



SERVICE REVIEW BOOK
April 2008

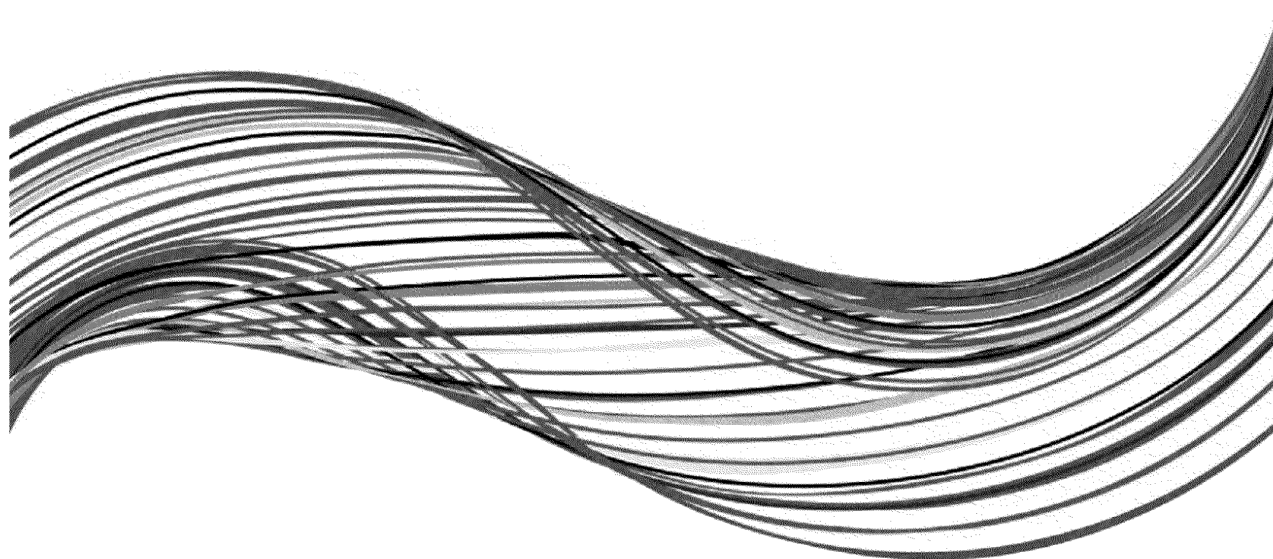
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Fujitsu Services Royal Mail Group Account

Service Review Book

April 2008





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Document Control

Title: Service Review Book – April 2008

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the period 1st to 30th April 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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SERVICE REVIEW BOOK
April 2008

COMMERCIAL IN CONFIDENCE

CONTENTS

1	MANAGEMENT SUMMARY	4
2	Incident Overview	6
3	Business Continuity	8
3.1	Business Continuity Testing	8
3.2	Forthcoming Testing	8
3.3	Business Continuity Planning	8
3.4	Business Continuity Incidents and Issues	8
4	Complaints	9
5	Service Summary	12
5.1	Horizon Service Desk	12
5.2	Engineering Service	14
5.3	Branch Network Services / Central Network	16
5.4	Operational Branch Change Service	17
5.5	Service Integration Service	18
5.6	Data Centre Operations Service / Data File Transfer	19
5.7	Reconciliation Service	19
5.8	Reference Data & Message Broadcast Service	19
5.9	Security Service	20
6	Service Improvement	21
7	Sense & Respond	22
8	APRIL SERVICE LEVEL PERFORMANCE	23
8.1	Horizon Service Desk	23
8.2	Engineering Service	24
8.3	Branch Network Service	25
8.4	Central Network Service	26
8.5	Data Centre Operations Service	27
8.6	Reference Data Service	29
8.7	Reconciliation Service	29



1 MANAGEMENT SUMMARY

Within the Fujitsu Services domain for Apr 08 there were no Major Incidents and 6 service-affecting incidents, 3 incident relating to a VIP site and no 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 99.56% respectively. The pilot of the revised Engineering service has now reached its conclusion and has been viewed as a success by all parties. These are now to be made contractual with underpinning KPI's to drive continual service improvement. The engineering service has now stabilised and SLT achievement significantly improved.

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.

2 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 109 taken place to date. Only 20 of the sites have subsequently logged a call. There have been no Back Office printer calls logged for any of the sites. The expectation is that these visits will reduce the number of incidents and provide an enhanced service to the Post Office.

342 OBC changes were delivered in the month, with 3 failures due to BT Line Plant issues, which were unavoidable.

1 non critical incident failed the Post Shops SLT, with all critical incidents being achieved in the timescales.

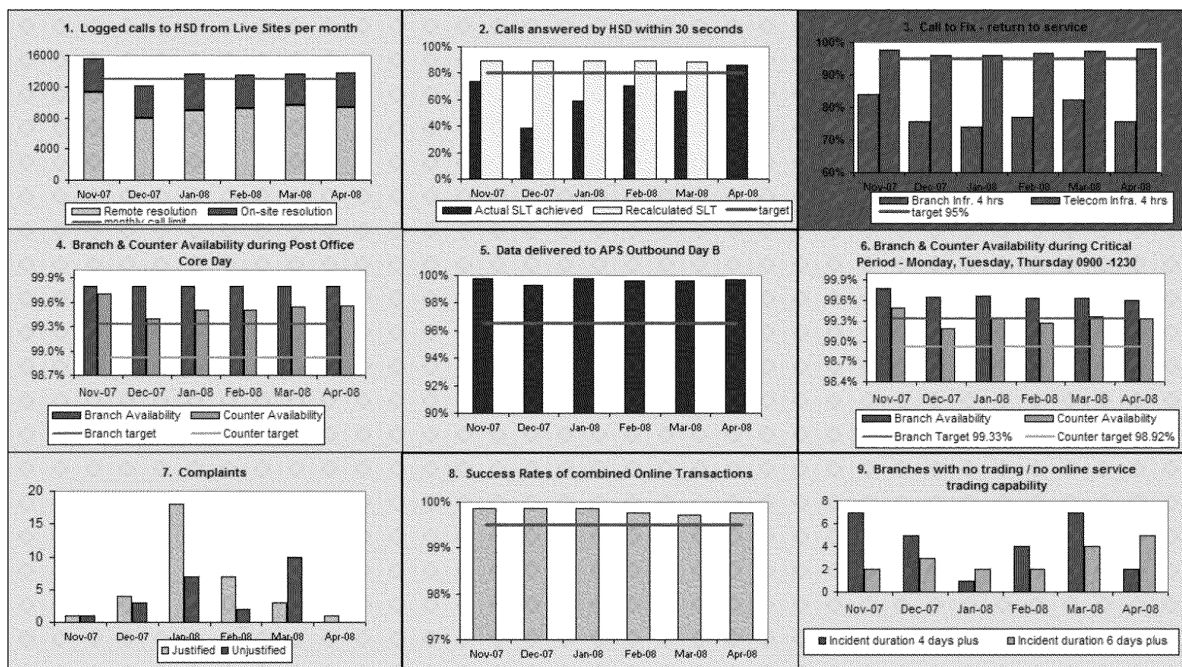
The overall number of complaints logged with NBSC has decreased in April to 63, the lowest number for some considerable time, with 2 considered to be justified. Some additional graphs have been added to this Service Review Book to show trends and associated activities to improve in this area.

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.

SERVICE REVIEW BOOK
April 2008

COMMERCIAL IN CONFIDENCE

Executive Dashboard
April 2008



2 Incident Overview

Summary: Within the Fujitsu Services domain for April 2008, there were no Major Incidents. There were 6 further service affecting incidents within the Fujitsu domain.

There were 3 incidents affecting VIP sites.

There was no further service affecting incidents outside of the Fujitsu domain.

Major Incidents: None

Other incidents in Fujitsu Services domain:

Thursday 3rd April. Failures on the A&L service across both PI links to Bootle & Wigan, from 14:39 to 14:45. This caused 1237 transaction failure's within 1642 requests. Retries were successful within this period. Networks are investigating the router at Leicester for errors, and C&W is checking its network to identify the cause. Call 194180 refers.

Thursday 16th April. An IP Stream failure occurred at 11:10 to 11:35 affecting up to 279 branches in the NE of England. Issue identified as a BT failure within their core links at their Edinburgh exchange. Call 215374 refers.

Thursday 16th April. A&L timeouts reported on both the A&B links to Wigan & Bootle from 10:06 to 11:50, retries were working through this period. There was similar failure on **Friday 17th April** at 12:26 to 12:39. C&W investigated and identified a fault. A report is due from C&W as to issue and fault resolution. Call 215047 refers.

NB: Please note that the intermittent incidents on the A&L service to both Wigan & Bootle datacenters, reported on the 14th March and the 3rd, 16th & 17th April have been investigated by our network supplier Cable & Wireless. They have identified the root cause and applied a fix, the details are as follows.

Root Cause / Fix form C&W.

There was an intermittent fault on the C&W IP core network between Iron Acton and Kitwell. TCP sessions traversing the core link would be disconnected during a hit causing the loss of traffic seen at the Fujitsu Leicester site.

IPD moved affected traffic off the core link using IS-IS metrics as an interim solution to prevent loss of traffic for customers. Traffic was put back on the affected link once cleaning the fibres and moving them to different equipment ports had resolved the network issue.

Monday 21st April. An outage occurred on the VSAT network from 11:06 to 11:18 affecting 32 of the 59 branches. The incident was a BT failure at the Turin base station. BT reported that it was short outage and was restored within a few minutes. The cause was an unknown interference on the Satellite TDMA Carrier equipment at SkyLogic. We



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

have asked BT if they can ask SkyLogic to investigate the cause further and understand what caused it. Call 222989 refers.

Tuesday 29th April. VSAT network down on the Eurobird Satellite at 16:15 affecting 53 branches. Instant failover to another satellite failed due to faulty switch. BT restored normal service to Eurobird at 16:45, call 237734 refers.

VIP sites affected this month:

Friday 17th April. VIP site Walsall 010242 failure at start of Day 08:00. Gateway was replaced and branch was operational from 13:35. Call 216828 refers.

Friday 25th April. VIP site Walsall 010242 Gateway down at 09:20. Gateway was replaced and branch was operational from 11:25. Call 232357 refers.

Tuesday 29th April. VIP site Manchester 003422 Gateway down at 07:56. Gateway was replaced and branch was operational from 10:20. Call 237295 refers.

**Incidents that were outside
the Fujitsu Domain:**

None



3 Business Continuity

3.1 Business Continuity Testing

Following the Service Desk operational test on the 3rd, there were no further Horizon Business Continuity tests during April.

Work continued on amending the HNG-X test scripts with the updates identified during the initial walk-through, and nine of the fourteen scripts that were reviewed have been amended and returned to Dimensions for approval.

3.2 Forthcoming Testing

A walk-through for the Database Server (test 3) is scheduled to be conducted on the 14th of May. A walk-through is being planned for the Third Line Support Service (SSC) and is expected to be conducted in June.

3.3 Business Continuity Planning

A revised version of CS/PLA/015 the Horizon Service Desk Business Continuity plan was produced during April ready for review.

It is planned that all scripts reviewed during the HNG-X initial walk-through 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 amendments are required on five of the fourteen scripts reviewed during the walk-through.

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

Updates are also being scheduled to CS/PLA/079 and CS/PLA/080 the Horizon Business Continuity plans for the remaining T80 and T82 changes.

3.4 Business Continuity Incidents and Issues

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

SERVICE REVIEW BOOK
April 2008

COMMERCIAL IN CONFIDENCE

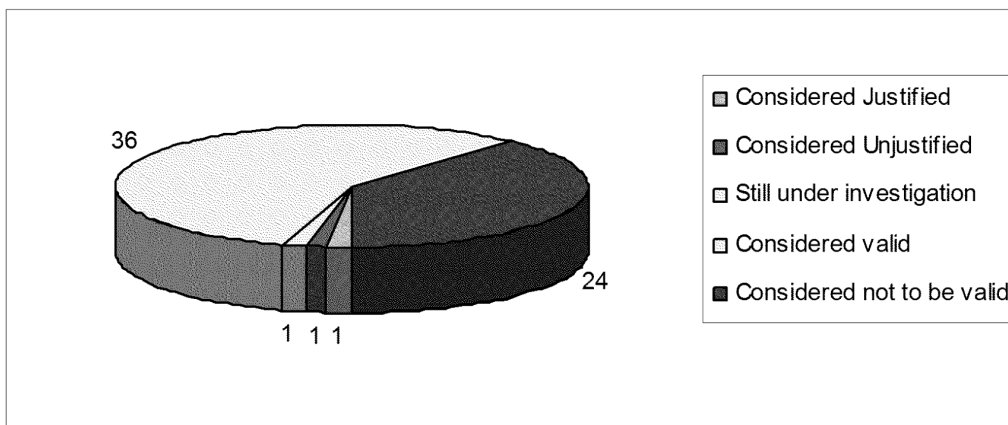
4 Complaints

During March 63 complaints were made to NBSC about Fujitsu Services. Of these, 3 required formal investigation. These complaints break down as follows:

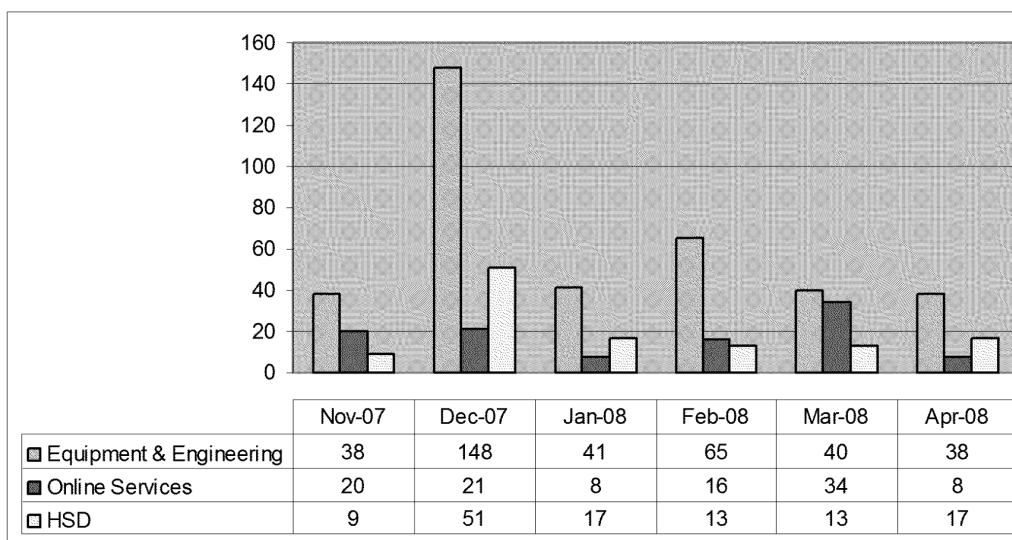
38 complaints were in relation to engineering services and equipment. None required formal investigation. The complaints were investigated by IMT and SDMs for any underlying trends or issues.

17 complaints were in relation to online services. Of the 2 which required formal investigation, one was considered justified and one is currently outstanding. The remaining 15 complaints were investigated for underlying trends or issues.

8 complaints were in relation to HSD. One was not considered to be justified. The remaining 7 complaints were investigated for underlying trends or issues.

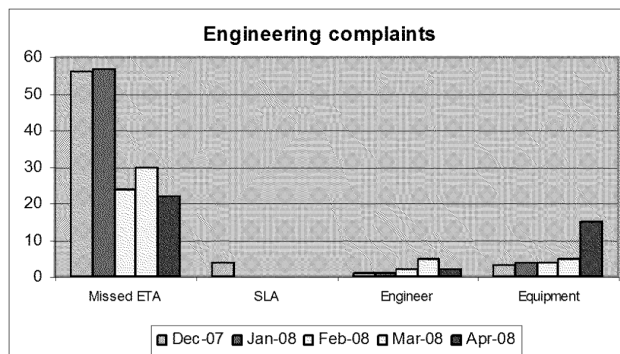


Top 3 Areas of Complaints forwarded to Fujitsu Services

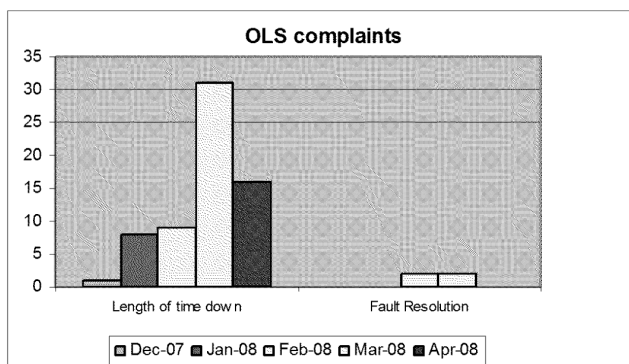


**SERVICE REVIEW BOOK**
April 2008**COMMERCIAL IN CONFIDENCE****Engineer Complaints**

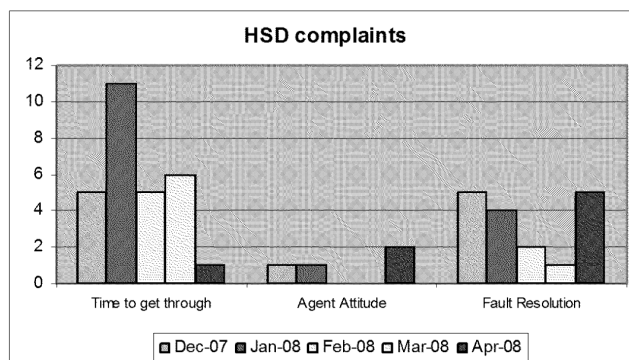
The majority of complaints made about Engineering were due to inaccurate ETAs- 16 of the 21 ETA complaints were valid. The PDAs which will soon be distributed to engineers will allow for more accurate ETAs to be given to Post Masters. The 15 complaints made

**Online Services Complaints**

The one justified Online Services complaint was made about the duration of a fault. The agents involved have had the importance of call management highlighted to them. The majority of the complaints were due to intermittent issues, and this trend is being investigated by Branch Network Services for a possible process improvement.

**HSD Complaints**

The one unjustified complaint was made around HSD processes and updates. The majority of complaints made were due to fault resolution processes: the fact that certain checks must be made when a call is logged (eg check ink cartridge during a printer call).





SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

Historical Breakdown of Complaints Data

	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08
Total number of complaints logged against Fujitsu Services	77	82	67	220	108	121	88	63
Exclusions (duplicate / inappropriate)	18	0	59	0	17	27	1	0
Total number of actual complaints	59	82	8	220	91	94	87	63
Total number of complaints investigated by POL Customer Relations	x	x	x	97	25	74	55	46
Number of complaints passed For Information Only to Fujitsu Services	69	42	28	42	67	n/a	n/a	60
Number passed to Fujitsu Services for formal investigation	13	9	2	7	25	9	13	3
Number considered justified by Fujitsu Services	2	5	1	4	18	7	3	1
Number of complaints considered valid by Fujitsu Services	-	-	-	-	-	-	50	32

X No figures provided by POL

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



SERVICE REVIEW BOOK

April 2008

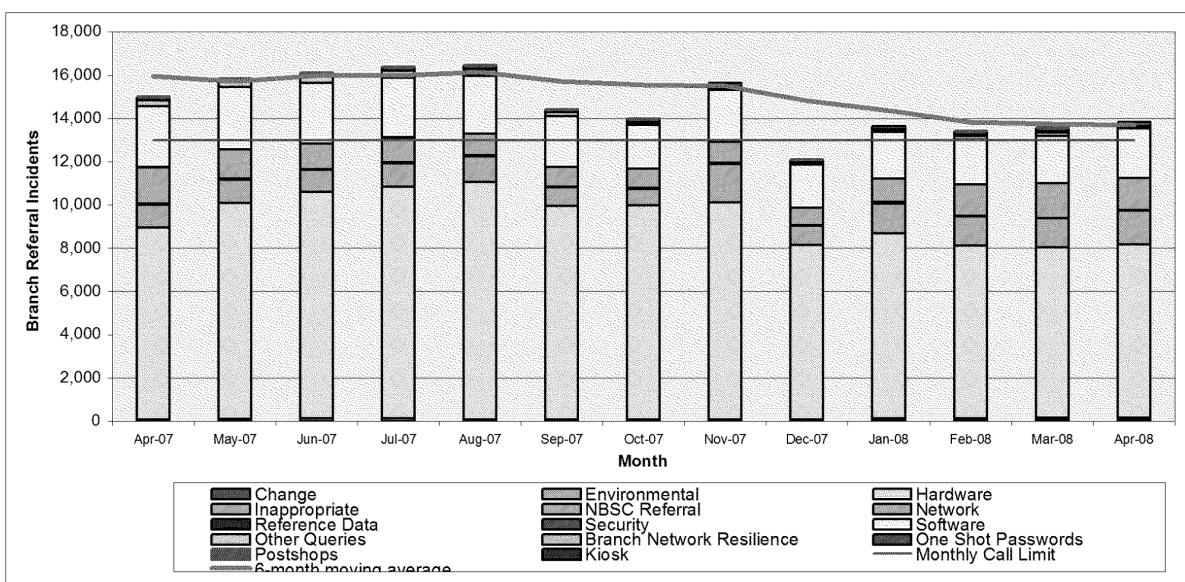


COMMERCIAL IN CONFIDENCE

5 Service Summary

5.1 Horizon Service Desk

Calls logged by Branches



	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08
Branch Network Resilience	1	0	2	2	13	0	0	7	13	17	64	38	21
Change	1	1	0	0	0	11	10	7	4	38	82	81	76
Postshops	31	41	33	35	31	29	31	32	27	27	30	21	28
Environmental	68	97	123	126	79	76	80	78	63	79	38	57	68
Hardware	8883	9989	10468	10695	10966	9866	9884	10027	8076	8568	8001	7906	8012
Inappropriate	1062	1083	1018	1089	1195	854	744	1787	883	1388	1349	1327	1570
NBSC Referral	55	33	42	58	48	40	64	40	44	49	8	15	20
Network	1654	1342	1177	1134	992	915	907	975	792	1097	1482	1614	1498
Other Queries	298	223	314	326	296	163	86	105	80	89	151	164	81
Reference Data	0	0	0	0	0	1	0	1	1	1	0	0	1
Security	13	14	14	15	5	0	0	0	0	0	0	0	0
One Shot Passwords	140	119	144	163	174	108	152	174	134	145	157	178	175
Software	2804	2910	2788	2761	2681	2352	2026	2399	1986	2148	2075	2186	2279
Kiosk								5	0	4	6	6	4
Total Calls	15010	15852	16123	16404	16480	14415	13984	15637	12103	13650	13443	13593	13833
6-month moving average	15964	15729	15969	15998	16160	15714	15543	15507	14837	14378	13832	13749	13710
Monthly Call Limit	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000

April saw a very slight increase in total calls compared with March. The biggest increase was in Inappropriate calls, which has been attributed to an increase in calls meant for NBSC (probably due to their recent introduction of a voicemail call-handling system). Branch Network Resilience, and Network calls decreased slightly, but not significantly enough to establish a root cause. Other Queries halved from March's figures, returning to a more normal level following an increase last month.



SERVICE REVIEW BOOK April 2008

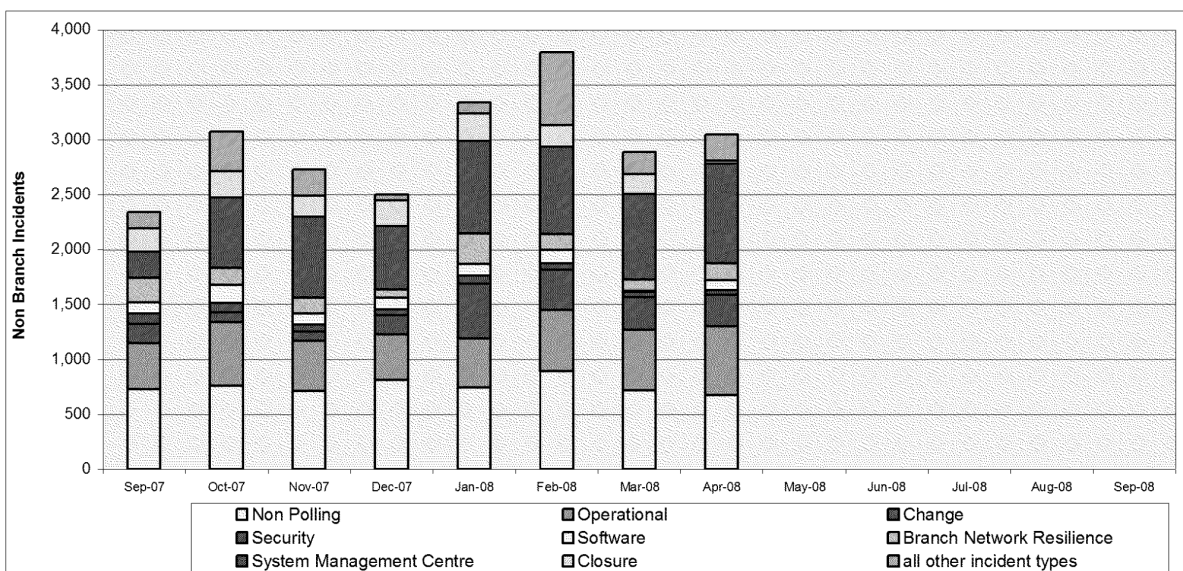


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Non-Branch Calls

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.



	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	149					
Change	172	90	85	176	499	367	301	288					
Security	99	86	64	55	71	56	45	40					
Software	100	165	97	103	107	125	12	92					
Closure	213	240	192	236	248	195	180	28					
System Management Centre	237	644	734	580	844	796	781	910					
Operational	420	581	461	412	449	558	550	629					
Non Polling	729	759	709	815	744	892	719	674					
all other incident types	149	360	242	51	103	664	203	241					
Total Calls	2342	3076	2732	2502	3342	3797	2891	3051					

There was a slight increase in total calls compared with March. The biggest increase was in Software calls (up to 92 from 12), which is returning to more normal levels following a very quiet month for software releases in March. A decrease was seen in Closure calls (reduced from 180 to 28) which was due to a reduction in Temporary closures, caused by an improvement in weather conditions and an dramatic increase in permanent closures via the OBC process.

Review of HSD SLTs

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	85.91%	N/A
Calls Abandoned (Target 5%)	1.72%	N/A

20,748 calls were offered to HSD during April.



SERVICE REVIEW BOOK April 2008



COMMERCIAL IN CONFIDENCE

5.2 Engineering Service

Call volumes during April increased to 4482 with the main increases attributed to Pin Pad and counter printer calls. Sense & Respond actions are in place to break down the top failure demand areas. There were 606 A priority calls during this period.

We have continued to apply high levels of focus on the A priority calls, and this is reflected in the month's SLT conformance figures. Whilst all Base Unit SLTs are below agreed targets, the reality is that one extra passed call would have resulted in all SLTs passing.

In regard to the peripheral SLT measures, the 8 hour backstop and 3 hour response targets were achieved and the best conformance figures since the trial began were recorded.

One of the key messages taken from the Customer was the desire for us to deliver an enhanced service to WH Smith branches. Whilst no contract is in place for this, we have worked on a reasonable endeavours basis to provide a same day service for WH Smith and VIP branches. 25% of all VIP C priority calls logged were attended the same day and 16% of all WH Smith calls logged were also attended on the day the call was logged.

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

SLT	ARL		Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 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%	94.8%
95%	NO	Priority A - 3hr Response	84.4%	90.9%	83.4%	87.1%	88.5%	94.0%	94.8%
90%	NO	Priority A - 6hr Incident to Fix	88.9%	93.9%	81.9%	86.1%	89.6%	93.7%	89.8%
95%	NO	Priority A - Subsequent 3hr Response	87.5%	75.6%	62.5%	67.4%	77.6%	90.4%	89.5%
		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%	99.4%
95%	NO	Priority A - 3hr Response	91.8%	94.0%	88.4%	93.5%	95.4%	96.1%	96.3%
95%	NO	Priority A - 4hr Incident to Fix	94.5%	93.8%	88.4%	92.3%	93.6%	95.0%	93.5%
95%	NO	Priority A - Subsequent 3hr Response	55.6%	100%	0% (3 calls)	66.7% (6 calls)	100%	66.7% (6 calls)	83.3% (12 calls)
95%	NO	Priority C - End of Next Business Day	95.3%	96.5%	86.4%	91.2%	89.8%	94.1%	93.9%
100%	NO	Priority C - End of Next Business Day + 2hrs (flexible structure)	96.2%	97.1%	88.4%	92.5%	91.3%	94.9%	94.75%

Off site builds were performed for Market Bosworth PO (279205) and Newhaven PO 009907 with the help of Hertford Street Crown Office (007205) and Lewes Crown Office (002907) respectively.

We have continued with our proactive preventative maintenance programme in April. From the 109 visits prior to 10th April, only 20 branches logged calls since the visit. Of the calls logged, only six could have been prevented by preventative maintenance actions. Five corresponded to card reader slots on either the Pin Pad or Keyboards and may have been prevented if the engineers had received the card cleaners which didn't arrive until after the programme started. We attended Walsall and Sydenham to carry out visits in response to recent issues at both branches.

There were 38 BOP calls raised prior to the preventative maintenance visits, none raised after. Pin Pad PayPole issues were also identified, and referred to NBSC. Our intention going forward is to schedule visits for the current high logging larger branches and VIP/ WH Smith sites.

In the fourth week of April, Lydd Hub and Spoke site experienced problems at its serving locations. The engineer resolved the hardware fault, and because the PM was still a little nervous that she may experience the



SERVICE REVIEW BOOK April 2008

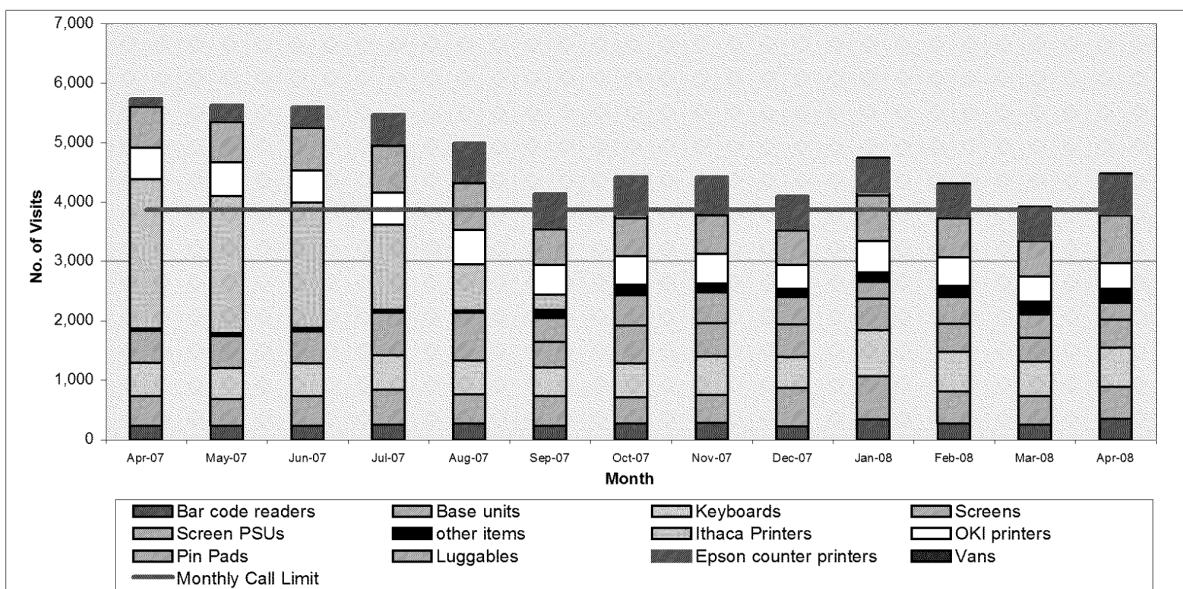


COMMERCIAL IN CONFIDENCE

same problems soon again, we booked the same engineer to accompany her during the day to ensure her confidence in the kit was restored.

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.



	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08
Bar code readers	229	225	226	248	264	234	269	276	212	335	262	248	350
Base units	501	461	506	592	493	497	436	473	649	727	541	487	535
Luggables	29	35	27	40	37	34	51	40	38	57	28	22	18
Keyboards	562	513	550	579	576	476	575	644	523	777	670	577	654
Ithaca Printers	2515	2307	2111	1435	776	256	29	16	10	6	2	4	5
Epson counter printers	124	256	330	500	648	578	644	620	554	578	560	560	688
OKI printers	525	577	545	537	582	494	479	497	401	538	472	420	431
Pin Pads	681	670	713	788	780	601	644	649	579	765	662	599	804
Screens	535	538	538	711	795	441	641	565	555	523	472	398	479
Screen PSUs						396	508	514	467	292	460	393	287
other items	45	47	57	49	45	139	149	139	119	145	183	212	227
Vans										1	3	4	4
TOTAL	5746	5629	5603	5479	4996	4146	4425	4433	4107	4744	4315	3924	4482
Average Daily Visit Rate	274	245	238	228	208	184	177	185	191	198	188	174	195
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 Code
226177	106444	CONINGSBY MOBILE	PATGMSOLUTION	other items	R08 Engineer visit - No action taken / User advised
185031	103444	TOW/LAW MOBILE	PATTM-J7100PTR	Epson counter printer	R01 Engineer visit - Unit replaced
196957	106444	CONINGSBY MOBILE	PATDEV/LKBD	Keyboards	R01 Engineer visit - Unit replaced
225944	145925	Lydd	PATCLX365/400C	Base Units	R08 Engineer visit - No action taken / User advised



5.3 Branch Network Service / Central Network

5.3.1 Branch Network Service

During April 1508 calls were logged across all Network Types. This is a decrease of 78 calls from March. The reduction of calls is in part due to the IP Max upgrade being completed.

In total 30 calls failed to hit the 4 hour priority SLA. This gave 98% SLT conformance against the 95% target; this is an improvement on last months' 40 failed calls and 97.5% conformance.

We have identified a small number of branches which have had intermittent faults since the IPMax upgrade,. Together with Core and BT we are trialling a cap on the line rate; a form of re-grading the branch to its original line settings. Three of the four sites tested have shown improvement. This has been trialled for only a short time, but the end result is the resumption of perfect communications to the few sites affected by the IPMax upgrade. Further results will be reported next month.

The combined efforts of Branch Network services, POL and the Communications Management Team have reduced this months GSM bill. New scripts and new reporting is allowing both POL and Fujitsu Services to efficiently monitor GSM usage and monitor the quantity of modems both out in the estate and in engineering holding.

The Branch Network Services Troubleshooting Guide is currently in review and will be released to the helpdesk and engineers once approved by all parties.

5.3.2 Central Network

While there were no major incidents this month there were several incidents causing disruption to the VSAT and A&L connectivity.

The A&L connectivity problem affected multiple C&W IP customers and after Fujitsu escalation was resolved on 17th April. Several actions are ongoing in the C&W service review to improve their NMC diagnostic processes to identify these types of IP core faults earlier.

BT has completed a corrective action to ensure that the Turin switch resilience is now working. The incident of 29th April affected all of BT's customers using VSAT Internet access through the Turin base station.

BRANCH & COUNTER NUMBERS at Month End

Live Branches	13,317
Live Counters	33,132



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

5.4 Operational Branch Change Service

	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	Cumulative
TOTAL FAILURES TARGET (2%)	0.89 %	1.20 %	4.40 %	0.00 %	0.00 %	0.00 %	1.20 %	0.00 %	0.00 %	0.00 %	0.60 %	0.90 %	0.96%
TOTAL FAILURES (number)	2	1	3	0	0	0	1	0	0	0	2	3	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	80	90	75	89	103	125	89	49	194	313	340	342	1889
NUMBER OF CHANGES - CANCELLED	73	83	68	82	96	117	86	43	174	33	22	316	1193
NUMBER OF CHANGES - CLOSURES	56	57	60	54	77	85	61	33	49	91	118	157	898
TOTAL FAILURES - CLOSURES TARGET (2%)	0.89 %	1.80 %	5.00 %	0.00 %	0.00 %	0.00 %	1.60 %	0.00 %	0.00 %	0.00 %	1.70 %	1.90 %	1.28%

Failures-

367349 – Melbourne Access Site - BT line plant required

152843 – Kilmory - BT line plant required

224644 – Llanafanfawr - BT line plant required

Corrective Actions

Unfortunately there are no corrective actions identifiable to resolve BT line plant issues. Fujitsu OBC have already instigated early ordering of these ISDN lines, doubling the lead time required, in case a line plant is identified. In the main this does allow resolution prior to opening dates although some issues do take additional time to resolve as BT may have to provide new poles etc.



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

5.5 Service Integration Service

5.5.1 Post Shops

March	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	3	10	6	1	1	21
Number of calls resolved in 8 hours	3	10	6	0	1	20
Number of calls resolved in next day	0	0	0	1	0	1
Number of Hardware faults	1	7	3	1	1	13
Number of software faults	2	3	3	0	0	8
Number of outstanding calls	0	0	0	0	0	0

The SLT for critical calls was conformant in April. One non-critical call missed the next-day fix SLT, due to a delay in the Geller engineer arriving at site.



5.6 Data Centre Operations Service / Data File Transfer

5.6.1 Day J Failures

There were no Day J failures during April.

5.7 Reconciliation Service

There were 132 reconciliation incidents cleared during April. This is 11 less than were reported in March.

There were 5 priority incidents cleared within the 8 hour response SLT.

Of the remaining 132 incidents, 128 were cleared within the 5 day SLT.

Reconciliation issues in April

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.

5.8 Reference Data & Message Broadcast Service

No issues to report



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

5.9 Security Service

Automated Key Refresh

An average of 11 branches a day were selected for key refresh this month resulting in a total of 634 branches being targeted for refresh. The key refresh algorithm was turned off on the 25th April 200.

Manual Key Refresh

The AZMK keys for Link and A&L were successfully promoted this month

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
69	60	69	1
Query Days this month	YTD Contract	Received YTD	
1555	1250	1555	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
27	8	27	0
POL have been advised that their requests currently exceed the limits agreed under the Fujitsu/POL OLA and that only a total of 28 (an agreed burst rate of 14 per month) would be responded to until the end of May. Discussions with RMGA Commercial and POL have commenced with a view to increasing the Banking Query quota and the attendant services charges.			

Internal Adhoc Audit Retrieval Requests

Received this month	Received YTD	Outstanding
3	3	0

Current Month and Forthcoming Court Commitments

Outlet	Date	Court location	Comments
Forest Side	16 Jun 08	Nottingham Crown Court	Witness notified
Oxgate Court	7 Jul 08	Harrow Crown Court	Witness notified
Hertford Heath	8 Sep 08	Cheshunt Magistrates Court	Witness notified
London Road	TBA	Reading Crown Court	Witness required awaiting notification of date

Updates to Previous Months Prosecutions

Outlet	Comments
Didcot	Defendant found guilty on all counts and awarded a 2-year prison sentence.



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

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 HNGx implementation in 2008/2009.	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.	Instructions have been written; action now on hold pending POL's purchase of card cleaners.	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.	Project planned: list of branches taking part to be compiled	IN PROGRESS
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.	Cards are being drafted.	IN PROGRESS
Continuous 'ping' to be sent to VSAT sites	This will reduce the number of time-outs and transaction failures.	Project is being planned.	IN PROGRESS

Service Improvement Implemented			
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.	Action moved to Sense and Respond	IN PROGRESS



7 Sense & Respond

The data captured during April has highlighted the top 2 highest demand types as being Hardware and Software. Trend analysis has shown the total call volume for Hardware during April to be 7788 and Software calls to be 2315.

For Pin Pad errors, the volume of Pin Pad calls for April totalled at 1394 (an increase of 92 calls from March). HSD frontline have been advised to check Tivoli events for all Pin Pad calls received to avoid any unnecessary HSD diagnostics/engineer visits. It is thought that the additional calls are due to the new Pin Pad data table refresh button, which was the resolution for 263 calls per month; agents have been advised to check if this fix has already been attempted when a Pin Pad call is logged to avoid unnecessary additional incident logs being raised for a single incident.

For hardware demand, the highest call volume received is for Counter Printer faults (2581 calls received in April – a decrease of just 2 calls from March). The ongoing Monday morning call peaks suggest that a period of inactivity may cause the ink inside the printer head to dry up: resolutions are being researched. 73% of incidents are however currently resolved by the helpdesk.

During April, 1565 customer chase calls were received, a decrease of 186 calls (or 11%) from March. Ongoing actions include agents advising PMs not to call for ETAs on C priority incidents until the SLA has passed: this action had previously been closed but further analysis revealed a possible training need with some agents.

In regards to the project focusing on base unit calls, 'Unit replacements' are continuing to be the highest repair reason for calls, followed by 'user advise / no action taken.' Call volumes from February to April has reduced, but overall performance has been stable, with FMS resolving 84% of calls in February, 87% of calls in March and 85% in April. 'No action taken' calls are being analysed to discover the root cause; this should allow a reduction in call volume.

For the monitor faults project, 1030 calls were logged during April as a monitor fault (-164 calls from March). This represented a total of 757 faults (73%) being resolved by engineering and 273 faults (27%) by the HSD. A Sharing Knowledge meeting with Optima is being arranged, in order for HSD to identify further checks/resolutions which can be performed by HSD.

After tracking Inappropriate calls data again throughout April, the calls received at the HSD totalled at 1683, an increase on March. This represents 11% of all calls.

HSD has highlighted all the sites that have made 3 or more Inappropriate calls for the month of April and passed this information direct to POL. Outgoing coaching calls to be provided by HSD for repeat offenders. The aim is to identify any outstanding issues at those Post Offices and to also coach the PM's to understand the difference between the Horizon and NBSC desks. A potential article for distribution in Ops Focus is being drafted and will aim to reduce confusion.



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

8 MARCH SERVICE LEVEL PERFORMANCE

8.1 Horizon Service Desk

Ref	SLT	ARL		Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			Horizon Service Desk													
	80%		Calls answered within 30 seconds	89.1	80.4	88.9	89.6	89.9	90.0	88.8	89.5	63.1	89.4	89.7	88.4	85.9
			Q2			86.1	Q3		89.8	Q4		80.5	Q1		89.1	Q1
	<10.0 secs		Average Time to Answer <10.0 seconds	7.0	7.0	7.0	7.0	7.0	7.0	6.0	8.0	7.0	7.0	7.0	6.0	7.0
			Q2			7.0	Q3		7.0	Q4		7.0	Q1		6.7	Q1
	<5%		Calls not answered	2.6	3.5	2.5	2.7	2.2	3.8	2.2	2.7	13.0	2.5	1.9	2.6	1.7
			Q2			2.9	Q3		2.9	Q4		6.0	Q1		2.3	Q1
	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
			Q2			100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1
	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
			Q2			100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1
	>=85%		First Time Fix	90.2	89.6	89.7	91.0	91.2	92.0	92.7	91.8	93.7	92.7	91.5	89.5	90.1
			Q2			89.8	Q3		91.4	Q4		92.7	Q1		91.2	Q1
	95%		Software incidents resolved by Reboot <=15 minutes	96.42	96.06	95.2	96.98	96.97	91.16	93.54	95.13	95.15	95.31	95.10	95.10	92.92
			Q2			95.9	Q3		95.93	Q4		94.68	Q1		95.18	Q1
	100%		Software incidents resolved by Reboot <=30 minutes	99.46	98.74	97.86	99.74	98.89	93.69	99.80	98.97	98.98	99.46	99.54	97.70	98.91
			Q2			98.69	Q3		98.33	Q4		98.06	Q1		99.05	Q1



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

8.2 Engineering Service

Ref	SLT	ARL		Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			Branch Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	73.0	74.8	80.4	71.9	74.5	82.7	82.1	83.9	75.5	75.7	77.0	82.4	75.6
				Q2		76.4	Q3		75.9	Q4		80.8	Q1		78.7	Q1
	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
				Q2		N/A	Q3		N/A	Q4		N/A	Q1		N/A	Q1
	95%	NO	Priority C - End of Next Business Day (flexible structure)	93.2	95.7	91.3	89.8	91.0	91.9	95.3	96.5	86.4	91.2	89.8	94.1	93.9
				Q2		93.4	Q3		90.8			93.2	Q1		91.6	Q1
	100%	NO	Priority A - 6 hours (flexible structure)	84.2	86.8	88.1	82.4	82.6	88.1	89.9	93.8	83.8	90.6	92.6	93.5	93.4
				Q2		86.5	Q3		84.1	Q4		89.5	Q1		92.1	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
				Q2		N/A	Q3		N/A	Q4		N/A	Q1		N/A	Q1
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	94.1	96.2	92.2	90.7	91.9	92.6	96.2	97.1	88.4	92.5	91.3	94.9	94.8
				Q2		94.1	Q3		91.7	Q4		94.3	Q1		92.8	Q1
			Postshop Engineer- Call to Fix													
	100%	NO	Critical incident within 8 hours	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	Q1
	100%	NO	Non-critical incident within 48 hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	91.7	100.0	100.0	92.9	91.7
				Q2		100.0	Q3		100.0	Q4		97.2	Q1		97.6	Q1



SERVICE REVIEW BOOK April 2008



COMMERCIAL IN CONFIDENCE

8.3 Branch Network Service

Ref	SLT	ARL		Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			Branch Telecom Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	95.1	96.8	96.7	98.3	96.8	97.4	97.8	97.8	96.1	95.9	97.0	97.5	98.0
				Q2		96.2		Q3	97.5		Q4	97.2		Q1		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		Q1
	100%	NO	Priority A - 6 hours (flexible structure)	96.2	97.4	97.5	98.6	98.5	98.1	98.7	99.2	97.6	97.4	98.0	98.3	98.9
				Q2		97.0		Q3	98.4		Q4	98.5		Q1		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		Q1
			Branch and Counter Availability													
	>99.33%	NO	Branch Availability during the Critical Period	99.5	99.4	99.5	99.4	99.4	99.5	99.5	99.8	99.7	99.7	99.6	99.6	99.6
				Q2		99.4		Q3	99.4		Q4	99.6		Q1		Q1
	>98.92%	NO	Counter Availability during the Critical Period	98.9	99.0	99.0	99.0	99.1	99.2	99.3	99.5	99.2	99.4	99.3	99.4	99.3
				Q2		99.0		Q3	99.1		Q4	99.3		Q1		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	99.8	99.8
				Q2		99.7		Q3	99.8		Q4	99.8		Q1		Q1
	>98.92%	LD	Counter Availability during Post Office Core Day	99.2	99.4	99.3	99.4	99.5	99.6	99.4	99.7	99.4	99.5	99.5	99.6	99.6
				Q2		99.3		Q3	99.5		Q4	99.5		Q1		Q1
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability	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		Q1
	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
				Q2		100.0		Q3	100.0		Q4	100.0		Q1		Q1
	97%	LD	Dialed Connection Reliability	98.0	99.0	99.0	99.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q2		98.7		Q3	99.3		Q4	100.0		Q1		Q1

Priority C targets have now ceased as agreed.



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

8.4 Central Network Service

Ref	SLT	ARL		Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			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	99.9	100.0	100.0	99.9	99.9
				Q2		100.0	Q3		100.0	Q4		99.9	Q1		99.9	Q2
			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
				Q2		0	Q3		0	Q4		0	Q1		0	Q2
	<=2	NO	Number of PI outages >2 minutes for different banks	0	0	0	0	0	0	0	0	0	0	0	0	0
				Q2		0	Q3		0	Q4		0	Q1		0	Q2



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

8.5 Data Centre Operations Service

8.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			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	0.35	0.35	0.36	0.36	0.36	0.35	0.34	0.34	0.33	0.32
				Q2		0.36	Q3		0.35	Q4		0.36	Q1		0.34	Q1
			DFD Outbound - APS All Clients													
	96.5%	LD	APS transactions delivered by 23:59hr Day B	99.7	99.8	99.8	99.7	99.7	99.7	99.8	99.8	99.3	99.8	99.6	99.6	99.7
				Q2		99.8	Q3		99.7	Q4		99.6	Q1		99.7	Q1
	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	99.7	99.9	99.8	99.9	99.9
				Q2		99.9	Q3		99.9	Q4		99.8	Q1		99.9	Q1
	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	99.8	99.9	99.9	99.9	99.9
				Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.9	Q1
	100%	LD	APS transactions delivered by Day J	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	Q1



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

8.5.2 Data File Delivery – LFS

Ref	SLT	ARL		Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			DFD Outbound - LFS													
	97%	NO	Confirmation of pouch received at Branch by 22:00hr Day A	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	Q1
	97.2%	LD	Confirmation of pouch received at Branch by Day B	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	Q1
	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
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1
	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	100.0	99.4	100.0
				Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.8	Q1
	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	100.0	99.5	100.0
				Q2		99.9	Q3		99.9	Q4		99.9	Q1		99.8	Q1
	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
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.0	99.7	99.7	99.7	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.9
				Q2		99.5	Q3		99.8	Q4		99.8	Q1		99.8	Q1



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

8.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			DFD Outbound - POL MIS													
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	98.8	99.1	99.1	99.0	99.0	99.2	99.2	99.0	98.6	99.0	98.9	98.9	99.1
			Q2			99.0	Q3		99.1	Q4		98.9	Q1		98.9	Q1
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C	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	Q1
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D	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	Q1
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	99.9	99.9	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0
			Q2			99.9	Q3		100.0	Q4		99.9	Q1		100.0	Q1
			DFD Outbound - POLFS													
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B	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	Q1
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C	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	Q1
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D	99.8	99.8	99.9	99.8	99.8	99.9	99.9	99.9	99.6	99.8	99.8	99.8	99.8
			Q2			99.9	Q3		99.8	Q4		99.8	Q1		99.8	Q1
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J	99.9	99.9	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0
			Q2			99.9	Q3		100.0	Q4		99.9	Q1		100.0	Q1



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

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

Ref	SLT	ARL		Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			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
				Q2		0.0	Q3		0.0	Q4		0.0	Q1		0.0	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		100.0	Q3		100.0	Q4		100.0	Q1		100.0	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	0.0	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	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0
				Q2		0.0	Q3		0.0	Q4		0.0	Q1		0.0	Q1
	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
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1
	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
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	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	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	Q1



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

8.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			DFD Inbound - LFS													
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	98.9	99.2	99.3	99.4	99.4	99.6	99.5	98.8	98.6	88.3	87.9	98.8	99.6
				Q2		99.1	Q3		99.5	Q4		99.0	Q1		91.7	Q1
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	99.7	99.5	99.7	99.7	99.7	99.8	99.9	99.8	99.8	99.8	88.8	99.7	99.8
				Q2		99.6	Q3		99.8	Q4		99.8	Q1		96.1	Q1
			Delivery of transaction correction records to Branches available at 23:59:59hr Day A													
	90%	LD	Transaction corrections available by 08:00 on Day B	98.9	99.3	95.6	99.5	99.4	99.4	99.6	98.8	98.6	98.8	98.6	98.7	99.4
				Q2		97.9	Q3		99.5	Q4		99.0	Q1		98.7	Q1
	96%	LD	Transaction corrections available by 12:00 on Day B	99.3	99.7	99.9	99.8	99.8	99.9	99.9	99.8	99.6	99.8	99.8	99.9	100.0
				Q2		99.6	Q3		99.8	Q4		99.7	Q1		99.8	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		100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

8.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			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
				Q2		0.0	Q3		0.0	Q4		0.0	Q1		0.0	Q1
	<=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
				Q2		0.0	Q3		0.0	Q4		0.0	Q1		0.0	Q1
	<=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
				Q2		0.0	Q3		0.0	Q4		0.0	Q1		0.0	Q1
			POL FS Availability													
	98.5%	NO	POL FS Availability	99.5	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		99.8	Q3		100.0	Q4		100.0	Q1		100.0	Q1
	>=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
				Q2		0.0	Q3		0	Q4		0.0	Q1		0.0	Q1
			Transaction Enquiry Service													
	99.75%	NO	TESQA availability between 07:00hr and 22:00hr for SLT calendar year	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9	100.0
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1
	97%	NO	Transaction received in the data centre between 07:00 and 20:00 daily will be available within 15 mins on TESQA	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	Q1
	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
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1
	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
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1
	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
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1
	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
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

8.6 Reference Data Service

Ref	SLT	ARL		Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			DFD Inbound - APS Tariff data													
	96%	NO	APS reference data delivered by Day B	99.1	99.7	99.6	97.5	99.6	99.8	99.7	99.7	99.5	99.7	99.6	99.5	99.7
				Q2		99.5	Q3		99.0	Q4		99.6	Q1		99.6	Q1
	97%	NO	APS reference data delivered by Day C	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	Q1
	98%	NO	APS reference data delivered by Day D	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	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
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1
			DFD Inbound - Reference Data													
	96%	NO	Reference data delivered by Day B	99.6	99.8	99.7	99.6	99.8	99.7	99.8	99.8	99.7	99.7	99.7	99.7	99.8
				Q2		99.7	Q3		99.7	Q4		99.8	Q1		99.7	Q1
	97%	NO	Reference data delivered by Day C	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	Q1
	98%	LD	Reference data delivered by Day D	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	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
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q1



SERVICE REVIEW BOOK
April 2008



COMMERCIAL IN CONFIDENCE

8.7 Reconciliation Service

Ref	SLT	ARL		Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			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
			Q2			100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q2
	95%	NO	BIM report issued within 5 working days	100.0	100.0	100.0	100.0	96.8	100.0	100.0	97.6	95.5	97.6	98.3	96.3	97.0
			Q2			100.0	Q3		98.9	Q4		97.7	Q1		97.4	Q2
			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
			Q2			100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q2