1.3 OBC Branch Change Service Summary

In October 2006 there were a total of 142 changes undertaken, 9 of these were cancelled changes. With the exclusion of 'Closures' 114 changes were undertaken. Fujitsu were responsible for 5 change requests not being completed on the target date. For Fujitsu this represents a failure rate of 1.75% against the new 4% OLA minus Closures. It also represents a failure rate of 3.76% against the original target of 5%. There were 3 line plant failures; this represents a failure rate of 1.50% against the old 4% target excluding Line Plant. This results in a difference to the September figures of -0.66% for the target without Closures. Compared to the September calculations, a difference of -1.29% against the 5% target rate and a difference of -0.55% against the 4% target rate; excluding line plant.

Post Office Ltd were responsible for 3 change requests not being completed on the target date, which represents 2.26% against the 4% target, this shows a difference against the August calculations of -0.17%.

Fujitsu's direct failures comprised of 4 Communications and 1 Hardware. Post Office Limited direct failures comprised of 2 Compliance and 1 Other.

Failures

Maesbury Marsh – ISDN Line Plant required

Sedgeford – ISDN Line Plant required

Welcombe – ISDN Line Plant required

Matten – BT install error

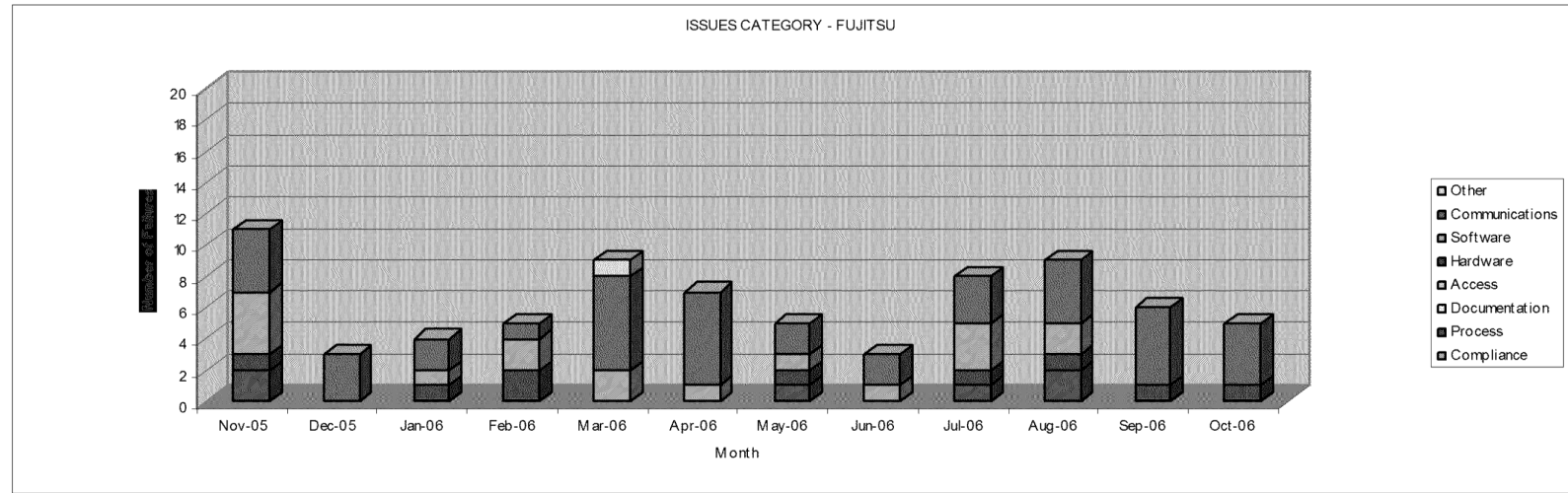
Penny Lane – Hardware fault

Paisley West – PSTN cut by contractor

Cranborne Parade – ADSL faceplate missing
Donaghadee – PSTN ducting issue

Corrective Actions

Fujitsu is working together with Cable & Wireless to minimise the delays occurring as a result of Line Plant failures and also working with Fujitsu Core Services to eradicate any delays as a result of ADSL service provisioning issues. These include producing exception reports 10 days in advance of the request for service date, thus still leaving enough time for provision of the ADSL service to meet the required timescales.



2.1.4 Icon Service

Nothing to report

2.1.5 Business Continuity

During October an operational test was successfully completed for the Auto-Config service (test 8), and an operational fail-over was successfully invoked for the Alliance and Leicester disaster recovery gateway server. A Procedural walk-through was also successfully conducted at Cable & Wireless (test 15) for the loss of the Solutions Support and Network Management Centre facilities at Queens House Reading. Additionally, an operational test was conducted for loss of Catalyst Switch one within the Bootle Data-centre LAN (test 6.2). This test failed to meet the success criteria and a retest has been scheduled for the 26th of November.

Further progress has been made on revising the Business Continuity plans and test scripts for the inclusion of the NS&I warrant encashment and MoneyGram services.

2.1.6 Message Broadcast

20 MBS Sent in October.

2.1.7 Horizon Service Desk and Complaints

During October, 87 complaints about Fujitsu Services were logged, though 12 of these were excluded by Post Office Ltd due to being duplicate or inappropriate complaints, leaving a total of 75 actual complaints. Not all complaints logged are treated as complaints and many are passed back to NBSC Advisors to be dealt with as incidents as advisors could resolve them without the need for Customer Relations intervention and investigation.

Therefore, of the complaints logged, 64 were actually treated as complaints, 4 of which were excluded as chaser / duplicate calls, resulting in 60 complaints logged against Fujitsu Services. This is a reduction of 19 complaints when compared to September's complaints data and 47 when compared to August. The top three areas of complaint were:

Engineer complaints (including 12 about response times) - 27 Printer problems - 16 complaints, 10 of which were also complaining about the engineering service.

On Line Services being unavailable - 11 complaints

48 of the 50 complaints passed to Fujitsu Services were for information only and of these Customer Relations logged 16 as justified complaints, all of which were against the engineering Service / printers. 2 complaints were passed for formal investigation and comment, a significant reduction on September's figure of 23 and August's figure of 40. Both of the complaints investigated by Fujitsu Services were justified complaints. The justified complaints are detailed in the table below.

The significant reduction in the number of complaints logged, demonstrates the positive impact of the improvements from the branch perspective. Whilst we continue to experience extremely high call volumes, which impacts engineer scheduling, the measures implemented last month, including separate A priority management & conference calls have been successful in reducing the number of missed visits. In November the HSD will implement a new call script which aims to improve the branch expectation of when an engineer will arrive, and also will remove the necessity for branches to repeat corrective actions which they have already attempted, prior to contacting the branch.

Due to unprecedented call volumes on counter printers in October, there is the possibility of an increase in the number of complaints about this piece of hardware in November. Fujitsu Services have sourced extra printers to mitigate against spares shortage & have implemented conference calls and improved reporting to track calls logged against this component, which will allow focused management of the engineering scheduling and visits.

Focus is also on identifying Service improvements for the intermittent online services faults. An analysis of all the intermittent faults for July / August has been completed and work is underway to determine if the resolution can be improved.

Date in POL/FS	Date Cleared	POL Ref	Branch Code And Facia	Category/Reason For Complaint	Just/Not	Improvement Action
25/10/06	25/10/06	MG/OCT/058	Coates - 162230	Intermittent Online Services Fault – PM unhappy about the length of time to resolve.	JUST	The intermittent online services fault resolution process is currently under review to identify if there are any improvements which can be made to the process.
04/10/06	04/10/06	DB/OCT/022	Egglestone Storage site 172309	PM states that she has had ongoing problems with the mobile kit for the last 6 weeks. PM states that this has been repaired once already but has broken down again.	JUST	The luggable sites are subject to a proactive review by the Branch Incident Managers to identify if there are any actions which can be taken to improve the reliability of the luggable solution.

2.1.8 Security Services

Automated Key Refresh

An average of 27 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 834 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 successfully took place this month.

Key Management Administration

There were no major key management issues this month.

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Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
49	420	403	0
Query Days this month	YTD Contract	Received YTD	
967	8750	8452	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
5	58	30	0

Witness statements provided this month	6	Witness statements YTD	34
Days in court this month	0	Days in court YTD	2.5

Current Month and Forthcoming Court Commitments

Outlet	2.1.1 DATE	Court location	Comments
Southfields	13 November 06	Kingston Crown Court	Awaiting court requirements
Oakley	28 November 06	Winchester Crown Court	Court attendance required
Aveley	28 November 06 & 11 December 06	Basildon Crown Court	Awaiting court requirements
Painters Ash	8 January 07	Maidstone Crown Court	Awaiting court requirements
N Levenshulme	16 January 07 & 12 February 07	Manchester Crown Court	Court attendance required

Updates to Previous Months Prosecutions

Outlet	Comments
Gaerwen	Trial due to be re-scheduled but defendant pleaded guilty. Sentence due early November 06

2.1.9 PostShops

Post shops had another successful month, achieving 100% on both SLAs. The call that was resolved the next day was a non-critical fault which did not affect the service at the Geller Till.

October	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	9	9	6	3	1	28
Number of calls resolved in 8 hours	9	9	6	2	1	27
Number of calls resolved in next days	0	0	0	1	0	1
Number of Hardware faults	6	5	2	0	0	13
Number of software faults	3	4	4	3	1	15
Number of outstanding calls	0	0	0	0	0	0

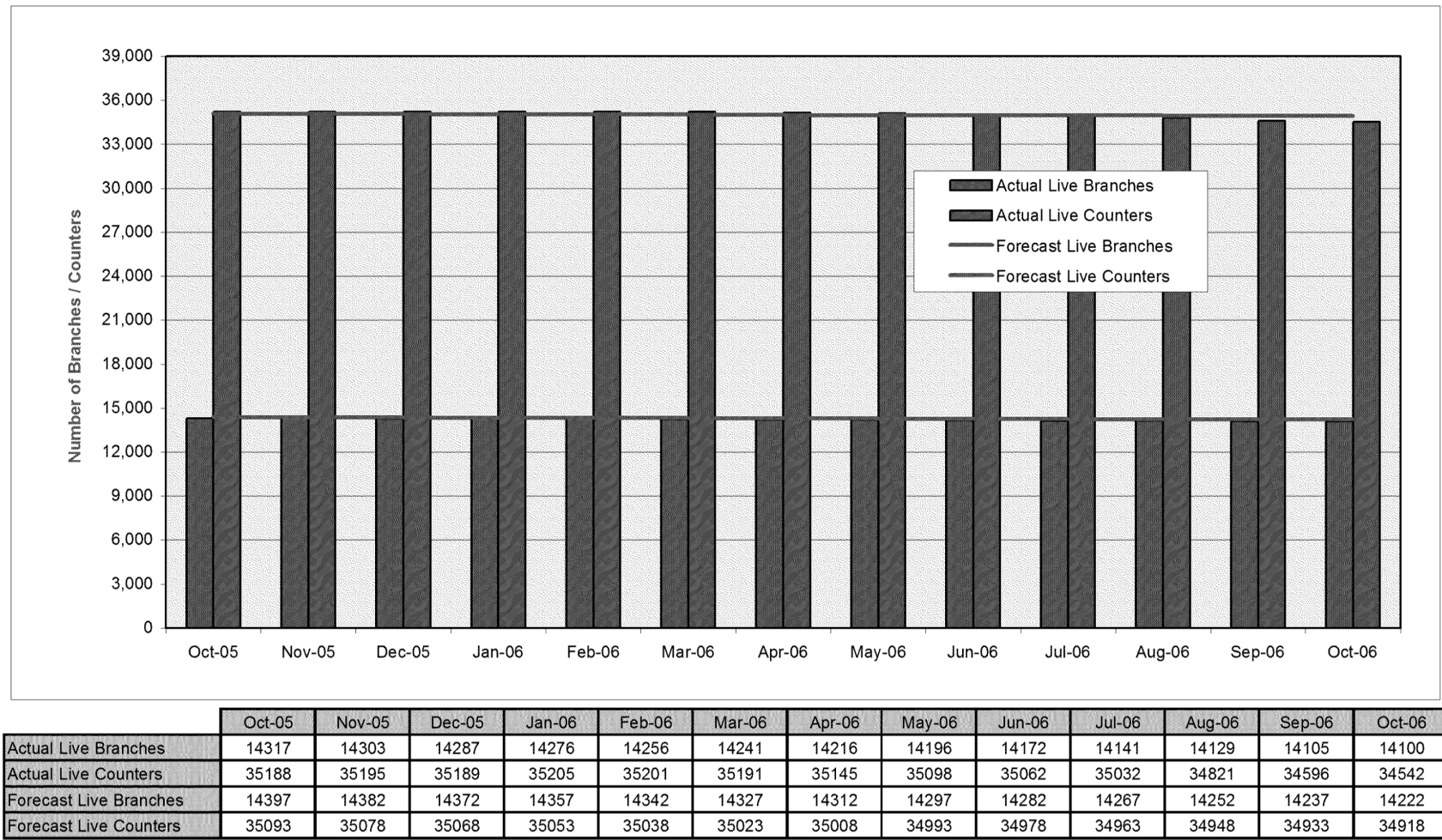
2.1.10 Reconciliation Service

There were 27 reconciliation incidents during October 06. This is 2 less than that reported in September 06.

Of these incidents, 7 were within the 8 hour response SLT which were relating to the 'State 4' and State E23 exception types. 20 reconciliation incidents were within the 5 day response SLT.

3 OCTOBER VOLUMETRICS

3.1 OPERATIONAL BRANCH & COUNTER VOLUMES



3.2 VITAL STATISTICS

3.2.1 Vital Statistics – Network Banking

	October 06	To Date
Balance Enquiries	1,629,269	65,483,774
Bureau Credit Transactions	10,790	105,222
Bureau Credit Value	£3,136,931	£33,475,166
Bureau Debit Transactions	82,359	794,723
Bureau Debit Value	£23,310,523	£243,776,261
Cash Deposit Transactions	754,647	18,415,279
Cash Deposit Total Value	£412,246,360	£6,736,825,818
Cheque Deposit Transactions	42,636	1,258,798
Cheque Deposit Total Value	£17,423,090	£506,225,655
Cash Withdrawal Transactions	10,518,393	312,196,893
Cash Withdrawal Total Value	£1,077,076,611	£30,455,613,161
Withdrawal to Limit Transactions	10,789,962	241,235,563
Withdrawal to Limit Total Value	£1,373,465,758	£29,765,738,650
Sales Debit Refund Transactions	242	20,594
Sales Debit Refund Total Value	£16,739	£3,486,675
Sales Debit Payment Transactions	2,674,962	72,635,140
Sales Debit Payment Total Value	£231,103,752	£4,784,894,791
Sales Credit Payment transactions	243,756	1,406,589
Sales Credit Payment value	£7,486,651	£41,082,683
Sales Credit Refund transactions	63	425
Sales Credit Refund value	£6,881	£36,171

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

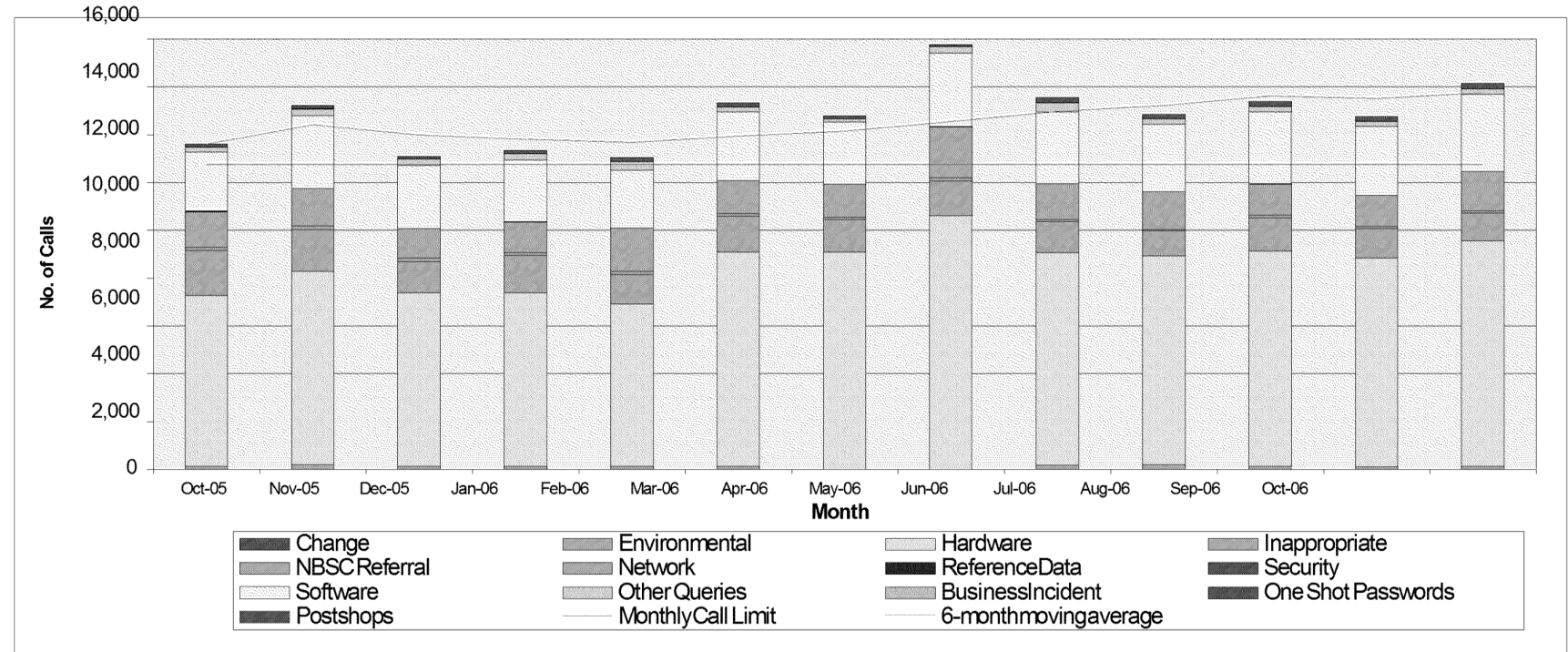
Summary	October 06	Totals to Date
Transaction Volume	1,554,632	51,274,831
Transaction Value	£12,693,606	£424,636,142
Details by Issuer Scheme	Transaction Volume	Transaction Value
3G UK Ltd Cash Credit	21,871	£238,585
3G UK Ltd Everything Add-On	3,182	£15,910
3G UK Ltd Talk and Text	4,282	£107,050
3G UK Ltd Text Add On	1,928	£12,710
Carphone Warehouse MobileWorld	7,089	£70,420
Fresh Mobile E-Voucher	2,602	£23,210
M&S Mobile Top-up Voucher	140	£1,355
Napster Tracks Music Voucher	44	£710
Napster Unlimited Music Voucher	28	£635
O2 PAY & GO	181,749	£2,054,730
O2 Top-Up Voucher	77,045	£824,365
Orange E-Voucher	63,888	£452,945
Orange pay-as-you-go	299,345	£2,336,445
Orange Talk Extra 300 E-Vouche	31	£465
Orange Text Extra 150 E-Vouche	69	£552
Orange Text Extra 150 E-Voucher	141	£705
Orange Text Extra 400 E-Vouche	84	£1,008
Orange Text Extra 50 E-Voucher	116	£464
Orange World 4MB E-Voucher	16	£64
Post Office Rec Colleague Card	1,246	£10,625
Post Office Rechargeable Card	378	£4,415
Talk Talk Mobile E-Voucher	133	£1,050
talkXtra	4,442	£36,538
Tesco Mobile Pay as you Go	13,992	£157,600
Tesco Mobile Top-up Voucher	3,290	£36,135
T-Mobile Pay as you go	203,574	£1,604,660
T-Mobile Top-Up Voucher	81,083	£540,095
Virgin Mobile Airtime Voucher	49,174	£328,060
Virgin Mobile Pay As You Go	105,487	£737,295
Vodafone Pay as you talk	267,195	£2,011,355
Vodafone UK PAYT TopUp Voucher	159,522	£1,071,780
Vodafone UK Text Pack Voucher	1,341	£9,465
Vodafone UK Voice Pack Voucher	125	£2,205

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)
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
October 2006	25,473,012	232,828,017	2,675,204	26,755,516	1,554,632

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



	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
Business Incident				10	0	0							
Change	1	1	1						2				
Postshops									25	31	32	26	
Environmental	139	83	136	117	118	133			173	181	144	101	129
Hardware	7442	8988	7237	7272	6798	8956	9085	8600	8906	8754	8982	8735	9434
Inappropriate	1910	1743	1315	1551	1233	1489	1336	1434	1271	1032	1408	1223	1142
NBSC Referral	133	70	155	131	118	108	105	124	94	54	108	98	96
Network	1480	1565	1232	1274	1824	1408	1375	2161	1513	1563	1302	1298	1671
Other Queries	216	267	259	287	352	210	152	249	400	197	247	194	234
Reference Data	21	0	2	0	3	0	3	0	8	4	6	0	2
One Shot Passwords	137	137	129	134	162	170	130	89	220	177	205	185	202
Security	2468	3048	2652	2571	2424	2847	2594	3068	2977	2843	2987	2896	3219
Software													
Total Calls	13616	15217	13105	13342	13039	15324	14800	17764	15561	14849	15421	14763	16155
6-month moving average	13616	14447	13079	13820	13664	13944	14438	14562	14072	15223	15020	15526	15762
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)

	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
Business Incident		0	10	0	0	0	0	0	2	0	0	0	0
Change		0	1	1	1	0	0	0	0	0	0	2	0
Environmental		139	183	136	117	118	133	0	0	173	181	144	101
Hardware		7112	8088	7237	7272	6798	8956	9085	10609	8906	8755	8982	8735
Inappropriate helpdesk		1910	1745	1313	1551	1238	1489	1358	1454	1271	1052	1408	1223
NBSC Referral		133	170	153	131	118	108	105	124	94	54	108	98
Network		1480	1565	1232	1274	1824	1408	1375	2161	1513	1563	1302	1298
Other queries		216	267	252	287	352	210	152	249	400	197	247	194
Reference Data		21	1	0	1	0	0	0	0	1	0	3	0
Security		0	2	0	3	5	3	1	8	6	2	2	1
One Shot Passwords		137	137	129	134	162	170	130	89	220	177	205	185
Software		2468	3048	2652	2571	2424	2847	2594	3068	2977	2843	2987	2896
Postshops											25	31	32
System outage calls (not included)		0	479	0	0	0	119	0	850	68	0	0	0
Total Calls		13616	15217	13105	13342	13039	15324	14800	17764	15561	14849	15421	14763
6-month moving average		13616	14417	13979	13820	13664	13941	14138	14562	14972	15223	15620	15526
Average Daily Call Rate		579	634	582	580	593	613	722	772	648	632	670	628
Working days per month		23½	24	22½	23	22	25	20½	23	24	23½	23	23

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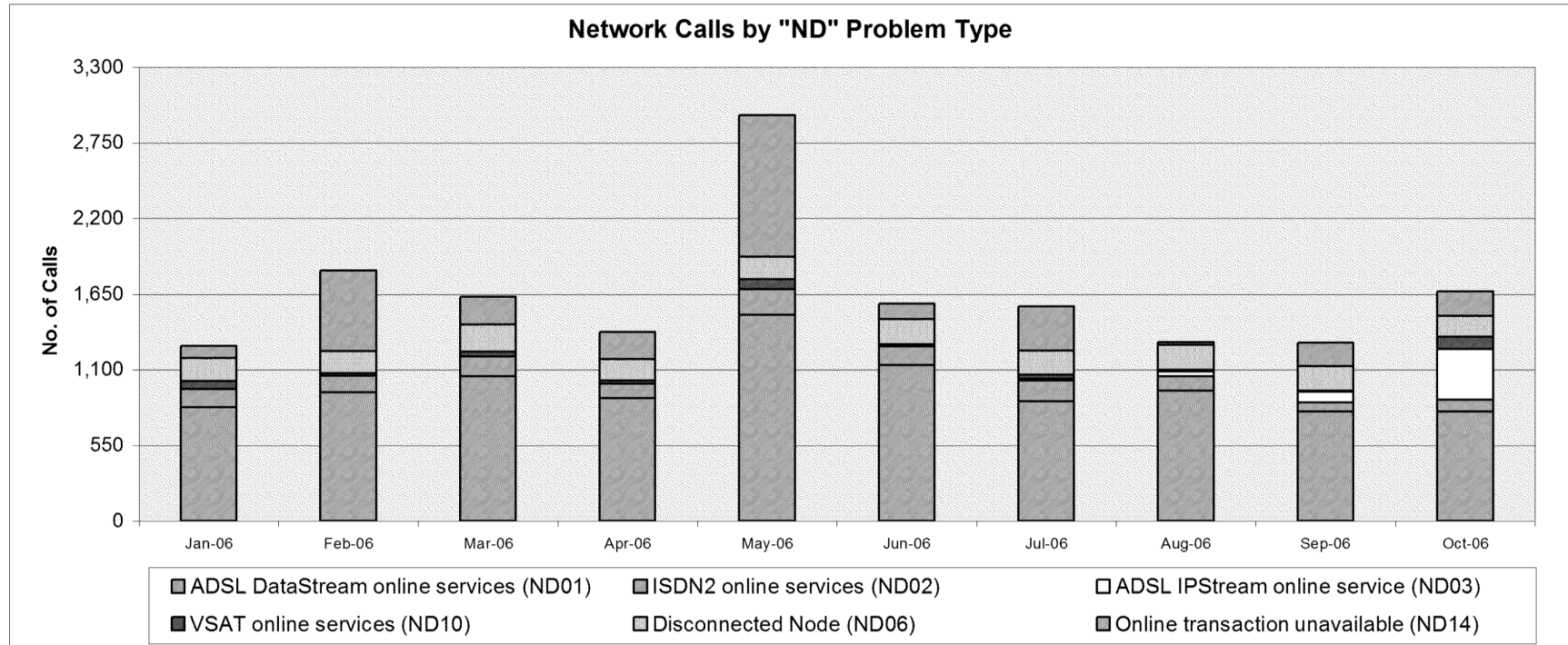
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3.3 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES (CONT'D)

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
	Major Incident CAT1 Bootle, Network Issues for branches. Exclude all Network			
May-06	Calls from 11:40 to 18:00. Call E-0605020722	02/05/2006	N	850
	TOTAL for MAY06			850
	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
Jun-06	No calls have been removed this month			0
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
Oct-06	No calls have been removed this month			0

3.4 ONLINE NETWORK SERVICES



ND CALLS by Problem Type	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
ADSL DataStream online services (ND01)	828	938	1053	893	1500	1134	870	950	800	796
ISDN2 online services (ND02)	132	122	145	108	186	136	152	104	63	86
ADSL IPStream online service (ND03)							14	36	79	369
VSAT online services (ND10)	59	16	37	22	76	17	31	12	6	90
Disconnected Node (ND06)	167	161	195	155	160	184	172	181	178	151
Online transaction unavailable (ND14)	88	587	203	197	1032	110	324	19	172	179
TOTAL	1274	1824	1633	1375	2954	1581	1563	1302	1298	1671

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ADSL DataStream online services (ND01) - Causes	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
ADSL service fault (C34)	44	28	34	42	33	21	23	46	17	57
ADSL major incident (C37)	17	22	9	15	5	5	10	18	2	30
Software error / reboot (C36)	317	373	446	372	462	330	295	342	234	217
Undetermined fault (CG4)	194	230	282	196	374	304	216	243	246	184
Subtotal	572	653	771	625	874	660	544	609	499	488
PSTN line fault (C35)	41	45	58	42	70	43	39	62	33	49
No fault found / user error (CR4)	191	207	265	197	516	335	243	244	227	222
Duplicate call or other causes.	24	33	35	29	40	98	44	35	41	37
TOTAL	828	938	1129	893	1500	1134	870	950	800	796

ISDN2 online services (ND02) - Causes	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
ISDN service fault (C31)	57	53	81	48	87	33	88	45	28	34
Major incident (C38)	0	0	0	0	2	0	6	0	1	1
Software error / reboot (C36)	24	22	23	24	54	36	23	14	9	22
Undetermined fault (CG4)	30	33	24	16	24	22	20	23	13	15
Subtotal	111	108	128	88	144	91	137	82	51	72
No fault found / user error (CR4)	16	11	11	9	26	22	20	7	7	3
Duplicate call or other causes.	5	3	11	13	16	19	19	15	5	11
TOTAL	132	122	150	108	186	136	152	104	63	86

ADSL IPStream online service (ND03) - Causes	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
ADSL service fault (C34)							2	3	2	9
ADSL major incident (C37)							0	2	1	248
Software error / reboot (C36)							2	4	10	25
Undetermined fault (CG4)							7	9	26	49
Subtotal	0	0	0	0	0	0	11	23	49	331
PSTN line fault (C35)							1	3	3	8
No fault found / user error (CR4)							0		5	13
Duplicate call or other causes.							2	9	17	17
TOTAL	0	0	0	0	0	0	14	35	79	369

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VSAT online services (ND10) - Causes	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
VSAT service fault (CG5)	3	0	3	5	6	2	1	1	2	2
Major incident (C39)	33	0	13	0	3	0	0	0	0	79
Software error / reboot (C36)	7	7	15	10	23	4	7	8	2	0
Undetermined fault (CX8)	3	8	5	2	16	2	2	1	1	3
Subtotal	46	15	36	17	48	8	20	5	5	84
No fault found / user error (CR4)	1	0	6	3	28	7	8	6	0	6
Duplicate call or other causes	12	1	2	2	0	2	3	1	1	0
TOTAL	59	16	44	22	76	17	31	12	6	90

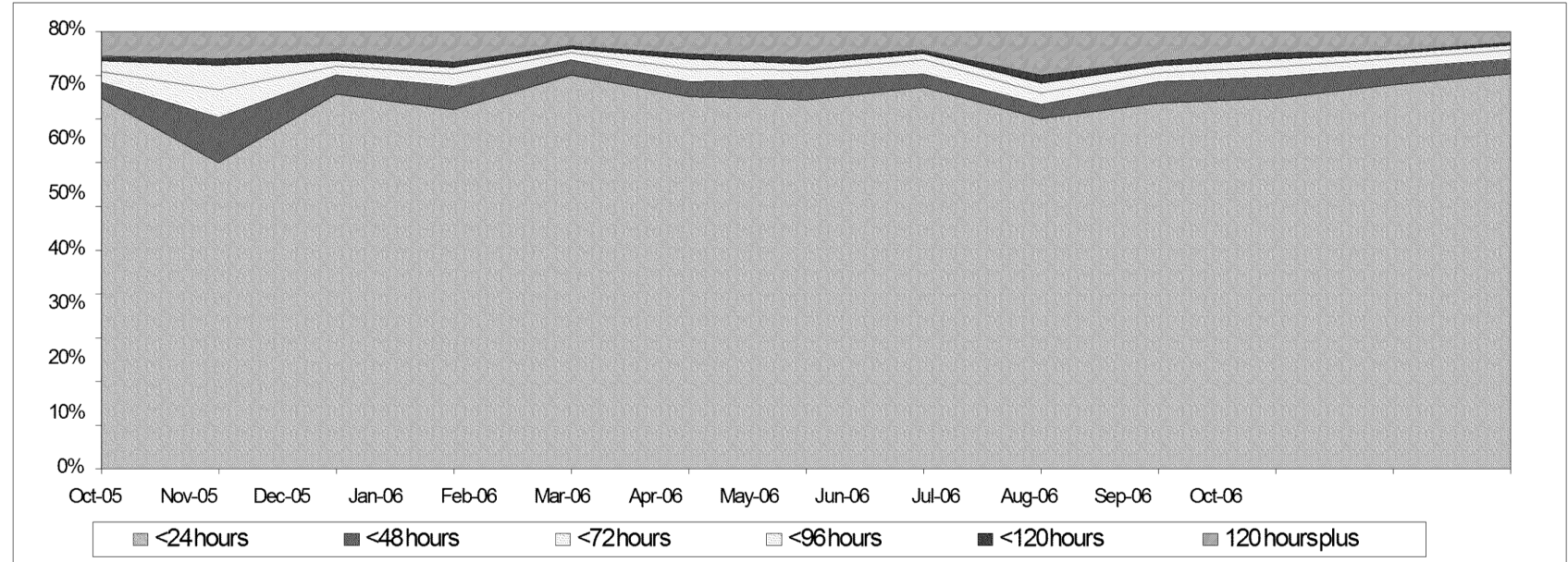
Disconnected Node (ND06) - Causes	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
LAN Fault (C32)	12	10	11	3	6	14	3	16	12	1
Software Error (C36)	61	62	60	68	61	72	61	67	67	40
Counter faulty / turned off (CB4)	14	20	21	16	22	20	8	25	22	20
Undetermined fault (CX7)	39	34	36	26	22	54	31	20	25	23
Subtotal	116	116	128	103	111	160	123	128	116	94
No fault found / user error (CR4)	51	45	67	52	49	24	48	52	60	53
Duplicate call or other causes							1	1	2	2
TOTAL	167	161	195	155	160	184	172	181	178	151

Online transaction unavailable (ND14) - Causes	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
Software error / reboot (C36)	31	14	15	21	26	21	8	6	10	4
Online transaction Major Incident (C40)	31	541	137	144	919	11	295	0	105	151
Subtotal	62	555	152	165	945	32	303	6	115	155
No fault found / user error (CR4)	22	30	29	31	73	40	20	12	56	23
Duplicate call or other causes	4	2	27	1	14	38	1	1	1	1
TOTAL	88	587	208	197	1032	110	324	19	172	179

3.5 ONLINE SERVICE UNAVAILABLE CALLS

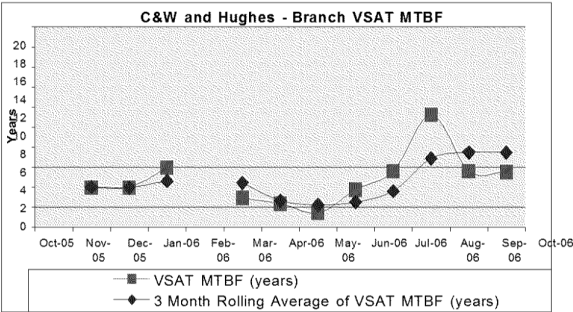
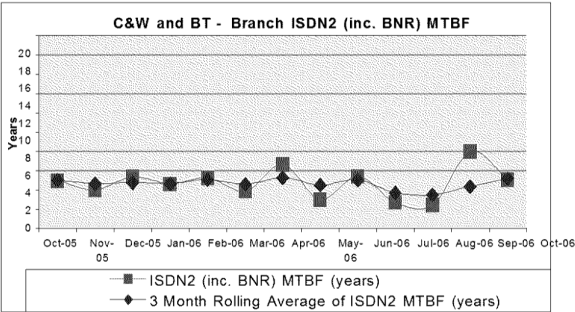
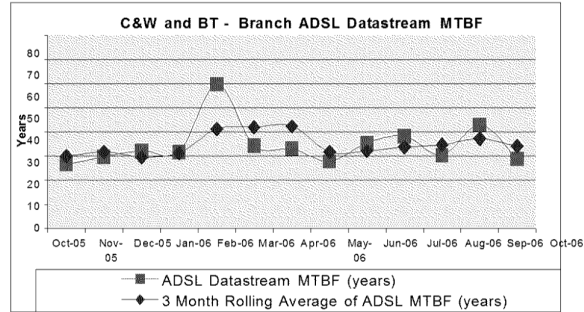
Online Service Unavailable calls (Call codes ND01+ND02+ND03+ND10+ND14)

Elapsed time of calls within Post Office Core Day (Includes suspend time which is removed for the calculation of Branch Infrastructure SLT's)

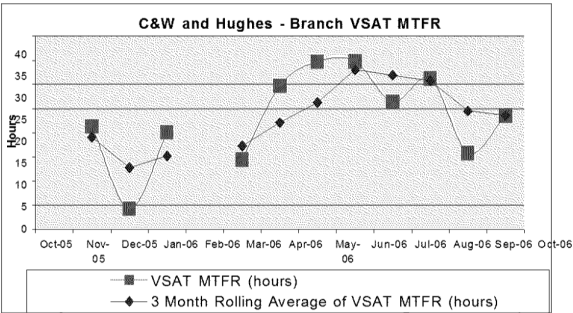
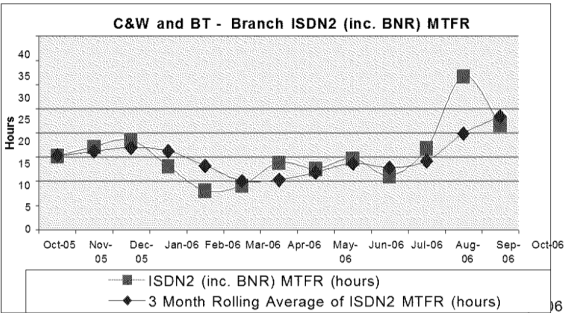
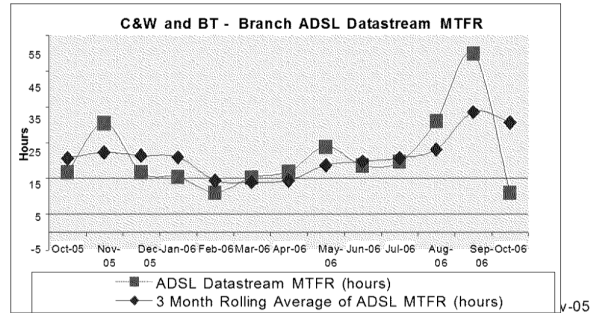


Time elapsed during PO Core Hours												TOTAL		
Sep-05	2060	78.7%	366	14.0%	31	1.2%	52	2.0%	28	1.1%	79	3.0%	2616	
Oct-05	1119	84.8%	48	3.6%	33	2.5%	32	2.4%	14	1.1%	74	5.6%	1320	
Nov-05	1173	70.0%	174	10.4%	108	6.4%	93	5.6%	25	1.5%	104	6.2%	1677	
Dec-05	921	85.7%	48	4.5%	20	1.9%	15	1.4%	18	1.7%	53	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	90.0%	60	3.6%	27	1.6%	15	0.9%	13	0.8%	51	3.1%	1663	
Mar-06	1202	85.2%	48	3.4%	40	2.8%	32	2.3%	17	1.2%	72	5.1%	1411	
Apr-06	1030	84.4%	57	4.7%	26	2.1%	17	1.4%	18	1.5%	72	5.9%	1220	
May-06	2440	87.3%	86	3.1%	89	3.2%	39	1.4%	22	0.8%	118	4.2%	2794	
Jun-06	1118	80.1%	47	3.4%	34	2.4%	33	2.4%	26	1.9%	138	9.9%	1396	
Jul-06	1163	83.6%	90	5.0%	51	2.7%	32	1.6%	18	1.2%	92	6.6%	1391	1520
Aug-06	950	84.7%	56	5.0%	24	2.1%	20	1.8%	17	1.5%	54	4.8%	1121	
Sep-06	984	87.9%	42	3.8%	24	2.1%	14	1.3%	8	0.5%	50	4.5%	1120	
Oct-06	1373													

3.6 CABLE & WIRELESS NETWORK ANALYSIS



	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
ADSL Datastream MTBF (years)	26.84	29.88	32.31	31.83	59.80	34.42	33.04	27.81	35.48	38.29	30.40	43.13	28.94
3 Month Rolling Average of ADSL MTBF (years)	30.03	31.75	29.67	31.33	41.31	42.01	42.42	31.76	32.11	33.86	34.72	37.27	34.16
ISDN2 (inc. BNR) MTBF (years)	4.96	4.03	5.38	4.62	5.27	3.89	8.88	3.03	5.43	2.71	2.43	7.99	5.09
3 Month Rolling Average of ISDN2 MTBF (years)	5.03	4.63	4.79	4.67	5.09	4.99	5.28	4.33	5.04	3.72	3.32	4.38	5.17
VSAT MTBF (years)		9.97	9.97	5.86		2.84	2.95	1.44	3.75	5.63	11.25	5.63	5.50
3 Month Rolling Average of VSAT MTBF (years)		4.03	3.07	4.63		4.45	2.64	2.24	2.51	3.60	6.88	7.50	7.46



	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
ADSL Datastream MTFR (hours)	16.97	30.63	16.81	15.58	11.22	15.41	17.01	23.98	18.67	19.82	31.20	49.97	11.16
3 Month Rolling Average of ADSL MTFR (hours)	20.81	22.39	21.47	21.01	14.34	14.07	14.54	18.80	19.89	20.82	23.23	33.66	30.77
ISDN2 (inc. BNR) MTFR (hours)	15.31	17.26	16.55	13.18	8.10	9.21	3.91	12.69	14.76	11.22	16.90	31.78	21.76
3 Month Rolling Average of ISDN2 MTFR (hours)	15.97	16.27	17.84	10.93	19.28	16.17	8.41	11.94	19.79	12.09	14.38	19.97	23.48
VSAT MTFR (hours)		21.33	4.30	20.15		14.51	20.78	34.78	34.83	26.45	31.30	15.00	23.65
3 Month Rolling Average of VSAT MTFR (hours)		19.15	12.82	15.26		17.33	22.14	26.36	33.13	32.02	30.86	24.55	23.62

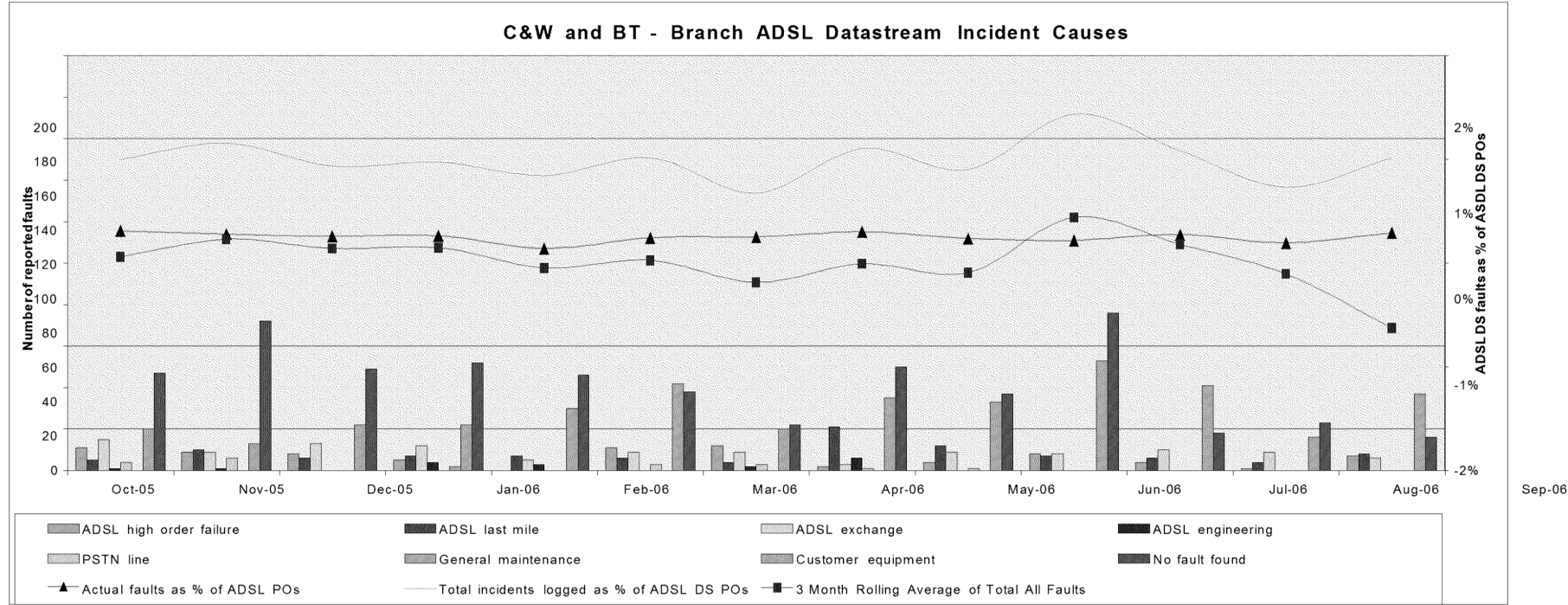
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	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
ADSL high order failure	11	9	8	5	0	11	12	2	4	8	4	1
ADSL last mile	5	10	6	7	7	6	4	21	12	7	6	4
ADSL exchange	15	0	13	12	5	0	0	0	0	0	10	9
ADSL engineering	1	1	0	4	3	0	2	0	0	0	0	0
Actual faults at ADSL POs total	32	29	27	28	15	26	27	32	25	23	20	14
Actual faults as % of ADSL POs	0.31%	0.28%	0.26%	0.26%	0.14%	0.24%	0.25%	0.30%	0.23%	0.22%	0.27%	0.19%
PSTN line	4	6	0	0	0	3	3	1	1	0	0	0
General maintenance	0	0	0	2	0	0	0	0	0	0	0	0
Customer equipment	20	13	23	23	20	42	20	35	33	53	44	16
No fault found	47	72	49	52	46	38	22	50	37	76	18	23
Total All Faults	103	120	98	104	91	109	72	118	96	152	79	53
3 Month Rolling Average of Total All Faults	103	112	107	107	98	101	91	100	95	122	109	95
Total incidents logged as % of ADSL DS POs	1.00%	1.15%	0.94%	0.97%	0.85%	1.02%	0.67%	1.10%	0.90%	1.44%	1.08%	0.73%

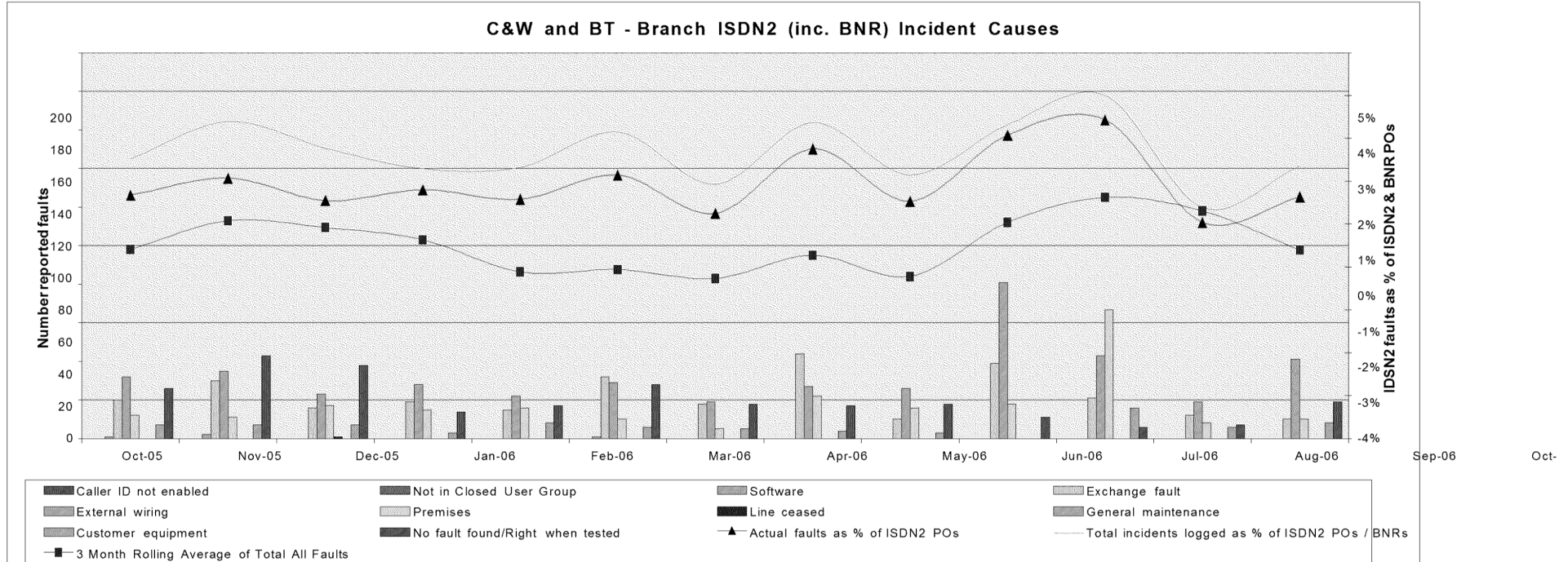
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	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
Caller ID not enabled	0	0	0	0	0	0	0	0	0	0	0	0
Not in Closed User Group	0	0	0	0	0	0	0	0	0	0	0	0
Software	1	2	0	0	0	1	0	0	0	0	0	0
Exchange fault	20	30	16	19	15	32	18	41	10	39	21	12
External wiring	32	35	23	28	22	29	19	27	26	81	43	19
Premises	12	11	17	15	16	10	5	22	16	18	67	8
Line ceased	0	0	1	0	0	0	0	0	0	0	0	0
Actual faults at ISDN2 POs total	65	78	51	62	53	72	42	93	52	138	131	39
Actual faults as % of ISDN2 POs	1.08%	2.07%	1.55%	1.00%	1.58%	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
Customer equipment	7	7	7	3	8	6	5	4	3	0	16	6
No fault found/Right when tested	26	43	34	14	17	28	18	17	18	11	6	7
Total All Faults	98	128	102	79	78	106	65	114	73	149	153	52
3 Month Rolling Average of Total All Faults	98	113	109	103	86	88	83	95	84	112	125	118
Total incidents logged as % of ISDN2 POs / BNRs	2.54%	3.49%	2.77%	2.30%	2.33%	3.16%	1.62%	3.27%	2.45%	3.32%	4.04%	1.39%

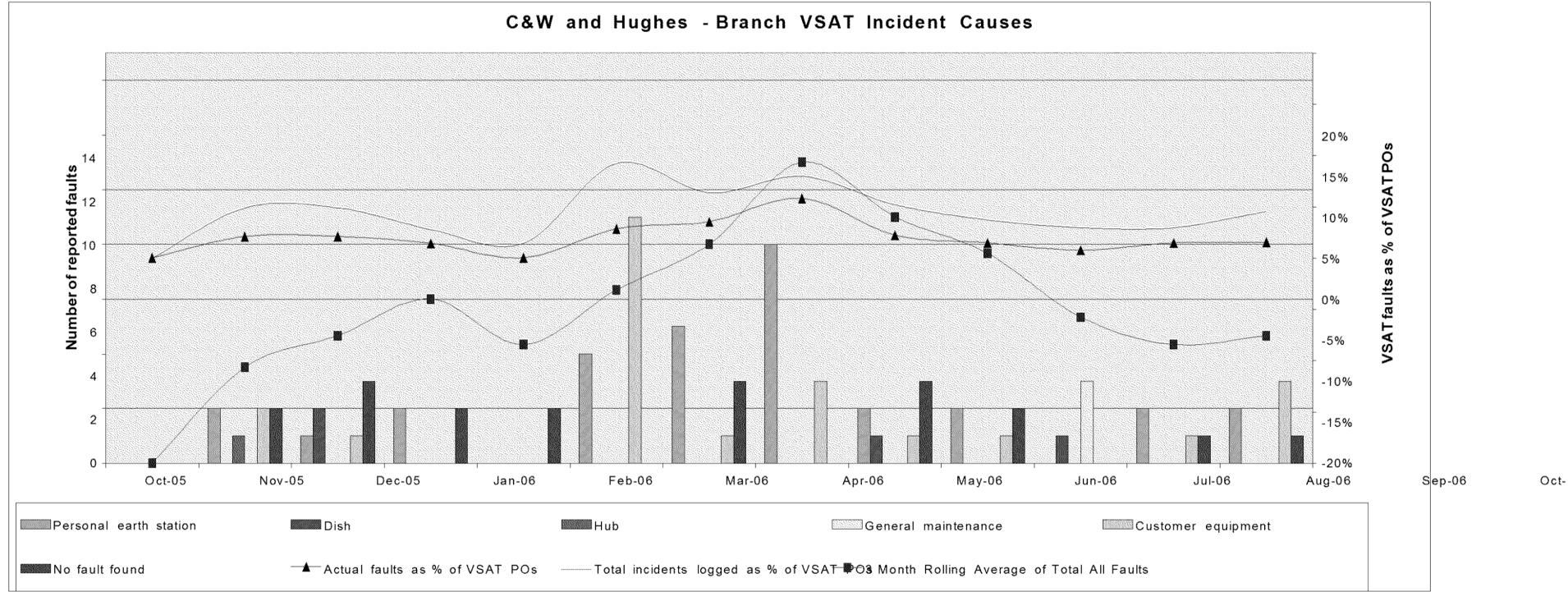
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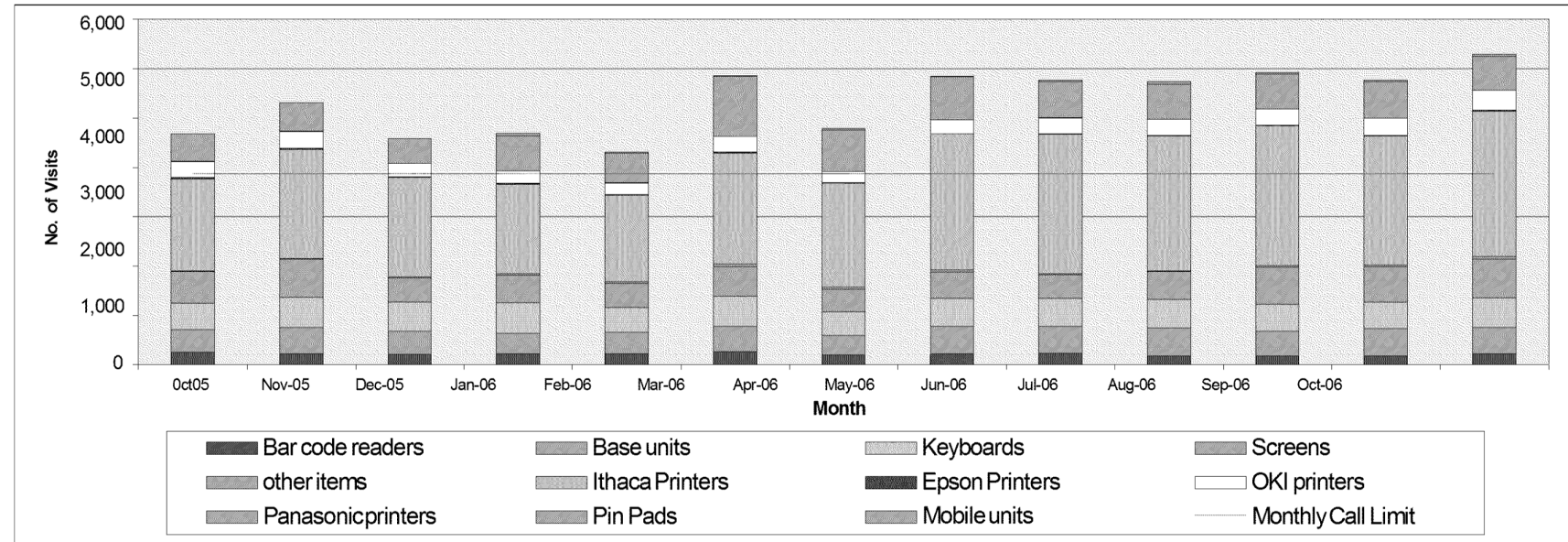
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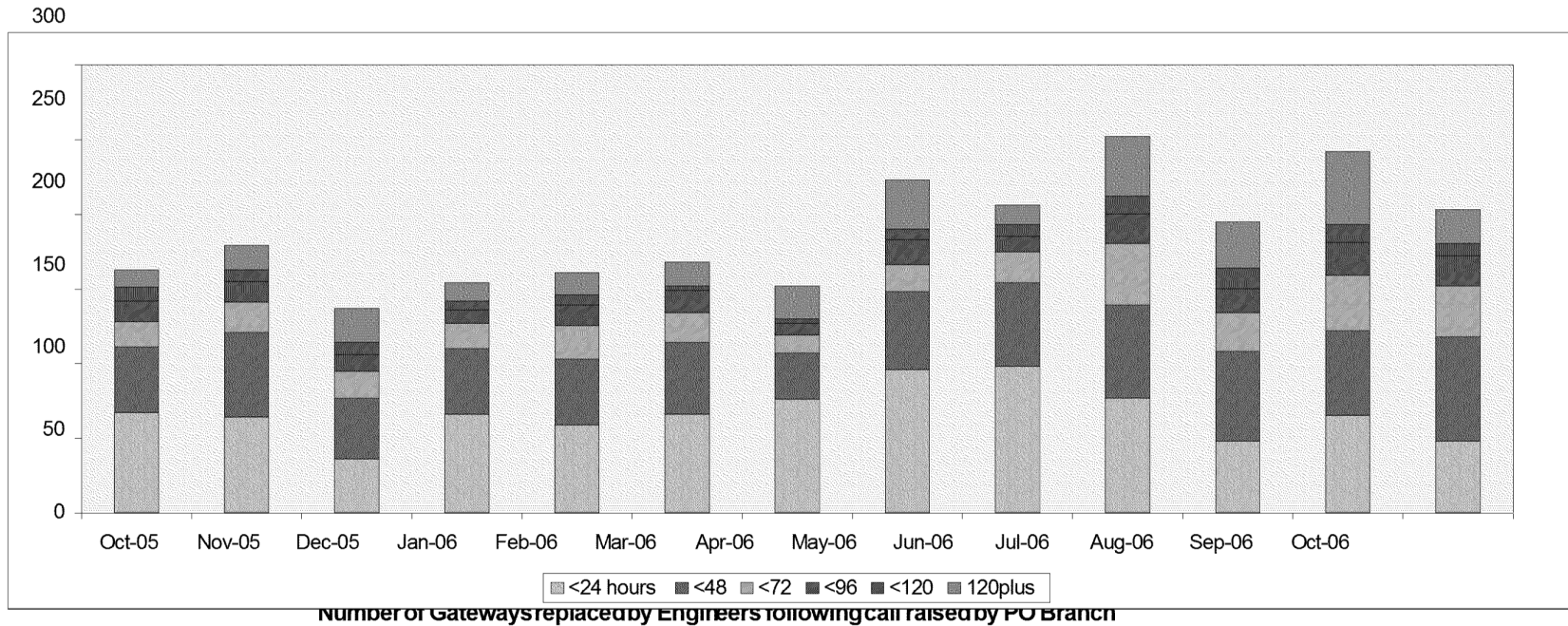
	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
Personal earth station	0	2	1	2	0	4	5	8	2	2	0	2
Dish	0	0	2	0	0	0	0	0	1	0	0	0
Hub	0	1	0	0	0	0	0	0	0	0	0	0
Actual faults at VSAT POs total	0	3	3	2	0	4	5	8	3	2	0	2
Actual faults as % of VSAT POs	0.00%	2.10%	2.10%	1.40%	0.00%	2.84%	3.45%	5.80%	2.22%	1.48%	0.74%	1.48%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	0	2	1	0	0	9	1	3	1	1	0	1
No fault found	0	2	3	2	2	0	3	0	3	2	0	1
Total All Faults	0	7	7	4	2	13	9	11	7	5	0	4
3 Month Rolling Average of Total All Faults	0	4	5	6	4	6	8	11	9	8	5	4
Total incidents logged as % of VSAT POs	0.00%	4.90%	4.90%	2.80%	1.42%	9.22%	6.38%	7.97%	5.19%	3.70%	2.96%	2.96%

3.7 ENGINEER BRANCH VISITS



	Oct05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	
Bar code readers	252	215	208	223	217	268	201	215	236	185	185	183	217	
Base units	460	540	473	412	435	509	393	564	540	558	490	549	538	
Mobile units				54	21	9	21	17	32	41	28	36	37	
Keyboards	592	612	580	615	564	614	473	568	563	573	540	543	594	
Ithaca Printers	1862	2207	2017	1814	1752	2254	2109	2756	2825	2735	2827	2604	2960	
Epson printers	28	27	14	24	11	15	11	11	13	16	19	20	15	
OKI printers	325	334	268	250	236	314	224	279	314	316	322	347	398	
Panasonic printers	4	1	1	1	5	1	1	1	3	1	2	1	1	
Pin Pads	560	589	505	712	600	1226	844	870	734	720	712	789	695	
Screens	641	771	505	669	484	596	464	527	487	570	757	712	792	
other items	16	17	13	18	33	49	41	43	15	19	33	36	43	
TOTAL	4680	5313	4584	4692	4308	5853	4782	5851	5762	5734	5921	5770	6290	
Epson/OKI exchanges	3875 24	3875 18	3875 39	3875 16	3875 14	3875 12	3875 12	3875	3875 12	3875 9	3875 7	3875 10	3875 10	
Monthly Call Limit														
Average Daily Visit Rate	199	221	204	204	196	231	203	254	240	244	257	246	262	

3.8 GATEWAY REPLACEMENTS



Elapsed Time of call in	<24 hours		<48		<72		<96		<120		120plus		Total	
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	
Jun-06	98	47.6%	56	27.2%	21	10.2%	10	4.9%	8	3.9%	13	6.3%	206	
Jul-06	77	39.5%	69	34.8%	26	13.3%	16	8.2%	14	7.2%	40	20.2%	195	
Aug-06	65	26.9%	57	23.6%	37	15.3%	22	9.1%	12	5.0%	49	20.2%	242	
Sep-06	48	23.6%	70	34.5%	34	16.7%	20	9.9%	8	3.9%	23	11.3%	203	
Oct-06	48	23.6%	70	34.5%	34	16.7%	20	9.9%	8	3.9%	23	11.3%	203	

4 OCTOBER 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	0	Closed	0

4.1.1 SUMMARY

- As at 30.10.06 there are 4 open problems all of which are on monitor, there are no Problem Branches.
- No new problems were opened in October.
- No problems were closed in October.

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – ON ALERT

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

4.3 KEY CROSS DOMAIN PROBLEM UPDATE

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

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

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	Still waiting for confirmation as to whether EPAY are going to progress sending exceptions file to FJ.	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. Note: T20 started.	M	2	4
PM0000691	Mismatch of cash holdings at some branches between Flexible Planning and POLFS	Mike Stewart	Mark Haldane	Kirsty has escalated to POL Sid Hadadi awaiting response.	L	1	1

5 SCORECARD ACTION PLAN – from October 2006

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Business Continuity Tony Wicks	Issues: None. Comments: During this period Fujitsu had to withdraw a planned BC test because it clashed with a change being implemented by another party. Whilst this impacted on the testing schedule the BCM was proactive in ensuring that the time was not wasted and quickly rearranged the test schedule to use the time to undertake some alternative BC tests. All BC test reports have been received with observations fully documented. Awaiting the major incident report for POL NDC TIP remote gateway failure. Initial discussions have highlighted a number of issues with the way this incident was managed particularly around notification and escalation of this incident. Whilst the POA BCM was not at fault I believe the failure to escalate within FS at the time of the incident played a significant part in the outcome of this incident and demonstrated a lack of BC preparedness in the organisation. Timely communication is dependent on other people in the chain escalating to the POA BCM appropriately. Where this happens, and in the main it does with the incident of 15/16Oct being a break from the norm, I am confident that communication is timely, honest and clear [TV].	A Major Incident Report was generated for the OPTIP Gateway failure. This report identified a number of corrective actions, these included a reviews of the POA Duty Manager processes and SMC KELs from the perspective of identifying opportunities to improve the awareness of Potential MBCIs and MBCIs.
Release Management Graham Welsh	Issues: None. Comments: No issues or concerns experienced in the release area for the past month [PJ].	No comments.
Management Information Dave Chapman	Issues: None. Comments: Good relationship in place - thanks for providing LiNK information at short notice [AJ].	The relationship is very good, but there have been no issues that it is possible to provide extra help with this month (for which we typically need to earn a 5).
Data File Delivery & Reconciliation Kirsty Walmsley	Issues: None. Comments: 99.86% files delivered by 30 min deadline. Only 1 file failed 60 min deadline (out of 42154). The average delivery of the inbound files over the month was 99.97% by Day J, the last 8 days of the month were 100%. 100% of files delivered by Day A. Fujitsu worked effectively with DVLA re a scheduled powerdown at the Client site. Despite the short notice, and Fujitsu activity out-of-hours (Saturday), no costs were incurred [DT].	No comments.
Operational Business Change: Reference data David Wilcox	Issues: None. Comments: With regards to Reference Data the score is a 4 again. The reason being that I haven't had a response to the issue I raised last month a) resources and b) daily report	The issue of the daily report has been addressed and this was reported back via APSORF where it was originally raised.

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	[RC].	
Operational Business Change: Branch Ian Venables	Issues: 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. Correction to Aug notes: The Interface document will continue to be a Contract Controlled Document. OBC Branch E2E Processes v.12 are attached to the new draft Interface document. Tighter management of the escalation process Tightening-up is needed to eliminate "avoidable" failures [JM]. Comments: Following the OBC BORF on 11/10/06, it has been confirmed that Fujitsu surpassed all of its agreed monthly OBC Branch OLA Targets by > 1.0%. Fujitsu had a 1.09% failure rate against their primary 4% OBC Branch OLA Target (excluding Closures); a 2.47% failure rate against the 5% OLA Target (including BT Line Plant Work) and a 0.95% failure rate against the 4% OLA Target (excluding BT Line Plant) i.e. there were 4 failures due to BT Line Plant during September. Fujitsu did a good job in streamlining the OBC Branch Service Descriptions document. The HNG-X version of the OBC Branch Service Descriptions document, which supersedes the non - HNG-X version, will need to be streamlined in a similar manner [JM].	The definitive documentation list had been completed at the time of the September BORF. A review of The Branch Interface Document is under construction currently and will be subject to a group review following the October BORF on 13th November. FJ OBC continues to tighten up on avoidable failures and as we saw in the September figures these were the best recorded set of Fujitsu conformance figures since the stats were first introduced.
HSD Paul Gardner/John Casey	Issues: None. Comments: No issues to report, good working relationship in place [JE].	Focus is on using the IVR messaging system when needed and removing in a timely manner. Further work is ongoing in supplying the POL with call centre data on the day when MI impact the HSD and possibly the NBSC. Working relationship is positive, and proactive.
Branch Services Ian Mills	Issues: None. Comments: Concerns around the message store corruption at Court Oak Road SPSO (AP). POL continue to become aware of Problem Branches through their own processes before they are referred to POL by Fujitsu. High profile complaints also continue to be received that are not on our radar screen [DJ].	Fujitsu Services will continue to evaluate 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 November.
Engineering Ian Venables/Rachel Bull	Issues: None. Comments: Service level performance still a concern - hence the continued score of 3 [DJ].	Continued focus is being applied from within the account and from FMS. A steady increase in conformance is being experienced and we expect this to rise still further during November as we see the

		cessation of the B priority call.
Security Brian Pinder	Issues: None Comments: No issues or concerns for this month [AS].	No issues however we are arranging further meetings with PO to enable greater understanding and awareness of any security issues/incidents identified.
SAP/POLFS Kirsty Walmsley	Issues: Continue to work with POL and Prism to better understand the data load definitions and responsibilities. Provide analysis and solutions from a Fujitsu perspective on matching jobs with issues and overall matching job performance. While information supplied on archiving has improved and I have been invited to attend the weekly conference call I'd still like to see a more robust deployment plan circulated and updated so progress is more visible. Continue to work with and provide updates to POL on incidents that are taking too long to resolve. Provide solutions from a Fujitsu perspective to improve the incident management process [DJ]. Comments: All SLA's achieved except a number of data loads that failed target. While the reasons for most of the failures are known the number of matching jobs with issues seems to be increasing although responsibility for this may prove not to be in their domain, Fujitsu have been asked to investigate. Only one key transaction failed its performance targets but this is dependent on the criteria that users set so are not suitable for performance monitoring. Stats for Sep service review book met requirements and were supplied in a timely manner. Information supplied on progress with archiving and additional disk space requirements has improved. 8 incidents opened during September remained open at the end of the month. Additional analysis on the length of time calls are open has now been added to the SRB stats. Update on calls believed to have been with Fujitsu for some time has also been provided. There were no major incidents in Fujitsu's domain in September [DJ].	Work around data loads is ongoing with POL, PRISM and Fujitsu. We are working with PRISM to investigate ways in which the performance of matching jobs can be improved. Updates on the progress and deployment plan for archiving are sent out regularly as archiving progresses. 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 investigating of improving performance. 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.
Service Improvement All	Issues: None Comments: Little progress made by either party on CSIP but it is due for a complete overhaul to ensure we are focusing on just a few 'big ticket' issues [DJ].	
Communication All	Issues: Proactive communication of changes affecting POL such as the impact of absence or non-availability of personnel involved in the Escalation Process [JM]. Increased contribution to weekly updates, ORF's and adhoc forums [DJ]. Comments: No issues. The Fujitsu Services BCM has provided open and honest input in discussions regarding BCP for POA major site and input ahead of the major incident review of the TIP Gateway failure [TV]. Weekly update calls have slipped but this is more to do with issues in POL than Fujitsu. Kirsty continues to respond in a timely	

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	manner when information is requested [DJ].	
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: Thank you for the accurate LiNK information provided after request placed at short notice (AJ).	
Respect and Commitment All	Issues: None. Comments: Always available when called and also joined conference call with 3rd party to resolve issues regarding clashes in testing with 3rd party scheduled change. This was resolved in a professional manner to the benefit of all parties involved [TV].	No comments

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
	80%		Horizon Service Desk													
			Calls answered within 30 seconds	80.1	79.3											
						Q4			Q1		Q2				Q3	
	<10.0 secs		Average Time to Answer <10.0 seconds	9.4												
				9.7		Q4			Q1		Q2				Q3	
	<5%		Calls not answered													
				2.4		Q4			Q1		Q2				Q3	
	100%		Voicemail available outside HSD standard hours													
				100.0		Q4			Q1		Q2				Q3	
	100%		Voicemail calls raised next working day													
				100.0		Q4			Q1		Q2				Q3	
	>=85%		First Time Fix													
						Q4			Q1		Q2				Q3	
	95%		Software incidents resolved by Reboot within 30 minutes	99.15	99.54											
						Q4			Q1		Q2				Q3	
	100%		Software incidents resolved by Reboot within 30 minutes	99.30	99.49	99.90										
						Q4			Q1		Q2				Q3	

REVIEW OF HORIZON SERVICE DESK (TELEPHONY) SLT ACHIEVEMENT

The *calls answered within 30 seconds* SLT was narrowly missed this month, due to extremely high incoming call volumes on Monday 23rd October during the IPStream incident when the desk received 1373 calls against a forecast of 917. High volumes of incoming engineering support calls to the desk also contributed to the missed target, and additional heads have been added to the desk to meet the demand for engineering support.

The 30 minute Reboot target was missed by 2 calls – the longer of these calls was just under 2 hours which included the original call time of 07:37 via the voicemail system ; however, the call was with the desk for an hour before a reboot was advised.

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6.2 ENGINEERING SERVICE

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Se
			Branch Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	63.0	61.8											
						Q4			Q1			Q2				Q3
	95%	NO	Priority B - 8 hours (flexible structure)	70.9	72.4											
						Q4			Q1			Q2				Q3
	95%	NO	Priority C - End of Next Business Day (flexible structure)	90.5	93.8											
						Q4			Q1			Q2				Q3
	100%	NO	Priority A - 6 hours (flexible structure)	75.0	77.0											
						Q4			Q1			Q2				Q3
	100%	NO	Priority B - 10 hours (flexible structure)	83.1	79.6											
						Q4			Q1			Q2				Q3
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	91.7	95.1											
						Q4			Q1			Q2				Q3
	100%	NO	Postshop Engineer - Call to Fix													
			Critical incident within 8 hours													
						Q4			Q1			Q2				Q3
	100%	NO	Non-critical incident within 48 hours	100.0												
						Q4			Q1			Q2				Q3

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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)	96.1												
					Q4				Q1			Q2				Q3
	95%	NO	Priority C - End of Next Business Day (flexible structure)	100.0												
					Q4				Q1			Q2				Q3
	100%	NO	Priority A - 6 hours (flexible structure)	97.1	98.0											
					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
	>99.14%	LD	Counter Availability during Post Office Core Day	99.99												
					Q4				Q1			Q2				Q3
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability													
					Q4				Q1			Q2				Q3
	99%	LD	ADSL Connection Reliability	100.0												
					Q4				Q1			Q2				Q3
	97%	LD	Dialed Connection Reliability	100.0												
					Q4				Q1			Q2				Q3

6.4 CENTRAL NETWORK SERVICE

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
	>=99.95%	NO	Network Availability A&L Network Availability	100%												
					Q4			Q1			Q2				Q3	
			Banking Authorisation Agent Availability for Each 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	0	Q4			Q1			Q2				Q3	

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6.5 DATA CENTRE OPERATIONS SERVICE

6.5.1 BANKING TRANSACTION TIMES & DFD OUTBOUND

Ref	SLT	AFL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07
			Banking & Related Services Transaction Times										
	<=2.5 sec	LD	Average time for Banking Transactions across Fixed Dialed Connections	ADSL 3 0.3									
					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	99.9								
					Q4			Q1			Q2		

DFD Outbound figures were impacted by a total of 2 No Lets this month, please see explanations below:

698010 - 14 days late

Call logged on 19/10, however the successful reboot was not completed by PM until 2/11, at which point FMS were then able to attend fault and confirmed a BT Line Fault. A DR call was then raised on 1/11 for a GSM DR that was not completed until 8/11 due to a FMS spares issue. Data retrieval completed 08/11. EOD received. FAD call still investigating comms issue at site, currently with BT.

241136 - 16 days late

PM reported no online services on 26/10, due to a BT fault. In the meantime a GSM call was raised on 27/10 and attended on 1/11, but modem failed to connect. CORE were requested to investigate further and reported NFF. FMS were sent to site to swap kit but were unable to build due to a suspected intermittent PSTN fault. However this later transpired to be a CORE fault which was resolved and the GSM solution resolved the issue on 7/11.

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6.5.2 DATA FILE DELIVERY - LFS

Ref	SLT	ARI		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07
			DFD Outbound - LFS												
	97%	NO	Confirmation of pouch received at Branch by 22:00hr Day A	99.5											
					Q4			Q1			Q2				Q3
	97.2%	LD	Confirmation of pouch received at Branch by Day B												
					Q4			Q1			Q2				Q3
	100.0%	NO	Confirmation of pouch received at Branch by Day I												
					Q4			Q1			Q2				Q3
	97%	NO	SAPADS Pouch collected from Branch by 22:00hr Day A		96.7										
					Q4			Q1			Q2				Q3
	97.2%	NO	SAPADS Pouch collected from Branch by Day B												
					Q4			Q1			Q2				Q3
	100.0%	NO	SAPADS Pouch collected from Branch by Day I												
					Q4			Q1			Q2				Q3
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.8											
					Q4			Q1			Q2				Q3

No SAPADS Pouch files were delivered on 15th October due to issues with the FTMS gateway. Fujitsu call ref E-0610160042 refers.

6.5.3 DATA DELIVERY – POL MIS & POLFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07
			DFD Outbound - POL MIS												
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	99.0											
					Q4			Q1			Q2			Q3	
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C	99.1				Q1			Q2			Q3	
					Q4										
	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	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	99.9			Q1			Q2			Q3	
					Q4										

DFD Outbound figures were impacted by a total of 2 No Lets this month, please see explanations below:

698010 - 14 days late

Call logged on 19/10, however the successful reboot was not completed by PM until 2/11, at which point FMS were then able to attend fault and confirmed a BT Line Fault. A DR call was then raised on 1/11 for a GSM DR that was not completed until 8/11 due to a FMS spares issue. Data retrieval completed 08/11. EOD received. FAD call still investigating comms issue at site, currently with BT.

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6.5.4 DFD OUTBOUND – RECONCILIATION, HR SAP, CTS & PO CLIENT FILES

Ref	SLT	A&L		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07
			DFD Outbound - Reconciliation & Settlement gateway	Reports to TIP									
	<=2	NO	Delivery by 08:05hr Day B			Q4			Q1			Q2	
	100%	NO	Delivery by 12:00 (after failure in FS domain) or by 15:00 (after failure of DRSH or TES)			Q4			Q1			Q2	
			DFD Outbound - Reconciliation Files										
	<=2	NO	Number of failures of REC file delivered to CAPO daily by 03:00hr			Q4			Q1			Q2	
	<=2	NO	Number of failures of REC file delivered to A&L daily by 03:00hr			Q4			Q1			Q2	
	100%	NO	REC files delivered to CAPO by 16:00hr on Day B			Q4			Q1			Q2	
	100%	NO	REC files delivered to A&L by 18:00hr on Day B			Q4			Q1			Q2	
			DFD Outbound - HR SAP										
	100%	LD	HR SAP delivered to the POL gateway by 21:30hr on the Friday preceding the pay run date			Q4			Q1			Q2	

6.5.5 DFD INBOUND – LFS & TRANSACTION CORRECTIONS FILE DELIVERY

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07
		DFD Inbound - LFS										
	90%	NO	SAPADS Planned Orders delivered by 08:00h on Day A	86.8		Q4			Q1			Q2
	96%	ARL	SAPADS Planned Orders delivered by 12:00h on Day A		95.2							
						Q4			Q1			Q2
		Delivery of transaction correction records available at 23:59:59hr Day A	to Branches									
	90%	LD	Transaction corrections available by 08:00 on Day B			Q4			Q1			Q2
	96%	LD	Transaction corrections available by 12:00 on Day B									
						Q4			Q1			Q2
	100%	LD	Transaction corrections available by 23:59:59 on Day A		99.9							
						Q4			Q1			Q2

No SAPADS Planned Orders files were delivered on 16th October due to issues with the FTMS gateway. Fujitsu call ref E-0610160043 refers.
The failure of Transaction Corrections available by Day J is under investigation by SSC in Peak PC0141132, update to follow next month.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/11/06

Version: 1.0

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	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	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	Q4			Q1			Q2				Q3	
	98.5%	NO	POL FS Availability POL FS Availability													
					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	Q4			Q1			Q2				Q3	
	99.75%	NO	Transaction Enquiry Service TESQA availability between 07:00hr and 22:00hr for SLT calendar year	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	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	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	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	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	Q4			Q1			Q2				Q3	

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/11/06

Version: 1.0

6.6 REFERENCE DATA SERVICE

Ref	SLT	ARL		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												
					Q4			Q1			Q2				Q3	
	97%	NO	APS reference data delivered by Day C	99.1												
					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													
					Q4			Q1			Q2				Q3	
	98%	LD	Reference data delivered by Day D													
					Q4			Q1			Q2				Q3	
	100%	LD	Reference data delivered by Day J	99.9	99.9											
					Q4			Q1			Q2				Q3	

Fujitsu Services

SERVICE REVIEW

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Date: 14/11/06

Version: 1.0

6.7 RECONCILIATION SERVICE

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Exception / Error Resolution													
	95%	NO	Banking & Related Services Priority Exceptions resolved hours or less	100.0												
					Q4				Q1			Q2				Q3
	95%	NO	BIM report issued within 5 working days	100.0												
					Q4				Q1			Q2				Q3
			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				Q3

REVIEW OF RECONCILIATION SERVICE

All SLT's within target.