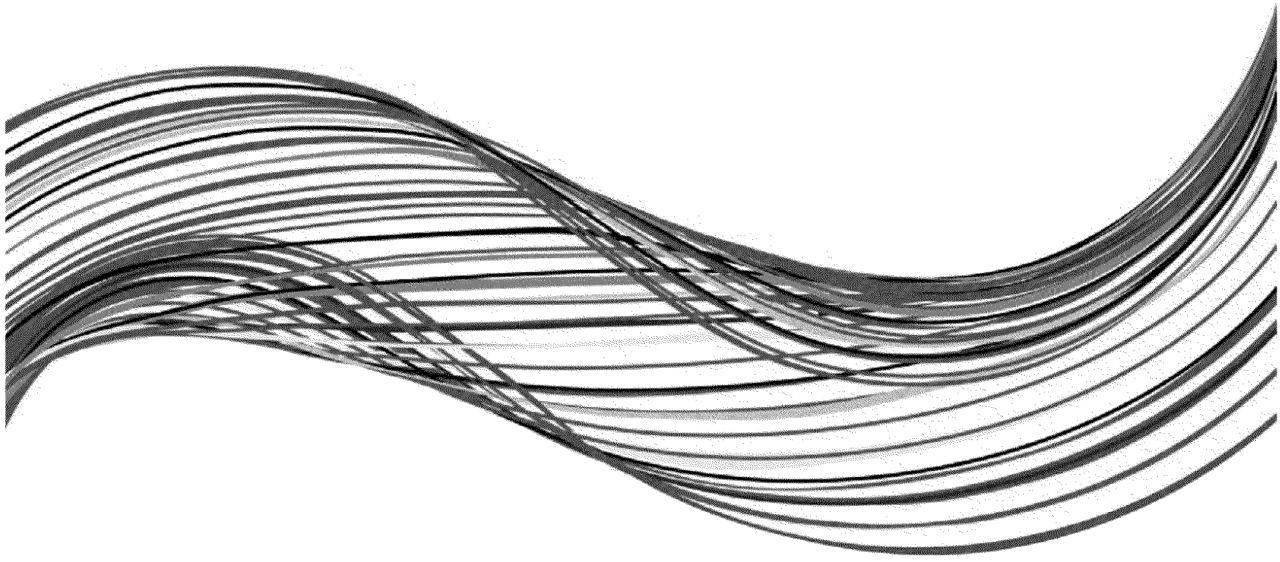
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Fujitsu Services Royal Mail Group Account

Service Review Book

December 2007



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Document Control

Title:	Service Review Book – December 2007
Abstract:	This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 31st December 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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1 MANAGEMENT SUMMARY

Within the Fujitsu Services domain for Dec 07 there were no Major Incidents and 1 service-affecting incident, no incidents relating to VIP sites and 4 further service-affecting incidents outside the Fujitsu domain, detailed in the incident overview below.

Branch and counter availability continue to remain above target at 99.80% and 99.43% respectively. Despite this, December proved to be a very difficult month with some disappointing results in some areas.

The pilot of the revised Engineering service targets has continued and disappointingly the trend on SLT performance is down. This is a very disappointing result, initially caused by the helpdesk toolset failure and subsequently challenges with resource on both helpdesks and also with Engineering. The issues have been documented and initial actions put in place to stabilize the service, with a subsequent full root cause analysis to be completed in January. The focus remains on improving Response times, which will enable the overall fix times to meet target.

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

The Critical hours SLT for Post Shops failed in December with 1 incident missing target and the non-critical SLT also failed due to a helpdesk issue.

2 of the helpdesk Service Level Targets failed, calls answered within 30 seconds and calls not answered. This is very disappointing and the first time in 12 months that we have seen this. A shortage of headcount on the desk has caused this, and this has been addressed, with new agents being progressed through the training programme. They are expected to be ready in the next 2 weeks.

The overall number of complaints logged with NBSC has increased in December and this can be attributed to the issues encountered by our helpdesks and engineering. Fujitsu Services complaints owner and Post Office Limited complaints owner have met to re-instigate the full review process agreed in May 2007 and as such we will expect the dashboard to show an increased number of complaints going forward.

No branches failed the Day J targets, despite the challenges encountered by engineering and the helpdesks, and the actions to improve escalation and call management have been successful.

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.

Two key Fujitsu Services personnel left the Account during December to progress into new opportunities and the Operations Director met both her new team and also the Post Office Limited team.

Both Fujitsu and Services have gone through a personnel restructure and new relationships are being forged to maintain our excellent working relationship.

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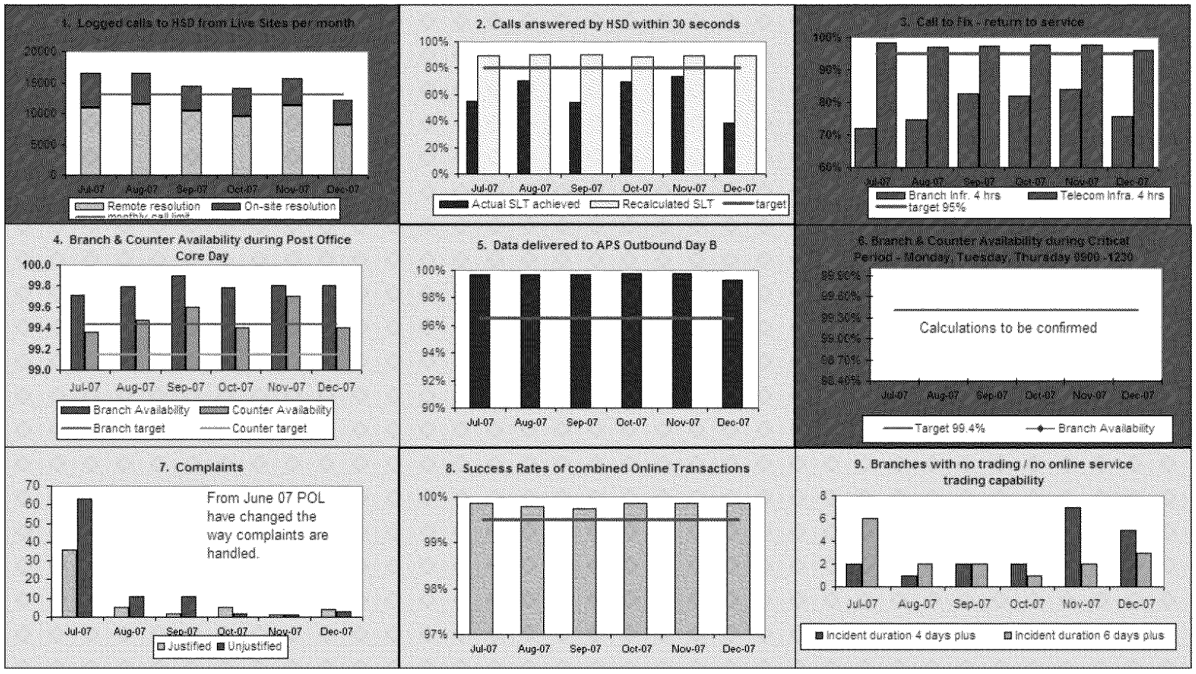
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SERVICE REVIEW BOOK
December 2007

COMMERCIAL IN CONFIDENCE

Executive Dashboard

December 2007



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2 Incident Overview

Summary:

Within the Fujitsu Services domain for December 2007, there were no Major Incidents. There was 1 further service affecting incident within the Fujitsu domain.

There were no incidents affecting VIP sites.

There were 4 further service affecting incidents outside of the Fujitsu domain.

Major Incidents:

None

Other incidents in Fujitsu Services domain:

Thursday 27th December. Time outs noted on the "A" link at Bootle to the A&L. Timeouts at 15:07, 15:16 and 15:23 to 15:25, 5 minutes of transactions failing at approximately 35%. The incident was caused by memory leakage to the Leicester 02 router. The router was re-booted by the network team after operational hours, and monitored with no further incidents occurring. Call 85926 refers.

VIP sites affected this month:

None

Incidents that were outside the Fujitsu Domain:

Friday 7th December. Transaction timeouts experienced across both links to A&L between 16:48 and 18:00. 2320 timeouts experienced within 5820 transactions. RMGA networks confirmed all ok within network. Issue was within the A&L domain. Call 71834 refers.

Friday 21st December. Timeouts experienced on the "Link" system, due to an outage at the Yorkshire bank, a CPU issue. All transactions to the Yorkshire bank failed from 12:24 to 15:15. Call 83816 refers.

Friday 21st December. Debit Card (DC) timeouts from 15:03 to 15:57. Streamline reported issue due to congestion on network, capacity issue across the country due to high usage of debit cards and responses of insufficient funds available. Call 84027 refers.

Monday 24th December. ETOP UP (EPAY) network congestion experienced between 10:13 and 10:51. This was due to high volume of requests on the EPAY system before Christmas. There were 511 transactions affected between these times. Call 84780 refers.

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3 Business Continuity

3.1 Business Continuity Testing

The Horizon Service Desk (test 10) procedural walk-through was successfully conducted on Monday 3rd of December.

All Business Continuity tests for 2007 were conducted.

3.2 Forthcoming Testing

The Service Desk operational test is planned to be conducted during January.

The procedural walk-through for the System Management Service (test BC12) had been scheduled for the 24th of January, however, it

3.3 Business Continuity Planning

The revised 2007 Test Plan, CS/PLA/103 version 1.1 and the 2007 annual Business Continuity Test Report CS/REP/244 version 0.1 were produced in December.

A draft 2008 Business Continuity Test Plan SVM/SDM/PLA/0027 version 0.1 was written in December.

A number of first draft HNG-X test scripts were written in preparation for the HNG-X BC/DR .

3.4 Business Continuity Incidents and Issues

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

The 'Cold Standby/Emergency' OpTIP Gateway for the Post Office Limited Northern Data-Centre has been sited in the POL Northern Data Centre.

The commissioning activities on the LST rig in LEW02 have been stopped due to a technical conflict of operating BRA01 and LEW02 simultaneously. Fujitsu Services are continuing to take regular LST server backups and store these in LEW02, so that they are available in the event BRA01 is unavailable. In the event LEW02 is invoked Fujitsu Services will restore the latest copies of the message store and backups to complete commissioning of the LST rig. The technical conflict will not occur with BRA01 being unavailable.

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4 Complaints

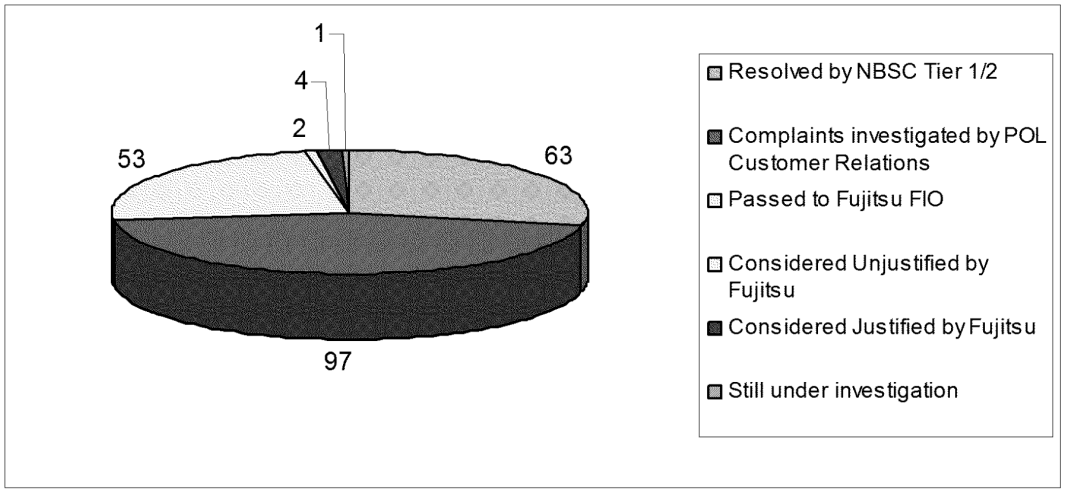
During December there were 220 complaints logged with NBSC about Fujitsu Services. The majority were resolved by NBSC, with 82 being passed to Fujitsu Services. Of these 75 were for information only and 7 for investigation.

Those logged with NBSC were as follows:

148 complaints were in relation to engineering services and equipment. Three were justified and two were unjustified, and a further 59 were sent for information only

21 complaints were in relation to online services, one is outstanding, and a further 5 were sent for information only

51 complaints were in relation to HSD, one was justified and a further 11 were sent for information only



Top 3 Areas of Complaints forwarded to Fujitsu Services

Engineer Complaints

There were 3 justified complaints. These were attributable to an OTI link failure and the subsequent backlog of calls. There were also additional helpdesk issues which compounded the issue, resulting in a higher than expected time to clear the WIP.

HSD Complaints

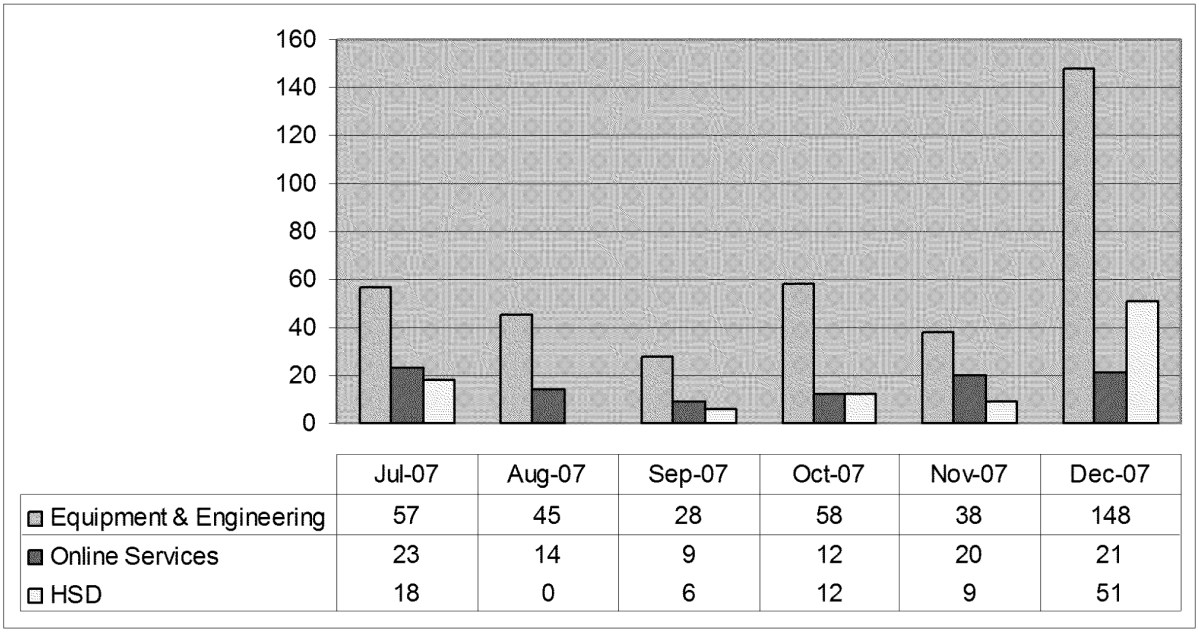
There was one justified complaint about HSD. This was due to the fact that call history was not investigated appropriately, which may have resulted in a speedy resolution. The agent concerned has been reminded of te importance of reading a branch history when dealing with a call.

Online Services Complaints

There were no justified complaints made about online services during December.

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	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
Equipment & Engineering	57	45	28	58	38	148
Online Services	23	14	9	12	20	21
HSD	18	0	6	12	9	51

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Historical Breakdown of Complaints Data

	May07	Jun07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07
Total number of complaints logged against Fujitsu Services	95	128	143	86	77	82	67	220
Exclusions (duplicate / inappropriate)	15	22	19	7	18	0	59	0
Total number of actual complaints	80	106	124	79	59	82	8	220
Complaints passed to POL Customer Relations	84	**x**	**x**	**x**	**x**	**x**	**x**	97
Complaints excluded by POL Customer Relations (duplicate / chaser)	12	**x**	**x**	**x**	**x**	**x**	**x**	**X**
Total number of complaints investigated by POL Customer Relations	72	**x**	**x**	**x**	**x**	**x**	**x**	97
Number of complaints passed For Information Only to Fujitsu	39	**n/a**	**n/a**	37	69	42	28	42
Number passed to Fujitsu Services for formal investigation	6	77	99	16	13	9	2	7
Number considered justified by Fujitsu Services	6	38	36	5	2	5	1	4

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

X No figures have been provided by POL.

n/a 'Information Only' complaints not forwarded by POL to Fujitsu in June and July. However these have been submitted since August

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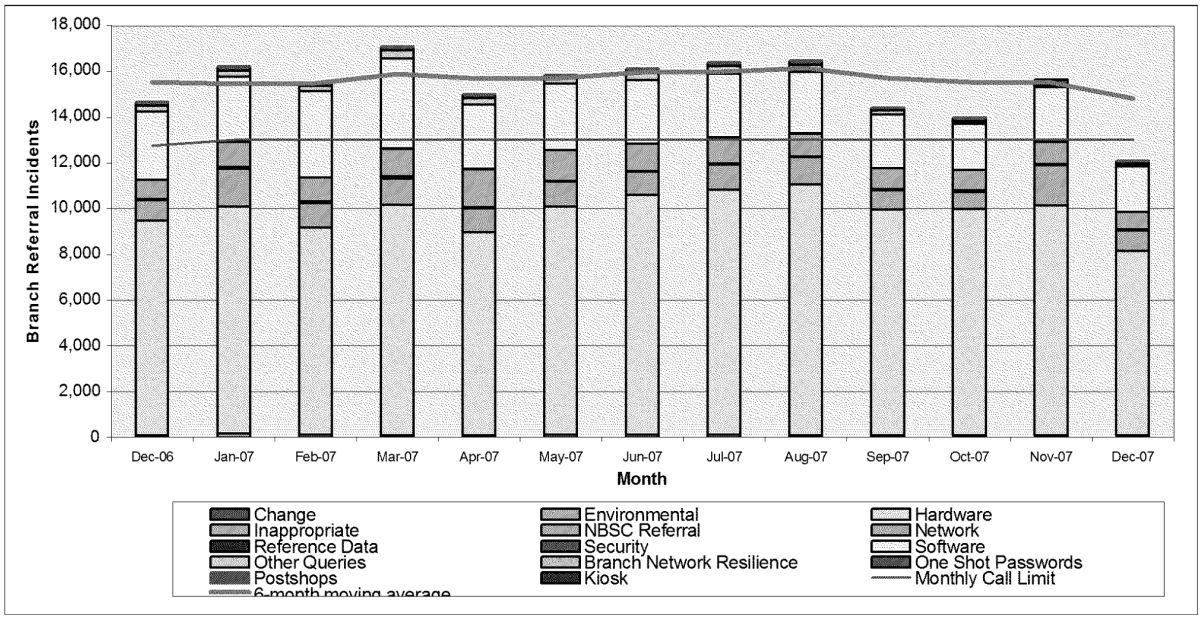
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5 Service Summary

5.1 Horizon Service Desk

December saw a reduction in nearly all call categories to the HSD compared with November. In particular, Hardware, Software and also Network call volumes all decreased by approximately 20% compared with the previous month. The volume of Inappropriate calls logged was approximately 50% of those logged in November, and the current volume is in line with the month-on-month trend.

Calls logged by Branches

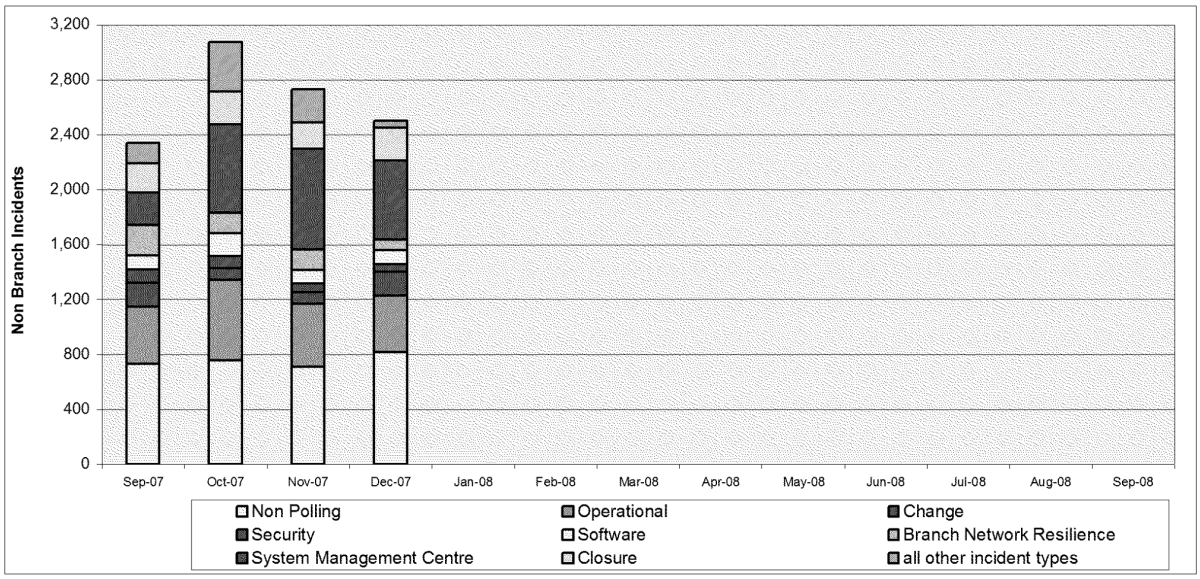


	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
Branch Network Resilience					1	0	2	2	13	0	0	7	13
Change		1	2	2	1	1	0	0	0	11	10	7	4
Postshops	57	45	37	46	31	41	33	35	31	29	31	32	27
Environmental	82	152	102	73	68	97	123	126	79	76	80	78	63
Hardware	9382	9926	9057	10090	8883	9989	10468	10695	10966	9866	9884	10027	8076
Inappropriate	898	1654	1065	1161	1062	1083	1018	1089	1195	854	744	1787	883
NBSC Referral	63	71	85	63	55	33	42	58	48	40	64	40	44
Network	837	1115	1031	1223	1654	1342	1177	1134	992	915	907	975	792
Other Queries	229	260	216	337	298	223	314	326	296	163	86	105	80
Reference Data	0	0	0	1	0	0	0	0	0	1	0	1	1
Security	1	6	8	12	13	14	14	15	5	0	0	0	0
One Shot Passwords	140	147	114	131	140	119	144	163	174	108	152	174	134
Software	2991	2853	3792	3951	2804	2910	2788	2761	2681	2352	2026	2399	1986
Kiosk												5	0
Total Calls	**14680**	**16230**	**15509**	**17090**	**15010**	**15852**	**16123**	**16404**	**16480**	**14415**	**13984**	**15637**	**12103**
6-month moving average	**15522**	**15455**	**15473**	**15877**	**15704**	**15729**	**15969**	**15998**	**16160**	**15714**	**15543**	**15507**	**14837**
Monthly Call Limit	12750	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000

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Non-Branch Calls

This graph shows central infrastructure and branch system monitoring capabilities.



	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									
Change	172	90	85	176									
Security	99	86	64	55									
Software	100	165	97	103									
Closure	213	240	192	236									
System Management Centre	237	644	734	580									
Operational	420	581	461	412									
Non Polling	729	759	709	815									
all other incident types	149	360	242	51									
Total Calls	**2342**	**3076**	**2732**	**2502**									

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

Review of HSD SLTs

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	38.90%	63.10%
Calls Abandoned (Target 5%)	20.34%	12.95%

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5.2 Engineering Service

Call volumes throughout December were at expected levels with the exception of base units which is being investigated. There was a total of 548 A priority calls logged during this period.

Due to a number of issues we experienced a fault with Triole for Service resulting in communications to engineering, across the OTI link, not working. We reverted to manual processes, which hampered our ability to be able to manage the calls through the normal call flow process. It was evident that the process had not been tested for some time, and many of our newer personnel were not familiar with it. This created a back log of incidents when we came into the peak period, significantly impacting our ability to deliver the service to SLT. To compound the issue, engineering had some resource challenges, particularly in the Midlands and also lost two key operational managers to sickness over the Christmas period. There will be a root cause analysis meeting on 24th January to investigate further and to provide actions to prevent reoccurrence in the future.

During this busy period, we worked with our engineering supplier to add extra focus to the higher than normal level of calls highlighted by POL.

To address the high WIP, our engineering supplier called in additional engineers and utilised our OBC and FMS engineers. In addition to this, regular conference calls were held between the engineering supplier and the account team to manage the situation. A proactive review is taking place so we can look at ways to work smarter should the above issues arise again.

The table below shows our conformance levels following the third month of the trial. It is has been agreed for the trial to continue following the recent impacts to service over the December period.

Ref	SLT	ARL		Oct07	Nov07	Dec07
			Base Unit A Priority Calls			
	95%	NO	Priority A - 8hr End to End Service (Back Stop)	91.9%	97.0%	86.6%
	95%	NO	Priority A - 3hr Response	84.4%	90.9%	83.4%
	90%	NO	Priority A - 6hr Incident to Fix	88.9%	93.9%	81.9%
	95%	NO	Priority A - Subsequent 3hr Response	87.5%	75.6%	62.5%
			Peripheral A Priority Calls			
	97%	NO	Priority A - 8hr End to End Service (Back Stop)	98.1%	98.7%	93.8%
	95%	NO	Priority A - 3hr Response	91.8%	94.0%	88.4%
	95%	NO	Priority A - 4hr Incident to Fix	94.5%	93.8%	88.4%
	95%	NO	Priority A - Subsequent 3hr Response	55.6%	100%	0% (3 calls)
	95%	NO	Priority C - End of Next Business Day	95.3%	96.5%	86.4%
	100%	NO	Priority C - End of Next Business Day + 2hrs (flexible structure)	96.2%	97.1%	88.4%

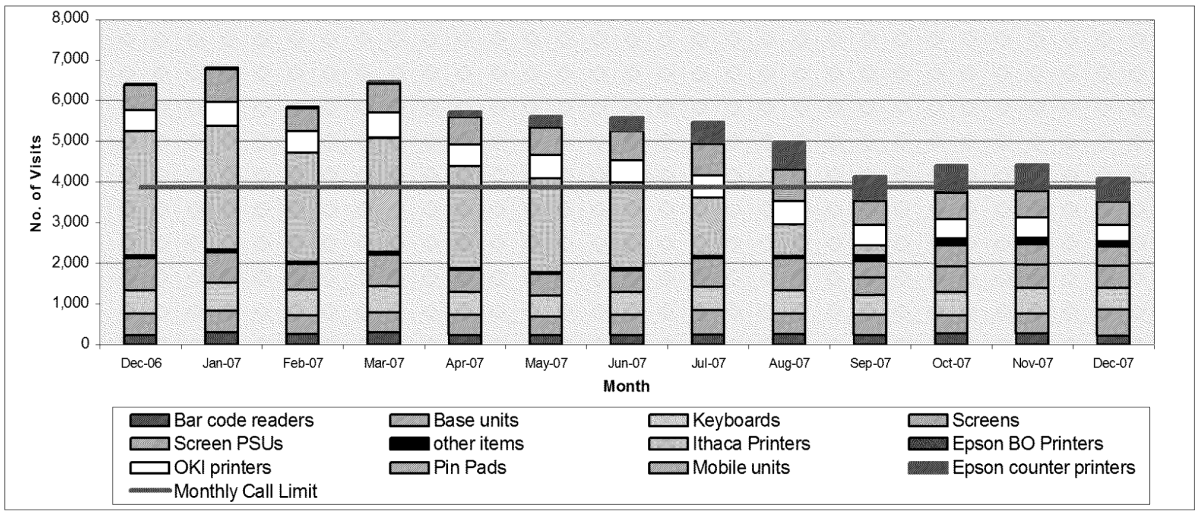
Compared to last month, December has seen a 10% improvement in engineers fixing Epson counter printer issues without the need for a spare.

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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. The Product type is reported from the D1 engineering system but the numbers do not include any re-visits made against the original call.



	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
Bar code readers	227	290	262	294	229	225	226	248	264	234	269	276	212
Base units	522	544	447	495	501	461	506	592	493	497	436	473	649
Mobile units	34	42	34	47	29	35	27	40	37	34	51	40	38
Keyboards	577	681	633	642	562	513	550	579	576	476	575	644	523
Ithaca Printers	3047	3033	2678	2805	2515	2307	2111	1435	776	256	29	16	10
Epson back office printers	3	2	0	1	x	x	x	x	x	x	x	x	x
Epson counter printers				25	124	256	330	500	648	578	644	620	554
OKI printers	514	586	540	615	525	577	545	537	582	494	479	497	401
Pin Pads	612	808	565	719	681	670	713	788	780	601	644	649	579
Screens	797	741	630	776	535	538	538	711	795	441	641	565	555
Screen PSUs										396	508	514	467
other items	77	88	64	74	45	47	57	49	45	139	149	139	119
TOTAL	6410	6815	5853	6493	5746	5629	5603	5479	4996	4146	4425	4433	4107
Average Daily Visit Rate	298	284	266	265	274	245	238	228	208	184	177	185	191
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875

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5.3 Branch Network Services / Central Network

5.3.1 Branch Network Services

During December there were 749 calls logged across all Network Types into the HSD.

The 'Priority A – 6 hours' SLT saw 18 failures from a total of 749 closed calls measured, resulting in 97.6% SLT achievement. This was a decrease of 1.6% from the previous month. The decrease has been pinned down to an issue with the OTI; the issue caused a lot of calls to go un-coded, without a 'WH' reference number. This meant that the calls were 'stuck' between two stacks and thus duplicate calls had to be sent across, many of which were acted upon as they were manually sent to the correct stacks. Some calls between stacks (due to the OTI issue) went unmonitored and resulted in a delay in order to gain corrective action and an engineer visit. A workaround has now been created to ensure that the issue, if it does reoccur, can be instantly rectified.

Branch Network Services are working closely with the HelpDesk and with Engineering to ensure that all calls are dealt with as swiftly as possible. This initiative includes email reporting and conference calls to highlight any incidents that require any support from either of the networks.

The referral process, in which sites are escalated to POL, has been changed in accordance with an agreement between POL and Fujitsu. In cases where it has been proven by a Fujitsu engineer that the fault lies with BT wiring/extensions/NTE5/NTE2000, the Comms Management Team (CMT) within Fujitsu will complete the standard BT form with the relevant information. This is then sent to POL for progression to CMT, eliminating the duplication of effort from CMT, BNS and POL, which reduces the time to fix and results in a better overall service.

We are also working closely with Engineering and the CMT to consolidate relevant engineering documents with helpdesk material and create a Branch Network Service Guide. This will enable engineers and HelpDesk agents to improve the productivity of site visits, in turn reducing the number of return visits.

5.3.2 Central Network

The Access Layers for ADSL (IP Stream), ISDN (Metered) and VSAT branches remained extremely stable during December. There was a LAN incident in which a subtle memory leak on the Leic-2 router on 27/12/07 caused 108 transaction reversals on the A&L Bootle agent. Cisco has advised that this is an occasional characteristic of their software products and not to swap hardware or upgrade the router operating system unless the issue occurs again on this device. The router has been monitored daily and no problem symptoms have reoccurred.

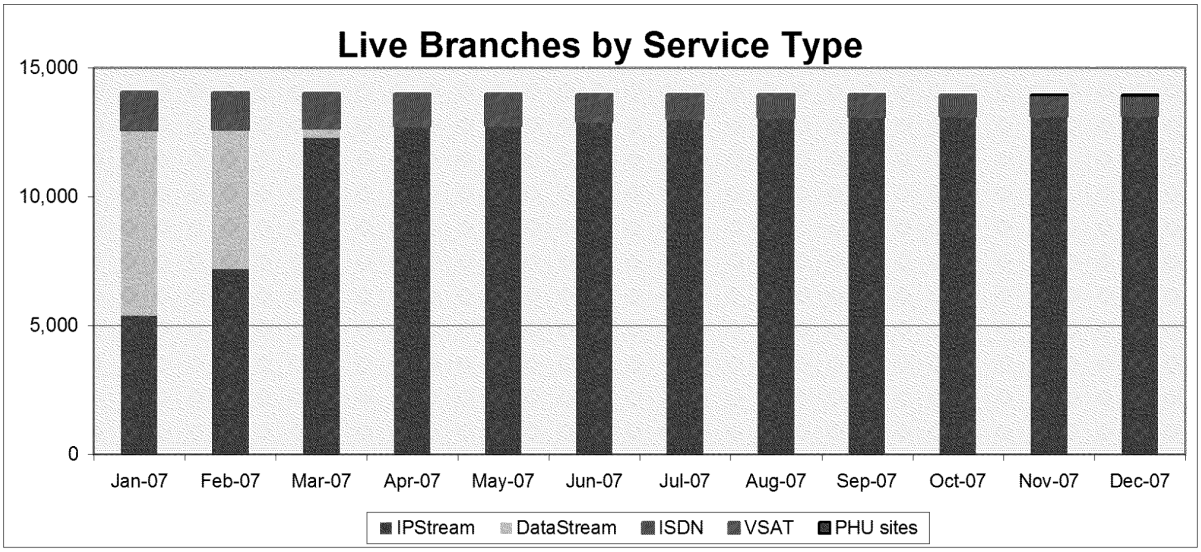
The new WAN links to FS STE04 (HSD/SMC) and CSC Maidstone (EDG2 D/R) were installed during December. Prism are currently resolving their 'Zinc Whiskers' issues before the EDG2 D/R server install can be scheduled. Once complete the remainder of FTMS based AP Clients (ISDN and Leased Line) can be migrated to EDG in preparation for HNG.

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BRANCH & COUNTER NUMBERS at Month End

Live Branches	**13,950**
Live Counters	**34,163**



	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
IPStream	5,390	7,211	12,296	12,709	12,748	12,928	13,031	13,091	13,114	13,130	13,134	13,141
DataStream	7,183	5,402	369	40	17	5	0	0	0	0	0	0
ISDN	1,422	1,374	1,310	1,205	1,183	1,002	891	840	811	774	741	729
VSAT	82	67	60	61	60	61	61	62	62	61	60	60
PHU sites											20	20
TOTALS	14,077	14,054	14,035	14,015	14,008	13,996	13,983	13,993	13,987	13,965	13,955	13,950

Please note the addition of PHU sites in this graph.

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5.4 Operational Branch Change Service

	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Cumulative
TOTAL FAILURES TARGET (2%)	1.30 %	1.35 %	1.96 %	1.54 %	0.89 %	1.20 %	4.40 %	0.00 %	0.00 %	0.00 %	1.20 %	0.00 %	1.59%
TOTAL FAILURES (number)	2	3	2	3	2	1	3	0	0	0	1	0	17
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	97	99	134	89	80	90	75	89	103	125	89	49	1119
NUMBER OF CHANGES – CANCELLED	90	91	122	85	73	83	68	82	96	117	86	43	1036
NUMBER OF CHANGES – CLOSURES	77	74	98	65	56	57	60	54	77	85	61	33	797
TOTAL FAILURES - CLOSURES TARGET (2%)	1.30 %	1.35 %	1.96 %	1.54 %	0.89 %	1.80 %	5.00 %	0.00 %	0.00 %	0.00 %	1.60 %	0.00 %	2.07%

Failures

None

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5.5 Service Integration Service

5.5.1 Post Shops

December	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	8	3	8	3	4	26
Number of calls resolved in 8 hours	6	2	7	2	1	18
Number of calls resolved in next day	1	0	0	1	2	4
Number of Hardware faults	5	2	5	2	2	16
Number of software faults	3	1	3	1	2	10
Number of outstanding calls	1	1	1	0	0	3

In December the “Critical Faults resolved within 8hrs” missed its target due to one call from Week 1 not following the correct escalation process. The agent involved has been advised of the correct process. The “Non-Critical Faults resolved within 48hrs” had a service level of 91.7%, with one call being missed in Week 2 due to the recurrence of the original problem, and one call being missed in Week 3 due to a lack of communication with the Geller desk.

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5.6 Data Centre Operations Service / Data File Transfer

5.6.1 Day J Failures

There were no Day J failures in December.

5.7 Reconciliation Service

There were 29 reconciliation incidents cleared during December. This is 11 less than that reported in November. There were 7 priority incidents cleared within the 8 hour response SLT.

Of the remaining 22 incidents, 21 were cleared within the 5 day SLT.

Reconciliation issues in December

There were no reconciliation issues in December.

5.8 Reference Data & Message Broadcast Service

No issues to report

5.9 Security Service

Automated Key Refresh

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

Manual Key Refresh

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.

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Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
45	540	512	0
Query Days this month	**YTD Contract**	**Received YTD**	
746	11250	9753	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
27	75	141	0

Witness statements provided this month	3	**Witness statements YTD**	11
Days in court this month	0	**Days in court YTD**	2

Current Month and Forthcoming Court Commitments

Outlet	Date	Court location	Comments
South Warnborough	10 December 2007	Winchester Crown Court	Defendant pleaded guilty. Sentencing 25 Jan 2008
Didcot	7 January 2008	Oxford Crown Court	Witness not required
London Road	TBA	Reading Crown Court	Witness required, awaiting notification of date

Updates to Previous Months Prosecutions

Outlet	Comments
None received	

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6 Service Improvement

This section of the SRB details the key Service Improvement activities in progress within RMGA. The full Service Improvement Registers are discussed at the Operational Review Forums and can be obtained from the appropriate Service Delivery Manager.

R = Significantly behind schedule A = Behind schedule G = On target

Service Improvement	Benefit	Progress to Date	Status
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	Units have been purchased and delivered, and are being distributed to engineers. Training has been completed.	**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. See Business Continuity section for further details.	**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. This will be part of Phase II TfS implementation in 2008.	**IN PROGRESS**
Addition of Horizon button to reload Pin Pad reference data.	This button will enable HSD to advise the branch how to fix corrupted reference data, in turn reducing associated engineer visits and enabling resolution at the Helpdesk and improved PM satisfaction.	Due for pilot early February.	**IN PROGRESS**

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Provision of Card Cleaners to branches	Post Masters will be able to clean the magnetic stripe readers on the keyboards and the Chip and Pin readers on the Pin Pads before deciding the Pin Pad or Keyboard has a faulty reader and contacting the HSD. This will result in a reduction in Pin Pad and Keyboard call volume.	A pilot in which 200 branches used the card cleaners was very successful. Negotiation on cost benefit Is ongoing.	**IN PROGRESS**
Provide branches with spare Bar Code Reader heads.	The ability to swap out bar code readers would result in improved counter availability and a reduction in engineer visits and associated costs.	A pilot is planned in which branches logging a Bar Code Reader fault will have the option to receive a Bar Code Reader by Special Delivery which they can then fit themselves with assistance from HSD.	**IN PROGRESS**

Service Improvement Implemented

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7 Sense & Respond

The data captured during December has highlighted the two highest demand types as Hardware and Software. Trend analysis has shown that the total call volume for Hardware during December decreased by 1952 calls (total volume of 8092) and total call volume for Software calls decreased by 421 calls (total volume of 2000).

The total volume of Pin Pad calls for December was 994, with the highest call type being 'Smart Card reader faults' (430 calls).

Hypercom are to provide a sample of their Pin Pad repair analysis (including serial number) to HSD so these units can be cross referenced with the original problem description, in an attempt to improve frontline diagnostics/FMS recommendations.

The highest call volume received for Hardware calls is for Counter Printer faults (3104 calls received in December – a decrease of 1100 calls from November).

HSD are to collate call data on consumable calls and discuss with POL the feasibility of reissuing the printer LED descriptions to the estate via Operational Focus.

During December, 3147 chase calls were received (+368 calls from November), with the highest chase call type being Customer Calls (1128 calls). 1011 engineering update chase calls were received during December.

An additional objective regarding engineering calls is to reduce the amount of calls to the HSD from Touch, Fujitsu and ROMEC engineers.

The Call volume for the HSD has decreased slightly from November to December by 229 calls (1468 received), however, CMT have experienced an increase of 419 calls (902 calls received).

1336 monitor fault calls were logged during December (-245 calls from November). Of these, 1020 faults (76%) were resolved by engineering and 316 faults were (24%) resolved by the HSD.

HSD will be reviewing current monitor KELs that exist on the desk and will be liaising with engineering to identify additional checks that can be conducted.

A project monitoring Inappropriate calls between the HSD and NBSC desks achieved its objective of reducing the number of calls between the desks from 10% to 5%. However, during November, HSD experienced an increase in the total number of inappropriate calls received (1809 calls) which represented 11.2% of all calls. After investigation, the rise in Inappropriate calls appeared to have been caused by a MoneyGram issue and by the NBSC changing its call/support options.

After tracking Inappropriate calls data throughout December, the total volume of calls received at the HSD was 924, a decrease of 885 calls from November. This represents 7.3% of all calls.

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8 DECEMBER SERVICE LEVEL PERFORMANCE

8.1 Horizon Service Desk

Ref	SLT	ARL		Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07
			Horizon Service Desk													
	80%		Calls answered within 30 seconds	89.7	83.6	82.8	89.5	89.1	80.4	88.9	89.6	89.9	90.0	88.8	89.5	63.1
				86.4	Q1		85.3	Q2		86.1	Q3		89.8	Q4		80.5
	<10.0 secs		Average Time to Answer <10.0 seconds	7.0	7.0	7.0	8.0	7.0	7.0	7.0	7.0	7.0	7.0	6.0	8.0	7.0
				8.0	Q1		7.3	Q2		7.0	Q3		7.0	Q4		7.0
	<5%		Calls not answered	0.6	2.7	2.0	2.7	2.6	3.5	2.5	2.7	2.2	3.8	2.2	2.7	13.0
				2.2	Q1		2.5	Q2		2.9	Q3		2.9	Q4		6.0
	100%		Voicemail available outside HSD standard hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0
	100%		Voicemail calls raised next working day	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0
	>=85%		First Time Fix	88.1	88.5	89.7	89.8	90.2	89.6	89.7	91.0	91.2	92.0	92.7	91.8	93.7
				88.4	Q1		89.8	Q2		89.8	Q3		91.4	Q4		92.7
	95%		Software incidents resolved by Reboot <=15 minutes	97.17	97.74	97.33	96.39	96.42	96.06	95.2	96.98	96.97	91.16	93.54	95.13	95.15
				97.40	Q1		97.13	Q2		95.9	Q3		95.93	Q4		94.68
	100%		Software incidents resolved by Reboot <=30 minutes	99.74	100.00	99.74	99.34	99.46	98.74	97.86	99.74	98.89	93.69	99.80	98.97	98.98
				99.80	Q1		99.68	Q2		98.69	Q3		98.33	Q4		98.06

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8.2 Engineering Service

Ref	SLT	ARL		Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07
			Branch Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	62.1	68.9	77.5	76.6	73.0	74.8	80.4	71.9	74.5	82.7	82.1	83.9	75.5
				TBC	Q1		73.8	Q2		76.4	Q3		75.9	Q4		80.8
	95%	NO	Priority B - 8 hours (flexible structure)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					Q1		N/A	Q2		N/A	Q3		N/A	Q4		N/A
	95%	NO	Priority C - End of Next Business Day (flexible structure)	88.3	92.4	94.8	92.9	93.2	95.7	91.3	89.8	91.0	91.9	95.3	96.5	86.4
				TBC	Q1		93.3	Q2		93.4	Q3		90.8			93.2
	100%	NO	Priority A - 6 hours (flexible structure)	79.9	82.6	87.7	86.3	84.2	86.8	88.1	82.4	82.6	88.1	89.9	93.8	83.8
				TBC	Q1		85.2	Q2		86.5	Q3		84.1	Q4		89.5
	100%	NO	Priority B - 10 hours (flexible structure)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					Q1		N/A	Q2		N/A	Q3		N/A	Q4		N/A
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	89.1	93.0	95.3	93.6	94.1	96.2	92.2	90.7	91.9	92.6	96.2	97.1	88.4
				TBC	Q1		94.0	Q2		94.1	Q3		91.7	Q4		94.3
			Postshop Engineer - Call to Fix													
	100%	NO	Critical incident within 8 hours	100.0	100.0	100.0	100.0	95.4	100.0	100.0	100.0	100.0	100.0	100.0	100.0	50.0
				100.0	Q1		100.0	Q2		98.5	Q3		100.0	Q4		83.3
	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	91.7
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		97.2

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8.3 Branch Network Service

Ref	SLT	ARL		Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07
			Branch Telecom Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	97.3	97.6	98.3	96.4	95.1	96.8	96.7	98.3	96.8	97.4	97.8	97.8	96.1
				TBC	Q1		97.4	Q2		96.2	Q3		97.5	Q4		97.2
	95%	NO	Priority C - End of Next Business Day (flexible structure)	96.8	96.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				TBC	Q1		N/A	Q2		N/A	Q3			Q4		N/A
	100%	NO	Priority A - 6 hours (flexible structure)	98.1	98.1	99.1	97.7	96.2	97.4	97.5	98.6	98.5	98.1	98.7	99.2	97.6
				TBC	Q1		98.3	Q2		97.0	Q3		98.4	Q4		98.5
	100%	NO	Priority C - End of next business day + 2 hours	96.8	96.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				TBC	Q1		N/A	Q2		N/A	Q3		N/A	Q4		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	TBC
				TBC	Q1		TBC	Q2		TBC	Q3		TBC	Q4		
	>98.53%	NO	Counter Availability during the Critical Period	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
				TBC	Q1		TBC	Q2		TBC	Q3		TBC	Q4		
	>99.43%	NO	Branch Availability during Post Office Core Day	99.8	99.7	99.8	99.8	99.7	99.7	99.8	99.7	99.8	99.9	99.8	99.8	99.8
				TBC	Q1		99.8	Q2		99.7	Q3		99.8	Q4		
	>99.13%	LD	Counter Availability during Post Office Core Day	99.2	99.2	99.4	99.3	99.2	99.4	99.3	99.4	99.5	99.6	99.4	99.7	99.4
				TBC	Q1		99.3	Q2		99.3	Q3		99.5	Q4		
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability	100.0	100.0	100.0	100.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q1		100.0	Q2		99.7	Q3		100.0	Q4		100.0
	99%	LD	ADSL Connection Reliability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0
	97%	LD	Dialed Connection Reliability	100.0	100.0	100.0	99.0	98.0	99.0	99.0	99.0	99.0	100.0	100.0	100.0	100.0
				99.9	Q1		99.7	Q2		98.7	Q3		99.3	Q4		100.0

Priority C targets have now ceased as agreed.

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8.4 Central Network Service

Ref	SLT	ARL		Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07
			Network Availability													
	>=99.95%	NO	A&L Network Availability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		99.9
			Banking Authorisation Agent Availability for Each Availability Period													
	<=1	NO	Number of PI outages >2 minutes for same bank	0	0	0	0	0	0	0	0	0	0	0	0	0
				0	Q1		0	Q2		0	Q3		0	Q4		0
	<=2	NO	Number of PI outages >2 minutes for different banks	0	0	0	0	0	0	0	0	0	0	0	0	0
				0	Q1		0	Q2		0	Q3		0	Q4		0

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8.5 Data Centre Operations Service

8.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov0
			Banking & Related Services Transaction Times												
	<=2.5 sec	LD	Average time for Banking Transactions across Fixed, ADSL & Dialed Connections	0.37	0.36	0.36	0.36	0.36	0.36	0.36	0.35	0.35	0.36		
					Q1				Q2		Q3		0.35		Q4
			DFD Outbound - APS All Clients												
	96.5%	LD	APS transactions delivered by 23:59hr Day B	99.7			99.8			99.8			99.7		
					Q1				Q2		Q3				Q4
	97.5%	LD	APS transactions delivered by Day C	99.9			99.9			99.9			99.9		
					Q1				Q2		Q3				Q4
	98.5%	LD	APS transactions delivered by Day D					99.9					99.9		
					Q1				Q2		Q3				Q4
	100%	LD	APS transactions delivered by Day J					100.0					100.0	99.9	
					Q1				Q2		Q3				Q4

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8.5.2 Data File Delivery - LFS

Ref	SLT	ARL		Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07
			DFD Outbound - LFS													
	97%	NO	Confirmation of pouch received at Branch by 22:00hr Day A	99.9	99.9	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				99.9	Q1		99.9	Q2		99.9	Q3		99.9	Q4		99.9
	97.2%	LD	Confirmation of pouch received at Branch by Day B	99.9	99.9	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				99.9	Q1		99.9	Q2		99.9	Q3		99.9	Q4		99.9
	100.0%	NO	Confirmation of pouch received at Branch by Day I	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0
	97%	NO	SAPADS Pouch collected from Branch by 22:00hr Day A	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				98.8	Q1		99.9	Q2		99.9	Q3		99.9	Q4		99.9
	97.2%	NO	SAPADS Pouch collected from Branch by Day B	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				98.8	Q1		99.9	Q2		99.9	Q3		99.9	Q4		99.9
	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	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	96.5	99.7	99.8	99.7	99.0	99.7	99.7	99.7	99.8	99.8	99.8	99.8	99.8
				98.3	Q1		99.7	Q2		99.5	Q3		99.8	Q4		99.8

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8.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07
			DFD Outbound - POL MIS													
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	99.0	99.1	99.2	99.0	98.8	99.1	99.1	99.0	99.0	99.2	99.2	99.0	98.6
				98.8	Q1		99.1	Q2		99.0	Q3		99.1	Q4		98.9
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C	99.7	99.8	99.8	99.7	99.6	99.7	99.7	99.7	99.7	99.7	99.8	99.7	99.3
				99.7	Q1		99.7	Q2		99.7	Q3		99.7	Q4		99.6
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D	99.8	99.9	99.9	99.8	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.6
				99.8	Q1		99.9	Q2		99.9	Q3		99.9	Q4		99.8
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	100.0	99.9	100.0	100.0	99.9	99.9	100.0	100.0	100.0	100.0	99.9	100.0	100.0
				99.9	Q1		99.9	Q2		99.9	Q3		100.0	Q4		99.9
			DFD Outbound - POLFS													
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B	99.0	99.1	99.1	99.0	98.8	99.1	99.1	99.0	99.0	99.1	99.1	99.0	98.5
				98.8	Q1		99.0	Q2		99.0	Q3		99.0	Q4		98.9
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C	99.7	99.8	99.8	99.7	99.6	99.7	99.7	99.7	99.6	99.7	99.8	99.7	99.3
				99.7	Q1		99.7	Q2		99.7	Q3		99.7	Q4		99.6
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D	99.8	99.9	99.9	99.8	99.8	99.8	99.9	99.8	99.8	99.9	99.9	99.9	99.6
				99.8	Q1		99.9	Q2		99.9	Q3		99.8	Q4		99.8
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J	100.0	99.9	100.0	100.0	99.9	99.9	100.0	100.0	100.0	100.0	99.9	100.0	100.0
				99.9	Q1		99.9	Q2		99.9	Q3		100.0	Q4		99.9

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

Ref	SLT	ARL		Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07
			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	Q1		0.0	Q2		0.0	Q3		0.0	Q4		0.0
	100%	NO	Delivery by 12:00 (after failure in FS domain) or by 18:00 (after failure of DRSH or TES)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0
			DFD Outbound - Reconciliation Files													
	<=2	NO	Number of failures of REC file delivered to CAPO daily by 03:00hr	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
				0.0	Q1		0.0	Q2		0.0	Q3		0.0	Q4		0.0
	<=2	NO	Number of failures of REC file delivered to A&L daily by 03:00hr	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
				0.0	Q1		0.0	Q2		0.0	Q3		0.0	Q4		0.0
	100%	NO	REC files delivered to CAPO by 16:00hr on Day B	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0
	100%	NO	REC files delivered to A&L by 18:00hr on Day B	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0
			DFD Outbound - HR SAP													
	100%	LD	HR SAP delivered to the POL gateway by 21:30hr on the Friday preceding the pay run date	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0

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8.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07
			DFD Inbound - LFS													
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	95.0	98.0	98.6	98.6	98.9	99.2	99.3	99.4	99.4	99.6	99.5	98.8	98.6
				95.8	Q1		98.4	Q2		99.1	Q3		99.5	Q4		99.0
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	99.6	99.5	99.8	99.7	99.7	99.5	99.7	99.7	99.7	99.8	99.9	99.8	99.8
				98.2	Q1		99.7	Q2		99.6	Q3		99.8	Q4		99.8
			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	90.6	97.7	98.1	98.6	98.9	99.3	95.6	99.5	99.4	99.4	99.6	98.8	98.6
				95.6	Q1		98.1	Q2		97.9	Q3		99.5	Q4		99.0
	96%	LD	Transaction corrections available by 12:00 on Day B	99.8	99.6	99.8	99.7	99.3	99.7	99.9	99.8	99.8	99.9	99.9	99.8	99.6
				99.8	Q1		99.7	Q2		99.6	Q3		99.8	Q4		99.7
	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	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0

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8.5.6 Central Systems, POLFS & TES Availability

8.6 Reference Data Service

Ref	SLT	ARL		Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07
			DFD Inbound - APS Tariff data													
	96%	NO	APS reference data delivered by Day B	99.6	99.6	99.7	99.6	99.1	99.7	99.6	97.5	99.6	99.8	99.7	99.7	99.5
				99.6	Q1		99.6	Q2		99.5	Q3		99.0	Q4		99.6
	97%	NO	APS reference data delivered by Day C	99.8	99.8	99.9	99.8	99.5	99.8	99.8	99.8	99.8	99.8	99.9	99.8	99.8
				99.8	Q1		99.8	Q2		99.7	Q3		99.8	Q4		99.8
	98%	NO	APS reference data delivered by Day D	99.9	99.9	99.9	99.9	99.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				99.9	Q1		99.9	Q2		99.8	Q3		99.9	Q4		99.9
	100%	NO	APS reference data delivered by Day J	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0
			DFD Inbound - Reference Data													
	96%	NO	Reference data delivered by Day B	99.8	99.7	99.7	99.8	99.6	99.8	99.7	99.6	99.8	99.7	99.8	99.8	99.7
				99.7	Q1		99.7	Q2		99.7	Q3		99.7	Q4		99.8
	97%	NO	Reference data delivered by Day C	99.8	99.8	99.9	99.8	99.6	99.8	99.8	99.8	99.8	99.9	99.8	99.8	99.8
				99.8	Q1		99.8	Q2		99.8	Q3		99.8	Q4		99.8
	98%	LD	Reference data delivered by Day D	99.9	99.8	99.9	99.9	99.7	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9
				99.9	Q1		99.9	Q2		99.8	Q3		99.9	Q4		99.9
	100%	LD	Reference data delivered by Day J	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0

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8.7 Reconciliation Service

Ref	SLT	ARL		Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07
			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	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0
	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	96.8	100.0	100.0	97.6	95.5
				100.0	Q1		100.0	Q2		100.0	Q3		98.9	Q4		97.7
			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	Q1		100.0	Q2		100.0	Q3		100.0	Q4		100.0

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