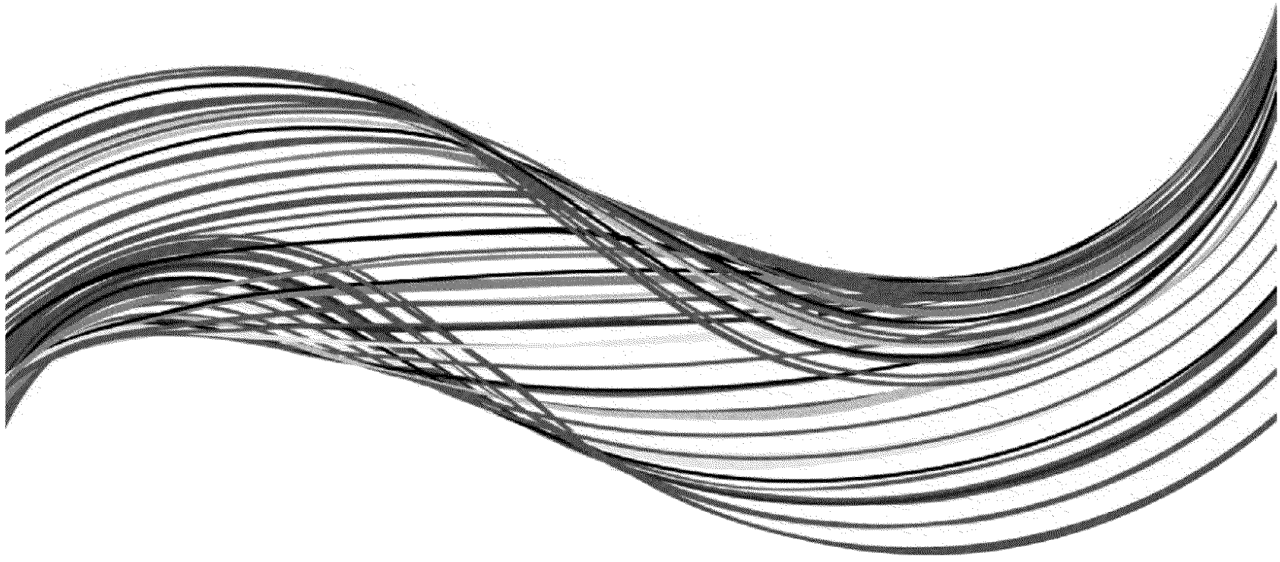
FUJ00152286

Fujitsu Services Royal Mail Group Account

Service Review Book

June 2008



FUJ00152286

Document Control

Title:	Service Review Book – June 2008
Abstract:	This document contains a summary of the Monthly Service Performance Statistics for the period 1st to 30th June 2008
Status:	Definitive
Distribution:	Service Management Review Fujitsu Services, Royal Mail Group Account: Head of Service Management Fujitsu Services, Royal Mail Group Account Customer Service Management Team
Author:	Mark Jones & Suzie Appleby-Robbins, Fujitsu Services, Royal Mail Group Account: Service Delivery Unit
Approval Authority:	Wendy Warham: Fujitsu Services, Royal Mail Group Account: Service Director

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

CONTENTS

1 MANAGEMENT SUMMARY 5

2 INCIDENT OVERVIEW 7

3 BUSINESS CONTINUITY 9

3.1 BUSINESS CONTINUITY TESTING 9

3.2 FORTHCOMING TESTING 9

3.3 BUSINESS CONTINUITY PLANNING 9

3.4 BUSINESS CONTINUITY INCIDENTS AND ISSUES 9

4 COMPLAINTS 10

5 SERVICE SUMMARY 13

5.1 HORIZON SERVICE DESK 13

5.2 ENGINEERING SERVICE 15

5.3 BRANCH NETWORK SERVICE / CENTRAL NETWORK 18

5.4 OPERATIONAL BRANCH CHANGE SERVICE 19

5.5 SERVICE INTEGRATION SERVICE 20

5.6 DATA CENTRE OPERATIONS SERVICE / DATA FILE TRANSFER 21

5.7 RECONCILIATION SERVICE 21

5.8 REFERENCE DATA & MESSAGE BROADCAST SERVICE 21

5.9 SECURITY SERVICE 22

6 SERVICE IMPROVEMENT 23

7 SENSE & RESPOND 24

8 JUNE SERVICE LEVEL PERFORMANCE 25

8.1 HORIZON SERVICE DESK 25

8.2 ENGINEERING SERVICE 26

8.3 BRANCH NETWORK SERVICE 27

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

8.4 CENTRAL NETWORK SERVICE 28

8.5 DATA CENTRE OPERATIONS SERVICE 29

8.6 REFERENCE DATA SERVICE 35

8.7 RECONCILIATION SERVICE 36

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

1 MANAGEMENT SUMMARY

Within the Fujitsu Services domain for June 08 there were no Major Incidents, and 6 service-affecting incidents, 2 incidents relating to VIP sites and 2 further service-affecting incidents outside the Fujitsu domain, detailed in the incident overview below.

Branch and counter availability continue to remain above target at 99.81% and 99.74% respectively. The Engineering Service continues to show a good performance, with any failing SLT's only failing by a fraction of a percentage point.

49 Preventative maintenance visits took place in June. This is proving to be a success with 69% of sites not logging a hardware call since. There have been no Back Office printer calls logged for any of the sites. The expectation is that these will reduce the number of incidents and provide an enhanced service to the Post Office.

There has been continued focus on WH Smith and VIP branches, with 37% of C priority calls logged with engineering, being attended on the same day.

306 OBC changes were delivered in the month, with one failure due to a PSTN line plant issue. The OBC and POL teams have met with Avery on site at W H Smiths and have identified an improvement which will prevent the pin pad being disconnected when the base unit is pulled forward for Scales installation.

The number of engineering visits has seen the lowest average daily rate for 3 years, with a total for the month of 3623. An element of this will be due to the branch closures, however a significant element of this is due to the sense and respond activity, such as the pin pad refresh button.

The Post Shop SLT for non critical incidents passed at 100% and disappointingly the critical incident SLT did not, with 2 incidents failing target delivering a performance of 84.6%. Corrective actions are in place to address, detailed in the Post Shops summary.

The overall number of complaints logged with NBSC has decreased in June to 36, the lowest number for over a year. With none considered to be justified. Some additional graphs have been added to this Service Review Book to show trends and associated activities to improve in this area.

No branches failed the Day J targets.

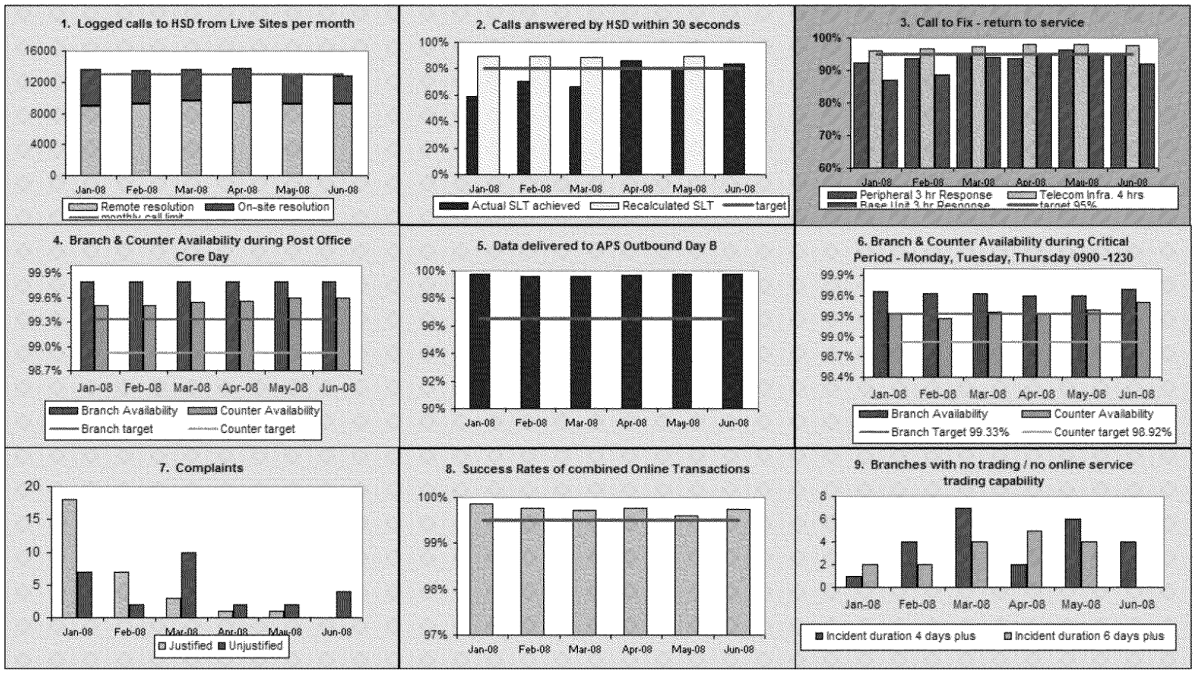
Significant activities from the Service Improvement Plan are included in this review book. A number of the branch improvements have been in pilot and demonstrated positive results, and these will be rolled out in agreement with POL over the coming weeks.

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

Executive Dashboard

June 2008



FUJ00152286

2 Incident Overview

Summary:

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

There were 2 incidents affecting VIP sites.

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

Major Incidents:

None

Other incidents in Fujitsu Services domain:

Monday 2nd June. A loss of online services to 39 branches occurred on the VSAT estate, from 15.35 hrs to 17.30 hrs. This was due to severe weather affecting satellite work station hub in Turin. TFS Call 293433 refers.

Wednesday 4th June. Track and Trace Service intermittently unavailable to 25% of estate from 08.30 hrs until 09.48 hrs, due to an event storm on an EDG Server event adaptor. TFS Call 296592 refers.

Wednesday 11th June. Fujitsu A&L router issue caused a total of 867 retries out of 62289 transactions. This originally revealed itself during the evening of 10th June, however due to its intermittency, didn't affect Live Service until 11.01 hrs on 11th June. The intermittent nature of this problem caused 5 separate retries issues throughout the day, of between one and five minutes duration. The offending router was swapped at 18.00 hrs on 11th June under OCP 19400. TFS Call 308236 refers.

Friday 13th June. IP stream failure, affected 740 branches without communications, from 17:00 to 17:30. This was due to a BT ATM failure affecting widespread customers. TFS Call 314625 refers.

Wednesday 18th June. A Fujitsu A&L router had a failing tunnel, not taken down by FJ following C and W work. This caused a total of 2670 retries out of 63785 A&L transactions, between 14:38 and 14:58. TFS Call 322013 refers.

Thursday 19th June. Bureau Spot rate file, received from First Rate but not processed to the branches due to issues on correspondence server MBOCOR03. This resulted in the previous day's rates still available at branches as the updated rates were not applied for Thursday. Issue resolved with correspondence server and Friday's rate file was processed as normal. Call 323816 refers.

VIP sites affected this month:

Wednesday 4th June. VIP site Chelmsley Wood FAD 059201. Gateway failure at 08:55, engineer to site. Gateway successfully replaced by 14:14. TFS Call 296933 refers.

Monday 9th June. VIP Site Chelmsley Wood FAD 059201. Gateway failure at 09:29, engineer to site. Gateway successfully replaced by 14.15 hrs. However engineer made a return visit the following day to replace Postmasters PMMC card in order to obtain Security Key data. TFS Call 304152 refers.

Incidents outside the Fujitsu Domain:

Monday 2nd June. DVLA online service was unavailable from 14.00 hrs to 14.37 hrs, due to a switch overload on their network. TFS Call 293602 refers.

Monday 16th June. EDG experienced problems with the PRISM gateway, due to Firewall issues in the PRISM domain. This resulted in Track and Trace transactions not being processed from 23:00 hrs on 16th thru to 14:11 on the 18th. TFS Call 319037 refers.

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

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
13/06/08	IP Stream Failure (BT ATM)	795 / 318	398 / 159	314625
30/06/08	IP Stream Failure (BT Fault)	429 / 171	429 / 159	341378

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

3 Business Continuity

3.1 Business Continuity Testing

During June the Horizon Data-centre (test 2) operational fail-over was successfully conducted. A number of test observations were raised relating to Tivoli eventing and the Network Node Manager.

During June the Third Line Support Service (SSC) initial HNG-X walk-through (test BC14), the POL-FS Production Service fail-over (test 28.1), and the Horizon Service Desk (test BC10) procedural walk-throughs were successfully conducted.

3.2 Forthcoming Testing

The procedural walk-throughs of the initial operational test scripts for the 'Hydra' infrastructure for HNG-X are planned to be conducted on the 22nd and 23rd July.

3.3 Business Continuity Planning

During June the initial draft operational test scripts for the 'Hydra' infrastructure for HNG-X testing were produced.

During June the initial draft of the HNG-X Security Business Continuity plan was produced. This document is linked to the HNG-X Service and Support Services Business Continuity plans and focuses on ISO 27001 compliance and preparedness required for PCI compliance

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

3.4 Business Continuity Incidents and Issues

There were no Major Business Continuity Incidents during June.

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

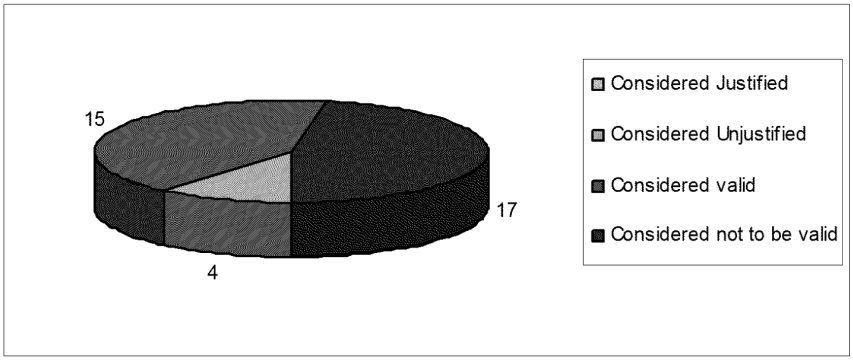
4 Complaints

During June 36 complaints were made to NBSC about Fujitsu Services. Of these, 4 required formal investigation. These complaints break down as follows:

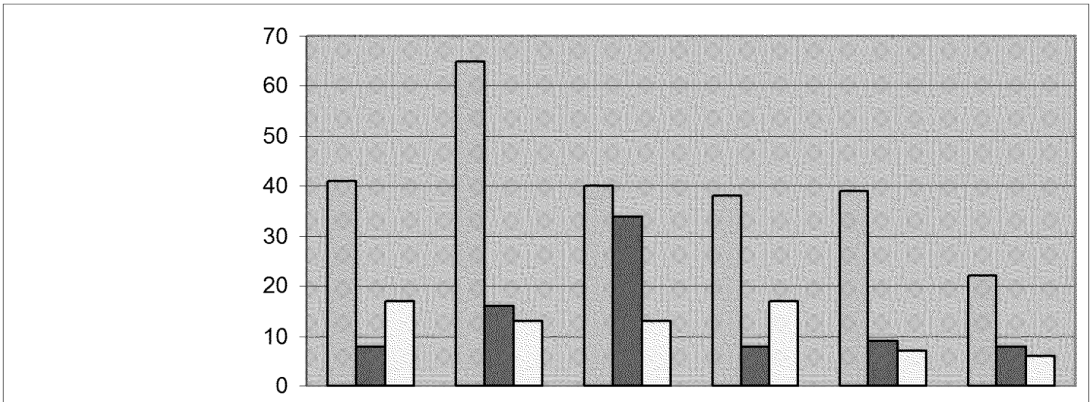
22 complaints were in relation to engineering services and equipment. One required formal investigation and was unjustified. The remaining 21 complaints were investigated by CMT and SDMs for any underlying trends or issues.

8 complaints were in relation to online services. Three required formal investigation, and were all unjustified. The remaining 5 complaints were investigated for underlying trends or issues.

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



Top 3 Areas of Complaints forwarded to Fujitsu Services

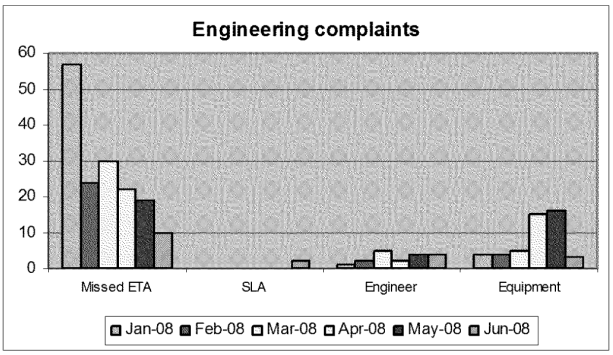


	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
Equipment & Engineering	41	65	40	38	39	22
Online Services	8	16	34	8	9	8
HSD	17	13	13	17	7	6

FUJ00152286

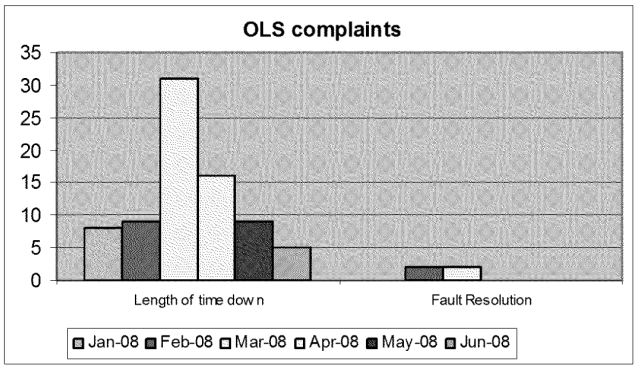
Engineer Complaints

The one complaint which required investigation was due to the PM being unhappy with the SLA. 15 of the 22 complaints made were due to inaccurate ETAs - of these, 6 were valid. The PDAs which will soon be distributed to engineers will allow for more accurate ETAs to be given to Post Masters. The importance of setting expectations correctly has been highlighted to the desk.



Online Services Complaints

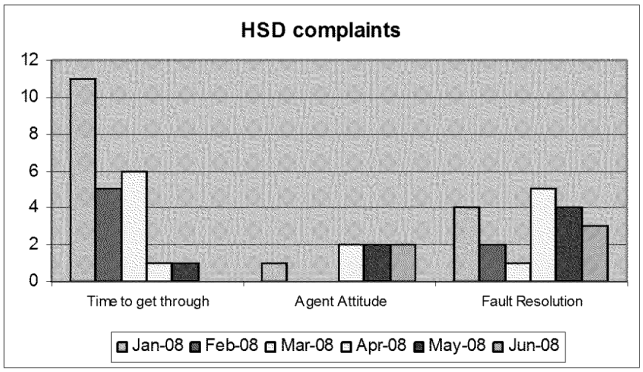
The 5 complaints were due to the length of time during which issues were experienced. Branch Network Services and CMT are working hard to minimise call duration, and to keep PMs better informed.



HSD Complaints

The complaints made were due to fault resolution processes: the fact that certain checks must be made when a call is logged (e.g. check ink cartridge during a printer call).

FUJ00152286



Historical Breakdown of Complaints Data

	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08
Total number of complaints logged against Fujitsu Services	67	220	108	121	88	63	55	36
Exclusions (duplicate / inappropriate)	59	0	17	27	1	0	0	0
Total number of actual complaints	8	220	91	94	87	63	55	36
Total number of complaints investigated by POL Customer Relations	**x**	97	25	74	55	46	30	19
Number of complaints passed For Information Only to Fujitsu Services	28	42	67	n/a	n/a	n/a	n/a	n/a
Number passed to Fujitsu Services for formal investigation	2	7	25	9	13	3	3	4
Number considered justified by Fujitsu Services	1	4	18	7	3	1	1	0

X No figures provided by POL

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

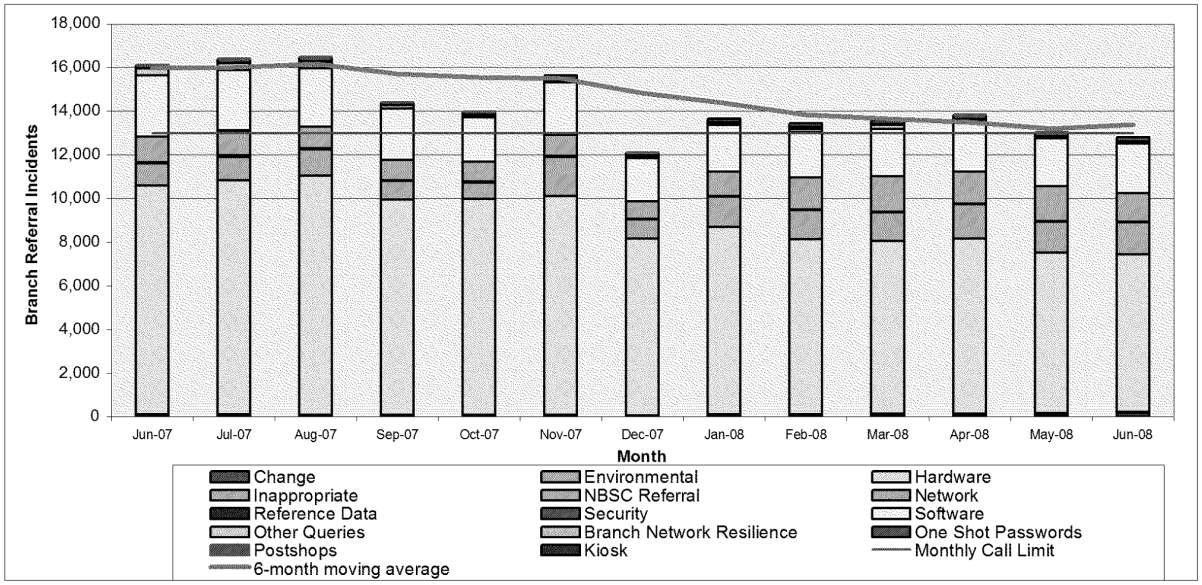
©Copyright Fujitsu Services Ltd 2008

FUJ00152286

5 Service Summary

5.1 Horizon Service Desk

Calls logged by Branches



	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
Branch Network Resilience	2	2	13	0	0	7	13	17	64	38	21	12	14
Change	0	0	0	11	10	7	4	38	82	81	76	92	180
Postshops	33	35	31	29	31	32	27	27	30	21	28	12	24
Environmental	123	126	79	76	80	78	63	79	38	57	68	70	63
Hardware	10468	10695	10966	9866	9884	10027	8076	8568	8001	7906	8012	7339	7182
Inappropriate	1018	1089	1195	854	744	1787	883	1388	1349	1327	1570	1431	1487
NBSC Referral	42	58	48	40	64	40	44	49	8	15	20	15	15
Network	1177	1134	992	915	907	975	792	1097	1482	1614	1498	1622	1325
Other Queries	314	326	296	163	86	105	80	89	151	164	81	67	75
Reference Data	0	0	0	1	0	1	1	1	0	0	1	0	2
Security	14	15	5	0	0	0	0	0	0	0	0	0	0
One Shot Passwords	144	163	174	108	152	174	134	145	157	178	175	189	179
Software	2788	2761	2681	2352	2026	2399	1986	2148	2075	2186	2279	2178	2258
Kiosk						5	0	4	6	6	4	4	6
Total Calls	**16123**	**16404**	**16480**	**14415**	**13984**	**15637**	**12103**	**13650**	**13443**	**13593**	**13833**	**13031**	**12810**
6-month moving average	**15969**	**15998**	**16160**	**15714**	**15543**	**15507**	**14837**	**14378**	**13832**	**13659**	**13513**	**13209**	**13393**
Monthly Call Limit	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000	13000

June saw a total decrease of 221 calls compared with May. The biggest decrease was seen in hardware calls, which was mainly due to proactive work carried out as part of the Sense and Respond program (see below for details). Change calls almost doubled from 92 in May to 180 in June, which can be attributed to a large increase in Preventative Maintenance visits.

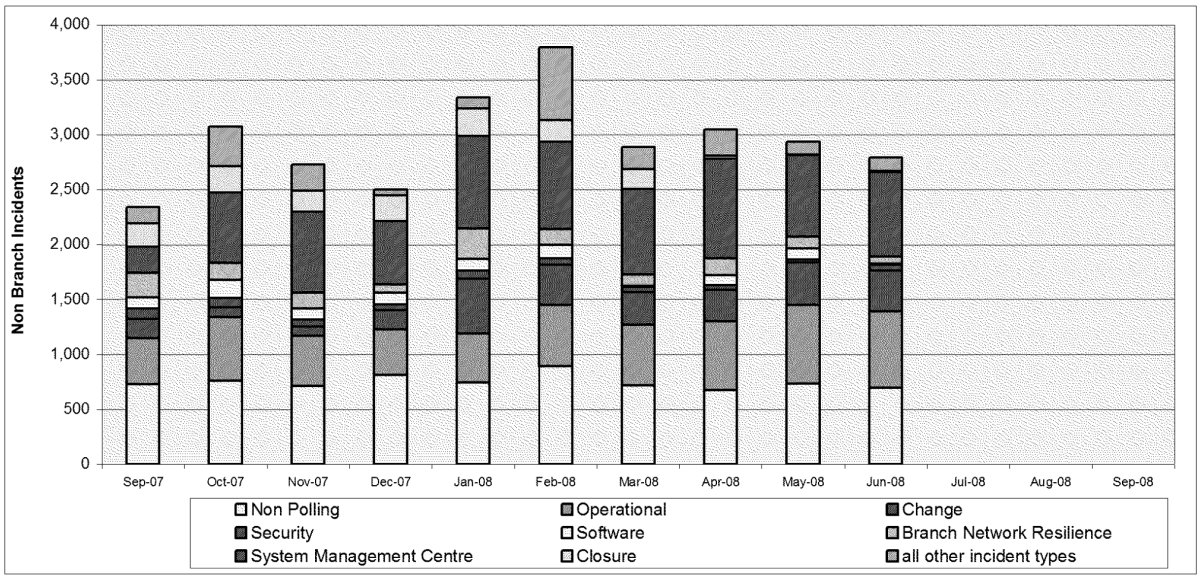
©Copyright Fujitsu Services Ltd 2008

FUJ00152286

Non-Branch Calls

This graph shows central infrastructure and branch system monitoring capabilities.

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



	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Branch Network Resilience	223	151	148	74	277	144	100	149	107	66			
Change	172	90	85	176	499	367	301	288	388	374			
Security	99	86	64	55	71	56	45	40	25	52			
Software	100	165	97	103	107	125	12	92	101	8			
Closure	213	240	192	236	248	195	180	28	8	9			
System Management Centre	237	644	734	580	844	796	781	910	742	772			
Operational	420	581	461	412	449	558	550	629	718	695			
Non Polling	729	759	709	815	744	892	719	674	733	695			
all other incident types	149	360	242	51	103	664	203	241	114	124			
Total Calls	**2342**	**3076**	**2732**	**2502**	**3342**	**3797**	**2891**	**3051**	**2936**	**2795**			

There was a slight decrease in total calls compared with May, although volumes were in line with previous months. The biggest decrease was in Software calls (down from 101 in May to just 8 in June), due to an overall reduction in Software releases.

Review of HSD SLTs

	Actual	Recalculated
Calls Answered within 30 seconds (Target 80%)	83.3%	**N/A**
Calls Abandoned (Target 5%)	3.7%	**N/A**

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

5.2 Engineering Service

Call volumes during June dropped to the lowest level for three years at 3623. There were 665 A priority calls during this period.

June's A priority peripheral SLT was conformant across all measures except the four hour incident to fix, whereby eight additional passes would have resulted in conformance. The A priority base unit SLT was conformant across the six and eight hour incident to fix whilst the three hour response and three hour subsequent response took a slight dip.

We continued to deliver an enhanced reasonable endeavour same day service to WH Smith and VIP branches. During June, 37% of all the C priority calls logged by these branches were attended the same day.

The proactive preventative maintenance programme in June saw 49 visits being completed. We are aiming to increase the number of visits in July.

On the 6th June a proactive business continuity walkthrough was held with our engineering supplier to simulate a disaster scenario. The walkthrough was considered a success, with a number of proactive actions being taken away from the meeting with the aim of improving our ability to handle such events should they actually occur.

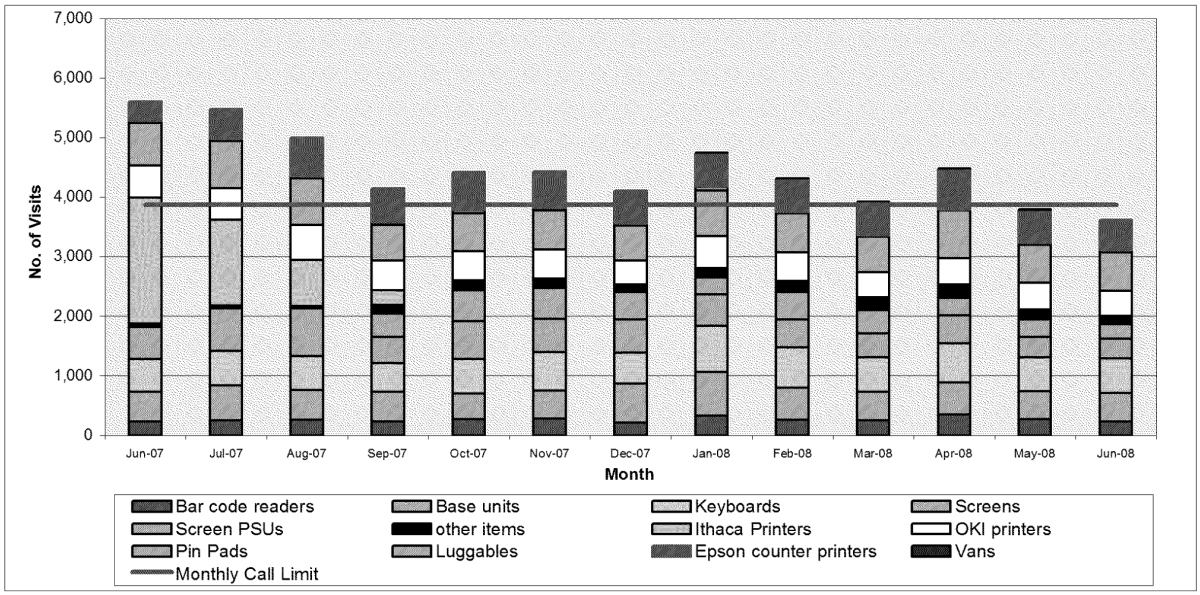
©Copyright Fujitsu Services Ltd 2008

FUJ00152286

Branch Calls which resulted in an Engineer Visit

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

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



	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
Bar code readers	226	248	264	234	269	276	212	335	262	248	350	268	232
Base units	506	592	493	497	436	473	649	727	541	487	535	472	475
Luggables	27	40	37	34	51	40	38	57	28	22	18	25	35
Keyboards	550	579	576	476	575	644	523	777	670	577	654	563	582
Ithaca Printers	2111	1435	776	256	29	16	10	6	2	4	5	0	1
Epson counter printers	330	500	648	578	644	620	554	578	560	560	688	560	518
OKI printers	545	537	582	494	479	497	401	538	472	420	431	448	420
Pin Pads	713	788	780	601	644	649	579	765	662	599	804	641	648
Screens	538	711	795	441	641	565	555	523	472	398	479	345	328
Screen PSUs				396	508	514	467	292	460	393	287	299	253
other items	57	49	45	139	149	139	119	145	183	212	227	168	130
Vans								1	3	4	4	4	1
TOTAL	5603	5479	4996	4146	4425	4433	4107	4744	4315	3924	4482	3793	3623
Average Daily Visit Rate	238	228	208	184	177	185	191	198	188	174	195	169	158
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875

Details of Post Office van part swaps and repairs:

Triole reference	Branch	Van name	Product	Repair Code
340329	110444	Colsterworth Mobile	PATCTXFLAT	R01 Engineer visit - Unit replaced

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

Details of PHU1.5 part swaps and repairs:

Triole reference	Branch	Branch name	Engineer Action
288612	504311	Epworth outreach services	PHU 1.5, mirror disk, bar code reader cable replaced
290356	221709	Lisbellaw outreach services	Keyboard port replaced
293541	204828	Newtonmore outreach services	PHU 1.5, mirror disk replaced
298283	549641	Whitchurch outreach services	Flash card reseated, remote software resolution
299048	502311	Goole outreach services	PHU 1.5 replaced
301816	492227	Tuxford Storage	Sarian modem power supply replaced
305320	213818	Castle Douglas Outreach Store	PHU 1.5 replaced
309314	173709	Lisbellaw PO	PHU 1.5 replaced
310064	504311	Epworth outreach services	Keyboard, printer connector replaced
311852	549641	Whitchurch outreach services	PHU 1.5, mirror disk replaced
311958	213818	Castle Douglas Outreach Store	PHU 1.5 replaced
314603	320324	The Oval outreach services	Mirror disk replaced
318611	221709	Lisbellaw outreach services	Bar code reader cable replaced
325132	188116	Wivenhoe outreach services	PHU 1.5 replaced
331534	212427	Longridge PO	Bar code reader cable adjusted
332015	419427	Bilsborrow outreach service	PHU 1.5 replaced
336562	362306	Settle outreach services	PHU 1.5 replaced
338588	419427	Bilsborrow outreach service	PHU 1.5 replaced

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

5.3 Branch Network Service / Central Network

5.3.1 Branch Network Service

During June 1505 calls were logged across all Network types, a decrease of 67 calls compared with May.

In total 31 calls failed to hit the 4 hour priority SLA. This gave 97.6% SLT conformance against the 95% target. We are working closely with all parties to continually improve this figure.

VSAT sites have undergone software changes from System Support Centre (SSC) within RIPOSTE and the way it reads each satellite site. These changes allow the flow of traffic between the connection and the kit to occur more constant; the failure rate of transactions has been at its lowest point since introduction.

A conference and training session was held between OBC engineers and the Branch Intervention Managers, this was to familiarise themselves with new BT methods for site testing. A few of the actions from the conference include an improved updates to engineers via a new referral form and a checklist of what can be asked of a BT engineer when they visit problem sites. We will be monitoring the sites that the OBC engineers visit to see if resolution between third parties is of a shorter timescale.

The combined efforts of Branch Network services, POL and the Communications Management Team have again seen the GSM bill reduced even further. New scripts and improved reporting are allowing both POL and Fujitsu Services to efficiently and effectively track GSM usage and monitor the devices both out in the estate and in engineering holding. PSTN modem tracking will be added to the BNR report in July to further improve the tracking and return of Branch Network Resilience.

5.3.2 Central Network

This month there were several of intermittent hits on the A&L network banking connectivity that caused a few thousand transaction timeouts. As a precaution Fujitsu visited the A&L Carlton Park Leicester data centre and replaced the suspected hardware. However the A&L service is still being monitored very closely around the clock by both Fujitsu and C&W in case the intermittency returns.

BRANCH & COUNTER NUMBERS at Month End

Live Branches	**13,060**
Live Counters	**32,698**

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

5.4 Operational Branch Change Service

	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative
TOTAL FAILURES TARGET (2%)	4.40%	0.00%	0.00%	0.00%	1.20%	0.00%	0.00%	0.00%	0.60%	0.90%	0.00%	0.30%	6.02%
TOTAL FAILURES (number)	3	0	0	0	1	0	0	0	2	3	0	1	10
CROWN BRANCH FAILURES (0%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
CROWN BRANCH FAILURES (number)	0	0	0	0	0	0	0	0	0	0	0	0	0
NUMBER OF CHANGES DELIVERED	75	89	103	125	89	49	194	313	340	342	314	306	2339
NUMBER OF CHANGES CANCELLED	7	7	7	7	8	3	20	33	22	26	15	11	166
NUMBER OF CHANGES - CLOSURES	60	54	77	85	61	33	49	91	118	157	118	120	1023
TOTAL FAILURES - CLOSURES TARGET (2%)	5.00%	0.00%	0.00%	0.00%	1.60%	0.00%	0.00%	0.00%	1.70%	1.90%	0.00%	0.80%	0.98%

Failures-

504329 Blyth – PSTN line plant issue.

Corrective Actions

During June OBC has revised its processes for the layout of kit at new installations on Open Plan Counters. Kit installation will again now incorporate the inclusion of the power lead extension cable to the AC adaptors for the PinPad and the Monitors.

This will ensure that subsequent visiting sub-contractors do not accidently disconnect AC Adaptors when pulling forward the base units to connect cables for such items as scales.

The result should be a decrease in engineering visits to rectify these issues on or shortly after the Open to Public days.

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

5.5 Service Integration Service

5.5.1 Post Shops

March	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	7	4	5	6	1	23
Number of calls resolved in 8 hours	6	4	4	6	1	21
Number of calls resolved in next day	1	0	1	0	0	2
Number of Hardware faults	5	4	4	6	1	21
Number of software faults	1	0	1	0	0	2
Number of outstanding calls	0	0	0	0	0	0

The SLA for non-critical incidents was conformant at 100%.

The SLA for critical incidents was 84.6%, due to two incidents which missed the SLA by a matter of minutes:

Incident ref 310606 failed due to a part being sent out to the Post Office by business post. Geller are now setting up spares hubs throughout the country, which should reduce this cause of failure.

Incident ref 341671 failed as the call was not voiced to IMT. The agent concerned has had the importance of voicing calls highlighted to him.

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

5.6 Data Centre Operations Service / Data File Transfer

5.6.1 Day J Failures

There were no Day J failures in June.

5.7 Reconciliation Service

There were 38 reconciliation incidents cleared during June. This is 12 less than that reported in May.

There were 3 priority incidents cleared within the 8 hour response SLT.

Of the remaining 35 incidents, 32 were cleared within the 5 day SLT.

Reconciliation issues in June 2008:

The TPSC254 Harvester Exception report of 1st June 2008 contained 4364 exceptions. The problem arose due to 2 changes to the TPS harvester.

The first change was identified by CP4461. This added new columns to the database and provided a new harvester to write to the new columns.
The second change is CP4616. This took the harvester from CP4461 and made some further changes. CP4616 was applied over a weekend but CP4461 was not applied. This meant that the new harvester was trying to write to database columns that did not yet exist - hence the rejections. CP4616 was withdrawn so harvesting then took place properly on the evening of 2nd June.
The 4364 exceptions were repaired and delivery was finalised/confirmed on 9th June 2008.

The TPSC254 Harvester Exception report of 2nd and 3rd June showed there were issues where some AP counter messages were missing or had corrupt start dates. After thorough investigation, these issues were linked to the DVLA problems as per TfS call 293062 on 2nd June 2008.

There were problems overnight on 17th & 18th June with 18 transactions which caused the TPS processes to ABEND, in turn holding up the Maestro schedule. The Maestro schedule was re-run on Wednesday morning and the reports were confirmed as successfully delivered by 10:30am by P&BA in Post Office Ltd. The cause was investigated and it was found there was a problem with a repair tool. The repair tool was fixed, all transactions were repaired and the 18 transactions were successfully delivered to POLFS and POLMIS.

5.8 Reference Data & Message Broadcast Service

Nothing to report

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

5.9 Security Service

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
51	180	167	6
Query Days this month	**YTD Contract**	**Received YTD**	
988	3750	3612	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
27	25	66	25

Internal Adhoc Audit Retrieval Requests

Received this month	Received YTD	Outstanding
4	11	2

Prosecution Support

Witness statements provided this month	10	**Witness statements YTD**	20
Days in court this month	0	**Days in court YTD**	0

Current Month and Forthcoming Court Commitments

Outlet	Date	Court location	Comments
Oxgate Court	7 Jul 08	Harrow Crown Court	Witness notified
Forest Side	11 Aug 08	Nottingham Crown Court	Witness notified
Hertford Heath	8 Sep 08	Cheshunt Magistrates Court	Witness notified
London Road	3 Nov 08	Reading Crown Court	Witness required

Updates to Previous Months Prosecutions

Outlet	Comments
Banbury	Case concluded
Preston Road	Case concluded
Wimbledon	Case concluded
Kings Cross	Case concluded

Automated Key Refresh

An average of 31 branches a day were selected for key refresh this month resulting in a total of 926 branches being targeted for refresh. The key refresh algorithm was turned off on the 25th April 2007.

Manual Key Refresh

No manual keys refreshed this month

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

6 Service Improvement

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

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

Service Improvement	Benefit	Progress to Date	Status
Utilisation of Message Broadcast Service for automated "email" communication to the branches for Incidents logged in TfS	To link Triole for Service (TfS) to the Horizon MBS and send automated electronic updates to individual branches on the progress of branch logged incidents. This proposal has been discussed at high level with Ref Data and the concept is possible & is supported. POL are also aware of & support the proposal, but require details about cost.	This will be part of HNGx implementation in 2008/2009.	IN PROGRESS
Provision of Card Cleaners to branches	Post Masters will be able to clean the magnetic stripe readers on the keyboards and the Chip and Pin readers on the Pin Pads before deciding the Pin Pad or Keyboard has a faulty reader and contacting the HSD. This will result in a reduction in Pin Pad and Keyboard call volume.	Instructions have been written; action now on hold pending POL's purchase of card cleaners.	IN PROGRESS
Provide branches with spare Bar Code Reader heads.	The ability to swap out bar code readers would result in improved counter availability and a reduction in engineer visits and associated costs.	List of branches interested in taking part has been compiled: Implementation plan to be written and agreed.	IN PROGRESS
Laminated quick-reference problem-resolving cards to be issued to branches.	These cards will allow PMs to resolve simple problems without needing to call the HSD. This will result in greater counter availability, and an improved resolution journey for the PM.	A hints and tips guide was distributed at the NFSP conference, and copies given to Fujitsu BIMs for further distribution to branches.	IN PROGRESS
Continuous 'ping' to be sent to VSAT sites	This will reduce the number of time-outs and transaction failures.	Project is being planned.	IN PROGRESS

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

7 Sense & Respond

The data captured during June has highlighted the top 2 highest demand types as being Hardware and Software. Trend analysis has shown the total call volume for Hardware to be 5855 and Software 1888.

For Pin Pad errors, the volume of Pin Pad calls for June totalled at 1287. HSD frontline have been advised to check Tivoli events for all Pin Pad calls received to avoid any unnecessary HSD diagnostics/engineer visits.

For hardware demand, the highest call volume received is for Counter Printer faults with 2212 calls received in June.

During June, 4012 chase calls were received, with the highest chase call types being for Engineering Updates (1644) and Customer Calls (1619).

In regards to the project focusing on base unit calls, 'Unit replacements' are continuing to be the highest repair reason for calls, followed by 'user advice / no action taken.' Call analysis is being undertaken into the no action taken calls to identify any trends.

For the monitor faults project, 882 calls were logged during June as a monitor fault. This represented a total of 69% being resolved by engineering and 31% by the HSD. This is the strongest performance by HSD in 2008 so far.

After tracking Inappropriate calls data again throughout June, the calls received at the HSD totalled at 1530, an increase on May. This represents 12% of all calls.

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

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

8 JUNE SERVICE LEVEL PERFORMANCE

8.1 Horizon Service Desk

Ref	SLT	ARL		Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08	Jun08
			Horizon Service Desk													
	80%		Calls answered within 30 seconds	88.9	89.6	89.9	90.0	88.8	89.5	89.4				85.9		
					Q3				Q4			Q1					
	<10.0 secs		Average Time to Answer <10.0 seconds	7.0	7.0	7.0	7.0	6.0	6.0	7.0	7.0	7.0	6.0	7.0		
					Q3				Q4			Q1					
	<5%		Calls not answered	2.9	Q3		2.9		Q4	6.0		Q1	2.3			
	100%		Voicemail available outside HSD standard hours	100.0	Q3		100.0		Q4	100.0		Q1	100.0			
	100%		Voicemail calls raised next working day	100.0	Q3	100.0	100.0		100.0	100.0		Q1	100.0	100.0		
	>=85%		First Time Fix		Q3	91.2			91.8		7	9		90.1		
									Q4			Q1				
	95%		Software incidents resolved by Reboot <15 minutes			96.97	91.16	93.54	95.13		1	95		92.92	90.84	
					Q3				Q4	94.68		Q1				93.04
	100%		Software incidents resolved by Reboot <30 minutes	97.86	99.74		93.69	99.80		98.98			97.70		97.37	98.33
				98.83	Q3		98.33		Q4	98.08		Q1	99.05			98.22

FUJ00152286

8.2 Engineering Service

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

Ref	SLT	ARL		Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08	Jun08
			Branch Infrastructure - Call to Fix													
	95%	NO	Base unit A Priority - 3 Hr Response	N/A	N/A	N/A	N/A	84.4	90.9	83.4	87.1	88.5	94.0	94.1	95.1	92.1
				N/A	Q3		N/A	Q4		86.9		Q1	89.2	Q2		94.2
	90%	NO	Base unit A Priority - 6 Hr Incident to Fix	N/A	N/A	N/A	N/A	88.9	93.9	81.9	86.1	89.6	93.7	89.1	94.1	94.
				N/A	Q3		N/A	Q4		89.8		Q1	89.1	Q2		92.
	95%	NO	Base unit A Priority - 8 Hr Incident to Fix	N/A	N/A	N/A	N/A	91.9	97.0	86.6	90.2	93.2	95.7	94.1	96.5	97.
				N/A	Q3		N/A	Q4		93.3		Q1	92.3	Q2		96
	95%	NO	Base unit A Priority - 3 Hr Subsequent Response	N/A	N/A	N/A	N/A	87.5	75.6	62.5	67.4	77.6	90.4	89.1	95.1	94.9
				N/A	Q3		N/A	Q4		74.8		Q1	80.9	Q2		92.8
	95%	NO	Peripheral A Priority - 3 Hr Response	N/A	N/A	N/A	N/A	91.8	94.0	88.4	92.3	93.6	95.0	93.3	96.5	95
				N/A	Q3		N/A	Q4		90.7		Q1	95.0	Q2		96
	95%	NO	Peripheral A Priority - 4 Hr Incident to Fix	N/A	N/A	N/A	N/A	94.5	93.8	88.4	93.5	95.4	96.7	96.4	94.7	94.5
				N/A	Q3		N/A	Q4		91.9		Q1	93.6	Q2		94.2
	97%	NO	Peripheral A Priority - 8 Hr Incident to Fix	N/A	N/A	N/A	N/A	98.1	98.7	93.8	98.3	98.1	98.2	99.4	99.4	100
				N/A	Q3		N/A			96.8		Q1	98.2	Q2		99.
	95%	NO	Peripheral A Priority - 3 Hr Subsequent Response	N/A	N/A	N/A	N/A	93.6	100.0	0.0	66.7	100.0	66.7	83.3	90.9	100
				N/A	Q3		N/A	Q4		55.6		Q1	81.8	Q2		89.3
	95%	NO	Priority C - End of Next Business Day (flexible structure)	91.3	89.8	91.8	91.9	95.5	90.5	86.4	91.2	89.6	94.1	93.2	95.2	93.2
				93.4	Q3		90.8			93.2		Q1	91.8	Q2		94.3
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	92.2	90.7	91.8	92.6	96.2	91.1	88.4	92.5	91.3	94.9	94.9	96.5	94.4
				94.1	Q3		91.7	Q4		94.3		Q1	92.6	Q2		95.2
			Postshop Engineer - Call to Fix													
	100%	NO	Critical incident within 8 hours	100.0	100.0	100.0	100.0	100.0	100.0	50.0	100.0	71.4	40.0	100.0	75.0	84.6
				96.5	Q3		100.0	Q4		83.3		Q1	70.6	Q2		86.5
	100%	NO	Non-critical incident within 48 hours	100.0	100.0	100.0	100.0	100.0	100.0	91.7	100.0	100.0	92.9	91.7	86.0	92.6
					Q3		100.0	Q4		97.2		Q1	97.6	Q2		

FUJ00152286

8.3 Branch Network Service

Ref	SLT	ARL		Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
			Branch Telecom Infrastructure - Call to Fix												
	95%	NO	Priority A - 4 hours (flexible structure)	96.7	98.3	96.8	97.4	97.8	97.8	96.1	95.9	97.0	97.5		
					Q3			Q4				Q1			Q2
	95%	NO	Priority C - End of Next Business Day (flexible structure)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				N/A	Q3			Q4		N/A		Q1	N/A		Q2
	100%	NO	Priority A - 6 hours (flexible structure)	97.3	98.6	98.3	98.1	98.7	99.2	97.6	97.4	98.0	98.3	98.9	98.9
				97.0	Q3		98.4	Q4		98.5		Q1	97.9		Q2
	100%	NO	Priority C - End of next business day + 2 hours	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				N/A	Q3		N/A	Q4		N/A		Q1	N/A		Q2
			Branch and Counter Availability												
	>99.33%	NO	Branch Availability during the Critical Period												
					Q3			Q4				Q1			Q2
	>98.92%	NO	Counter Availability during the Critical Period	99.1	99.0	99.1	99.2	99.3	99.5	99.2	99.4	99.3	99.4		
					Q3			Q4				Q1	99.3		Q2
	>99.33%	NO	Branch Availability during Post Office Core Day	99.8	99.7	99.8	99.9	99.8	99.8	99.8	99.8	99.8	99.8		
					Q3			Q4				Q1	99.8		Q2
	>98.92%	LD	Counter Availability during Post Office Core Day	99.3	99.4	99.5	99.6	99.4	99.7	99.4	99.5	99.5	99.6		
					Q3			Q4				Q1	99.5		Q2
			Banking & Related Services Reliability												
	99%	LD	Fixed Connection Reliability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
					Q3			Q4				Q1	100.0		Q2
	99%	LD	ADSL Connection Reliability												
				100.0	Q3		100.0	Q4		100.0		Q1	100.0		Q2
	97%	LD	Dialed Connection Reliability					100.0			100.0		100.0		
					Q3			Q4				Q1			Q2

Priority C targets have now ceased as agreed.

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

8.4 Central Network Service

Ref	SLT	ARL				Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	
			Network Availability														
	>=99.95%	NO	A&L Network Availability			100.0	100.0	100.0	100.0	100.0	100.0	99.9	100.0	100.0			
						100.0		Q3	100.0		Q4	99.9		Q1			Q2
			Banking Authorisation Agent Availability for Each Availability Period														
	<=1	NO	Number of PI outages >2 minutes for same bank														
						0		Q3	0		Q4	0		Q1			Q2
	<=2	NO	Number of PI outages >2 minutes for different banks				0		0			0		0			
								Q3			Q4			Q1			Q2

FUJ00152286

8.5 Data Centre Operations Service

8.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08	Jun08
			Banking & Related Services Transaction Times													
	<=2.5 sec	LD	Average time for Banking Transactions across Fixed, ADSL & Dialed Connections	0.36	0.35	0.35	0.36	0.36	0.36	0.35	0.34	0.34	0.33	0.32	0.	
				0	Q3		Q4			Q1		Q2				
			DFD Outbound - APS All Clients													
	96.5%	LD	APS transactions delivered by 23:59hr Day B	99.8	99.7	99.7	99.7	99.8	99.8	99.3	99.8	99.6	99.7	99.7	99	
				9	Q3		Q4			Q1		Q2				
	97.5%	LD	APS transactions delivered by Day C													
					Q3		Q4			Q1		Q2				
	98.5%	LD	APS transactions delivered by Day D													
				99.9	Q3		99.9	Q4		99.9		Q1	99.9		Q2		
	100%	LD	APS transactions delivered by Day J					99.9								
				100.0	Q3		100.0	Q4		99.9		Q1	100.0		Q2		

FUJ00152286

8.5.2 Data File Delivery – LFS

Ref	SLT	ARL		Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08	Jun08
			DFD Outbound - LFS													
	97%	NO	Confirmation of pouch received at Branch by 22:00hr Day A	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9		
					Q3				Q4			Q1				Q2
	97.2%	LD	Confirmation of pouch received at Branch by Day B	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9		
					Q3				Q4			Q1				Q2
	100.0%	NO	Confirmation of pouch received at Branch by Day I	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
					Q3				Q4			Q1				Q2
	97%	NO	SAPADS Pouch collected from Branch by 22:00hr Day A	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	100.0	97.4	100.0		
					Q3				Q4			Q1				Q2
	97.2%	NO	SAPADS Pouch collected from Branch by Day B	99.9	Q3		99.9		Q4	99.9		Q1	99.8			Q2
	100.0%	NO	SAPADS Pouch collected from Branch by Day I	100.0	Q3		100.0		Q4	100.0		Q1	100.0			Q2
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.5	Q3		99.8		Q4	99.8		Q1	99.8			Q2

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

8.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08	Jun08
			DFD Outbound - POL MIS													
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	99.1	99.0	99.0	99.2	99.2	99.0	98.6	99.0	98.9	98.9	99.1		
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C	99.7	99.7	99.7	99.7	99.8	99.7	99.5	99.7	99.6	99.6	99.7		
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D	99.9			99.9			99.8			99.8			
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	99.9			100.0	99.9		99.9			100.0			
			DFD Outbound - POLFS													
	96%	NO	Transaction records loaded to configured POLFS by 07:00hr Day B	99.0			99.0			98.9			98.9			
	97%	NO	Transaction records loaded to configured POLFS by 07:00hr Day C	99.7		99.6	99.7		99.7	99.6	99.7		99.6	99.7		
	98%	NO	Transaction records loaded to configured POLFS by 07:00hr Day D	99.8		99.8	99.8		99.8	99.8	99.8		99.8	99.8		
	100%	NO	Transaction records loaded to configured POLFS by 07:00hr Day J	99.9		100.0	100.0	99.9	100.0	99.9	100.0		100.0	100.0		

FUJ00152286

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

Ref	SLT	ARL		Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08	Jun08
			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		
	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		
			DFD Outbound - Reconciliation Files													
	<=2	NO	Number of failures of REC file delivered to CAPO daily by 03:00hr	0.0	Q3		0.0	Q4		0.0		Q1	0.0		Q2	
	<=2	NO	Number of failures of REC file delivered to A&L daily by 0[illegible]	0.0	Q3		0.0	Q4		0.0		Q1	0.0		Q2	
	100%	NO	REC files delivered to CAPO by 16:00hr on Day B	100.0	Q3		100.0	Q4		100.0		Q1	100.0		Q2	
	100%	NO	REC files delivered to A&L by 18:00hr on Day B	100.0	Q3	100.0	100.0	Q4	100.0	100.0		Q1	100.0	0.0	Q2	1
			DFD Outbound - HR SAP													
	100%	LD	HR SAP delivered to the POL gateway by 21:30hr on the Friday preceding the pay run date		Q3			Q4				Q1			Q2	

FUJ00152286

8.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr0
			DFD Inbound - LFS											
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	99.5	99.4	99.4	99.6	99.5	98.6	98.6	96.5	97.9		
				99.4		Q3			Q4		Q1			
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A									98.8		
				99.6		Q3	99.8		Q4	99.8	Q1			
			Delivery of transaction correction records to Branches available at 23:59:59hr Day A											
	90%	LO	Transaction corrections available by 08:00 on Day B			Q3			Q4		Q1			
	96%	LO	Transaction corrections available by 12:00 on Day B	99.9	99.8	99.8	99.9	99.9	99.8	99.6	99.8	99.8		
						Q3	99.8		Q4	99	Q1			
	100%	LO	Transaction corrections available by 23:59:59 on Day A	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
						Q3	100.0		Q4	100	Q1			

FUJ00152286

8.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08	Jun08
			Central Systems Availability													
	<=3 core hrs	NO	Outages in Core Hours where the Core Solution is unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
				0.0	Q3		0.0	Q4		0.0	Q1		0.0	Q2		0.0
	<=8 core hrs	NO	Outages in Core Hours where the Core AND Banking Solutions are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
				0.0	Q3		0.0	Q4		0.0	Q1		0.0	Q2		0.0
	<=14 core hrs	NO	Outages in Core Hours where the Core Solution AND Other Services are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
				0.0	Q3		0.0	Q4		0.0	Q1		0.0	Q2		0.0
			POL FS Availability													
	98.5%	NO	POL FS Availability	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				99.8	Q3		100.0	Q4		100.0	Q1		100.0	Q2		100.0
	>=4 hours	NO	POLFS shall not be unavailable to users on any single occasion during the service level management period	0	0	0	0	0	0	0.0	0	0	0	0	0	0
				0.0	Q3		0	Q4		0.0	Q1		0.0	Q2		0.0
			Transaction Enquiry Service													
	99.75%	NO	TESQA availability between 07:00hr and 22:00hr for SLT calendar year	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9	100.0	99.6	99.3
				100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q2		99.6
	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	100.0	100.0	100.0	100.0	100.0	100.0
				99.8	Q3		100.0	Q4		100.0	Q1		100.0	Q2		100.0
	100%	NO	If TES fails transaction received between 07:00 and 20:00 will be available within 2 hours on the TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q2		100.0
	100%	NO	Transaction received in the data centre between 20:00 and 22:00 daily will be available within 40 mins on TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q2		100.0
	100%	NO	If TES fails transaction received between 20:00 and 22:00 will be available within 2 hours on the TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q2		100.0
	100%	NO	Transaction received in the data centre between 22:00 and 07:00 daily will be available within 4 hours on TESQA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q2		100.0

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

8.6 Reference Data Service

Ref	SLT	ARL		Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08	Jun08
			DFD Inbound - APS Tariff data													
	96%	NO	APS reference data delivered by Day B	99.6	97.5	99.6	99.8	99.7	99.7	99.5	99.7	99.6	99.5	99.7	99.6	
				9	Q3		Q4			Q1				Q2		
	97%	NO	APS reference data delivered by Day C	99.8	99.8	99.8	99.8	99.9	99.8	99.8	99.8	99.8	99.8	99.8	99.8	
				9	Q3		Q4			Q1				Q2		
	98%	NO	APS reference data delivered by Day D	99.5	99.6	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	
				9	Q3		Q4			Q1				Q3		
	100%	NO	APS reference data delivered by Day J	100.0			100.0			100.0			100.0			
				10	Q3		Q4			Q1				Q2		
			DFD Inbound - Reference Data													
	96%	NO	Reference data delivered by Day B													
				99.7	Q3		99.7	Q4		99.8		Q1	99.7		Q2		
	97%	NO	Reference data delivered by Day C	9		99.8			99.8			99.8			99.8	
				99.8	Q3		99.8	Q4		99.8		Q1	99.8		Q2		
	98%	LD	Reference data delivered by Day D	9		99.9			99.9			99.8			99.9	
				99.8	Q3		99.9	Q4		99.9		Q1	99.9		Q2		
	100%	LD	Reference data delivered by Day J	10		100.0			100.0			100.0			100.0	
				100.0	Q3		100.0	Q4		100.0		Q1	100.0		Q2		

©Copyright Fujitsu Services Ltd 2008

FUJ00152286

8.7 Reconciliation Service

Ref	SLT	ARL			Jun07	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08
			Exception / Error Resolution													
	95%	NC	Banking & Related Services Priority Exceptions res	Weekly	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
			hours or less			Q3				Q4			Q1	100.0		Q2
	95%	NC	BIM report issued within 5 working days													
					100.0	Q3		98.9		Q4	97.7		Q1	97.4		Q2
			Payment File Delivery to Merchant Acquirer (Debit Card)													
	by 12:00	LD	Payment file delivered to MA on the day following creation date													
			of the file		100.0	Q3		100.0		Q4	100.0		Q1	100.0		Q2