



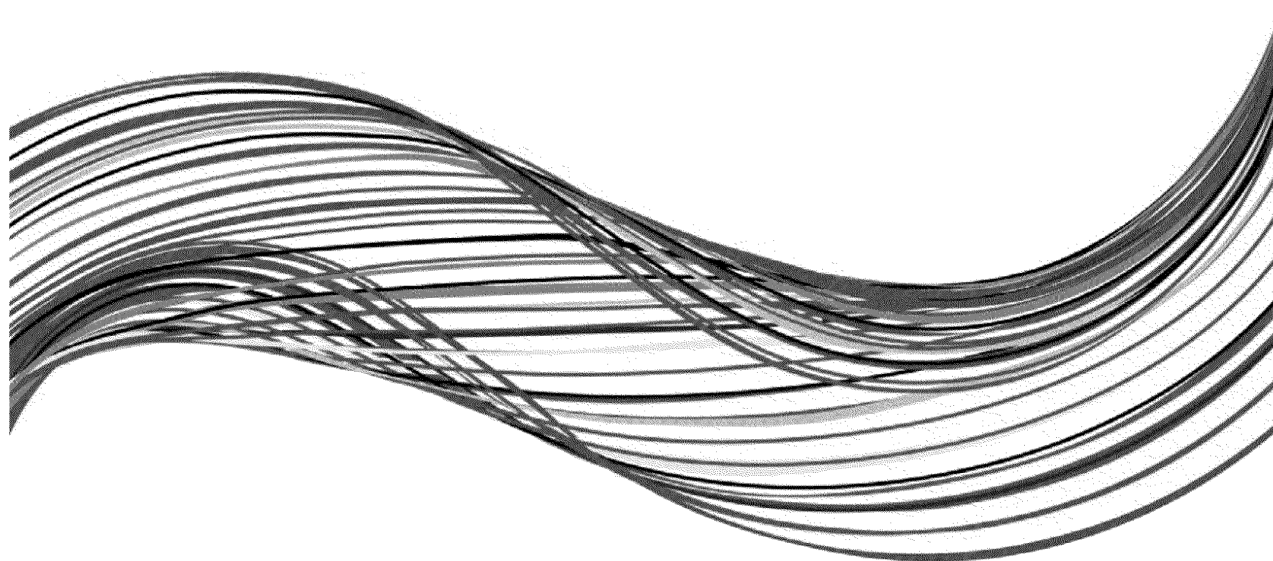
SERVICE REVIEW BOOK
April 2007



Fujitsu Services Royal Mail Group Account

Service Review Book

April 2007





SERVICE REVIEW BOOK
April 2007



Document Control

Title: Service Review Book – April 2007

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

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1 MANAGEMENT SUMMARY

Summary: Within the Fujitsu Services domain for April 07 there was 1 Major Incident, five 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 major incident occurred on 6th April: - a T40 incremental software drop in preparation for the branch router caused issues with the ISDN network, affecting up to 1085 connected branches. A workaround was put in place and the issue was resolved before start of trading on the next working day.

Branch and counter availability continue to remain above target at 99.7% and 99.2% respectively. Daily tracker performance remains good, and the weekly dashboard is proving valuable in jointly identifying areas of concern, in particular around the management of intermittent faults. 89 OBC changes were delivered in the month and all the OBC targets were exceeded with all OLAs met.

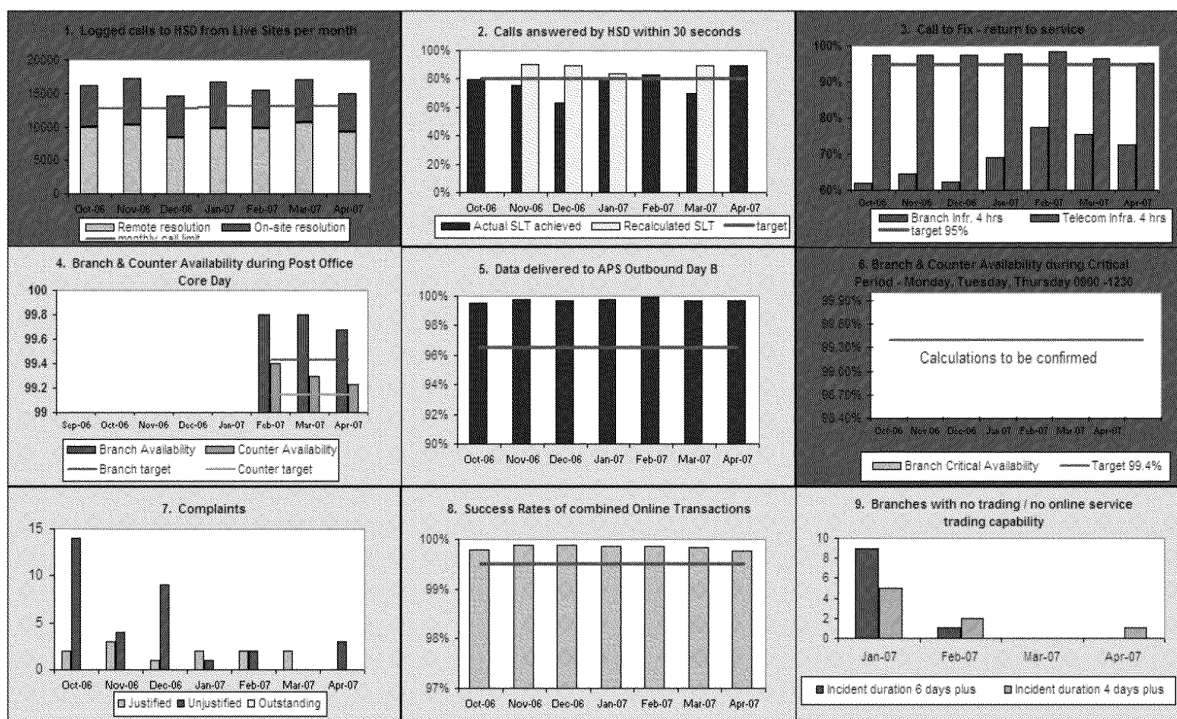
Incoming calls to the desk reduced this month, but network calls showed an increase, in direct relation to the various incidents during this period. However, resolution times have remained within expectation. Almost 1 in 4 counters now has a new Epson Counter Printer, and the migration to IPStream is nearing completion.

Despite continued focus, the Engineering SLTs have not recovered to meet target. The recovery plan continues to identify areas for improvement and the effect on branch trading and user feedback is being closely monitored to ensure that the impact on the business is fully appreciated whilst the recovery is progressed.

A total of 85 complaints were received, 47 were passed to Fujitsu for information only, the increase being largely attributable to online service problems arising from network migration activity. 3 were for investigation and comment: - of these, none were agreed to be justified. A further review of the complaints process has been undertaken to ensure that the level of feedback and appropriate action is taken in every case. The revised process is under discussion and should be implemented shortly.

**SERVICE REVIEW BOOK**
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2 Incident Overview

Summary:	Within the Fujitsu Services domain for April 2007 there was 1 Major Incident. There were 5 further service affecting incidents within the Fujitsu domain. There was 1 incident affecting a VIP sites. There were 2 further service affecting incidents outside of the Fujitsu domain.
Major Incidents:	Friday 6th April. T40 increment s/w drop in preparation for the branch router caused issues with the ISDN network, affecting up to 1085 connected branches through the LNS routers. This was due to static configured return routes through the LNS routers. This required corrective actions by the Network team, TDA and C&W to produce dynamic routes through just 2 remaining LNS routers 1 & 61. Issue resolved by Monday AM. Call E-0704060052 and MI report refers.
Other incidents in Fujitsu Services domain:	Monday 2nd April. IP Stream router "Hardy" blipped for 2 minutes affecting up to 2000 branches in the ADSL network, from 16:49 to 17:15. Post investigation shows a memory upgrade required to allow future diagnostics and corrective actions to take place before reset of router occurs. Call E-0704021070 refers. Friday 13th April. Timeouts experienced on the A&L link to Wigan. Timeouts experienced between 10:00 and 11:30, retries working successfully. Problem identified to WAN circuit within C&W from Wigan to Leicester. C&W with BT are currently investigating and monitoring the link for further failures. Call E-0704130308 refers. Friday 13th April. A loss of on-line services, to 42 VSAT connected branches, from 11:30 to 12:00. The fault was identified to a failure within the BT switch at the Turin base station. Call E-0704130372 refers. Wednesday 25th April. A blip occurred on the IP stream for 2 minutes, affecting up to 238 branches. Upon investigation found to be an incident within the BT network, subsequently fixed by BT, at their point of presence at Manchester. Call E-0704250762 refers. Thursday 26th April. PAF service was unavailable to 560 branches from start of day until 14:30. Cause found to be VPN server MW/VPN03 which had dropped off line the previous evening. A re-boot of the server was required to restore service. Investigations found human error in missing alert overnight, process re-emphasized to all shift members. Call E-0704260331 refers.
VIP sites affected this month:	Thursday 12th April. VIP site Shrewsbury 153641, no on-line services due to the loss of the ISDN line. Problem due to BT engineer attending site to install new line for a fax machine. RMGA engineer restored communications via GSM on Friday morning. Fault resolved Saturday morning when BT engineer returned to site. Call E-0704120358 refers.
Incidents that were outside the Fujitsu Domain:	Tuesday 3rd April. There were transactions timing out on the A&L "B" Link to Wigan from 15:02 to end of core day. Problem re-manifested itself again on Wednesday on both A&L Links "A" to Bootle and "B" to Wigan but not at the same time on each link. Conference call held, issue identified that request is getting to the A&L Tandem but is failing on the return leg at their internal Firewall. A&L investigated as failures were on the return from their Tandem to their firewall and within their domain. No further issues were seen on

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Thursday. Call E-0704030780 refers.

Thursday 12th April. Both links (Frame relay circuits) from "LINK" to both Wigan & Bootle data centres dropped out causing a "Key Exchange" from 16:39 to 16:54. Link, have investigated as they supply the network links into the data centres, but found no cause. Call E-04704120848 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
02/04/07	IP Stream Failure	1256 / 512	628 / 256	E-0704021070
06/04/07	ISDN Network Failure	1251 / 596	9845 / 2960	E-0704060052
25/04/07	IP Stream Incident	213 / 87	213 / 87	E-0704250762



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3 Business Continuity

3.1 Business Continuity Testing

Between the 13th and 16th of April 2007 Fujitsu Services successfully completed the operational testing of the Database Server fail-over (test3)..

On Friday the 20th April Fujitsu Services participated in a cross domain Major Incident exercise

On Sunday 29th April Fujitsu Services successfully completed the operational testing of the Network Banking Client Interfaces (test 22).

On Saturday 5th May Fujitsu Services successfully completed the operational testing of the routers (test 5)

On Sunday 6th May Fujitsu Services successfully completed the first phase of operational testing of the Data-centre LAN (test 6), the second phase is planned for Sunday 13th of May.

3.2 Forthcoming Testing

The Reference Data operational test is scheduled for Wednesday 9th May.

The second phase of the operational testing of the Data-centre LAN (test 6) is planned for Sunday 13th May.

The Debit Card/Electronic Top-up operational test is provisionally planned for the 20th May. This testing may be postponed if operational testing is conducted by EDS on this day.

The POLFS operational test, failing-over from PLP in Bootle to QATest in Wigan is planned for the weekend of the 2nd and 3rd of June.

3.3 Business Continuity Planning

During April some further progress was made on producing the HNG-X Business Continuity Framework and initial work commenced on writing the Operational Test Plan for HNG-X.

3.4 Business Continuity Incidents and Issues

No Major Business Continuity Incidents were raised during April.

Progress of the implementation and commissioning of the LST rig in the LEW02 Disaster Recovery site has been delayed further due to network issues. Work has been suspended awaiting the availability of a Network TDA, who is working on HNG-X, to investigate the current issues.

The operational test for the loss of Bracknell 01, i.e., the relocation to LEW02, is therefore being postponed until later in the year.



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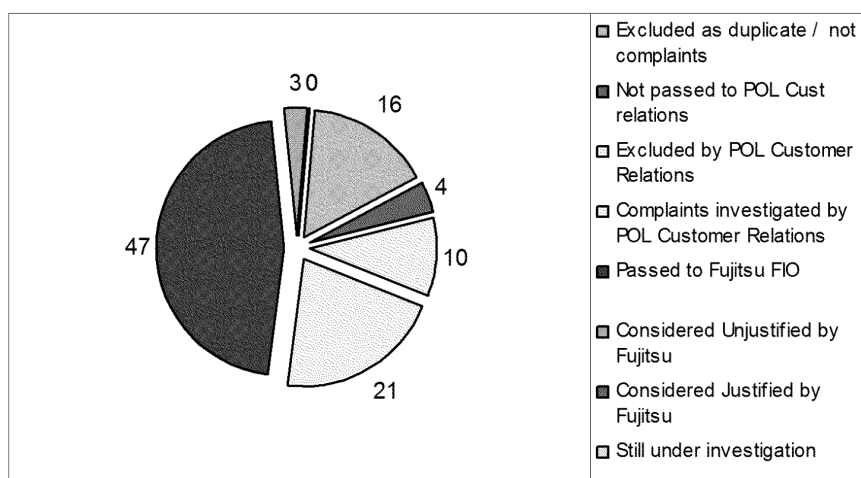
4 Complaints

During April, 85 complaints were logged about Fujitsu Services, with 3 standard complaints passed to Fujitsu for formal investigation, none of which were considered justified. Complaints about Fujitsu Services account for just 18.2% of all complaints received at the NBSC during April.

The volume of complaints has increased slightly during the past two months. This is due to complaints about online services and can be attributed to IPS migration call volumes.

We had no high profile complaints for April.

Breakdown of Complaints



Justified Complaints

Date POL/FS	in	Date Cleared	POL Ref	Branch And Facia	Code	Category/Reason For Complaint	Improvement Action



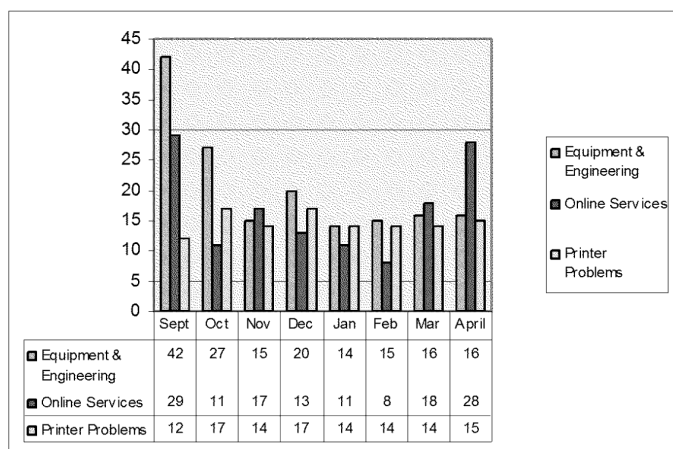
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Top 3 Areas of complaints

- On Line Services being unavailable - 28 complaints
- Engineer complaints (including 9 about response times and 3 about loss of on line services) - 16
- Printer problems - 15 complaints, 7 of which were also complaining about the engineering service.



Commentary

The number of complaints logged against Fujitsu Services in April has increased, however of those passed for formal investigation, none were classified as justified.

Engineering /Printing Problems.

The Engineering Service Improvement Plan weekly conference calls continue to review A priority faults, and a meeting has been scheduled to review the end-to-end process to remove any points of delay. This meeting is scheduled for early June.

The Epson printer rollout programme to replace the Ithaca printers is underway and progress is continuing according to schedule. To date 7621 new printers have been installed, which equates to 22% of the printers in 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. As part of the project, detailed analysis of the calls has been undertaken and an issue with printers printing blank receipts has been identified. This is the subject of Problem Management activity and discussions are underway with Epson, the technical designers and the service desk to provide workaround and preventative maintenance instructions to address this issue, whilst investigating and removing root cause.

Online Services

The number of complaints for Online services has increased in April, which is primarily due to the implementation of phase II of the migration to IP stream, which has seen an increase of 30% in the number of online services faults logged with the Service Desk. As a consequence the number of intermittent faults and branches with BNR installed was at its highest for a year. The migration has now completed, and we would expect to see the call volumes and number of complaints return to normal volumes. 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 4 branches a day experiencing solid down faults, and on several occasions during April, there were no branches with solid down faults.

Work continues with BT to improve the resolution process for faults relating to the physical phone line and faults internal to the branch.



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Historical Breakdown of Complaints Data

	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07
Total number of complaints logged against Fujitsu Services	87	94	98	88	71	97	101
Exclusions (duplicate / inappropriate)	12	14	13	12	8	22	16
Total number of actual complaints	75	80	85	76	63	75	85
Complaints passed to POL Customer Relations	64	67	68	71	56	73	81
Complaints excluded by POL Customer Relations (duplicate / chaser)	4	9	4	10	7	14	10
Total number of complaints investigated by POL Customer Relations	60	58	64	61	49	59	71
Number of complaints passed For Information Only to Fujitsu	58	39	30	43	25	32	47
Number passed to Fujitsu Services for formal investigation	2	7	10	3	4	2	3
Number considered justified by Fujitsu Services	2	3	1	2	2	2	0

Fujitsu Services and Post Office Ltd are working to revise the current complaints process, with the aim that Fujitsu Services will review and categorise all complaints logged against the services provided and provide this information to Post Office Ltd. The expected implementation date for this change in process is June 07, as this will need to be timed for the start of the month.



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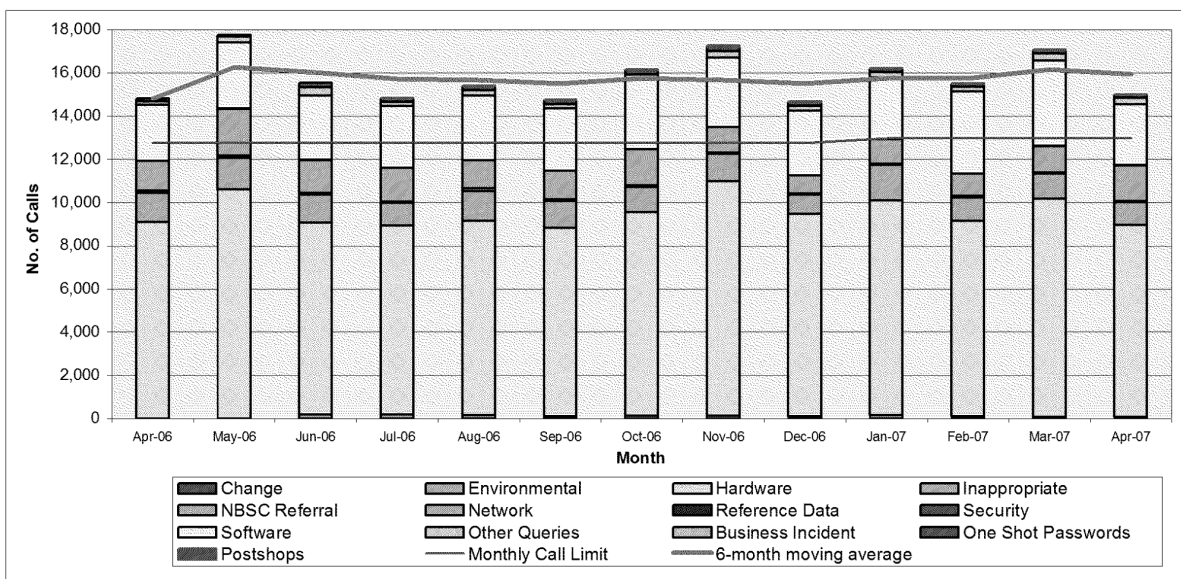


5 Service Summary

5.1 Horizon Service Desk

The HSD saw a decrease in the number of calls from Post Office Branches logged during April, with 15,010 calls logged at the desk, compared to 17,090 in March. This is the lowest call volume since September 2006, (excluding December 2006, which is a short trading month).

- Network calls have increased, due to IP stream migration and also due to the incidents in Section 2 above.
- Both Hardware and Software call categories decreased significantly in April. The lower hardware call volume is due to a decrease in all categories apart from Epson printer calls. These have increased on par with rollout.



	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07
Business Incident		2											1
Change					2					1	2	2	1
Postshops				25	31	32	26	80	57	45	37	46	31
Environmental			173	181	144	101	129	134	82	152	102	73	68
Hardware	9085	10609	8906	8755	8982	8735	9434	10855	9382	9926	9057	10090	8883
Inappropriate	1358	1454	1271	1052	1408	1223	1142	1246	898	1654	1065	1161	1062
NBSC Referral	105	124	94	54	108	98	96	82	63	71	85	63	55
Network	1375	2161	1513	1563	1302	1298	1671	1170	837	1115	1031	1223	1654
Other Queries	152	249	400	197	247	194	234	327	229	260	216	337	298
Reference Data	0	0	1	0	3	0	0	0	0	0	0	1	0
Security	1	8	6	2	2	1	2	4	1	6	8	12	13
One Shot Passwords	130	89	220	177	205	185	202	169	140	147	114	131	140
Software	2594	3068	2977	2843	2987	2896	3219	3199	2991	2853	3792	3951	2804
Total Calls	14800	17764	15561	14849	15421	14763	16155	17266	14680	16230	15509	17090	15010
6-month moving average	14800	16282	16042	15744	15679	15526	15752	15669	15522	15753	15767	16155	15964
Monthly Call Limit	12750	12750	12750	12750	12750	12750	12750	12750	12750	13000	13000	13000	13000

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	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	67.66%	89.08%
Calls Abandoned (Target 5%)	6.77%	2.56%

Sense & Respond / Service Improvement Activities

The progress on the current Sense and Respond projects as detailed below:

- **Network Issues:** a focus has been made to begin tracking ADSL and ISDN call volumes and the mean time to clear. This data will be captured each month and trend analysis will be conducted to highlight areas of required focus. Future projects include restructuring the Communications Management Team to enhance call ownership across the team to ensure calls are followed up and closed more efficiently within the SLA period. Also, renaming the communication stacks will be a focus point to ensure more effective tracking of calls in the future.
- **PinPads:** Sense and Respond investigation has identified that software changes could reduce spurious Pin Pad errors and this will subject to continued investigation. There has been a need identified to amend Powerhelp Pin Pad coding to enable more effective tracking of calls and a key future project has been identified to pilot Pin Pad card reader cleaning kits.
- **Counter Printer Data Issues:** The Epson printer roll out programme is presently a third of the way in progress and the call rate for Epson printers higher than expected. Total Epson calls received in April was 501, of which 84% of calls were resolved by HSD. A key future project will be looking at developing a PM hints/tips document to help reduce printer call volumes.
- **Chasing call failure demand:** The objective is to reduce the number of engineering calls made to engineering. Key actions to achieve the project focus include enhancing PM education/awareness about SLAs and to provide advice regarding not calling for ETAs on C priority calls until the SLA has passed.
- **Software errors:** A new project has been initiated which is looking at Software issues and identifying the route cause of these issues. The initial problem type being investigated is software freezes
- **Engineer Calls.** An additional objective regarding engineering calls is to reduce the amount of calls to HSD from Touch, Fujitsu and ROMEK engineers. This is to help increase agent availability for taking PM calls. Calls logged for engineering have been looked at and split between HSD and CMT. The different types of enquires have been identified; the main 2 types being 'Advice' and 'LAN'.

A new Sense and Respond champion for the desk has been appointed and will continue to progress the projects. A full Sense & Respond report is produced by the Sense & Respond champion on a monthly basis, and this is distributed separately to the SRB.



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5.2 Engineering Service

April 07 has seen the engineering call volumes fall to under 6000 calls with an increase in Epson Counter printer calls and notable decreases in numbers of Ithaca counter printer and screen calls. Compared to April last year, calls for the OKI printer have increased significantly.

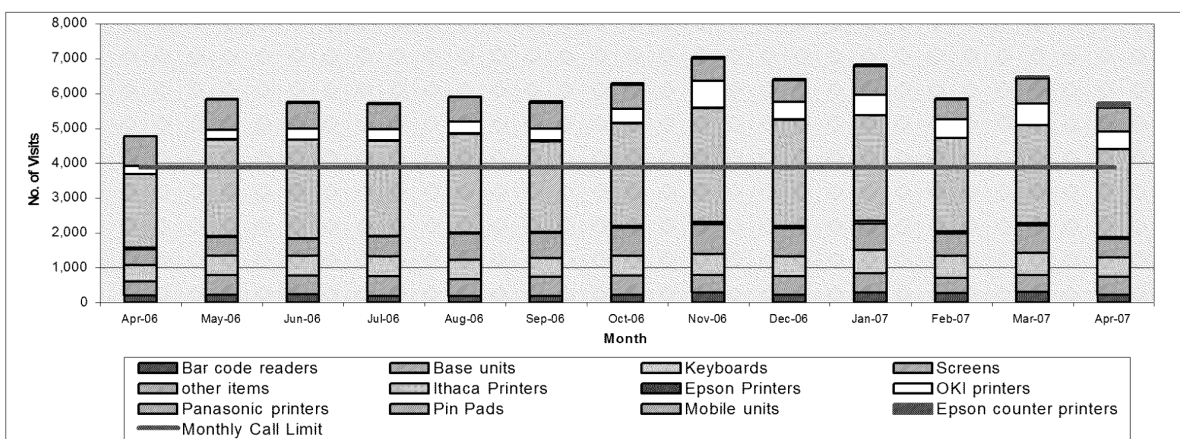
The Epson counter printer rollout has so far seen 7621 new printers installed into 1308 branches. Compared to the previous month, April has seen a decrease in A priority SLT conformance and a slight increase in C priority SLT conformance. The A priority within 4 hour fix decreased by 3.6% to 73.0% and the C priority by 18:30 next day calls increased by 0.3% to 93.2%.

There were notable impacts on the 4hr engineering service from the IP Stream project, with many more complex intermittent calls, OTI downtime and a higher than expected volume of DOA's on the A & B Base units. IP Stream issues have been raised with BT. In week three, the OTI hardware was replaced and since then no OTI downtime has been recorded. The volume of DOA's is under investigation but may be attributed to an increase in network call build failures.

Base unit builds remain the single highest point of failure for A priority conformance. Many of the Epson Counter printer calls can be prevented through the education of branch staff. Communications have been and will continue to be sent out. The Service Improvement Plan remains in place and is reviewed weekly to address issues affecting SLA conformance.

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

Engineering Branch Visits



	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07
Bar code readers	201	215	236	185	185	183	217	275	227	290	262	294	229
Base units	393	564	540	558	490	549	538	511	522	544	447	495	501
Mobile units	21	17	32	41	28	36	37	52	34	42	34	47	29
Keyboards	473	568	563	573	546	543	594	610	577	681	633	642	562
Ithaca Printers	2109	2756	2825	2735	2827	2604	2960	3251	3047	3033	2678	2805	2515
Epson back office printers	11	11	13	16	19	20	15	22	3	2	0	1	x
Epson counter printers												25	124
OKI printers	224	279	314	316	322	347	398	778	514	586	540	615	525
Panasonic printers	1	1	3	1	2	1	1	3	0	0	0	0	x
Pin Pads	844	870	734	720	712	739	695	634	612	808	565	719	681
Screens	464	527	487	570	757	712	792	847	797	741	630	776	535
other items	41	43	15	19	33	36	43	74	77	88	64	74	45
TOTAL	4782	5851	5762	5734	5921	5770	6290	7057	6410	6815	5853	6493	5746
Epson to OKI exchanges	12		12	9	7	10	10	37	x	x	x	x	x
Average Daily Visit Rate	203	254	240	244	257	246	262	294	298	284	266	265	274
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.

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5.3 Branch Network Services / Central Network

Branch Network Services

During February there were 1,654 calls logged across all Network Types into the HSD.

SLT's

The 'Priority A – 6 hours' SLT saw 47 failures from a total of 1229 closed calls measured, resulting in 96.2% achievement. A contributing factor to the SLT conformance miss can be attributed to a number of issues resulting from IP Migration, in addition to a higher than normal call raised rate. These issues have been flagged to BT via Service Implementation and Branch Network Services and actions are being undertaken to resolve. Post Office are being engaged where necessary in an additional attempt to resolve the longer running faults.

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

Other issues in April

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. BT also reported a MSO (major service outage) within the Liverpool area, which impacted a small number of branches resulting in "Intermittent" communications. BT has resolved this issue and the affected branches have resumed communications.

CMT have now completed the move to "ownership" of a single incident, which means that each member of the Comms Management Team has responsibility for owning an incident from the point of inception to resolution. It is expected that this move will increase the individual focus of each incident and therefore should result in higher SLT conformance results.

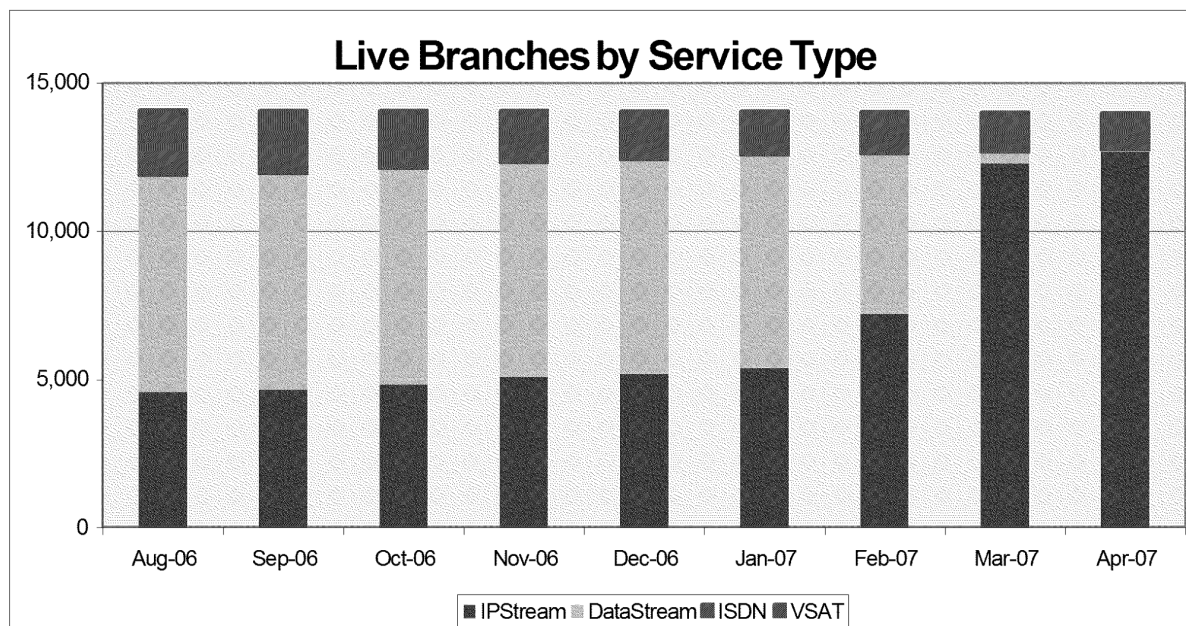
Central Network

The T40 increment s/w drop major incident resulted in 293 calls to the HSD over the Easter bank holiday weekend from ISDN branches that were unable to build a connection to the datacentres. The transactions attempted at these branches during this incident also impacted on the overall monthly Fixed (99%) and Dialed (98%) connection reliability SLAs. These branches also incurred very high call charges (absorbed within Fujitsu) due to the numerous reconnection attempts.

The IP Stream faults resulted in 96 HSD calls. The VSAT fault resulted in 0 HSD calls. The A&L and LiNK faults resulted in 41 HSD calls.

BRANCH & COUNTER NUMBERS at Month End

Live Branches	14,016
Live Counters	34,386

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	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07
IPStream	4,567	4,655	4,829	5,090	5,197	5,390	7,211	12,296	12,709
DataStream	7,297	7,269	7,287	7,214	7,199	7,183	5,402	369	40
ISDN	2,130	2,046	1,852	1,680	1,578	1,422	1,374	1,310	1,205
VSAT	135	135	132	113	96	82	67	60	61
TOTALS	14,129	14,105	14,100	14,097	14,070	14,077	14,054	14,035	14,015



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5.4 Operational Branch Change Service

	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	Cumulative
TARGET MINUS CLOSURES (4%)	4.05%	2.54%	8.70%	3.36%	1.09%	0.88%	2.33%	2.50%	1.30%	1.35%	1.96%	1.54%	3.05%
TOTAL FAILURES (5%)	4.08%	1.99%	6.02%	3.00%	2.47%	3.01%	1.97%	3.70%	2.22%	3.30%	1.64%	3.53%	2.94%
FAILURES (number)	6	3	8	9	6.5	4	3	2	2	3	2	3	69.5
FAILURES (Ex Line Plant) (4%)	4.08%	1.99%	6.02%	3.00%	0.95%	0.75%	1.97%	1.85%	1.11%	1.10%	1.64%	1.18%	2.43%
FAILURES (Ex Line Plant) (number)	6	3	8	9	2.5	1	3	1	1	2	2	1	57.5
FAILURES - JOINT (%)	0.00%	0.00%	0.00%	0.67%	0.38%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.30%
FAILURES - JOINT (number)	0	0	0	2	1	0	0	0	0	0	0	0	7
NORMAL BUSINESS INCIDENT	1	0	0	0	0	0	0	0	0	0	0	0	4
NUMBER OF CHANGES DELIVERED	185	160	140	304	268	142	169	60	97	99	134	89	1847

Failures

Stanton in the Peak – Line Plant Work Required

Whitwell Service Site – Line Plant Work Required

Lindholme – Wrong base unit despatched by SCS for VSAT installation.

Corrective Actions

All previously identified corrective actions continue to have positive effect on the failures against target dates. The weekly issues conference call is working well and has been identifying opportunities to provide GSM solution communications to realise "Open to Public Dates" whereas in the past these may have failed due to issues with the provision of primary comms solutions such as ADSL or ISDN.



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5.4 Service Integration Service

5.4.1 Post Shops

In April the "Critical Faults resolved within 8hrs" missed its target due to one call from Week 4 not following the correct escalation process. The agent involved has been advised of the correct process. The "Non-Critical Faults resolved within 48hrs" passed its 100% SLT.

April	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	10	3	1	6	2	22
Number of calls resolved in 8 hours	10	3	1	5	2	21
Number of calls resolved in next day	0	0	0	1	0	1
Number of Hardware faults	3	3	1	3	1	11
Number of software faults	7	0	0	3	1	11
Number of outstanding calls	0	0	0	0	0	0



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5.5 Data Centre Operations Service / Data File Transfer

There was one major incident which occurred on Friday 6th of April in relation to the Data Centre Operations Service within the Data Centre central Infrastructure. Please see section 2.0.

Throughout the month there was a total of 166 operational changes, 153 made by Post Office Account and 13 by Post Office Limited 3rd parties, there were no service impacts as a result of those changes being implemented.

Currently there are 19 customer facing risks identified in the Data Centre Operations service classified by RAG status as 1 red, 5 amber and 13 green risks. The red risk relates to the limit on the number of services which can be supported by Escher Design studio/Mails. Post Office Limited wish to add further new services and it is considered that this will exceed the current limit.

5.5.1 Day J Failures

DFD Outbound figures were impacted by a total of 2 No Lets this month, which is a increase on the previous couple of months. This resulted in 2 Day J targets failing, however the APS Outbound Day J target passed as there were no APS transactions from any of these 2 Branches during the down periods detailed below.

The BAU and escalation processes have been reiterated to the team that manage the non-polling calls.

123845 – 12 days late – Problem resolved, site now health checking.

A call was logged for an intermittent comms issue on 6th April (last EOD received was on 12th April). BT investigated the fault and it was finally resolved on 27th April. A data retrieval call was raised on 20th April due to the length of time BT were taking to investigate the issue, however due to a shortage of PSTN modems in this area, DR was not completed by the target date.

169828 – 15 days late – Problem resolved, site now health checking.

A call was logged for a comms issue on 17th April and passed to BT for investigation of the satellite system. A data retrieval call was logged on 20th April, but was not completed within timescales because the first engineer did not have a Day J laptop, and the second engineer had a faulty Day J laptop. The fault was finally resolved on 30th April by the FMS engineer attending to do DR.

5.6 Reconciliation Service

There were 20 Reconciliation incidents cleared during April. This is 14 less than that reported in March 07. There was 1 Priority incident which was cleared within the 8 hour response SLT. 19 incidents were cleared within the 5 day response SLT.

Reconciliation issues in April

- Another inconsistency has been noticed with regards to the GL532110 account (Cash in pouches). POLFS figures for Branch 012137 (Banbury) shows an difference of £396.41 on 11th April. No correction is needed at the branch 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.
- POLFS Incomplete Summaries report (TPSC257) reported 2 more branches, where the T30INC1 regression was not successful. Branch 251632 on 29/03/07 and 362329 on 16/04/07. Corrections were made to the POLFS data. PM and POL were made aware of the resulting Receipts and Payments mismatch at the branch rollovers and that Transaction Corrections were needed to rectify this.



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5.7 Reference Data & Message Broadcast Service

There has been no progress on the outstanding issue re the currency missing from the spot rate file. First Rate has made no attempt to re-instate the currency. This is despite the best efforts of the POL Reference Data Team.

5.8 Security Service

Automated Key Refresh

An average of 24 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 711 branches being targeted for refresh. The key refresh algorithm was turned off on the 25th April.

Manual Key Refresh

There were no manual keys generated this month,

Key Management Administration

Due to the keys currently being selected beyond the 3 month leniency period it has been agreed with the development team that the Counter Key Refresh Algorithm be turned off. This has been done via OCP 15691 and will be off for between 3 and 6 months, and monitored continually.

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
60	60	60	0
Query Days this month	YTD Contract	Received YTD	
1086	1250	1086	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
4	8	4	0

Witness statements provided this month	1	Witness statements YTD	1
Days in court this month	1	Days in court YTD	1

Current Month and Forthcoming Court Commitments

Outlet	Date	Court location	Comments
Englands Lane	30 April 07	Wood Green Crown Court	Witness attended and gave evidence. Defendant guilty on all charges – awaiting sentence

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N Levenshulme	21 May 07	Manchester Crown Court	Witness required
Caledonian Road	16 July 07	Kingston Crown Court	2 witnesses required
London Road	3 September 07	Reading Crown Court	Witness required
South Warnborough	10 September 07	Winchester Crown Court	2 witnesses required
Ardgowan Road	10 September 07	Kingston Crown Court	Witness required

Updates to Previous Months Prosecutions

Outlet	Comments
Southfields	Defendant pleaded guilty on two charges and received a 17 month sentence.
Aveley 1 and 2	Case closed defendant found not guilty
Turners Hill	Defendant guilty – custodial sentence received
Painters Ash	Defendant guilty – custodial sentence received
Broadway	Defendant guilty – community service received
Norwood Green	Defendant guilty – suspended sentence received
Holloway	Defendant guilty – suspended sentence received



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6 APRIL 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	90.2	89.7	83.6	82.8	89.5						
					Q2				Q1		Q2				Q3	
	<10.0 secs		Average Time to Answer <10.0 seconds	6.2	5.0	6.0	7.0	7.0	7.0	6.0						
				6.7	Q1		6.6		Q1	7.6	Q3				Q3	
	<5%		Calls not answered													
				2.4	Q1		2.2		Q1	2.5	Q2				Q3	
	100%		Voicemail available outside HSD standard hours													
				100.0	Q1		100.0		Q1	100.0	Q2				Q3	
	100%		Voicemail calls raised next working day			100.0			100.0							
				100.0	Q1		100.0		Q1	100.0	Q2				Q3	
	>=85%		First Time Fix			88.0			89.7							
					Q1		88.4		Q1	85.0	Q2				Q3	
	95%		Software incidents resolved by Reboot <=15 minutes			97.85			97.33							
					Q2				Q1		Q2				Q3	
	100%		Software incidents resolved by Reboot <=30 minutes	99.49	99.90	99.77	99.74		99.74	99.34	99.46					
					Q1		99.66		Q1	99.66	Q2				Q3	



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6.2 Engineering Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	S
	95%	NO	Branch Infrastructure - Call to Fix													
			Priority A - 4 hours (flexible structure)	63.0	61.8	64.5	62.1	68.9	77.5	76.6	73.0					
					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	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	93.2					
					Q4		TLC	Q1		93.3	Q2					Q3
	100%	NO	Priority A - 6 hours (flexible structure)	75.0	77.0	79.4	79.9	82.6	87.7	86.3	84.2					
					Q4		TLC	Q1		85.2	Q2					Q3
	100%	NO	Priority B - 10 hours (flexible structure)	83.1	79.6	N/A	N/A	N/A	N/A	N/A	N/A					
					Q4			Q4		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	94.1					
					Q4			Q1		94.0	Q2					Q3
	100%	NO	Postshop Engineer - Call to Fix													
			Critical incident within 8 hours			100		0.0			95.4					
					Q4			Q1			Q2					Q3
	100%	NO	Non-critical incident within 48 hours	100.0	100.0	100.0	100.0	100.0	00.0							
					Q4			Q1			Q2					Q3

Priority B targets have now ceased as agreed.



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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
	95%	NO	Branch Telecom Infrastructure - Call to Fix Priority A - 4 hours (flexible structure)	96.1	97.3	97.4	97.3	97.6	98.3	91						
					94				Q1		Q2					C3
	95%	NO	Priority C - End of Next Business Day (flexible structure)	100.0	100.0	97.0	90.0		N/A	N/A	N/A					
							TBC		Q1	N/A	Q2					C3
	100%	NO	Priority A - 6 hours (flexible structure)	97.1	98.0	98.3	98.1	98.1	99.1	97.7	96.2					
					94		TBC		Q1	93.3	Q2					C3
	100%	NO	Priority C - End of next business day + 2 hours				96.8	96.0	N/A	N/A	N/A					
							TBC			N/A						
			Branch and Counter Availability													
	>99.80%	NO	Branch Availability during the Critical Period			94	TBC		Q1		Q2					C3
	>98.53%	NO	Counter Availability during the Critical Period			TBC										
					94				Q1		Q2					C3
	>99.43%	NO	Branch Availability during Post Office Core Day			99.7			Q1		Q2					C3
					94				Q1		Q2					C3
	>99.13%	LD	Counter Availability during Post Office Core Day	99.9	99.9	99.9	99.9	99.9	99.9	99.9						
					94				Q1		Q2					C3
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability			100.0			100							
					94				Q1		Q2					C3
	99%	LD	ADSL Connection Reliability	100.0	100.0	100.0	100.0	100.0	100.0	10						
					94				Q1		Q2					C3
	97%	LD	Dialed Connection Reliability	100.0	99.0	100.0	100.0	100.0	100.0	99						
					94				Q1		Q2					C3

Priority C targets have now ceased as agreed.



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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	100.0	100.0	100.0					
				100%	Q4		100.0	Q1		100.0	Q2			Q3		
			Banking Authorisation Agent Availability for Each Availability Period													
	<=1	NO	Number of PI outages >2 minutes for same bank	0	0	0	0	0	0	0	0					
				0	Q4		0	Q1		0	Q2			Q3		
	<=2	NO	Number of PI outages >2 minutes for different banks	0	0	0	0	0	0	0	0					
				0	Q4		0	Q1		0	Q2			Q3		



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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 secs	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	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	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	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	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	100.0					
					Q4		99.9	Q1		100.0	Q2			Q3		



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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	99.8					
					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	99.8					
					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	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	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	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	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	99.0					
					Q4		98.3	Q1		99.7	Q2			Q3		



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6.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	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	98.8					
					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	99.6					
					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	99.9					
					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	99.9					
					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	98.8					
					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	99.6					
					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	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	99.9					
					Q4		99.9	Q1		99.9	Q2			Q3		



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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	0.0	0.0					
					Q4		0.0	Q1		0.0	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	100.0	100.0					
					Q4		100.0	Q1		100.0	Q2			Q3		
			DFD Outbound - Reconciliation Files													
	<=2	NO	Number of failures of REC file delivered to CAPO daily by 03:00hr	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0					
					Q4		0.0	Q1		0.0	Q2			Q3		
	<=2	NO	Number of failures of REC file delivered to A&L daily by 03:00hr	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0					
					Q4		0.0	Q1		0.0	Q2			Q3		
	100%	NO	REC files delivered to CAPO by 16:00hr on Day B	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%	NO	REC files delivered to A&L by 18:00hr on Day B	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
					Q4		100.0	Q1		100.0	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	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
					Q4		100.0	Q1		100.0	Q2			Q3		



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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	98.9					
					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	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	98.9					
					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	99.3					
					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	100.0					
					Q4		100.0	Q1	100.0	Q2				Q3		



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COMMERCIAL IN CONFIDENCE

6.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Central Systems Availability													
	<=3 core hrs	NO	Outages in Core Hours where the Core Solution is unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	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	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	0.0					
					Q4		0.0	Q1		0.0	Q2			Q3		
			POL FS Availability													
	98.5%	NO	POL FS Availability	100.0	100.0	100.0	95.0	100.0	100.0	100.0	99.5					
					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	0					
					Q4		4	Q1		0.0	Q2			Q3		
			Transaction Enquiry Service													
	99.75%	NO	TESQA availability between 07:00hr and 22:00hr for SLT calendar year	100.0	100.0	100.0	100.0	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	99.9					
					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	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	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	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	100.0					
					Q4		100.0	Q1		100.0	Q2			Q3		



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6.6 Reference Data Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Inbound - APS Tariff data													
	96%	NO	APS reference data delivered by Day B	99.6	99.6	99.7	99.6	99.6	99.7	99.6	99.1					
					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	99.5					
					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	99.7					
					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	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	99.6					
					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	99.6					
					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	99.7					
					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	100.0					
					Q4		100.0	Q1		100.0	Q2			Q3		



SERVICE REVIEW BOOK
April 2007



COMMERCIAL IN CONFIDENCE

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 in 8 hours or less	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
					Q4		100.0	Q1		100.0	Q2			Q3		
	95%	NO	BIM report issued within 5 working days	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
					Q4		100.0	Q1		100.0	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	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
					Q4		100.0	Q1		100.0	Q2			Q3		