



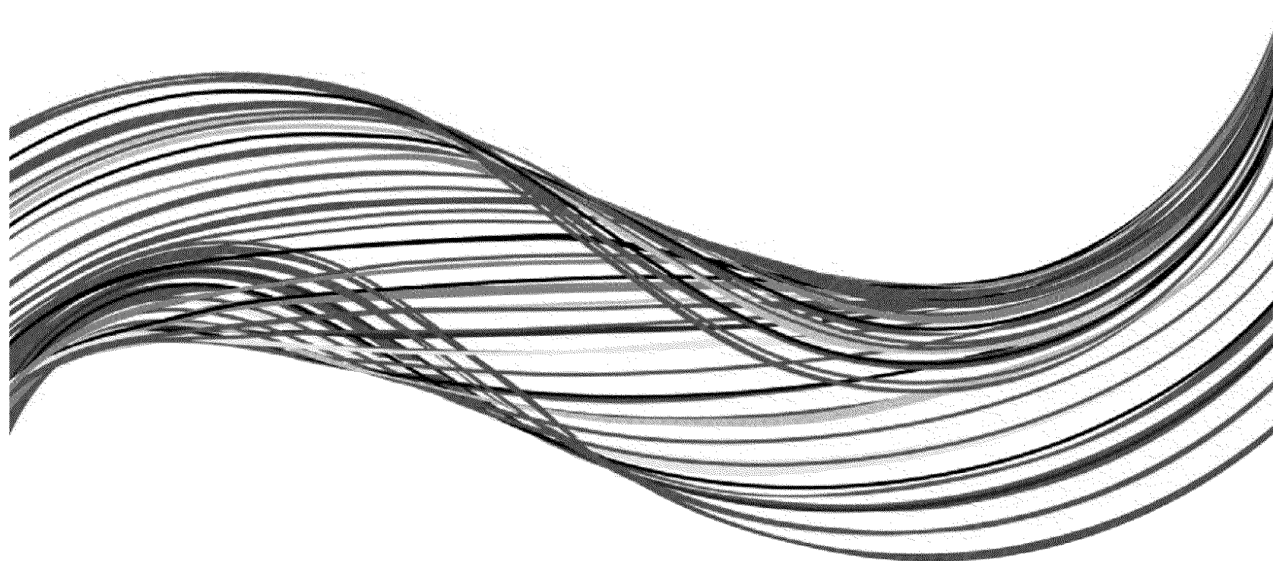
SERVICE REVIEW BOOK
March 2007



Fujitsu Services Royal Mail Group Account

Service Review Book

March 2007





SERVICE REVIEW BOOK
March 2007



Document Control

Title: Service Review Book – March 2007

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 31st March 2007

Status: Definitive

Distribution: Service Management Review
Fujitsu Services, Royal Mail Group Account: Head of Service Management
Fujitsu Services, Royal Mail Group Account Customer Service Management Team

Author: Mark Jones & Stephen Taplin, Fujitsu Services, Royal Mail Group Account: Service Delivery Unit

Approval Authority: Naomi Elliott: Fujitsu Services, Royal Mail Group Account: Service Director

**SERVICE REVIEW BOOK**
March 2007

CONTENTS

DOCUMENT CONTROL	2
CONTENTS	3
1 MANAGEMENT SUMMARY	4
2 INCIDENT OVERVIEW	6
3 BUSINESS CONTINUITY	7
3.1 Business Continuity Testing	7
3.2 Forthcoming Testing	7
3.3 Business Continuity Planning	7
3.4 Business Continuity Incidents and Issues	7
4 COMPLAINTS	8
5 SERVICE SUMMARY	11
5.1 Horizon Service Desk	11
5.2 Engineering Service	13
5.3 Branch Network Services / Central Network	15
5.4 Operational Branch Change Service	17
5.5 Service Integration Service	18
5.6 Data Centre Operations Service / Data File Transfer	19
5.7 Reconciliation Service	19
5.8 Reference Data & Message Broadcast Service	20
5.9 Security Service	20
6 FEBRUARY SERVICE LEVEL PERFORMANCE	22
6.1 Horizon Service Desk	22
6.2 Engineering Service	23
6.3 Branch Network Service	24
6.4 Central Network Service	25
6.5 Data Centre Operations Service	26
6.6 Reference Data Service	32
6.7 Reconciliation Service	33

**SERVICE REVIEW BOOK**
March 2007

1 MANAGEMENT SUMMARY

Within the Fujitsu Services domain for March 07 there no Major Incidents, two service affecting incidents within the Fujitsu domain, 1 incident relating to VIP sites and two further service affecting incidents outside the Fujitsu domain. Details are given in the Incident Overview below.

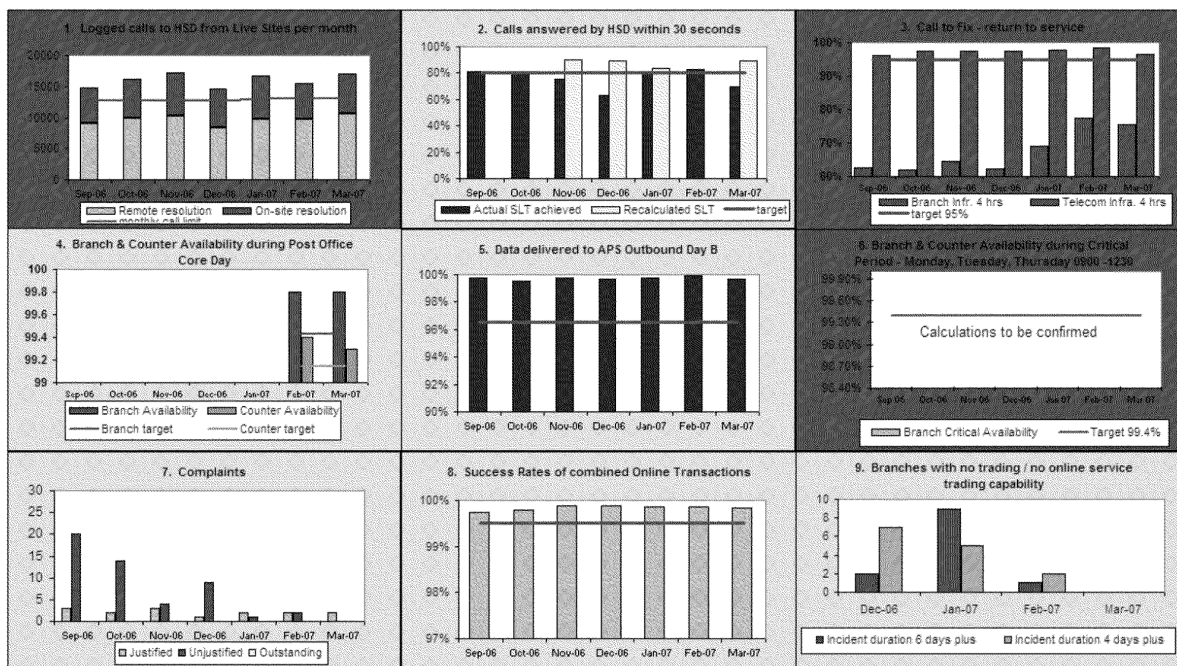
The fix to address the issue from February relating to T30 Inc 1 Release 1 has been under pilot in 100 branches, and is pending joint agreement to release to live, given that there are no issues arising from the pilot.

Branch and counter availability continue to remain above target at 99.8% and 99.3% respectively. As in the previous month, there were 3 days when no Solid Down calls were reported on the daily tracker, and the positive trend is being maintained. 134 OBC changes were delivered in the month and all the OBC targets were exceeded with all OLAs met.

Incoming calls to the desk remain high, with hardware, network and software calls all showing increases. Over 3000 Epson Counter Printers had been rolled out by the end of March, and 12296 sites are now migrated to IPStream. Although the volume of incoming network related calls during the month has increased due to the network migration activity, this has had little effect on availability, and resolution times have remained within expectation. The root cause of the increase in software calls is still under investigation, but no immediate trends have been identified.

The recovery plan for the Engineering SLTs is under renewed scrutiny, with service levels not showing the continued improvement this month. Additional training and resource requirements have been accelerated, and the effect will be monitored closely.

A total of 75 complaints were received, 32 were passed to Fujitsu for information only, a slight increase on the previous month but with no major trends causing concern. 2 were for investigation and comment: - of these, both were agreed to be justified and appropriate action has been taken.

**SERVICE REVIEW BOOK**
March 2007**Executive Dashboard**
March 2007



SERVICE REVIEW BOOK March 2007



2 Incident Overview

Summary:	Within the Fujitsu Services domain for March 2007 there were no Major Incidents. There were 2 further service affecting incidents within the Fujitsu domain. There was 1 incident affecting a VIP site. There were 2 further service affecting incidents outside of the Fujitsu domain.
Major Incidents:	None
Other incidents in Fujitsu Services domain:	Wednesday 28th March. BAS router BMGV02-R10-004 had 2 failures, 09:30 to 11:20 and 12:03 to 13:45. These failures affected up to 98 branches with a loss of on-line services for short periods. The BAS router required a replacement of the STM1 card. Call E-0703280100 refers. Saturday 31st March. There was an issue with the Moneygram service. The service was not available to the 150 pilot sites from 08:00 till 13:45. An incident review took place on 2nd April and a major incident report was issued to Post Office on the 5th. The root cause was an incorrect parameter in an INI file which has now been corrected and applied to live. Call E-0703300748 refers.
VIP sites affected this month:	Monday 26th March. VIP Site Ashton-under-Lyme 153424 lost communications on Saturday afternoon. Re-connect site via GSM modem to restore communications to be re-established. The ADSL issues were resolved by the end of the day at 18:00. The BIM Denise Miller was send to the site the next day Tuesday to ensure no further issues.
Incidents that were outside the Fujitsu Domain:	Thursday 1st March. There was a loss of the Debit Card service from Streamline. The system was unavailable from 17:01 to 17:10. This was due to a network switch card failure within the Streamline domain. Call E-0703010889 refers. Wednesday 28th March. Loss of service from Yorkshire Bank from 10:47 to 11:03, 316 transactions affected. This was a Yorkshire Bank failure and was investigated by the Post Office SCT Team – their call Q15302730 refers.

Details of Incidents / Calls affecting Branch Availability

Date of Incident	Description of Incident	Average Counters / Branches Affected	LDs - SLT hours Counters / Branches	Associated calls to HSD
28/03/07	Incident with BAS router BMGV02-R10 004	94 / 38	291 / 118	E-0703280100

**SERVICE REVIEW BOOK**
March 2007

3 Business Continuity

3.1 Business Continuity Testing

On the 22nd of March Fujitsu Services participated in the operational test for National Savings & investments.

On the 25th of March the Network Banking Services operational test was successfully conducted.

On the 12th of April a cross domain walk-through, involving Alliance & Leicester, Post Office Limited and Fujitsu Services was successfully conducted for the loss of the A&L Leicester site.

3.2 Forthcoming Testing

- The operational test for the Database server is scheduled for the 14th and 15th of April
- Due to an operational re-evaluation of the resourcing of Horizon Business Continuity tests, the dates for all other operational tests which had been planned for April are currently under review. The Post Office Limited Business Continuity Manager has been advised of this.

The tests affected are:

Debit Card/Electronic Top-up Services

Network Banking Client Interfaces - operational test 29th of April

System Operations Services (now intended for June)

Loss of BRA01 Test (now forecasting for late May, early June)

Router - operational test 5th of May

Data-centre LAN - operational test 6th and 13th of May

Reference Data - operational test 9th of May

3.3 Business Continuity Planning

During March some progress was made on producing the HNG-X Business Continuity Framework and defining the infrastructure tests required for HNG-X.

3.4 Business Continuity Incidents and Issues

No Major Business Continuity Incidents were raised during March.

The progress of the implementation and commissioning of the LST rig in the LEW02 Disaster Recovery site was delayed during March as LST resources were focused on the validation of T releases and preparation for HNG-X.

The operational test for the loss of Bracknell 01, i.e., the relocation to LEW02, is now forecast for late May, early June.



SERVICE REVIEW BOOK

March 2007

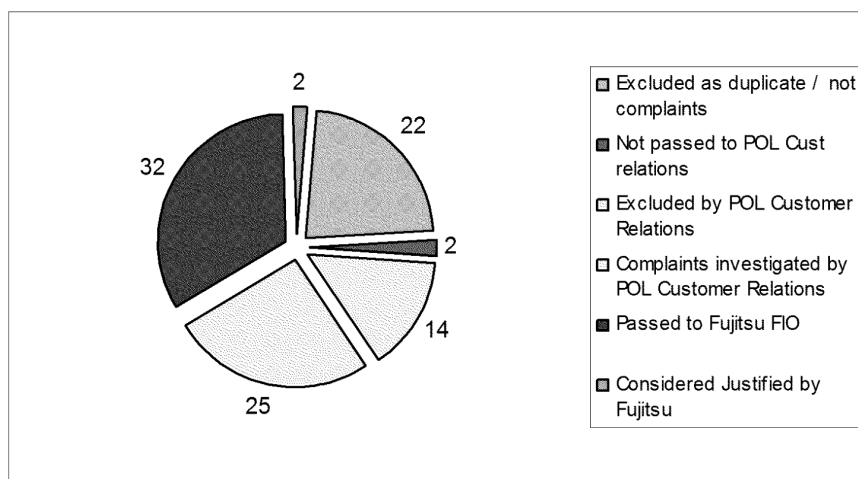


4 Complaints

During March, 75 complaints were logged about Fujitsu Services, with 2 standard complaints passed for comment to Fujitsu for formal investigation, both of which were considered justified. Complaints about Fujitsu Services account for just 13.9% of all complaints (538) received at the NBSC during March.

There were no High Profile Complaints in March.

Breakdown of Complaints



Justified Complaints

Date POL/FS in	Date Cleared	POL Ref	Branch And Facia	Code	Category/Reason For Complaint	Improvement Action
13/03/07	19/03/07		Great Moor 175432		Engineers Attitude	Engineer has been subject to a disciplinary hearing.
13/03/07		MG/MAR/048 - H15246509	Greatstone 132925		Engineers Attitude	Engineer has been advised that his attitude was inappropriate.



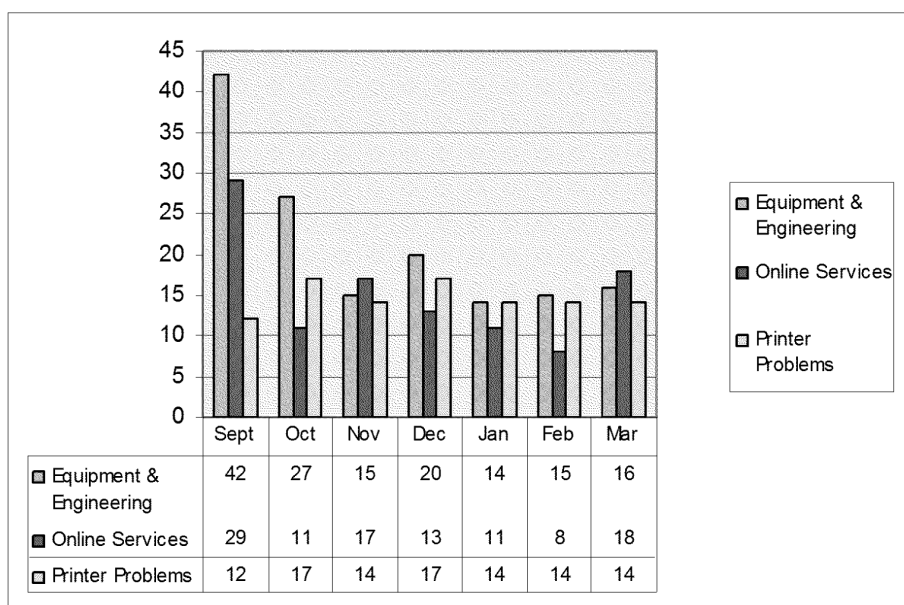
SERVICE REVIEW BOOK

March 2007



Top 3 Areas of complaints

- On Line Services being unavailable - 18 complaints
- Engineer complaints (including 12 about response times and 3 about loss of on line services) - 16
- Printer problems - 14 complaints, 3 of which were also complaining about the engineering service.



Commentary

The number of complaints logged against Fujitsu Services in March has increased, however the number passed for formal investigation has dropped to its lowest level since October 06.

Engineering

The Engineering Service Improvement Plan weekly conference calls continue to review A priority faults, and the removal of the training message store from the basebuild, has lead to a reduction in build time of 30 minutes.

The Epson printer rollout programme to replace the Ithaca printers is underway and progress is continuing according to schedule. To date 3078 new printers have been installed, which equates to 8.79% of the estate. As this project continues the call, visit volumes and subsequently complaints volumes are all forecasted to drop. The reduction in the number of counter printer faults and engineering visits will have a knock on benefit on scheduling engineering visits.

Online Services

The number of complaints for Online services has increased in March, which is primarily due to the implementation of phase II of the migration to IP stream, which has seen an increase in the number of online services faults logged with the Service Desk. The migration is now in its concluding stages, with less than 500 still to migrate to IPStream. GSMs have been deployed in branches with migration issues to ensure service continuity while the issue with the primary comms is resolved by BT. Branches experiencing solid down faults are still running at extremely low levels, with on average 3 branches a day experiencing solid down faults, and on several occasions during March, there were no branches with solid down faults.



SERVICE REVIEW BOOK

March 2007



Historical Breakdown of Complaints Data

	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07
Total number of complaints logged against Fujitsu Services	87	94	98	88	71	97
Exclusions (duplicate / inappropriate)	12	14	13	12	8	22
Total number of actual complaints	75	80	85	76	63	75
Complaints passed to POL Customer Relations	64	67	68	71	56	73
Complaints excluded by POL Customer Relations (duplicate / chaser)	4	9	4	10	7	14
Total number of complaints investigated by POL Customer Relations	60	58	64	61	49	59
Number of complaints passed For Information Only to Fujitsu	58	39	30	43	25	32
Number passed to Fujitsu Services for formal investigation	2	7	10	3	4	2
Number considered justified by Fujitsu Services	2	3	1	2	2	2



SERVICE REVIEW BOOK

March 2007

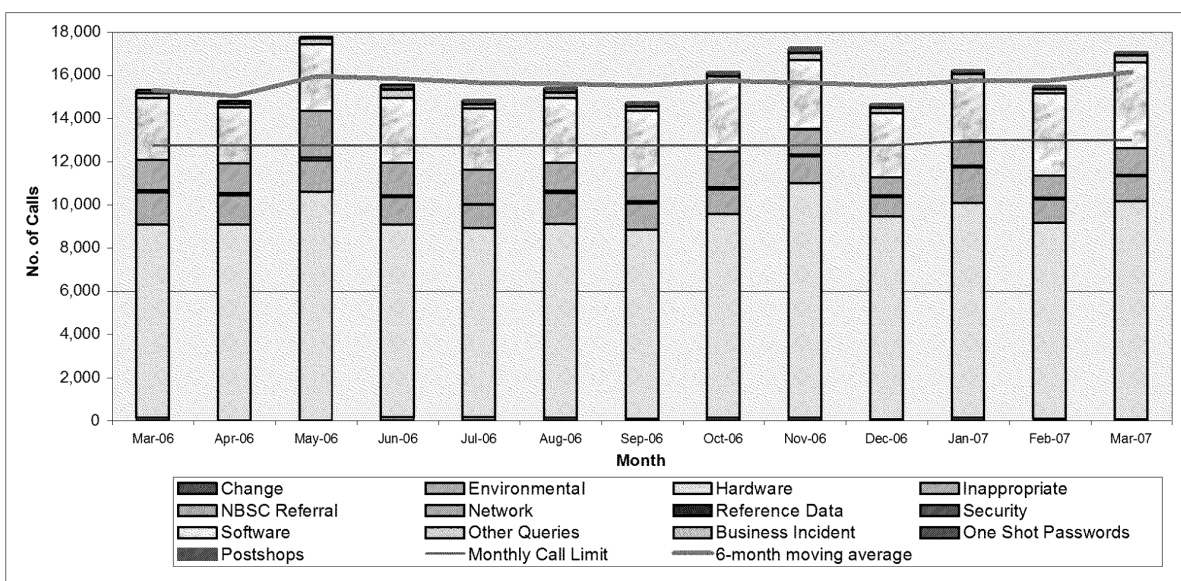


5 Service Summary

5.1 Horizon Service Desk

The HSD saw an significant increase in the number of calls from Post Office Branches logged during March, with 17,090 calls logged at the desk compared to 15,509 in February, which is the highest volume of calls to the desk since Nov 06, and the third highest in the last 12 months.

- All software, hardware and network call categories have increased, with the increase in network calls as a result of the IP stream migration and due to the BAS Router failure on the 28th March.
- Software calls were high in March (3951). Investigations have identified that there was a rise in 'System Freeze/System Busy message calls' with 1416 logged in March. 765 of these were down to a 'System Freeze/System Busy message during the processing of a transaction. 764 were resolved by a reboot. Further analysis will be undertaken to identify if there is a trend in certain transaction type that could be causing the majority of the freezes.



	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07
Business Incident			2										
Change						2					1	2	2
Postshops					25	31	32	26	80	57	45	37	46
Environmental	133			173	181	144	101	129	134	82	152	102	73
Hardware	8956	9085	10609	8906	8755	8982	8735	9434	10855	9382	9926	9057	10090
Inappropriate	1489	1358	1454	1271	1052	1408	1223	1142	1246	898	1654	1065	1161
NBSC Referral	108	105	124	94	54	108	98	96	82	63	71	85	63
Network	1408	1375	2161	1513	1563	1302	1298	1671	1170	837	1115	1031	1223
Other Queries	210	152	249	400	197	247	194	234	327	229	260	216	337
Reference Data	0	0	0	1	0	3	0	0	0	0	0	0	1
Security	3	1	8	6	2	2	1	2	4	1	6	8	12
One Shot Passwords	170	130	89	220	177	205	185	202	169	140	147	114	131
Software	2847	2594	3068	2977	2843	2987	2896	3219	3199	2991	2853	3792	3951
Total Calls	15324	14800	17764	15561	14849	15421	14763	16155	17266	14680	16230	15509	17090
6-month moving average	15324	15062	15963	15862	15660	15620	15526	15752	15669	15522	15753	15767	16155
Monthly Call Limit	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	13000	13000	13000

**SERVICE REVIEW BOOK**
March 2007**Review of HSD SLTs**

Due to the high call volumes, 4000 over the forecast levels, the *Calls Answered within 30 seconds* and the *Calls abandoned* SLT failed, and have been recalculated in accordance with the Service Desk Service Description.

The *100% software reboot* SLT failed by 14 calls, hitting 99.34% against 100% SLT.

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	69.6%	89.5%
Calls Abandoned (Target 5%)	5.3%	2.7%

Sense & Respond / Service Improvement Activities

The HSD continues to be involved in the analysis of the end-to-end lifecycle of the A priority faults to identify point of failure and opportunities to expedite transfer of calls to Service Delivery Units, without compromising service provided to branch. Work continues to improve the working practises of CMT.

Sense & Respond project for March

Call volumes for the Epson Counter printer have remained low even though the number of units increases by approx 900 each week.

HSD have found the Epson Counter printers to be extremely reliable and easy to use. Diagnosing faults has become much easier with the simple LED control Panel the Epson has.

By the end of March there were 3046 Epson Units in the Estate.

Only 25 Epson calls were assigned to FMS for an engineer visit.

Post Office branches have offered very positive feedback when mentioning their Epson Counter Printers to HSD.



SERVICE REVIEW BOOK

March 2007



5.2 Engineering Service

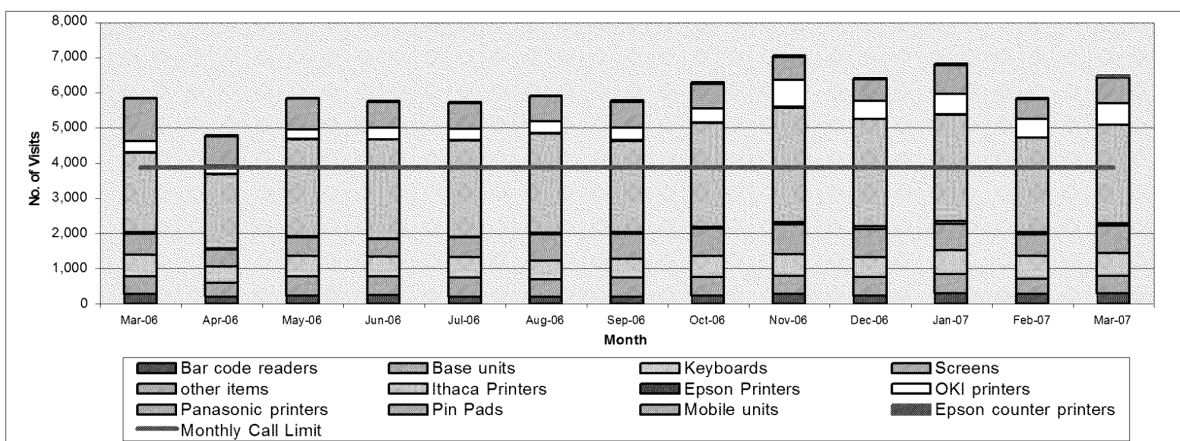
March 07 has seen the engineering call volumes rise to just over 6000 calls with slight increases in numbers of back office printer, Pin Pad and Screen calls. Compared to March last year, calls for mobile units and back office printers have increased significantly. The Epson counter printer rollout has so far seen 3078 new printers installed into 419 branches.

Compared to the previous month, March has seen a slight decrease in SLT conformance. The A priority within 4 hour fix going down 0.9% to 76.6% and the C priority by 18:30 next day calls also going down 1.9% to 92.9%. There were notable impacts on engineering service from the IP Stream project, OTI downtime and a minor resource management issue in week three. Additional engineers, desk staff, and service management heads are being recruited. OTI hardware is being replaced, with new OTI software currently in software development. IP Stream issues have been raised with BT.

Base unit builds remain the single highest point of failure for A priority conformance. The Service Improvement Plan remains in place and is reviewed weekly to address issues affecting SLA conformance. Recent success has seen the average base unit build times reduce by up to half an hour as a result of the training message store adjustment.

March has again seen all counter availability targets met with all conformances in excess of 99%.

Engineering Branch Visits



	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07
Bar code readers	268	201	215	236	185	185	183	217	275	227	290	262	294
Base units	509	393	564	540	558	490	549	538	511	522	544	447	495
Mobile units	9	21	17	32	41	28	36	37	52	34	42	34	47
Keyboards	614	473	568	563	573	546	543	594	610	577	681	633	642
Ithaca Printers	2254	2109	2756	2825	2735	2827	2604	2960	3251	3047	3033	2678	2805
Epson printers	15	11	11	13	16	19	20	15	22	3	2	0	1
Epson counter printers													25
OKI printers	314	224	279	314	316	322	347	398	778	514	586	540	615
Panasonic printers	1	1	1	3	1	2	1	1	3	0	0	0	0
Pin Pads	1226	844	870	734	720	712	739	695	634	612	808	565	719
Screens	596	464	527	487	570	757	712	792	847	797	741	630	776
other items	49	41	43	15	19	33	36	43	74	77	88	64	74
TOTAL	5855	4782	5851	5762	5734	5921	5770	6290	7057	6410	6815	5853	6493
Epson to OKI exchanges	12	12		12	9	7	10	10	37	x	x	x	x
Average Daily Visit Rate	234	203	254	240	244	257	246	262	294	298	284	266	265
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875

Please note the addition of the category 'Epson counter printers' to the graph.

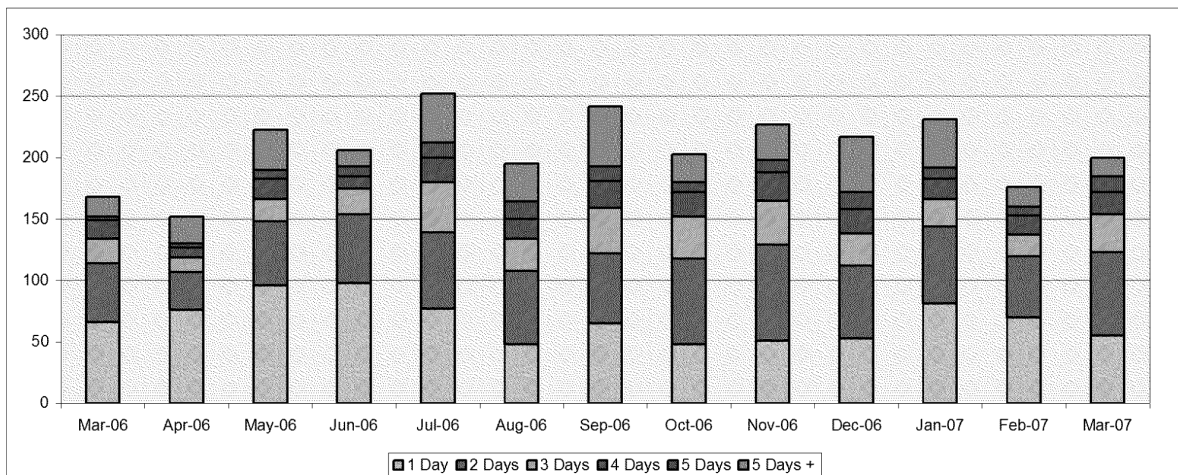


SERVICE REVIEW BOOK

March 2007



Gateway Replacements



Number of Gateways replaced by Engineers following call raised by PO Branch													
month	Actual Elapsed Time of call in days												
	1 Day		2 Days		3 Days		4 Days		5 Days		5 Days +		Total
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	30.6%	62	24.6%	41	16.3%	20	7.9%	12	4.8%	40	15.9%	252
Aug-06	48	24.6%	60	30.8%	26	13.3%	16	8.2%	14	7.2%	31	15.9%	195
Sep-06	65	26.9%	57	23.6%	37	15.3%	22	9.1%	12	5.0%	49	20.2%	242
Oct-06	48	23.6%	70	34.5%	34	16.7%	20	9.9%	8	3.9%	23	11.3%	203
Nov-06	51	22.5%	78	34.4%	36	15.9%	23	10.1%	10	4.4%	29	12.8%	227
Dec-06	53	24.4%	59	27.2%	26	12.0%	20	9.2%	14	6.5%	45	20.7%	217
Jan-07	81	35.1%	63	27.3%	22	9.5%	17	7.4%	9	3.9%	39	16.9%	231
Feb-07	70	39.8%	50	28.4%	17	9.7%	16	9.1%	7	4.0%	16	9.1%	176
Mar-07	55	27.5%	68	34.0%	31	15.5%	18	9.0%	13	6.5%	15	7.5%	200

**SERVICE REVIEW BOOK**
March 2007

5.3 Branch Network Services / Central Network

Branch Network Services

During February there were 1223 calls logged across all Network Types into the HSD.

SLT's

The 'Priority A – 6 hours' SLT saw 41 failures from a total of 1153 closed calls measured. The 97.7% achievement is a decrease over the past 2 months. A contributing factor to the SLT conformance miss can also be attributed to a number of issues resulting from IP Migration. These issues have been flagged to BT via Service Implementation.

There is no longer a C priority measure as all Network related calls are prioritised as "A" priority.

After investigation into the failure of A priority conformance the majority of fails have been attributed to delays in call progression within the HSD/CMT environment or with FMS engineering, with the IPStream Migration being a major contributory factor.

Other issues in March

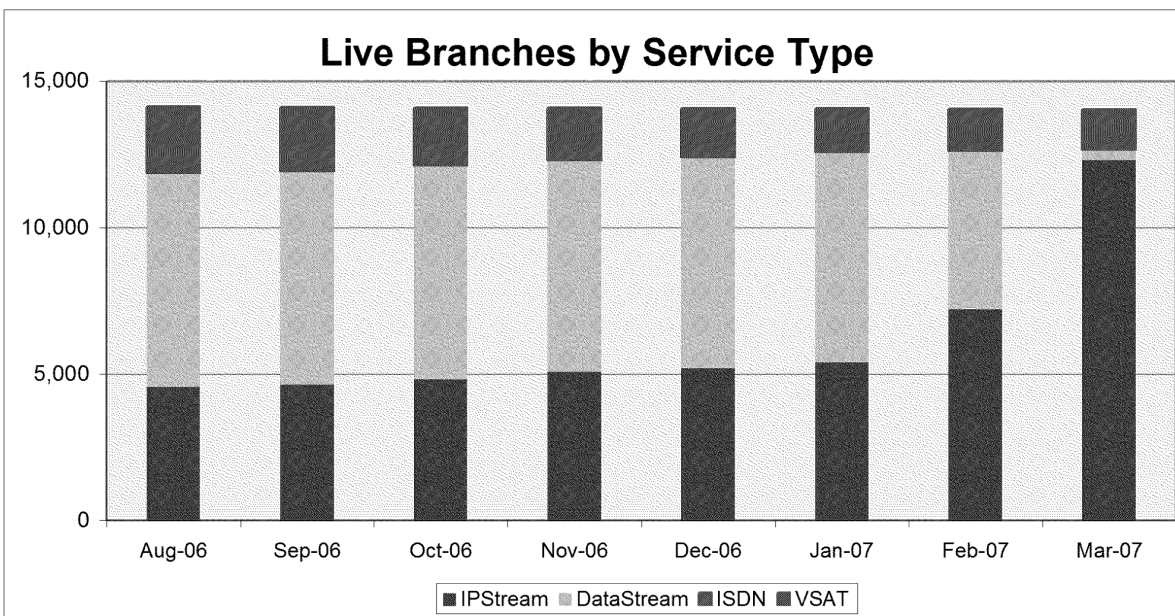
Due to Migration activity a higher than expected volume of extended issues were received and identified. After extensive investigation we have identified a number of issues within the BT Infrastructure domain. We are currently working closely with all Internal SDU's and BT directly to resolve.

Central Network

During last month there was a major incident affecting BAS router BMGV02-R10-004 on the C&W ADSL DataStream network. This caused a slight increase in the total number of network incidents. The bulk migrations to ADSL IPStream have reduced the number of branches using this BAS router from a previous high of 1,020 down to 89 at the time of the incident. The migrations are expected to be complete in the next few months after which time the ADSL DataStream network will be fully decommissioned.

BRANCH & COUNTER NUMBERS at Month End

Live Branches	14,035
Live Counters	34,435

**SERVICE REVIEW BOOK**
March 2007

	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07
IPStream	4,567	4,655	4,829	5,090	5,197	5,390	7,211	12,296
DataStream	7,297	7,269	7,287	7,214	7,199	7,183	5,402	369
ISDN	2,130	2,046	1,852	1,680	1,578	1,422	1,374	1,310
VSAT	135	135	132	113	96	82	67	60
TOTALS	14,129	14,105	14,100	14,097	14,070	14,077	14,054	14,035



SERVICE REVIEW BOOK

March 2007



5.4 Operational Branch Change Service

March 07 has seen the 8th consecutive fully conformant month. As a result we are looking to introduce stretch targets from April 07.

	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Cumulative
TARGET MINUS CLOSURES (4%)	5.22%	4.05%	2.54%	8.70%	3.36%	1.09%	0.88%	2.33%	2.50%	1.30%	1.35%	1.96%	3.05%
TOTAL FAILURES (5%)	4.55%	4.08%	1.99%	6.02%	3.00%	2.47%	3.01%	1.97%	3.70%	2.22%	3.30%	1.64%	2.94%
FAILURES (number)	7	6	3	8	9	6.5	4	3	2	2	3	2	69.5
FAILURES (Ex Line Plant) (4%)	3.90%	4.08%	1.99%	6.02%	3.00%	0.95%	0.75%	1.97%	1.85%	1.11%	1.10%	1.64%	2.43%
FAILURES (Ex Line Plant) (number)	6	6	3	8	9	2.5	1	3	1	1	2	2	57.5
FAILURES - JOINT (%)	0.00%	0.00%	0.00%	0.00%	0.67%	0.38%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.30%
FAILURES - JOINT (number)	0	0	0	0	2	1	0	0	0	0	0	0	7
NORMAL BUSINESS INCIDENT	1	1	0	0	0	0	0	0	0	0	0	0	4
NUMBER OF CHANGES DELIVERED	164	185	160	140	304	268	142	169	60	97	99	134	1922

Failures

Pilning – Faulty hardware to site from Triage

Chalford – Faulty master line box at Branch.

Corrective Actions

As part of the BAU process Fujitsu Field Maintenance Services Engineers will in the near future be supplied with spare master line boxes to aid in fault resolution and decrease the time spent resolving communications failures. Triage quality checks remain in force and continue to capture the majority of faulty hardware before despatch to site. Where necessary alternative couriers are requested to lessen the potential for transit damage.

**SERVICE REVIEW BOOK**
March 2007

5.5 Service Integration Service

5.5.1 Post Shops

All SLTs met – no issues to report.

March	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	10	12	12	7	6	47
Number of calls resolved in 8 hours	9	11	12	7	6	45
Number of calls resolved in next day	1	1	0	0	0	2
Number of Hardware faults	4	3	9	4	2	22
Number of software faults	6	9	3	3	4	25
Number of outstanding calls	0	0	0	0	0	0



SERVICE REVIEW BOOK

March 2007



5.6 Data Centre Operations Service / Data File Transfer

There were no major incidents in relation to the Data Centre Operations Service within the Data Centre central Infrastructure for the month of March 07.

Throughout the month there was a total of 153 operational changes, 141 made by Post Office Account and 12 by Post Office Limited third parties. There were no service impacts as a result of those changes being implemented.

Currently there are 18 customer facing risks identified in the Data Centre Operations service classified by RAG status as 1 amber and 16 green risks. The amber risk is related to the Lewes DR (CSR039) and is expected to be closed in June 07 following the BCP test of Lewes.

The de-commission of the EMC Centerra generation one disks arrays which are used as part of the audit/prosecution service has been completed.

5.6.1 Day J Failures

There were zero no lets this month.

5.7 Reconciliation Service

There were 34 Reconciliation incidents cleared during March. This is 8 less than that reported in February 07. 9 were Priority incidents and were cleared within the 8 hour response SLT. 25 incidents were cleared within the 5 day response SLT.

Reconciliation issues in March

- Branch 335642 (Britton Ferry) had a gateway swap on 20th February, after which the PM logged calls stating that he was missing all transaction details performed on the G/W counter the previous day. Following this, SSC requested the base unit to be returned to Bracknell to check for marooned transactions as the Gateway was at fault in not communicating with the counters 2 & 3. Due to human error the Gateway was sent to triage in error (where it was decommissioned) instead of the SSC. The process and documentation for this procedure has been reviewed and amended and recirculated to all relevant personnel to prevent a reoccurrence.
- Because of the base unit error, we did not have any record of transactions done on node 1 (gateway counter) from 08:57 on 19-Feb until 15:30 on 20-Feb, when the reboot finally occurred. The call was passed back to NBSC on 09/03/07, who instructed the PM to bulk input transactions from the Branch receipts and reports printed off before the gateway swap.
- There have been numerous transactions in State 4 exception state on the NB102 Section 5 report for Client Streamline. All the exceptions appear to originate from MID 65423692 allocated to Maidstone Post Office (Branch 009941) which ceased trading on 6th February 2007. Hence since 6th February, Horizon has not sent any payment details to Streamline relating to this MID and is not expecting to receive anything relating to this MID in the EMIS file. POL have been notified to inform Streamline regarding this. Streamline is yet to confirm, why they are passing on data regarding this MID in the EMIS file.
- There have been inconsistencies on the GL532110 account (Cash in pouches) within POLFS since January 07. This is being closely monitored by SSC and 2 more incidents were reported in March. Branch 116136 on 06/03/07 and branch 126137 was reported by POL on 28/03/07. No correction is needed at the branches but it may need a journal entry to correct cash in pouches within POLFS. There is a fix for some extra diagnostics going live later this month that will help with the investigations.



SERVICE REVIEW BOOK

March 2007



5.8 Reference Data & Message Broadcast Service

The problem identified on Thursday 22nd Feb re an amended Spot Rate and Margin files received from First Rate which had removed any reference to the Slovenian Tolar has had no action since the last report. An A priority Peak was raised and routed via the POL Reference Data Team. To date we have had little response to this Peak and no data from POL to remove the relevant product modes. Also First Rate has not made any attempt to re-instate the currency. The POL Reference Data Team are making efforts to resolve this issue.

5.9 Security Service

Automated Key Refresh

An average of 34 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 1063 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

Manual Key Refresh

There were no manual keys generated this month,

Key Management Administration

There were no major key management issues this month.

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
58	720	713	0
Query Days this month	YTD Contract	Received YTD	
1491	15000	15060	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
7	100	104	0

Witness statements provided this month	2	Witness statements YTD	37
Days in court this month	1	Days in court YTD	16.5

**SERVICE REVIEW BOOK**
March 2007**Current Month and Forthcoming Court Commitments**

Outlet	Date	Court location	Comments
Southfields	5 March 07	Kingston Crown Court	Trial re-scheduled from November 06. Witness gave evidence. Trial again re-scheduled to 30 May 07.
N Levenshulme	21 May 07	Manchester Crown Court	Witness required
Southfields	30 May 07	Kingston Crown Court	Witness required
Caledonian Road	16 July 07	TBA	Witness required
South Warnborough	10 September 07	Winchester Crown Court	Witness required

Updates to Previous Months Prosecutions

Outlet	Comments
None received	



SERVICE REVIEW BOOK
March 2007



COMMERCIAL IN CONFIDENCE

6 FEBRUARY SERVICE LEVEL PERFORMANCE

6.1 Horizon Service Desk

Ref	SLT	ARL	Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
		Horizon Service Desk													
	80%	Calls answered within 30 seconds	80.1	79.3	90.2	89.7	83.6	82.8	89.5						
			82.4	Q4		86.4	Q1		85.3	Q2			Q3		
	<10.0 secs	Average Time to Answer <10.0 seconds	8.2	9.0	8.0	7.0	7.0	7.0	8.0						
			9.7	Q4		8.0	Q1		7.3	Q2			Q3		
	<5%	Calls not answered	2.4	2.6	3.3	0.6	2.7	2.0	2.7						
			2.4	Q4		2.2	Q1		2.5	Q2			Q3		
	100%	Voicemail available outside HSD standard hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
			100.0	Q4		100.0	Q1		100.0	Q2			Q3		
	100%	Voicemail calls raised next working day	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
			100.0	Q4		100.0	Q1		100.0	Q2			Q3		
	>=85%	First Time Fix	88.3	89.0	88.0	88.1	88.5	89.7	89.8						
				Q4		88.4	Q1		89.8	Q2			Q3		
	95%	Software incidents resolved by Reboot <=15 minutes	98.51	97.12	97.85	97.17	97.74	97.33	96.39						
				Q4		97.40	Q1		97.13	Q2			Q3		
	100%	Software incidents resolved by Reboot <=30 minutes	99.49	99.90	99.77	99.74	100.00	99.74	99.34						
				Q4		99.80	Q1		99.68	Q2			Q3		



SERVICE REVIEW BOOK
March 2007



COMMERCIAL IN CONFIDENCE

6.2 Engineering Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Branch Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	63.0	61.8	64.5	62.1	68.9	77.5	76.6						
					Q4				Q1	73.8		Q2				Q3
	95%	NO	Priority B - 8 hours (flexible structure)	76.3	72.4	N/A	N/A	N/A	N/A	N/A						
					Q4				Q1	N/A		Q2				Q3
	95%	NO	Priority C - End of Next Business Day (flexible structure)	90.5	93.8	93.0	88.3	92.4	94.8	92.9						
					Q4		TBC		Q1	93.3		Q2				Q3
	100%	NO	Priority A - 6 hours (flexible structure)	75.0	77.0	79.4	79.9	82.8	87.7	86.9						
					Q4		TBC		Q1	85.2		Q2				Q3
	100%	NO	Priority B - 10 hours (flexible structure)	83.1	70.6	N/A	N/A	N/A	N/A	N/A						
					Q4				Q1	N/A		Q2				Q3
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	91.7	95.1	93.9	89.1	93.0	95.3	93.6						
					Q4		TBC		Q1	94.0		Q2				Q3
			Postshop Engineer - Call to Fix													
	100%	NO	Critical incident within 8 hours			Q4			Q1			Q2				Q3
	100%	NO	Non-critical incident within 48 hours			100.0			100.0							
					Q4				Q1			Q2				Q3

Priority B targets have now ceased as agreed.



SERVICE REVIEW BOOK March 2007



COMMERCIAL IN CONFIDENCE

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	97.3	97.4	97.3	97.6	98.3	96.4						
					Q4		TBC	Q1		97.4	Q2			Q3		
	95%	NO	Priority C - End of Next Business Day (flexible structure)	100.0	100.0	97.6	96.8	96.0	N/A	N/A						
					Q4		TBC	Q1		N/A	Q2			Q3		
	100%	NO	Priority A - 6 hours (flexible structure)	97.1	98.0	98.3	98.1	98.1	99.1	97.7						
					Q4		TBC	Q1		98.3	Q2			Q3		
	100%	NO	Priority C - End of next business day + 2 hours	100.0	100.0	100.0	96.8	96.0	N/A	N/A						
							TBC			N/A						
			Branch and Counter Availability													
	>99.80%	NO	Branch Availability during the Critical Period	TBC	TBC	TBC	TBC	TBC	TBC	TBC						
					Q4		TBC	Q1			Q2			Q3		
	>98.53%	NO	Counter Availability during the Critical Period	TBC	TBC	TBC	TBC	TBC	TBC	TBC						
					Q4		TBC	Q1			Q2			Q3		
	>99.43%	NO	Branch Availability during Post Office Core Day	99.80	99.7	99.7	99.8	99.7	99.8	99.8						
					Q4		TBC	Q1		99.8	Q2			Q3		
	>99.13%	LD	Counter Availability during Post Office Core Day	99.39	99.3	99.2	99.2	99.2	99.4	99.3						
					Q4		TBC	Q1		99.3	Q2			Q3		
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0	Q1		100.0	Q2			Q3		
	99%	LD	ADSL Connection Reliability	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0	Q1		100.0	Q2			Q3		
	97%	LD	Dialed Connection Reliability	100.0	99.0	100.0	100.0	100.0	100.0	99.0						
					Q4		99.0	Q1		99.7	Q2			Q3		

Priority C targets have now ceased as agreed.



SERVICE REVIEW BOOK
March 2007



COMMERCIAL IN CONFIDENCE

6.4 Central Network Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Network Availability													
	>=99.95%	NO	A&L Network Availability	100%	100.0	100.0	100.0	100.0	100							
									Q1		Q2				Q3	
			Banking Authorisation Agent Availability for Each Availability Period													
	<=1	NO	Number of PI outages >2 minutes for same bank	n			n		Q1		Q2				Q3	
	<=2	NO	Number of PI outages >2 minutes for different banks	0			0		Q1		Q2				Q3	



SERVICE REVIEW BOOK
March 2007



COMMERCIAL IN CONFIDENCE

6.5 Data Centre Operations Service

6.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Banking & Related Services Transaction Times													
	<=2.5 sec	LD	Average time for Banking Transactions across Fixed, ADSL & Dialed Connections	0.37	0.37	0.37	0.37	0.36	0.36	0.36						
					Q4		0.37		Q1	0.36		Q2			Q3	
			DFD Outbound - APS All Clients													
	96.5%	LD	APS transactions delivered by 23:59hr Day B	99.8	99.5	99.8	99.7	99.8	99.9	99.7						
					Q4		99.7		Q1	99.8		Q2			Q3	
	97.5%	LD	APS transactions delivered by Day C	99.9	99.8	99.9	99.9	99.9	99.9	99.9						
					Q4		99.9		Q1	99.9		Q2			Q3	
	98.5%	LD	APS transactions delivered by Day D	99.9	99.9	99.9	99.9	99.9	99.9	99.9						
					Q4		99.9		Q1	99.9		Q2			Q3	
	100%	LD	APS transactions delivered by Day J	99.9	99.9	99.9	100.0	100.0	100.0	100.0						
					Q4		99.9		Q1	100.0		Q2			Q3	



SERVICE REVIEW BOOK
March 2007



COMMERCIAL IN CONFIDENCE

6.5.2 Data File Delivery - LFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Outbound - LFS													
	97%	NO	Confirmation of pouch received at Branch by 22:00hr Day A	99.9	99.9	99.8	99.9	99.9	99.9	99.9						
					Q4		99.9	Q1		99.9	Q2			Q3		
	97.2%	LD	Confirmation of pouch received at Branch by Day B	99.9	99.9	99.9	99.9	99.9	99.9	99.9						
					Q4		99.9	Q1		99.9	Q2			Q3		
	100.0%	NO	Confirmation of pouch received at Branch by Day I	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0	Q1		100.0	Q2			Q3		
	97%	NO	SAPADS Pouch collected from Branch by 22:00hr Day A	99.9	96.7	99.9	99.9	99.9	99.9	99.9						
					Q4		98.8	Q1		99.9	Q2			Q3		
	97.2%	NO	SAPADS Pouch collected from Branch by Day B	100.0	96.7	99.9	99.9	99.9	99.9	99.9						
					Q4		98.8	Q1		99.9	Q2			Q3		
	100.0%	NO	SAPADS Pouch collected from Branch by Day I	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0	Q1		100.0	Q2			Q3		
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.8	99.0	99.4	96.5	99.7	99.8	99.7						
					Q4		98.3	Q1		99.7	Q2			Q3		



SERVICE REVIEW BOOK
March 2007



COMMERCIAL IN CONFIDENCE

6.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Outbound - POL MIS													
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	99.0	98.5	98.9	99.0	99.1	99.2	99.0						
					Q4		98.8	Q1		99.1	Q2			Q3		
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C	99.7	99.7	99.7	99.7	99.8	99.8	99.7						
					Q4		99.7	Q1		99.7	Q2			Q3		
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D	99.9	99.8	99.8	99.8	99.9	99.9	99.8						
					Q4		99.8	Q1		99.9	Q2			Q3		
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	99.9	99.9	99.9	100.0	99.9	100.0	100.0						
					Q4		99.9	Q1		99.9	Q2			Q3		
			DFD Outbound - POLFS													
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B	99.0	98.5	98.9	99.0	99.1	99.1	99.0						
					Q4		98.8	Q1		99.0	Q2			Q3		
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C	99.9	99.6	99.7	99.7	99.8	99.8	99.7						
					Q4		99.7	Q1		99.7	Q2			Q3		
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D	99.9	99.8	99.8	99.8	99.9	99.9	99.8						
					Q4		99.8	Q1		99.9	Q2			Q3		
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J	99.9	99.9	100.0	100.0	99.9	100.0	100.0						
					Q4		99.9	Q1		99.9	Q2			Q3		



SERVICE REVIEW BOOK
March 2007



COMMERCIAL IN CONFIDENCE

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

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Outbound - Reconciliation & Settlement Reports to TIP gateway													
	<=2	NO	Delivery by 08:05hr Day B	0.0	0.0	0.0	0.0	0.0	0.0							
						Q4			Q1		Q2					Q3
	100%	NO	Delivery by 12:00 (after failure in FS domain) or by 18:00 (after failure of DRSH or TES)	100.0	100.0	100.0	100.0	100.0	100.0							
						Q4	100.0		Q1		Q2					Q3
			DFD Outbound - Reconciliation Files													
	<=2	NO	Number of failures of REC file delivered to CAPO daily by 03:00hr			Q4	0.0		Q1		Q2					Q3
	<=2	NO	Number of failures of REC file delivered to A&L daily by 02:00hr			Q4	0.0		Q1		Q2					Q3
	100%	NO	REC files delivered to CAPO by 16:00hr on Day B			100.0			100							
						Q4	100.0		Q1		Q2					Q3
	100%	NO	REC files delivered to A&L by 18:00hr on Day B			100.0			100							
						Q4	100.0		Q1		Q2					Q3
			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					Q3



SERVICE REVIEW BOOK
March 2007



COMMERCIAL IN CONFIDENCE

6.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Inbound - LFS													
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	86.8	94.0	98.3	95.0	98.0	98.6	98.6						
					Q4		95.8	Q1		98.4	Q2			Q3		
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	99.6	95.2	99.7	99.6	99.5	99.8	99.7						
					Q4		98.2	Q1		99.7	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	98.9	98.3	98.0	90.6	97.7	98.1	98.6						
					Q4		95.6	Q1		98.1	Q2			Q3		
	96%	LD	Transaction corrections available by 12:00 on Day B	99.9	99.8	99.8	99.8	99.6	99.8	99.7						
					Q4		99.8	Q1		99.7	Q2			Q3		
	100%	LD	Transaction corrections available by 23:59:59 on Day J	100.0	99.9	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0	Q1		100.0	Q2			Q3		



SERVICE REVIEW BOOK
March 2007



COMMERCIAL IN CONFIDENCE

6.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Central Systems Availability													
	<=3 core hrs	NO	Outages in Core Hours where the Core Solution is unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0						
					Q4		0.0		Q1		0.0	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	0.0	0.0	0.0	0.0	0.0						
					Q4		0.0		Q1		0.0	Q2			Q3	
	<=14 core hrs	NO	Outages in Core Hours where the Core Solution AND Other Services are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0						
					Q4		0.0		Q1		0.0	Q2			Q3	
	98.5%	NO	POL FS Availability POL FS Availability	100.0	100.0	100.0	95.0	100.0	100.0	100.0						
					Q4		98.3		Q1		0.0	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	12	0	0	0						
					Q4		4		Q1		0.0	Q2			Q3	
	99.75%	NO	Transaction Enquiry Service TESQA availability between 07:00hr and 22:00hr for SLT calendar year	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0		Q1		100.0	Q2			Q3	
	97%	NO	Transaction received in the data centre between 07:00 and 20:00 daily will be available within 15 mins on TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0		Q1		100.0	Q2			Q3	
	100%	NO	If TES fails transaction received between 07:00 and 20:00 will be available within 2 hours on the TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0		Q1		100.0	Q2			Q3	
	100%	NO	Transaction received in the data centre between 20:00 and 22:00 daily will be available within 40 mins on TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0		Q1		100.0	Q2			Q3	
	100%	NO	If TES fails transaction received between 20:00 and 22:00 will be available within 2 hours on the TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0		Q1		100.0	Q2			Q3	
	100%	NO	Transaction received in the data centre between 22:00 and 07:00 daily will be available within 4 hours on TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0		Q1		100.0	Q2			Q3	



SERVICE REVIEW BOOK
March 2007



COMMERCIAL IN CONFIDENCE

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	99.6	99.7	99.6	99.6	99.7	99.6						
					Q4		99.6	Q1		99.6	Q2			Q3		
	97%	NO	APS reference data delivered by Day C	99.7	99.8	99.8	99.8	99.8	99.9	99.8						
					Q4		99.8	Q1		99.8	Q2			Q3		
	98%	NO	APS reference data delivered by Day D	99.8	99.8	99.9	99.9	99.9	99.9	99.9						
					Q4		99.9	Q1		99.9	Q2			Q3		
	100%	NO	APS reference data delivered by Day J	99.9	99.9	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0	Q1		100.0	Q2			Q3		
			DFD Inbound - Reference Data													
	96%	NO	Reference data delivered by Day B	99.6	99.6	99.7	99.8	99.7	99.7	99.8						
					Q4		99.7	Q1		99.7	Q2			Q3		
	97%	NO	Reference data delivered by Day C	99.7	99.7	99.8	99.8	99.8	99.9	99.8						
					Q4		99.8	Q1		99.8	Q2			Q3		
	98%	LD	Reference data delivered by Day D	99.8	99.8	99.9	99.9	99.8	99.9	99.9						
					Q4		99.9	Q1		99.9	Q2			Q3		
	100%	LD	Reference data delivered by Day J	99.9	99.9	100.0	100.0	100.0	100.0	100.0						
					Q4		100.0	Q1		100.0	Q2			Q3		



SERVICE REVIEW BOOK
March 2007



COMMERCIAL IN CONFIDENCE

6.7 Reconciliation Service

Ref	SLT	ARL				Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	I
		Exception / Error Resolution												
	95 %	NO	Banking & Related Services Priority Exceptions resolved in 8 hours or less					Q4			Q1			Q2
	95 %	NO	BIM report issued within 5 working days			100.		100.0						Q2
								Q4			Q1			Q2
		Payment File Delivery to Merchant Acquirer (Debit Card)												
	by 12:00	LD	Payment file delivered to MA on the day following creation date of the file			100.		100.0						Q2
								Q4			Q1			