



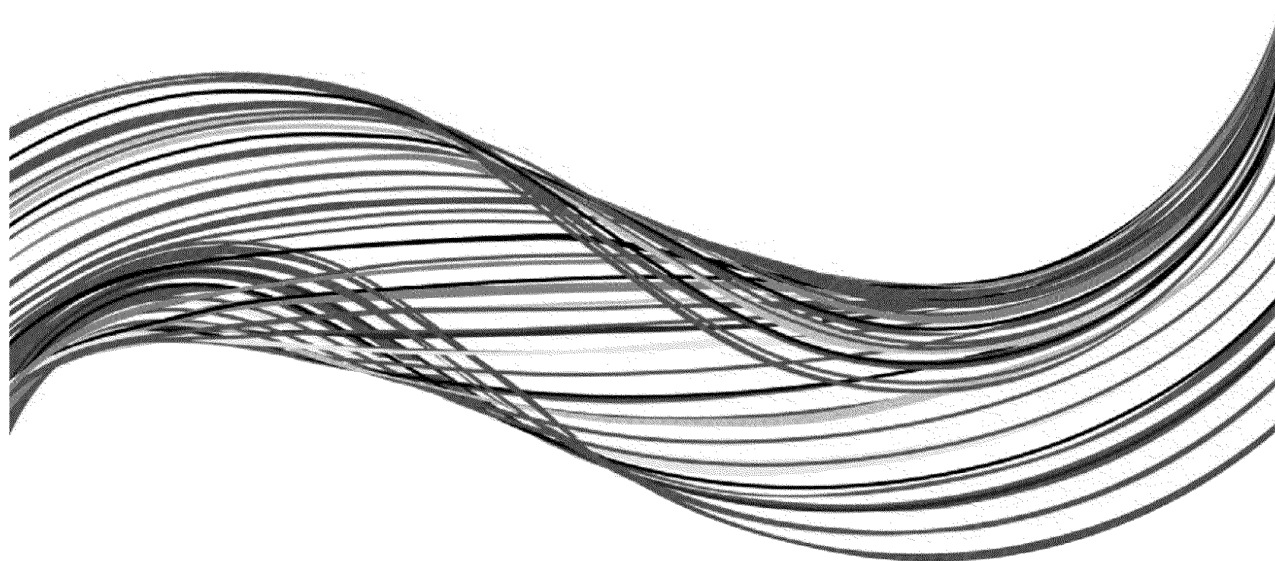
SERVICE REVIEW BOOK
October 2007



Fujitsu Services Royal Mail Group Account

Service Review Book

October 2007





SERVICE REVIEW BOOK
October 2007



Document Control

Title: Service Review Book – October 2007

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

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1 MANAGEMENT SUMMARY

Within the Fujitsu Services domain for Oct 07 there were no Major Incidents and no service affecting incidents, 2 incidents relating to VIP sites and two further service-affecting incidents outside the Fujitsu domain. Details are given in the Incident Overview below.

Branch and counter availability continue to remain above target at 99.8% and 99.4% respectively. Management of Engineering Service levels remains a priority: A priority performance is steady, and C priority performance has shown a good improvement over previous months. Weekly reviews of figures are in place to track the progress of the pilot service against the critical success factors.

125 OBC changes were delivered in the month, with zero combined failures.

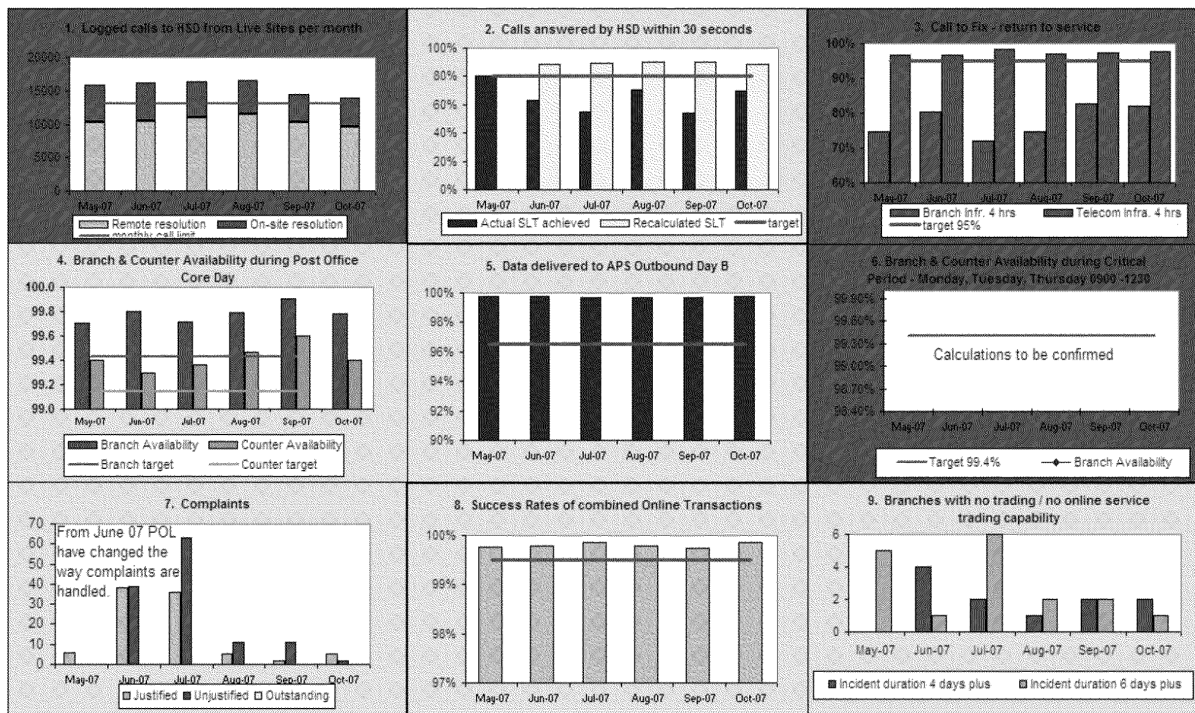
The revised complaints process has given Fujitsu better visibility of the issues received relating to the Horizon service. However, there have been some problems with the consistency of the information passed from Post Office. This is being addressed, so whilst the process is generally having the desired effect, the reported figures are inconsistent.

There were 2 branches which failed the Day J targets, both of which were exacerbated by poor escalation. This has been addressed with the resolving support teams and the desk.

Significant activities from the Service Improvement Plan are included in this review book. Further activities implemented this month include additional improvement in the diagnosis and support process for comms calls, and these have begun to deliver benefits in overall call resolution times. Other activities highlighted in this report also focus on continuing improvements in service to Branches to minimise service interruptions.

**SERVICE REVIEW BOOK**
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2 Incident Overview

Summary:	Within the Fujitsu Services domain for October 2007 there were no Major Incidents. There was no further service affecting incidents within the Fujitsu domain. There were 2 incidents affecting VIP sites. There were 2 further service affecting incidents outside of the Fujitsu domain.
Major Incidents:	None
Other incidents in Fujitsu Services domain:	None
VIP sites affected this month:	Monday 1st October. VIP site Portcullis House (Scottish Parliament) FAD 011011 lost communications due to power failure. The staff was not due on-site until 10:00, due to parliament recess. System re-booted at 10:00 and back in service by 10:10. Saturday 13th October. VIP site Blackpool (WHS) FAD 237405 had on-line service failures throughout the day due to ISDN issues. Blackpool WHS was initially installed as an ISDN site due to ADSL circuit being delayed due to line plant issues. ADSL circuit was installed on Sunday 14th and the ISDN incident has now been resolved. Site is now working on ADSL with ISDN as backup.
Incidents that were outside the Fujitsu Domain:	Friday 26th October. Failures on the "link" service on both the "A" link to Bootle and the "B" link to Wigan. Failures occurred from 12:47 to 13:21 affecting 10,975 transactions with 1914 failing (18%). Failure was within the Co-op & Smile bank. Incident reported to POLSD by the FI as failures with Co-op & Smile banks, but no reason given by the FI supplier. Call 39912 refers. Tuesday 30th October. Failures were noted on the daily transaction success rate report under deposit and other. Further investigations by the SSC found that the Abbey National had issues with its balance enquiry system. The failures started at 09:00 on the Tuesday and continued all day. From 09:00 till 14:19 on the Wednesday. From 09:00 until 11:55 when the Abbey National resolved the issue. This fault did not affect the customer from obtaining cash, it just affected balance enquiries. Call 43549 refers.

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3 Business Continuity

3.1 Business Continuity Testing

The Data-centre LAN procedural walk-through was successfully conducted on Thursday the 4th of October.

The Cable & Wireless procedural walk-through was successfully conducted on Wednesday 10th of October.

The Network Banking Service procedural walk-through was also successfully conducted on Wednesday 10th of October.

The Alliance & Leicester operational test was successfully conducted on Friday 12th of October.

The POL-FS procedural walk-through was successfully conducted on Thursday 25th of October.

The SMC procedural walk-through was successfully conducted on Wednesday 31st of October.

The operational Business Continuity test for the introduction of the Telecom Service was successfully conducted on Sunday 21st of October.

3.2 Forthcoming Testing

The Debit Card/Electronic Top-up Service (test 25) procedural walk-through is scheduled for Wednesday 7th of November.

The SOS operational test (test 11) is scheduled for Thursday 8th of November.

The loss of the Bootle Data-centre (test 2) procedural walk-through is scheduled for Wednesday 14th of November.

The operational test for the loss of the POL NDC (test 18) is scheduled to take place between Wednesday 21st and Saturday 24th of November.

The loss of Fujitsu Service RMGA BRA01 (Major Site) (test 1) procedural walk-through is scheduled for Thursday 29th of November.

The Horizon Service Desk (test 10) procedural walk-through is scheduled for Monday 3rd of December.

3.3 Business Continuity Planning

Version 7.0 of the Horizon Services BC Plan CS/PLA/079 and version 5.0 of the Horizon Support Services BC Plan CS/PLA/080, incorporating the Telecom Service and recent Branch network changes, have been formally released.

No further work was conducted on the HNG-X Services Business Continuity plans during October, as the focus was placed on defining the BC/DR procedural walk-throughs and operational testing for the introduction of HNG-X during 2008.

3.4 Business Continuity Incidents and Issues

There were no potential or Major Business Continuity Incidents during October.

A 'Cold Standby/Emergency' OpTIP Gateway for the Post Office Limited Northern Data-Centre has been packaged and is ready for shipment.

Due to further urgent Horizon LST workload during October, e.g. validating the Telecom Service and A priority incidents, limited progress was made with the LST confidence checking of the LST rig in the LEW02 Disaster Recovery site.



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4 Complaints

During October there were 82 complaints logged with Fujitsu Services. This was an increase compared with previous month, although after subtracting 'complaints for information only' the figures showed a decrease.

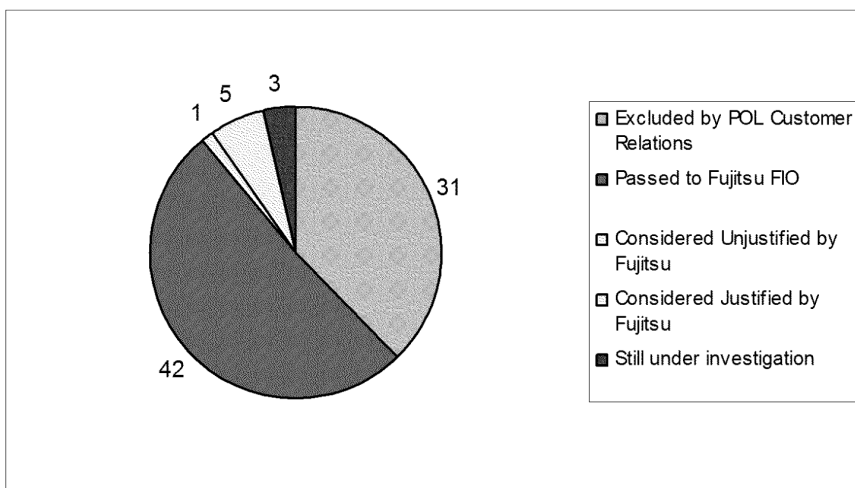
58 complaints were in relation to engineering services, of which five were justified. One of these was a justified complaint about engineer conduct

12 complaints were in relation to online services, none of which were justified.

12 complaints were in relation to HSD, none of which were justified,

A separate spreadsheet is available showing remedial actions for Justified Complaints. These are also logged on the CSIP register and discussed at the respective ORFs.

Complaints Breakdown

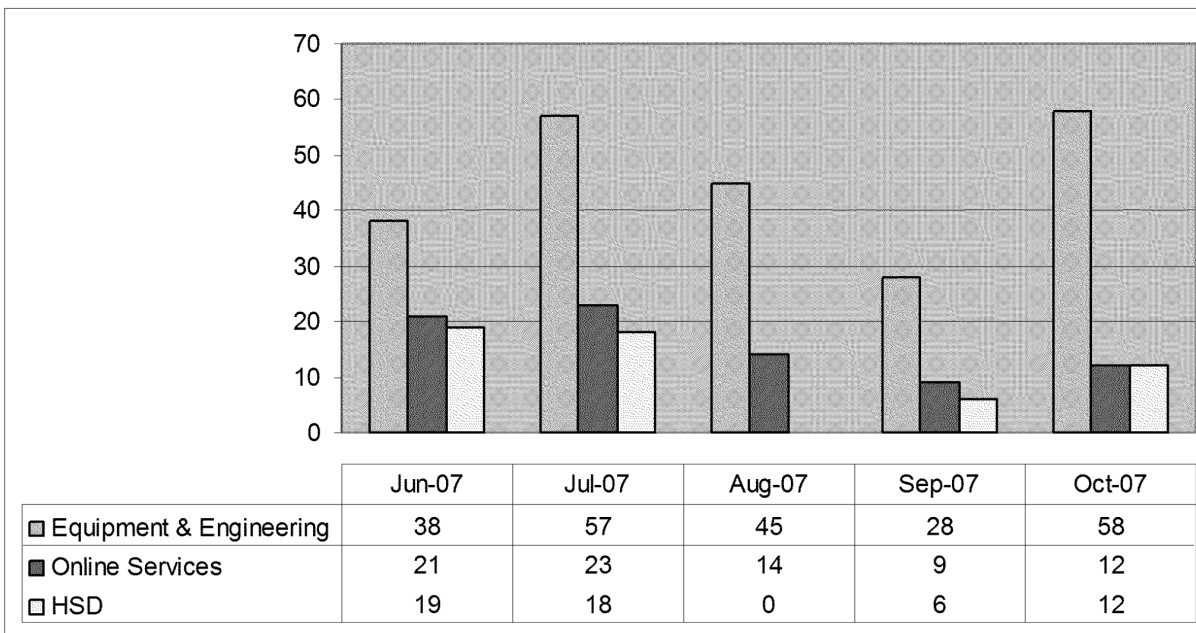


Top 3 Areas of complaints forwarded to Fujitsu Services

Engineer Complaints: A total of four complaints were passed onto FMS and deemed to be justified for the month of October. All of the justified complaints relate to us handling the call poorly, resulting in delays in providing a resolution. Overall, complaints are still at a low level, improvements have been made in response times and improved call handling has helped to drive complaint levels down to the present level.

HSD: There were no Justified Complaints against HSD for October

Online Services: There were no Justified Complaints against Online Services for October

**SERVICE REVIEW BOOK**
October 2007**Top 3 Areas of Complaints**



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Historical Breakdown of Complaints Data

	Mar 07	Apr 07	May07	Jun07	Jul 07	Aug 07	Sep 07	Oct 07
Total number of complaints logged against Fujitsu Services	97	101	95	128	143	86	77	82
Exclusions (duplicate / inappropriate)	22	16	15	22	19	7	18	0
Total number of actual complaints	75	85	80	106	124	79	59	82
Complaints passed to POL Customer Relations	73	81	84	x	x	x	x	x
Complaints excluded by POL Customer Relations (duplicate / chaser)	14	10	12	x	x	x	x	x
Total number of complaints investigated by POL Customer Relations	59	71	72	x	x	x	x	x
Number of complaints passed For Information Only to Fujitsu	32	47	39	n/a	n/a	37	69	42
Number passed to Fujitsu Services for formal investigation	2	3	6	77	99	16	13	9
Number considered justified by Fujitsu Services	2	0	6	38	36	5	2	5

As the complaints process has changed, reported figures from June 2007 onwards, now appear differently.

X No figures have been provided by POL, due to their extra workload caused by industrial action requirements.

n/a 'Information Only' complaints not forwarded by POL to Fujitsu in June and July. However these have since increased.



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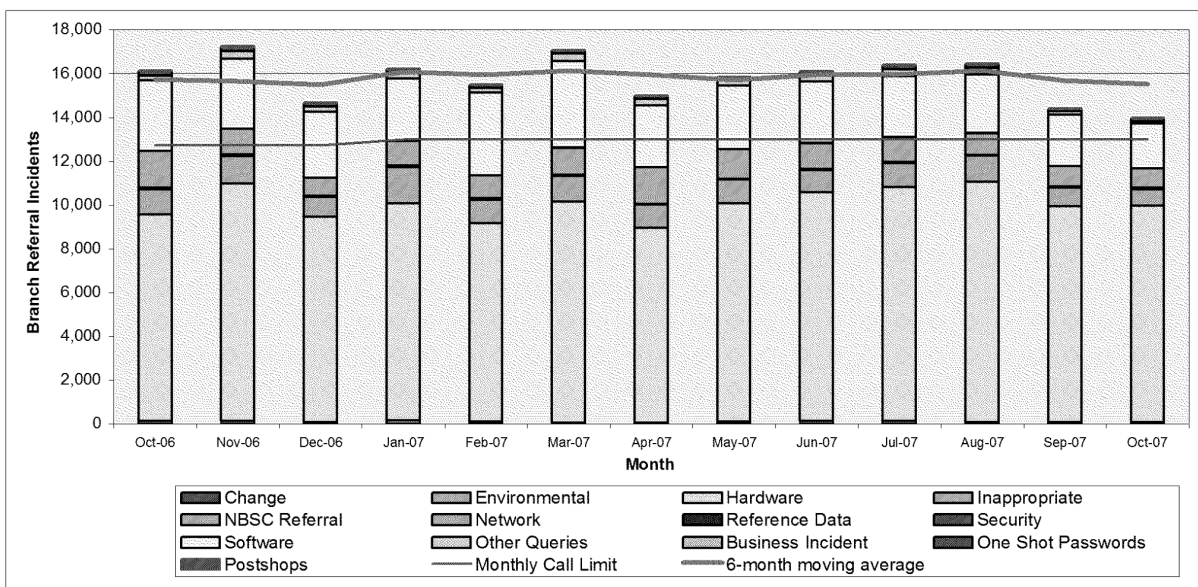


5 Service Summary

5.1 Horizon Service Desk

October saw a reduction in the overall call volumes to the HSD compared with September, and was mainly due to a 15% reduction in software calls.

All other categories were very much on par with previous months improvements and reflect the ongoing service initiatives that have been put in place, and in particular those in the engineering division.



	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07
Business Incident													
Change				1	2	2	1	0	2	2	13	0	0
Postshops	26	80	57	45	37	46	31	41	33	35	31	29	31
Environmental	129	134	82	152	102	73	68	97	123	126	79	76	80
Hardware	9434	10855	9382	9926	9057	10090	8883	9989	10468	10695	10966	9866	9884
Inappropriate	1142	1246	898	1654	1065	1161	1062	1083	1018	1089	1195	854	744
NBSC Referral	96	82	63	71	85	63	55	33	42	58	48	40	64
Network	1671	1170	837	1115	1031	1223	1654	1342	1177	1134	992	915	907
Other Queries	234	327	229	260	216	337	298	223	314	326	296	163	86
Reference Data	0	0	0	0	0	1	0	0	0	0	0	1	0
Security	2	4	1	6	8	12	13	14	14	15	5	0	0
One Shot Passwords	202	169	140	147	114	131	140	119	144	163	174	108	152
Software	3219	3199	2991	2853	3792	3951	2804	2910	2788	2761	2681	2352	2026
Total Calls	16155	17266	14680	16230	15509	17090	15010	15852	16123	16404	16480	14415	13984
6-month moving average	15752	15669	15522	16083	15968	16155	15964	15729	15969	15998	16160	15714	15543
Monthly Call Limit	12750	12750	12750	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000

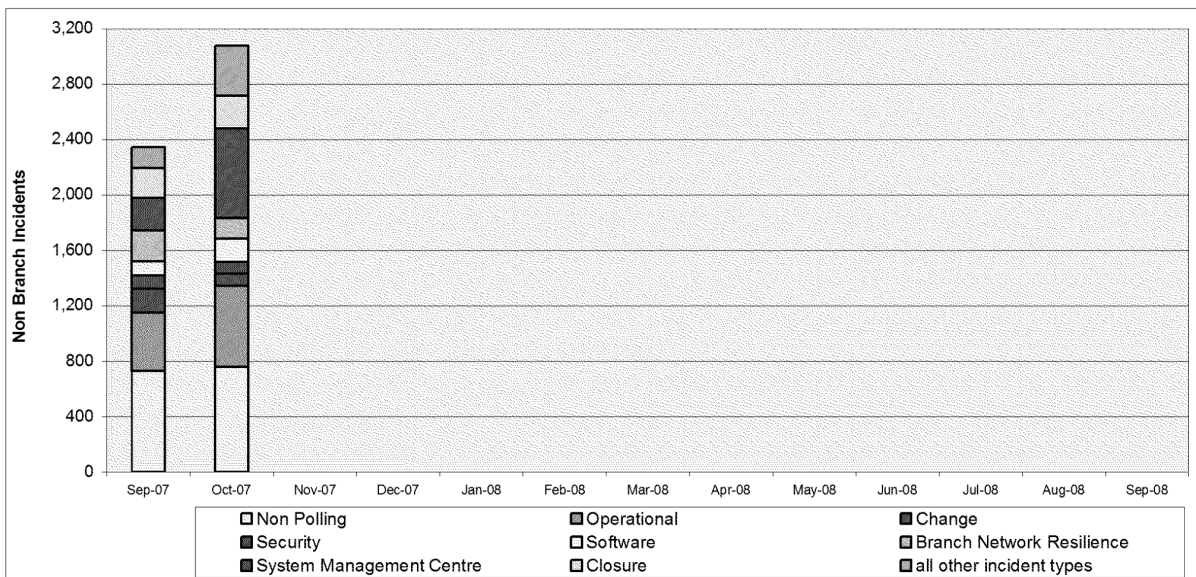


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This graph shows central infrastructure and system monitoring capabilities.



	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Branch Network Resilience	223	151											
Change	172	90											
Security	99	86											
Software	100	165											
Closure	213	240											
System Management Centre	237	644											
Operational	420	581											
Non Polling	729	759											
all other incident types	149	360											
Total Calls	2342	3076											

The category "all other incidents" includes Kiosk and Postshop, Hardware, Inappropriate, Network, other queries, Implementation and BIM Visits.

Review of HSD SLTs

Both HSD SLT's were achieved in October as shown below

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	70.07%	88.78%
Calls Abandoned (Target 5%)	6.75%	2.19%



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5.2 Engineering Service

We have continued to see a drop in call volumes throughout October compared to September. Although the overall call volume for the month shows an increase to 4425, the average number of calls attended per working day has dropped to 177 from 184. There were a total of 704 A priority calls for this period.

October also saw the end of the Epson roll-out, barring a small number of mobile sites, and the number of calls for combined counter printers dropped again from 834 to 673.

The biggest change within Engineering in October was the start of a new three month SLT trial. Whilst service for C priority calls remains the same, the SLTs for A priority calls has changed, with the first target being that we should have an engineer on site within three hours of the call arriving in engineering. The second target is for us to have fixed the call within six hours of it reaching engineering for base unit calls and within four hours in total for peripheral-related calls. The table below shows our conformance levels during the first month of the trial.

Meeting the 3 hour response was one of the key drivers for us to achieve all our targets. Re-education of the Touch desk was required to help drive this change in mindset and we believe we have now reached the point where they really understand what we are trying to achieve in terms of improving the PM's experience when requiring an engineer visit.

C priority conformance rose dramatically from 91.9% to 95.3% for the month, achieving the SLT target. Next day +2 hours on C priorities also improved to 96.2% from 92.6% in September.

Ref	SLT	ARL		Oct07	Nov07	Dec07
			Base Unit A Priority Calls			
	95%	NO	Priority A - 8hr End to End Service (Back Stop)	91.9%		
	95%	NO	Priority A - 3hr Response	84.4%		
	90%	NO	Priority A - 6hr Incident to Fix	88.9%		
	95%	NO	Priority A - Subsequent 3hr Response	87.5%		
			Peripheral A Priority Calls			
	97%	NO	Priority A - 8hr End to End Service (Back Stop)	98.1%		
	95%	NO	Priority A - 3hr Response	91.8%		
	%					
	95%	NO	Priority A - 4hr Incident to Fix	94.5%		
	95%	NO	Priority A - Subsequent 3hr Response *	55.6%		
	95%	NO	Priority C - End of Next Business Day	95.3%		
	100%	NO	Priority C - End of Next Business Day + 2hrs (flexible structure)	96.2%		

*Only 9 calls required subsequent visit

In general call volumes for individual products have remained constant across the estate. We have recently started measuring the monitor power supply units (PSU) as well as the actual screens. This is showing an upward trend which we are investigating in order to seek out any root cause.

The card cleaner pilot was a great success and showed a significant reduction in number of calls into engineering from the branches included on the trial. We are now pro-actively pushing for this to be rolled out into the full estate.

In line with the new SLT measures, we have remodelled our engineering procedures to align with the new model. This will involve engineers carrying out more diagnosis work on site prior to exchanging a base unit. The benefits of this will include better fault diagnosis, allowing us to push the call to the relevant team to resolve sooner, and a reduction in spare usage on unsuccessful builds.



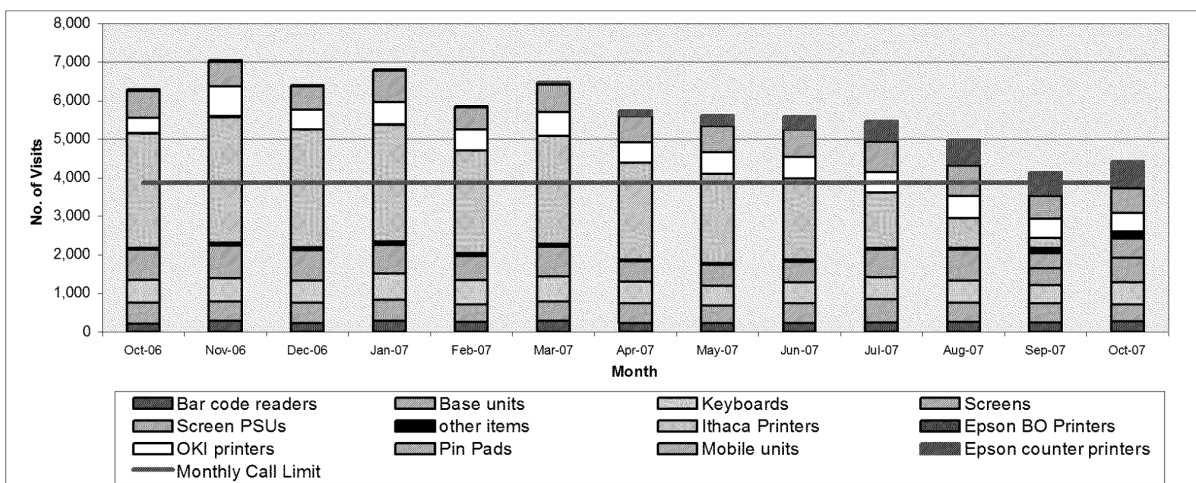
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Two Day J failures occurred within October, the first failures for some time, and we are reviewing these calls to ensure that everybody is aware of the correct procedure and to implement further key escalation markers to ensure all data retrieval calls are flagged in advance of any risk to SLT.

October has again seen us achieve all our counter availability targets with branch availability at 99.78% and counter availability at 99.40%



	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07
Bar code readers	217	275	227	290	262	294	229	225	226	248	264	234	269
Base units	538	511	522	544	447	495	501	461	506	592	493	497	436
Mobile units	37	52	34	42	34	47	29	35	27	40	37	34	51
Keyboards	594	610	577	681	633	642	562	513	550	579	576	476	575
Ithaca Printers	2960	3251	3047	3033	2678	2805	2515	2307	2111	1435	776	256	29
Epson back office printers	15	22	3	2	0	1	x	x	x	x	x	x	x
Epson counter printers						25	124	256	330	500	648	578	644
OKI printers	398	778	514	586	540	615	525	577	545	537	582	494	479
Panasonic printers	1	3	0	0	0	0	x	x	x	x	x	x	x
Pin Pads	695	634	612	808	565	719	681	670	713	788	780	601	644
Screens	792	847	797	741	630	776	535	538	538	711	795	441	641
Screen PSUs												396	508
other items	43	74	77	88	64	74	45	47	57	49	45	139	149
TOTAL	6290	7057	6410	6815	5853	6493	5746	5629	5603	5479	4996	4146	4425
Epson to OKI exchanges	10	37	x	x	x	x	x	x	x	x	x	x	x
Average Daily Visit Rate	262	294	298	284	266	265	274	245	238	228	208	184	177
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 October there were 907 calls logged across all Network Types into the HSD.

SLTs

The 'Priority A – 6 hours' SLT saw 13 failures from a total of 907 closed calls measured, resulting in 98.6% achievement. The majority of SLT failures have been attributed to delays in call handling at the service desks. This is being taken up with the Service Desk.

Other Activities During October

The ongoing amendments to the fault resolution process are continuing to improve our ability to manage incidents and find faster and more accurate resolutions. We are also working closely with engineering, and Branch Network Services attended engineering training to reaffirm the process amendments.

VSAT – Since BT has replaced equipment at selected branches and made a significant change to the carrier services in an attempt to reduce the transaction time outs, we have noticed an improvement on these failures. We are now awaiting confirmation from POL to close this problem.

October saw a small decrease (-8) in the number of Network Calls received.

5.3.2 Central Network

The Access Layers for ADSL (IP Stream), ISDN (Metered) and VSAT branches remained extremely stable during October. The last 50 branches dialling into the ISDN (FRIACO) network were successfully migrated to ISDN (Metered) network in time for the product withdrawal. In addition the last 398 branches using the IPS Office product will be migrated to IPS Home MAX by the end of November.

The Backbone WAN suffered a couple of unexpected circuit outages but the failover worked perfectly so there was no impact and the affected circuits were later reintroduced out of hours. We are in the process of integrating the new datacentres including Maidstone EDG2 and migrating support sites to HNG-X compatible WANs.

The Datacentre LANs were also stable with no major incidents.

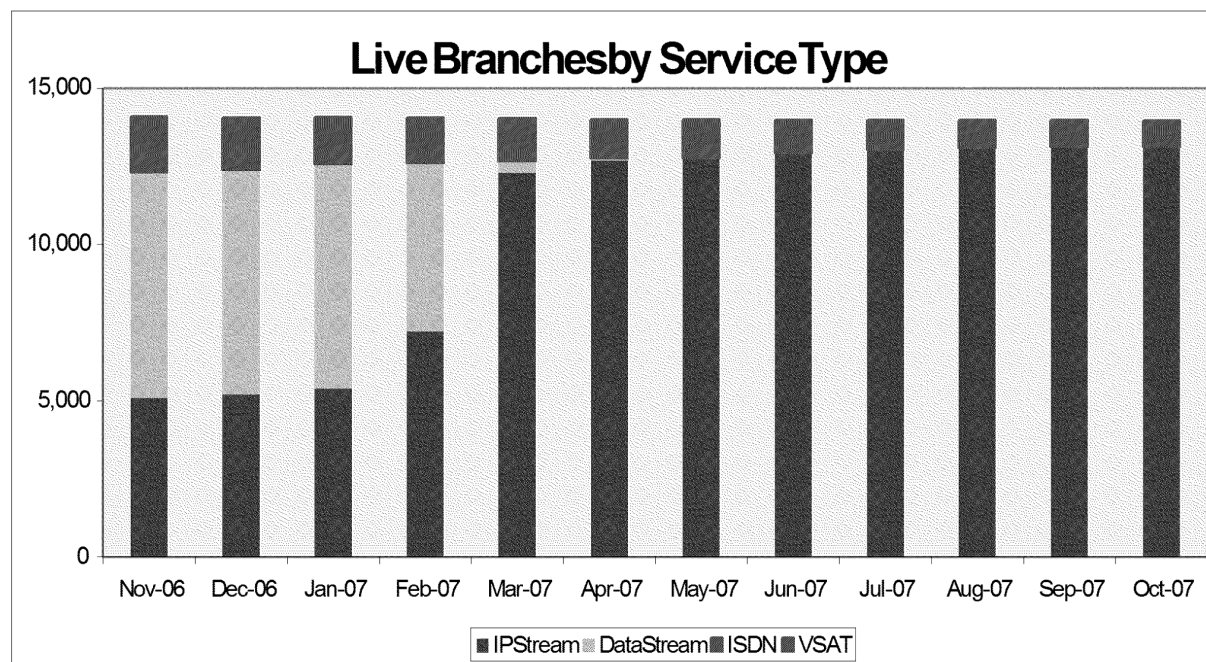
BRANCH & COUNTER NUMBERS at Month End

Live Branches	13,965
Live Counters	34,231



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	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07
IPStream	5,090	5,197	5,390	7,211	12,296	12,709	12,748	12,928	13,031	13,091	13,114	13,130
DataStream	7,214	7,199	7,183	5,402	369	40	17	5	0	0	0	0
ISDN	1,680	1,578	1,422	1,374	1,310	1,205	1,183	1,002	891	840	811	774
VSAT	113	96	82	67	60	61	60	61	61	62	62	61
TOTALS	14,097	14,070	14,077	14,054	14,035	14,015	14,008	13,996	13,983	13,993	13,987	13,965



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5.4 Operational Branch Change Service

	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Cumulative
TOTAL FAILURES TARGET (2%)	2.33 %	2.50 %	1.30 %	1.35 %	1.96 %	1.54 %	0.89 %	1.20 %	4.40 %	0.00 %	0.00 %	0.00 %	1.84%
TOTAL FAILURES (number)	3	2	2	3	2	3	2	1	3	0	0	0	21
CROWN BRANCH FAILURES (0%)	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00%
CROWN BRANCH FAILURES (number)	0	0	0	0	0	0	0	0	0	0	0	0	0
NUMBER OF CHANGES DELIVERED	169	60	97	99	134	89	80	90	75	89	103	125	1210
NUMBER OF CHANGES - CANCELLED	152	54	90	91	122	85	73	83	68	82	96	117	1113
NUMBER OF CHANGES - CLOSURES	129	40	77	74	98	65	56	57	60	54	77	85	872
TOTAL FAILURES - CLOSURES TARGET (2%)	2.33 %	2.50 %	1.30 %	1.35 %	1.96 %	1.54 %	0.89 %	1.80 %	5.00 %	0.00 %	0.00 %	0.00 %	2.35%

Failures

None



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5.5 Service Integration Service

5.5.1 Post Shops

Both of the Post Shop SLTs were conformant.

October	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	2	4	12	8	5	31
Number of calls resolved in 8 hours	1	4	11	7	5	28
Number of calls resolved in next day	1	0	1	1	0	3
Number of Hardware faults	1	1	8	5	5	20
Number of software faults	1	3	4	3	0	11
Number of outstanding calls	0	0	0	0	0	0

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 October 07

Throughout the month there was a total of 170 operational changes 144 made by Royal Mail Group Account and 26 by Post Office Limited, there was 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.



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5.6.1 Day J Failures

DFD Outbound figures were impacted by a total of 2 No Lets this month, which is an increase from last month. This resulted in 3 Day J targets failing.

303201 Lozells Post Office – 12 days late – Problem resolved – Now Health Checking.

Pm logged call for software fault affecting gateway on 5th October. Engineer requested call be investigated by Redcare due to issue with alarm. Non-polling call raised on 8th October, but call mistakenly closed by HSD on the same day. Non polling call raised on 9th October also closed by mistake. New hardware call logged on 9th October, which was resolved on the 17th October by the engineer replacing the gateway.

200869 Stockinish Post Office – 36 days late – Problem resolved – Now Health Checking.

A non polling call was logged for this branch on 4th October. A data retrieval call was raised on 8th October, however engineer visit delayed to 22nd October due to lack of equipment. Engineer attended site on 25th October, but failed to complete data retrieval due to faulty equipment. Access to site is two days per week, so each failure had a dramatic influence on the lifespan of the call. In total two laptops to retrieve data but neither worked. It transpires that no test rig is currently set up, and action has been taken to carry out tests /set up testing area. Engineer is currently awaiting correct equipment, with ETA for data retrieval unknown. An online services issue was reported to BT on 30th October. BT engineer was due to attend site on 12th November, but arrived on the 13th and resolved the issue.

5.7 Reconciliation Service

31 reconciliation incidents were cleared during October, 5 more than were reported in September.

1 priority incident was cleared within the 8 hour response SLT.

The remaining 30 incidents were cleared within the 5 day SLT.

Reconciliation issues in October

There were no reconciliation issues in October.

5.8 Reference Data & Message Broadcast Service

Nothing to report for October: no service issues.

5.9 Security Service

5.9.1 Automated Key Refresh

The key refresh algorithm was turned off in April, so no outlets have been brought forward for key refresh in September. Only those that are due a routine key refresh have been selected.

5.9.2 Manual Key Refresh

New AZMK Keys were produced for CAPO LINK and A&L this month.

New Key promotions were completed for CAPO Key 6 and A&L Key 5. The key promotion for LINK is planned for next month.



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5.9.3 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.

5.9.4 Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
61	420	416	2
Query Days this month	YTD Contract	Received YTD	
1159	8750	7989	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
24	58	89	0

Witness statements provided this month	1	Witness statements YTD	5
Days in court this month	0	Days in court YTD	2

Current Month and Forthcoming Court Commitments

Outlet	Date	Court location	Comments
South Warrborough	10 December 07	Winchester Crown Court	2 witnesses required
Didcot	7 January 08	Oxford Crown Court	Witness required
London Road		Reading Crown Court	Witness required awaiting confirmation of date



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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
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	Purchase order has been made, and we are awaiting delivery.	IN PROGRESS
Cold Standby OpTIP Remote Gateway for Huthwaite	Following the hardware failures on the OpTIP remote gateway in Huthwaite during August, and the concerns raised regarding the age of the hardware, RMGA have investigated the possibility of providing a 'Cold' standby gateway that could be held at Huthwaite and invoked for contingency purpose. It is planned that this gateway will eliminate the need for CT0593 - PSO_FSL_CR01107_FS - FTMS Server Failure Contingency Process.	A 'Cold Standby/Emergency' OpTIP Gateway for the Post Office Limited Northern Data-Centre has been packaged and is ready for shipment once site installation details have been organised. Installation is scheduled for 25/11 pending POL approval.	IN PROGRESS
Utilisation of Message Broadcast Service for automated "email" communication to the branches for Incidents logged in TfS	To link Triole for Service (TfS) to the Horizon MBS and send automated electronic updates to individual branches on the progress of branch logged incidents. This proposal has been discussed at high level with Ref Data and the concept is possible & is supported. POL are also aware of & support the proposal, but require details about cost.	CP has been raised and is progressing through the impacting process. Meeting held with TfS development to initiate technical discussions. This will be part of Phase II TfS implementation	IN PROGRESS
CMT managing current POL referrals.	Moving the majority of POL referrals to CMT will reduce Incident resolution times, make the process LEAN, free up POL resources, reduce GSM costs and increase branch availability performance.	Meeting held with POL to discuss implementation plans. POL to document referral actions LM to liaise with CMT / HSD to take on referrals	IN PROGRESS
Addition of Horizon button to reload Pin Pad reference data.	This button will enable HSD to advise the branch how to fix corrupted reference data, in turn reducing associated engineer visits and enabling resolution at the Helpdesk and improved PM satisfaction.	CP approved, and Change is targeted for early 2008. CP in progress for button to be included in HNGx.	IN PROGRESS



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Provision of Card Cleaners to branches	Post Masters will be able to clean the magnetic stripe readers on the keyboards and the Chip and Pin readers on the Pin Pads before deciding the Pin Pad or Keyboard has a faulty reader and contacting the HSD. This will result in a reduction in Pin Pad and Keyboard call volume.	A pilot in which 200 branches used the card cleaners was very successful. The card cleaners will shortly be rolled out to the estate, pending negotiation on quantity per branch.	IN PROGRESS
Provide branches with spare Bar Code Reader heads.	The ability to swap out bar code readers would result in improved counter availability and a reduction in engineer visits and associated costs.	A pilot is about to be started in which the largest 50 branches as well as the top 50 branches on the Branch League Table report will receive a spare Bar Code Reader.	IN PROGRESS

Service Improvement Implemented

TfS implemented

Introduction of Quiet Testing by FMS (Comms Faults)

Introduction of BT Health Check



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7 Sense & Respond

The data captured during October has highlighted the top 2 highest demand types as being Hardware and Software. Trend analysis has shown the total call volume for Hardware during October to be similar to September (9884 calls) and a decrease for Software calls (-415) from September to October.

For Pin Pad errors, the total volume of Pin Pad calls for October was 1188 (equal to the volume received during September) with the highest call type being 'Smart Card reader faults' (approx 540 calls).

HSD will be discussing the feasibility of adding new Repair codes so reporting can be made more useful and less of a manual task. Furthermore, the HSD will be monitoring Pin Pad calls on a monthly basis and prompting the Post Masters of these branches to use the card cleaners when logging calls.

HSD are to attend the next Hypercom service review meeting. This will be a good opportunity to revise frontline fixes and has the potential to reduce engineering visits.

For hardware demand, the highest call volume received is for Counter Printer faults (4360 calls received in October – a decrease of 635 calls from September). This represents a total call reduction of 804 calls over the past 2 months for counter printer faults.

Site diaries have been introduced to selected pilot sites which offer a hints and tips section for branches. In September, 19% of frontline fixes were resolved by turning the counter printer off/on. The roll out of the site diary could potentially reduce a high number of counter printer calls received by the HSD.

HSD/Epson completed improvements to the HSD Epson knowledge base. This was a good opportunity to revise frontline fixes and has the potential to reduce engineering visits. Epson have agreed to provide HSD with a breakdown of Unicom printer failure analysis to help improve frontline/FMS diagnostics.

With the introduction of Triole for Service we are now able to split chase calls by type. The highest chase call type in October was for Engineering Support and the highest volume of engineer cancellations was for C45 calls.

Inclusion of 'Customer Expectations' into new Call Coaching database has been completed and this will allow the HSD agents to be assessed on the accuracy of setting the correct expectation with the customer. This could in turn reduce the number of chase calls to the desk.

An additional objective regarding engineering calls is to reduce the amount of calls to the HSD from Touch, Fujitsu and ROMEK engineers. The Call volume for the HSD has decreased slightly from September to October by 219 calls (804 received) and CMT have also experienced a decrease of 266 calls (1429 calls received).

Within the monitor faults project, 1499 calls were logged during October as a monitor fault (an increase of 287 calls from September). This represented a total of 1140 faults (76%) being resolved by engineering and 359 faults (24%) by the HSD. It has been identified that 40% of engineer monitor faults were for gateway counters.

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.

Software demand has been previously investigated in depth, especially around the areas of application/system freezes and error messages. While software demand is fairly high at a top level, further drill down resulted in many different issues and scenarios. Many of these issues are already known and documented, with the majority having a workaround. The key areas of failure should be addressed in the forthcoming HNGx software. As a result, it was felt that the Sense and Respond activities should focus on hardware, especially as the only way to reduce most of the software demand would be to further develop the Horizon software which will soon be replaced.



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8 OCTOBER SERVICE LEVEL PERFORMANCE

8.1 HorizonServiceDesk

Ref	SLT	AFL		Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep
			Horizon Service Desk												
	80%		Calls answered within 30 seconds	79.3	80.2	89.7	83.6	82.8	89.5	89.1	80.4	88.9	89.1		
				Q4				Q1		Q2		Q3		Q3	
	<10.0 secs		Average Time to Answer <10.0 seconds			8.0		Q1	7.3	Q2		7.0		Q3	
	<5%		Calls not answered	6			2.7		7			2.5			
				Q4		2.2		Q1	2.5	Q2		2.9		Q3	
	100%		Voicemail available outside HSD standard hours	100.0	100.0		100.0		100.0			100.0			
				Q4			Q1			Q2				Q3	
	100%		Voicemail calls raised next working day	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
				Q4			Q1		Q2		Q3			Q3	
	>=85%		First Time Fix	89.0	88.0	88.1	88.5	89.7	89.8	90.2	89.6	89.7	91.1		
				Q4				Q1	1.8	Q2		89.8		Q3	
	95%		Software incidents resolved by Reboor <=15 minutes	91.12	91.65	91.11	91.14	91.31	90.99	90.42	90.06	90.2	90.9		91.1
				Q4		97.40		Q1	97.42	Q2		95.9		Q3	
	100%		Software incidents resolved by Reboor <=30 minutes	99.90	99.77	99.74		99.74	99.34	99.46	98.74	97.86	99.74	98.89	93.6
				Q4		99.80		Q1	99.68	Q2		98.69		Q3	98.5



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COMMERCIAL IN CONFIDENCE

8.2 Engineering Service

Ref	SLT	ARL		Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07
			Branch Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	61.8	64.5	62.1	68.9	77.5	76.6	73.0	74.8	80.4	71.9	74.5	82.7	82.1
				Q4		TBC		Q1	73.8		Q2	76.4		Q3	75.9	
	95%	NO	Priority B - 8 hours (flexible structure)	72.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				Q4				Q1	N/A		Q2	N/A		Q3	N/A	
	95%	NO	Priority C - End of Next Business Day (flexible structure)	93.8	93.0	88.3	92.4	94.8	92.9	93.2	95.7	91.3	89.8	91.0	91.9	95.3
				Q4		TBC		Q1	93.3		Q2	93.4		Q3	90.8	
	100%	NO	Priority A - 6 hours (flexible structure)	77.0	79.4	79.9	82.6	87.7	86.3	84.2	86.8	88.1	82.4	82.6	88.1	89.9
				Q4		TBC		Q1	85.2		Q2	86.5		Q3	84.1	
	100%	NO	Priority B - 10 hours (flexible structure)	79.6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				Q4				Q1	N/A		Q2	N/A		Q3	N/A	
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	95.1	93.9	89.1	93.0	95.3	93.6	94.1	96.2	92.2	90.7	91.9	92.6	96.2
				Q4		TBC		Q1	94.0		Q2	94.1		Q3	91.7	
			Postshop Engineer - Call to Fix													
	100%	NO	Critical incident within 8 hours	100.0	100.0	100.0	100.0	100.0	100.0	95.4	100.0	100.0	100.0	100.0	100.0	100.0
				Q4		100.0		Q1	100.0		Q2	98.5		Q3	100.0	
	100%	NO	Non-critical incident within 48 hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q4		100.0		Q1	100.0		Q2	100.0		Q3	100.0	



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COMMERCIAL IN CONFIDENCE

8.3 Branch Network Service

Ref	SLT	ARL		Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07
			Branch Telecom Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	97.3	97.4	97.3	97.6	98.3	96.4	95.1	96.8	96.7	98.3	96.8	97.4	97.8
				Q4		TBC	Q1		97.4	Q2		96.2	Q3		97.5	
	95%	NO	Priority C - End of Next Business Day (flexible structure)	100.0	97.6	96.8	96.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				Q4		TBC	Q1		N/A	Q2		N/A	Q3			
	100%	NO	Priority A - 6 hours (flexible structure)	98.0	98.3	98.1	98.1	99.1	97.7	96.2	97.4	97.5	98.6	98.5	98.1	98.7
				Q4		TBC	Q1		98.3	Q2		97.0	Q3		98.4	
	100%	NO	Priority C - End of next business day + 2 hours	100.0	100.0	96.8	96.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
						TBC			N/A			N/A			N/A	
			Branch and Counter Availability													
	>98.80%	NO	Branch Availability during the Critical Period	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
				Q4		TBC	Q1		TBC	Q2		TBC	Q3		TBC	
	>98.53%	NO	Counter Availability during the Critical Period	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
				Q4		TBC	Q1		TBC	Q2		TBC	Q3		TBC	
	>99.43%	NO	Branch Availability during Post Office Core Day	99.7	99.7	99.8	99.7	99.8	99.8	99.7	99.7	99.8	99.7	99.8	99.9	99.8
				Q4		TBC	Q1		99.8	Q2		99.7	Q3		99.8	
	>99.13%	LD	Counter Availability during Post Office Core Day	99.3	99.2	99.2	99.2	99.4	99.3	99.2	99.4	99.3	99.4	99.5	99.6	99.4
				Q4		TBC	Q1		99.3	Q2		99.3	Q3		99.5	
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability	100.0	100.0	100.0	100.0	100.0	100.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q4		100.0	Q1		100.0	Q2		99.7	Q3		100.0	
	99%	LD	ADSL Connection Reliability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0	
	97%	LD	Dialed Connection Reliability	99.0	100.0	100.0	100.0	100.0	99.0	98.0	99.0	99.0	99.0	99.0	100.0	100.0
				Q4		99.9	Q1		99.7	Q2		98.7	Q3		99.3	

Priority C targets have now ceased as agreed.



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COMMERCIAL IN CONFIDENCE

8.4 Central Network Service

Ref	SLT	ARL		Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07
			Network Availability													
	>=99.95%	NO	A&L Network Availability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q4		100.0		Q1		100.0		Q2		100.0		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	0	0	0	0
				Q4		0		Q1		0		Q2		0		Q3
	<=2	NO	Number of PI outages >2 minutes for different banks	0	0	0	0	0	0	0	0	0	0	0	0	0
				Q4		0		Q1		0		Q2		0		Q3



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COMMERCIAL IN CONFIDENCE

8.5 Data Centre Operations Service

8.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07
			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	0.36	0.36	0.36	0.36	0.36	0.36	0.35	0.35	0.36	0.36
				Q4		0.37	Q1		0.36	Q2		0.36	Q3		0.35	
			DFD Outbound - APS All Clients													
	96.5%	LD	APS transactions delivered by 23:59hr Day B	99.5	99.8	99.7	99.8	99.9	99.7	99.7	99.8	99.8	99.7	99.7	99.7	99.8
				Q4		99.7	Q1		99.8	Q2		99.8	Q3		99.7	
	97.5%	LD	APS transactions delivered by Day C	99.8	99.9	99.9	99.9	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		99.9	Q3		99.9	
	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	99.9	99.9	99.9	99.9
				Q4		99.9	Q1		99.9	Q2		99.9	Q3		99.9	
	100%	LD	APS transactions delivered by Day J	99.9	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9
				Q4		99.9	Q1		100.0	Q2		100.0	Q3		100.0	



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COMMERCIAL IN CONFIDENCE

8.5.2 Data File Delivery - LFS

Ref	SLT	ARL		Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07
			DFD Outbound - LFS													
	97%	NO	Confirmation of pouch received at Branch by 22:00hr Day A	99.9	99.8	99.9	99.9	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9
				Q4		99.9	Q1		99.9	Q2		99.9	Q3		99.9	
	97.2%	LD	Confirmation of pouch received at Branch by Day B	99.9	99.9	99.9	99.9	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9
				Q4		99.9	Q1		99.9	Q2		99.9	Q3		99.9	
	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	100.0	100.0	100.0	100.0	100.0
				Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0	
	97%	NO	SAPADS Pouch collected from Branch by 22:00hr Day A	96.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				Q4		98.8	Q1		99.9	Q2		99.9	Q3		99.9	
	97.2%	NO	SAPADS Pouch collected from Branch by Day B	96.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				Q4		98.8	Q1		99.9	Q2		99.9	Q3		99.9	
	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	100.0	100.0	100.0	100.0	100.0
				Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0	
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.0	99.4	96.5	99.7	99.8	99.7	99.0	99.7	99.7	99.7	99.8	99.8	99.8
				Q4		98.3	Q1		99.7	Q2		99.5	Q3		99.8	



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COMMERCIAL IN CONFIDENCE

8.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07
			DFD Outbound - POL MIS													
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	98.5	98.9	99.0	99.1	99.2	99.0	98.8	99.1	99.1	99.0	99.0	99.2	99.2
			Q4			98.8	Q1		99.1	Q2		99.0	Q3		99.1	
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C	99.7	99.7	99.7	99.8	99.8	99.7	99.6	99.7	99.7	99.7	99.7	99.7	99.8
			Q4			99.7	Q1		99.7	Q2		99.7	Q3		99.7	
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D	99.8	99.8	99.8	99.9	99.9	99.8	99.9	99.8	99.9	99.9	99.9	99.9	99.9
			Q4			99.8	Q1		99.9	Q2		99.9	Q3		99.9	
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	99.9	99.9	100.0	99.9	100.0	100.0	99.9	99.9	100.0	100.0	100.0	100.0	99.9
			Q4			99.9	Q1		99.9	Q2		99.9	Q3		100.0	
			DFD Outbound - POLFS													
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B	98.5	98.9	99.0	99.1	99.1	99.0	98.8	99.1	99.1	99.0	99.0	99.1	99.1
			Q4			98.8	Q1		99.0	Q2		99.0	Q3		99.0	
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C	99.6	99.7	99.7	99.8	99.8	99.7	99.6	99.7	99.7	99.7	99.6	99.7	99.8
			Q4			99.7	Q1		99.7	Q2		99.7	Q3		99.7	
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D	99.8	99.8	99.8	99.9	99.9	99.8	99.8	99.8	99.9	99.8	99.8	99.9	99.9
			Q4			99.8	Q1		99.9	Q2		99.9	Q3		99.8	
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J	99.9	100.0	100.0	99.9	100.0	100.0	99.9	99.9	100.0	100.0	100.0	100.0	99.9
			Q4			99.9	Q1		99.9	Q2		99.9	Q3		100.0	



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COMMERCIAL IN CONFIDENCE

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

Ref	SLT	ARL		Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07
			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	0.0	0.0	0.0	0.0	0.0
			Q4			0.0	Q1		0.0	Q2		0.0	Q3		0.0	
	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	100.0	100.0	100.0	100.0	100.0
			Q4			100.0	Q1		100.0	Q2		100.0	Q3		100.0	
			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	0.0	0.0	0.0	0.0	0.0
			Q4			0.0	Q1		0.0	Q2		0.0	Q3		0.0	
	<=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	0.0	0.0	0.0	0.0	0.0
			Q4			0.0	Q1		0.0	Q2		0.0	Q3		0.0	
	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	100.0	100.0	100.0	100.0	100.0
			Q4			100.0	Q1		100.0	Q2		100.0	Q3		100.0	
	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	100.0	100.0	100.0	100.0	100.0
			Q4			100.0	Q1		100.0	Q2		100.0	Q3		100.0	
			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	100.0	100.0	100.0	100.0	100.0
			Q4			100.0	Q1		100.0	Q2		100.0	Q3		100.0	



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8.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07
			DFD Inbound - LFS													
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	94.0	98.3	95.0	98.0	98.6	98.6	98.9	99.2	99.3	99.4	99.4	99.6	99.5
				Q4		95.8	Q1		98.4	Q2		99.1	Q3		99.5	
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	95.2	99.7	99.6	99.5	99.8	99.7	99.7	99.5	99.7	99.7	99.7	99.8	99.9
				Q4		98.2	Q1		99.7	Q2		99.6	Q3		99.8	
			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	98.3	98.0	90.6	97.7	98.1	98.6	98.9	99.3	95.6	99.5	99.4	99.4	99.6
				Q4		95.6	Q1		98.1	Q2		97.9	Q3		99.5	
	96%	LD	Transaction corrections available by 12:00 on Day B	99.8	99.8	99.8	99.6	99.8	99.7	99.3	99.7	99.9	99.8	99.8	99.9	99.9
				Q4		99.8	Q1		99.7	Q2		99.6	Q3		99.8	
	100%	LD	Transaction corrections available by 23:59:59 on Day J	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0	



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8.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07
			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	0.0	0.0	0.0	0.0	0.0
				Q4	0.0	0.0	Q1	0.0	0.0	Q2	0.0	0.0	Q3	0.0	0.0	0.0
	<=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	0.0	0.0	0.0	0.0	0.0
				Q4	0.0	0.0	Q1	0.0	0.0	Q2	0.0	0.0	Q3	0.0	0.0	0.0
	<=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	0.0	0.0	0.0	0.0	0.0
				Q4	0.0	0.0	Q1	0.0	0.0	Q2	0.0	0.0	Q3	0.0	0.0	0.0
			POL FS Availability													
	98.5%	NO	POL FS Availability	100.0	100.0	95.0	100.0	100.0	100.0	99.5	100.0	100.0	100.0	100.0	100.0	100.0
				Q4	98.3	95.0	Q1	0.0	0.0	Q2	99.8	99.8	Q3	100.0	100.0	100.0
	>=4 hours	NO	POLFS shall not be unavailable to users on any single occasion during the service level management period	0	0	12	0	0	0	0	0	0	0	0	0	0.0
				Q4	4	12	Q1	0.0	0.0	Q2	0.0	0.0	Q3	0	0	0.0
			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	100.0	100.0	100.0	100.0	100.0
				Q4	100.0	100.0	Q1	100.0	100.0	Q2	100.0	100.0	Q3	100.0	100.0	100.0
	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	99.9	99.5	100.0	100.0	100.0	100.0	100.0
				Q4	100.0	100.0	Q1	100.0	100.0	Q2	99.8	99.8	Q3	100.0	100.0	100.0
	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	100.0	100.0	100.0	100.0	100.0
				Q4	100.0	100.0	Q1	100.0	100.0	Q2	100.0	100.0	Q3	100.0	100.0	100.0
	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	100.0	100.0	100.0	100.0	100.0
				Q4	100.0	100.0	Q1	100.0	100.0	Q2	100.0	100.0	Q3	100.0	100.0	100.0
	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	100.0	100.0	100.0	100.0	100.0
				Q4	100.0	100.0	Q1	100.0	100.0	Q2	100.0	100.0	Q3	100.0	100.0	100.0
	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	100.0	100.0	100.0	100.0	100.0
				Q4	100.0	100.0	Q1	100.0	100.0	Q2	100.0	100.0	Q3	100.0	100.0	100.0



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8.6 Reference Data Service

Ref	SLT	ARL		Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07
			DFD Inbound - APS Tariff data													
	96%	NO	APS reference data delivered by Day B	99.6	99.7	99.6	99.6	99.7	99.6	99.1	99.7	99.6	97.5	99.6	99.8	99.7
				Q4		99.6	Q1		99.6	Q2		99.5	Q3		99.0	Q4
	97%	NO	APS reference data delivered by Day C	99.8	99.8	99.8	99.8	99.9	99.8	99.5	99.8	99.8	99.8	99.8	99.8	99.9
				Q4		99.8	Q1		99.8	Q2		99.7	Q3		99.8	Q4
	98%	NO	APS reference data delivered by Day D	99.8	99.9	99.9	99.9	99.9	99.9	99.7	99.9	99.9	99.9	99.9	99.9	99.9
				Q4		99.9	Q1		99.9	Q2		99.8	Q3		99.9	Q4
	100%	NO	APS reference data delivered by Day J	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4
			DFD Inbound - Reference Data													
	96%	NO	Reference data delivered by Day B	99.6	99.7	99.8	99.7	99.7	99.8	99.6	99.8	99.7	99.6	99.8	99.7	99.8
				Q4		99.7	Q1		99.7	Q2		99.7	Q3		99.7	Q4
	97%	NO	Reference data delivered by Day C	99.7	99.8	99.8	99.8	99.9	99.8	99.6	99.8	99.8	99.8	99.8	99.9	99.8
				Q4		99.8	Q1		99.8	Q2		99.8	Q3		99.8	
	98%	LD	Reference data delivered by Day D	99.8	99.9	99.9	99.8	99.9	99.9	99.7	99.9	99.9	99.8	99.9	99.9	99.9
				Q4		99.9	Q1		99.9	Q2		99.8	Q3		99.9	Q4
	100%	LD	Reference data delivered by Day J	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4



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8.7 Reconciliation Service

Ref	SLT	ARL		Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07
			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	100.0	100.0	100.0	100.0	100.0
				Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0	
	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	100.0	100.0	96.8	100.0	100.0
				Q4		100.0	Q1		100.0	Q2		100.0	Q3		98.9	
			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	100.0	100.0	100.0	100.0	100.0
				Q4		100.0	Q1		100.0	Q2		100.0	Q3		100.0	