POCL SERVICE MANAGEMENT

Horizon Programme

CONGO 4
(ICL Pathway Release 1c)

Horizon Service Report

Number 3

Period - February 1998

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Date produced: 27 March 1998

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1. Introduction

This report is produced by the POCL Service Management team and provides a high level "in-flight" assessment of any threats to overall business continuity in the Congo 4 live service environment. The primary purpose is to identify any issues (actual or potential) that might threaten the Congo 4 roll-out or regression from ICL Pathway services. It should be noted that this report may have an operational bias.

For ease of reference, the report utilises a traffic light system with the following keys -

● = Immediate Threat to Business Continuity

○ = Potential Threat to Business Continuity

● = No Threat to Business Continuity

The next full Horizon Service Report is scheduled for 30 April 1998.

2. Report Format

2.1 ABBREVIATIONS

BA	Benefit Agency
BES	Benefit Encashment Service
CAPS	Customer Accounting & Payment Strategy
COLS	Caps Operational Live Support
CAW	Cash Account Week for Post Offices
CPCS	Customer Payment Computer System
CSU	Card Support Unit
EDS	Electronic Data Systems
HSH	Horizon System Helpdesk
IGL	Initial Go-Live
OBCS	Order Book Control Service
OSM	Operational Service Management
PIR	Post Incident Review
PCHL	Payment Card Helpline
PDA	Programme Delivery Authority
POCL	Post Office Counters Ltd
RLM	Regional Liaison Manager

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Post Office CAW

Post Office cash account weeks run from Thursday to Wednesday.
i.e: Week 32 = Thurs. 30 Nov - 5 Dec 1997.

3. Headlines

Volumetrics.

• Payments card customers on CPCS =	25,119
• Number Of active payment cards =	16,875
• Number of commissioned Post Offices =	204
• Number of Counter Positions =	334
• Offices De-commissioned =	1
• Manual Post Offices supporting foreign encashments =	1,492
• Number of encashments for February =	30,343
• Value of encashments for February =	882,813.33
• Number of foreign encashments for February =	245
• Value of foreign encashments for February =	7,214.15
• Average value of each encashment =	£29

4. End to End Business Continuity

Overall there are no major threats to business continuity, however there are still growing concerns regarding the continuation of lost transactions, it was anticipated that lost transactions would decline after the software fix dated 16 February 1998.
Continuation of this trend will seriously undermine the credibility of the system.

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5. Core Elements of the Live service

Infra-structure	BPS	OBCS	CAS /PAS	CMS	TP / Pwy Interface	Fraud & Security	Accounting
○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○
○	○	●	●	●	●	●	●

NB: This section of the report should be interpreted in respect of the perception of the 'end user' and how it will impact their environment.

5.1 Infrastructure

Post Office Relocations/Refurbishments

Following the PIR for the recent relocations and refurbishments an interim process has been verbally agreed between POCL and ICL Pathway, for the duration of Release 1c. A formal process cannot be drafted until POCL states it's requirement, this is not envisaged until Release 2 when the 'change catalogue' is produced.

A number of actions were assigned at the meeting for subsequent feedback at an update meeting scheduled for early April.

5.2 Benefit Payment System

Lost Transactions

ICL Pathway are continuing their investigation concerning the four categories of lost transactions identified in the last interim report. The objective is to ascertain the root cause at the POCL customer interface. Service Management has escalated the aforementioned problems to Product Management for action to facilitate a solution within the ICL Pathway domain.

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5.3 Accounting & Reconciliation

Appendix 'A' details an agreed summary of accounting & reconciliation for the February period.

6. BES: Volumetrics

Definitions for the purpose of this report.

A **transaction** is a broad description of a customer session. (the term 'transaction' is more rigorously defined in the contract).

A **payment** is the Child Benefit allowance money due for one week, or for four weeks (in case of a four- weekly allowance).

An **encashment** is a measure of the work effort in a customer session from the clerk accepting the payment card to returning the card with monies, i.e. one customer is paid all due Child Benefit allowance. Thus, a customer may save several payments before visiting their PO. During such a transaction there will be one encashment of several payments.

6.1 Payments Card Statistics

Month	Cards Issued to POCL	Active Cards	Lost Cards	Stolen Cards	Damaged Cards
Dec 97	3,756	2,451	4	0	4
Jan 98	10,790	6,432	16	4	19
Feb 98	17,150	16,875	18	9	29

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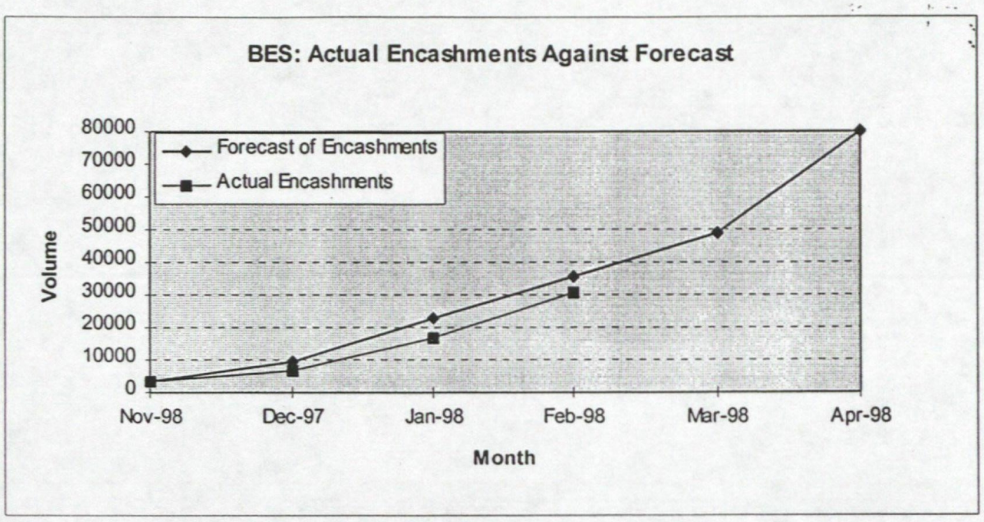
6.2 BES Encashments against Forecast since Release 1c



NB: The actual volume of encashments is ramping-up in line with the forecast.

6.3 Volumes of BES transactions

Transaction	Nov 97	Dec 97	Jan 98	Feb 98	Mar 98	Apr 98
Forecast volume of Encashments	3,500	9,200	22,600	35,700	49,000	79,800
Actual volume of Encashments	3,440	6,727	16,835	30,343	N/A	N/A

6.4 BES Encashments by POCL Region for February 1998 (calendar month)

Region	North East	South West / South Wales	Foreign
Volume of Encashments	12,925	17,418	245
Value of Encashments £	360,935.72	521,877.61	7,214.15

NB: SW/SW have more cards due to an existing customer base with the ex.IGL offices.

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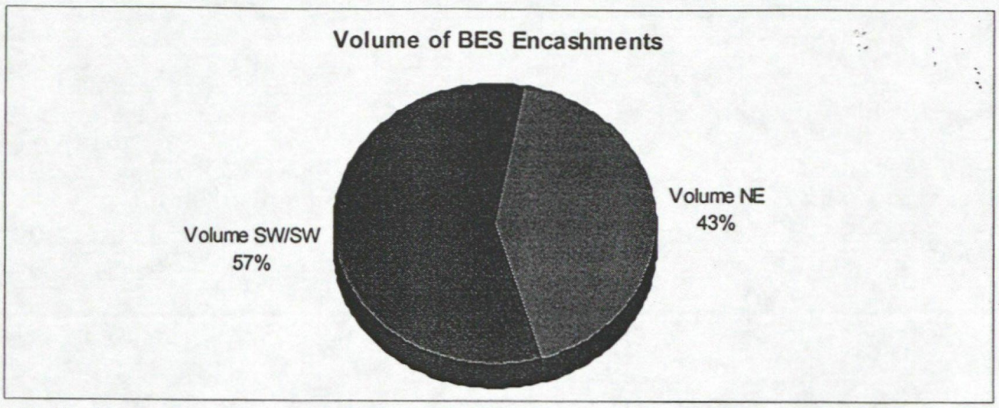
6.5 Percentage split of Encashments



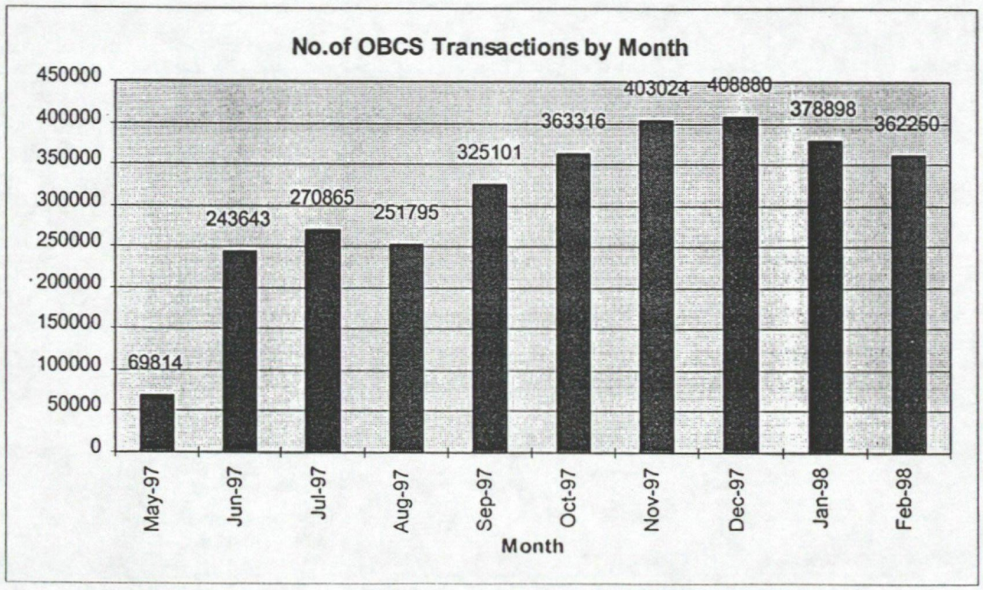
NB: The forecast percentage split is 58% SW/SW and 42% NE, derived from the number of automated offices in each Region.

7. OBCS

7.1 No. of OBCS Transactions by Type - February 1998

Encash Local	Encash Foreign	Issue/Receive Local	Issue/Receive Foreign	Re-Direct	Total Transactions
300,284	4,409	55,971	1,290	296	362,250

7.2 No. of OBCS Transactions by Month



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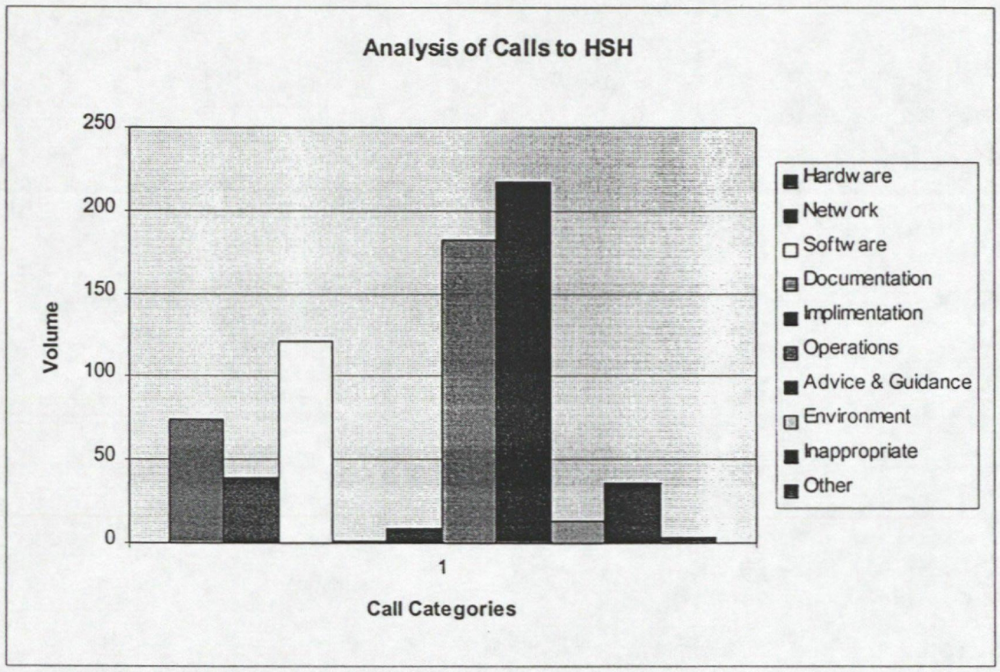
8. Horizon System Helpdesk Volumetrics

8.1 Categories of calls to HSH during February 1998.



NB: This graph includes all calls from POCL, BA & ICL Pathway

Breakdown of calls to HSH

Category	Dec 97	Jan 98	Feb 98
Hardware	82	93	74
Network	26	35	39
Software	89	136	121
Documentation	0	0	1
Implementation	19	4	.9
Operations	143	231	182
Advice & Guidance	236	305	217
Environment	14	23	13
Inappropriate	32	35	36
Other	19	32	3
Total	**660**	**894**	**695**

NB: There has been a noticeable reduction in the volume of call to the HSH, especially in the categories of 'Advice & guidance' and 'operations'.

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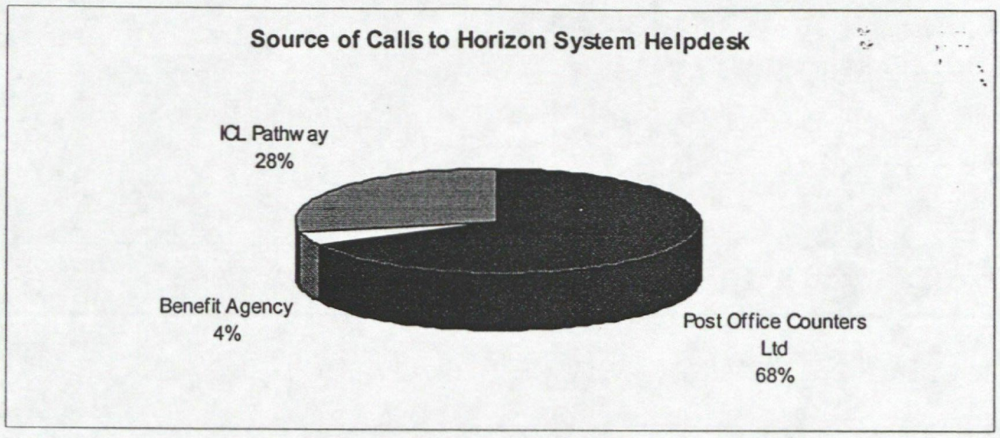
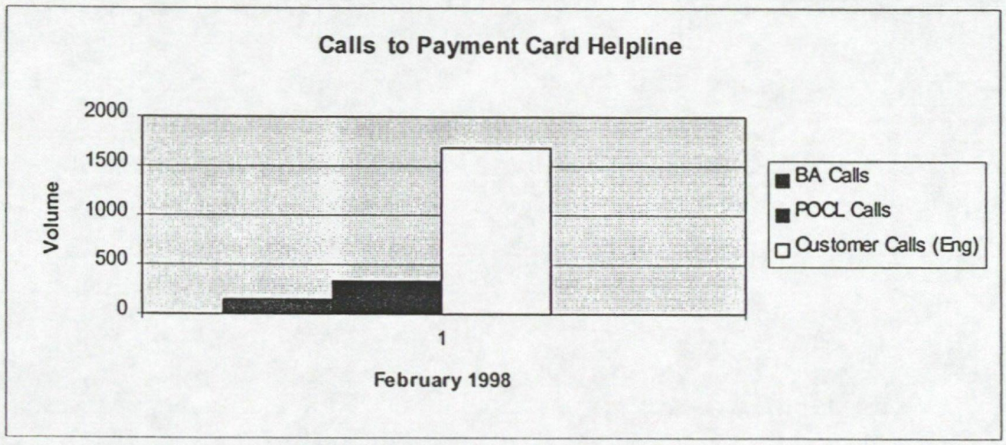
8.2 Source of Calls to HSH



Calls for December 1997

Business	Dec 97	Jan 98	Feb 98
Post Office Counters Ltd	523	619	468
Benefit Agency	13	55	31
ICL Pathway	124	220	196
Total	660	894	695

9. Payment Card Helpline



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Source of Calls	Dec 97	Jan 98	Feb 98
Post Office Counters Ltd	270	425	339
Benefit Agency	69	186	147
Customer Calls (English)	733	1,710	1677
Customer Calls (Welsh)	5	5	2
Total	**1077**	**2,326**	**2165**

NB: The volumes of calls to the PCHL have increased in line with the volumes of active payment cards. 44.2% of the calls to the PCHL are general cardholder enquiries.

10. Key Incidents / Problems during Release 1c

- ICL Pathway 'maestro' scheduler failed over a weekend period, affecting 10 ex IGL offices
- Release 1c printers not performing to standard required
- Release 1c payment receipts are lower specification to that of IGL
- Files sent to ABED with wrong creation date
- ISDN line problems affecting release 1b offices
- Authentication of users to the HSH & PCHL
- Duplicate payments at Bath Road, due to office unable to harvest
- PMSR report received in ABED did not pick-up Bath Road Duplicate payment
- BES transactions not being committed and subsequently lost after 'full log-out'
- Transactions being lost after experiencing printer failure
- Stop payment not confirmed back to CAPS, following a customer transferring from a BES office to a non-automated office
- Payment cards not activated at Post Offices in NE Region, prior to their issue to the customers
- Disabled customer complaint concerning lack of 'agent' facility at Release 1c
- Increased cash account errors
- Identify Process for outlet changes
- Lost transactions - card problems
- Lost transactions - printer failure
- Lost transactions - correct permission not assigned to user
- Lost transactions - user exited prematurely

(full details are provided in previous reports).

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11. Concerns

There is growing concern in various domains of the Horizon programme regarding the consistency and timeliness of the management information supplied by ICL Pathway. These inconsistencies reported will have a serious impact on the integrity of the data supplied to the programme. Service Management has now furnished these concerns to ICL Pathway for investigation.

12. De-commissioned Post Offices

As of 26 March 1998, there is one de-commissioned outlet.

1. Hewelsfield (346523) - ISDN line not available at the new telephone exchange.

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Appendix 'A'

ACCOUNTING AND RECONCILIATION MANAGEMENT SUMMARY

- RELEASE 1C STATISTICS AND SETTLEMENT ADJUSTMENTS

Of the 40 incidents received this month 26 were cleared.

	Rel 1c. From 4 /11/97 to 31/1/98				From 1/2/98 to 28/2/98		
	Total	Cleared	Outstanding	B/F	New Received	Cleared	Outstanding
PO reported incidents	52	51	1	1	18	18	1
CBOS reported incidents	22	1	21	21	5	0	26
CA/ABED mismatches	12	2	10	10	14	8	16
Rejected records by CAPS	0	0	0	0	3	0	3
TOTAL	*86*	*54*	*32*	*32*	*40*	*26*	*46*

Total 4 Nov-28 Feb	*32*	*126*	*80*	*46*

Total Number of Transactions from 1 February to 28 February.	30,343

- GENERAL RECONCILIATION PERFORMANCE

An increase of 59% in the volume level of transactions occurred since the last reporting period. Despite this, performance levels of reconciliation work were still good.

- IMPROVEMENTS

This period - ratio of incidents to transactions were 1:704 (last period 1:358).

- CONCERNS

Incidents of lost transactions are still being reported despite a software fix during February.

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