



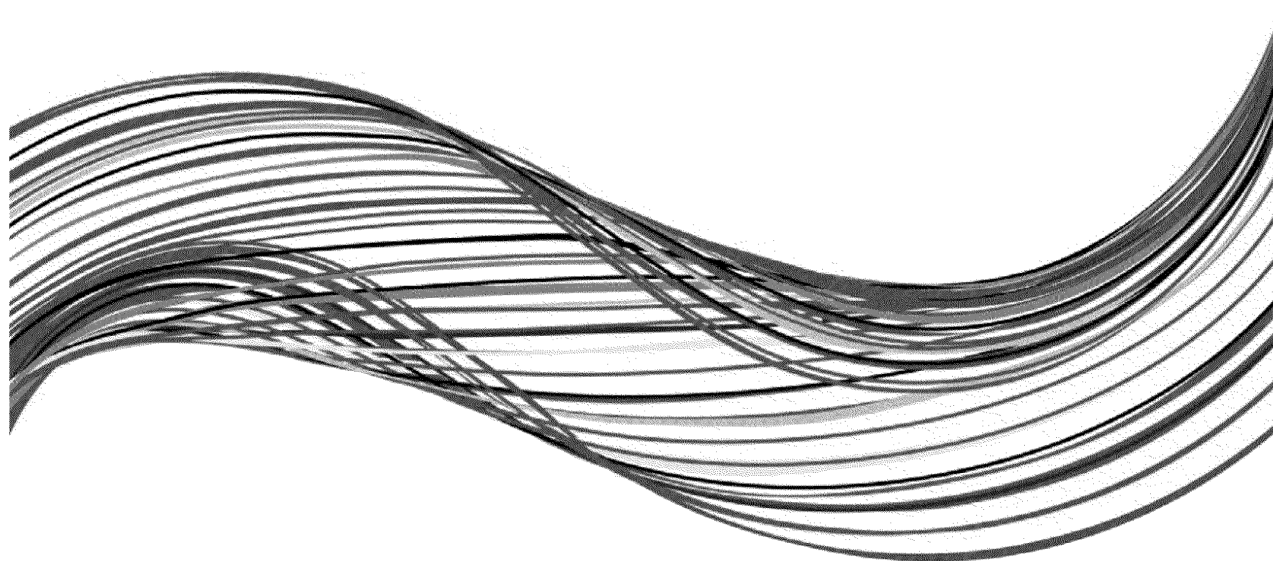
SERVICE REVIEW BOOK
May 2007



Fujitsu Services Royal Mail Group Account

Service Review Book

May 2007





SERVICE REVIEW BOOK
May 2007



Document Control

Title: Service Review Book – May 2007

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



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1 MANAGEMENT SUMMARY

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

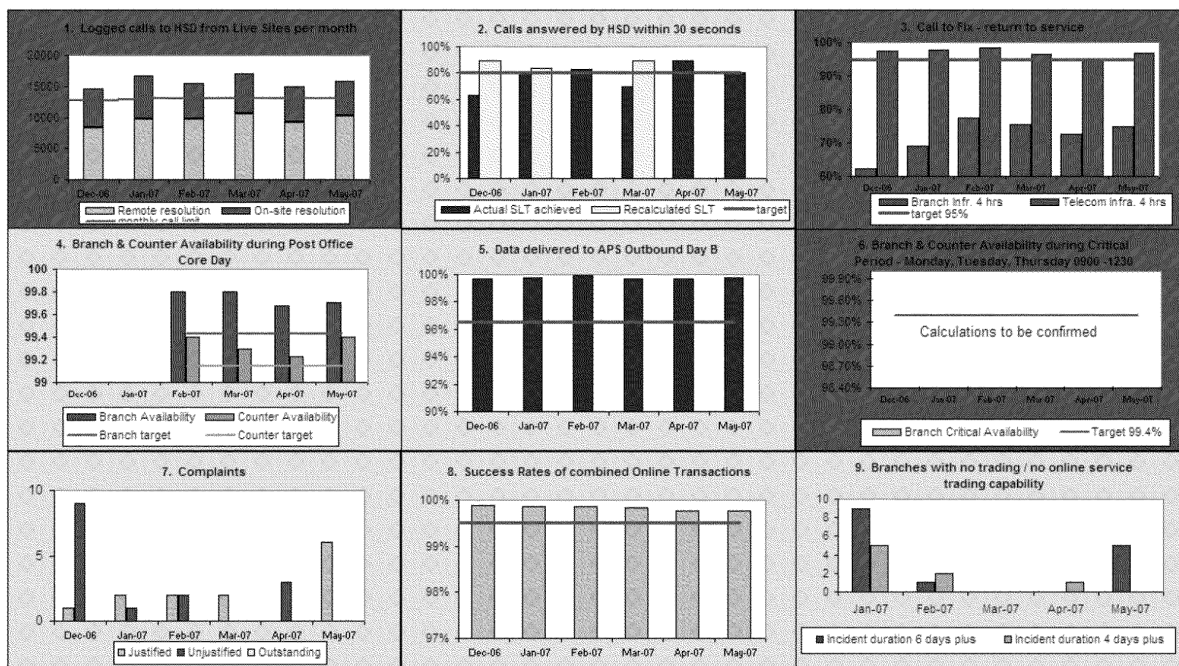
The major incident occurred on 3rd May: - An IP stream failure occurred, due to a router memory fault. Branches switched to the other router and caused an overload on the second router later in the day. Up to 1921 branches were affected. Corrective action work took place overnight to upgrade the memory in both routers.

Branch and counter availability continue to remain above target at 99.7% and 99.4% respectively. Daily tracker performance remains good, and the weekly dashboard continues to assist in identifying specific service issues. The management of intermittent faults remains a joint priority. 80 OBC changes were delivered in the month and all the OBC targets were exceeded with all OLAs met.

Incoming calls to the desk increased marginally this month, but no unexpected trends were identified. The Epson printer rollout continues, and although the incoming calls to the desk have not reduced as expected, this is largely due to the ink related issue, currently being addressed with Epson. The majority of the incoming printer calls are resolved at the desk, and Epson are providing additional consumables to cover the higher usage until the problem is fully resolved.

There has been marginal improvement in the Engineering SLTs but 3 out of 4 are still below target. Discussions are in hand to agree revised targets once all major improvement actions have been implemented.

A total of 80 complaints were received, 39 were passed to Fujitsu for information only. 6 were for investigation and comment and of these, all were agreed to be justified. Specific corrective actions have been put in place relating to communication of ETAs and engineer attendance in branch. The revised complaints process will be implemented in June

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2 Incident Overview

Summary:	Within the Fujitsu Services domain for May 2007 there was 1 Major Incident. There were 3 further service affecting incidents within the Fujitsu domain. There were no incidents affecting VIP sites. There were 2 further service affecting incidents outside of the Fujitsu domain.
Major Incidents:	Thursday 3rd May. An IP stream failure occurred, due to a memory leak on the LNS router "Hardy". Branches switched to the other router "Laurel" and caused an overload at a later time. 1921 branches were affected with loss of on-line services from 09:10 to 10:00 and 593 affected from 10:00 to 13:30 when corrective actions removed Horizon connected branches from Laurel & Hardy. Corrective action work, took place overnight on OCP 15813 to upgrade the Memory in both routers. Call E-0705030120 and E-0704030248 refer.
Other incidents in Fujitsu Services domain:	Tuesday 1st May. An IP stream failure occurred on delivery router "Smith" (there are 4 delivery routers) at 10:54, this had the potential to affect up to 25% of the branch estate. Service was restored at 11:08 by taking the router "Smith" out of service and all branches were reconnected by 11:34 via the remaining 3 delivery routers. The LD report was produced showing that 294 branches were affected by this incident. A faulty h/w card was replaced in the router "Smith" overnight and monitored, and then re-introduced back into the live service the next day. Call E-0705010399 refers. Tuesday 15th May. Intermittent time outs on the A&L Link "B" to Wigan from 08:46 to 11:08. The incident was identified to a C&W circuit at Carlton Park to Leicester router 2. The circuit was taken out of use for C&W and BT to investigate. Traffic routed through Leicester 1 router. Investigations by BT proved the fault to be at the local BT exchange, repaired and circuit brought back into live service on Sunday 20th. Calls E-0705150119, 404 & 407 refer. Monday 21st May. It was noticed that for 7, 1 minute periods from 09:00 to 10:44 that CAPO transactions were failing at a higher rate than normal on both A & B links. Circuits checked with Network teams and EDS but no explanation found. It was identified as a possible local network issue at branch level but not confirmed. Not service affecting as retries working and no calls to the HSD. We will continue to monitor for similar events on future corresponding Monday's. Call E-0705210281 refers.
VIP sites affected this month:	None
Incidents that were outside the Fujitsu Domain:	Tuesday 15th May. Degradation experienced on both A&L links to Bootle and Wigan starting at 14:10 and continuing intermittently until 16:04. All retries of transactions working, no calls to the help desk. Conference calls with POL and A&L. A&L investigated and identified the issue to be timeouts on their mainframe Tandem to their firewall on the response to the request back to the branches. A&L undertaking further investigations to resolve and identify the root cause, as a firewall upgrade took place at the weekend. Call E-0705150778 refers.

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Friday 18th May. A loss of the Moneygram service occurred at 12:30 to 12:42. The incident was caused by a loss of the connection from the POA web servers to the Moneygram mainframe. This was due to a failure within the Moneygram network. Call E-0705180435 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
01/05/07	IP Stream Delivery Router Failure	722 / 292	1082 / 441	E-0705010399
03/05/07	IP Stream LNS Router Failure	802 / 327	1270 / 518	E-0705030120 E-0704030248

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3 Business Continuity

3.1 Business Continuity Testing

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).

On Sunday 13th May Fujitsu Services completed the second phase of operational testing of the Data-centre LAN, the Catalyst fail-over test. This test was only a partial success due to a delay in Firewall failover in Bootle and no connection for POLFS users. A retest of the failing element is planned for Sunday 10th of June.

During May Fujitsu Services successfully completed the Reference Data operational test.

On Sunday 20th of May Fujitsu Services successfully completed the operational testing of the Debit Card Service/Electronic Top-up Services (test 25)

On the weekend of the 2nd and 3rd of June Fujitsu Services successfully completed the POLFS operational test, failing-over from PLP in Bootle to QATest, the DR POLFS system, in Wigan.

3.2 Forthcoming Testing

A retest for the failing elements of the Catalyst fail-over is planned for Sunday 10th of June.

The Campus fail-over (test 2) is planned for the 15th to 18th of June.

The SMC operational test (test 12) has been rescheduled for the 1st of July to allow live operational changes to be implemented.

3.3 Business Continuity Planning

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

3.4 Business Continuity Incidents and Issues

No Major Business Continuity Incidents were raised during May.

Progress of the implementation and commissioning of the LST rig in the LEW02 Disaster Recovery site has been delayed further due to network issues. A number of servers have required rebuilds. The LST commissioning phase is expected to be completed during August.

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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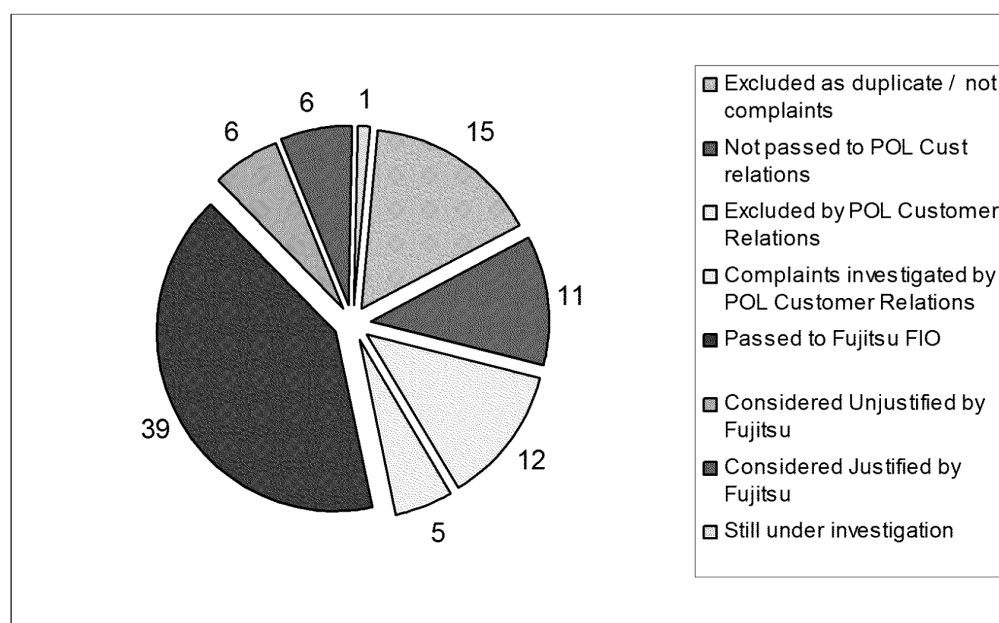
4 Complaints

During May, 80 complaints were logged about Fujitsu Services, with 6 standard complaints passed to Fujitsu for formal investigation, all of which were considered justified. Improvements are detailed against those complaints requiring corrective action below.

Complaints about Fujitsu Services account for 16.6% of all complaints received at the NBSC during May

The volume of complaints has decreased slightly since last month although overall are as per average.

Breakdown of Complaints





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Justified Complaints requiring corrective action

Date Cleared	POL Ref	Branch Code And Facia	Date in POL/FS	Category/Reason For Complaint	Improvement Action
31/05/07	DB/MAY /130	Illeybrook Square 202201	31/05/07	PM complaining about receiving 4 different ETA's for engineers and still no arrival.	The process is for any call upgraded from C to A priority to also be voiced across whenever the incident call is updated. Further focus has been placed on this procedure and will also be part of re training.
31/05/07	DB/MAY /126	Wainfleet 212202	31/05/07	PM waiting for an engineer to arrive	Engineering's failings were in not completing by next working day, not recognising access on 31 st and completing COP on 1 st . This has been addressed with both Depot Head and Despatcher.
31/05/07	DB/MAY /128	Totnes 215552	31/05/07	The pm is complaining that he has been waiting for an engineer to arrive since last Friday 25/05/07 as he has a problem with his printer. He has been promised an engineer for today but he has no confidence in HSD promises.	This has been escalated to Engineering who had high volumes of calls and a misallocation from the desk. Engineering completed this by 12 next day.
31/05/07	DB/MAY /127	Roman Road 056002	31/05/07	The PM is complaining that he has had no online services since Friday 25/5. The engineer arrived and then said he was popping out to make a phone call and had not been back. He was then promised an engineer for first thing 30/5 and then no one turned up.	Engineering cannot confirm whether or not engineer left the site to make call and did not return, however the update by the Horizon Helpdesk at 11.42 hrs does not support this allegation. However @ 11.45 the engineer called in from his mobile, requesting a contact number for the office as he was not yet on site. Engineering admit to an error in not re-attending the same day , after ascertaining the cable was damaged and also in there being no internal escalation for an engineer being off sick. However a replacement engineer arrived on site and replaced the cable within SLA.



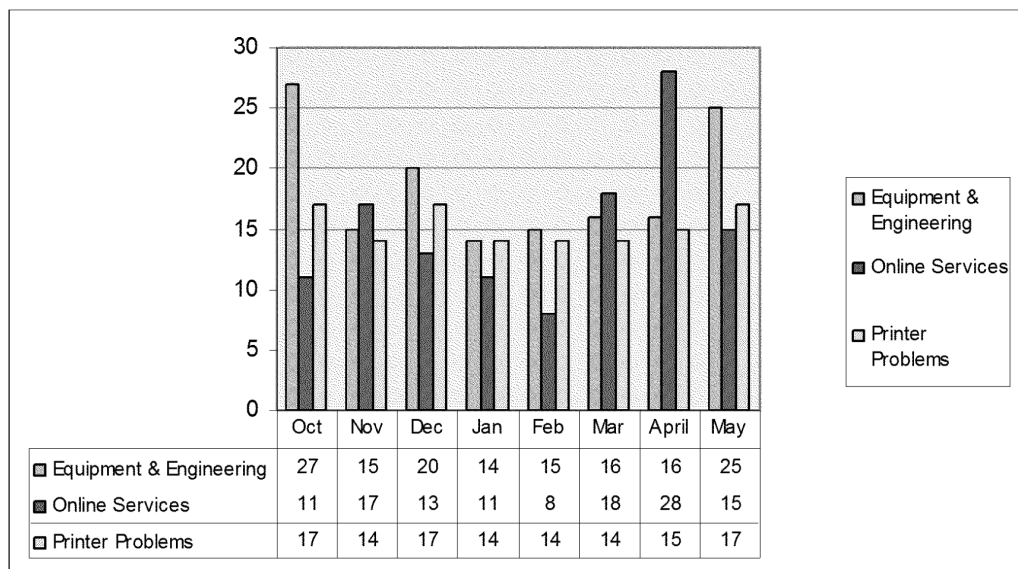
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Top 3 Areas of complaints

- Engineer complaints-25 (includes 12 about response times and 7 about loss of online services)
- Printer problems-17 complaints, 7 of which were also complaining about the engineering service.
- Online services being unavailable- 15 complaints



Commentary

Engineer Complaints

Despite the increase in SLT conformance, there was an increase in Engineering Complaints, including 7 around online services. More detailed analysis is underway to identify the reason for the increase. The meeting was held to review the end-to-end Incident lifecycle and target times set around specific points / hand-off in the process. Data will be captured to track performance against these targets.

The Epson printer rollout programme to replace the Ithaca printers is underway and progress is continuing according to schedule. To date 11371 new printers have been installed, which equates to 32.49% 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. Analysis has been undertaken on the issue with printers printing blank receipts, and Epson have identified a fault with the ink, which remains in their domain to resolve. Whilst awaiting resolution the service desk continue to provide workaround and preventative maintenance instructions to address this issue.

Printer Problems

Printer Complaints were normal for the month of May.

Online Services

The number of complaints against Online Services has decreased markedly in May and has returned to the normal monthly figure. This is due to the completion of the IP Stream migration project and this decrease was expected. GSM's have been deployed in branches that experienced any migration issues. Work continues with BT to improve the resolution process for physical phone line faults and internal faults within a branch.



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Historical Breakdown of Complaints Data

	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May07
Total number of complaints logged against Fujitsu Services	94	98	88	71	97	101	95
Exclusions (duplicate / inappropriate)	14	13	12	8	22	16	15
Total number of actual complaints	80	85	76	63	75	85	80
Complaints passed to POL Customer Relations	67	68	71	56	73	81	84
Complaints excluded by POL Customer Relations (duplicate / chaser)	9	4	10	7	14	10	12
Total number of complaints investigated by POL Customer Relations	58	64	61	49	59	71	72
Number of complaints passed For Information Only to Fujitsu	39	30	43	25	32	47	39
Number passed to Fujitsu Services for formal investigation	7	10	3	4	2	3	6
Number considered justified by Fujitsu Services	3	1	2	2	2	0	6

Fujitsu Services and Post Office Ltd have completed the revision to the complaints process, and as of 1st June 2007 Fujitsu Services will review and categorise all complaints logged and provide this information to Post Office Ltd. Next month the measures in the SRB will reflect the change in the process and there will be an increase in the figures reported.



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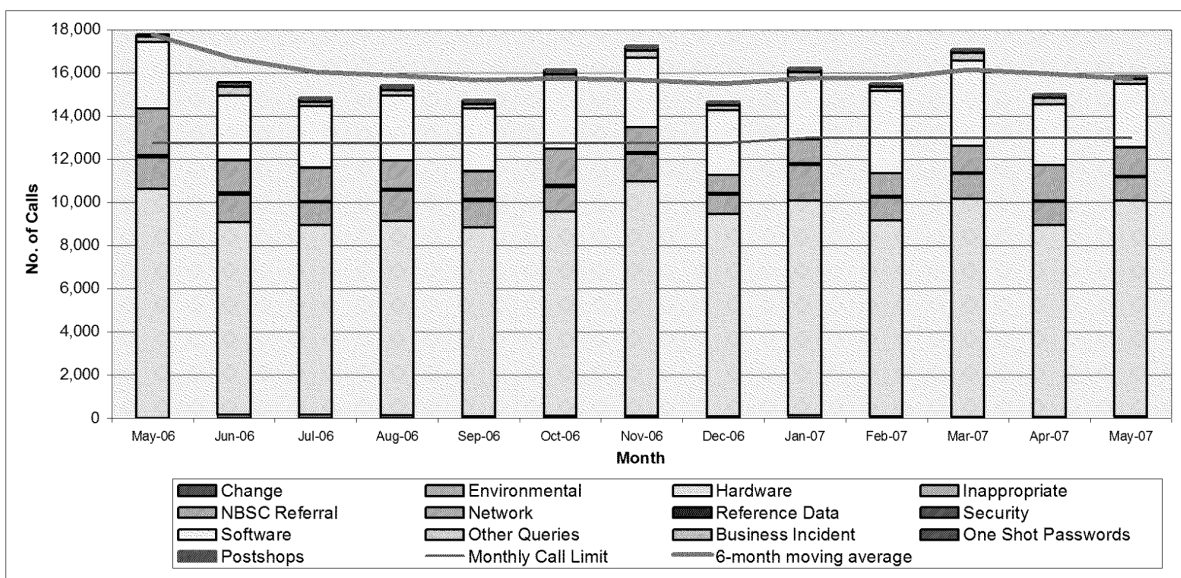
5 Service Summary

5.1 Horizon Service Desk

The HSD saw an increase in the number of calls from Post Office Branches logged during May, with 15,852 calls logged at the desk, compared to 15,010 in April. However with April being one of the lowest call volumes logged during the last 12 months, this means that May has been a fairly normal month.

-Network calls volumes have returned to their normal level

-Hardware calls have increased, although are on par with the figures for the past 8 months.



	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07
Business Incident	2											1	0
Change				2					1	2	2	1	1
Postshops			25	31	32	26	80	57	45	37	46	31	41
Environmental		173	181	144	101	129	134	82	152	102	73	68	97
Hardware	10609	8906	8755	8982	8735	9434	10855	9382	9926	9057	10090	8883	9889
Inappropriate	1454	1271	1052	1408	1223	1142	1246	898	1654	1065	1161	1062	1083
NBSC Referral	124	94	54	108	98	96	82	63	71	85	63	55	33
Network	2161	1513	1563	1302	1298	1671	1170	837	1115	1031	1223	1654	1342
Other Queries	249	400	197	247	194	234	327	229	260	216	337	298	223
Reference Data	0	1	0	3	0	0	0	0	0	0	1	0	0
Security	8	6	2	2	1	2	4	1	6	8	12	13	14
One Shot Passwords	89	220	177	205	185	202	169	140	147	114	131	140	119
Software	3068	2977	2843	2987	2896	3219	3199	2991	2853	3792	3951	2804	2910
Total Calls	17764	15561	14849	15421	14763	16155	17266	14680	16230	15509	17090	15010	15852
6-month moving average	17764	16663	16058	15899	15672	15752	15669	15522	15753	15767	16155	15964	15729
Monthly Call Limit	12750	12750	12750	12750	12750	12750	12750	12750	13000	13000	13000	13000	13000

Review of HSD SLTs

Both HSD SLT's shown below, were achieved for May. Hence there is no recalculated figure.

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	80.37%	n/a
Calls Abandoned (Target 5%)	3.52%	n/a



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5.2 Engineering Service

May 07 has seen call volumes again finish just under 6,000, with 642 A Priority calls in this period.

As the Epson roll-out continues to gather momentum, the number of engineering visits for the office counter printers (Epson & Ithica combined) was at it's lowest for over 12 months. A trend we expect to continue as the Ithica's continue to be replaced by the more suitable Epsoms.

From April the SLT figures have shown an improvement in all four measurable areas, The A priority calls fixed within four hours rose from 73.0% to 74.8%, whilst A priorities resolved within six hours also improved to 86.8% from 84.2%. Conformance on C priority next day calls showed final figures of 95.7%, an improvement of 2.5% on the previous month which came in at 93.2%. Next Day +2 hours on C priorities reached 96.2% conformance after being 94.1% in April.

These improvements have come as a result of added focus on the desk and service improvements discussed and agreed being implemented and used on a day to day basis. There were one or two issues on the desk, but measures have been put in place to continue to increase the speed in which calls are allocated to an engineer once they reach the desk.

Base unit builds again prove to be the highest single point of failure when we attend A priority calls. A number of improvements from the Service Improvement Plan have been implemented and further meetings have taken place to look at reducing the overall leakage during a calls life.

We also suffered a higher number of Mobile Base Unit failures, some of these misses were caused due to poor stock provision. This has now been addressed with spares better distributed.

The Auto SLA facility has also had a detrimental affect on service, and we have put a manual process in place whilst this is resolved.

May has again seen all counter availability targets met, with all conformances in excess of 99%

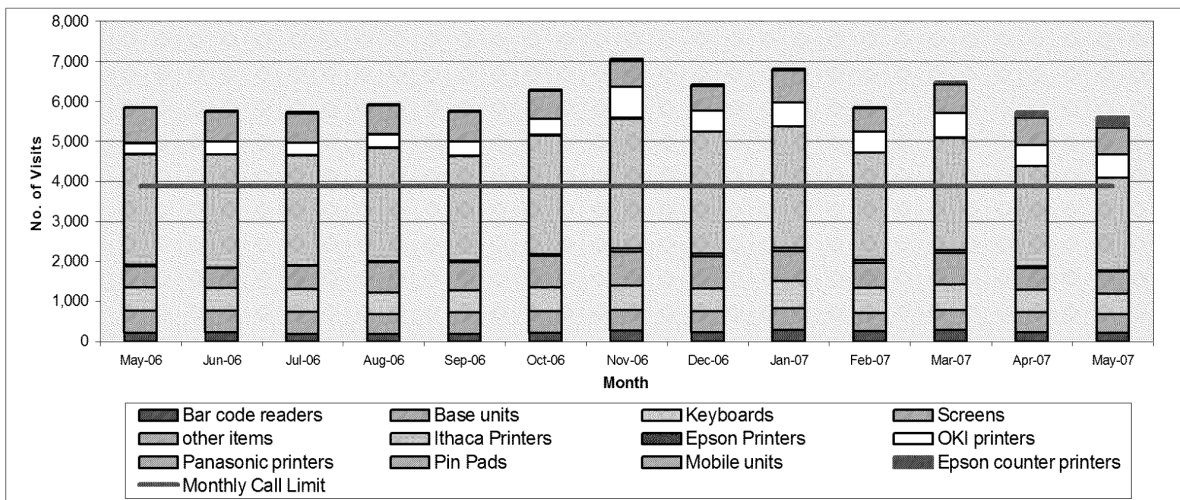


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Engineering Branch Visits



	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07
Bar code readers	215	236	185	185	183	217	275	227	290	262	294	229	225
Base units	564	540	558	490	549	538	511	522	544	447	495	501	461
Mobile units	17	32	41	28	36	37	52	34	42	34	47	29	35
Keyboards	568	563	573	546	543	594	610	577	681	633	642	562	513
Ithaca Printers	2756	2825	2735	2827	2604	2960	3251	3047	3033	2678	2805	2515	2307
Epson back office printers	11	13	16	19	20	15	22	3	2	0	1	x	x
Epson counter printers											25	124	256
OKI printers	279	314	316	322	347	398	778	514	586	540	615	525	577
Panasonic printers	1	3	1	2	1	1	3	0	0	0	0	x	x
Pin Pads	870	734	720	712	739	695	634	612	808	565	719	681	670
Screens	527	487	570	757	712	792	847	797	741	630	776	535	538
other items	43	15	19	33	36	43	74	77	88	64	74	45	47
TOTAL	5851	5762	5734	5921	5770	6290	7057	6410	6815	5853	6493	5746	5629
Epson to OKI exchanges		12	9	7	10	10	37	x	x	x	x	x	x
Average Daily Visit Rate	254	240	244	257	246	262	294	298	284	266	265	274	245
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875

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5.3 Branch Network Services / Central Network

5.3.1 Branch Network Services

During May there were 1,342 calls logged across all Network Types into the HSD.

SLT's

The 'Priority A – 6 hours' SLT saw 27 failures from a total of 1040 closed calls measured, resulting in 97.4% achievement. A contributing factor to the SLT conformance miss can be attributed to volume of incidents that require investigation outside of the Incident Management process, thus requiring extensive investigation from Fujitsu Services and Post Office Ltd.

Other issues in May

In previous months we have been reporting a higher than expected fall out rate from the IP Migration activity. This activity has now almost completed with 10 Branches left to migrate. However there are still a number of Branches to Migrate from ISDN to IP Stream. We expect a high volume of calls to be raised during this migration activity as the sites remaining have experienced failure to migrate previously.

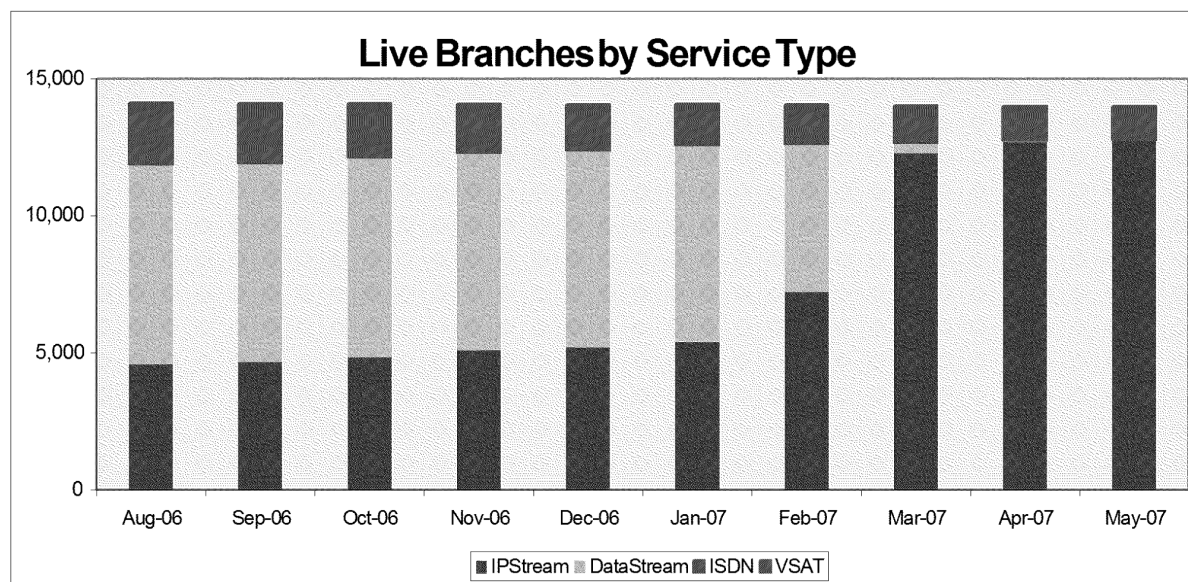
CMT have completed the move to "ownership" of a single incident, which has attributed to the increase in SLT conformance. We expect further improvements over the coming months.

5.3.2 Central Network

The IPStream incident on Thursday 3rd May and the MoneyGram incident on Friday 18th May accounted for 118 of the calls received at the Horizon Service Desk. The remainder of calls relate to the Branch Network Service.

BRANCH & COUNTER NUMBERS at Month End

Live Branches	14,008
Live Counters	34,370

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	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07
IPStream	4,567	4,655	4,829	5,090	5,197	5,390	7,211	12,296	12,709	12,748
DataStream	7,297	7,269	7,287	7,214	7,199	7,183	5,402	369	40	17
ISDN	2,130	2,046	1,852	1,680	1,578	1,422	1,374	1,310	1,205	1,183
VSAT	135	135	132	113	96	82	67	60	61	60
TOTALS	14,129	14,105	14,100	14,097	14,070	14,077	14,054	14,035	14,015	14,008



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5.4 Operational Branch Change Service

	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Cumulative
TARGET MINUS CLOSURES (4%)	2.54%	8.70%	3.36%	1.09%	0.88%	2.33%	2.50%	1.30%	1.35%	1.96%	1.54%	0.89%	3.05%
TOTAL FAILURES (5%)	1.99%	6.02%	3.00%	2.47%	3.01%	1.97%	3.70%	2.22%	3.30%	1.64%	3.53%	2.05%	2.94%
FAILURES (number)	3	8	9	6.5	4	3	2	2	3	2	3	1.5	69.5
FAILURES (Ex Line Plant) (4%)	1.99%	6.02%	3.00%	0.95%	0.75%	1.97%	1.85%	1.11%	1.10%	1.64%	1.18%	0.68%	2.43%
FAILURES (Ex Line Plant) (number)	3	8	9	2.5	1	3	1	1	2	2	1	0.5	57.5
FAILURES - JOINT (%)	0.00%	0.00%	0.67%	0.38%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.37%	0.30%
FAILURES - JOINT (number)	0	0	2	1	0	0	0	0	0	0	0	1	7
NORMAL BUSINESS INCIDENT	0	0	0	0	0	0	0	0	0	0	0	0	4
NUMBER OF CHANGES DELIVERED	160	140	304	268	142	169	60	97	99	134	89	80	1742

Failures

Stockinish – Line Plant work required for VSAT installation

Joint Failure at North Pickenham – PM availability and CDF file corruption.

Corrective Actions

All previously identified corrective actions continue to maintain a fully conformant OLA performance within OBC. Stretch targets are to be discussed at the OBC ORF on June 15th pending the return to the review of all ORF participants.

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5.5 Service Integration Service

5.5.1 Post Shops

Both Postshop SLTs were conformant.

May	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	7	11	6	7	10	41
Number of calls resolved in 8 hours	7	11	6	7	10	41
Number of calls resolved in next day	0	0	0	0	0	0
Number of Hardware faults	5	7	5	6	6	29
Number of software faults	2	4	1	1	4	12
Number of outstanding calls	0	0	0	0	0	0



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5.6 Data Centre Operations Service / Data File Transfer

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

Throughout the month there was a total of 206 operational changes of which 185 were Royal Mail Group Account and 21 were POL, there were no service impacts as a result of those changes being implemented.

Currently there are 7 customer facing risks identified in the Data Centre Operations service classified by RAG status as 1 amber and 6 green risks. The amber risk is related to the Lewes DR (CSR039) and is expected to be closed over the next few months following the BCP test of Lewes.

5.6.1 Day J Failures

DFD Outbound figures were impacted by a total of 1 No Let this month, which is a decrease from last month. This resulted in 2 Day J targets failing, however the APS Outbound Day J target passed as there were no APS transactions from this branch during the down periods detailed below.

225647 – 12 days late – Problem not yet resolved, site not health checking.

A non polling call was logged for this branch (Llangwryfon) on 30th April (last EOD received was on 28th April). BT investigated the fault (site is VSAT so no GSM/PSTN available) and the underlying issue (a tree in the line of the satellite) is now with POL for resolution.

A data retrieval call was raised on 4th May, however due to a faulty Day J laptop and incorrect call handling, DR was not completed by the target date. Data retrieval was finally completed on 11th May.

5.7 Reconciliation Service

There were 42 Reconciliation incidents cleared during May. This is 22 more than that reported in April 07. There were 3 Priority incidents cleared within the 8 hour response SLT. Remaining 39 incidents were cleared within the 5 day SLT.

Reconciliation issues in May

- Inconsistencies have been noticed with regards to the GL532110 account (Cash in pouches) in 2 branches this month.
POLFS figures for Branch 212434 (Padgate Lane) showed a difference of £45.16 on 11th May.
POLFS figures for Branch 188552 (Newton Abbot) showed a difference of £493.91
No correction is needed at the branches but it may need a journal entry to correct cash in pouches within POLFS.
The diagnostic fix is now in place and is being used for investigations.
- After Smartpost scripts were updated on 27th April, we have found 6 branches where the transaction messages written are incorrect (and postage labels are being printed but not properly accounted for).

Branch 304604	E-0704300868
Branch 265432	E-0705010291
Branch 355539	E-0705010631
Branch 073104	E-0705190169
Branch 283324	E-0705190196
Branch 343704	E-0705310443

We have repaired the script messages at these branches and the problem has been fixed. The reason for the problem is that these branches are both very overdue with their rollovers, and archiving is disabled to protect messages needed for rollover.



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- The following branches had marooned transactions. Due to human errors the base units were wiped and transactions have been lost.
Branch 057102 E-0704170213
Branch 005420 E-0705030380
The specified process was not adhered to in these instances and the engineer involved is no longer with the company. Additionally the process is being reviewed and improved ways of tracing these base units is being investigated to prevent further occurrences.

5.8 Reference Data & Message Broadcast Service

There were 10 MBS during the month of May. No other issues to report.

5.9 Security Service

Automated Key Refresh

The key refresh algorithm was turned off in April so no outlets have been selected for key refresh.

Manual Key Refresh

There were no manual keys generated this month,

Key Management Administration

It was agreed with the development team that the Counter Key Refresh Algorithm be turned off in April. 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
65	120	125	0
Query Days this month	YTD Contract	Received YTD	
1233	2500	2319	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
10	17	14	0

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

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

Outlet	Date	Court location	Comments
N Levenshulme	21 May 07	Manchester Crown Court	Witness released prior to trial
Gooch Street	22 May 07	Birmingham Crown Court	Witness gave evidence
Banbury	7 Jul 07	Oxford 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
Englands Lane	The accused was found guilty and awarded 9 months imprisonment suspended for 18 months plus 100 hours unpaid work



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6 Service Improvement

This section of the SRB details the key Service Improvement activities in progress within RMGA. The full Service Improvement Registers are discussed at the Operational Review Forums and can be obtained from the appropriate Service Delivery Manager.

R = Significantly behind schedule A = Behind schedule G = On target

Service Improvement	Benefit	Progress to Date	Status
Implementation of Tfs & OCMM reporting toolset.	Improved Incident management capabilities with automatically escalated calls, POL own resolving group and ability to update calls in their stack leading to improved communication & reduced delay in resolution of calls. Improved reporting from Incident Management system. Implementation July/August	Low Level Design has been completed in draft and is due for sign off following issue of v0.2. Development work on RMGA customisation to start 07/06/07	IN PROGRESS
Provision of ADSL modem to engineers to be utilised as a diagnostic tool	It is proposed that the ADSL modem would be able to determine if there is ADSL service to the MLB, which would clearly identify if there is a comms or hardware fault which is preventing online services. This would reduce the need for a BU swap for diagnostic purposes, reducing time on site for engineers and impact to branches. Following successful testing & sign off of the concept, implementation will be within 6-8 weeks.	Test ADSL modem has been obtained and is currently with the lead engineer for testing and to ascertain if the modem will meet objectives. Results to be discussed with Branch Network Services and engineering.	IN PROGRESS
Revision to CMT operating practises: * Total ownership of calls	Individuals within CMT will own calls from logging through to closure, and will chase the calls regardless of which resolving group has ownership of the call. Benefits will include improved escalation, reduced delays in progress and clear accountability for call ownership & updates to branches.	New processes have been in place for one month and are reviewed by the desk management and Branch Network Services.	ON MONITOR
BT Wholesale, BT Global Services, POL, FS weekly Conference Call to discuss longest / problem online services faults	All parties aware of the problem branches and input from BT Retail / Wholesale on how these problem branches can be resolved. Clear identification of ownership within BT of branches which fall into a "grey area". Immediate realisation of benefit.	First conference call scheduled for 12/06/07 (this was rescheduled from 07/06 due to fire alarm in Bracknell)	IN PROGRESS
FS Engineering supporting MLB faults / internal wiring faults	This would reduce the need for BT Retail to attend site for MLB faults / internal wiring faults, which would speed up resolution times and improve customer experience. This Service Improvement requires full costing and impacting as it is possible that there would be a cost passed to Post Office Ltd. However the implementation of this service offering would remove the need for a BT engineer visit currently charged at £170 to Post Office Ltd	Initial high level discussion held with engineering. More detailed discussions to be held to determine feasibility of this proposal	IN PROGRESS

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Service Improvement	Benefit	Progress to Date	Status
Branches which do not roll BTP run the risk of archiving messages and then not being able to roll BTP, requiring an OBC reroll, which impacts branch 20+ days. Currently POL do not have all the information needed to manage this, therefore FS have improved our reporting to facilitate the capture of these branches and are escalating to POL. Review of information currently available to POL underway, to identify if all information can be provided to allow for management of these branches. Training to be provided to AIO by FS about the BTP and the issues & consequences	Branches will always roll BTP and therefore will not be subject to the OBC re-roll. Immediate benefit	Reporting and management of these branches has been improved. Regular communication between POL and Fujitsu Services. Branches which are currently unable to roll BTP are being managed through the OBC process.	IN PROGRESS



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7 Sense & Respond

Due to the timescales around production of the Sense & Respond data and analysis, the information in the SRB will always be for the previous month. The full Sense & Respond report is issued separately.

The data captured during April has highlighted the top 2 highest demand types as being Hardware and Software. Trend analysis has shown a decrease in total call volumes for both Hardware (-1277) and Software (-1275) from March to April.

During April, the HSD fixed 62.6% of calls received (10254) and this was a slight decrease of 0.4% of total calls from March.

For networking calls, a focus has been made to begin tracking ADSL and ISDN call volumes and the mean time to clear. Trending has highlighted an increase in call volume from March to April for both ADSL (+140) and ISDN (+369) calls. ADSL IPS calls are expected to increase due to the current roll out. Further investigation will continue to identify why ISDN calls are increasing.

The communication stacks have now been renamed which will ensure more effective tracking of calls. Other achievements include the production of a daily WIP report which will enable HSD & Service Management to identify any peaks or issues within the team more efficiently. Additionally, the CMT has been restructured to enhance call ownership across the team to ensure calls are followed up and closed more efficiently within the SLA period.

Sense and Respond investigation has identified for Pin Pad errors that CAPO cards were used for the majority of transactions before a fault was reported. It has been highlighted that the CAPO proportion is in line with the transaction volumes and based purely on the numbers of transactions, we would expect 75% or more errors on Pin pads to be reported in CAPO transactions.

For hardware demand, the highest call volume received is Counter Printer faults (approximately 3750 calls received in April which has decreased from approximately 4000 calls in March). The Epson printer roll out programme is presently a third of the way in progress. A rise in 'Printer printing blank pages' calls has been identified and after investigation it seems the ink in the printers is drying out while the post office is shut for a few days. This Ink was not used at the original pilot sites. The call rate for the two printers is now identical meaning that currently the Epson's are not having a positive impact on call volumes to the desk. Engineering calls for this product however does remain very low as the desk can use a workaround to get the printers working again.

Another area of focus is regarding chase calls. 2720 repeat calls were logged in April of which 14.8% were engineer ETA chase calls. Future projects include 'Customer Expectations' into the Call Coaching check Sheet and to provide advice to PMs regarding not calling for ETAs on C priority calls until the SLA has passed.

An additional objective regarding engineering calls is to reduce the amount of calls to HSD from Touch, Fujitsu and ROMEC engineers. This is to help increase agent availability for taking PM calls. CMT are trialling 'recommendations' using multiple 'plus' signs to break up the block text that Clientele receives at TOUCH. This will be monitored to see if calls from engineers have reduced in the advice category as a result.

A project monitoring Inappropriate calls between the HSD and NBSC desks has achieved its objective of reducing the number of calls between the desks from 10% to 5%. The team will continue to monitor the inappropriate call volumes and ensure monthly communication is maintained between the HSD and NBSC desks.



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COMMERCIAL IN CONFIDENCE

8 APRIL SERVICE LEVEL PERFORMANCE

8.1 Horizon Service Desk

Ref	SLT	AR		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07
			Horizon Service Desk												
	80%		Calls answered within 30 seconds	80.1	79.3	90.2	89.7	83.6	82.8	89.5					
					Q4			Q1			Q2				Q3
	<10.0 secs		Average Time to Answer <10.0 seconds	9.7	Q4		8.0	Q1		7.3	Q2				Q3
	<5%		Calls not answered												
				2.4	Q4		2.2	Q1		2.5	Q2				Q3
	100%		Voicemail available outside HSD standard hours			100		10.0							
				100.0	Q4		100.0	Q1		100.0	Q2				Q3
	100%		Voicemail calls raised next working day			100		10.0							
					Q4			Q1			Q2				Q3
	>=85%		First Time Fix			88.1		86.5							
					Q4			Q1			Q2				Q3
	95%		Software incidents resolved by Reboot <=15 minutes	98.51	97.12	97.85	97.17	97.74	97.33	96.39					Q3
					Q4			Q1			Q2				
	100%		Software incidents resolved by Reboot <=30 minutes	99.49	99.90	99.77	99.74	100.00	99.74	99.34	99.46	98.74			Q3
					Q4		99.80	Q1		99.68	Q2				



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COMMERCIAL IN CONFIDENCE

8.2 Engineering Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07
			Branch Infrastructure - Call to Fix												
95%	NO		Priority A - 4 hours (flexible structure)	63.0	61.8	64.5	62.1	68.9	77.5	76.6	73.0	74.3			
					Q4			Q1		73.8		Q2			Q3
95%	NO		Priority B - 8 hours (flexible structure)	76.2	72.4	N/A	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)	90.3	93.8	93.0	88.3	92.4	94.8	92.9	93.2				
					Q4		BC	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	86.8			
					Q4		BC	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	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	94.1	96.2			
					Q4			Q1		94.0		Q2			Q3
100%	NO		Postshop Engineer - Call to Fix												
			Critical incident within 8 hours					100.0			95.4				
					Q4			Q1			Q2				Q3
100%	NO		Non-critical incident within 48 hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
					Q4			Q1			Q2				Q3

Priority B targets have now ceased as agreed.



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COMMERCIAL IN CONFIDENCE

8.3 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	96.4	95.1					
					Q4			Q1				Q2				Q3
	95%	NO	Priority C - End of Next Business Day (flexible structure)	100.0	100.0	97.6	96.8		N/A	N/A	N/A	N/A				
					Q4			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	96.2	97.4				
					Q4			Q4		98.3		Q2				Q3
	100%	NO	Priority C - End of next business day + 2 hours				96.8	96.0	N/A	N/A	N/A	N/A				
							TBC			N/A						
	>99.80%	NO	Branch and Counter Availability													
			Branch Availability during the Critical Period													
					Q4		TBC	Q1				Q2				Q3
	>98.53%	NO	Counter Availability during the Critical Period													
					Q4		TBC	Q1				Q2				Q3
	>99.43%	NO	Branch Availability during Post Office Core Day			99.7										
					Q4		TBC	Q1		99.8		Q2				Q3
	>99.13%	LD	Counter Availability during Post Office Core Day			99.2			99.4							
					Q4		TBC	Q1		99.3		Q2				Q3
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability													
					Q4		100.0	Q1		100.0		Q2				Q3
	99%	LD	ADSL Connection Reliability			100.0			100.0			Q2				Q3
					Q4			Q1				Q2				Q3
	97%	LD	Dialed Connection Reliability			100.0			100.0							
					Q4			Q1				Q2				Q3

Priority C targets have now ceased as agreed.



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COMMERCIAL IN CONFIDENCE

8.4 Central Network Service

Ref	SLT	ARL			Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07
			Network Availability											
	>=99.95%	NO	A&L Network Availability		100.0%	100.0	100.0	100.0	100.0					
			Banking Authorisation Agent Availability	for Each	100.0%	Q4		100.0	Q4				Q2	
			Availability Period											
	<=1	NO	Number of PI outages >2 minutes for same bank											
							Q4	0	Q4				Q2	
	<=2	NO	Number of PI outages >2 minutes for different banks					0						
							Q4		Q1				Q2	



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COMMERCIAL IN CONFIDENCE

8.5 Data Centre Operations Service

8.5.1 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 & Dialled Connections	0.37	0.37	0.37	0.37	0.36	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	99.8				
					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	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	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	100.0				
					Q4		99.9	Q1		100.0	Q2			Q3		



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COMMERCIAL IN CONFIDENCE

8.5.2 Data File Delivery - LFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07
			DFD Outbound - LFS											
	97%	NO	Confirmation of pouch received at Branch by 22:00hrs Day A	99.9	99.9	99.8	99.9	99.9	99.9					
						Q4	99.9		Q1			Q2		C
	97.2%	LD	Confirmation of pouch received at Branch by Day B									Q2		C
						Q4	99.9		Q1			Q2		C
	100.0%	NO	Confirmation of pouch received at Branch by Day I		100.0		100.0	100.0						C
						Q4	100.0		Q1			Q2		C
	97%	NO	SAPADS Pouch collected from Branch by 22:00hrs Day A		96.7		99.9							C
						Q4			Q1			Q2		C
	97.2%	NO	SAPADS Pouch collected from Branch by Day B	100.0	96.7	99.9	99.9	99.9	99.9					C
						Q4		8	Q1			Q2		C
	100.0%	NO	SAPADS Pouch collected from Branch by Day I	100.0	100.0	100.0	100.0	100.0	100.0					C
						Q4	100.0		Q1			Q2		C
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hrs Day A	99.0	99.0	99.4	99.9	99.7	99.0					C
						Q4	99.9		Q1			Q2		C



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COMMERCIAL IN CONFIDENCE

8.5.3 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	99.1				
					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	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	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	99.9	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	99.1				
					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	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	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	99.9				
					Q4		99.9	Q1		99.9	Q2			Q3		



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COMMERCIAL IN CONFIDENCE

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

Ref	SLT	AFL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07
			DFD Outbound - Reconciliation & Settlement gateway	Reports to TIP										
	<=2	ND	Delivery by 08:05hr Day B											
						Q4	0.0	Q1				Q2		
	100%	ND	Delivery by 12:00 (after failure in FS domain) or by 16:00 (after failure of DRSH or TES)											
						Q4	100.0	Q1				Q2		
			DFD Outbound - Reconciliation Files											
	<=2	ND	Number of failures of REC file delivered to CAPO daily by 03:00hr			Q4		Q1				Q2		
						Q4		Q1				Q2		
	<=2	ND	Number of failures of REC file delivered to A&L daily by 08:00hr			Q4	0	Q1				Q2		
						Q4	0.0	Q1				Q2		
	100%	ND	REC files delivered to CAPO by 16:00hr on Day B		100.0	100.0	100.0	100.0	100.0					
						Q4	0.0	Q1				Q2		
	100%	ND	REC files delivered to A&L by 18:00hr on Day B		100.0	100.0	100.0	100.0	100.0					
						Q4	100.0	Q1				Q2		
			DFD Outbound - HR SAP											
	100%	LD	HR SAP delivered to the POL gateway by 21:30hr on the Friday preceding the pay run date		100.0	100.0	100.0	100.0	100.0					
						Q4	0.0	Q1				Q2		



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COMMERCIAL IN CONFIDENCE

8.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07
			DFD Inbound - LFS										
90%	NO		SAPADS Planned Orders delivered by 08:00hr on Day A	94.6	94.0	96.0	95.7	96.0					
					Q3		95.8	Q1					Q2
96%	ARL		SAPADS Planned Orders delivered by 12:00hr on Day A	95.6	95.2		96.0						
					Q3		98.2	Q1					Q2
			Delivery of transaction correction records to Branches available at 23:59:59hr Day A										
90%	D		Transaction corrections available by 08:00 on Day B			Q4		Q1					Q2
96%	D		Transaction corrections available by 12:00 on Day B	95.9	99.8	99.8	99.0	99.6					
					Q4		99.1	Q1					Q2
100%	D		Transaction corrections available by 23:59:59 on Day A	100.0	99.9	100.0	100.0	100.0					
					Q3		100.0	Q1					Q2



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COMMERCIAL IN CONFIDENCE

8.5.6 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	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	Q2				Q3	
	<=14 core hrs	NO	Outages in Core Hours where the Core Solution AND Other Services are unavailable at >10% of Branches per SLT year			Q4	0.0	Q1		0.0	Q2				Q3	
	98.5%	NO	POL FS Availability POL FS Availability				95.0									
	>=4 hours	NO	POLFS shall not be unavailable to users on any single occasion during the service level management period			0	12		0							
	99.75%	NO	Transaction Enquiry Service TESQA availability between 07:00hr and 22:00hr for SLT calendar year			Q4		Q1			Q2				Q3	
	97%	NO	Transaction received in the data centre between 07:00 and 20:00 daily will be available within 15 mins on TESQA	100.0	100.0	100.0	100.0	100.0	100.0	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	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	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	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	Q2				Q3	



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8.6 Reference Data Service

Ref	SLT	AFL			Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07
			DFD Inbound - APS Tariff data												
96%	ND		APS reference data delivered by Day B		99.0	99.0	99.7	99.0	99.0	99.7					
							Q4	99.6		Q3			Q2		
97%	ND		APS reference data delivered by Day C												
							Q4	99.8		Q3			Q2		
98%	ND		APS reference data delivered by Day D			99.8		.9							
							Q4	99.9		Q3			Q2		
100%	ND		APS reference data delivered by Day J		99.9	99.9		100.0							
							Q4			Q3			Q2		
			DFD Inbound - Reference Data												
96%	ND		Reference data delivered by Day B			99.6		.8							
							Q4			Q3			Q2		
97%	ND		Reference data delivered by Day C		99.7	99.7	99.8	99.8	99.8	99.9					
							Q4	99.0		Q3			Q2		
98%	LD		Reference data delivered by Day D												
							Q4	99.9		Q3			Q2		
100%	LD		Reference data delivered by Day J		99.9	99.9		100.0							
							Q4	100.0		Q3			Q2		



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8.7 Reconciliation Service

Ref	SLT	AR		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07
			Exception / Error Resolution												
	95%	NC	Banking & Related Services Priority Exceptions resolved in 6 hours or less	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
					Q4				Q1			Q2			Q3
	95%	NC	BIM report issued within 5 working days				100.0			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		Q1	100.0		Q2			Q3