



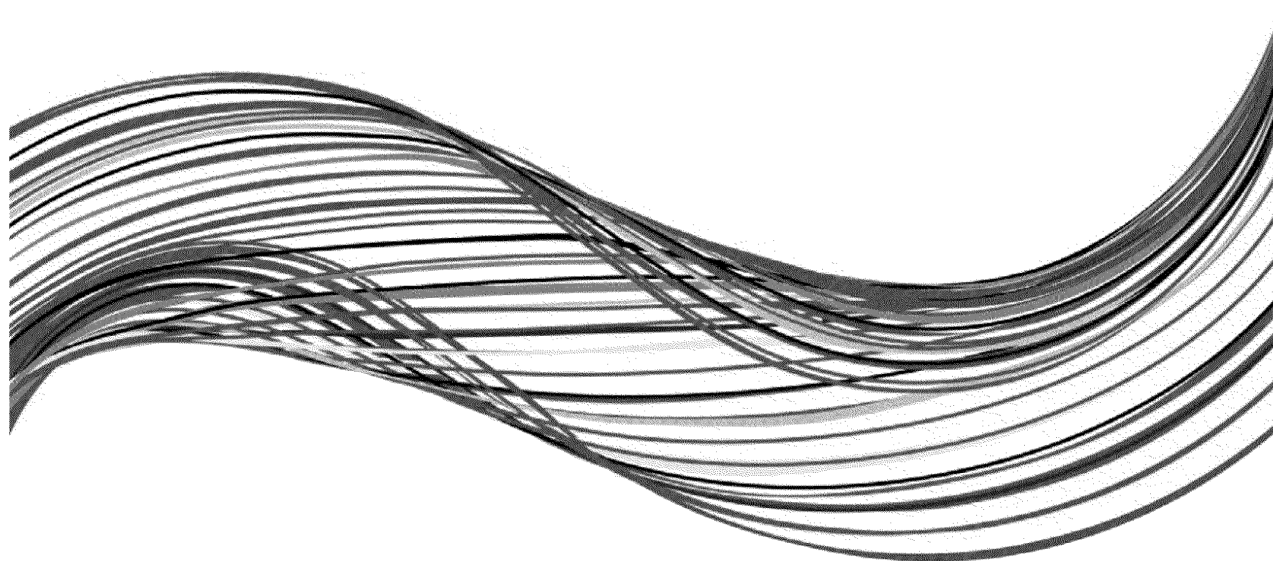
SERVICE REVIEW BOOK
August 2007



Fujitsu Services Royal Mail Group Account

Service Review Book

August 2007





SERVICE REVIEW BOOK
August 2007



Document Control

Title: Service Review Book – August 2007

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

Status: Definitive

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

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August 2007

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1 MANAGEMENT SUMMARY

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

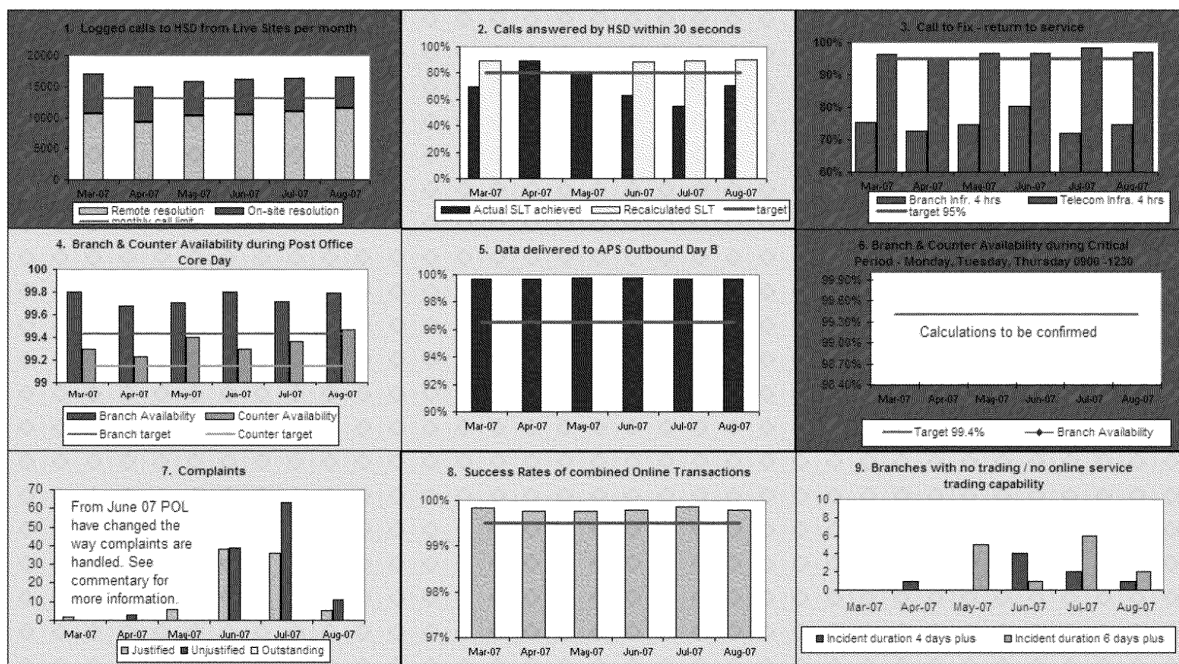
Branch and counter availability continue to remain above target at 99.8% and 99.5% respectively. Service levels on A & C priority engineering calls are still failing but remain steady and minimising the direct impact to the branch remains a priority. The revised proposal for Engineering SLTs is now tabled and under discussion, with the intent to agree this with all parties during September.

89 OBC changes were delivered in the month, with zero combined failures. Work continues to continually improve the pre-opening testing to further reduce the risk of early life incidents.

The Epson Counter Printer rollout continues to programme, and the printers with the new cartridges are showing very low call volumes. Planning is under discussion to agree how and when to introduce these to the whole estate to ensure this benefit is realised as quickly as practical.

The revised complaints process is working well. The total number of complaints received this month was down, with an overall total of 86, with 79 passed to Fujitsu for investigation, with 5 deemed justified. This is a great improvement over last month, and confirms the progress made on communication with PMs, in particular on managing ETAs.

Significant activities from the Service Improvement Plan are included in this review book. All are tracking well to plan, and many are showing immediate benefits in areas such as network call referrals, improving remote fixes and giving engineers wider diagnostics capability to improve first time fix rate.

**SERVICE REVIEW BOOK**
August 2007**Executive Dashboard**
August 2007



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2 Incident Overview

Summary: **Summary:** Within the Fujitsu Services domain for August 2007 there were no Major Incidents. There were 2 further service affecting incidents within the Fujitsu domain.

There were no incidents affecting a VIP sites.

There were 2 further service affecting incidents outside of the Fujitsu domain.

Major Incidents: None

Other incidents in Fujitsu Services domain: **Thursday 9th August.** BT experienced a node failure in Birmingham. This affected 1001 IP Stream outlets for a 14 minute period from 10:02 to 10:16. Call E-0708090244 refers.

Tuesday 14th August. The VSAT estate suffered a service outage from 10:32 to 12:57 due to issues within BT. The service outage could have affected up to 47 branches although only 16 calls were received at the help desk. Investigations by Skylogic to BT indicate the problem could be on the Demod return carrier. As BT has spare return carriers, there is a plan to split the branches across 2 return carriers in the week commencing the 20th August. Call E-0708140317 refers. (Action completed on OCP 16762 on the 29th August)

VIP sites affected this month: None

Incidents that were outside the Fujitsu Domain: **Tuesday 7th August.** LINK failures were experienced from 10.15 to 11.00 hrs. The investigations revealed that all the 1432 transactions to the Nat West Bank failed during this period. It was confirmed at 15:00 hrs that LINK had experienced a failure to the Nat West at the specified times above. Call E-0708070318 refers.

Thursday 9th August. The A & L experienced a total loss of service from 11.30 to 12.40 hrs, due to a fault within their domain. The total transactions rejected during this period, amounted to 15,375. Call E-0708090426 refers.

Details of Incidents / Calls affecting Branch Availability

Date of Incident	Description of Incident	Average Counters / Branches Affected	LDs - SLT hours Counters / Branches	Associated calls to HSD
09/08/2007	IP Stream BT Node Failure	1256 / 512	10.46 / 4.27	E-0708090244

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3 Business Continuity

3.1 Business Continuity Testing

On Wednesday 8th of August the Key Management Service procedural walk-through was successfully conducted.

On Wednesday 15th of August the Web Services (e.g., MoneyGram) procedural walk-through was successfully conducted.

On Sunday 19th of August the Generic Agent operational test (test 7) was successfully conducted.

On Wednesday 22nd of August the Network Banking Client Interface procedural walk-through was successfully conducted.

3.2 Forthcoming Testing

The Cable & Wireless procedural walk-through is planned for September. The date of this is to be confirmed.

It is provisionally planned that if the RMGA Service Support Manager and/or Business Continuity Manager are in Belfast during September the SOS operational test (test 11) will be conducted.

3.3 Business Continuity Planning

Due to the RMGA Business Continuity Manager taking annual leave during August no work was conducted on the HNG-X Business Continuity plans. Activity has now recommenced on the planning for HNG-X business continuity testing.

3.4 Business Continuity Incidents and Issues

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

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

Due to the urgent Horizon LST workload during August, e.g., validating Stock ordering, Telecomms and A priority incidents, little progress was made with the LST confidence checking of the LST rig in the LEW02 Disaster Recovery site.



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4 Complaints

During August there were 79 complaints logged about Fujitsu Services. The three main areas of complaint were as below. Some complaints were about more than one issue.

45 in connection with engineering services, 5 of which were justified

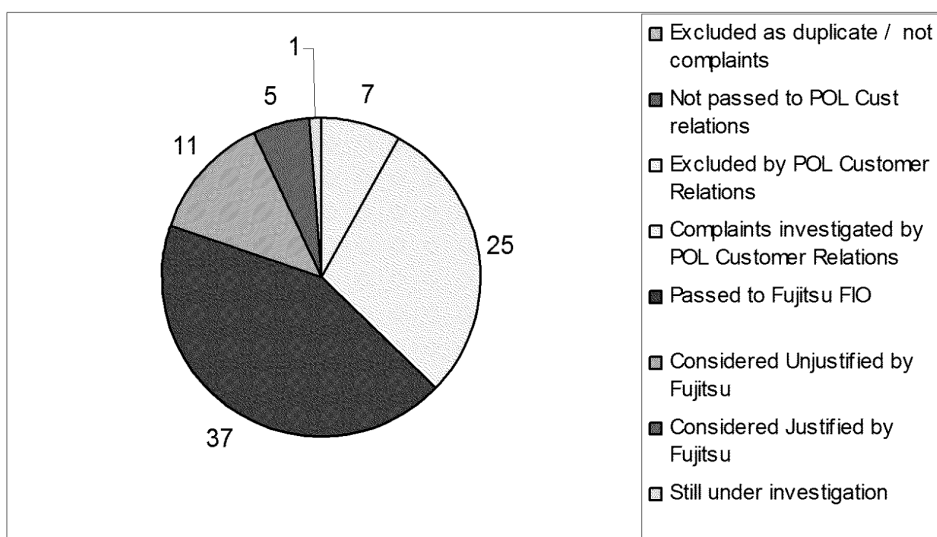
14 in connection with online services, none of which were justified

0 in connection with HSD, none of which were justified

Others were for information only

Compared with July, this is a drop in both Complaints and also Justified Complaints.

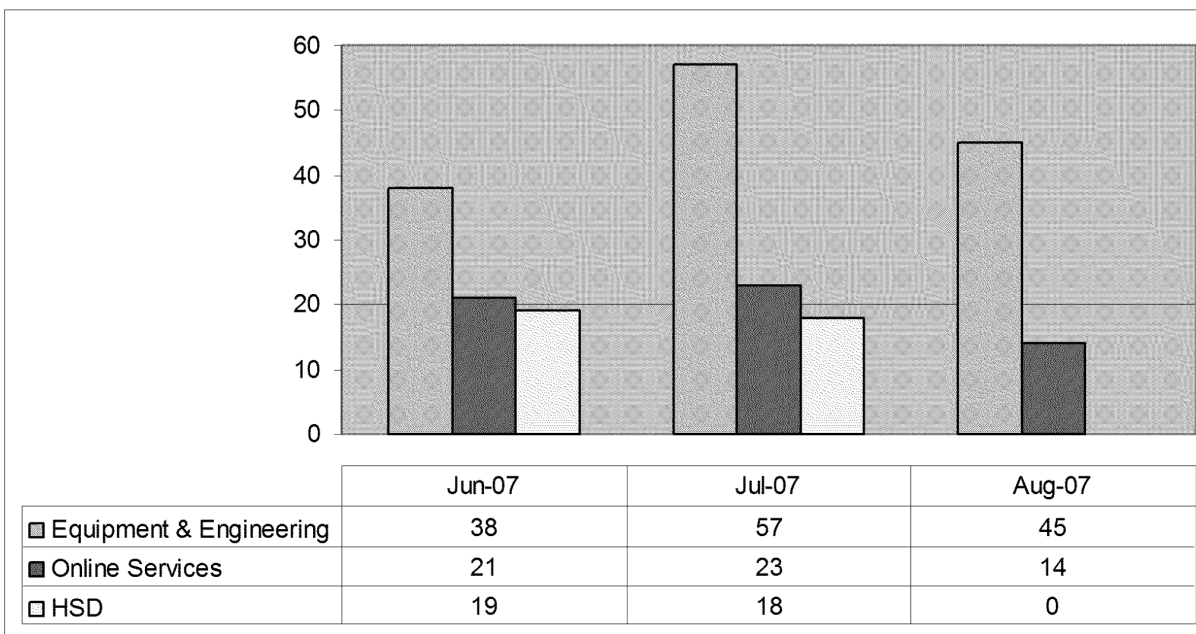
A separate spreadsheet is available, showing remedial actions for Justified Complaints. These are also logged on the CSIP register and discussed at the respective ORF's.



Engineer Complaints: There has been a significant reduction in the number of complaints to engineering. Out of the five justified complaints this month the main issue was still the lack of information PMs felt they were getting in relation to ETA's of engineers. Some good work has gone into improving this and managing the expectation of the PM's. The reduction in complaints shows that this is working, but the complaints we have received shows that we still have work to do and small alterations to make to get to where we need to be.

HSD: There were no Justified Complaints about HSD in August.

Online Services: There were no Justified Complaints about Online Services in August

**SERVICE REVIEW BOOK**
August 2007**Top 3 Areas of complaints forwarded to Fujitsu Services**



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Historical Breakdown of Complaints Data

	Jan 07	Feb 07	Mar 07	Apr 07	May07	Jun07	Jul 07	Aug 07
Total number of complaints logged against Fujitsu Services	88	71	97	101	95	128	143	86
Exclusions (duplicate / inappropriate)	12	8	22	16	15	22	19	7
Total number of actual complaints	76	63	75	85	80	106	124	79
Complaints passed to POL Customer Relations	71	56	73	81	84	x	x	x
Complaints excluded by POL Customer Relations (duplicate / chaser)	10	7	14	10	12	x	x	x
Total number of complaints investigated by POL Customer Relations	61	49	59	71	72	x	x	x
Number of complaints passed For Information Only to Fujitsu	43	25	32	47	39	n/a	n/a	37
Number passed to Fujitsu Services for formal investigation	3	4	2	3	6	77	99	16
Number considered justified by Fujitsu Services	2	2	2	0	6	38	36	5

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

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

n/a 'Information Only' complaints not forwarded to Fujitsu.



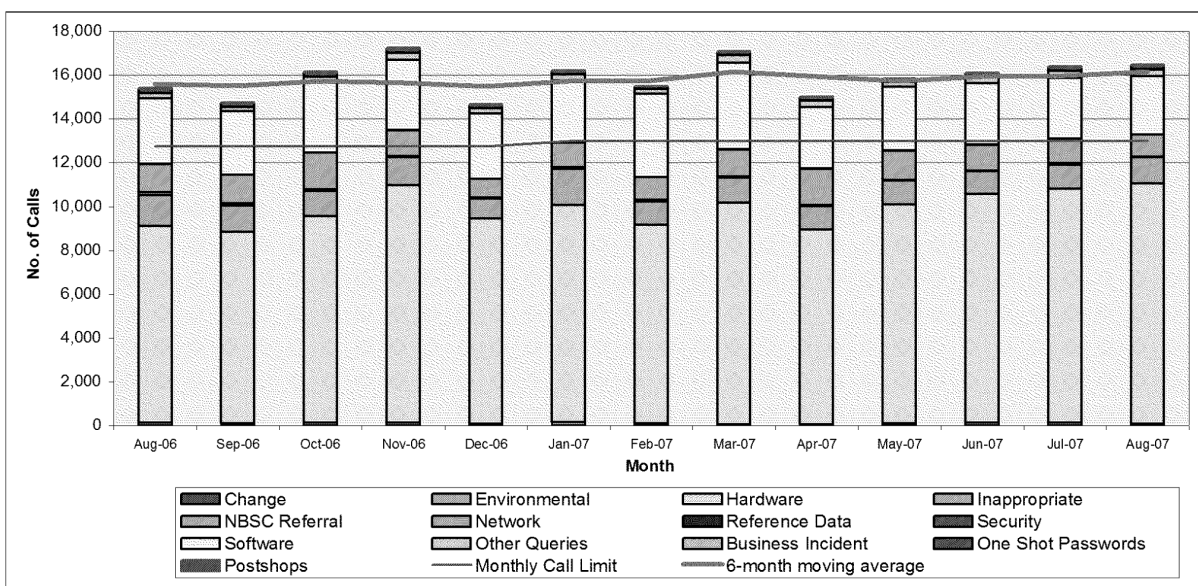
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4.1 Horizon Service Desk

The HSD saw a minor increase (less than ½%) in the number of calls from Post Office Branches logged during August, with 16480 calls to the helpdesk, compared with 16,404 in July.

All lines showed a slight decrease other than **Hardware Calls** with a 2½% increase, **inappropriate calls** with an 11% increase and **one-shot** passwords with a 7% increase. The increase in **Hardware Calls** can be attributed to the Epson counter printer incidents logged, despite seeing a decrease in Ithaca counter incidents. This volume of logging is expected to fall following the completion of the printer rollout. 80.8% of Epson hardware incidents are resolved at HSD.



	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07
Business Incident									1	0	2	2	13
Change	2					1	2	2	1	1	0	0	0
Postshops	31	32	26	80	57	45	37	46	31	41	33	35	31
Environmental	144	101	129	134	82	152	102	73	68	97	123	126	79
Hardware	8982	8735	9434	10855	9382	9926	9057	10090	8883	9989	10468	10695	10966
Inappropriate	1408	1223	1142	1246	898	1654	1065	1161	1062	1083	1018	1089	1195
NBSC Referral	108	98	96	82	63	71	85	63	55	33	42	58	48
Network	1302	1298	1671	1170	837	1115	1031	1223	1654	1342	1177	1134	992
Other Queries	247	194	234	327	229	260	216	337	298	223	314	326	296
Reference Data	3	0	0	0	0	0	0	1	0	0	0	0	0
Security	2	1	2	4	1	6	8	12	13	14	14	15	5
One Shot Passwords	205	185	202	169	140	147	114	131	140	119	144	163	174
Software	2987	2896	3219	3199	2991	2853	3792	3951	2804	2910	2788	2761	2681
Total Calls	15421	14763	16155	17266	14680	16230	15509	17090	15010	15852	16123	16404	16480
6-month moving average	15620	15526	15752	15669	15522	15753	15767	16155	15964	15729	15969	15998	16160
Monthly Call Limit	12750	12750	12750	12750	12750	13000	13000	13000	13000	13000	13000	13000	13000

Review of HSD SLTs

Both HSD SLTs shown below, were achieved for August 2007

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	70.16%	89.88%
Calls Abandoned (Target 5%)	5.29%	2.18%



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4.2 Engineering Service

August 07 has seen call volumes drop to less than 5000 calls, a drop of 925 from August last year. There were 702 A priority calls in this period.

With just over 70% of the live estate branches now with Epson counter printers, we have seen a continued drop in Ithaca calls. Epson and Ithaca calls combined are down by 511 which is a major reason for the fall in engineering calls.

Compared to July, August has seen a slight improvement in A and C priority conformance. The A priority calls fixed within four hours rose from 71.9% to 74.5% and the six hour from 82.4% to 82.6%. Conformance on C priority next day calls showed final figures of 91.0%, an increase of 1.2% on the previous month which came in at 89.8%. Next Day +2 hours on C priorities reached 91.9% conformance after being 90.7% in June.

The non-conformant SLT performance can be partially attributed to certain regions where there were some challenges in the field. This resulted in a large number of carry over failed calls and slightly higher than normal WIP which impacted the subsequent day's performance. To respond to these issues, heads were re-positioned around the country, and extra resource was scheduled including during the weekend. The strain on the desk resulted in an adverse effect on their performance in prioritising calls as well as their long term training plans. This was compounded by desk resilience challenges that have been addressed. Fujitsu assisted our engineering supplier through review of their productivity models to ensure engineer resource was utilised most efficiently. Where possible, Fujitsu is prepared to provide engineers to assist in the work driving down the WIP. We continue to work proactively together on a daily basis to ensure the desired focus remains on the oldest calls in order to drive down the WIP. This includes effective utilisation of Saturdays to ensure we start the next week on the right foot. We are already seeing an improvement, with the WIP consistently below 300.

There were also challenges with the call management system OTI link. SLT performance would not have been directly affected due to manual voicing of C priority calls. However, this additional work would have created an additional strain on the engineering and HSD desk.

The automatic SLA expiry time generator had to be turned off due to a possible link to OTI failure. This meant that we had to revert to the previous generator that suffers from inaccuracies in the RDMC. This would have understandably contributed to some of the failed calls. The Auto SLA macro will be re-introduced in September with TFS.

With the appreciated co-operation of Caerphilly Post Office, we were able to perform an off site build for Pontypridd to enable them to trade over GSM solution whilst the communications issue was resolved.

180 ADSL "diagnostic" modems have been purchased and distributed to engineers for use at branches with communication issues. They have been well received, and are already reducing the number of base unit swaps to diagnose a communications fault.

A hardware call reduction plan is in place to reduce calls logged at HSD and hence passed to engineering. There are nine key areas that are being focused on in order to refine efforts on the predicted big wins. Examples are the addition of a Horizon button to reload Pin Pad reference data, and the 'blind' reboot process.

Fujitsu has continued to deliver additional POA training to our engineer service help desk. The weekly reviews of failure points will continue and feed into the Service Improvement Plan. Every engineer now has a base unit / peripheral handbook. This will compliment their initial training.

Calls logged by branches which resulted in an on-site visit from an engineer were down on August 2006 despite the overall increase in incoming hardware calls to HSD. August has again seen all counter availability targets met with branch availability at 99.79% and counter availability at 99.47%. This equates to 30 out of 13993 branches and 182 out of 34351 counters being unavailable during the month, an improvement on July.

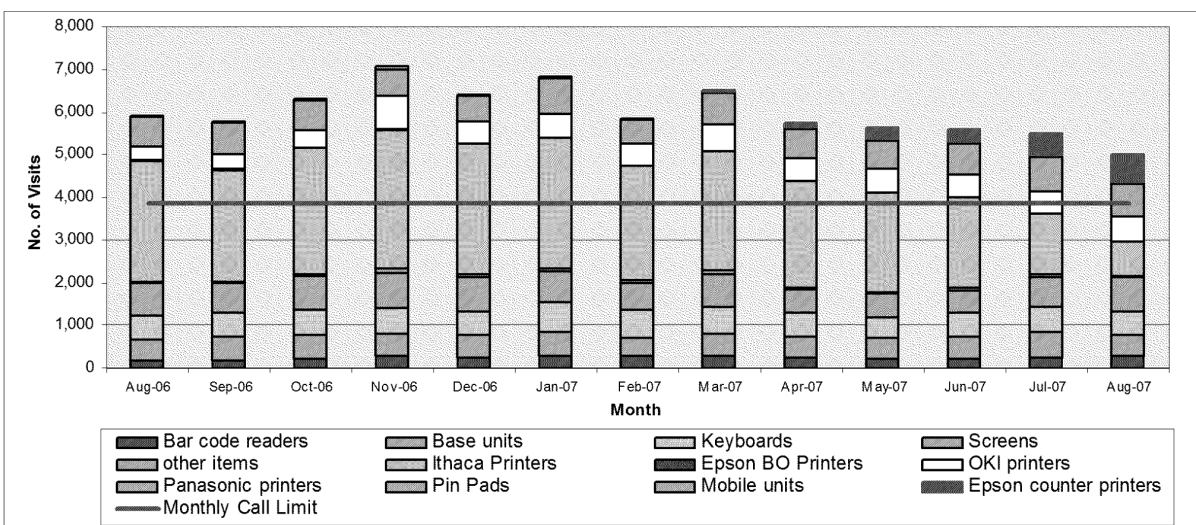
Engineering Branch Visits

Calls logged during the month by PO Branches which result in an on-site visit from an engineer.



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	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07
Bar code readers	185	183	217	275	227	290	262	294	229	225	226	248	264
Base units	490	549	538	511	522	544	447	495	501	461	506	592	493
Mobile units	28	36	37	52	34	42	34	47	29	35	27	40	37
Keyboards	546	543	594	610	577	681	633	642	562	513	550	579	576
Ithaca Printers	2827	2604	2960	3251	3047	3033	2678	2805	2515	2307	2111	1435	776
Epson back office printers	19	20	15	22	3	2	0	1	x	x	x	x	x
Epson counter printers								25	124	256	330	500	648
OKI printers	322	347	398	778	514	586	540	615	525	577	545	537	582
Panasonic printers	2	1	1	3	0	0	0	0	x	x	x	x	x
Pin Pads	712	739	695	634	612	808	565	719	681	670	713	788	780
Screens	757	712	792	847	797	741	630	776	535	538	538	711	785
other items	33	36	43	74	77	88	64	74	45	47	57	49	55
TOTAL	5921	5770	6290	7057	6410	6815	5853	6493	5746	5629	5603	5479	4996
Epson to OKI exchanges	7	10	10	37	x	x	x	x	x	x	x	x	x
Average Daily Visit Rate	257	246	262	294	298	284	266	265	274	245	238	228	208
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875

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4.3 Branch Network Services / Central Network

4.3.1 Branch Network Services

During August there were 983 calls logged across all Network Types into the HSD.

SLTs

The 'Priority A – 6 hours' SLT saw 30 failures from a total of 983 closed calls measured, resulting in 96.6% achievement. The majority of SLT failures have been attributed to delays in call handling at the service desks, this is being taken up with the Service Desk with improvements expected.

Other issues in August

As described with 4.3.2 Central Network. BT made the required change to the carrier service on the VSAT network. This has improved the overall VSAT service with fewer transaction failures being recorded by each Branch.

August saw a reduction in Network Calls being received with a reduction of 9% on the previous month. This can be attributed to a prolonged period of sustained weather conditions in addition to a reduction in repeat faults.

We have also implemented a new fault resolution process. We are happy to say that the new process is working well and is allowing us to diagnose faults in more detail. This has allowed us to pinpoint the failure to a single resolution owner which in turn aids quicker resolution. Since implementing the new process call volume has reduced and we expect to see a similar trend in call to fix times over the coming months.

4.3.2 Central Network

This month the ISDN and Central Networks were extremely stable. The DSL network had a small blip in the BT Wholesale domain which caused brief packet loss affecting most of their domestic and business customers but following the loss of packets being processed by the node the resilience performed as per design. A change was implemented at the Turin SkyPark that has lead to better VSAT stability (lower packet loss and less frequent outages).

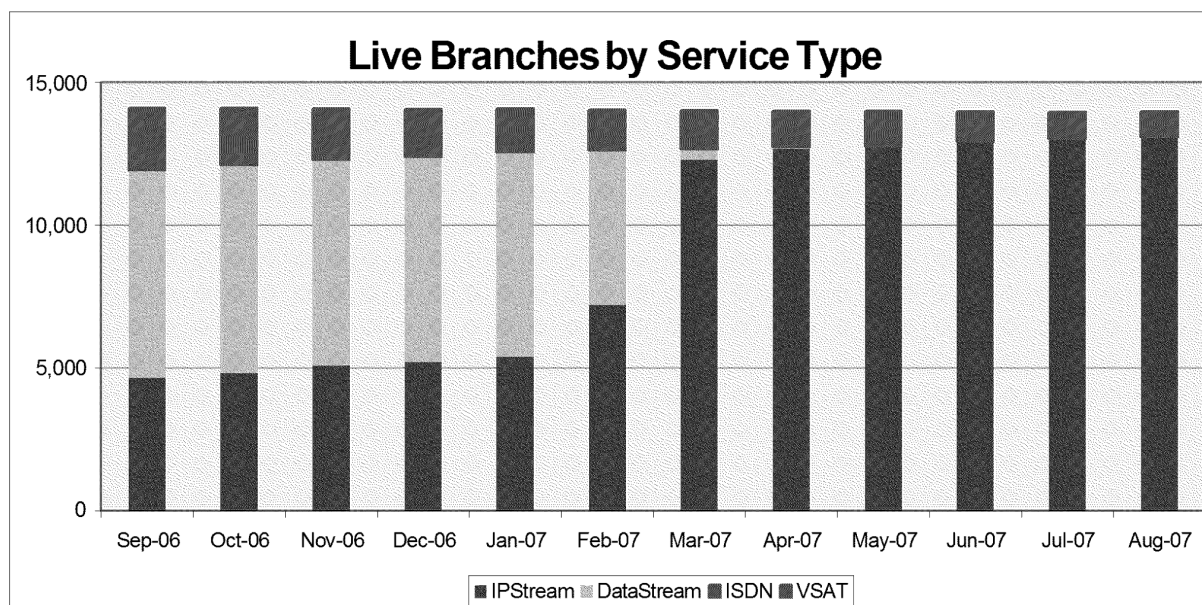
BRANCH & COUNTER NUMBERS at Month End

Live Branches	13,993
Live Counters	34,351



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	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07
IPStream	4,655	4,829	5,090	5,197	5,390	7,211	12,296	12,709	12,748	12,928	13,031	13,091
DataStream	7,269	7,287	7,214	7,199	7,183	5,402	369	40	17	5	0	0
ISDN	2,046	1,852	1,680	1,578	1,422	1,374	1,310	1,205	1,183	1,002	891	840
VSAT	135	132	113	96	82	67	60	61	60	61	61	62
TOTALS	14,105	14,100	14,097	14,070	14,077	14,054	14,035	14,015	14,008	13,996	13,983	13,993



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4.4 Operational Branch Change Service

	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Cumulative
TOTAL FAILURES TARGET (2%)	1.09%	0.88%	2.33%	2.50%	1.30%	1.35%	1.96%	1.54%	0.89%	1.20%	4.40%	0.00%	2.39%
TOTAL FAILURES (number)	7	4	3	2	2	3	2	3	2	1	3	0	31
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	268	142	169	60	97	99	134	89	80	90	75	89	1392
NUMBER OF CHANGES - CANCELLED	263	133	152	54	90	91	122	85	73	83	68	82	1296
NUMBER OF CHANGES - CLOSURES	230	114	129	40	77	74	98	65	56	57	60	54	1054
TOTAL FAILURES - CLOSURES TARGET (2%)	1.09%	0.88%	2.33%	2.50%	1.30%	1.35%	1.96%	1.54%	0.89%	1.80%	5.00%	0.00%	2.94%

Failures

None

Corrective Actions

We are currently looking at ways to test failover to ISDN on strategic sites before Branches go-live. This will ensure that should there be any PSTN or ADSL service failures on "opening" day we can be sure the back up comms will function correctly.



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4.5 Service Integration Service

4.5.1 Post Shops

Both of the Post Shop SLTs were conformant

August	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	11	5	10	4	1	31
Number of calls resolved in 8 hours	9	4	9	4	0	26
Number of calls resolved in next day	2	1	1	0	1	5
Number of Hardware faults	11	5	7	3	1	27
Number of software faults	0	0	0	3	1	4
Number of outstanding calls	0	0	0	0	0	0

4.6 Data Centre Operations Service / Data File Transfer

There were no major incidents in relation to the Data Centre Operations Service within the Data Centre central Infrastructure for the month of August 07.

Throughout the month there was a total of 135 operational changes 120 made by Royal Mail Group Account and 15 by Post Office Limited, there was no service impacts as a result of those changes being implemented.

The maintenance work for the UPS equipment deployed within the Wigan and Bootle Data Centres was completed successfully during the month.

At given points during the work activity the mains power was switched off and power was provided to the data centre by the generators at each site, giving further confidence in the level of resilience underpinning the data centre environments.

Currently there are 7 customer facing risks identified in the Data Centre Operations service classified by RAG status as 1 amber and 6 green risks. The amber risk is related to the Lewes DR (CSR039) and is expected to be closed over the next few months following the BCP test of Lewes.



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4.6.1 Day J Failures

There were no Day J failures for August.

4.7 Reconciliation Service

There were 31 reconciliation incidents cleared during August. This is 4 less than that reported in July.

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

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

Reconciliation issues in August

There were no reconciliation issues in August.

4.8 Reference Data & Message Broadcast Service

Nothing to report for August.

4.9 Security Service

4.9.1 Automated Key Refresh

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

4.9.2 Manual Key Refresh

There were no manual keys generated this month,

Key Management Administration

It was agreed with the development team that the Counter Key Refresh Algorithm be turned off in April. This has been done via OCP 15691 and will be off for between 3 and 6 months, and monitored continually.

4.9.3 Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
82	300	292	0
Query Days this month	YTD Contract	Received YTD	
1548	6250	5432	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
19	42	60	0



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Witness statements provided this month	1	Witness statements YTD	4
Days in court this month	0	Days in court YTD	2

Outlet	Date	Court location	Comments
London Road	3 September 07	Reading Crown Court	Witness required
Ardgowan Road	10 September 07	Kingston Crown Court	Witness required
South Warnborough	10 December 07	Winchester Crown Court	2 witnesses required
Didcot	7 January 08	Oxford Crown Court	Witness required

Outlet	Comments
Hyson Green	Defendant received 4.5 years custodial sentence.
Gooch Street	Trial not proceeded with (non Horizon issues). Suspect therefore found not guilty.
North Levenshulme, Hyde, Hanging Ditch, Fog Lane	Defendant found guilty and received 7 months imprisonment.
Caledonian Road	Defendant pleaded guilty on first day of trial. Awaiting sentence
Englands Lane	Defendant found guilty on all charges and received a 9 month suspended sentence
Newton Burgoland	Defendant pleaded guilty and was sentenced to 50 weeks imprisonment, suspended for 2 years with 12 months supervision.



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5 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
Implementation of TfS & OCMM reporting toolset.	Improved Incident management capabilities with automatically escalated calls, POL own resolving group and ability to update calls in their stack leading to improved communication & reduced delay in resolution of calls. Improved reporting from Incident Management system. Implementation 01/09	TfS was implemented successfully on 01/09. Work is continuing on the development of the OCMM reports. Implementation of XCC has been deferred due to branch & counter availability requiring final clarification. Work underway to define Phase II requirements.	IN PROGRESS
FS Engineering supporting MLB faults / internal wiring faults	This would reduce the need for BT Retail to attend site for MLB faults / internal wiring faults, which would speed up resolution times and improve customer experience. This Service Improvement requires full costing and impacting as it is possible that there would be a cost passed to Post Office Ltd. However the implementation of this service offering would remove the need for a BT engineer visit currently charged at £170 to Post Office Ltd	Risk assessment not required, CP to progress	IN PROGRESS
Cold Standby' OpTIP Remote Gateway for Huthwaite	Following the hardware failures on the OpTIP remote gateway in Huthwaite during August, and the concerns raised regarding the age of the hardware, RMGA have investigated the possibility of providing a 'Cold' standby gateway that could be held at Huthwaite and invoked for contingency purpose. It is planned that this gateway will eliminate the need for CT0593 - PSO_FSL_CR01107_FS - FTMS Server Failure Contingency Process.	A 'Cold Standby/Emergency' OpTIP Gateway for the Post Office Limited Northern Data-Centre has been packaged and is ready for shipment once site installation details have been organised.	IN PROGRESS
Utilisation of Message Broadcast Service for automated "email" communication to the branches for Incidents logged in TfS	To link Triole for Service (TfS) to the Horizon MBS and send automated electronic updates to individual branches on the progress of branch logged incidents. This proposal has been discussed at high level with Ref Data and the concept is possible & is supported. POL are also aware of & support the proposal, but require details about cost.	CP has been raised and is progressing through the impacting process. Meeting held with TfS development to initiate technical discussions.	IN PROGRESS
Introduction of BT Health check	Change to the Incident Resolution process for online services faults: * Line Check * Whoosh test * Hardware Swap * BT Wholesale – engineer visit	Implemented	ON MONITOR



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Service Improvement	Benefit	Progress to Date	Status
	* BT Health check This will reduce the need for the referral to Post Office & BT visit (via BT Global Service) and is expected to save 96hrs (average) of calls requiring Post Office Referral.		
Introduction of Quiet Testing by FMS (Comms Faults)	Through the introduction of a series of diagnostic Quiet Testing, FMS are able to definitively identify root cause of comms faults. Fujitsu Services can then provide this information to Post Office Ltd in the referrals, which allows POL to progress them more effectively.	Implemented & referral process improved. Process to be documented	ON MONITOR
CMT managing current POL referrals.	Moving the majority of POL referrals to CMT will reduce Incident resolution times, make the process LEAN, free up POL resources, reduce GSM costs and increase branch availability performance.	Meeting held with POL to discuss implementation plans. POL to document referral actions LM to liaise with CMT / HSD to take on referrals. Target implementation date 01/10.	IN PROGRESS
Addition of Horizon button to reload Pin Pad reference data.	This button will enable HSD to advise the branch how to fix corrupted reference data, in turn reducing associated engineer visits and repair costs.	Currently progressing through the CP process.	IN PROGRESS
'Blind' reboots of base units	By introducing the 'blind' reboot process, we will be able to restore online services to a branch where a PM has rebooted the gateway in an attempt to resolve a screen issue. Also, on slave counters, we will have the counter at the log on stage as a result of this procedure, meaning that counters will be able to synchronise at the end of the working day – reducing the risk of Travel Card transactions being trapped on the system.	Awaiting confirmation from HSD that they are willing to perform this.	IN PROGRESS



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6 Sense & Respond

Due to the timescales around production of the Sense & Respond data and analysis, the information in the SRB will always be for the previous month. The full Sense & Respond report is issued separately.

EXECUTIVE SUMMARY:

The data captured during July has highlighted the top 2 highest demand types as being Hardware and Software. Trend analysis has shown an increase in total call volume for Hardware (+139) and a slight decrease for Software calls (-18) from June to July. During July, the HSD fixed 67% of calls received (12156) and this represented an increase of 2% of total calls fixed on the HSD from June.

For *networking* calls, a focus has been made to track ADSL and ISDN call volumes and the mean time to clear. Trending has highlighted a slight increase in call volume from June to July for ASDL calls (+59) however a decrease of ISDN calls (-160). The mean time to clear for ASDL calls has decreased by 26 hours however there has been a slight increase in the mean time to clear for ISDN calls (+126 hours).

For *Pin Pad* errors, the volume of Pin Pad calls for July totalled at 1390 and the volume of FMS Pin Pad swaps for July was 692. HSD will be monitoring Pin Pad calls on a monthly basis and where the branch has a Site Diary, prompting the Post Masters to use the card cleaners when logging calls. Discussions are to be held with the **IRRELEVANT** service desk to out what tools/checks for the Pin Pads they have available that HSD might benefit from using and to also establish common user errors on their account.

For *hardware* demand, the highest call volume received was Counter Printer faults (just below 5000 calls received in July). In July, 20% of frontline fixes were resolved by turning the counter printer off/on. Epson have initiated a re-design of the RED ink cartridge in an attempt to resolve the "Printing blank" issue, this will only be for the units that are using the Pigment based ink.

A trail of the redesigned ink will start on the 01/08/07 and is expected to run for 2 months.

Another area of focus is regarding *chase/repeat calls*. July has seen an overall increase in repeat calls of 463 calls compared to the month of June. A99 calls have seen increases in Base units by 88 and Online services by 70 calls, however, the C45 repeat calls show the biggest increase in repeat calls with an overall increase of approx 348.

An additional objective regarding *engineering telephony call volume* is to reduce the number to the HSD from Touch, Fujitsu and ROMECE engineers. The Call volume for the HSD has increased during July by 107 calls whereas CMT have experienced a slight decrease (99 calls). The volumes will be monitored during August to see if this trend continues and further investigation will be conducted where appropriate.

For July, a new project has been initiated, focusing on *monitor faults*. The objective is to reduce the end to end process time for resolving monitor faults and to work towards reducing the total monitor calls volumes into the HSD. 1032 calls were logged during July as a monitor fault of which 30% were fixed by the HSD and 68% resolved by engineers.

A project monitoring *Inappropriate calls* between the HSD and NBSC has achieved is objective of reducing the number of calls between the desks from 10% to 5%. The team will continue to monitor the inappropriate call volumes and ensure monthly communication is maintained between the HSD and NBSC desks.



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7 AUGUST SERVICE LEVEL PERFORMANCE

7.1 Horizon Service Desk

Ref	SLT	ARL	Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
		Horizon Service Desk													
	80%	Calls answered within 30 seconds	80.1	79.3	90.2	89.7	83.6	82.8	89.5	89.1	80.4	88.9	89.6	89.9	
			82.4	Q4		86.4	Q1		85.3	Q2		86.1	Q3		
	<10.0 secs	Average Time to Answer <10.0 seconds	8.2	9.0	8.0	7.0	7.0	7.0	8.0	7.0	7.0	7.0	7.0	7.0	
			9.7	Q4		8.0	Q1		7.3	Q2		7.0	Q3		
	<5%	Calls not answered	2.4	2.6	3.3	0.6	2.7	2.0	2.7	2.6	3.5	2.5	2.7	2.2	
			2.4	Q4		2.2	Q1		2.5	Q2		2.9	Q3		
	100%	Voicemail available outside HSD standard hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
			100.0	Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	100%	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	Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	>=85%	First Time Fix	88.3	89.0	88.0	88.1	88.5	89.7	89.8	90.2	89.6	89.7	91.0	91.2	
				Q4		88.4	Q1		89.8	Q2		89.8	Q3		
	95%	Software incidents resolved by Reboot <=15 minutes	98.51	97.12	97.85	97.17	97.74	97.33	96.39	96.42	96.06	95.2	97.0	97.0	
				Q4		97.40	Q1		97.13	Q2		95.9	Q3		
	100%	Software incidents resolved by Reboot <=30 minutes	99.49	99.90	99.77	99.74	100.00	99.74	99.34	99.46	98.74	97.86	99.74	98.89	
				Q4		99.80	Q1		99.68	Q2		98.69	Q3		



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7.2 Engineering Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Branch Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	63.0	61.8	64.5	62.1	68.9	77.5	76.6	73.0	74.8	80.4	71.9	74.5	
					Q4		TBC		Q1		73.8		Q2		76.4	Q3
	95%	NO	Priority B - 8 hours (flexible structure)	76.3	72.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
					Q4				Q1		N/A		Q2		N/A	Q3
	95%	NO	Priority C - End of Next Business Day (flexible structure)	90.5	93.8	93.0	88.3	92.4	94.8	92.9	93.2	95.7	91.3	89.8	91.0	
					Q4		TBC		Q1		93.3		Q2		93.4	Q3
	100%	NO	Priority A - 6 hours (flexible structure)	75.0	77.0	79.4	79.9	82.6	87.7	86.3	84.2	86.8	88.1	82.4	82.6	
					Q4		TBC		Q1		85.2		Q2		86.5	Q3
	100%	NO	Priority B - 10 hours (flexible structure)	83.1	79.6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
					Q4				Q1		N/A		Q2		N/A	Q3
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	91.7	95.1	93.9	89.1	93.0	95.3	93.6	94.1	96.2	92.2	90.7	91.9	
					Q4		TBC		Q1		94.0		Q2		94.1	Q3
			Postshop Engineer - Call to Fix													
	100%	NO	Critical incident within 8 hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	95.4	100.0	100.0	100.0	100.0	
					Q4		100.0		Q1		100.0		Q2		98.5	Q3
	100%	NO	Non-critical incident within 48 hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
					Q4		100.0		Q1		100.0		Q2		100.0	Q3



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7.3 Branch Network Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Branch Telecom Infrastructure- Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	96.1	97.3	97.4	97.3	97.6	98.3	96.4	95.1	96.8	96.7	98.3	96.8	
					Q4		TBC		Q1			Q2			Q3	
	95%	NO	Priority C - End of Next Business Day (flexible structure)	100.0	100.0	97.6	96.8	96.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
					Q4		TBC		Q1		N/A	Q2		N/A	Q3	
	100%	NO	Priority A - 6 hours (flexible structure)	97.1	98.0	98.3	98.1	98.1	99.1	97.7	96.2	97.4	97.5	98.6	98.5	
					Q4		TBC		Q1			Q2			Q3	
	100%	NO	Priority C - End of next business day + 2 hours	100.0	100.0	100.0	96.8	96.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
							TBC			N/A			N/A			
			Branch and Counter Availability													
	>98.80%	NO	Branch Availability during the Critical Period	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	
					Q4		TBC		Q1		TBC	Q2		TBC	Q3	
	>98.53%	NO	Counter Availability during the Critical Period	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	
					Q4		TBC		Q1		TBC	Q2		TBC	Q3	
	>99.43%	NO	Branch Availability during Post Office Core Day	99.80	99.7	99.7	99.8	99.7	99.8	99.8	99.7	99.7	99.8	99.7	99.8	
					Q4		TBC		Q1		99.8	Q2			Q3	
	>99.13%	LD	Counter Availability during Post Office Core Day	99.39	99.3	99.2	99.2	99.2	99.4	99.3	99.2	99.4	99.3	99.4	99.5	
					Q4		TBC		Q1		99.3	Q2			Q3	
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.0	100.0	100.0	100.0	100.0	
					Q4		100.0		Q1		100.0	Q2			Q3	
	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	
					Q4		100.0		Q1		100.0	Q2			Q3	
	97%	LD	Dialed Connection Reliability	100.0	99.0	100.0	100.0	100.0	100.0	99.0	98.0	99.0	99.0	99.0	99.0	
					Q4		99.9		Q1		99.7	Q2			Q3	

Priority C targets have now ceased as agreed.



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7.4 Central Network Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Network Availability													
	>=99.95%	NO	A&L Network Availability	100%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
				100%	Q4		100.0	Q1		100.0	Q2		100.0	Q3		
			Banking AuthorisationAgent Availability for Each Availability Period													
	<=1	NO	Number of PI outages >2 minutes for same bank	0	0	0	0	0	0	0	0	0	0	0	0	
				0	Q4		0	Q1		0	Q2		0	Q3		
	<=2	NO	Number of PI outages >2 minutes for different banks	0	0	0	0	0	0	0	0	0	0	0	0	
				0	Q4		0	Q1		0	Q2		0	Q3		



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7.5 Data Centre Operations Service

7.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Banking & Related Services Transaction Times													
	<=2.5 secs	LD	Average time for Banking Transactions across Fixed, ADSL & Dialed Connections	0.37	0.37	0.37	0.37	0.36	0.36	0.36	0.36	0.36	0.36	0.35	0.35	
					Q4		0.37	Q1		0.36	Q2		0.36	Q3		
			DFD Outbound - APS All Clients													
	96.5%	LD	APS transactions delivered by 23:59hr Day B	99.8	99.5	99.8	99.7	99.8	99.9	99.7	99.7	99.8	99.8	99.7	99.7	
					Q4		99.7	Q1		99.8	Q2		99.8	Q3		
	97.5%	LD	APS transactions delivered by Day C	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		
	98.5%	LD	APS transactions delivered by Day D	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		
	100%	LD	APS transactions delivered by Day J	99.9	99.9	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
					Q4		99.9	Q1		100.0	Q2		100.0	Q3		



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7.5.2 Data File Delivery - LFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Outbound - LFS													
	97%	NO	Confirmation of pouch received at Branch by 22:00hr Day A	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.8	99.9	99.9	99.9	99.9	
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		
	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	99.8	99.9	99.9	99.9	99.9	
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		
	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	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	97%	NO	SAPADS Pouch collected from Branch by 22:00hr Day A	99.9	96.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	
					Q4		98.8	Q1		99.9	Q2		99.9	Q3		
	97.2%	NO	SAPADS Pouch collected from Branch by Day B	100.0	96.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	
					Q4		98.8	Q1		99.9	Q2		99.9	Q3		
	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	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.8	99.0	99.4	96.5	99.7	99.8	99.7	99.0	99.7	99.7	99.7	99.8	
					Q4		98.3	Q1		99.7	Q2		99.5	Q3		



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7.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Outbound - POL MIS													
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	99.0	98.5	98.9	99.0	99.1	99.2	99.0	98.8	99.1	99.1	99.0	99.0	
					Q4		98.8	Q1		99.1	Q2		99.0	Q3		
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C	99.7	99.7	99.7	99.7	99.8	99.8	99.7	99.6	99.7	99.7	99.7	99.7	
					Q4		99.7	Q1		99.7	Q2		99.7	Q3		
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D	99.9	99.8	99.8	99.8	99.9	99.9	99.8	99.9	99.8	99.9	99.9	99.9	
					Q4		99.8	Q1		99.9	Q2		99.9	Q3		
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	99.9	99.9	99.9	100.0	99.9	100.0	100.0	99.9	99.9	100.0	100.0	100.0	
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		
			DFD Outbound - POLFS													
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B	99.0	98.5	98.9	99.0	99.1	99.1	99.0	98.8	99.1	99.1	99.0	99.0	
					Q4		98.8	Q1		99.0	Q2		99.0	Q3		
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C	99.9	99.6	99.7	99.7	99.8	99.8	99.7	99.6	99.7	99.7	99.7	99.6	
					Q4		99.7	Q1		99.7	Q2		99.7	Q3		
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D	99.9	99.8	99.8	99.8	99.9	99.9	99.8	99.8	99.8	99.9	99.8	99.8	
					Q4		99.8	Q1		99.9	Q2		99.9	Q3		
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J	99.9	99.9	100.0	100.0	99.9	100.0	100.0	99.9	99.9	100.0	100.0	100.0	
					Q4		99.9	Q1		99.9	Q2		99.9	Q3		



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

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			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	
					Q4		0.0	Q1		0.0	Q2		0.0	Q3		
	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	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
			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	
					Q4		0.0	Q1		0.0	Q2		0.0	Q3		
	<=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	
					Q4		0.0	Q1		0.0	Q2		0.0	Q3		
	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	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	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	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
			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	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		



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7.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Inbound - LFS													
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	86.8	94.0	98.3	95.0	98.0	98.6	98.6	98.9	99.2	99.3	99.4	99.4	
					Q4		95.8	Q1		98.4	Q2		99.1	Q3		
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	99.6	95.2	99.7	99.6	99.5	99.8	99.7	99.7	99.5	99.7	99.7	99.7	
					Q4		98.2	Q1		99.7	Q2		99.6	Q3		
			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	98.3	98.0	90.6	97.7	98.1	98.6	98.9	99.3	95.6	99.5	99.4	
					Q4		95.6	Q1		98.1	Q2		97.9	Q3		
	96%	LD	Transaction corrections available by 12:00 on Day B	99.9	99.8	99.8	99.8	99.6	99.8	99.7	99.3	99.7	99.9	99.8	99.8	
					Q4		99.8	Q1		99.7	Q2		99.6	Q3		
	100%	LD	Transaction corrections available by 23:59:59 on Day J	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		



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7.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			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	
					Q4		0.0	Q1		0.0	Q2		0.0	Q3		
	<=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	
					Q4		0.0	Q1		0.0	Q2		0.0	Q3		
	<=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	
					Q4		0.0	Q1		0.0	Q2		0.0	Q3		
	98.5%	NO	POL FS Availability POL FS Availability	100.0	100.0	100.0	95.0	100.0	100.0	100.0	99.5	100.0	100.0	100.0	100.0	
					Q4		98.3	Q1		0.0	Q2		99.8	Q3		
	>=4 hours	NO	POLFS shall not be unavailable to users on any single occasion during the service level management period	0	0	0	12	0	0	0	0	0	0	0	0	
					Q4		4	Q1		0.0	Q2		0.0	Q3		
	99.75%	NO	Transaction Enquiry Service TESQA availability between 07:00hr and 22:00hr for SLT calendar year	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	97%	NO	Transaction received in the data centre between 07:00 and 20:00 daily will be available within 15 mins on TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9	99.5	100.0	100.0	100.0	
					Q4		100.0	Q1		100.0	Q2		99.8	Q3		
	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	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	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	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	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	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	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	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		



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7.6 Reference Data Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Inbound - APS Tariff data													
	96%	NO	APS reference data delivered by Day B	99.6	99.6	99.7	99.6	99.6	99.7	99.6	99.1	99.7	99.6	97.5	99.6	
					Q4		99.6		Q1	99.6		Q2			Q3	
	97%	NO	APS reference data delivered by Day C	99.7	99.8	99.8	99.8	99.8	99.9	99.8	99.5	99.8	99.8	99.8	99.8	
					Q4		99.8		Q1	99.8		Q2			Q3	
	98%	NO	APS reference data delivered by Day D	99.8	99.8	99.9	99.9	99.9	99.9	99.9	99.7	99.9	99.9	99.9	99.9	
					Q4		99.9		Q1	99.9		Q2			Q3	
	100%	NO	APS reference data delivered by Day J	99.9	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
					Q4		100.0		Q1	100.0		Q2			Q3	
			DFD Inbound - Reference Data													
	96%	NO	Reference data delivered by Day B	99.6	99.6	99.7	99.8	99.7	99.7	99.8	99.6	99.8	99.7	99.6	99.8	
					Q4		99.7		Q1	99.7		Q2			Q3	
	97%	NO	Reference data delivered by Day C	99.7	99.7	99.8	99.8	99.8	99.9	99.8	99.6	99.8	99.8	99.8	99.8	
					Q4		99.8		Q1	99.8		Q2			Q3	
	98%	LD	Reference data delivered by Day D	99.8	99.8	99.9	99.9	99.8	99.9	99.9	99.7	99.9	99.9	99.8	99.9	
					Q4		99.9		Q1	99.9		Q2			Q3	
	100%	LD	Reference data delivered by Day J	99.9	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
					Q4		100.0		Q1	100.0		Q2			Q3	



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7.7 Reconciliation Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			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	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
	95%	NO	BIM report issued within 5 working days	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	96.8	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		
			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	
					Q4		100.0	Q1		100.0	Q2		100.0	Q3		