



SERVICE REVIEW BOOK
February 2008

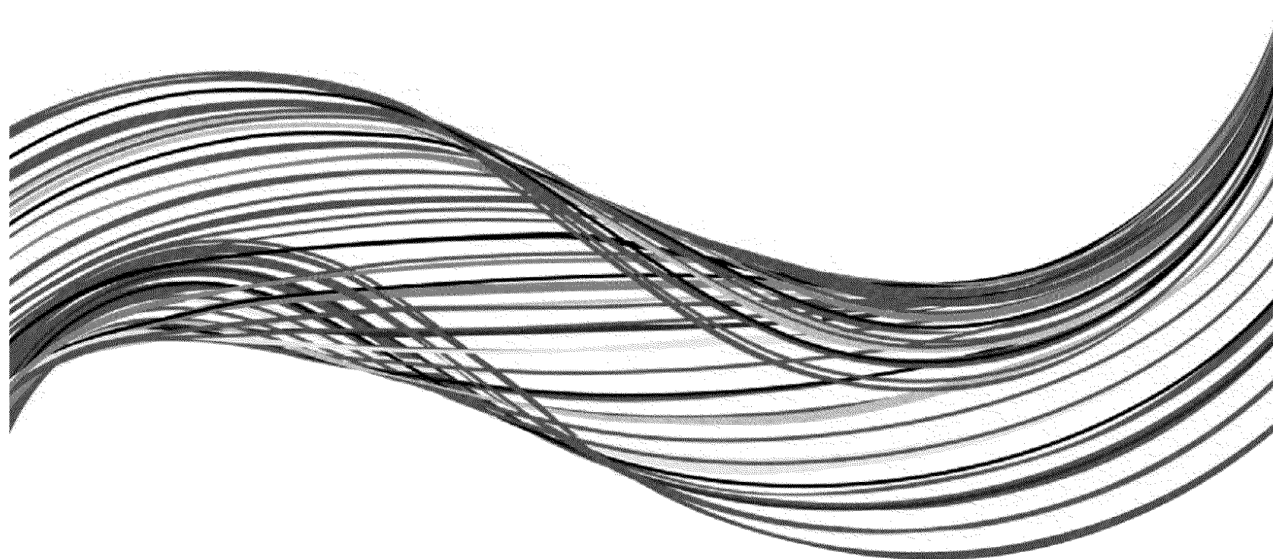
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Fujitsu Services Royal Mail Group Account

Service Review Book

February 2008





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Document Control

Title: Service Review Book – February 2008

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the period 1st to 29th February 2008

Status: Definitive

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

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1 MANAGEMENT SUMMARY

Within the Fujitsu Services domain for Feb 08 there were no Major Incidents and 2 service-affecting incidents, no incidents relating to VIP sites and 2 further service-affecting incidents outside the Fujitsu domain, detailed in the incident overview below.

Branch and counter availability continue to remain above target at 99.78% and 99.53% respectively. The pilot of the revised Engineering service targets has continued, and has seen improvements in all areas from January, despite the challenges faced due to the SMC having to invoke DR and relocate to Bracknell, meaning that Base Unit builds could not be started and the following day HSD and SMC being evacuated for 2 hours due to a gas leak at a neighbouring building, again preventing new Base Unit builds from being started.

The Pin Pad refresh button was introduced on the 26th February and saw 22 incidents resolved at the helpdesk, in the remaining 3.5 days of the month, that would otherwise have required an engineering visit, significantly reducing the downtime of the counter or single counter branch.

3 offsite builds were completed allowing early recommencement of services to the affected branches, that otherwise would have to wait for a PSTN fault to be resolved by BT.

Preventative maintenance visits were commenced with 22 taking place the last 10 days of February. The expectation is that these will reduce the number of incidents and provide an enhanced service to the Post Office.

313 OBC changes were delivered in the month, with no failures.

2 incidents failed the Post Shops SLT, which is most disappointing. This has been pinpointed to one help desk agent, and the agent has been retrained for this process. An additional monitoring process has been put in place with IMT to ensure that all Post Shop Incidents are followed through from there.

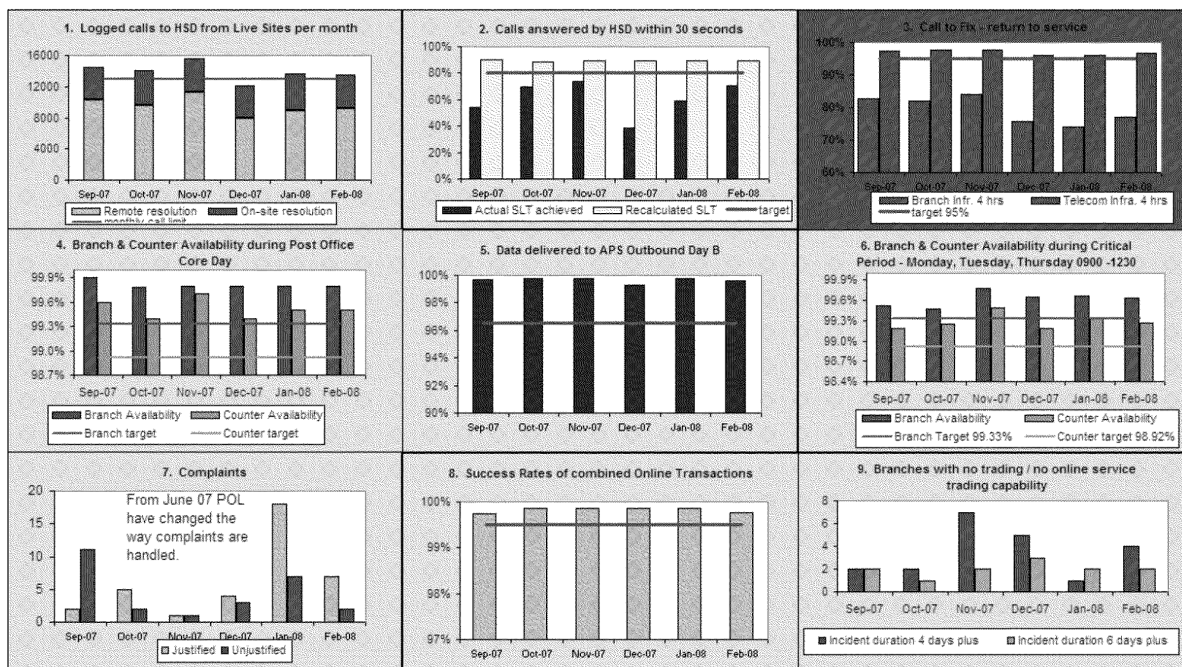
The overall number of complaints logged with NBSC has increased in February to 94. This is as expected as all complaints are now being passed through to Fujitsu Services, rather than for information only. We are identifying more areas of improvement and are able to take this to a greater level of detail, i.e. agent level, if required. There are a number of activities taking place to drive this number, particularly around process and ETA's.

No branches failed the Day J targets.

Significant activities from the Service Improvement Plan are included in this review book. A number of the branch improvements have been in pilot and demonstrated positive results, and these will be rolled out in agreement with POL over the coming weeks.

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Executive Dashboard
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2 Incident Overview

Summary:	Within the Fujitsu Services domain for February 2008, there were no Major Incidents. There were 2 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:	None
Other incidents in Fujitsu Services domain:	Monday 4th February. Investigations by SSC and 4th line support in RMGA continue into the degradation of the PAF service. Daily conference calls and subsequent actions and changes detailed in the daily incident report. Several issues identified including "fuzzy searches" being used by the Post Masters impacting the load on the system. A full daily report issued. Call 108737 refers, and continuation of monitoring and conference calls for updates throughout the week. Monday 11th February. The Fujitsu investigation into the issue has identified that PAF requests were being delayed within the network and that has resulted in variable response times and transaction failures. The cause of the delay has been identified and removed and since Tuesday 12th Feb there has been no further incident. Fujitsu is currently monitoring the service to ensure that the change has had the expected effect and that there are no further problems with the service. Once the throughput increases, there will be further useful statistics available. Friday 22nd February. PAF update: There have been no further issues since the 12th February and the current incident is now resolved. For future performance and reliability, POL (Andrew Perkins) has been requested to provide predicted business volumes to the Horizon Capacity Management Service, by the 10th March. Monday 25th February. IP Stream ADSL branches over threshold, due to incident in Wales affecting up to 70 branches in the Llandudno & Swansea area from 12:02 to 14:45. The incident was caused by a BT ATM being intermittent (flapping). BT resolved issue at 14:45, SLT outage report produced. Call 136380 refers.
VIP sites affected this month:	None
Incidents that were outside the Fujitsu Domain:	Friday 22nd February. There were A&L transaction failures from 15:24 to 16:00, identified on both the "A" link to Bootle & the "B" link to Wigan. Investigations within the RMGA networks and applications could not find any cause. Due to the failures from the A&L service (Tandem) our agents attempted 4 key refreshes across the links. Call 135252 refers. Tuesday 26th February. Transaction failures, timeouts up to 10% were identified on the "Link" service, from 10:47 to 13:30. Failures on both the A link to Bootle and the B link to Wigan. POL reported that Link had issues with connectivity to all the Financial Institutions. Call 137819 refers.



3 Business Continuity

3.1 Business Continuity Testing

Throughout the week commencing 11th of February the initial HNG-X business continuity walk-throughs were conducted using the operational business continuity test scripts being developed for HNG-X. In general the exercise was successfully conducted. A report has been produced detailing the actions identified during the week. It was concluded that major improvements could be implemented within the Security Service script and the next draft version has been produced. A follow-up walk-through has been planned for the 12th of March when a further review will be conducted on the revised HNG-X Security Service and Data-centre fail-over operational test scripts.

On the 7th of February the loss of both of the network links, between the SMC in Stevenage (STE04) and Wigan and Bootle Data-centres, (one required a visit from BT and the other link was misconfigured) meant that the SMC were unable to monitor the live estate. The decision was taken to invoke disaster recovery for the SMC who relocated to BRA01. This live invocation has been documented as it verified the SMC preparedness for disaster recovery.

Fujitsu Services Network Operations Centre, for shared network infrastructure, successfully conducted a relocation test of the NOC operations on Saturday 2nd of February. This test has been documented and will be incorporated within the RMGA Business Continuity 2008 Test Report.

3.2 Forthcoming Testing

On the 12th of March a further review shall be conducted on the revised HNG-X Security Service and Data-centre fail-over operational test scripts.

The Post Office Limited Northern Data-centre operational test is planned for the 26-29th of March.

A walk-through is being planned for the Third Line Support Service (SSC).

3.3 Business Continuity Planning

It is planned that all scripts reviewed during the HNG-X initial walk-through will be updated with the changes identified.

Further work is required on the HNG-X service and Support Services Business Continuity Plans.

3.4 Business Continuity Incidents and Issues

Operations at STE04 were disrupted on two occasions during February, firstly on Thursday the 7th of February when the SMC relocated to BRA01, and secondly on the 8th of February when a major gas leak resulted in all staff being evacuated from STE04. The gas leak was repaired in a timely manner and HSD and SMC staff were not required to relocate to BRA01.



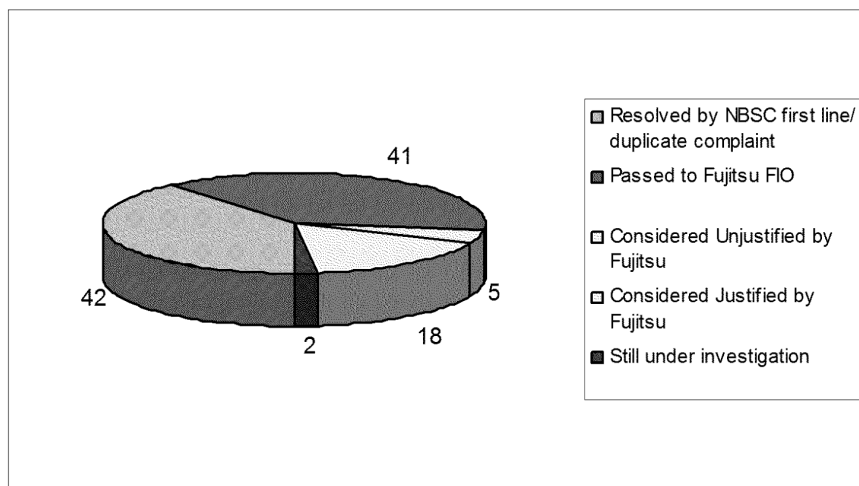
4 Complaints

During February 94 complaints were made to NBSC about Fujitsu Services. Of these, 9 required formal investigation. These complaints break down as follows:

65 complaints were in relation to engineering services and equipment. Of the 7 which required formal investigation, 5 were considered justified and 2 were unjustified. The remaining 57 complaints were investigated by IMT and SDMs for any underlying trends or issues.

16 complaints were in relation to online services. One was considered justified. The remaining 15 complaints were investigated for underlying trends or issues.

13 complaints were in relation to HSD. One was considered justified. The remaining 12 complaints were investigated for underlying trends or issues.



Top 3 Areas of Complaints forwarded to Fujitsu Services

Engineer Complaints

The majority of Engineering complaints during February were due to the SLA, or engineers missing the ETA provided to the PM by HSD. HSD agents are ensuring that the correct expectation is set with the PM when a call is passed for an engineer to be assigned.

HSD Complaints

One complaint required formal investigation during February, and was deemed to be justified. Following remote monitoring, SMC organised for a base unit to be swapped but did not inform the PM. The majority of the other HSD complaints were around the fault resolution process, and training refreshes are being made available to the agents concerned.

Online Services Complaints

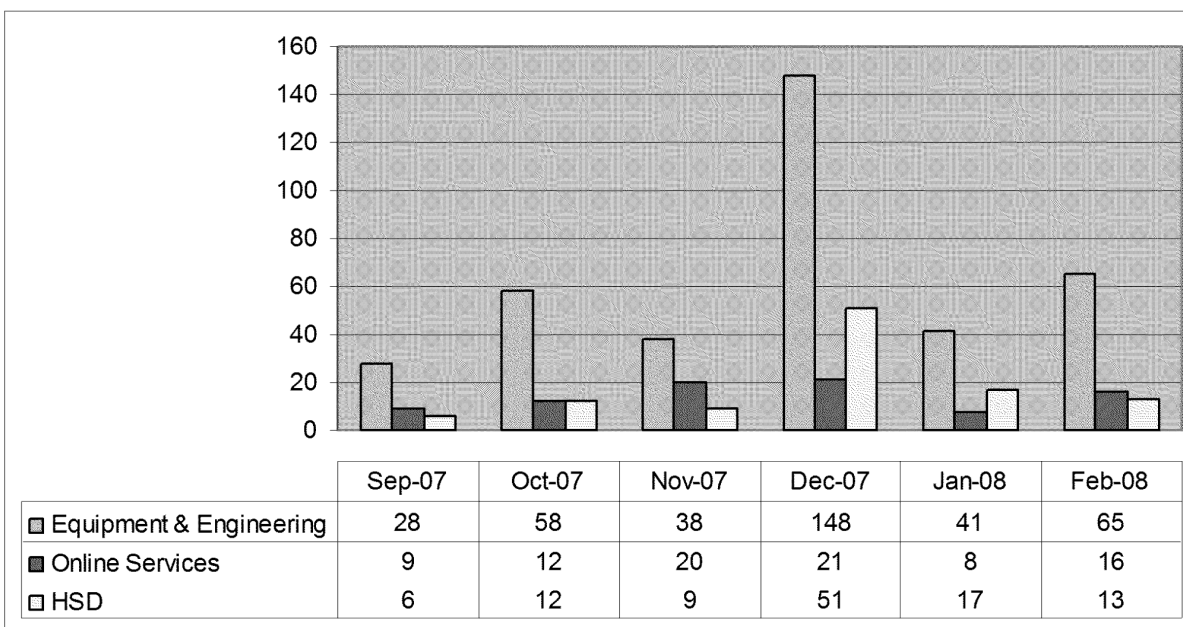
One complaint about online services required formal investigation during February, and was deemed to be justified as the line in question had been incorrectly ceased. A GSM solution was deployed as quickly as possible in order to get the Post Office online again. The majority of the other complaints were around the length of time taken for an online services fault to be resolved. The process is being looked into.



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Historical Breakdown of Complaints Data

	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08
Total number of complaints logged against Fujitsu Services	143	86	77	82	67	220	108	121
Exclusions (duplicate / inappropriate)	19	7	18	0	59	0	17	27
Total number of actual complaints	124	79	59	82	8	220	91	94
Total number of complaints investigated by POL Customer Relations	x	x	x	x	x	97	25	74
Number of complaints passed For Information Only to Fujitsu Services	n/a	37	69	42	28	42	67	n/a
Number passed to Fujitsu Services for formal investigation	99	16	13	9	2	7	25	9
Number considered justified by Fujitsu Services	36	5	2	5	1	4	18	7

X No figures provided by POL



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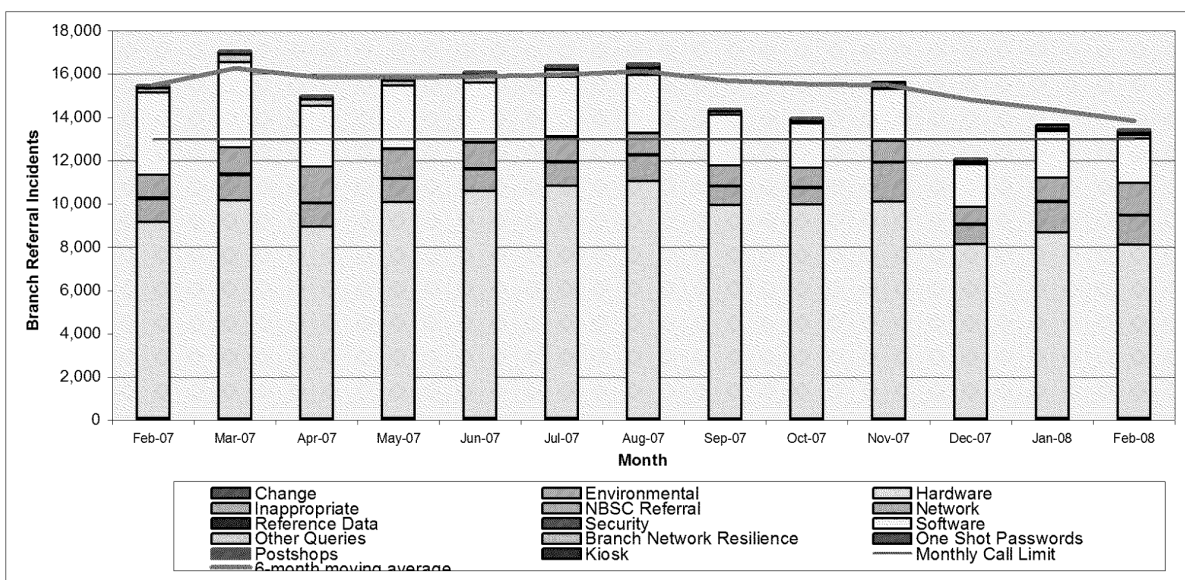
5 Service Summary

5.1 Horizon Service Desk

February saw a slight decrease in total calls compared with January. In particular, Hardware call volumes decreased by approximately 500 calls, Environmental calls halved, and NBSC referral calls dropped by 40. The volume of Branch Network Resilience calls more than trebled, and Change calls have doubled since January. Network calls also increased by 400, and Other Queries by 60.

The decrease in Hardware calls is mainly attributed to a decrease in Counter Printer calls due to redesigned ink filtering out into the estate. There was also a drop in Pinpad calls. The increase in Network calls has been connected to a BT outage and extreme weather during the month.

Calls logged by Branches



	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08
Branch Network Resilience													
Change	2	2	1	1	0	2	13	0	0	7	13	17	64
Postshops	37	46	31	41	33	35	31	29	31	32	27	38	82
Environmental	102	73	68	97	123	126	79	76	80	78	63	79	38
Hardware	9057	10090	8883	9889	10468	10695	10966	9866	9884	10027	8076	8568	8001
Inappropriate	1065	1161	1062	1083	1018	1089	1195	854	744	1787	883	1388	1349
NBSC Referral	85	63	55	33	42	58	48	40	64	40	44	49	8
Network	1031	1223	1654	1342	1177	1134	992	915	907	975	792	1097	1482
Other Queries	216	337	298	223	314	326	296	163	86	105	80	89	151
Reference Data	0	1	0	0	0	0	0	1	0	1	1	1	0
Security	8	12	13	14	14	15	5	0	0	0	0	0	0
One Shot Passwords	114	131	140	119	144	163	174	108	152	174	134	145	157
Software	3792	3951	2804	2910	2788	2761	2681	2352	2026	2399	1986	2148	2075
Kiosk										5	0	4	6
Total Calls	15509	17090	15010	15852	16123	16404	16480	14415	13984	15637	12103	13650	13443
6-month moving average	15509	16300	15870	15865	15917	15998	16160	15714	15543	15507	14837	14378	13872
Monthly Call Limit	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000

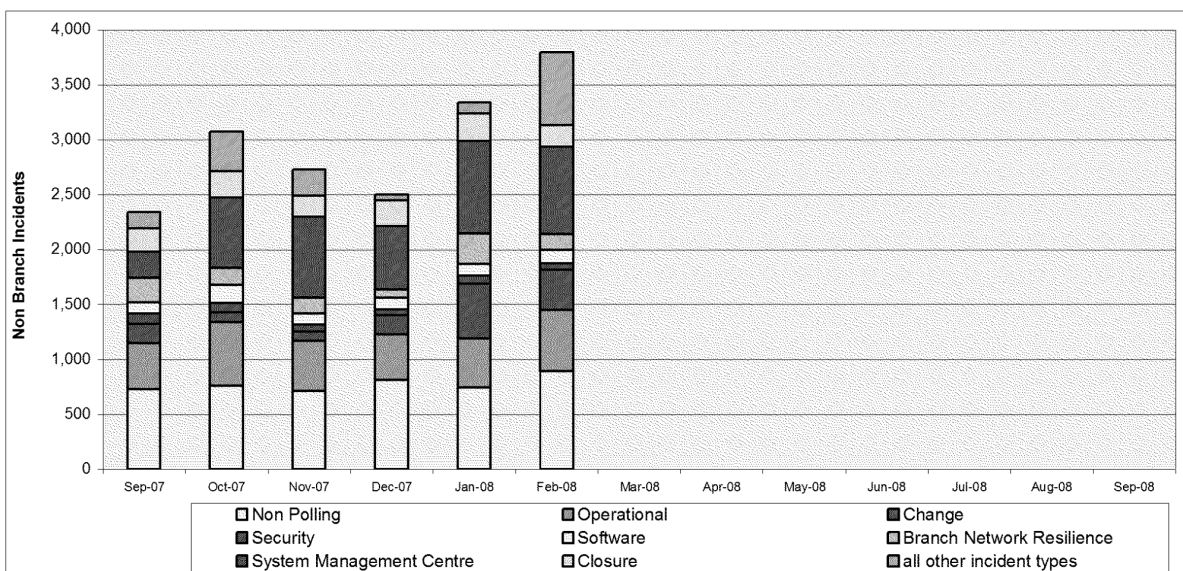


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Non-Branch Calls



	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	148	74	277	144							
Change	172	90	85	176	499	367							
Security	99	86	64	55	71	56							
Software	100	165	97	103	107	125							
Closure	213	240	192	236	248	195							
System Management Centre	237	644	734	580	844	796							
Operational	420	581	461	412	449	558							
Non Polling	729	759	709	815	744	892							
all other incident types	149	360	242	51	103	664							
Total Calls	2342	3076	2732	2502	3342	3797							

This graph shows central infrastructure and branch system monitoring capabilities.

These calls are logged by SMC, OBC or others. Branches are not negatively affected by this proactive work.

The large rise in "other incident types" is due to an unexplained rise in "Caller Hang Ups". HSD Team Managers are investigating this, although unfortunately this is not a quick process as it will involve ongoing agent monitoring.

There were also 98 calls logged for pro-active Branch Signal Surveys – a new initiative started in February by the Engineering Service Delivery Manager.

Review of HSD SLTs

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	70.2%	89.7%
Calls Abandoned (Target 5%)	6.7%	1.9%

22,453 calls were offered to HSD during February.



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5.2 Engineering Service

After the peak during December and January, call volumes have returned to expected levels of around 190 visits per day, with 587 A priority calls logged in this period. There was an improvement across all base unit trial SLT measures, with the highest conformance level since November. We are happy to report conformance across three of the four peripheral SLT measures.

A series of system outages were experienced during the first half of February. Whilst the impact was considered negligible, it would still have caused a level of inefficiency as a result of the desks having to cope with the loss of email, call management system etc. There was a gas leak at the Stevenage Fujitsu office on the 8th February with staff evacuated for several hours. PM and engineer calls were affected but all voicemails were picked up by the close of that day.

There was an increase in the number of network calls logged during the month. This was the result of impacts from the IPStream project and weather issues. An increase in repeat visits was also noticed. The cause of these repeat visits is being investigated, and some training requirements have been identified.

The table below shows our conformance levels following the fifth month of the trial:

SLT	ARL		Oct 07	Nov 07	Dec 07	Jan 08	Feb 08
		Base Unit A Priority Calls					
95%	NO	Priority A - 8hr End to End Service (Back Stop)	91.9%	97.0%	86.6%	90.2%	93.2%
95%	NO	Priority A - 3hr Response	84.4%	90.9%	83.4%	87.1%	88.5%
90%	NO	Priority A - 6hr Incident to Fix	88.9%	93.9%	81.9%	86.1%	89.6%
95%	NO	Priority A - Subsequent 3hr Response	87.5%	75.6%	62.5%	67.4%	77.6%
		Peripheral A Priority Calls					
97%	NO	Priority A - 8hr End to End Service (Back Stop)	98.1%	98.7%	93.8%	98.3%	98.1%
95%	NO	Priority A - 3hr Response	91.8%	94.0%	88.4%	93.5%	95.4%
95%	NO	Priority A - 4hr Incident to Fix	94.5%	93.8%	88.4%	92.3%	93.6%
95%	NO	Priority A - Subsequent 3hr Response	55.6%	100%	0% (3 calls)	66.7% (6 calls)	100%
95%	NO	Priority C - End of Next Business Day	95.3%	96.5%	86.4%	91.2%	89.8%
100%	NO	Priority C - End of Next Business Day + 2hrs (flexible structure)	96.2%	97.1%	88.4%	92.5%	91.3%

Following a successful pilot, the Pin Pad Refresh button was added to the counter engineer screen across the live estate. Following implementation on the 26th February, 22 incidents were resolved by the button during the remaining 3.5 working days of the month

Off site builds were performed for Devons Rd (053002), Renton PO (113817), Brinklow PO (399246) with the help of Poplar Crown PO (018002), Hecla Avenue PO (047832), Hertford Road Crown (007205) respectively.

22 proactive preventative maintenance visits took place during February, with more visits planned for March. It is too early to report on the success of these visits against the recorded baseline.

February saw a slight improvement in engineers fixing Epson counter printer and Pin Pad issues without the need for a spare.



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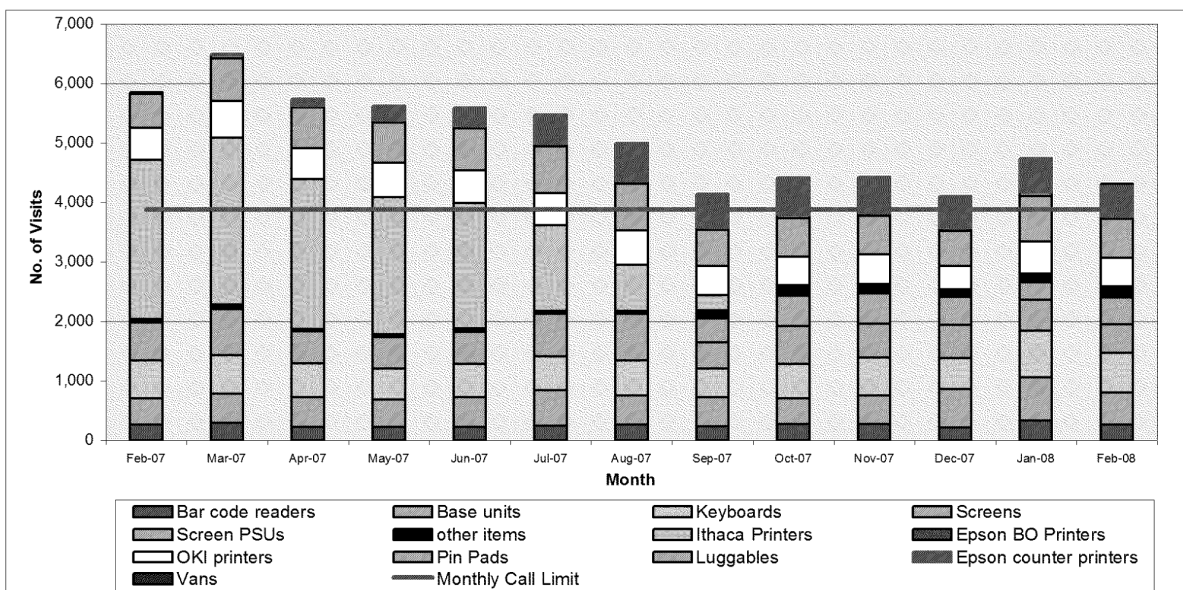
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Branch Calls which resulted in an Engineer Visit

Please note this graph reports the number of completed engineer visits during the month which were initiated by a Branch call. These numbers do not include any re-visits made against the original call.



	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08
Bar code readers	262	294	229	225	226	248	264	234	269	276	212	335	262
Base units	447	495	501	461	506	592	493	497	436	473	649	727	541
Luggables	34	47	29	35	27	40	37	34	51	40	38	57	28
Keyboards	633	642	562	513	550	579	576	476	575	644	523	777	670
Ithaca Printers	2678	2805	2515	2307	2111	1435	776	256	29	16	10	6	2
Epson back office printers	0	1	x	x	x	x	x	x	x	x	x	x	x
Epson counter printers		25	124	256	330	500	648	578	644	620	554	578	560
OKI printers	540	615	525	577	545	537	582	494	479	497	401	538	472
Pin Pads	565	719	681	670	713	788	780	601	644	649	579	765	662
Screens	630	776	535	538	538	711	795	441	641	565	555	523	472
Screen PSUs								396	508	514	467	292	460
other items	64	74	45	47	57	49	45	139	149	139	119	145	183
Vans												1	3
TOTAL	5853	6493	5746	5629	5603	5479	4996	4146	4425	4433	4107	4744	4315
Average Daily Visit Rate	266	265	274	245	238	228	208	184	177	185	191	198	188
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875

Please note the addition of an extra category for Engineer visits to Van Branches. All Van visits are included in this category, and details showing the item repaired or replaced are supplied below ;

Triole reference	Branch	Van name	Product	Category	Repair
117830	101444	WEST WALES MOBILE	PATADSLCABLE	other items	R01 Engineer visit - Unit replaced
140773	101444	WEST WALES MOBILE	PATTM-J7100PTR	Epson counter printer	R06 Engineer visit - Cable repaired/reseated/adjusted



5.3 Branch Network Services / Central Network

5.3.1 Branch Network Services

1415 were calls logged across all Network Types into the HSD during February. This is an increase of 400 calls from January, with the main cause of this increase being a BT outage which caused at least 214 sites to lose online services.

In total 42 calls failed to hit the 4 hour priority SLA. This gave 97% SLT conformance against the 95% target. Of the 42 fails, however, 83% occurred within the helpdesk or engineering domain. Those incidents are now being investigated by the HSD and Engineering Service Managers with a view to capturing any improvements that can be made; this will result in an even better service being provided to the customer.

The Branch Network Services Troubleshooting Guide is currently in review and will be available for release imminently.

The IPMAX upgrade began at the end of January and was in full swing in February. A number of calls were suspended and could not be sent for BT Wholesale investigation during the 10-day bedding in period. This resulted in a higher than usual volume and average age of intermittent network calls but this is expected to reduce once the upgrades have been completed in March.

One of the key achievements in February was the resolution of two long-standing calls: BT rewired Cemetery Road's ADSL line, and an ADSL re-provide was implemented at Rufford Drive. The overall effect of closing down these oldest calls was reflected in the reduction of the average age of Solid Down calls from 35 days at the start of the month to 22 days by the end of the month.

One of our combined aims is to reduce the cost to POL of providing GSM for online service faults at branches. As part of that process, we have tightened up our procedures in both distribution and returning of GSM devices. This will ultimately allow us better control of the use of the solution, by controlling the number of GSM devices in the field as well as by preventing Post Masters from using GSM longer than necessary when suffering minor intermittent failures. Parameters have been put into place for escalations and the Comms Management Team have obtained a supply of spare returns envelopes which they can distribute to Postmasters who have mislaid the original returns packaging.



5.3.2 Central Network

The Access Layers for ADSL (IP Stream), ISDN (Metered) and VSAT branches remained extremely stable. The ATM node incident at Llandudno & Swansea affected multiple BT Wholesale broadband customers and was in line with the expected characteristics of BT's network design. However due to political sensitivity BT Wholesale did not raise an MSO outage notification to confirm the incident. The missing MSO along with the extended outage duration has been raised by Fujitsu in our service reviews with BT Wholesale.

The WAN and Datacentre LANs were also extremely stable with no customer impact. However a configuration error on the new STE04 LAN was highlighted when a WAN link failed and the expected resilience did not work. Unfortunately the usual failover tests had not happened yet as the network build was still underway. This error has now been corrected and the failover has now been tested. On the positive side the event did prove that the SMC D/R network in BRA01 was fully working and capable of supporting the live service.

BRANCH & COUNTER NUMBERS at Month End

Live Branches	13,741
Live Counters	33,843

5.4 Operational Branch Change Service

	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Cumulative
TOTAL FAILURES TARGET (2%)	1.96 %	1.54 %	0.89 %	1.20 %	4.40 %	0.00 %	0.00 %	0.00 %	1.20 %	0.00 %	0.00 %	0.00 %	1.08%
TOTAL FAILURES (number)	2	3	2	1	3	0	0	0	1	0	0	0	12
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	134	89	80	90	75	89	103	125	89	49	194	313	1430
NUMBER OF CHANGES - CANCELLED	122	85	73	83	68	82	96	117	86	43	174	33	1062
NUMBER OF CHANGES - CLOSURES	98	65	56	57	60	54	77	85	61	33	49	91	786
TOTAL FAILURES - CLOSURES TARGET (2%)	1.96 %	1.54 %	0.89 %	1.80 %	5.00 %	0.00 %	0.00 %	0.00 %	1.60 %	0.00 %	0.00 %	0.00 %	1.46%

Failures- None



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5.5 Service Integration Service

5.5.1 Post Shops

February	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	3	12	10	1	0	26
Number of calls resolved in 8 hours	2	12	9	1	0	25
Number of calls resolved in next day	1	0	0	0	0	1
Number of Hardware faults	2	7	6	0	0	15
Number of software faults	1	5	4	1	0	11
Number of outstanding calls	0	0	1	0	0	1

The SLT for non-critical calls was conformant. Critical calls however achieved 71.4% conformance against a 100% target. This SLA failure was due to two calls which experienced a delay in HSD passing the information to the correct resolver group. Feedback has been given to the individuals in question and an email has been sent out to HSD to ensue that all Geller calls are voiced to IMT, in order for those calls to be sent to the Geller Engineering desk. IMT will also be checking the Geller stack more regularly.



5.6 Data Centre Operations Service / Data File Transfer

The Planned Orders file arrived six and a half hours late from SAPADS on 4th Feb, due to Prism running their batch files late. TFS Call No 116567 refers.

5.6.1 Day J Failures

There were no Day "J" failures in February.

5.7 Reconciliation Service

There were 64 reconciliation incidents cleared during February. This is 17 more than were reported in January.

There were 4 priority incidents cleared within the 8 hour response SLT.

Of the remaining 60 incidents, 59 were cleared within the 5 day SLT.

Reconciliation issues in February

There has been a significant increase in the number of BIMS raised and issued to Post Office Limited as a result of branch closures. The BIMS usually specify currency and pouches that are left in the branch after the closure has been completed. Jane Smith is aware of this.

5.8 Reference Data & Message Broadcast Service

No issues but the volume of Network Change Reference data being received is extremely high.



5.9 Security Service

Automated Key Refresh

An average of 18 branches a day were selected for key refresh this month resulting in a total of 1046 branches being targeted for refresh. The key refresh algorithm was turned off on the 25th April.

Manual Key Refresh

The MoneyGram password key and the Network banking keys were successfully changed in February.

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
53	660	633	22
Query Days this month	YTD Contract	Received YTD	
1040	13750	12297	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
15	92	175	2

Witness statements provided this month	3	Witness statements YTD	20
Days in court this month	0	Days in court YTD	2

Current Month and Forthcoming Court Commitments

Outlet	Date	Court location	Comments
Didcot	7 April 08	Oxford Crown Court	Witness notified
London Road	Mar 08	Reading Crown Court	Witness required awaiting notification of date
Oxgate Court	7 Jul 08	Harrow Crown Court	Witness notified

Updates to Previous Months Prosecutions

Outlet	Comments
None received	



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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
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.	This will be part of Phase II TfS implementation in 2008.	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.	The button was rolled out to the entire estate, and has been in use since 27/2.	COMPLETED
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.	The business case has been approved, and project planning is underway.	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 planned in which branches logging a Bar Code Reader fault will have the option to receive a Bar Code Reader by Special Delivery which they can then fit themselves with assistance from HSD.	ON HOLD PENDING BUSINESS CASE
Laminated quick-reference problem-resolving cards to be issued to branches.	These cards will allow PMs to resolve simple problems without needing to call the HSD. This will result in greater counter availability, and an improved resolution journey for the PM.	Research is being conducted as to which problems should be addressed in these cards.	IN PROGRESS



7 Sense & Respond

The data captured during February highlighted the top two demand types as Hardware and Software. Trend analysis has shown the total call volume for Hardware during February to have decreased by 565 calls (total of 8030) and a decrease of Software calls by 88 calls (total of 2075).

For hardware demand, the highest call volume received is for Counter Printer faults (2613 calls received in February- a decrease of 306 calls from January). A redesigned ink cartridge is being distributed by Communisys, which should result in a reduction in 'Print quality' and 'Consumables issue' call types- which are currently the cause of 1300 calls per month.

1247 calls were logged during February as a monitor fault (+166 calls from January). This represented a total of 960 faults (77%) being resolved by engineering and 287 faults (23%) by the HSD. A 'Sharing Knowledge' meeting is being organised between Service Delivery, HSD and Optima, in order to review HSD KELs and identify further checks which could help to improve the HSD fix rate.

1128 calls were received for Pin Pad errors during February. The Pin Pad Card Cleaner project has now been signed off and is being planned. A Pin Pad data refresh button has been added to the estate, and it is anticipated that this will resolve many problems which could not previously be resolved by the helpdesk.

A new Sense and Respond project has been undertaken to look into the base unit calls resolved by the HSD and by an engineer visit. During the coming months we will track the number of calls logged and the number resolved by HSD/Engineering as the primary measure. The data will then be broken down into call severity, fault types and resolution. This will be analysed for trends/errors and will enable HSD to identify calls which have been incorrectly sent to Engineering. This will enable us to 'shift to the left', reducing the length of time that the fault is outstanding and improving counter availability.

During February, 1967 customer chase calls were received (+565 calls from January). Agents are being advised to set expectations clearly with the PM.

After tracking Inappropriate calls data throughout February, 1417 calls were received at the HSD, a slight decrease from January. This represents 10% of all calls received at the Helpdesk.

HSD has highlighted all the sites that have made 3 or more Inappropriate calls for the months of January and February which has been passed direct to POL. This information is to be compared with Inappropriate calls recorded by NBSC to identify any trends. HSD is to proactively contact those repeat callers to offer support.



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8 DECEMBER SERVICE LEVEL PERFORMANCE

8.1 Horizon Service Desk

Ref	SLT	ARL		Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08
			Horizon Service Desk													
	80%		Calls answered within 30 seconds	82.8	89.5	89.1	80.4	88.9	89.6	89.9	90.0	81.8	89.5	83.1		
										Q3		Q4			Q1	
	<10.0 secs		Average Time to Answer <10.0 seconds	7.0	6.0	7.0	7.0	7.0	7.0	7.0	7.0	6.0	6.0	7.0		Q1
										Q3		Q4				
	<5%		Calls not answered											13.0		
					2.5	Q2		2.9		Q3	2.9	Q4		6.0	Q1	
	100%		Voicemail available outside HSD standard hours	100.0			100.0			100.0						
					100.0	Q2		100.0		Q3	100.0	Q4		100.0	Q1	
	100%		Voicemail calls raised next working day	100.0			100.0			100.0		100.0				
					100.0	Q2		100.0		Q3	100.0	Q4		100.0	Q1	
	>=85%		First Time Fix	89.7			89.6			91.1		2.7				
					89.0	Q2		89.0		Q3	91.4	Q4		92.1	Q1	
	95%		Software incidents resolved by Reboot <15 minutes	97.33			96.06			96.9	91.16	93.54	9			
						Q2				Q3		Q4		94.68	Q1	
	100%		Software incidents resolved by Reboot <30 minutes	99.74	99.34	99.46	98.74	97.86	99.74	98.89	93.69	95.60	98.97	98.98	99.46	99.54
					99.88	Q1		98.89		Q3	98.98	Q4		98.88	Q1	



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8.2 Engineering Service

Ref	SLT	ARL		Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	
	95%	NO	Branch Infrastructure- Call to Fix														
			PriorityA - 4 hours (flexible structure)	77.5	76.6	73.0	74.8	80.4	71.9	74.5	82.7	82.1	83.9	75.5	75.7	77.0	
				73.8		Q2		76.4		Q3		75.9		Q4		80.8	Q1
	95%	NO	PriorityB - 8 hours (flexible structure)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
				N/A		Q2		N/A		Q3		N/A		Q4		N/A	Q1
	95%	NO	Priority C - End of Next Business Day (flexible structure)	94.8	92.0	93.2	86.7	84.9	80.8	81.0	84.0	85.2	86.5	86.1	84.2	80.8	
				93.3		Q2		93.4		Q3		90.9		93.2		Q4	
	100%	NO	PriorityA - 6 hours (flexible structure)	87.7	86.3	84.2	86.6	88.1	82.4	82.6	88.1	89.9	93.8	83.8	90.6	92.6	
				83.2		Q2		88.3		Q3		84.1		Q4		89.3	Q1
	100%	NO	Priority B - 10 hours (flexible structure)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
				N/A		Q2		N/A		Q3		N/A		Q4		N/A	Q1
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	94.3	93.6	94.1	96.2	92.2	90.7	91.9	92.6	96.2		88.4	92.5	91.3	
				94.0		Q2		94.1		Q3		91.7		Q4		94.3	Q1
	100%	NO	Postshop Engineer- Call to Fix														
			Critical incident within 8 hours		.0	95.3			100.0			100.0		50.0	100.0	71.4	
				100.0		Q2		98.3		Q3		100.0		Q4		83.3	Q1
	100%	NO	Non-critical incident within 48 hours		0	100			100.0			100.0		91.7	100.0		
					Q2				Q3				Q4			97.2	Q1



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8.3 Branch Network Service

Ref	SLT	ARL	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08		
		Branch Telecom Infrastructure- Call to Fix														
	95%	NO Priority A - 4 hours (flexible structure)		95.1	96.8	96.7	96.3	96.8	97.4	97.8	97.8	96.1	95.9	97.0		
				Q2			Q3				Q4		Q1			
	95%	NO Priority C - End of Next Business Day (flexible structure)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
			N/A	Q2		N/A	Q3			Q4		N/A	Q1			
	100%	NO Priority A - 6 hours (flexible structure)	97.7	96.2	97.4	97.5	96.6	98.5	98.1	98.7	99.2	97.6	97.4	98.0		
			98.3	Q2		97.8	Q3		98.4		Q4		98.5	Q1		
	100%	NO Priority C - End of next business day + 2 hours	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
			N/A	Q2		N/A	Q3		N/A		Q4		N/A	Q1		
		Branch and Counter Availability														
	>99.33%	NO Branch Availability during the Critical Period		Q2		98.4	Q3		98.4		Q4		98.6	Q1		
	>98.92%	NO Counter Availability during the Critical Period		98.9	99.0	99.0	99.0	99.0	99.2	99.3	99.5	99.2	99.4	99.3		
				Q2			Q3				Q4		Q1			
	>99.33%	NO Branch Availability during Post Office Core Day		99.7	99.7	99.8	99.7	99.8	99.9	99.8	99.8	99.8	99.8	99.8		
				Q2			Q3				Q4		Q1			
	>98.92%	LD Counter Availability during Post Office Core Day		99.2	99.4	99.3	99.4	99.8	99.6	99.4	99.7	99.4	99.5	99.5		
				Q2			Q3				Q4		Q1			
		Banking & Related Services Reliability														
	99%	LD Fixed Connection Reliability		99.0			1.0	100			100.0			100.0		
				Q2		99.7	Q3		100.0		Q4		100.0	Q1		
	99%	LD ADSL Connection Reliability		100.0			1.0	100			100.0			100.0		
				Q2			Q3				Q4		Q1			

Priority C targets have now ceased as agreed.

97% LD Dialed Connection Reliability

Q2 Q3 Q4 Q1
Q2 Q3 Q4 Q1



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8.4 Central Network Service

Ref	SLT	ARL		Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	
			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	99.9	100.0	100.0	
			Banking Authorisation Agent Availability for Each Availability Period			92			93			94			91		
	<=1	NO	Number of PI outages >2 minutes for same bank	0	0	0	0	0	0	0	0	0	0	0	0	0	
						92			93			94			91		
	<=2	NO	Number of PI outages >2 minutes for different banks		0				0			0			0	0	
						92			93			94			91		



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8.5 Data Centre Operations Service

8.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08		
	<=2.5 sec	LD	Banking & Related Services Transaction Times															
			Average time for Banking Transactions across Fixed, ADSL & Dialed Connections															
			0.36	0.33	0.36	0.36	0.36	0.35	0.35	0.36	0.36	0.36	0.36	0.35	0.34	0.34		
				Q2			Q3			Q4								
	96.5%	LD	DFD Outbound - APS All Clients															
			APS transactions delivered by 23:59hr Day B															
			99.7	99.7	99.7	99.8	99.8	99.7	99.7	99.7	99.8	99.8	99.8	99.8	99.8	99.8		
				Q2			Q3			Q4								
	97.5%	LD	APS transactions delivered by Day C															
			APS transactions delivered by Day C															
			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	99.9		
				Q2			Q3			Q4								
	98.5%	LD	APS transactions delivered by Day D															
			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	99.9		
			Q2			Q3			Q4									
100%	LD	APS transactions delivered by Day J																
		APS transactions delivered by Day J																
		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	100.0			
				Q2				Q3				Q4				99.9		



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8.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08		
			DFD Outbound - POL MIS														
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	99.0	98.8	99.1	99.1	99.0	99.0	99.2	99.2	99.0	98.6	99.0	98.9		
					Q2			Q3			Q4			Q1			
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C	99.7	99.6	99.7	99.7	99.7	99.7	99.7	99.8	99.7	99.8	99.7	99.6		
					Q2			Q3			Q4			Q1			
	98%	NO	Transaction records to TIP gateway by 03:00hr 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		
					Q2			Q3			Q4			Q1			
	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	Q2		99.9	Q3			Q4		99.9	Q1			
			DFD Outbound - POLFS														
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B		98.8			99.0			99.1	9			98.9		
				99.0	Q2		99.0	Q3		99.0	Q4		98.9	Q1			
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C		99.6			99.7			99.8	9		7	99.6		
				99.7	Q2		99.7	Q3		99.7	Q4		99.6	Q1			
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D		99.9			99.9			99.9	9			99.9		
				99.9	Q2		99.9	Q3		99.9	Q4		99.9	Q1			
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J		99.9	99.9					99.9						
				99.9	Q2		99.9	Q3			Q4		99.9	Q1			



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

Ref	SLT	ARL	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	
		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	11.0	0.0	0.0	
					Q2			Q3			Q4			Q1		
	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	
					Q2			Q3			Q4			Q1		
		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	
					Q2			Q3			Q4			Q1		
	<=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	Q2		0.0	Q3		0.0	Q4		1.0		Q1		
	100%	NO REC files delivered to CAPO by 16:00hr on Day B	100.0				100.0			100.0			100.0		100	
			100.0				100.0			100.0			100.0		Q1	
	100%	NO REC files delivered to A&L by 18:00hr on Day B		100.0			100.0				100.0			100	100	
					Q2			Q3			Q4			Q1		
		DFD Outbound- HR SAP														
	100%	LD HR SAP delivered to the POL gateway by 21:30hr on the Friday preceding the pay run date														
					Q2			Q3			Q4			Q1		



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8.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	
			DFD Inbound- LFS														
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	98.6	98.6	98.9	99.2	99.3	99.4	99.4	99.6	99.5	98.8	98.6	98.3	87.9	
				4		Q2			Q3			Q4			Q1		
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	99.8	99.7	99.7	99.5	99.7	99.7	99.7	99.8	99.9	99.8	99.8	99.8	98.8	
				7		Q2			Q3			Q4			Q1		
			Delivery of transaction correction records to Branches available at 23:59:59hrDay A														
	90%	LD	Transaction corrections available by 08:00 on Day B	99.4	99.6	99.9	99.9	99.9	99.5	99.9	99.9	99.6	99.9	99.9	99.9	99.9	
				7		Q2			Q3			Q4			Q1		
	96%	LD	Transaction corrections available by 12:00 on Day B	99.7	99.7	99.9	99.9	99.9	99.6	99.9	99.9	99.9	99.9	99.9	99.9	99.9	
				7		Q2			Q3			Q4			Q1		
	100%	LD	Transaction corrections available by 23:59:59 on Day J	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	
						Q2			Q3			Q4			Q1		

8.5.6 Central Systems, POLFS & TES Availability

100%	NO	Transaction received in the data centre between 22:00 and 07:00 daily will be available within 4 hours on TESQA	Q2	Q3	Q4	Q1
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8.6 Reference Data Service

Ref	SLT	ARL		Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08
			DFD Inbound - APS Tariff data														
	96%	NO	APS reference data delivered by Day B	99.6	99.7	99.6	99.1	99.7	99.6	97.5	99.6	99.8	99.7	99.7	99.5	99.7	99.6
				Q1		99.6	Q2		99.5	Q3		99.0	Q4		99.6	Q1	
	97%	NO	APS reference data delivered by Day C	99.8	99.9	99.8	99.5	99.8	99.8	99.8	99.8	99.8	99.9	99.8	99.8	99.8	99.8
				Q1		99.8	Q2		99.7	Q3		99.8	Q4		99.8	Q1	
	98%	NO	APS reference data delivered by Day D	99.9	99.9	99.9	99.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				Q1		99.9	Q2		99.8	Q3		99.9	Q4		99.9	Q1	
	100%	NO	APS reference data delivered by Day J	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	100.0
				Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1	
			DFD Inbound - Reference Data														
	96%	NO	Reference data delivered by Day B	99.7	99.7	99.8	99.6	99.8	99.7	99.6	99.8	99.7	99.8	99.8	99.7	99.7	99.7
				Q1		99.7	Q2		99.7	Q3		99.7	Q4		99.8	Q1	
	97%	NO	Reference data delivered by Day C	99.8	99.9	99.8	99.6	99.8	99.8	99.8	99.8	99.9	99.8	99.8	99.8	99.9	99.8
				Q1		99.8	Q2		99.8	Q3		99.8	Q4		99.8	Q1	
	98%	LD	Reference data delivered by Day D	99.8	99.9	99.9	99.7	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.8
				Q1		99.9	Q2		99.8	Q3		99.9	Q4		99.9	Q1	
	100%	LD	Reference data delivered by Day J	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	100.0
				Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1	



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8.7 Reconciliation Service

Ref	SLT	ARL		Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	
			Exception / Error Resolution														
	95%	NO	Banking & Related Services Priority Exceptions resolved in 8 hours or less	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
					100.0		Q2			Q3			4				
	95%	NO	BIM report issued within 5 working days	0.0	100.0	100.0	100.0	100.0	100.0	96.8	100.0	100.0	97.6	95.5	97.6	98.3	
					100.0		Q2			Q3			4				
			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	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
					100.0		Q3			Q3			4				