Document Title:	**SERVICE REVIEW - PERFORMANCE STATISTICS**
Document Type:	SERVICE REVIEW - APRIL 1999
Abstract:	This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 31ST March 1999.
Status:	Definitive
Distribution: **(Hard Copy)**	Service Management Review Forum Stephen Muchow Peter Burden Martin Riddell Peter Robinson Tony Oppenheim Paul Westfield
Distribution: **(Electronic Copy)**	As above plus: ICL Pathway Management Team Richard Brunskill ICL Pathway Suppliers (Part) ICL Pathway Library
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Approval Authority:	Stephen Muchow, Director Customer Service
Signature:	_____ **Date:** 16.04.99

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		Version: 2.2
		Date: 16.04.99

CONTENTS

0   DOCUMENT CONTROL

0.1   DOCUMENT HISTORY

Version	Date	Reason
0.1	16.07.97	Initial Draft with limited circulation & issue for review
0.2	27.08.97	Draft for first Service Review and evaluation within the Service Management Review Forum
0.3	16.09.97	Amended by Service Review Forum (August) input.
0.4	10.10.97	Amended by Service Review Forum (September) input.
0.5	11.11.97	Amended to reflect SLA profiles arising from Rel 1C implementation
0.6	17.12.97	Minor changes with introduction of Release 1C reports.
0.7	19.01.98	BPS MIS Reports included
0.8	13.02.98	BPS MIS Reports deleted - issued via Electronic Route.
0.9	13.03.98	Amended by Service Review Forum (January) input. Includes new Management Report (Section 2)
1.0	14.04.98	Amended by Service Review Forum (February) input. Includes Actual v's Predicted Volumes.
2.0	15.12.98	Draft restructure of NR2 Service Review - Performance Statistics Book
2.1	11.03.99	Restructure of NR2 Service Review - Performance Statistics Book - as accepted by Service Review Forum.

Commented [MSOffice1]: Service Level Agreement

Commented [MSOffice2]: Management Information System

Commented [MSOffice3]: Management Information System

0.2   ASSOCIATED DOCUMENTS

Version	Date	Title
0.1	02.07.97	Business Performance SLA Listings
0.9	13.03.98	R1C Operations Report
1.0	01.03.99	ICL Pathway Customer Service Monthly Incident Review

Commented [MSOffice4]: Service Level Agreement

0.3 ABBREVIATIONS

BA	Benefit Agency	PAS	Payment Authorisation System
BPS	Benefit Payment System	PCHL	Payment Card Help-Line
CAPS	Card Automation and Payment Strategy	PMS	Payment Management System
CMS	Card Management System	PUN	Pick Up Notice
DSS	Department of Social Security	POCL	Post Office Counters Limited
EIS	Executive Information System	SLA	Service Level Agreement
HSHD	Horizon System Helpdesk	SLAM	Service Level Agreement Monitor
IT	Information Technology	TBN	To be Notified
MIS	Management Information System	TMS	Transaction Management System
MAL	Minimum Acceptable Level	TRL	Termination Review Level
NINO	National Insurance Number		

0.4 GLOSSARY

For ease of use the glossary of terms used in this review book are classified by the main reporting groups against which they appear:

- **HELPDESK SERVICES**

General:	All enquiry type calls made to the PCHL Where directly related to the delivered Horizon solution they are integrated with the owning class (i.e.: DSS, POCL, Customer). Where the enquiries are from Beneficiaries, but do not relate to the delivered Horizon solution, they are integrated into class 4 (Other).
Other:	Contains 'Other' enquiry type calls as defined above plus all calls made that arise from 'Inappropriate' calls such as 'wrong telephone' number connection.
POCL (Non-Serv):	All calls placed with Horizon System Helpdesk that embrace non- System Service calls (currently equates to Implementation, Environmental, Training, Advice & Guidance etc.)
POCL (Serv):	All calls placed with Horizon System Helpdesk that embrace System Service calls (currently equates to Hardware, Software and Network).
H/W:	Calls diagnosed as relating to a system hardware fault.
N/W:	Calls diagnosed as relating to a system network fault.
S/W:	Calls diagnosed as relating to a system or application software fault.

Commented [MSOffice5]: Benefit Agency

Commented [MSOffice6]: Payment Authorisation System

Commented [MSOffice7]: Benefit Payment System

Commented [MSOffice8]: Payment Card Help-Line

Commented [MSOffice9]: Card Automation and Payment Strategy

Commented [MSOffice10]: Payment Management System

Commented [MSOffice11]: Card Management System

Commented [MSOffice12]: Pick Up Notice

Commented [MSOffice13]: Department of Social Security

Commented [MSOffice14]: Post Office Counters

Commented [MSOffice15]: Executive Information

Commented [MSOffice16]: Service Level Agreement

Commented [MSOffice17]: Horizon System Helpdesk

Commented [MSOffice18]: Service Level Agreement

Commented [MSOffice19]: Information Technology

Commented [MSOffice20]: To be Notified

Commented [MSOffice21]: Management Informatio

Commented [MSOffice22]: Transaction Managemen

Commented [MSOffice23]: Minimum Acceptable

Commented [MSOffice24]: Termination Review Level

Commented [MSOffice25]: National Insurance

Commented [MSOffice26]: Payment Card Help-Line

Commented [MSOffice27]: Department of Social

Commented [MSOffice28]: Post Office Counters

Commented [MSOffice29]: Post Office Counters

Commented [MSOffice30]: Post Office Counters

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- **CARD & PUN MANAGED SERVICES**

    Issued to POCL: Rolling Cumulative of Actual Cards Issued during roll-out. Aggregated Monthly.

    Issued to Customer: Rolling Cumulative of Actual Cards Issued to the Customer (ie. Collected at the Post Office outlet) during roll-out. Aggregated Monthly.

    Active: Cards which have been used for the cashing of benefits during the reporting period. Aggregated Weekly.

- **CALL TO RESOLUTION**

    'A' Priority: Logged calls that reflect a fault which has 'resulted in substantial impact on all automated counter positions in the outlet'.

    'B' Priority: Logged calls that reflect a fault which has 'resulted in substantial impact on an automated counter position, but not all automated counter positions in the outlet'.

- **OPERATIONAL SYSTEMS**

    Cumulative: Service level achievement, as a percentage, of the total actual time operational system has been available to deliver service.

    Discrete: Service level achievement, as a percentage, of the total actual time loss in discrete values of 15 minutes. When active will result in a percentage value of 0% and be declared as a discrete number representing the 'blocks' of 15 minute time intervals occurring during relevant system failure.

0.5   CHANGES IN THIS VERSION

Section 3 - All dates are now represented in 'Mmm-yy' format over the 12 month rolling year.

> **Commented [MSOffice31]:** Pick Up Notice

> **Commented [MSOffice32]:** Post Office Counters Limited

1. INTRODUCTION

1.1 APPROACH

This document contains those reports and information necessary for the Service Management Forum to review delivery of the contract by ICL Pathway.

The issue of this document is now definitive and is to be used commencing March 1999.

1.2 INTERPRETATION

Data interpretation, beyond report label classification, can be further qualified by use of the Service Review Guide.

1.3 REVIEW BOOK CONSTRUCTION

This book is sectioned by key areas against which Service Management Reviews are be conducted. Where necessary supplementary information will be provided to support the service performance status reports.

- Management Summary

- Horizon Volumetrics

- Service Performance Status Report

- Customer Service Operations Report

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2. MANAGEMENT SUMMARY

GENERAL

Programme Status	Live Outlets	Operational Counters	Active Cards
31st March 1999	203	332	37,584*

figure up to w/e 27.03.99

Comments
The implementation of Release 1C brings with it increased reporting activity relating to SLA's. Additional reports being established are listed within this Review Book, under their relevant Sections against the classification of TBN.
Macrh Service Performance, against reported SLA's, showing specific detailed performance levels in their respective Sections. Overview shows the following areas relating to delivered service performance to be discussed at the Review Forum:
Help Desk Services: - All Level 1 Resolution SLA's met.
Card & PUN Managed Service: - All SLA's met.
Accounting & Resolution: - All SLA's met.
Operational Systems: - All SLA's met..

Commented [MSOffice33]: Service Level Agreement

Commented [MSOffice34]: To be Notified

Commented [MSOffice35]: Service Level Agreement

Commented [MSOffice36]: Service Level Agreement

Commented [MSOffice37]: Pick Up Notice

Commented [MSOffice38]: Service Level Agreement

Commented [MSOffice39]: Service Level Agreement

3   HORIZON VOLUMETRICS

3.1   OPERATIONAL OUTLET & COUNTER VOLUMES

Mar-99	May-98	Jun-98	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99
Live Outlets	204	204	204	204	204	204	204	204	204	204	203	204
Live Counters	334	334	334	334	334	334	334	334	334	334	332	334

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3.2   PCHL CALL VOLUMES - PREDICTED -v- ACTUALS
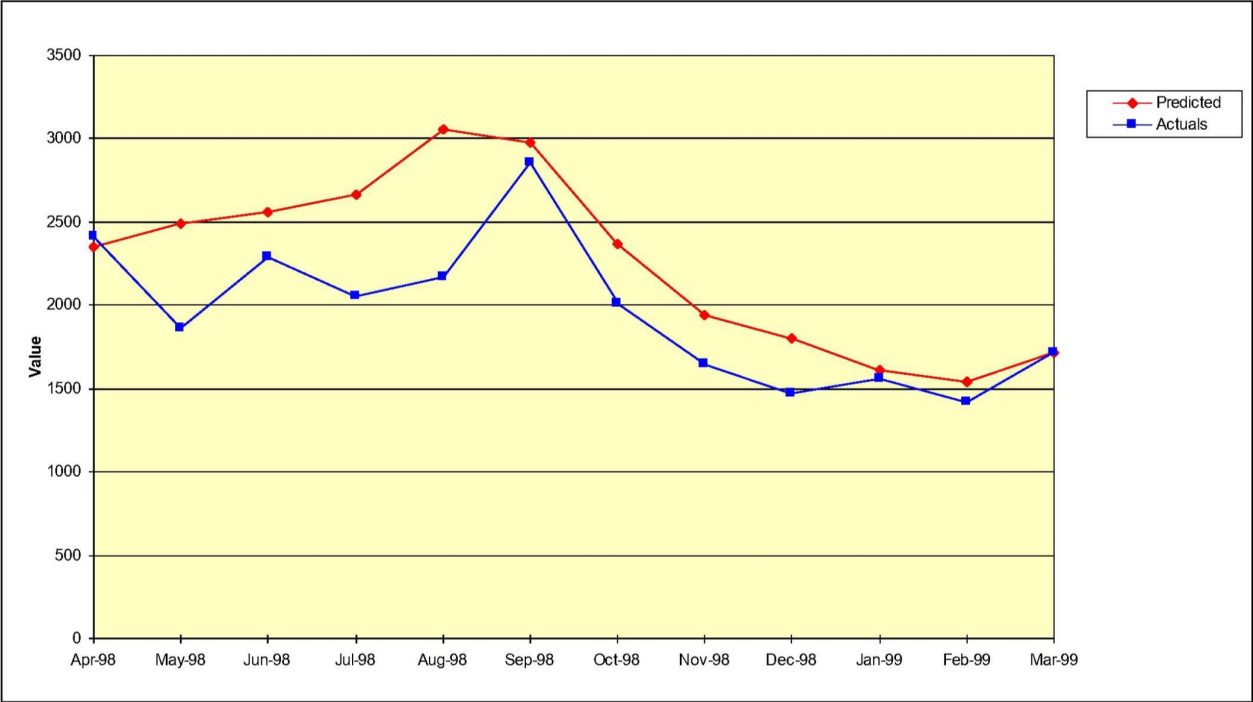
Commented [MSOffice40]: Payment Card Help-Line

Mar-99	Apr-98	May-98	Jun-98	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99
Predicted	2354	2493	2559	2662	3060	2976	2368	1938	1805	1609	1541	1713
Actuals	2409	1865	2292	2051	2169	2856	2014	1648	1473	1558	1415	1713

3.3   PCHL CALL PROFILES – BY CLASSIFICATION

Commented [MSOffice41]: Payment Card Help-Line

TOTAL CALLS
March 1999
1713

Legend: CMS, PAS, Inappropriate, Invalid
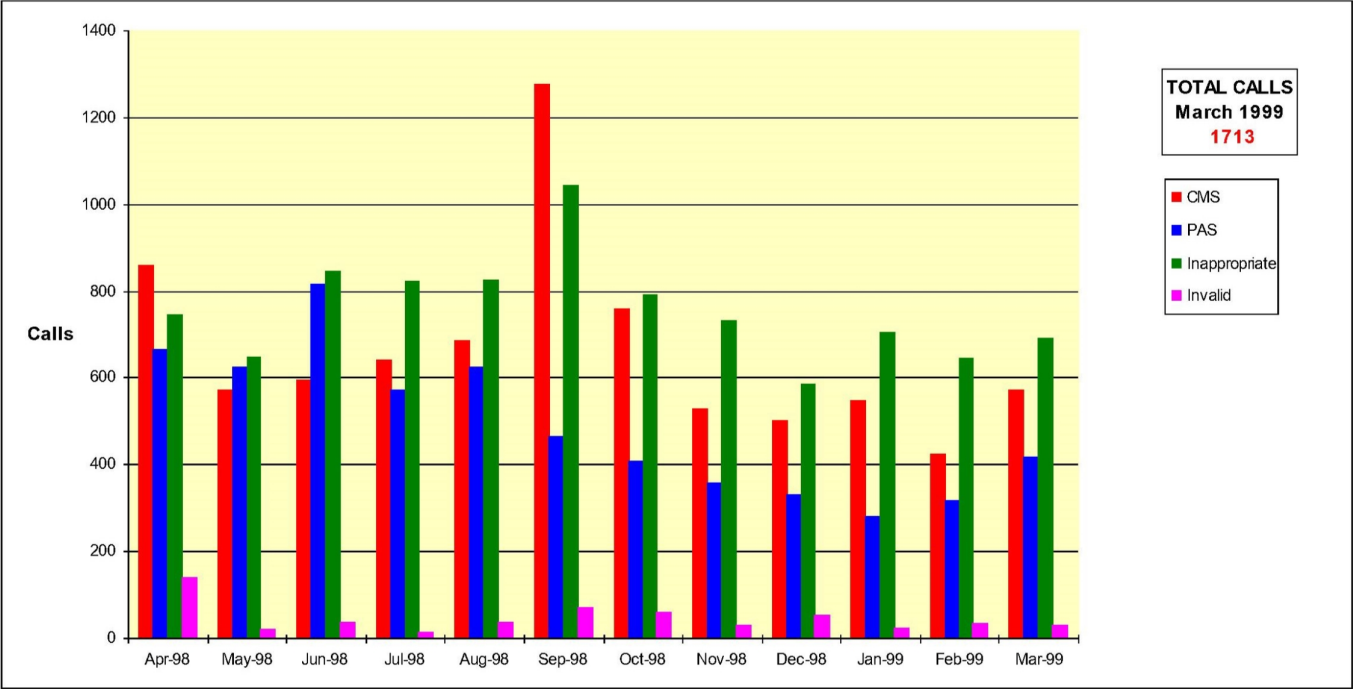
Mar-99	Call Type	Apr-98	May-98	Jun-98	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99
	CMS	858	572	596	641	684	1278	757	529	502	547	423	572
	PAS	665	625	815	573	624	464	406	357	332	281	316	417
	Inappropriate	744	649	845	823	824	1044	792	731	585	706	644	693
	Invalid	142	19	36	14	37	70	59	31	54	24	32	31
	Total	2409	1865	2292	2051	2169	2856	2014	1648	1473	1558	1415	1713

3.4   PCHL CALL PROFILES – BY CATEGORIES

Commented [MSOffice42]: Payment Card Help-Line

TOTAL CALLS

1713

Legend: CMS, PAS, Inappropriate, Invalid
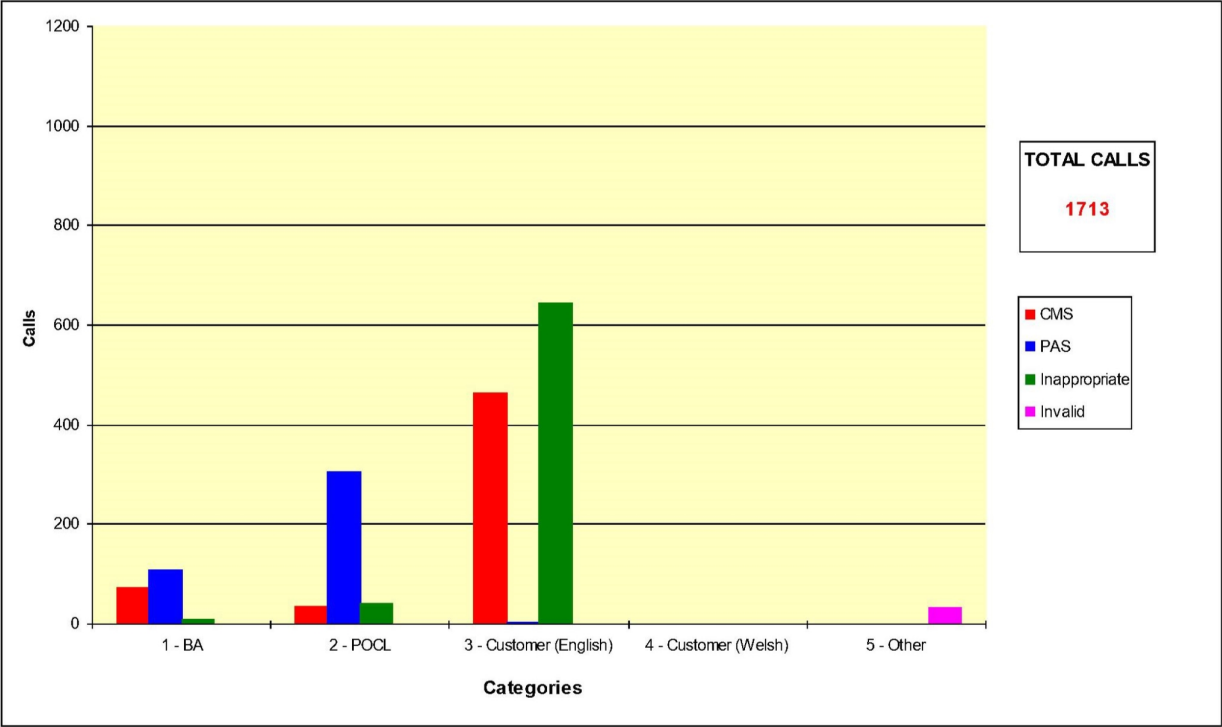
Mar-99	Call Type	1 - BA	2 - POCL	3 - Customer (English)	4 - Customer (Welsh)	5 - Other
	CMS	74	34	464	0	0
	PAS	107	307	3	0	0
	Inappropriate	8	40	645	0	0
	Invalid	0	0	0	0	31
	Total	**189**	**381**	**1112**	**0**	**31**

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3.5   HORIZON SYSTEM HELPDESK – POCL & DSS CALL VOLUMES

TOTAL CUSTOMER
CALLS

481

- POCL (Serv)
- POCL (Non-Serv)
- DSS
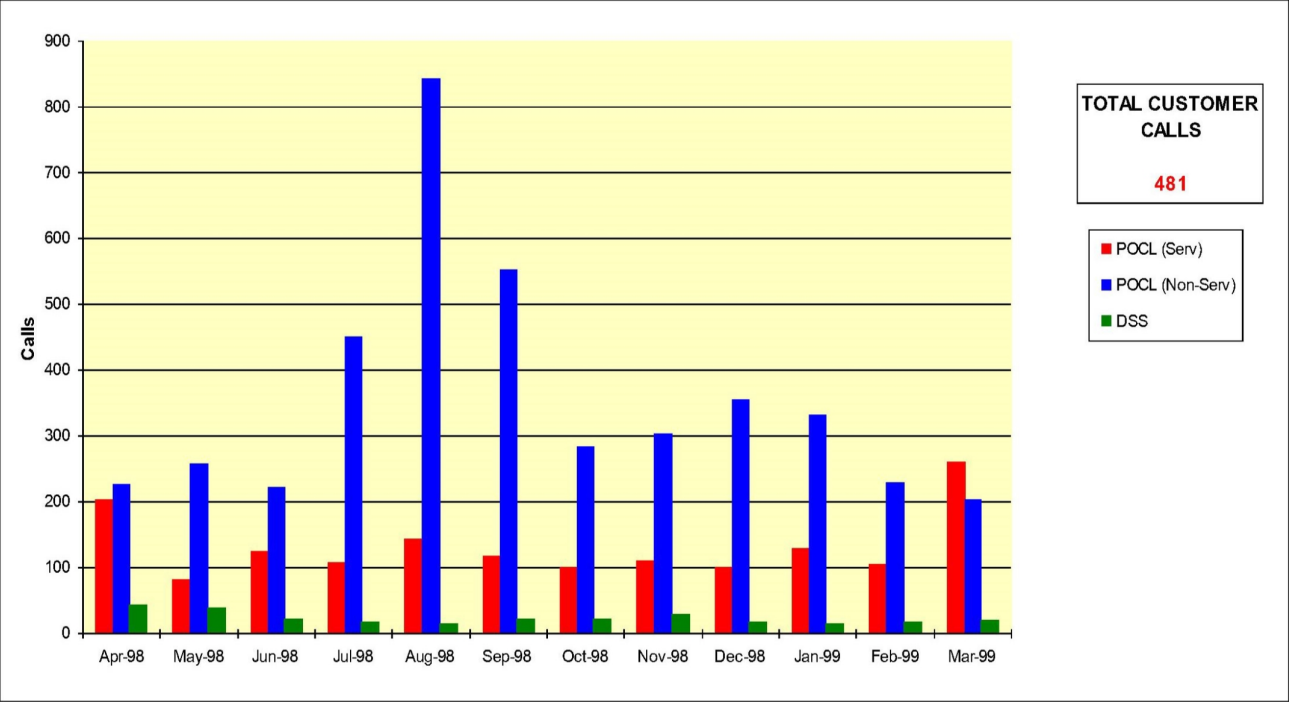
Mar-99	Apr-98	May-98	Jun-98	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99
POCL (Serv)	203	81	125	107	142	116	100	109	101	128	105	260
POCL (Non-Serv)	227	257	221	449	844	553	284	302	354	330	228	203
DSS	44	38	21	17	15	21	22	29	17	14	17	18

3.6   HORIZON SYSTEM HELPDESK - POCL CALL PROFILES
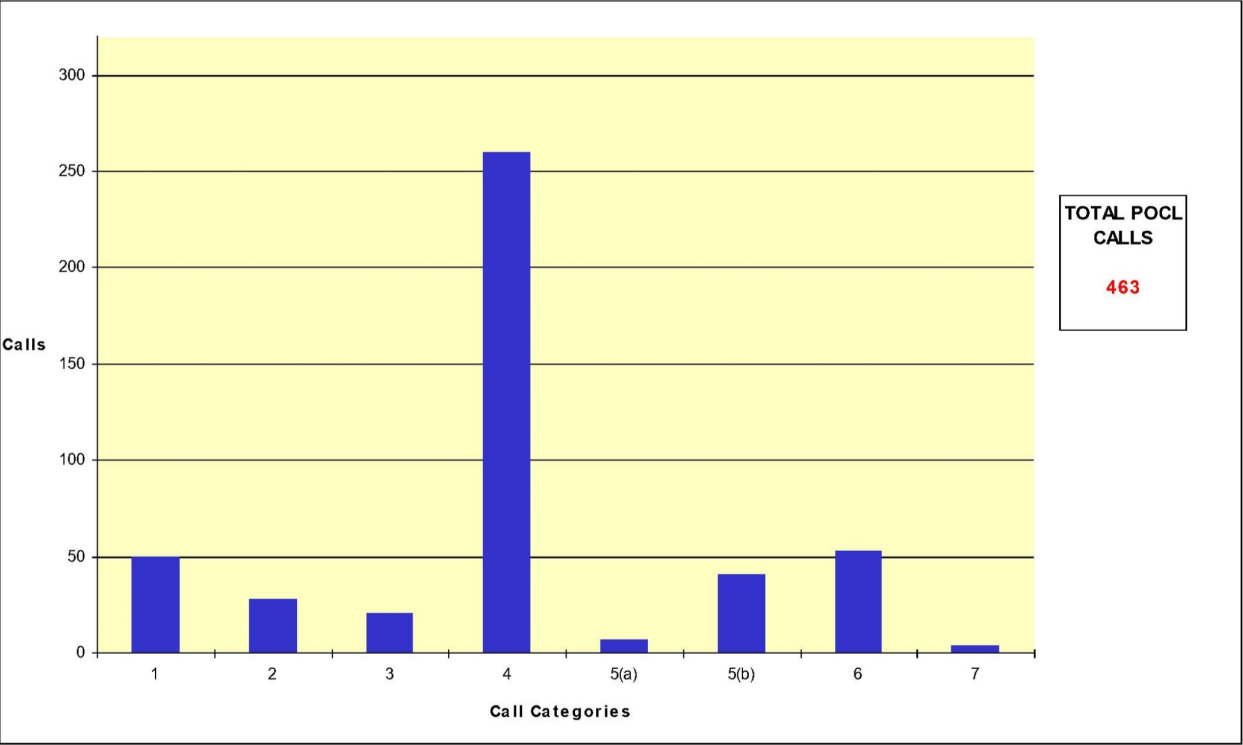
Commented [MSOffice43]: Post Office Counters Limited

TOTAL POCL CALLS

463

| POCL | Mar-99 | 1: A&G | 2: Env | 3: Implm'n | 4: Service | Operations | | 6: Inappropriate | 7: Other |
						5(a): Cash A/C	5(b): Opns- Other		
	Calls	50	28	20	260	7	41	53	4

3.7   HORIZON SYSTEM HELPDESK - DSS CALL PROFILES
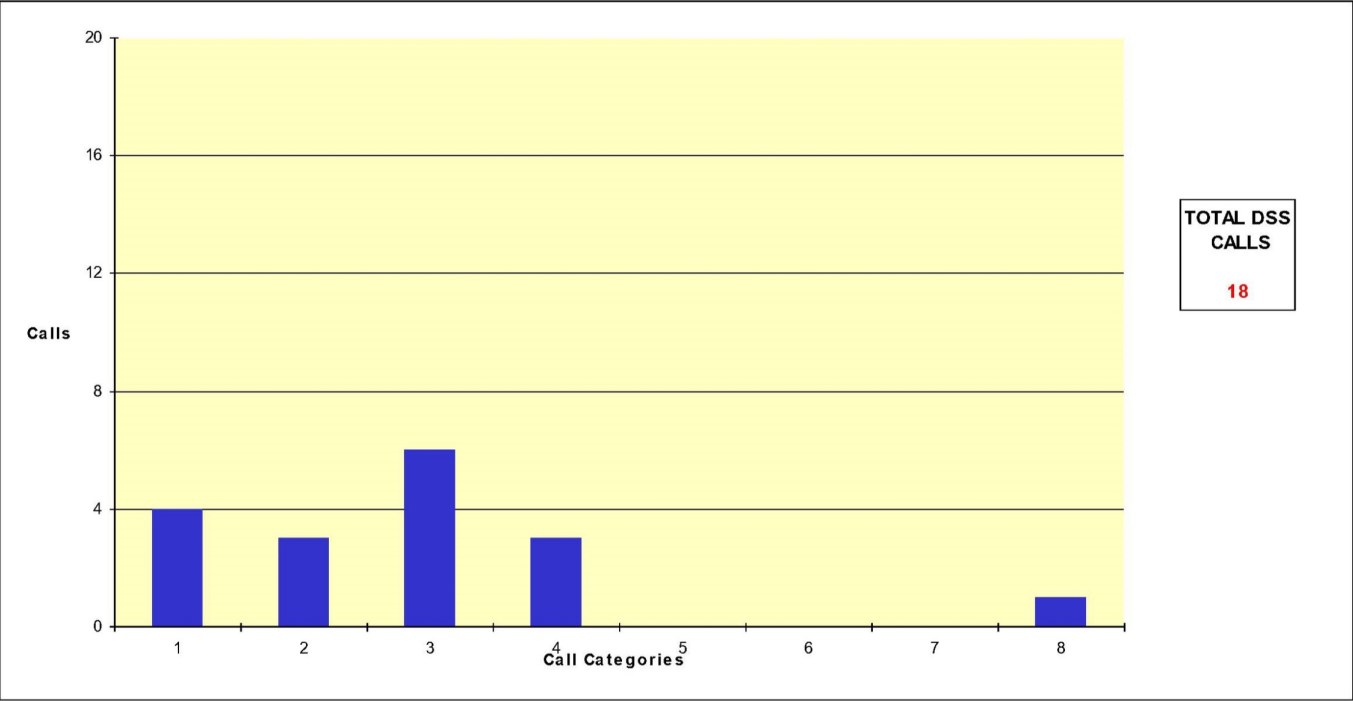
<div style="float:right; border:1px solid #c00; background:#fdd; padding:4px;">**Commented [MSOffice44]:** Department of Social Security</div>

TOTAL DSS CALLS
18

DSS	Mar-99	Operations			Software		Other		
		1: File Transfer	2: Data File	3: Other	4: S/W Error	5: Other	6: Network	7: Inappropriate	8: Other
	Calls	4	1	7	6	0	0	0	0

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3.8   CARD VOLUMES - PREDICTED -v- ACTUALS
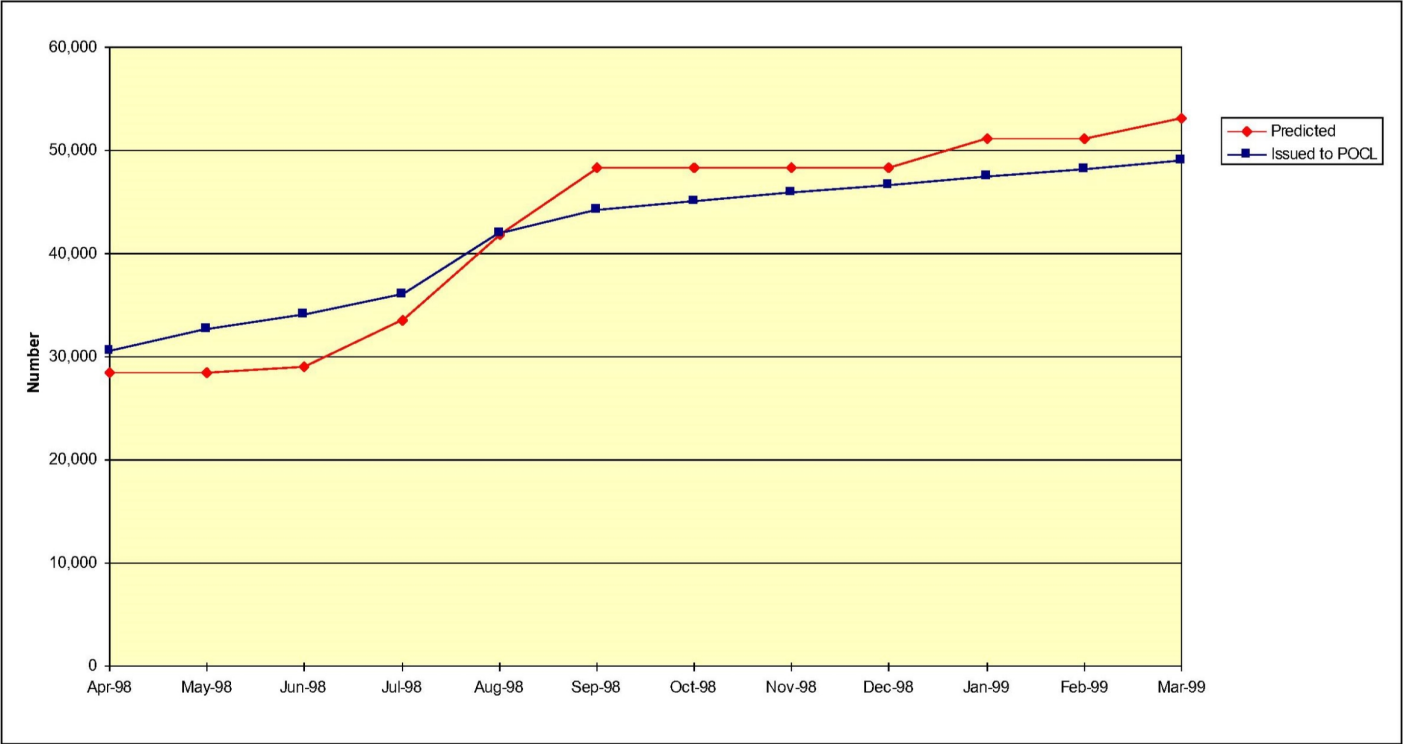
Mar-99	Apr-98	May-98	Jun-98	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99
Predicted	28,386	28,386	28,989	33,585	41,805	48,294	48,294	48,294	48,294	51,082	51,082	53,098
Issued to POCL	30,574	32,719	34,033	35,997	42,011	44,187	45,126	45,909	46,664	47,506	48,140	49,038

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3.9   CARD PROFILES – BY CLASSIFICATION
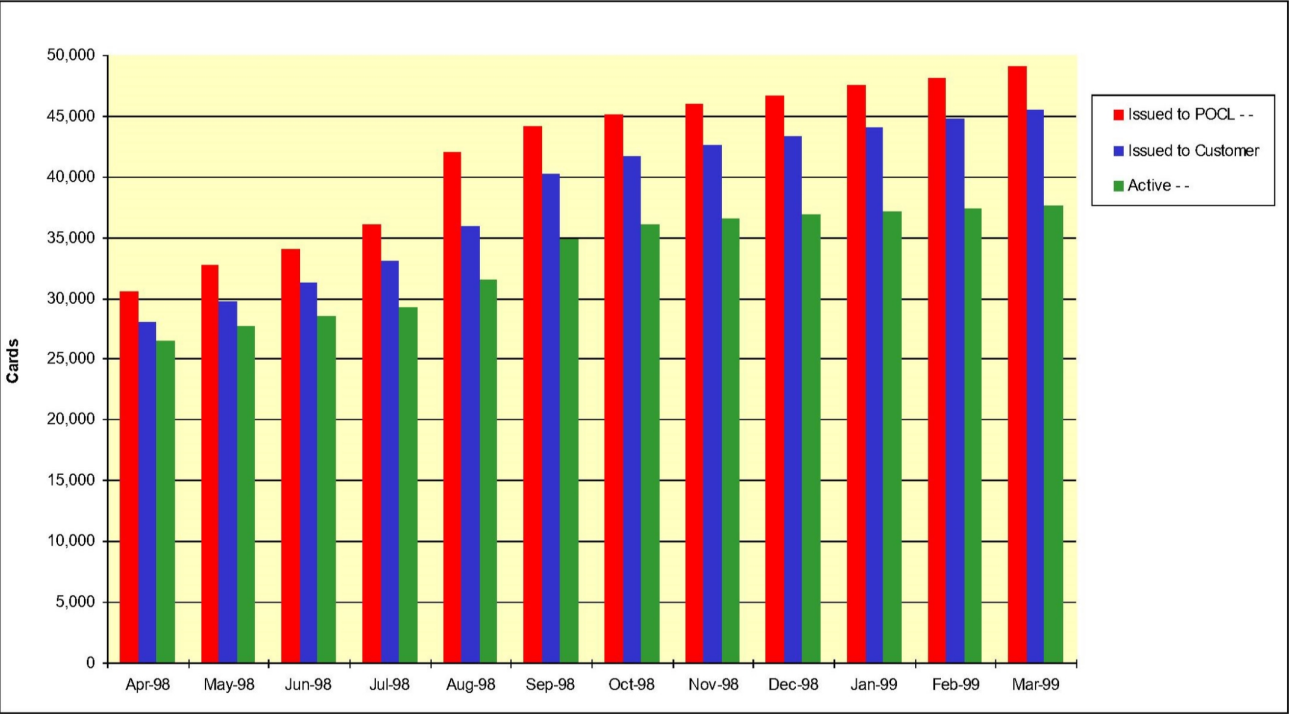
Mar-99	Apr-98	May-98	Jun-98	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99
Issued to POCL	30,574	32,719	34,033	35,997	42,011	44,187	45,126	45,909	46,664	47,506	48,140	49,038
Issued to Customer	28,031	29,729	31,256	33,008	35,892	40,182	41,692	42,568	43,306	44,063	44,731	45,499
Active	26,478	27,692	28,531	29,191	31,559	34,897	35,985	36,485	36,816	37,115	37,381	37,584

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3.10   CARD PROFILES – BY CATEGORIES

CARDS IN ISSUE

49,038

Legend: Lost (red), Stolen (blue), Damaged (green)
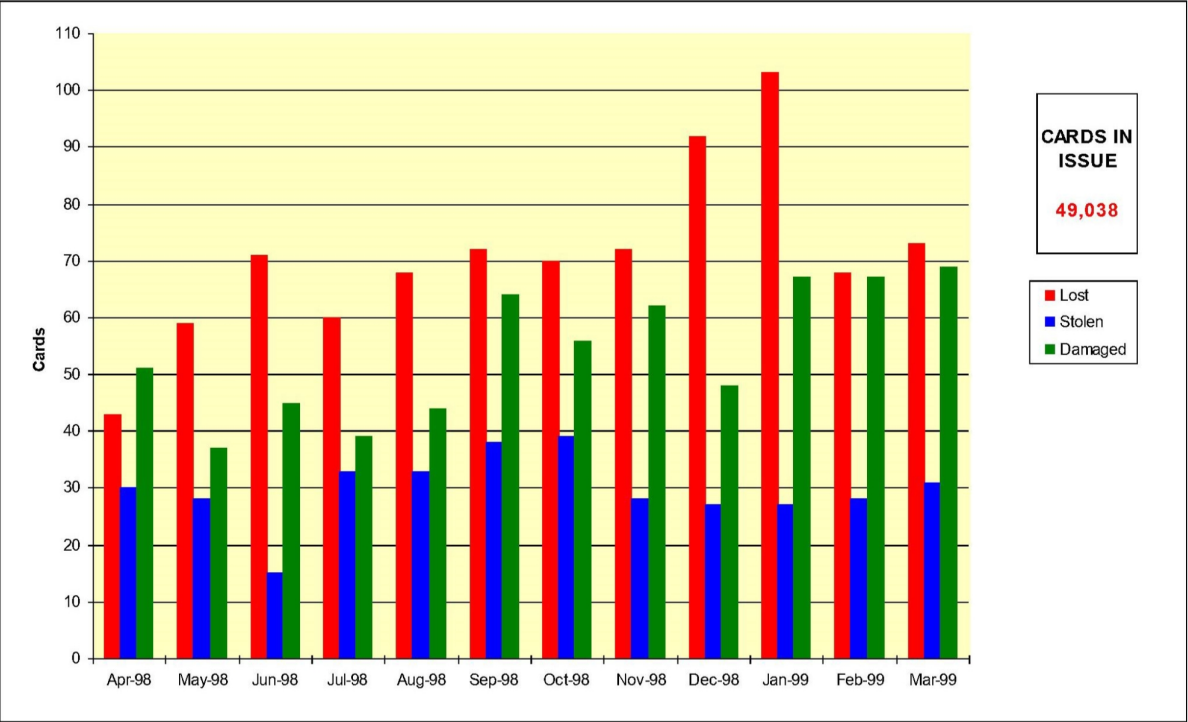
Mar-99	Apr-98	May-98	Jun-98	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99
Lost	43	59	71	60	68	72	70	72	92	103	68	73
Stolen	30	28	15	33	33	38	39	28	27	27	28	31
Damaged	51	37	45	39	44	64	56	62	48	67	67	69
Total as % of Issued Cards	0.41	0.38	0.38	0.37	0.35	0.39	0.37	0.35	0.36	0.41	0.34	0.35
Annual % of Issued Cards	4.87	4.55	3.27	3.28	2.97	3.04	3.46	3.17	2.92	3.84	3.82	3.79

4   SERVICE PERFORMANCE STATUS

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4.1 HELPDESK SERVICES

	1998									1999			HELPDESK SERVICES	MAL	TRL	Comment
	4	5	6	7	8	9	10	11	12	1	2	3				
Payment Card Helpline																
CMS - Calls answered within 20s														80%	2mths	
CMS - Calls answered within 40s														99.9%	2mths	
CMS - Calls abandoned through ring off				98.56										99%	2mths	
CMS - Calls Engaged														99%	2mths	
CMS - Level 1 Calls resolved within 5 mins														95%	2mths	
CMS - Level 1 Calls resolved within 10 mins	99.77	99.83				99.84								100%	2mths	
PAS - Calls answered within 20s														80%	2mths	
PAS - Calls answered within 40s														99.9%	2mths	
PAS - Calls abandoned through ring off				98.56										99%	2mths	
PAS - Calls Engaged														99%	2mths	
PAS - Level 1 Calls resolved within 5 mins	92.63	94.88												95%	2mths	
PAS - Level 1 Calls resolved within 10 mins	99.10													100%	2mths	
Horizon Helpdesk																
Calls answered within 20s														80%	2mths	
Calls answered within 40s														99.9%	2mths	
Calls abandoned through ring off	97.69	96.63	96.88	96.26	97.37	97.54	98.15	98.16	98.71	98.16	98.80	97.94		99%	2mths	Ongoing CP discussions relating to this SLA
Calls Engaged														99%	2mths	
Level 1 Calls resolved within 5 mins	81.13	81.05	83.33	78.26	80.10	92.54	94.30	86.91	90.85	89.44	75.00			95%	2mths	Only L1 calls - First month of SLA met.
Level 1 Calls resolved within 10 mins	98.13	98.69	96.91	92.27	94.17	97.58	98.21	97.82	97.06	96.89	95.31			100%	2mths	Only L1 calls - First month of SLA met
Level 2 Calls resolved within 30 mins											94.00			95%	2mths	Reduction due to One-Shot Password calls
Level 2 Calls resolved within 45 mins											98.10			100%	2mths	Reduction due to One-Shot Password calls

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4.2   CARD MANAGEMENT SERVICES

1998									1999			CARD MANAGED SERVICES	MAL	TRL	Comment
4	5	6	7	8	9	10	11	12	1	2	3				
												Card Management			
												Cards - Urgent New (<=9000) - Day A + 3	99%	90%	
												Cards - Urgent New (>9000) - Day A + 4	99%	90%	
												Cards - Urgent Lost Damaged or Stolen - Day A + 3	99%	90%	
												Cards - Non Urgent - Day A + 8	99%	90%	
												PUN Management			
												PUN Delivery Service	99%	90%	
												PUN Late Delivery to Customer	99%	2mths	

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4.3   SYSTEM SERVICES

	1998								1999			SYSTEM SERVICE	MAL	TRL	Comment
4	5	6	7	8	9	10	11	12	1	2	3				

Call to Resolution (Local)

SYSTEM SERVICE	MAL	TRL
Hardware/Network Priority A - 4 hours Non-Remedial	4hrs	2mths
Hardware/Network Priority B - 8 hours Non-Remedial	8hrs	2mths
Hardware/Network Priority A - 6 hours Remedial	6hrs	-
Hardware/Network Priority B - 10 hours Remedial	10hrs	-
Hardware/Network Priority - Excess Downtime Remedial	-	-

Call to Resolution (Remote)

SYSTEM SERVICE	MAL	TRL
Hardware/Network Priority A - 8 hours Non-Remedial	8hrs	2mths
Hardware/Network Priority B - 12 hours Non-Remedial	12hrs	2mths
Hardware/Network Remote Priority A - 12 hours Remedial	12hrs	-
Hardware/Network Remote Priority B - 24 hours Remedial	24hrs	-
Hardware/Network Priority - Excess Downtime Remedial	-	-

Call to Resolution - Software

SYSTEM SERVICE	MAL	TRL
Software Priority B - 7 days Non-Remedial	7days	2mths
Software Priority B - 14 days Non-Remedial	14days	2mths

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4.4   ACCOUNTING AND RESOLUTION

1998									1999		
4	5	6	7	8	9	10	11	12	1	2	3

			0.11								
69.57	67.50	75.00									
	87.50	93.18	91.89			100	100	100	100	100	100

ACCOUNTING & RESOLUTION	MAL	TRL	Comment
Benefit Payment Service			
Errors Outstanding	<=£1 M	2mths	
Number Total Transactions Resulting in Errors	<=0.1 %	2mths	
Resolution of Errors - 40 hours	80%	2mths	
Error Clearance - 5 days	100%	2mths	

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4.5   INTERFACE SERVICES (1)

1998									1999			INTERFACE SERVICES (1)	MAL	TRL	Comment
4	5	6	7	8	9	10	11	12	1	2	3				
												CAPS-PAS Timeliness			
												Urgent - Payment Stop	95%	85%	
												Urgent Payment	95%	85%	
												Urgent Payment - Variant with Personal Details	95%	85%	
												Urgent Payment Authorisation/Enabling (Payment collection details)	95%	85%	
												Urgent Payment Details - Variant with CMS	95%	85%	
												Batch Next Day transactions - Payment Authorisation	95%	91.5%	
												Batch Next Day transactions - Stop Request - Non-Immediate	95%	91.5%	
												Batch Next Day transactions - Personal Details Notifcation	95%	91.5%	
												Batch Next Day transactions - End of Interest Notification	95%	91.5%	
												Batch Next Day transactions - Late Arrival	95%	91.5%	
												Batch Regular - Payment Authorisation	95%	91.5%	
												Batch - Regular transactions - Late Arrival	95%	91.5%	
												Batch - Expiry Confirmation	95%	91.5%	
												Batch - Encashment Notification	95%	91.5%	
												Batch - Personal Details (Transaction Acc/Rej)	95%	2mths	
												Batch - Payment Stop Request (Transaction Acc/Rej)	95%	2mths	
												Batch - Payment Authorisation (Transaction Acc/Rej)	95%	2mths	
												Batch - End of Interest Notification (Transaction Acc/Rej)	95%	2mths	

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Service	MAL	TRL	Comment
Batch - Payment Authorisation (File Acc/Rej)	95%	2mths	
Batch Next Day - Payment Stop Request - (File Acc/Rej)	95%	2mths	
Batch Next Day - Personal Details (File Acc/Rej)	95%	2mths	
Batch Next Day - End of Interest Notification (File Acc/Rej)	95%	2mths	

4.6   INTERFACE SERVICES (2)

1998								1999			INTERFACE SERVICES (2)	MAL	TRL	Comment
4	5	6	7	8	9	10	11	12	1	2	3				
												PAS-CAPS Timeliness			
												Batch - Expiry Confirmation	95%	91.5%	
												Batch - Encashment Notification	95%	91.5%	
												Batch - Change Nominated Post Office Request	95%	91.5%	
												CMS Timeliness			
												Batch - Urgent Transactions - Personal Details (Txn Acc/Rej)	95%	2mths	
												Batch - Urgent Transactions - Personal Details (File Acc/Rej)	95%	2mths	
												Batch Transactions-False Rejections/Acceptance	100%	98%	
												PAS Timeliness			
												On-Line Transactions - False Rejections/Acceptances	100%	98%	
												Batch Transactions-False Rejections/Acceptances	100%	98%	

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4.7 SYSTEMS PERFORMANCE

	1998								1999			
4	5	6	7	8	9	10	11	12	1	2	3

Chart	SYSTEMS PERFORMANCE	MAL	TRL	Comment
98.27 99.28 ... 99.12	**CMS Availability** On Line - Cumulative Service for the period	99.5%	91.5%	
1 2 ... 1	On Line - Discrete Downtime > 15 Mins	0	2mths	
98.27 99.28 ... 99.12	**PAS Availability** On Line - Cumulative Service for the period	99.5%	91.5%	
1 2 ... 1	On Line - Discrete Downtime > 15 Mins	0	2mths	
99.28 ... 99.12	**TMS Availability** On Line - Cumulative Service for the period	99.5%	91.5%	
2 ... 1	On Line - Discrete Downtime > 15 Mins	0	2mths	

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4.8   DATA SERVICES

1998									1999			DATA SERVICES	MAL	TRL	Comment
4	5	6	7	8	9	10	11	12	1	2	3				
												RDMC Reference Data			
												Data Delivery - Day B	97%	2mths	
												Data Delivery - Day C	99%	2mths	
												Data Delivery - Day D	100%	2mths	
												APS Reference Data			
												Data Delivery - Day B	97%	2mths	
												Data Delivery - Day C	99%	2mths	
												Data Delivery - Day D	100%	2mths	
												APS Data			
												File Delivery - Day B	97%	-	
												File Delivery - Day C	99%	-	
												File Delivery - Day D	100%	98%	
												TPS data			
												File Delivery - Day B	97%	-	
												File Delivery - Day C	99%	-	
												File Delivery - Day D	100%	98%	
												OBCS Data			
												OBCS Stop List - Day B	97%	-	
												OBCS Stop List - Day C	99%	-	
												OBCS Stop List - Day D	100%	98%	
												File Delivery - Day B	97%	-	
												File Delivery - Day C	99%	-	
												File Delivery - Day D	100%	98%	

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4.9   TRANSACTION SERVICES

1998									1999			TRANSACTION SERVICES	MAL	TRL	Comment
4	5	6	7	8	9	10	11	12	1	2	3				
												BES			
												BES Aggregations	-	-	
												Beneficiary, Appointee, Alternative Payee: Local, Initial			
												Beneficiary, Appointee, Alternative Payee: Foreign, Initial			
												Beneficiary, Appointee, Alternative Payee: Local, Subsequent			
												Permanent Agent: Local, Initial			
												Permanent Agent: Foreign, Initial			
												Permanent Agent: Local, Subsequent			
												Casual Agent, own card: Local, Initial			
												Casual Agent, own card: Foreign, Initial			
												Casual Agent, own card: Local, Subequent			
												Temporary Token			
												OBCS			
												OBCS Aggregations	-	-	
												Receipts & Issues (local)			
												Receipts & Issues (foreign)			
												Encashment (local)			
												Encashment (foreign)			
												APS			
												APS Aggregations	-	-	
												Cash Payments - No tokens handed back to customer			
												Cash Payments - Tokens handed back to			

													MAL	TRL	Comment
												customer			
												Cash Payments - Using Smart Card or Key			
												EPOSS			
												EPOSS	-	-	

4.10   TRAINING SERVICES

1998								1999			**TRAINING SERVICES**	MAL	TRL	Comment
4	5	6	7	8	9	10	11	12	1	2	3			
											Training Course Availability			
											Training Venue Quality			
											Training Course Quality			
											Training Course Cancellation			
											Training Course Competence Levels			
											Training Course Feedback			
											Training Course Live Delivery			
											Management of Change Consultant - Quality Performance			

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4.11   IMPLEMENTATION & ROLL OUT

1998									1999			IMPLEMENTATION & ROLL OUT	MAL	TRL	Comment
4	5	6	7	8	9	10	11	12	1	2	3				
												Failure Rates - Shipments			
												Installation Services - Support			
												Installation Services - Timeliness			
												Site Survey - Completeness			
												Site Survey - Audit Compliance			
												Site Preparation - Timeliness			
												Site Preparation - Completeness			

4.12 SUPPORTING COMMENTS

Section	Performance Measure	Comments
4.1	HSHD- Level 2 Calls resolved within 30 mins HSHD- Level 2 Calls resolved within 45 mins	During the month, there were an exceptional number of calls relating to One-shot Password (OTP) which are inherently lengthy.
4.7	CMS & PMS On-line Discrete (February)	In the March Service Review, it was stated that the Corruption on the Riposte Index resulted in some loss of service availability, however, this has subsequently been proved that there was NO loss to the outlets at this time. The status has been retrospectively corrected accordingly.

5   CUSTOMER SERVICE OPERATIONS REPORT

5.1   Summary.

The Release 1C service remained stable during March. Operational outlets are currently undergoing necessary refurbishment in preparation for Release 2. The first Release 2 migrated outlet is now operational.

5.2   New Problem Reports

5.2.1   LIVE 1c System has NO Cash Account Week Dates

The HSH received calls late on 31/03/99 postmaster's were unable to do Cash Account Week as the Date was not recognised. It became apparent on Wednesday morning that the R1c system had received a Reference data update from POCL giving the Dates for Cash Account Weeks for the year 1999/2000, week 1 was w/e 31/03/99.

It was found that the Files from POCL for the cash Account had NOT been sent, therefore there were NO dates in the SYSTEM to allow PMs to do their Cash Account Week. The SSC were working on a manual fix, whilst the CS problem manager arranged with POCL service management to get the reference data files across via email and, as a secondary measure, the files were also couriered to the Reference Data team to input into the Reference RDMC Database for Rel 1c on Thursday(01/04) morning. In the meantime the SSC/OTT team had come up with a manual fix and inserted the dates for the next 2 weeks into the system. This was then proved with a PM, who was trying to do an End of Week Cash Account, which was achieved successfully.

The HSH had received calls during the day from most of the PMs (about 150) regarding this problem. HSH were instructed to advise the problem was in hand however, the PM's could do the last 6 days as End Of Day accounts and add then together to produce the End Of Week, or delay until the weekend and try End of Cash Week again. Advice was obtained from POCL before issuing this guidance to the PMs.

This call will be left open until the Reference Data Files have been properly input into the 1c system. NO calls re this issue wer made on 1st April.   This incident has now been closed.

5.3   Work In Progress Update

5.3.1   Incomplete Transaction Summary

- March's incident rate decreased to 0.03%, as the ratio of reconciliation incidents received by BSU was 33 against 102k encashed payments. The incident category that composed the majority of March's incidents was 'Non-committed' transactions. The 'Incomplete transaction' category now only accounts for 27% of the exceptions received by BSU in March.

- The number of incidents in the 'Non-committed' category rose to 16 in March, indicating a small increase with the clerks voiding the transaction after paying the customer, as compared to February when 15 were received. 'Non-committed' transactions account for 0.016% of the total encashment stream. In order to reinforce that a transaction can be successfully completed without having to void, if the PM gets into difficulties, a Horizon procedures update has been issued.

- Incidents due to 'Incomplete transactions' rose slightly to 9 in March, although a further reduction to 0.009% of the total encashment stream occurred. This was due to the proportion of incidents in this category being fewer, as compared with the total encashment stream. Two 'Power failures' occurred this month, one payment was successfully re-encashed on the system, whereas the second is discussed in further detail later on in this report (Please refer to Section 5). Business Support have discussed the importance of these incidents with HSH, in that if a PM contacts them regarding 'Power failure', then immediate action must be taken by advising the PM to run an end of day report, to establish whether the transaction has been committed.

- There were 40 occurrences of transactions being forcibly committed in March, which is significantly higher than February when there were 31. The total value of transactions saved by the forced committal fix over the March period is £1790.25, which is slightly lower than the February figure of £1820.25. Between August 1998 and March 1999 the forced committal fix has saved £13,606.40 worth of BES transactions.

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5.3.2 Cards expiring at Post Offices before being collected

Existing beneficiaries are being nominated for new cards long before their current order books expire. In cases where benefit is paid four-weekly, the trigger point used by CAPS is 8 weeks in advance of the last foil being used. The system is required to expire uncollected cards after 56 days (8 weeks) and so in many cases the card expires as soon as it is received at the post office. As a temporary measure, in order to reduce unnecessary cost and inconvenience to customers and post masters, the card expiry time has been set to 90 days.

CAPS raised a CR (C0073) to formalise the temporary measure and Pathway have responded with a CCN - CCN307a was delivered on 30/7/98 but rejected by Horizon on 1/10/98. Pathway will be following up this rejection.
For NR2 the expiry period reverts to 56 days - changes to BA and Pathway documentation provided to beneficiaries will emphasise the need for prompt card collection. Awaiting further update.

5.3.3 Card Batch Reconciliation Procedure at Post Office

Card batch reconciliation is the process currently carried out by a post office clerk on receipt of a new card batch from De La Rue Card Systems, prior to issuing a card to a customer. The purpose of this process is to check the integrity of the card batch.

Recent experience suggests that card reconciliation at the post office is onerous and time consuming for the post office clerk, delays the issue of cards to the customer, and incurs an unnecessary cost for Pathway. Cards are being swiped through several times. This causes a card and PUN re-order because the system then believes the card to be faulty or the card reader is faulty (known as a Surplus to Batch Problem).

Action is required to reinforce the Batch Reconciliation Procedures at post offices.
CCN232, which seeks to modify this process at NR2+, was submitted to Horizon for approval and comments were received.
Following subsequent discussion with Horizon a new version of CCN232 (232c) was issued in March 1999. Awaiting impacts.

5.4   **Closed Since Last Report**

5.4.1   **Invalid Transaction Reference**

On 22/01/99, a postmaster successfully swiped a card, however when the receipt printed, the transaction reference contained the FAD, the node ID, and then, instead of the sequential reference number, 8 zeros. The clerk was able to finish the transaction and everything, at this point, appeared in order. When the BES report was run, the said transaction did not feature. Investigation shows that there is no record of any transaction in the Riposte message store.

12th February - the problem has been passed to BES / DEV on PinICL PC0020030.
Update 26th February - BES/Dev they are still investigating the problem. No reoccurrence this week. Await further update

Update from Richard Brunskil: No further update from Escher received to date. However, we have been assured by Development, and have proved in our own testing, that the problem cannot occur with the NR2 kit as the 'Log out' screen cannot be accessed from 'Serve Customer' where the card swipe has taken place. As the Customer is now content with our response to this problem and we have had no other occurrences since the February, the problem should now be closed. Any findings received from Escher in due course should be noted by Development and the recommendations applied as necessary. Incident closed.

5.4.2   **Time-Out Fix not Working**

A fix was delivered to PO counters on 09/02/98 to forcibly commit transactions after 74 minutes of inactivity. Another fix was delivered on 17/05/98 to forcibly commit suspended sessions after 74 minutes of inactivity. However, there have been two incidents of the 'time out' fix not working correctly.

On 19th February, a Tivoli script was written and a message sent to the counter to double check the version of software which is being run at this counter. Update 26 February - no other occurrences.

This fix has now been proved to be working correctly. Incident closed.