



SERVICE REVIEW BOOK
March 2008

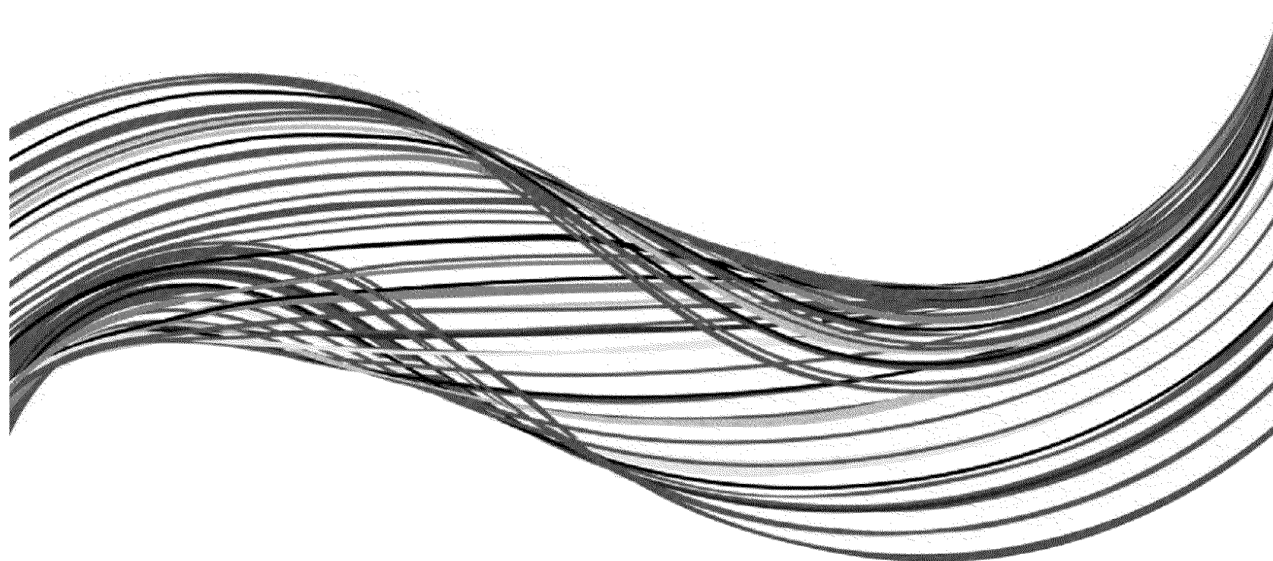
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Fujitsu Services Royal Mail Group Account

Service Review Book

March 2008





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Document Control

Title: Service Review Book – March 2008

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the period 1st to 31st March 2008

Status: Definitive

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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 Mar 08 there were no Major Incidents and 3 service-affecting incidents, 1 incident relating to a VIP site and 2 further service-affecting incidents outside the Fujitsu domain, detailed in the incident overview below.

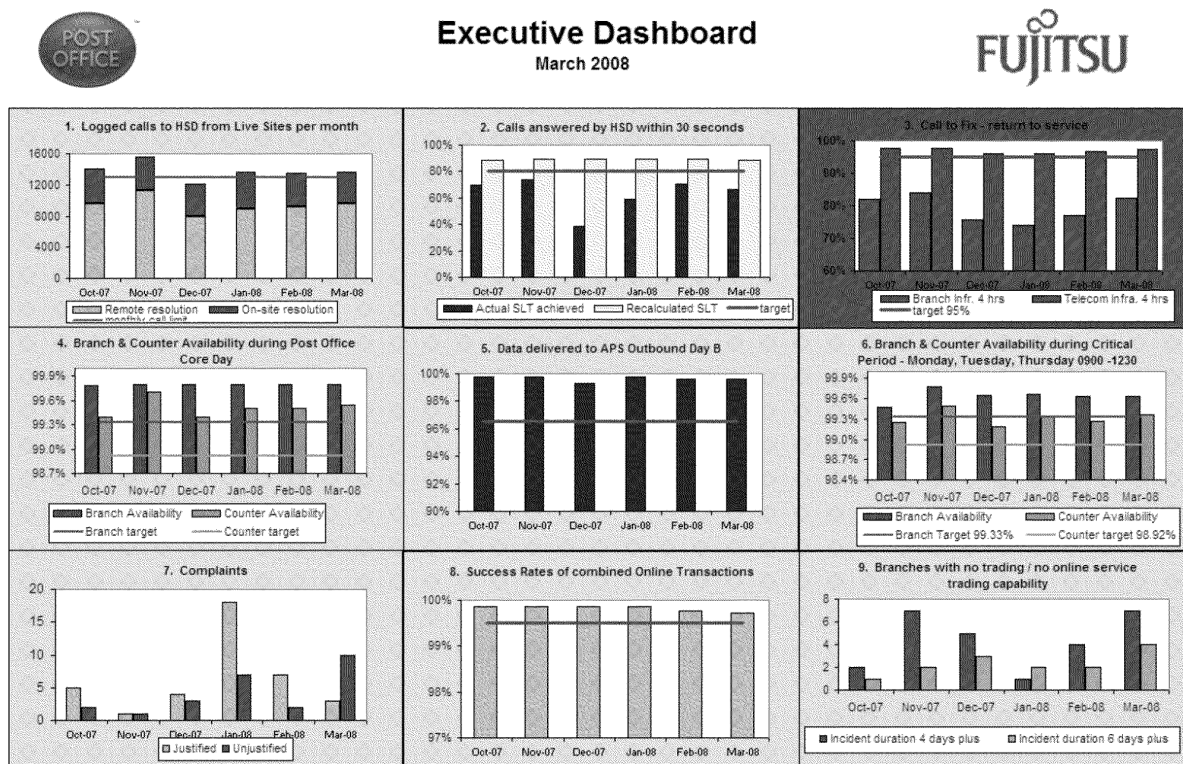
Branch and counter availability continue to remain above target at 99.80% and 99.55% respectively. The pilot of the revised Engineering service targets has continued, and has seen significant improvements in all areas from February, with only 1 of the SLT's (other than subsequent response) not achieving or exceeding target.

The Pin Pad refresh button introduced in February and saw 46 incidents resolved at the helpdesk, that would otherwise have required an engineering visit, significantly reducing the downtime of the counter or single counter branch.

1 offsite build was completed allowing early recommencement of services to the affected branch which otherwise would have to wait for a PSTN fault to be resolved by BT.

Preventative maintenance visits were commenced with 108 taking place in March. The expectation is that these will reduce the number of incidents and provide an enhanced service to the Post Office. We are tracking incident logging for these sites and should have some stats to report in April's SRB.

340 OBC changes were delivered in the month, with 2 failures due to an administrative issue. This has now been addressed.





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2 Incident Overview

Summary:	Within the Fujitsu Services domain for March 2008, there were no Major Incidents. There were 3 further service affecting incidents within the Fujitsu domain. There was 1 incident affecting a VIP site. There were 2 further service affecting incidents outside of the Fujitsu domain.
Major Incidents:	None
Other incidents in Fujitsu Services domain:	Monday 3rd March. There were 3 incidents during the day of transaction failures to the A&L service on the "B" link to Wigan. Investigations into the failures by C&W showed no significant outages. The failure continued at 09:13 on the Tuesday 4th and a decision was taken to force the agents over to Bootle, so both the A&L links were working to Bootle. Both A&L links were stable for the rest of the day. Investigations continued with networks testing out the end to end Wigan connectivity and it was found that a higher than expected level of errors existed in the Leiceser-2 router at a low memory level. The router was reloaded at the end of the working day. On the Wednesday both the A&L links were working to the Bootle data centre allowing full testing to take place again on the Wigan circuit. No errors were reported throughout the day and the service was allowed to re-home so the A&L links reverted to normal for the start of service on Thursday. The A&L service has run OK since this failure on the B Link. Call 143333 refers Friday 14th March. Failures occurred on the A&L service on both PI links. The "A" link to Bootle failed from 13:57 to 13:58, affecting 169 transactions with 117 failures. The "B" link to Wigan failed from 14:01 to 14:03 affecting 282 transactions with 159 failures. Investigations proved that the error occurred within the C&W domain inside the A&L Leicester datacentre which, although only lasting for 20 seconds, caused an outage of several minutes within the on-line service. Call 163250 refers. Tuesday 18th March. An IP Stream outage occurred at 10:03 to 10:15 affecting up to 350 branches without on-line services. Issue was due to a BT issue at Ealing POP (Point of Presence). Call 167495 refers
VIP sites affected this month:	Tuesday 11th March. VIP site Trafalgar Square 015010, key exchange failed and required a new gateway. This caused a loss of service at the branch from 08:52 to 14:50. Call 154553 refers.
Incidents that were outside the Fujitsu Domain:	Monday 17th March. Transaction failures at 18% were identified on the "Link" service from 13:35 to 14:06. Link reported that the cause was due to issues within the Barclays banking service, retries were successful. Call 165943 refers. Friday 28th March. Failures on the Link service across both PI links to Bootle & Wigan, from 13:02 to 13:22. This caused 2200 transaction failure's, issue was with connectivity to HSBC, Barclays and Lloyds TSB banks. There was second failure on the Link service but only affecting the PI to Bootle. This caused 4500 transactions to fail from 17:02 to 17:35. This was due to a reported power failure within the Link system. Call 183543 refers for both failures.



3 Business Continuity

3.1 Business Continuity Testing

During the week ending 16th March a retest was successfully completed on the HNG-X Security Service and the security elements of the HNG-X Data-centre fail-over, completing all planned exercises within the HNG-X initial Business Continuity and Disaster Recovery walk-through.

The focus is now to complete all amendments to the individual HNG-X test scripts, and to formally issue the revised documents for approval prior to initial use during HNG-X DR/BC weeks 2 to 5 later this year.

During the week ending 30th of March the Post Office Limited Northern Data-centre Disaster Recovery operational test was performed. This was a partial success as the file transfers from Fujitsu Services to CSC were performed successfully to the Post Office Limited disaster recovery datacentre, however there was a failure with the POLFS print queue. Diagnostic data was captured during the test which indicates that this failure is within the Fujitsu Services domain and further investigation is planned with the SAP Basis and Network Operation teams; there is a target date of 30th April for completion.

During the week ending 6th of April the Service Desk operational test was performed. The Stevenage based Service Desk operations were relocated to the standby facilities in BRA01, and the test was successfully completed.

3.2 Forthcoming Testing

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-throughs will be updated with the changes identified and then formally issued for review and approval prior to initial use during HNG-X DR/BC weeks 2 to 5 later this year.

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

3.4 Business Continuity Incidents and Issues

There were no Major Business Continuity Incidents or issues during March.



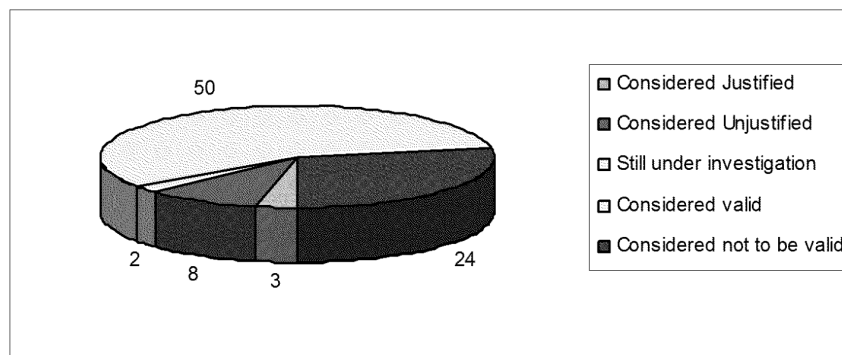
4 Complaints

During March 87 complaints were made to NBSC about Fujitsu Services. Of these, 13 required formal investigation. These complaints break down as follows:

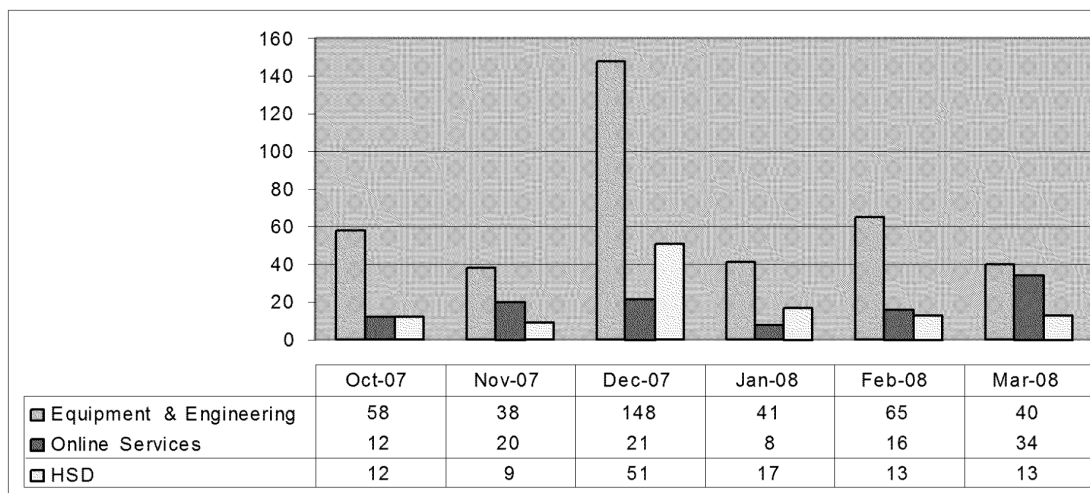
40 complaints were in relation to engineering services and equipment. Of the 4 which required formal investigation, 1 was considered justified and 3 were unjustified. The remaining 36 complaints were investigated by IMT and SDMs for any underlying trends or issues.

34 complaints were in relation to online services. 1 was considered justified, 5 were unjustified and two are currently outstanding. The remaining 26 complaints were investigated for underlying trends or issues.

13 complaints were in relation to HSD. 1 was considered justified. The remaining 12 complaints were investigated for underlying trends or issues.

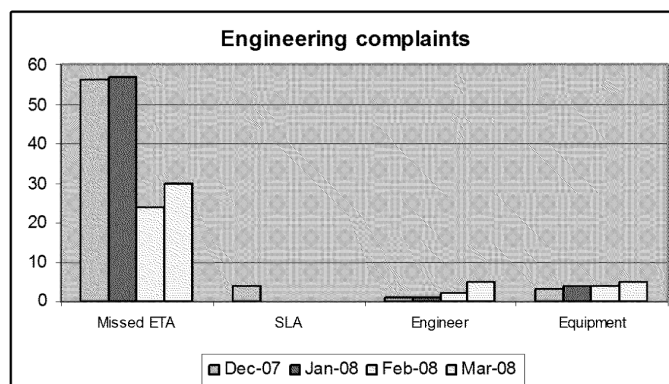


Top 3 Areas of Complaints forwarded to Fujitsu Services

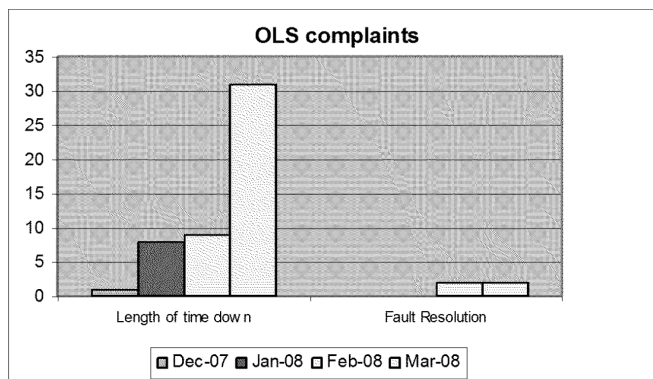


Engineer Complaints

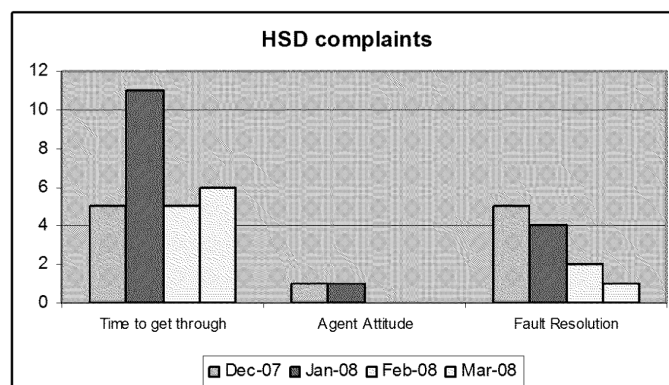
1 formal complaint about Engineering was considered to be justified as a fault which could have been resolved by HSD was sent to engineering, who subsequently attended within SLA. The agent concerned has had this incident highlighted to him. 29 of the 36 complaints which did not require full investigation were found to be valid; the majority of these complaints were due to engineers missing ETA. Actions are in place to improve ensure that the ETAs given to Post Masters are accurate, and updated where possible. Engineers will also soon receive a mobile device which will allow them to update their anticipated time of arrival with the desk, which will ensure that more accurate information is given to the PM.

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1 formal complaint made about online services was considered to be justified as the branch's line had been incorrectly ceased by Fujitsu. 17 of the 26 complaints which did not require full investigation were found to be valid; the majority of these were due to the length of time taken to resolve an online services issue. Extra focus is being brought to long-term online services incidents in order to reduce the number of branches experiencing this issue.

**HSD Complaints**

1 formal complaint about HSD was made and was considered to be justified as advice from the HSD caused the branch to go offline. 4 of the 12 complaints which did not require full investigation were found to be valid; the majority of these complaints were due to high call volumes meaning that PMs were kept on hold. The HSD now has a full complement of staff, which should mean that waiting times will be reduced.





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Historical Breakdown of Complaints Data

	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08
Total number of complaints logged against Fujitsu Services	86	77	82	67	220	108	121	88
Exclusions (duplicate / inappropriate)	7	18	0	59	0	17	27	1
Total number of actual complaints	79	59	82	8	220	91	94	87
Total number of complaints investigated by POL Customer Relations	x	X	x	x	97	25	74	55
Number of complaints passed For Information Only to Fujitsu Services	37	69	42	28	42	67	n/a	n/a
Number passed to Fujitsu Services for formal investigation	16	13	9	2	7	25	9	13
Number considered justified by Fujitsu Services	5	2	5	1	4	18	7	3
Number of complaints considered valid by Fujitsu Services	X	X	X	X	X	X	X	50

X No figures provided by POL

n/a Fujitsu will no longer receive complaints for information only. Those complaints sent for formal investigation will be returned as Justified or Unjustified. All remaining complaints will be investigated and designated valid or not.

X As this process was implemented in March 08, there is no data available for complaints made up to Feb 08.



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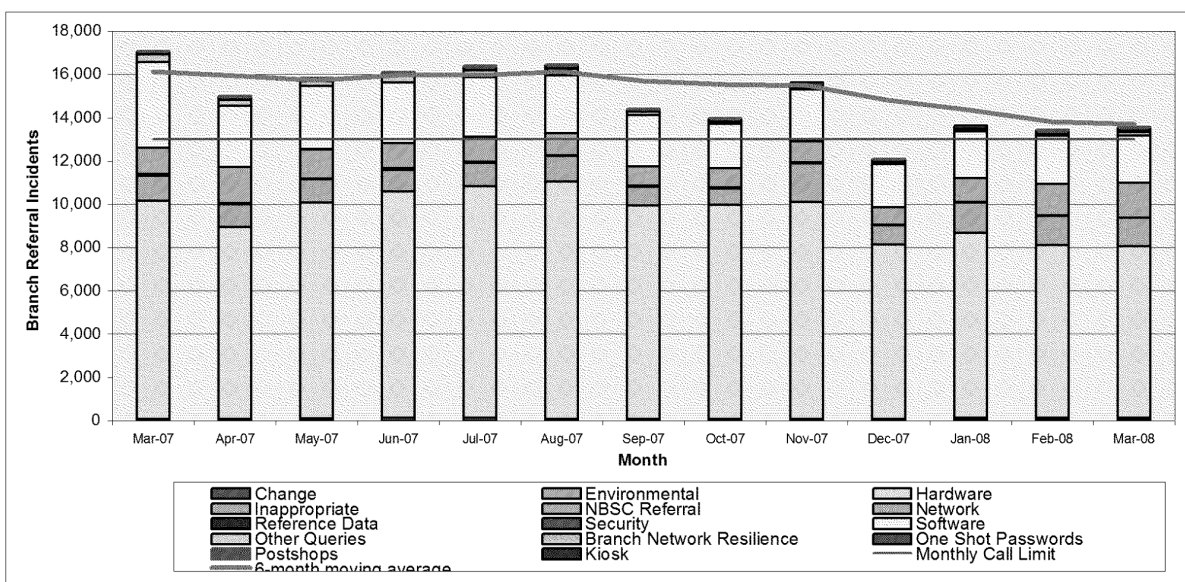
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5 Service Summary

5.1 Horizon Service Desk

March saw a very slight increase in total calls compared with February. Environmental and Network calls noticed a small increase, which have both been attributed to bad weather particularly at the beginning of the month. Branch Network Resilience, Hardware and Postshop calls all decreased slightly, but not significantly enough to establish a root cause.

Calls logged by Branches



	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
Branch Network Resilience		1	0	2	2	13	0	0	7	13	17	64	38
Change	2	1	1	0	0	0	11	10	7	4	38	82	81
Postshops	46	31	41	33	35	31	29	31	32	27	27	30	21
Environmental	73	68	97	123	126	79	76	80	78	63	79	38	57
Hardware	10090	8883	9989	10468	10695	10966	9866	9884	10027	8076	8568	8001	7906
Inappropriate	1161	1062	1083	1018	1089	1195	854	744	1787	883	1388	1349	1327
NBSC Referral	63	55	33	42	58	48	40	64	40	44	49	8	15
Network	1223	1654	1342	1177	1134	992	915	907	975	792	1097	1482	1614
Other Queries	337	298	223	314	326	296	163	86	105	80	89	151	164
Reference Data	1	0	0	0	0	0	1	0	1	1	1	0	0
Security	12	13	14	14	15	5	0	0	0	0	0	0	0
One Shot Passwords	131	140	119	144	163	174	108	152	174	134	145	157	178
Software	3951	2804	2910	2788	2761	2681	2352	2026	2399	1986	2148	2075	2186
Kiosk									5	0	4	6	6
Total Calls	17090	15010	15852	16123	16404	16480	14415	13984	15637	12103	13650	13443	13593
6-month moving average	16155	15964	15729	15969	15998	16160	15714	15543	15507	14837	14378	13832	13735
Monthly Call Limit	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000

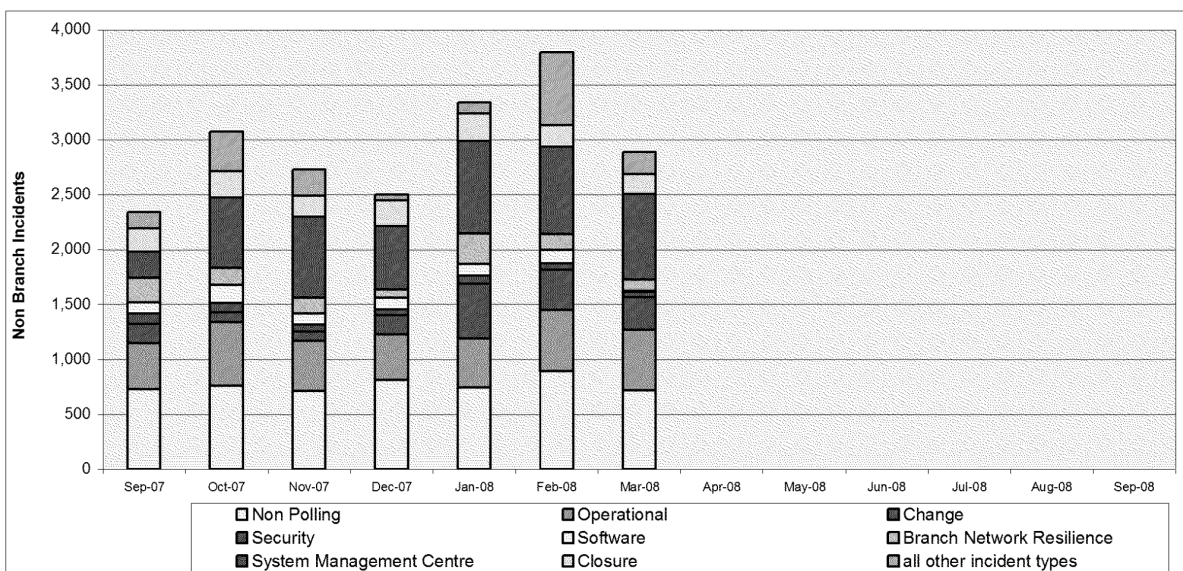


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Non-Branch Calls



	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	100						
Change	172	90	85	176	499	367	301						
Security	99	86	64	55	71	56	45						
Software	100	165	97	103	107	125	12						
Closure	213	240	192	236	248	195	180						
System Management Centre	237	644	734	580	844	796	781						
Operational	420	581	461	412	449	558	550						
Non Polling	729	759	709	815	744	892	719						
all other incident types	149	360	242	51	103	664	203						
Total Calls	2342	3076	2732	2502	3342	3797	2891						

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.

There was a decrease across all call types this month, which created an overall reduction of 900 calls compared with February. The biggest decreases were seen in Software calls (down from 125 to 12), which is mainly due to the low number of new software releases in March. A large decrease was also seen "Other Incident Types" (reduced by two thirds from February) which was mainly due to an unexplained reduction in caller hang-ups.

Review of HSD SLTs

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	66.54%	88.35%
Calls Abandoned (Target 5%)	7.43%	2.59%

22,371 calls were offered to HSD during March.



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5.2 Engineering Service

Call volumes during March dropped to the lowest level for three years at 3924. There were 598 A priority calls during this period.

Since the introduction of the Pin Pad Refresh button to the engineer's screen at the end of February, we have seen a 5% improvement in remote fix at HSD resulting in the prevention of 46 unnecessary engineer visits that would have previously taken place.

The Easter period was managed effectively and additional resource was on stand by to assist with call peaks.

There was a large improvement across all trial SLT measures with the exception of the subsequent 3 hour peripheral measure which failed due to two SLT misses.

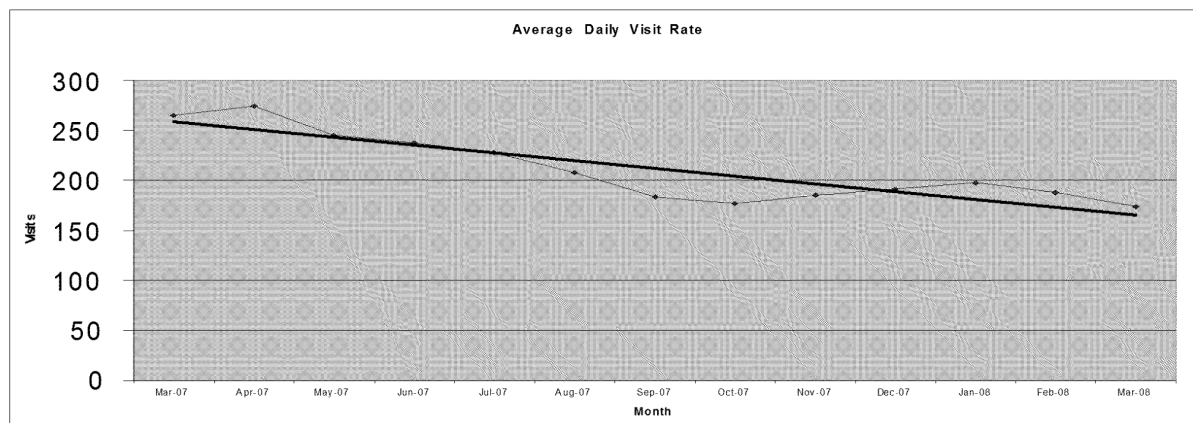
The table below shows our conformance levels following the sixth month of the trial:

SLT	ARL		Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 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%	95.7%
95%	NO	Priority A - 3hr Response	84.4%	90.9%	83.4%	87.1%	88.5%	94.0%
90%	NO	Priority A - 6hr Incident to Fix	88.9%	93.9%	81.9%	86.1%	89.6%	93.7%
95%	NO	Priority A - Subsequent 3hr Response	87.5%	75.6%	62.5%	67.4%	77.6%	90.4%
		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%	98.2%
95%	NO	Priority A - 3hr Response	91.8%	94.0%	88.4%	93.5%	95.4%	96.1%
95%	NO	Priority A - 4hr Incident to Fix	94.5%	93.8%	88.4%	92.3%	93.6%	95.0%
95%	NO	Priority A - Subsequent 3hr Response	55.6%	100%	0% (3 calls)	66.7% (6 calls)	100%	66.7% (6 calls)
95%	NO	Priority C - End of Next Business Day	95.3%	96.5%	86.4%	91.2%	89.8%	94.1%
100%	NO	Priority C - End of Next Business Day + 2hrs (flexible structure)	96.2%	97.1%	88.4%	92.5%	91.3%	94.9

An off site build was performed for Newhaven PO (009907) with the help of Lewes Crown PO (002907).

In total 108 proactive preventative maintenance visits have been completed since February.

The daily engineer visits graph below reflects the continued drop in call demand whilst still maintaining a near conformant SLT performance. We will continue to drive CSIPs and Sense & Respond projects that will reduce call demand and strive to achieve SLT conformance going forwards.





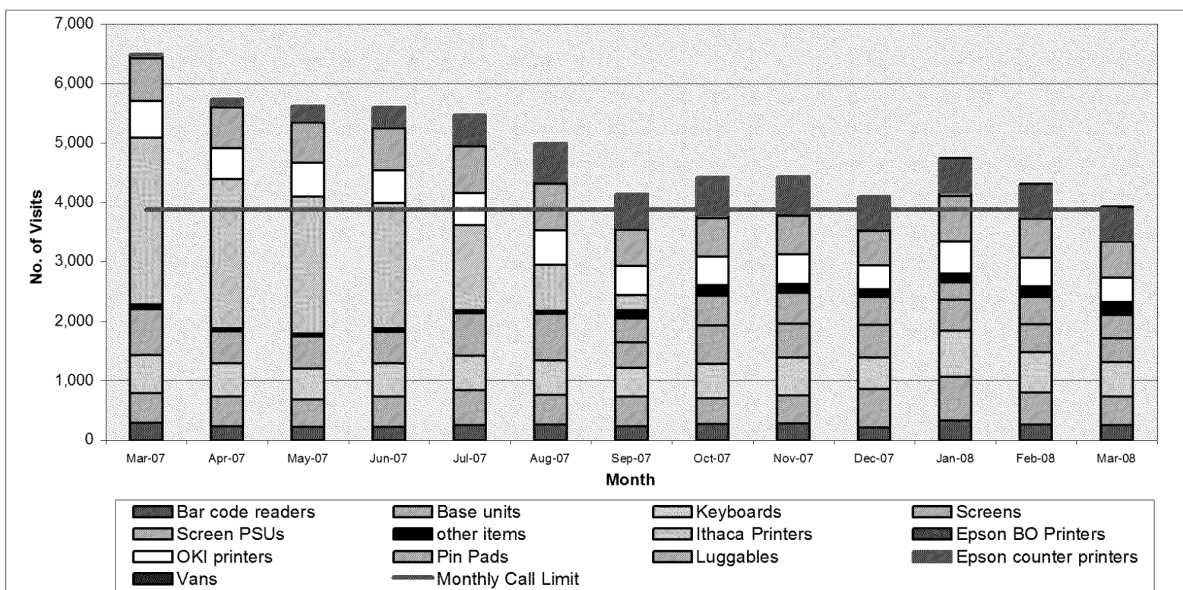
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Branch Calls which resulted in an Engineer Visit

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.



	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
Bar code readers	294	229	225	226	248	264	234	269	276	212	335	262	248
Base units	495	501	461	506	592	493	497	436	473	649	727	541	487
Luggables	47	29	35	27	40	37	34	51	40	38	57	28	22
Keyboards	642	562	513	550	579	576	476	575	644	523	777	670	577
Ithaca Printers	2805	2515	2307	2111	1435	776	256	29	16	10	6	2	4
Epson back office printers	1	x	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	560
OKI printers	615	525	577	545	537	582	494	479	497	401	538	472	420
Pin Pads	719	681	670	713	788	780	601	644	649	579	765	662	599
Screens	776	535	538	538	711	795	441	641	565	555	523	472	398
Screen PSUs							396	508	514	467	292	460	393
other items	74	45	47	57	49	45	139	149	139	119	145	183	212
Vans											1	3	4
TOTAL	6493	5746	5629	5603	5479	4996	4146	4425	4433	4107	4744	4315	3924
Average Daily Visit Rate	265	274	245	238	228	208	184	177	185	191	198	188	174
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
147292	329604	North Wales Van	PATICLX365/400A	Base Units	R01 Engineer visit - Unit replaced
175656	100444	Wick Mobile Service	PATDEVLKBD	Keyboards	R01 Engineer visit - Unit replaced
176187	103444	TOW LAW MOBILE	PATGMSOLUTION	other items	R01 Engineer visit - Unit replaced
156274	145925	Lydd	PATPINPAD	Pin Pads	R01 Engineer visit - Unit replaced



5.3 Branch Network Services / Central Network

5.3.1 Branch Network Services

During March 1586 calls were logged across all Network Types. This is an increase of 171 calls from February with a BT outage causing at least 315 sites to lose comms as the main reason for this increase.

In total 40 calls failed to hit the 4 hour priority SLA. This gave 97.5% SLT conformance against the 95% target. Of the 40 fails however, 70% occurred within the helpdesk or engineering domain. Those incidents are being investigated by the corresponding Service and HSD managers, who are currently capturing figures and working on Service Improvement Plans.

The Branch Network Services Troubleshooting Guide is currently in review and will be released to the helpdesk and engineers imminently.

The IPMAX upgrade commenced at the end of January and completed in March. A number of calls were suspended and could not be sent for BT Wholesale investigation during the 10-day bedding-in period. Whilst the upgrade was ongoing, this resulted in a peak in volume and average age of intermittent network calls. Since completion, however, call levels have reduced, and we expect to see reduced levels of intermittent faults in the BT domain in the coming months as a result of the IPMAX upgrade.

One of our combined aims is to reduce the cost to POL of providing GSM for online service faults at branches. The Returning GSM Units process has been reviewed and a new process and script for the help desk is being looked into, which will allow us better control of the number of GSM units in the estate as well as reducing overall cost where Postmasters have been using GSM longer than necessary when suffering minor intermittent failures.

5.3.2 Central Network

The Access Layers for ADSL (IP Stream), ISDN (Metered) and VSAT branches remained stable during the month with just one brief and small outage in the BT Wholesale's ADSL domain. Wigan and Bootle datacentre LANs were also extremely stable. However there were two transaction affecting incidents that impacted the Fujitsu and C&W equipment hosted at A&L Carlton Park in Leicester datacentres.

BRANCH & COUNTER NUMBERS at Month End

Live Branches	13,459
Live Counters	33,391



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5.4 Operational Branch Change Service

	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Cumulative
TOTAL FAILURES TARGET (2%)	1.54 %	0.89 %	1.20 %	4.40 %	0.00 %	0.00 %	0.00 %	1.20 %	0.00 %	0.00 %	0.00 %	0.60 %	1.20%
TOTAL FAILURES (number)	3	2	1	3	0	0	0	1	0	0	0	2	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	89	80	90	75	89	103	125	89	49	194	313	340	1636
NUMBER OF CHANGES - CANCELLED	85	73	83	68	82	96	117	86	43	174	33	22	962
NUMBER OF CHANGES - CLOSURES	65	56	57	60	54	77	85	61	33	49	91	118	806
TOTAL FAILURES - CLOSURES TARGET (2%)	1.54 %	0.89 %	1.80 %	5.00 %	0.00 %	0.00 %	0.00 %	1.60 %	0.00 %	0.00 %	0.00 %	1.70 %	1.43%

Failures-

Ingham 202222 – Data processing error into OCMS

Plumley 266401 – Data processing error into OCMS

Corrective Actions

It was identified that the two PHU1.5 installations at Ingham and Plumley had an incorrect data entry into OCMS resulting in Estate Management not being able to identify the correct "Mobility Type" for these two portable units.

Manual intervention by the Fujitsu SSC team corrected this issue and further check steps have been implemented within Fujitsu OBC to ensure no further repeats.



Service Integration Service

5.4.1 Post Shops

March	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	8	7	4	4	1	24
Number of calls resolved in 8 hours	8	3	2	3	1	17
Number of calls resolved in next day	0	4	2	1	0	7
Number of Hardware faults	7	5	4	1	1	18
Number of software faults	1	2	0	3	0	6
Number of outstanding calls	0	0	0	0	0	0

The SLT for both critical and non-critical calls were non-conformant in March. One non-critical call missed the next-day fix SLT, and six critical calls missed the 8 hour SLT. These are broken down below:

Branch 011519 – Non-Critical call resolved in 11hr 30m due to a delay in Geller engineer to site.

Branch 005247 – Critical call resolved in 10hr 5m due to the first engineer having a corrupt base unit, so the fault required a second visit.

Branch 005424 – Critical call resolved in 10hr due to a delay in Business Post delivering spares to site.

Branch 007432 – Critical call resolved in 17hr 3m due to a delay in IMT voicing this call to Geller. Feedback has been given to the IMT agent in question to reiterate the importance of prompt action on these calls.

Branch 009422 – Critical call resolved in 13hr 3m due to a delay in Business Post delivering spares to site.

Branch 008434 – Critical call resolved in 11hr 22m due to a delay in Business Post delivering spares to site.

Branch 004003 – Critical call resolved in 13hr 21m due to the first engineer having a corrupt base unit, so the fault required a second visit.

These issues have been raised with the Geller engineers, and the 8-hour SLA emphasized. We will be working with Geller going forward to improve conformance on these incidents.



5.4 Data Centre Operations Service / Data File Transfer

No issues this month

5.4.2 Day J Failures

There were no Day "J" failures during March.

5.5 Reconciliation Service

There were 143 reconciliation incidents cleared during March. This is 79 more than were reported in February.

There were 6 priority incidents cleared within the 8 hour response SLT.

Of the remaining 137 incidents, 132 were cleared within the 5 day SLT.

Reconciliation issues in March

There has been a substantial increase in incidents reported to Post Office Ltd which is due to the Branch Network Change project with Currency in Pouches being the main cause for the reports to be issued.

5.6 Reference Data & Message Broadcast Service

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



5.7 Security Service

Automated Key Refresh

An average of 17 branches a day were selected for key refresh this month resulting in a total of 1062 branches being targeted for refresh. The key refresh algorithm was turned off on the 25th April 2007.

Manual Key Refresh

No keys were refreshed this month.

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
87	720	720	0
Query Days this month	YTD Contract	Received YTD	
1751	15000	14048	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
15	100	190	0

Witness statements provided this month	2	Witness statements YTD	27
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
Oxgate Court	7 Jul 08	Harrow Crown Court	Witness notified
London Road	TBA	Reading Crown Court	Witness required awaiting notification of date

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
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 meeting was held with POL to plan the distribution of the cards.	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. The cards will be distributed at the NFSP conference in May.	IN PROGRESS
Creation of a 'Multiple Incident' list to highlight branches with recurring problems	Proactive monitoring of, and calls to, branches who have logged multiple incidents for a single item of equipment will ensure that underlying problems are picked up and resolved as soon as possible.	A report is being prepared, which will be sent to HSD for monitoring and calls.	IN PROGRESS

Service Improvement Implemented			
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. During March, HSD was able to resolve an additional 5% of PinPad calls on first contact, rather than sending the call to Engineering. This has resulted in a faster resolution time and improved counter availability.	COMPLETED



7 Sense & Respond

The data captured during March has highlighted the top 2 highest demand types as being Hardware and Software. Trend analysis has shown the total call volume for Hardware during March to be 7690 and Software calls to be 2188.

There was a total of 1302 Pin Pad calls during March- an increase of 174 calls from February. HSD front-line have been advised to check Tivoli events for all Pin Pad calls received to avoid any unnecessary HSD diagnostics/engineer visits. The recent addition of a data table refresh button to Horizon has allowed HSD to resolve more calls, and they now resolve 46% of calls: a 5% increase on February and a 7% increase on January.

For hardware demand, the highest call volume received is for Counter Printer faults (2583 calls received in March – a decrease of 30 calls from February). Approximately 42% of calls are resolved by adjusting the consumables or by doing a self-clean cycle, and an IVR is being considered which will enable PMs to carry out these procedures without having to speak to an agent. The improved ink cartridge which is being distributed throughout the estate should also help to reduce the number of counter printer calls.

The most commonly used repair code for Base Unit calls continues to be 'Unit replacement', followed by 'user advised / no action taken.' The call volume from February to March has reduced by 70 calls (10% of February's call volume), but overall performance has been stable, with FMS resolving 84% of calls in February and 87% of calls in March.

1194 calls were logged during March as a monitor fault (-53 calls from February). This represented a total of 881 faults (74%) being resolved by engineering and 313 faults (26%) by the HSD. A meeting is being planned between HSD, Service Delivery and Optima, with the aim of improving diagnostics the desk fix rate.

During March, 4435 chase calls were received, with the highest chase call types being for Engineering Updates (1817) and Customer Calls (1751 calls).

After tracking Inappropriate calls data throughout March, the calls received at the HSD totalled at 1405 (10% of all calls), a slight decrease from February. HSD has highlighted all the sites that have made 3 or more Inappropriate calls for the month of March and passed this information to POL. Outgoing coaching calls are to be provided by HSD to branches who have made multiple inappropriate calls, with the aim of identifying any outstanding issues at those Post Offices and also coaching the PMs in the differences between the Horizon and NBSC desks.



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8 MARCH SERVICE LEVEL PERFORMANCE

8.1 Horizon Service Desk

Ref	SLT	ARL		Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08
			Horizon Service Desk													
	80%		Calls answered within 30 seconds	89.5	89.1	80.4	88.9	89.6	89.9	90.0	88.8	89.5	63.1	89.4	89.7	88.4
				85.3	Q2		86.1	Q3		89.8	Q4		80.5	Q1		89.1
	<10.0 secs		Average Time to Answer <10.0 seconds	8.0	7.0	7.0	7.0	7.0	7.0	7.0	6.0	8.0	7.0	7.0	7.0	6.0
				7.3	Q2		7.0	Q3		7.0	Q4		7.0	Q1		6.7
	<5%		Calls not answered	2.7	2.6	3.5	2.5	2.7	2.2	3.8	2.2	2.7	13.0	2.5	1.9	2.6
				2.5	Q2		2.9	Q3		2.9	Q4		6.0	Q1		2.3
	100%		Voicemail available outside HSD standard 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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
	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	100.0	100.0	100.0
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
	>=85%		First Time Fix	89.8	90.2	89.6	89.7	91.0	91.2	92.0	92.7	91.8	93.7	92.7	91.5	89.5
				89.8	Q2		89.8	Q3		91.4	Q4		92.7	Q1		91.2
	95%		Software incidents resolved by Reboot <=15 minutes	96.39	96.42	96.06	95.2	96.98	96.97	91.16	93.54	95.13	95.15	95.31	95.10	95.10
				97.13	Q2		95.9	Q3		95.93	Q4		94.68	Q1		95.18
	100%		Software incidents resolved by Reboot <=30 minutes	99.34	99.46	98.74	97.86	99.74	98.89	93.69	99.80	98.97	98.98	99.46	99.54	97.70
				99.68	Q2		98.69	Q3		98.33	Q4		98.06	Q1		99.05



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8.2 Engineering Service

Ref	SLT	ARL		Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08
			Branch Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	76.6	73.0	74.8	80.4	71.9	74.5	82.7	82.1	83.9	75.5	75.7	77.0	82.4
				73.8	Q2		76.4	Q3		75.9	Q4		80.8	Q1		78.7
	95%	NO	Priority B - 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		N/A
	95%	NO	Priority C - End of Next Business Day (flexible structure)	92.9	93.2	95.7	91.3	89.8	91.0	91.9	95.3	96.5	86.4	91.2	89.8	94.1
				93.3	Q2		93.4	Q3		90.8	Q4		93.2	Q1		91.6
	100%	NO	Priority A - 6 hours (flexible structure)	86.3	84.2	86.8	88.1	82.4	82.6	88.1	89.9	93.8	83.8	90.6	92.6	93.5
				85.2	Q2		86.5	Q3		84.1	Q4		89.5	Q1		92.1
	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		N/A
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	93.6	94.1	96.2	92.2	90.7	91.9	92.6	96.2	97.1	88.4	92.5	91.3	94.9
				94.0	Q2		94.1	Q3		91.7	Q4		94.3	Q1		92.8
			Postshop Engineer - Call to Fix													
	100%	NO	Critical incident within 8 hours	100.0	95.4	100.0	100.0	100.0	100.0	100.0	100.0	100.0	50.0	100.0	71.4	40.0
				100.0	Q2		98.5	Q3		100.0	Q4		83.3	Q1		70.5
	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	91.7	100.0	100.0	92.9
				100.0	Q2		100.0	Q3		100.0	Q4		97.2	Q1		97.6



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8.3 Branch Network Service

Ref	SLT	ARL		Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08
			Branch Telecom Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	96.4	95.1	96.8	96.7	98.3	96.8	97.4	97.8	97.8	96.1	95.9	97.0	97.5
				97.4	Q2		96.2	Q3		97.5	Q4		97.2	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
				N/A	Q2		N/A	Q3			Q4		N/A	Q1		N/A
	100%	NO	Priority A - 6 hours (flexible structure)	97.7	96.2	97.4	97.5	98.6	98.5	98.1	98.7	99.2	97.6	97.4	98.0	98.3
				98.3	Q2		97.0	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
				N/A	Q2		N/A	Q3		N/A	Q4		N/A	Q1		N/A
			Branch and Counter Availability													
>99.33%	NO		Branch Availability during the Critical Period	TBC	99.5	99.4	99.5	99.4	99.4	99.5	99.5	99.8	99.7	99.7	99.6	99.6
				TBC	Q2		99.4	Q3		99.4	Q4		99.6	Q1		99.6
>98.92%	NO		Counter Availability during the Critical Period	TBC	98.9	99.0	99.0	99.0	99.1	99.2	99.3	99.5	99.2	99.4	99.3	99.4
				TBC	Q2		99.0	Q3		99.1	Q4		99.3	Q1		99.3
>99.33%	NO		Branch Availability during Post Office Core Day	99.8	99.7	99.7	99.8	99.7	99.8	99.9	99.8	99.8	99.8	99.8	99.8	99.8
				99.8	Q2		99.7	Q3		99.8	Q4		99.8	Q1		99.8
>98.92%	LD		Counter Availability during Post Office Core Day	99.3	99.2	99.4	99.3	99.4	99.5	99.6	99.4	99.7	99.4	99.5	99.5	99.6
				99.3	Q2		99.3	Q3		99.5	Q4		99.5	Q1		99.5
			Banking & Related Services Reliability													
99%	LD		Fixed Connection Reliability	100.0	99.0	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		99.7	Q3		100.0	Q4		100.0	Q1		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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
97%	LD		Dialed Connection Reliability	99.0	98.0	99.0	99.0	99.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				99.7	Q2		98.7	Q3		99.3	Q4		100.0	Q1		100.0

Priority C targets have now ceased as agreed.



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8.4 Central Network Service

Ref	SLT	ARL		Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08
			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	99.9	100.0	100.0	99.9
				100.0	Q2		100.0	Q3		100.0	Q4		99.9	Q1		99.9
			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
				0	Q2		0	Q3		0	Q4		0	Q1		0
	<=2	NO	Number of PI outages >2 minutes for different banks	0	0	0	0	0	0	0	0	0	0	0	0	0
				0	Q2		0	Q3		0	Q4		0	Q1		0



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8.5 Data Centre Operations Service

8.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08
			Banking & Related Services Transaction Times													
	<=2.5 secs	LD	Average time for Banking Transactions across Fixed, ADSL & Dialed Connections	0.36	0.36	0.36	0.36	0.35	0.35	0.36	0.36	0.36	0.35	0.34	0.34	0.33
				0.36	Q2		0.36	Q3		0.35	Q4		0.36			0.34
			DFD Outbound - APS All Clients													
	96.5%	LD	APS transactions delivered by 23:59hr Day B	99.7	99.7	99.8	99.8	99.7	99.7	99.7	99.8	99.8	99.3	99.8	99.6	99.6
				99.8	Q2		99.8	Q3		99.7	Q4		99.6	Q1		99.7
	97.5%	LD	APS transactions delivered by Day C	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.7	99.9	99.8	99.9
				99.9	Q2		99.9	Q3		99.9	Q4		99.8	Q1		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	99.8	99.9	99.9	99.9
				99.9	Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.9
	100%	LD	APS transactions delivered by Day J	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0
				100.0	Q2		100.0	Q3		100.0	Q4		99.9	Q1		100.0



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8.5.2 Data File Delivery – LFS

Ref	SLT	ARL		Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08
			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	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				99.9	Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.9
	97.2%	LD	Confirmation of pouch received at Branch by Day B	99.9	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	Q2		99.9	Q3		99.9	Q4		99.9	Q1		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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
	97%	NO	SAPADS Pouch collected from Branch by 22:00hr Day A	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	100.0	99.4
				99.9	Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.8
	97.2%	NO	SAPADS Pouch collected from Branch by Day B	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	100.0	99.5
				99.9	Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.8
	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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.7	99.0	99.7	99.7	99.7	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8
				99.7	Q2		99.5	Q3		99.8	Q4		99.8	Q1		99.8



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8.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08
			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	98.9
				99.0	Q2		99.0	Q3		99.1	Q4		98.9	Q1		98.9
	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	99.3	99.7	99.6	99.6
				99.7	Q2		99.7	Q3		99.7	Q4		99.6	Q1		99.6
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D	99.8	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.6	99.9	99.8	99.8
				99.9	Q2		99.9	Q3		99.9	Q4		99.8	Q1		99.8
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	100.0	99.9	99.9	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0
				99.9	Q2		99.9	Q3		100.0	Q4		99.9	Q1		100.0
			DFD Outbound - POLFS													
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B	99.0	98.8	99.1	99.1	99.0	99.0	99.1	99.1	99.0	98.5	99.0	98.9	98.8
				99.0	Q2		99.0	Q3		99.0	Q4		98.9	Q1		98.9
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C	99.7	99.6	99.7	99.7	99.7	99.6	99.7	99.8	99.7	99.3	99.7	99.6	99.6
				99.7	Q2		99.7	Q3		99.7	Q4		99.6	Q1		99.6
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D	99.8	99.8	99.8	99.9	99.8	99.8	99.9	99.9	99.9	99.6	99.8	99.8	99.8
				99.9	Q2		99.9	Q3		99.8	Q4		99.8	Q1		99.8
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J	100.0	99.9	99.9	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0
				99.9	Q2		99.9	Q3		100.0	Q4		99.9	Q1		100.0



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

Ref	SLT	ARL		Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar07
			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
				0.0	Q2		0.0	Q3		0.0	Q4		0.0	Q1		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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		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
				0.0	Q2		0.0	Q3		0.0	Q4		0.0	Q1		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
				0.0	Q2		0.0	Q3		0.0	Q4		0.0	Q1		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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0



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8.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08
			DFD Inbound - LFS													
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	98.6	98.9	99.2	99.3	99.4	99.4	99.6	99.5	98.8	98.6	88.3	87.9	98.8
				98.4	Q2		99.1	Q3		99.5	Q4		99.0	Q1		91.7
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	99.7	99.7	99.5	99.7	99.7	99.7	99.8	99.9	99.8	99.8	99.8	88.8	99.7
				99.7	Q2		99.6	Q3		99.8	Q4		99.8	Q1		96.1
			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	98.6	98.9	99.3	95.6	99.5	99.4	99.4	99.6	98.8	98.6	98.8	98.6	98.7
				98.1	Q2		97.9	Q3		99.5	Q4		99.0	Q1		98.7
	96%	LD	Transaction corrections available by 12:00 on Day B	99.7	99.3	99.7	99.9	99.8	99.8	99.9	99.9	99.8	99.6	99.8	99.8	99.9
				99.7	Q2		99.6	Q3		99.8	Q4		99.7	Q1		99.8
	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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0



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8.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08
			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
				0.0	Q2		0.0	Q3		0.0	Q4		0.0	Q1		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
				0.0	Q2		0.0	Q3		0.0	Q4		0.0	Q1		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
				0.0	Q2		0.0	Q3		0.0	Q4		0.0	Q1		0.0
	98.5%	NO	POL FS Availability													
			POL FS Availability	100.0	99.5	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				0.0	Q2		99.8	Q3		100.0	Q4		100.0	Q1		100.0
	>=4 hours	NO	POLFS shall not be unavailable to users on any single occasion during the service level management period	0	0	0	0	0	0	0	0	0	0.0	0	0	0
				0.0	Q2		0.0	Q3		0	Q4		0.0	Q1		0.0
	99.75%	NO	Transaction Enquiry Service													
			TESQA availability between 07:00hr and 22:00hr for SLT calendar year	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		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	99.9	99.5	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q2		99.8	Q3		100.0	Q4		100.0	Q1		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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0



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8.6 Reference Data Service

Ref	SLT	ARL		Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08
			DFD Inbound - APS Tariff data													
	96%	NO	APS reference data delivered by Day B	99.6	99.1	99.7	99.6	97.5	99.6	99.8	99.7	99.7	99.5	99.7	99.6	99.5
				99.6	Q2		99.5	Q3		99.0	Q4		99.6	Q1		99.6
	97%	NO	APS reference data delivered by Day C	99.8	99.5	99.8	99.8	99.8	99.8	99.8	99.9	99.8	99.8	99.8	99.8	99.8
				99.8	Q2		99.7	Q3		99.8	Q4		99.8	Q1		99.8
	98%	NO	APS reference data delivered by Day D	99.9	99.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				99.9	Q2		99.8	Q3		99.9	Q4		99.9	Q1		99.9
	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	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
			DFD Inbound - Reference Data													
	96%	NO	Reference data delivered by Day B	99.8	99.6	99.8	99.7	99.6	99.8	99.7	99.8	99.8	99.7	99.7	99.7	99.7
				99.7	Q2		99.7	Q3		99.7	Q4		99.8	Q1		99.7
	97%	NO	Reference data delivered by Day C	99.8	99.6	99.8	99.8	99.8	99.8	99.9	99.8	99.8	99.8	99.9	99.8	99.8
				99.8	Q2		99.8	Q3		99.8	Q4		99.8	Q1		99.8
	98%	LD	Reference data delivered by Day D	99.9	99.7	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.8	99.9
				99.9	Q2		99.8	Q3		99.9	Q4		99.9	Q1		99.9
	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	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0



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8.7 Reconciliation Service

Ref	SLT	ARL		Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar07
			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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
	95%	NO	BIM report issued within 5 working days	100.0	100.0	100.0	100.0	100.0	96.8	100.0	100.0	97.6	95.5	97.6	98.3	96.3
				100.0	Q2		100.0	Q3		98.9	Q4		97.7	Q1		97.4
			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	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		100.0	Q3		100.0	Q4		100.0	Q1		100.0