



SERVICE REVIEW BOOK
May 2008

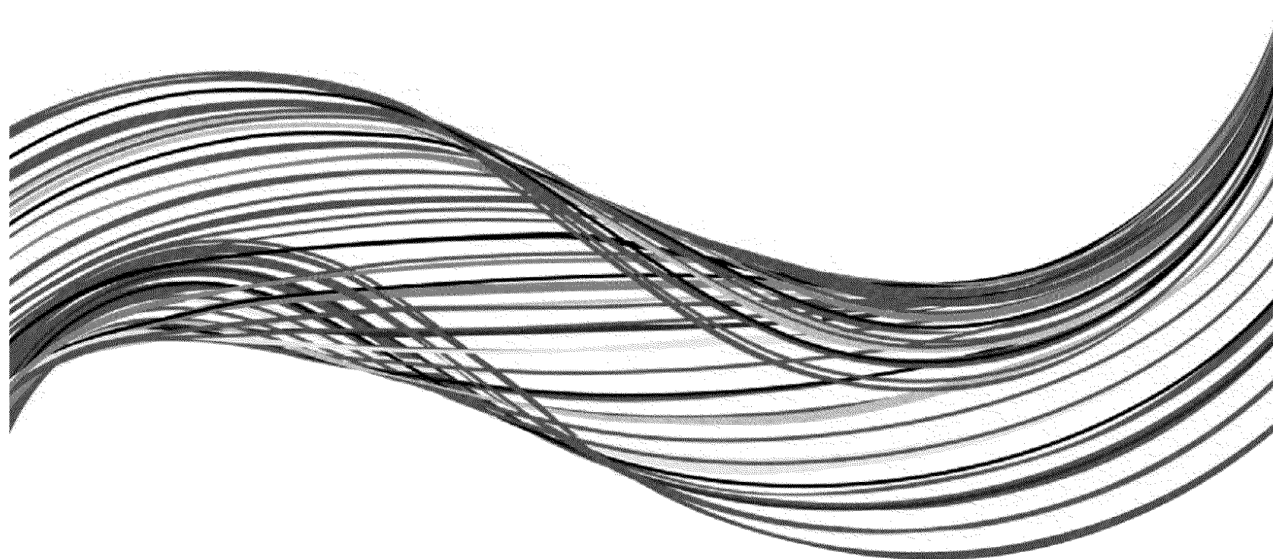
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Fujitsu Services Royal Mail Group Account

Service Review Book

May 2008





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Document Control

Title: Service Review Book – May 2008

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

Status: Definitive

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

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1 MANAGEMENT SUMMARY

Within the Fujitsu Services domain for May 08 there were 2 Major Incidents and 4 service-affecting incidents, 1 incident relating to a VIP site and no further service-affecting incidents outside the Fujitsu domain, detailed in the incident overview below. The 2 Major incidents were isolated, with the first affecting 525 branches losing web based services, and the second affecting all branches for a period of 7 minutes where all network banking was lost due to an issue with the EMC Storage array. This second incident resulted in 50,000 transactions timing out. Major incident reports have been produced for both incidents and have been fully resolved.

Branch and counter availability continue to remain above target at 99.81% and 99.62% respectively. The Engineering Service continues to improve with all response time targets now being achieved.

The Pin Pad refresh button introduced in February has seen 260 incidents per month resolved remotely by the data refresh button, a majority of which would have previously required an engineering visit.

1 offsite build was completed for Withywood with the assistance of Bristol Galleries Crown Office, allowing early recommencement of services to the affected branch, that otherwise would have to wait for a PSTN fault to be resolved by BT.

113 Preventative maintenance visits have taken place to date, with 69% of sites not logging a subsequent hardware call. There have been no Back Office printer calls logged for any of the sites. The expectation is that these will reduce the number of incidents and provide an enhanced service to the Post Office.

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

1 non critical and 1 critical incident failed the Post Shops SLT, these have been discussed with Geller and some corrective actions put in place, detailed in the Post Shops Summary.

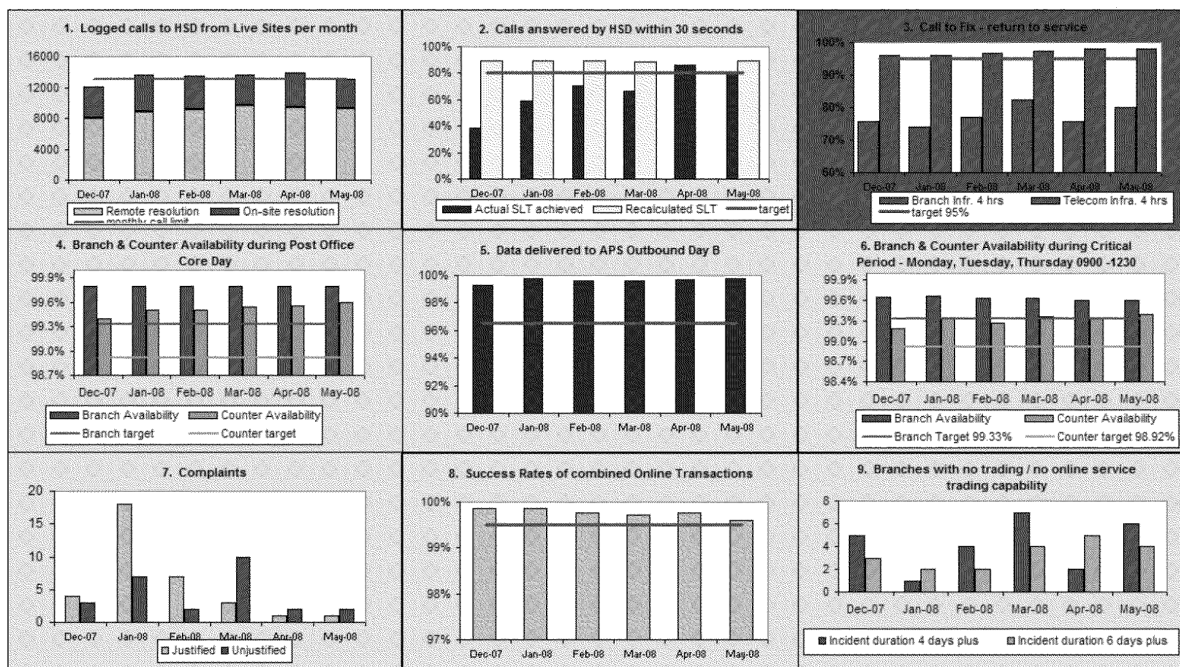
The overall number of complaints logged with NBSC has decreased in May to 55, the lowest number for some considerable time, with only 2 considered to be justified. Some additional graphs have been added to this Service Review Book to show trends and associated activities to improve in this area.

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.

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Executive Dashboard
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2 Incident Overview

Summary:	Within the Fujitsu Services domain for May 2008, there were 2 Major Incidents. There were 4 further service affecting incidents within the Fujitsu domain. There was 1 incident affecting a VIP site. There was no service affecting incidents outside of the Fujitsu domain.
Major Incidents:	Thursday 15th May. There were approximately 525 branches affected with a loss of Web based services (PAF, DVLA & MoneyGram) from 09:35 to 11:45. The incident was due to a VPN server (12) requiring a key reset which resolved the issue. A MI report was completed by Mike Woolgar. Call 264400 refers. Friday 23rd May. An EMC disc array incident occurred, due to a disc adaptor in a "hung" state. This caused issues with access to the NPS for NWB transactions and for the APOP service. Major Incident occurred at 9:02 and the NWB service was unavailable from 09:05 until 09:12 due to no access to the NPS. (This would have affected up to 50,000 NWB transactions at this time). EMC remotely isolated the disc adaptor to use secondary back up discs. EMC engineer attended site at 18:00 to replace the SCSI chips in the disk adaptor, completed successfully. MI report was completed by Mike Stewart. Call 278757 refers.
Other incidents in Fujitsu Services domain:	Wednesday 7th May. VSAT network suffered a failure affecting 27 branches from 16:35 to 16:50. Incident was investigated by BT into the root cause. The problem was due to interference on the EB3 SAT Carrier Frequency. Call 252083 refers. Monday 19th May. There was an IP stream failure from 09:30 to 10:00 affecting up to 741 branches. Investigations showed that tunnels at BT central were dropped and then re-established (for approx 2 minutes). Calls 269048 & 269747 refer. Wednesday 21st May. The NPS1 (Network Banking Persistent Store) at Bootle, suffered an ORA-07445 instance which caused the NPS to reload. This affected up to 750 transaction timeouts whilst the agents re-pointed to NPS2. Investigations by Oracle show the crash was due to a memory corruption within the shared pool. This is a possible one off incident, and Oracle advice is that increasing the shared pool from 200MB to 500MB may help. The UNIX team is evaluating the Oracle response. Call 274780 refers. Tuesday 27th May. An IP Stream failure occurred at 11:55 to 12:30 affecting up to 332 branches. This incident was due to a BT power outage affecting exchanges/branches in the Manchester/Cheshire area. Call 282737 refers.
VIP sites affected this month:	Wednesday 28th May. A VIP Site Shrewsbury 153641 (10 counter) branch was down at 10:02. A re-boot was unsuccessful. Engineer at site successfully re-booted the Gateway but no counters worked. All counters required a re-boot, counters 1 & 2 were up available from 15:00, and a total of 6 counters available by 17:00. PM left to re-boot the remaining 4 counters as counters taking up to 40 minutes to reload. Engineer checked with branch in morning and Node 3 still unavailable, attended site to replace counter node 3. Counter node 3 available from 15:30. Calls 284344 & 286810 refer.
Incidents outside the Fujitsu Domain:	None



3 Business Continuity

3.1 Business Continuity Testing

The procedural walk-through for the Database Server was successfully completed during May.

3.2 Forthcoming Testing

During June the Third Line Support Service (SSC) initial HNG-X walk-through (test BC14) and the POL-FS Production Service fail-over (test 28.1) procedural walk-through are planned to be conducted.

During June a 'Shared Services' procedural walk-through, in conjunction with Core Services FMS, is planned to be conducted at Touch for the disaster recovery procedures for the loss of their primary site.

3.3 Business Continuity Planning

All updates, identified during the initial walk-through, have now been implemented in the HNG-X test scripts and these have been returned to Dimensions.

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

Updates are in progress for the Horizon Business Continuity plans CS/PLA/079 and CS/PLA/080 for the introduction of T80 and T82 releases.

Work is commencing on the initial drafts of the HNG-X Horizon (Hydra) component test scripts.

3.4 Business Continuity Incidents and Issues

On Friday 23rd May an EMC disc array disc adaptor failed in a "hung" state. This caused issues with access to the NPS for NWB transactions and for the APOP service. As a result the NWB service was unavailable from 09:05 until 09:12 due to no access to the NPS. See incidents in section 2 for further information.



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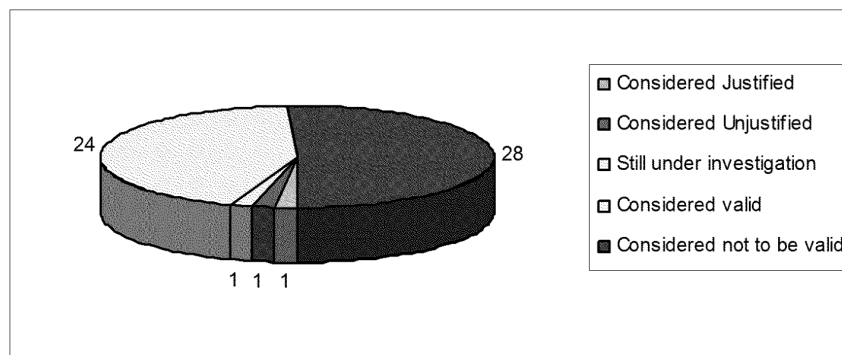
4 Complaints

During May 55 complaints were made to NBSC about Fujitsu Services. Of these, 55 required formal investigation. These complaints break down as follows:

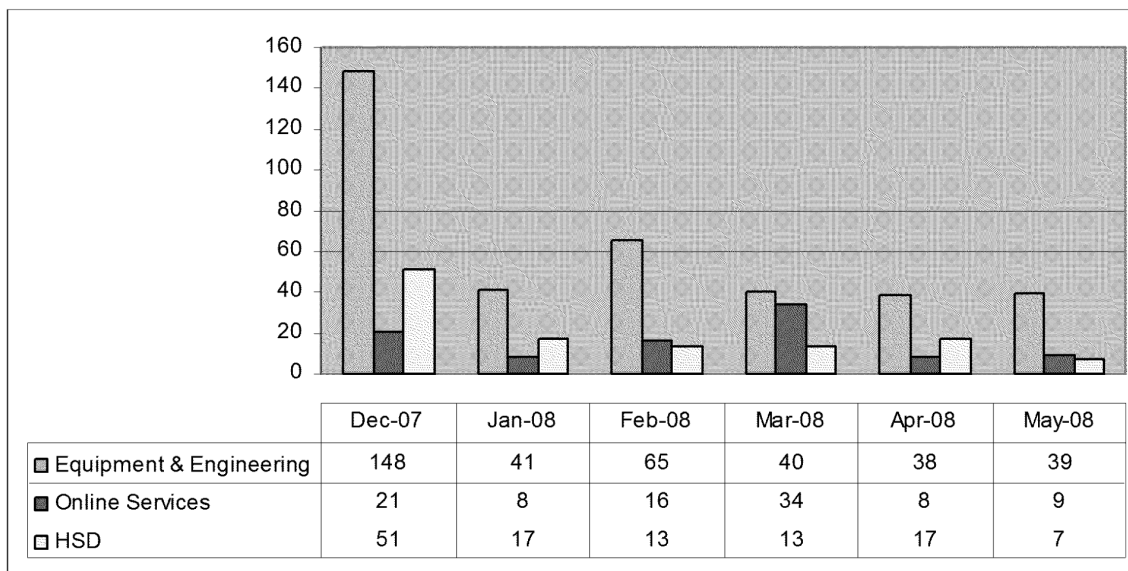
39 complaints were in relation to engineering services and equipment. Two required formal investigation and of these one was justified and one was unjustified. The remaining 30 complaints were investigated by CMT and SDMs for any underlying trends or issues.

9 complaints were in relation to online services. One required formal investigation, and is currently outstanding. The remaining 8 complaints were investigated for underlying trends or issues.

7 complaints were in relation to HSD. None required formal investigation, and the complaints were investigated for underlying trends or issues.

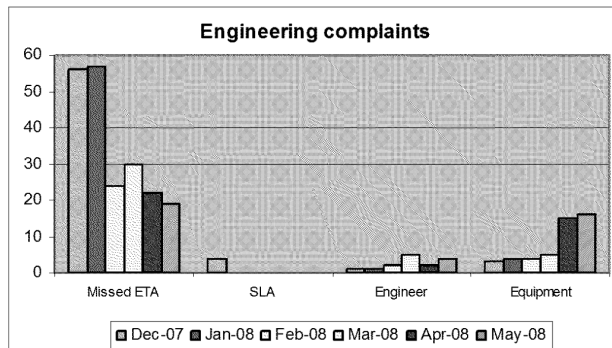


Top 3 Areas of Complaints forwarded to Fujitsu Services

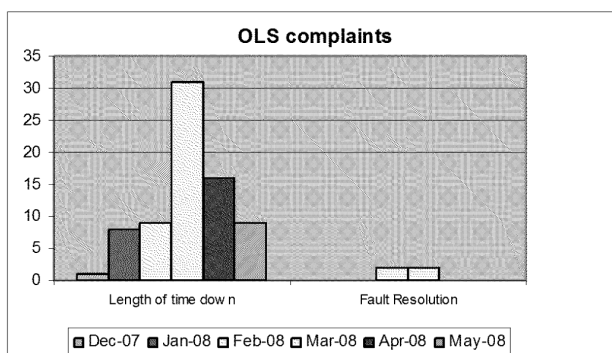


**SERVICE REVIEW BOOK**
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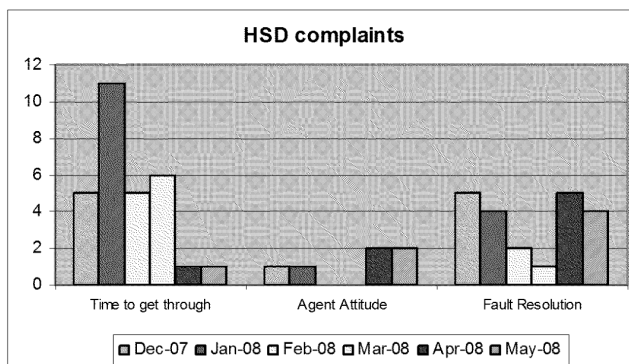
The majority of complaints made about Engineering were due to inaccurate ETAs- 19 of the 39 ETA complaints were valid. The PDAs which will soon be distributed to engineers will allow for more accurate ETAs to be given to Post Masters. The 16 complaints made about equipment were largely due to fail on fit parts. Occasional kit failures are unavoidable, however we are looking into the repair system to ensure a minimal level of fail on fit parts.

**Online Services Complaints**

The majority of the complaints were due to the length of time during which issues were experienced. Branch Network Services and CMT are working hard to minimise call duration, and to keep PMs better informed.

**HSD Complaints**

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).





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Historical Breakdown of Complaints Data

	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08
Total number of complaints logged against Fujitsu Services	82	67	220	108	121	88	63	55
Exclusions (duplicate / inappropriate)	0	59	0	17	27	1	0	0
Total number of actual complaints	82	8	220	91	94	87	63	55
Total number of complaints investigated by POL Customer Relations	x	x	97	25	74	55	46	30
Number of complaints passed For Information Only to Fujitsu Services	42	28	42	67	n/a	n/a	n/a	n/a
Number passed to Fujitsu Services for formal investigation	9	2	7	25	9	13	3	3
Number considered justified by Fujitsu Services	5	1	4	18	7	3	1	1
Number of complaints considered valid by Fujitsu Services	-	-	-	-	-	50	32	24

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.



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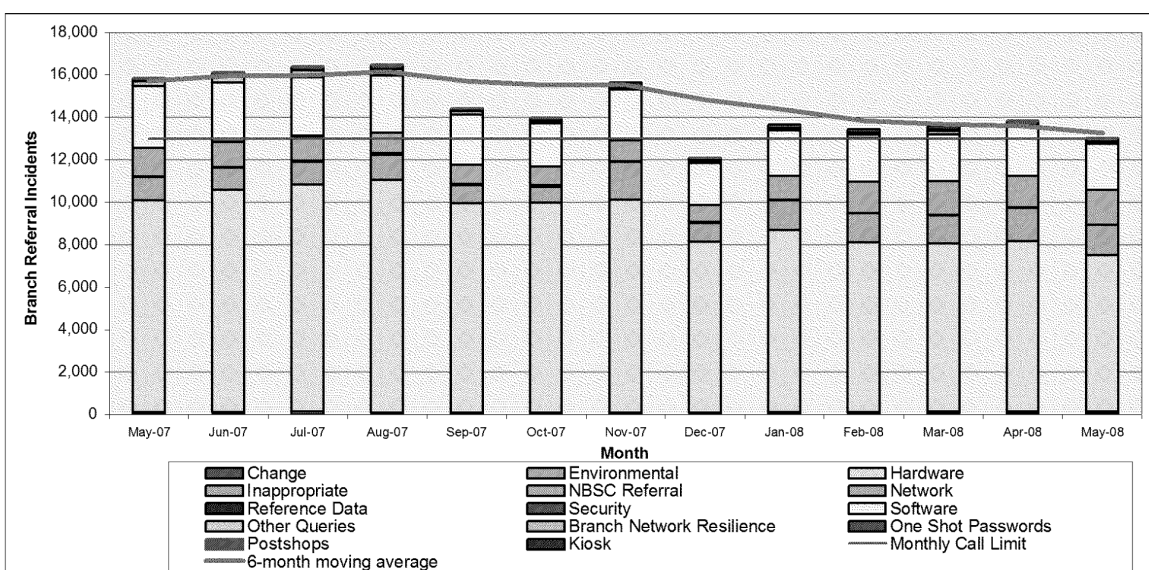
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5 Service Summary

5.1 Horizon Service Desk

May saw a total decrease of 337 calls compared with April. Hardware calls decreased by 673, largely due to proactive work carried out as part of the Sense and Respond program (see below for details). The increase in Network calls is attributable to the IPStream outages experienced during the month. All other call types were in line with previous volumes.

Calls logged by Branches



	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08
Branch Network Resilience	0	2	2	13	0	0	7	13	17	64	38	21	12
Change	1	0	0	0	11	10	7	4	38	82	81	76	92
Postshops	41	33	35	31	29	31	32	27	27	30	21	28	12
Environmental	97	123	126	79	76	80	78	63	79	38	57	68	70
Hardware	9989	10468	10695	10966	9866	9884	10027	8076	8568	8001	7906	8012	7339
Inappropriate	1083	1018	1089	1195	854	744	1787	883	1388	1349	1327	1570	1431
NBSC Referral	33	42	58	48	40	64	40	44	49	8	15	20	15
Network	1342	1177	1134	992	915	907	975	792	1097	1482	1614	1498	1622
Other Queries	223	314	326	296	163	86	105	80	89	151	164	81	67
Reference Data	0	0	0	0	1	0	1	1	1	0	0	1	0
Security	14	14	15	5	0	0	0	0	0	0	0	0	0
One Shot Passwords	119	144	163	174	108	152	174	134	145	157	178	175	189
Software	2910	2788	2761	2681	2352	2026	2399	1986	2148	2075	2186	2279	2178
Kiosk							5	0	4	6	6	4	4
Total Calls	15852	16123	16404	16480	14415	13984	15637	12103	13650	13443	13593	13833	13031
6-month moving average	15729	15969	15998	16160	15714	15543	15507	14837	14378	13832	13659	13613	13276
Monthly Call Limit	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000



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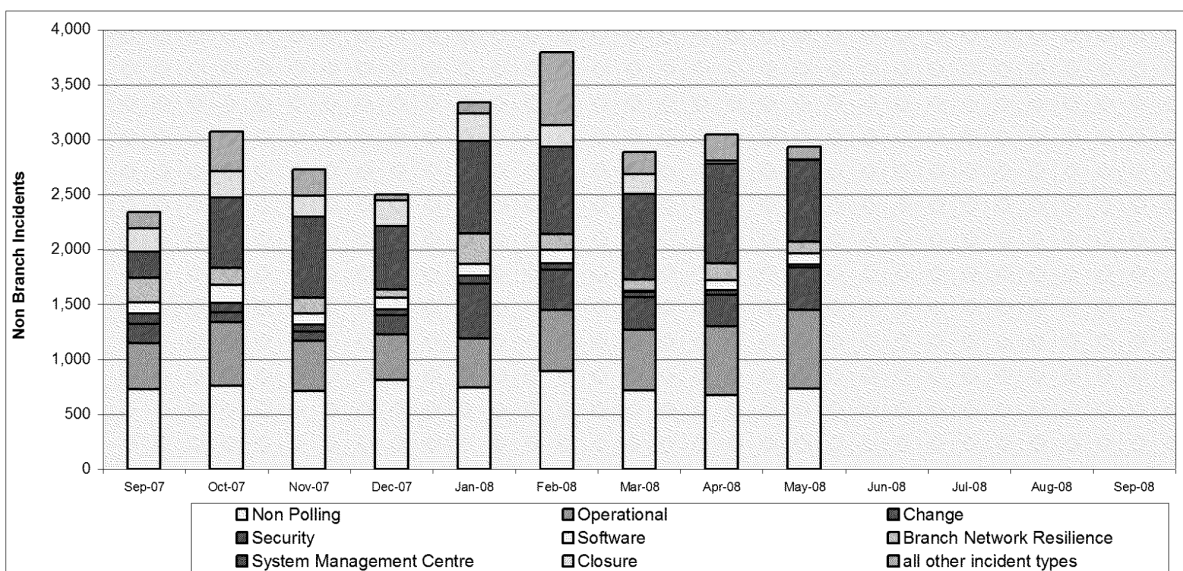


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Non-Branch Calls

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	107				
Change	172	90	85	176	499	367	301	288	388				
Security	99	86	64	55	71	56	45	40	25				
Software	100	165	97	103	107	125	12	92	101				
Closure	213	240	192	236	248	195	180	28	8				
System Management Centre	237	644	734	580	844	796	781	910	742				
Operational	420	581	461	412	449	558	550	629	718				
Non Polling	729	759	709	815	744	892	719	674	733				
all other incident types	149	360	242	51	103	664	203	241	114				
Total Calls	2342	3076	2732	2502	3342	3797	2891	3051	2936				

There was a slight decrease in total calls compared with April, although volumes were in line with previous months. The biggest decrease was in SMC-logged calls (reduction of 168 calls), thought to be due in part to the May Bank Holidays.

Review of HSD SLTs

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	79.23%	89.20%
Calls Abandoned (Target 5%)	3.73%	1.76%

19,902 calls were offered to HSD during May.

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5.2 Engineering Service

Call volumes during May dropped to the lowest level for three years at 3793. There were 588 A priority calls during this period.

The continued focus on A priority calls has resulted in an excellent SLT performance. All base unit SLT measures were conformant along with two out of the four peripheral SLT measures. Only one additional passed call would have resulted in conformance across all measures. The successful A priority SLT trial has resulted in the measure being contractually approved, and performance can now be tracked in the table near the end of this document.

We continued to deliver an enhanced reasonable endeavour same day service to WH Smith and VIP branches. During May, 40% of all the C priority calls logged by these branches were attended the same day.

An off site build was performed for Withywood PO (341511) with help of Bristol Galleries Crown PO (020511)

The proactive preventative maintenance programme in May saw 16 visits being completed, limited only by the lack of engineer whitespace. A call volume review on the 27th May demonstrated that the visits continue to be successful as 69% of branches have not required an engineer since our visit. From 113 proactive visits, 22 peripherals were replaced with the main replaced component being the keyboard. Of these 22, three keyboards and one Pin Pad were at single counter offices and would potentially have been A priority calls. Based on four A priority and 18 C priority calls we have potentially saved POL approx 300 counter trading hours.

We hosted a Fujitsu stand at the NFSP conference in Torquay. Our presence, gifts, and hints and tips were warmly received. It also gave us a chance to seek feedback from the branches on the end to end service, and to enrol a number of branches onto a trial we intend on implementing later this year.



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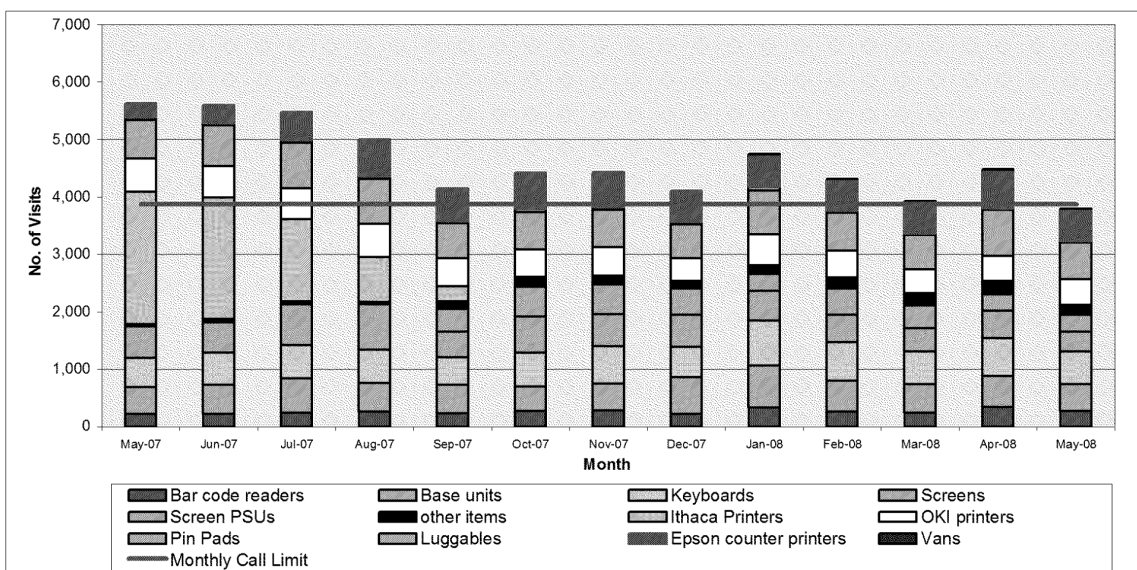


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Branch Calls which resulted in an Engineer Visit

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

During May we saw the lowest average daily visit rate (and hence drop in call demand) for three years whilst still maintaining the near conformant SLT performance.



	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08
Bar code readers	225	226	248	264	234	269	276	212	335	262	248	350	268
Base units	461	506	592	493	497	436	473	649	727	541	487	535	472
Luggables	35	27	40	37	34	51	40	38	57	28	22	18	25
Keyboards	513	550	579	576	476	575	644	523	777	670	577	654	563
Ithaca Printers	2307	2111	1435	776	256	29	16	10	6	2	4	5	0
Epson counter printers	256	330	500	648	578	644	620	554	578	560	560	688	560
OKI printers	577	545	537	582	494	479	497	401	538	472	420	431	448
Pin Pads	670	713	788	780	601	644	649	579	765	662	599	804	641
Screens	538	538	711	795	441	641	565	555	523	472	398	479	345
Screen PSUs					396	508	514	467	292	460	393	287	299
other items	47	57	49	45	139	149	139	119	145	183	212	227	168
Vans									1	3	4	4	4
TOTAL	5629	5603	5479	4996	4146	4425	4433	4107	4744	4315	3924	4482	3793
Average Daily Visit Rate	245	238	228	208	184	177	185	191	198	188	174	195	169
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875

Details of Post Office van part swaps and repairs:

Triole reference	Branch	Van name	Product	Category	Repair Code
232700	145925	Lydd	OBCS	other items	R04 Engineer visit - Hub replaced/repared/adjusted
273247	200539	Devon and Cornwall mobile	PATOKI8P-PTR	OKI Printers	R08 Engineer visit - No action taken / User advised
271351	109444	HELMSLEY MOBILE	PATPINPAD	Pin Pads	R01 Engineer visit - Unit replaced
267985	011410	Carlisle	PATPINPAD	Pin Pads	R01 Engineer visit - Unit replaced



Branch Network Service / Central Network

5.2.1 Branch Network Service

During May 1575 calls were logged across all Network types, an increase of 67 calls from April. This increase is attributed to various weather related Multiple Service Outages in the north of the country and in Turin (which is the VSAT base station).

In total 30 calls failed to hit the 4 hour priority SLA. This gave 98% SLT conformance against the 95% target.

After the completion of the IPMax upgrade, a small number of sites were identified as having intermittent online service issues, and were subsequently re-graded to a lower bandwidth rate. We are pleased to report that since the sites were re-graded they have been running successfully with no communication issues. Core and the Communications Management Team have been working together closely to ensure that the sites faced minimal disruption during this migration.

The combined efforts of Branch Network services, POL and the Communications Management Team have again seen a reduction in the average GSM bill. New scripts and new reporting are allowing both POL and Fujitsu Services to efficiently and effectively monitor GSM usage and monitor the devices both out in the estate and in engineering holding.

During May the Fujitsu Branch Network Service team attended the National Federation of Sub Post Masters Conference in Torquay. We were able to seek feedback from end users and convert this feedback into valuable Service Improvement Plans: for example some PMs felt they were not updated regularly enough; a CSIP has now been put in place that updates should be given at least every three working days on long term issues.

The Branch Network Services Troubleshooting Guide has been accepted by all parties and is in the process of being released to the helpdesk and engineers.

5.2.2 Central Network

This month there were several incidents on the Central Network Service detailed in the above Incident Overview.

The interference on the VSAT carrier frequency (between the EuroBird3 satellite and the Turin base station) was caused by parties outside the control of Fujitsu. In the past year the SkyPark operators have been occasionally tweaking the frequency timeslots under change control to minimise the chance of interference.

Extensive effort was put into investigating why one of the BT Central tunnels dropped out. The incident affected multiple Fujitsu customers who then needed to reconnect for online services. This particular BT Central usually maintains a total of 4 unique tunnels to 2 different Fujitsu LNS. During this incident 3 of these tunnels were not affected including 1 tunnel between the same BT Central and LNS over the same physical interface. There were no capacity related issues occurring at the time.

BRANCH & COUNTER NUMBERS at Month End

Live Branches	13194
Live Counters	32948



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5.3 Operational Branch Change Service

	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Cumulative
TOTAL FAILURES TARGET (2%)	1.20 %	4.40 %	0.00 %	0.00 %	0.00 %	1.20 %	0.00 %	0.00 %	0.00 %	0.60 %	0.90 %	0.00 %	0.70%
TOTAL FAILURES (number)	1	3	0	0	0	1	0	0	0	2	3	0	10
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	90	75	89	103	125	89	49	194	313	340	342	314	2123
NUMBER OF CHANGES - CANCELLED	83	68	82	96	117	86	43	174	33	22	316	299	1419
NUMBER OF CHANGES - CLOSURES	57	60	54	77	85	61	33	49	91	118	157	118	960
TOTAL FAILURES - CLOSURES TARGET (2%)	1.80 %	5.00 %	0.00 %	0.00 %	0.00 %	1.60 %	0.00 %	0.00 %	0.00 %	1.70 %	1.90 %	0.00 %	1.04%

Failures-

None



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5.4 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	4	1	3	2	1	11
Number of calls resolved in 8 hours	3	1	2	2	1	9
Number of calls resolved in next day	1	0	1	0	0	2
Number of Hardware faults	3	0	2	1	1	8
Number of software faults	1	1	1	0	0	3
Number of outstanding calls	0	0	0	0	0	0

Both SLAs failed in May due to Geller issues:

Non-Critical (86%): Incident ref 247937, call failed due to incorrect part being sent out by Geller.

Critical (75%): Incident ref 267398, call failed due to Geller engineer being delayed.

Fujitsu SDMs met with a Geller representative to discuss the recent SLA failures. Geller have now agreed to set up several engineering hubs storing spare equipment throughout the UK, which will mean that engineers do not have to wait until a part is delivered to the office by post before arriving to fit it. This should reduce the level of failures in the future.



5.5 Data Centre Operations Service / Data File Transfer

The only issue during May actually commenced during the last few days of April and is covered to some degree under reconciliation issues below. However as it continued through to 19th May, it has therefore been reported in this SRB.

On Monday 28th April, the debit card EMIS file received by RMGA from Streamline was incorrect due to a Streamline Coding Error. As Streamline has a rigid process of 'No changes at end of month', they were unable to provide corrected data until the 7th May. As this was outside of the system time period for which data is retained and processed, it caused a large build up of outstanding data (146,016 transactions), that once Streamline had provided such, there was a requirement for Fujitsu RMGA SSC to develop and run scripts to 'manage away' the discrepancies. As this task was a large overhead upon RMGA resources, it did not complete until May 19th. TFS Call 236554 refers.

5.5.1 Day J Failures

There were no Day J failures during May.

5.6 Reconciliation Service

50 reconciliation incidents were cleared during May 2008. This is 82 less than that reported in April 2008. The reduction is due to the fact that I was on annual leave for 10 days and therefore no BIMS were raised with regards to Branch Closures.

There were 2 priority incidents cleared within the 8 hour response SLT.

The remaining 48 incidents, of which 46 were cleared within the 5 day SLT.

Reconciliation issues in May 2008

There was an issue with the EMIS file from Streamline delivered on 26th April where it contained a corrupt file so Fujitsu were unable to process it. The file was eventually resent and processed on 19th May 2008.

5.7 Reference Data & Message Broadcast Service

No issues to report.



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5.8 Security Service

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
47	120	116	8
Query Days this month	YTD Contract	Received YTD	
1069	2500	2624	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
12	17	39	12
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
4	7	0

Prosecution Support

Witness statements provided this month	4	Witness statements YTD	10
Days in court this month	0	Days in court YTD	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	3 Nov 08	Reading Crown Court	Witness required

Updates to Previous Months Prosecutions

Outlet	Comments
	None received

Automated Key Refresh

An average of 15 branches a day were selected for key refresh this month resulting in a total of 458 branches being targeted for refresh. The key refresh algorithm was turned off on the 25th April.

Manual Key Refresh

The AZMK keys for CAPO were successfully promoted this month.



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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 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.	List of branches interested in taking part has been compiled: Implementation plan to be written and agreed.	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.	A hints and tips guide was distributed at the NFSP conference, and copies given to Fujitsu BIMs for further distribution to branches.	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

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7 Sense & Respond

The data captured during May showed that the two highest demand types were being Hardware and Software. Trend analysis has shown the total call volume for Hardware during May to be 6894 and Software calls to be 2159.

A total volume of 1243 Pin Pad calls were received during May, a decrease of 151 calls from April. HSD frontline have been advised to check Tivoli events for all Pin Pad calls received to avoid any unnecessary HSD diagnostics/engineer visits. Since the introduction of the data refresh button in February, approximately 260 calls per month have been resolved with a data refresh. This represents 21% of Pin Pad calls, the majority of which would have previously required an engineer visit.

2345 Counter Printer calls were received in May. 60% were resolved by a cleaning cycle or by changing or adjusting the consumables. The planned IVR message would suggest these remedies, meaning that these calls would not come through to the desk.

During May, 4092 chase calls were received, with the highest chase call types being for Engineering Updates (1674) and Customer Calls (1522 calls). The completion of the Engineer PDA rollout should mean that more accurate ETAs are provided to PMs, and the Comms Management Team will also update branches with long standing online service issues more regularly. These measures should prevent some of these calls.

In regards to the project focusing on base unit calls, 'Unit replacements' are continuing to be the highest repair code for calls, followed by 'user advised / no action taken.' The call volume from February to May has reduced, but overall performance has been stable.

911 calls were logged during May as a monitor fault. This represented a total of 674 faults (74%) being resolved by engineering and 237 faults (26%) by the HSD. A 'Sharing Knowledge' meeting between Engineering and the monitor manufacturer has been planned.

After tracking Inappropriate calls data again throughout May, the calls received at the HSD totalled at 1450, a slight decrease on April. This represents 10% 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. An article in Ops Focus is to highlight the differences between the two desks.



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8 MARCH SERVICE LEVEL PERFORMANCE

8.1 Horizon Service Desk

Ref	SLT	ARI		May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08
			Horizon Service Desk												
	80%		Calls answered within 30 seconds	80.4	88.9	89.6	89.9	90.0	88.8	89.5	89.7	89.4	89.7	88.8	
				Q2			Q3		Q4				Q1		Q1
	<10.0 secs		Average Time to Answer <10.0 seconds	7.0			7.0		7.0		7.0		Q1	6	Q1
				Q2			Q3		Q4						
	<5%		Calls not answered								19.8				
				Q2	2.9		Q3	2.9	Q4		8.0		Q1	2	Q1
	100%		Voicemail available outside HSD standard hours	100.0			100.0		100.0			100.0			
				Q2	100.0		Q3	100.0	Q4		100.0		Q1	10	Q1
	100%		Voicemail calls raised next working day	100.0			100.0		100.0			100.0			
				Q2			Q3		Q4				Q1		Q1
	>=85%		First Time Fix	89.8			91.1		92.7			92.7			
				Q2			Q3		Q4				Q1		Q1
	95%		Software incidents resolved by Reboot minutes	96.06	95.2	96.91	96.97	98.16	93.54	95.13	95.15	95.31	95.11	95	92.92
				Q2			Q3		Q4		94.68		Q1		Q1
	100%		Software incidents resolved by Reboot minutes	98.74	97.86	99.74	98.89	98.69	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



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8.2 Engineering Service

The newly agreed A priority SLT measures have been added, and the older A and B priority targets removed.

Ref	SLT	ARL		May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
	95%	NO	Branch Infrastructure - Call to Fix Base unit A Priority - 3 Hr Response													
				N/A	N/A	N/A	N/A	N/A	84.4	90.9	83.4	87.1	88.5	94.0	94.8	95.4
	90%	NO	Base unit A Priority - 6 Hr Incident to Fix	Q2	N/A	Q3		N/A		Q4	86.9		Q1		89.2	Q2
				N/A	N/A	N/A		N/A	88.9	93.9	81.9	86.1	89.6	93.7	89.8	94.4
	95%	NO	Base unit A Priority - 8 Hr Incident to Fix	Q2	N/A	Q3		N/A		Q4	89.8		Q1		89.1	Q2
				N/A	N/A	N/A		N/A	91.9	97.0	86.6	90.2	93.2	95.7	94.8	96.5
	95%	NO	Base unit A Priority - 3 Hr Subsequent Response	Q2	N/A	Q3		N/A		Q4	93.3		Q1		92.3	Q2
				N/A	N/A	N/A		N/A	87.5	75.6	62.5	67.4	77.6	90.4	89.5	95.4
	95%	NO	Peripheral A Priority - 3 Hr Response	Q2	N/A	Q3		N/A		Q4	74.8		Q1		80.9	Q2
				N/A	N/A	N/A		N/A	91.8	94.0	88.4	92.3	93.6	95.0	93.5	96.5
	95%	NO	Peripheral A Priority - 4 Hr Incident to Fix	Q2	N/A	Q3		N/A		Q4	90.7		Q1		95.0	Q2
				N/A	N/A	N/A		N/A	94.5	93.8	88.4	93.5	95.4	96.1	96.3	94.7
	97%	NO	Peripheral A Priority - 8 Hr Incident to Fix	Q2	N/A	Q3		N/A		Q4	91.9		Q1		93.6	Q2
				N/A	N/A	N/A		N/A	98.1	98.7	93.8	98.3	98.1	98.2	99.4	99.4
	95%	NO	Peripheral A Priority - 3 Hr Subsequent Response	Q2	N/A	Q3		N/A		Q4	96.9		Q1		98.2	Q2
				N/A	N/A	N/A		N/A	55.6	100.0	0.0	66.7	100.0	66.7	83.3	90.0
	95%	NO	Priority C - End of Next Business Day (flexible structure)	Q2	N/A	Q3		N/A		Q4	55.0		Q1		81.0	Q2
				95.7	91.3	89.8	91.0	91.9	95.3	96.5	86.4	91.2	89.8	94.1	93.9	95.8
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	Q2	93.4	Q3		90.8		Q4	93.2		Q1		91.6	Q2
				96.2	92.2	90.7	91.9	92.6	96.2	97.1	88.4	92.5	91.3	94.9	94.8	96.5
	100%	NO	Postshop Engineer - Call to Fix Critical incident within 8 hours	Q2	94.1	Q3		91.7		Q4	94.3		Q1		92.8	Q2
				100.0	100.0	100.0	100.0	100.0	100.0	100.0	50.0	100.0	71.4	100.0	100.0	75.0
	100%	NO	Non-critical incident within 48 hours	Q2	98.5	Q3		100.0		Q4	93.3		Q1		70.5	Q2
				100.0	100.0	100.0	100.0	100.0	100.0	100.0	91.7	100.0	100.0	92.0	94.7	96.0
				Q2	100.0	Q3		100.0		Q4	97.2		Q1		97.6	Q2



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8.3 Branch Network Service

Ref	SLT	ARL		May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
			Branch Telecom Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	96.8	96.7	98.3	96.8	97.4	97.8	97.8	96.1	95.9	97.0	97.5	98.0	98.1
				96.2		Q3		97.5		Q4	97.2		Q1			Q2
	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		Q3				Q4	N/A		Q1			Q2
	100%	NO	Priority A - 6 hours (flexible structure)	97.4	97.5	98.6	98.5	98.1	98.7	99.2	97.6	97.4	98.0	98.3	98.9	98.9
				97.0		Q3		98.4		Q4	98.5		Q1		97.9	Q2
	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		Q3		N/A		Q4	N/A		Q1		N/A	Q2
			Branch and Counter Availability													
	>99.33%	NO	Branch Availability during the Critical Period	99.4	99.5	99.4	99.4	99.5	99.5	99.8	99.7	99.7	99.6	99.6	99.6	99.6
				99.4		Q3		99.4		Q4	99.6		Q1		99.6	Q2
	>98.92%	NO	Counter Availability during the Critical Period	99.0	99.0	99.0	99.1	99.2	99.3	99.5	99.2	99.4	99.3	99.4	99.3	99.4
				99.0		Q3		99.1		Q4	99.3		Q1		99.3	Q2
	>99.33%	NO	Branch Availability during Post Office Core Day	99.7	99.8	99.7	99.8	99.9	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8
				99.7		Q3		99.8		Q4	99.8		Q1		99.8	Q2
	>98.92%	LD	Counter Availability during Post Office Core Day	99.4	99.3	99.4	99.5	99.6	99.4	99.7	99.4	99.5	99.5	99.6	99.6	99.6
				99.3		Q3		99.5		Q4	99.5		Q1		99.5	Q2
			Banking & Related Services Reliability													
	99%	LD	Fixed 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
				99.7		Q3		100.0		Q4	100.0		Q1		100.0	Q2
	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		Q3		100.0		Q4	100.0		Q1		100.0	Q2
	97%	LD	Dialed Connection Reliability	99.0	99.0	99.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.0
				98.7		Q3		99.3		Q4	100.0		Q1		100.0	Q2

Priority C targets have now ceased as agreed.



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8.4 Central Network Service

Ref	SLT	ARL		May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
			Network Availability													
	>=99.95%	NO	A&L Network Availability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9	100.0	100.0	99.9	99.9	99.9
					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	1
					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	1
					0	Q3		0	Q4		0	Q1		0	Q2	



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8.5 Data Centre Operations Service

8.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
			Banking & Related Services Transaction Times													
	<=2.5 secs	LD	Average time for Banking Transactions across Fixed, ADSL & Dialed Connections	0.36	0.36	0.35	0.35	0.36	0.36	0.36	0.35	0.34	0.34	0.33	0.32	0.32
					0.36	Q3		0.35	Q4		0.36	Q1		0.34	Q2	
			DFD Outbound - APS All Clients													
	96.5%	LD	APS transactions delivered by 23:59hr Day B	99.8	99.8	99.7	99.7	99.7	99.8	99.8	99.3	99.8	99.6	99.6	99.7	99.8
					99.8	Q3		99.7	Q4		99.6	Q1		99.7	Q2	
	97.5%	LD	APS transactions delivered by Day C	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.7	99.9	99.8	99.9	99.9	99.9
					99.9	Q3		99.9	Q4		99.8	Q1		99.9	Q2	
	98.5%	LD	APS transactions delivered by Day D	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9
					99.9	Q3		99.9	Q4		99.9	Q1		99.9	Q2	
	100%	LD	APS transactions delivered by Day J	100.0	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					100.0	Q3		100.0	Q4		99.9	Q1		100.0	Q2	



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8.5.2 Data File Delivery – LFS

Ref	SLT	ARL		May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
			DFD Outbound - LFS													
	97%	NO	Confirmation of pouch received at 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	99.9	99.9
					99.9	Q3		99.9	Q4		99.9	Q1		99.9	Q2	
	97.2%	LD	Confirmation of pouch received at Branch by Day B	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
					99.9	Q3		99.9	Q4		99.9	Q1		99.9	Q2	
	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	Q3		100.0	Q4		100.0	Q1		100.0	Q2	
	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	100.0	99.4	100.0	100.0
					99.9	Q3		99.9	Q4		99.9	Q1		99.8	Q2	
	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	100.0	99.5	100.0	100.0
					99.9	Q3		99.9	Q4		99.9	Q1		99.8	Q2	
	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	Q3		100.0	Q4		100.0	Q1		100.0	Q2	
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.7	99.7	99.7	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.9	99.8
					99.5	Q3		99.8	Q4		99.8	Q1		99.8	Q2	



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8.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
			DFD Outbound - POL MIS													
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	99.1	99.1	99.0	99.0	99.2	99.2	99.0	98.6	99.0	98.9	98.9	99.1	99.1
					99.0		Q3	99.1		Q4	98.9		Q1	98.9		Q2
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C	99.7	99.7	99.7	99.7	99.7	99.8	99.7	99.3	99.7	99.6	99.6	99.7	99.8
					99.7		Q3	99.7		Q4	99.6		Q1	99.6		Q2
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.6	99.9	99.8	99.8	99.9	99.9
					99.9		Q3	99.9		Q4	99.8		Q1	99.8		Q2
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	99.9	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					99.9		Q3	100.0		Q4	99.9		Q1	100.0		Q2
			DFD Outbound - POLFS													
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B	99.1	99.1	99.0	99.0	99.1	99.1	99.0	98.5	99.0	98.9	98.8	99.0	99.1
					99.0		Q3	99.0		Q4	98.9		Q1	98.9		Q2
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C	99.7	99.7	99.7	99.6	99.7	99.8	99.7	99.3	99.7	99.6	99.6	99.7	99.7
					99.7		Q3	99.7		Q4	99.6		Q1	99.6		Q2
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D	99.8	99.9	99.8	99.8	99.9	99.9	99.9	99.6	99.8	99.8	99.8	99.8	99.8
					99.9		Q3	99.8		Q4	99.8		Q1	99.8		Q2
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J	99.9	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					99.9		Q3	100.0		Q4	99.9		Q1	100.0		Q2



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

Ref	SLT	ARL		May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
			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	Q3		0.0	Q4		0.0	Q1		0.0	Q2	
	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	Q3		100.0	Q4		100.0	Q1		100.0	Q2	
			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	Q3		0.0	Q4		0.0	Q1		0.0	Q2	
	<=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	Q3		0.0	Q4		0.0	Q1		0.0	Q2	
	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	Q3		100.0	Q4		100.0	Q1		100.0	Q2	
	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	Q3		100.0	Q4		100.0	Q1		100.0	Q2	
			DFD Outbound - HR SAP													
	100%	LD	HR SAP delivered to the POL gateway by 21:30hr on the Friday preceding the pay run date	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q2	



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8.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
			DFD Inbound - LFS													
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	99.2	99.3	99.4	99.4	99.6	99.5	98.8	98.6	88.3	87.9	98.8	99.6	99.4
					99.1	Q3		99.5	Q4		99.0	Q1		91.7	Q2	
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	99.5	99.7	99.7	99.7	99.8	99.9	99.8	99.8	99.8	88.8	99.7	99.8	99.6
					99.6	Q3		99.8	Q4		99.8	Q1		96.1	Q2	
			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	99.3	95.6	99.5	99.4	99.4	99.6	98.8	98.6	98.8	98.6	98.7	99.4	99.5
					97.9	Q3		99.5	Q4		99.0	Q1		98.7	Q2	
	96%	LD	Transaction corrections available by 12:00 on Day B	99.7	99.9	99.8	99.8	99.9	99.9	99.8	99.6	99.8	99.8	99.9	100.0	99.9
					99.6	Q3		99.8	Q4		99.7	Q1		99.8	Q2	
	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	Q3		100.0	Q4		100.0	Q1		100.0	Q2	



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8.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
			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	Q3		0.0	Q4		0.0	Q1		0.0	Q2	
	<=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	0.1
					0.0	Q3		0.0	Q4		0.0	Q1		0.0	Q2	
	<=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	0.1
					0.0	Q3		0.0	Q4		0.0	Q1		0.0	Q2	
	98.5%	NO	POL FS Availability													
			POL FS Availability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					99.8	Q3		100.0	Q4		100.0	Q1		100.0	Q2	
	>=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	Q3		0	Q4		0.0	Q1		0.0	Q2	
	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	99.9	100.0	99.6
					100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q2	
	97%	NO	Transaction received in the data centre between 07:00 and 20:00 daily will be available within 15 mins on TESQA	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
					99.8	Q3		100.0	Q4		100.0	Q1		100.0	Q2	
	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	Q3		100.0	Q4		100.0	Q1		100.0	Q2	
	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	Q3		100.0	Q4		100.0	Q1		100.0	Q2	
	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	Q3		100.0	Q4		100.0	Q1		100.0	Q2	
	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	Q3		100.0	Q4		100.0	Q1		100.0	Q2	



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8.6 Reference Data Service

Ref	SLT	ARL		May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
			DFD Inbound - APS Tariff data													
	96%	NO	APS reference data delivered by Day B	99.7	99.6	97.5	99.6	99.8	99.7	99.7	99.5	99.7	99.6	99.5	99.7	99.6
					99.5		Q3	99.0		Q4	99.6		Q1	99.6		Q2
	97%	NO	APS reference data delivered by Day C	99.8	99.8	99.8	99.8	99.8	99.9	99.8	99.8	99.8	99.8	99.8	99.8	99.8
					99.7		Q3	99.8		Q4	99.8		Q1	99.8		Q2
	98%	NO	APS reference data delivered by Day D	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
					99.8		Q3	99.9		Q4	99.9		Q1	99.9		Q2
	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		Q3	100.0		Q4	100.0		Q1	100.0		Q2
			DFD Inbound - Reference Data													
	96%	NO	Reference data delivered by Day B	99.8	99.7	99.6	99.8	99.7	99.8	99.8	99.7	99.7	99.7	99.7	99.8	99.8
					99.7		Q3	99.7		Q4	99.8		Q1	99.7		Q2
	97%	NO	Reference data delivered by Day C	99.8	99.8	99.8	99.8	99.9	99.8	99.8	99.8	99.9	99.8	99.8	99.8	99.8
					99.8		Q3	99.8		Q4	99.8		Q1	99.8		Q2
	98%	LD	Reference data delivered by Day D	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.8	99.9	99.9	99.9
					99.8		Q3	99.9		Q4	99.9		Q1	99.9		Q2
	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		Q3	100.0		Q4	100.0		Q1	100.0		Q2



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8.7 Reconciliation Service

Ref	SLT	ARL		May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
			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	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	96.8	100.0	100.0	97.6	95.5	97.6	98.3	96.3	97.0	95.8
					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
					100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q2	