ICL Pathway Ltd	SERVICE REVIEW - PERFORMANCE STATISTICS	Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00
Document Title:	SERVICE REVIEW - PERFORMANCE STATISTICS	
Document Type:	SERVICE REVIEW - FEBRUARY 2000	
Abstract:	This document contains a summary of the Monthly Service Performance Statistics for the Period $1^{st}$ to $29^{th}$ February 2000.	
Status:	Definitive	
Distribution:	Service Management Review Forum ICL Pathway Management Team ICL Pathway Customer Service Management Team Richard Brunskill Dave Fletcher Peter Robinson ICL Pathway Library	
Author:	Nicole Meredith, Information Analyst, Customer Service	
Approval Authority:	Stephen Muchow, Director Customer Service	
Signature:	Date: 20.03.00	
© ICL Pathway Ltd	COMMERCIAL-IN-CONFIDENCE	Page 1 of 28

ICL Pathway Ltd

#### SERVICE REVIEW - PERFORMANCE STATISTICS

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

# **CONTENTS**

o	DOCU	UMENT CONTROL4
	0.1	DOCUMENT HISTORY4
	0.2	ASSOCIATED DOCUMENTS5
	0.3	ABBREVIATIONS5
	0.4	GLOSSARY5
	0.5	CHANGES IN THIS VERSION
1.	INTRO	ODUCTION7
	1.1	APPROACH7
	1.2	INTERPRETATION7
	1.3	REVIEW BOOK CONSTRUCTION7
2	MANA	AGEMENT SUMMARY8
3	HORI	IZON VOLUMETRICS9
	3.1	OPERATIONAL OUTLET & COUNTER VOLUMES
	3.2	HORIZON SYSTEM HELPDESK – LOGGED CALL VOLUMES11
	3.3	HORIZON SYSTEM HELPDESK - LOGGED CALL PROFILES
4	SERV	ICE PERFORMANCE STATUS13
	4.1	HELPDESK SERVICES
	4.2	SYSTEM SERVICE15
	4.3	DATA SERVICES
	4.4	TRANSACTION SERVICES
	4.5	TRAINING SERVICES
	4.6	IMPLEMENTATION & ROLL OUT

Page 3 of 28

ICL	Pathway 1	Ltd SERVICE REVIEW - PERFORMANCE STATISTICS	Version	CS / PER / 013 n: 3.1 20.03.00
	4.7	LFS SERVICES (WITH EFFECT FROM CSR+)		20
	4.8	BUSINESS INCIDENT MANAGEMENT		21
	4.9	SUPPORTING COMMENTS		22
5	CUST	OMER SERVICE OPERATIONS REPORT		28
	5.1	CROSS DOMAIN PROBLEMS - OPEN CALLS / WORK IN PROGRESS		28

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

## o 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.
2.2	17.06.99	Amended to reflect Horizon contract changes made on 24 <sup>th</sup> May 1999.
2.3	12.08.99	Brought into line with Performance Measures as set out in the revised contract
2.4	08.09.99	Service Review Book for August performance
2.5	16.09.99	Revised Service Review Book for August performance
2.6	07.10.99	Service Review Book for September performance
2.7	05.11.99	Service Review Book for October performance
2.8	07.12.99	Service Review Book for November performance
2.9	10.01.00	Service Review Book for December performance
3.0	07.02.00	Service Review Book for January performance
3.1	07.03.00	Service Review Book for February performance
3.2	14.03.00	Revised Service Review Book for February performance
3.3	20.03.00	Revised Service Review Book for February performance

Commented [MSOffice1]: Service Level Agreement

**Commented [MSOffice2]:** Management Information System

Commented [MSOffice3]: Management Information System

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 4 of 28

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

#### 0.2 ASSOCIATED DOCUMENTS

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

Commented [MSOffice4]: Service Level Agreement

#### 0.3 ABBREVIATIONS

EIS	Executive Information System	POCL	Post Office Counters Limited	
HSH	Horizon System Helpdesk	SLA	Service Level Agreement	1
IT	Information Technology	SLAM	Service Level Agreement Monitor	1
MIS	Management Information System	TBN	To be Notified	1
MAT	Minimum Acceptable Threshold	TRT	Termination Review Threshold	1
				1

#### 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

POCL (Non-Serv):	All calls placed with Horizon System Helpdesk that embrace non- System Service calls (currently
	equates to Advice & Guidance, Operations, Implementation, Reconciliation, Security and Other).
Advice & Guidance	Calls requiring general advice.
Operations	Calls diagnosed as relating to the operating environment.
Implementation	Calls for site preparation and installation.
Reconciliation	Calls requiring reconciliation of a particular part of the system.
Security	Calls relating to security breaches or for the requirement of one shot passwords.
Other	Calls relating to PO closures, reference data changes, miscellaneous environmental issues and failed
	verification calls.
POCL (Serv):	All calls placed with Horizon System Helpdesk that embrace System Service calls (currently equates
	to Hardware, Network and Software).
H/W:	Calls diagnosed as relating to a system hardware fault.

**Commented [MSOffice5]:** Executive Information System

Commented [MSOffice6]: Post Office Counters

Commented [MSOffice7]: Horizon System Helpdesk

Commented [MSOffice8]: Service Level Agreement

Commented [MSOffice9]: Information Technology

Commented [MSOffice10]: Service Level Agreement

Commented [MSOffice11]: Management Information

Commented [MSOffice12]: To be Notified

Commented [MSOffice13]: Minimum Acceptable Threshold

Commented [MSOffice14]: Termination Review

Threshold

**Commented [MSOffice15]:** Post Office Counters Limited

Commented [MSOffice16]: Post Office Counters Limited

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 5 of 28

Date: 20.03.00

ICL Pathway Ltd SERVICE REVIEW - PERFORMANCE STATISTICS Ref: CS / PER / 013 Version: 3.1

N/W: Calls diagnosed as relating to a system network fault.

S/W: Calls diagnosed as relating to a system or application software fault.

#### 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'.

#### 0.5 CHANGES IN THIS VERSION

2.0 - Updated Management Summary

4.9 - Additional supporting comments have been included following investigation.

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

### 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

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

#### **2 MANAGEMENT SUMMARY**

Programme Status	Live Outlets	Operational Counters
29 <sup>th</sup> February 2000	3136	6886
Comments		

Comments

Overall call volumes have increased inline with the predicted volumes given the volume of Outlets migrated during the month.

The improvement initiatives introduced into the HSH call handling processes for Level 1 and Level 2 type calls are now becoming effective. There was a significant improvement shown in HSH call handling for Level 1 for February. Monitoring and improvement will continue.

System Service achievement generally fell this month. Investigation into the reasons has highlighted two process issues. One with diagnosis of hardware faults within SMC and the other with the dispatching of engineers to Post Offices. Both issues are being addressed to ensure the service levels improve during March.

Business Incidents and Cash Account Help Desk Services are now being monitored against SLAs following the 3<sup>rd</sup> Supplemental agreement.

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 8 of 28

ICL Pathway Ltd SERVICE REVIEW - PERFORMANCE STATISTICS Ref: CS / PER / 013 Version: 3.1
Date: 20.03.00

11

# **3 HORIZON VOLUMETRICS**

3.1	Operational Outlet & Counter Volumes	10

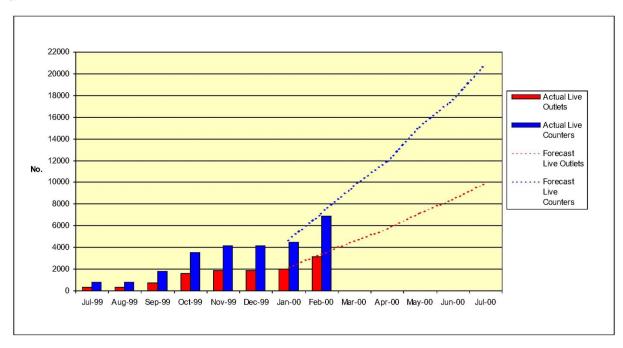
Horizon System Helpdesk - Call Volumes

3.3 Horizon System Helpdesk – Service Call Profiles 12

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 9 of 28

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

## 3.1 OPERATIONAL OUTLET & COUNTER VOLUMES

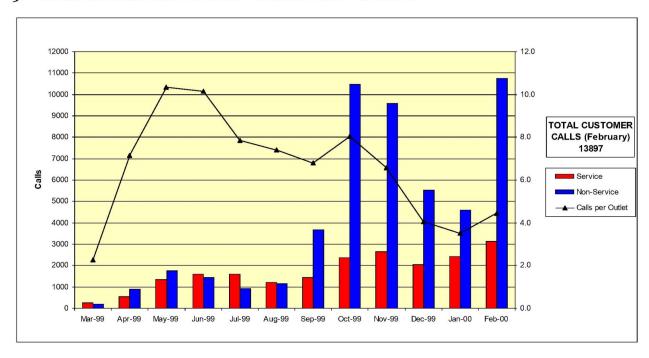


	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00
Actual Live Outlets	323	321	749	1596	1859	1858	2000	3136					
Actual Live Counters	821	819	1819	3558	4122	4122	4485	6886					
Forecast Live Outlets							2158	3328	4552	5652	7158	8382	9912
Forecast Live Counters							4646	7077	9621	11907	15036	17580	20759

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 10 of 28

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

## 3.2 HORIZON SYSTEM HELPDESK – LOGGED CALL VOLUMES

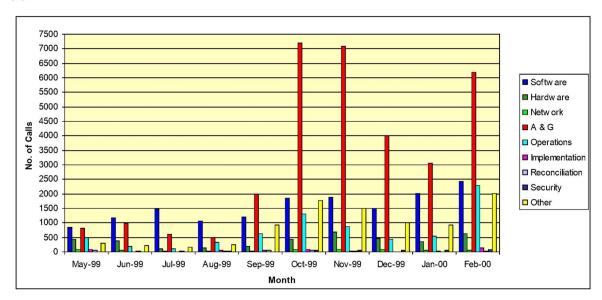


	Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00
Service	260	547	1347	1592	1609	1219	1422	2352	2664	2046	2425	3131
Non-Service	203	897	1743	1446	928	1158	3680	10477	9567	5510	4592	10766
Total Cusomer Calls	463	1444	3090	3038	2537	2377	5102	12829	12231	7556	7017	13897
Live Outlets	203	202	299	299	323	321	749	1596	1859	1858	2000	3136
Calls per Outlet	2.3	7.1	10.3	10.2	7.9	7.4	6.8	8.0	6.6	4.1	3.5	4.4

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 11 of 28

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

## 3.3 HORIZON SYSTEM HELPDESK - LOGGED CALL PROFILES



	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00
Software	833	1164	1477	1064	1198	1843	1881	1509	2022	2438
Hardware	430	375	110	124	195	437	694	463	358	629
Network	84	53	22	40	29	72	89	74	45	64
A & G	818	979	591	481	1996	7193	7095	4009	3044	6196
Operations	494	202	119	330	639	1316	870	425	545	2302
Implementation	73	5	11	52	68	82	30	12	17	124
Reconciliation	57	37	28	29	47	65	19	6	7	34
Security	0	0	12	30	11	44	45	46	65	85
Other	301	223	167	249	919	1777	1508	1012	914	2025
Total Calls	3090	3038	2537	2399	5102	12829	12231	7556	7017	13897

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 12 of 28

ICL Pathway Ltd SERVICE REVIEW - PERFORMANCE STATISTICS Ref: CS / PER / 013 Version: 3.1
Date: 20.03.00

# **4 SERVICE PERFORMANCE STATUS**

4.1	Helpdesk Services	14
4.2	System Service	15
4.3	Data Services	16
4.4	Transaction Services	17
4.5	Training Services	18
4.6	Implementation & Roll Out	19
4.7	LFS Services (with effect from CSR+)	20
4.8	Business Incident Management	21
4.9	Supporting Comments	22

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 13 of 28

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

## 4.1 HELPDESK SERVICES

												HELPDESK SERVICES	MAT	TRT	Comment
Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00				
												Horizon Helpdesk			
							74.5	75.2	85.0	91.1	89.2	Calls answered within 20s	80%	N/A	
		84.5	91.3	97.0	98.9	89.9	79.7	80.3	87.6	92.9	91.7	Calls answered within 40s	99.9%	N/A	See Section 4.9
98	90	79	95	98	98	98	85.6	85.8	86.4	93.9	91.7	Calls abandoned through ring off	99%	N/A	See Section 4.9
							94.8	61.0	99.2	99.3	90.8	Calls Engaged	99%	N/A	See Section 4.9
	82	58	46	81		89	96.2	96.0	95.8	88.4	91.9	Level 1 Calls resolved within 5 minutes	95%	N/A	See Section 4.9
							-2267								
	91	77	73	98			99.9	100.0	100.0	100.0	100.0	Level 1 Calls resolved within 10 minutes	100%	N/A	
94	90	65	76				98.6	99.6	99.2	99.1	96.2	Level 2 Calls resolved within 30 minutes	95%	N/A	
98	97	69	78	98			99.5	99.8	99.9	99.9	98.3	Level 2 Calls resolved within 45 minutes	100%	N/A	See Section 4.9
											100.0	Cash Account: second line availability for call answering	95%	N/A	
											100.0	Cash Account: second line call-back <= 20 minutes	100%	N/A	
												Cash Account: call scripts correctly followed by HSH	95%	N/A	POCL to supply

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 14 of 28

Ref: CS / PER / 013 Version: 3,1 Date: 20.03,00

## 4.2 SYSTEM SERVICE

												SYSTEM SERVICE	MAT	TRT	Comment
Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00				
												Call to Resolution (Local)			
				88	90	82	75.0	100.0	83.3	87.5	55.0	Hardware/Network Priority A - 4 hours Non-Remedial	95%	N/A	See Section 4.9
					0.4		22.4	00.0	22.2	24.4	70.0	Harton Aleksada Britain B. Okasan Nas Bassadial	050/	N1/A	0 0
				83	84	82	86.4	92.0	96.9	84.4	70.3	Hardware/Network Priority B - 8 hours Non-Remedial	95%	N/A	See Section 4.9
				88		91	87.5	100.0	100.0	87.5	90.0	Hardware/Network Priority A - 6 hours Remedial	100%	N/A	See Section 4.9
													1000/		
				87	96	85	89.4	95.5	97.5	90.5	78.7	Hardware/Network Priority B - 10 hours Remedial	100%	N/A	See Section 4.9
												Call to Resolution (Intermediate)			
			N/A	Hardware/Network Priority A - 6 hours Non-Remedial	95%	N/A									
			N/A	N/A	N/A	N/A	NI/A	N/A	NI/A	N/A	N/A	Hardware/Network Priority B - 10 hours Non-Remedial	95%	N/A	
			IV/A	IN/A	IN/A	IN/A	N/A	IV/A	N/A	IN/A	IN/A	Hardware/Network Priority B - 10 nours Non-Remedial	95%	IN/A	
			N/A	Hardware/Network Priority A - 9 hours Remedial	100%	N/A									
			N/A	Hardware/Network Priority B - 15 hours Remedial	100%	N/A									
												Call to Resolution (Remote)			
			N/A	Hardware/Network Priority A - 8 hours Non-Remedial	95%	N/A									
													0.504		
			N/A	Hardware/Network Priority B - 12 hours Non-Remedial	95%	N/A									
			N/A	Hardware/Network Remote Priority A - 12 hours Remedial	100%	N/A									
												•			
			N/A	Hardware/Network Remote Priority B - 24 hours Remedial	100%	N/A									

Ref: CS / PER / 013 Version: 3,1 Date: 20.03.00

## 4.3 DATA SERVICES

	DATA SERVICES	MAT	TRT	Comment
Mar-99 Apr-99 May-99 Jun-99 Jul-99 Aug-99 Sep-99 Oct-99 Nov-99 Dec-99 Jan-00 Feb-00				
	RDMC Reference Data			
90 98.7 99.1 99.3 99.46	Data Delivery - Day B	97%	N/A	
95 99.4 99.6 99.7 99.7	Data Delivery - Day C	99%	N/A	
33.4 33.0 33.1 33.13	Data Delivery - Day C	3376	INA	
99.6 99.8 99.8 99.8	Data Delivery - Day D	100%	N/A	See Section 4.9
	APS Reference Data			
98.0 99.3 100.0 99.6 99.4	Data Delivery - Day B	97%	N/A	
99.8 99.3 100.0 99.9 99.5	Data Delivery - Day C	99%	N/A	
100.0 99.3 100.0 99.9 99.66	Data Delivery - Day D	100%	N/A	See Section 4.9
	APS Data			
92 95 92 96.3 99.1 97.0 98.5 98.94	File Delivery - Day B	97%	N/A	
94 98.6 99.1 99.6 99.3 99.6	File Delivery - Day C	99%	N/A	
99 99.0 99.5 99.8 99.78	File Delivery - Day D	100%	98%	See Section 4.9
	TPS data			
99.0 99.3 99.6 99.90	File Delivery - Day B	97%	N/A	
99.6 99.7 99.9 99.8 99.90	File Delivery - Day C	99%	N/A	
99.9 99.9 100.0 99.9 99.9	File Delivery - Day D	100%	98%	
	OBCS Data			
99.8 100.0 99.9 99.8 99.87	OBCS Stop List - Day B	97%	N/A	
98 98 99.9 100.0 99.9 99.9 99.9	OBCS Stop List - Day C	99%	N/A	
30 30 30 30 30 30 30 30 30 30 30 30 30 3				
99.9 100.0 100.0 99.9 99.96	OBCS Stop List - Day D	100%	98%	
83 96.7 98.6 98.8 96.38 97.60	File Delivery - Day B	97%	N/A	
50 30.7 30.0 30.0 30.00 37.00	The Delivery - Day D	3170	INC	
98 98.9 99.6 99.7 99.49 99.70	File Delivery - Day C	99%	N/A	
				l
COMMERCIAL IN CO				D ( C 0

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

							Duce. 201
99	99.3 99.8	99.8 99.76	99.85	File Delivery - Day D	100%	98%	See Section 4.9

## 4.4 TRANSACTION SERVICES

												TRANSACTION SERVICES	MAT	TRT	Comment
Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00				
												OBCS			See section 4.9
						39.00	39.00	39.00	39.00	39.00		Issues (local)	39.00	39.50	
						42.50	42.50	42.50	42.50	42.50		Issues (foreign)	42.50	43.00	
						26.94	26.94	26.94	26.94	26.94		Encashment (local)	26.94	27.44	
						28.10	28.10	28.10	28.10	28.10		Encashment (foreign)	28.10	28.60	
												APS			See section 4.9
						19.96	19.96	19.96	19.96	19.96		Cash Payments - No tokens handed back to customer	19.96	20.46	
						21.52	21.52	21.52	21.52	21.52		Cash Payments - Tokens handed back to customer	21.52	22.02	
						26.56	26.56	26.56	26.56	26.56		Cash Payments - Using Smart Card or Key	26.56	27.06	
												EPOSS			See section 4.9
						30.00	30.00	30.00	30.00	30.00		EPOSS	30.00	30.50	

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

## 4.5 TRAINING SERVICES

												TRAINING SERVICES	MAT	TRT	Comment
Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00				
							100.0	100.0	100.0	100.0	100.0	Training Course Availability	100%	N/A	
							100.0	100.0	100.0	100.0	100.0	Training Venue Quality	85%	N/A	
							100.0	100.0	100.0	100.0	100.0	Training Course Quality	95%	N/A	
									100000		0.000				
							99.6	100.0	100.0	100.0	100.0	Training Course Cancellation	98%	N/A	
							96.6	96.6	100.0	99.9	100.0	Training Course Competence Levels	95%	N/A	
							100.0	100.0	100.0	100.0	99.5	Training Course Timeliness Live Delivery	100%	N/A	See section 4.9

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 18 of 28

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

## 4.6 IMPLEMENTATION & ROLL OUT

												IMPLEMENTATION SERVICES	MAT	TRT	Comment
Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00				
												Site Survey - Quality Compliance	85%	N/A	
												Site Modification - Quality Compliance	85%	N/A	
												Site Modification - Repairs Completeness	98%	N/A	
												Site Installation - Quality Compliance	85%	N/A	
												Site Installation - Repairs Timeliness	98%	N/A	

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 19 of 28

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

# 4.7 LFS SERVICES (WITH EFFECT FROM CSR+)

												LF Service (CSR+)	MAT	TRT	Comment
Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00				
												Outlet to SAPADS Data Transfer			
												Confirmation of Pouch Received at Outlet - Day A	98%	N/A	
												Confirmation of Pouch Received at Outlet - Day B	100%	98%	
												Details of SAPADS Pouch Collected from Outlet - Day A	98%	N/A	
												Details of SAPADS Pouch Collected from Outlet - Day B	100%	98%	
												Daily Cash on Hand Details - Day A	98%	95%	
												Weekly Stamps / Stock on Hand Details - 22:00 on Day C	98%	N/A	
												Weekly Stamps / Stock on Hand Details - 23:59 on Day C	100%	98%	
												Weekly Inventory Items Details - 22:00 on Day C	98%	N/A	
												Weekly Inventory Items Details - 23:59 on Day C	100%	98%	
												SAPADS to Outlets Data Transfer			
												Delivery of SAPADS Planned Orders to Outlets - Day A	96%	N/A	
												Delivery of SAPADS Planned Orders to Outlets - Day B	100%	96%	
												Delivery of SAPADS Advice Notes to Outlets - 08:00 on Day C	98.5%	N/A	
												Delivery of SAPADS Advice Notes to Outlets - 12:00 on Day C	N/A	96%	

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 20 of 28

ICL Pathway Ltd

#### SERVICE REVIEW - PERFORMANCE STATISTICS

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

## 4.8 BUSINESS INCIDENT MANAGEMENT

												Business Incident Management	MAT	TRT	Comment
Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00				
											94.1	Incidents resolved <= 5 days of receipt	100%	N/A	See Section 4.9

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 21 of 28

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

# 4.9 SUPPORTING COMMENTS

	HSHD – Calls answered within 40 seconds	Performance Summary Performance against the SLA for calls answered within 40
		seconds and for abandoned calls, was 91.7% in February.
	HSHD – Calls abandoned through ring off	90.8% was achieved for performance against engaged calls,
	HSHD - Engaged calls	which is a decrease from the previous month.
		Cause On 23/02/00, there was a particularly high level of engaged and abandoned calls. This was due to a BT problem where half of the lines coming into the HSH were not available.
		Action BT has since repaired the fault and there has been no re- occurrence.
4.1	HSHD - Level 1 calls resolved within 5 minutes	Performance Summary 91.9% of Level 1 calls were resolved within 5 minutes. This shows an improvement when compared to January's performance.
		<u>Cause</u> Some calls are taking longer to answer; this may be attributable to new, inexperienced users, failing to articulate the problem in a timely fashion.
		<ul> <li>Action</li> <li>1. Ongoing improvements to training call logging processes, within the HSH.</li> <li>2. Investigation into the type of calls received which appear</li> </ul>

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 22 of 28

thway Ltd	SERVICE REVIEW - PE	Ve	ef: CS / PER ersion: 3.1 ate: 20.03.00
		to take longer than necessary to resolve.	
4.2	Hardware / Network Priority A – 4hrs non-	Performance Summary	
	remedial	55.0% of priority A Hardware / Network calls were resolved	d l
		within 4 hours, and 90.0% were resolved within 6 hours.	
	Hardware / Network Priority A – 6hrs remedial		
		70.3% of priority B calls were resolved within 8 hours and	
	Hardware / Network Priority B - 8hrs non- remedial	78.7% of calls were resolved within 10 hours.	
		Failure of these SLAs can be attributed to by the following:	:
	Hardware / Network Priority B – 10hrs remedial	, ,	
	,	1. Calls having an initial prognosis of Hardware product	
		performance arising out of assumed Software implications	
		were transferred to the SMC where they followed Software	
		diagnosis processes. These processes involve a higher level	of
		diagnostics evaluation than that necessary for Hardware.	
		These calls, when eventually identified as being non-	
		Software, were referred back for Hardware resolution by si	
		visit. Due to the time elapse in software diagnosis there is	
		risk of service delivery not being within the Call to Resolut	ion
		Time.	
		2. The comments in 1 above have been further compounde	d
		that, from the start of the month, the resource dispatcher	a
		allocating an engineer to site visit has done so based upon	an
		a.m./p.m. arrival of the call on to his call stack. This action	
		has initiated, on some occasions, the inherent delay in site	
		visiting by the engineer.	
		ACTION:	
		The above issues have been discussed with ICL Pathway's	
		Supplier and the following are to be implemented to return	n

COMMERCIAL-IN-CONFIDENCE Page 23 of 28 © ICL Pathway Ltd

to the higher level of service previously enjoyed by POCL:

1. All calls having a declared Hardware product performance

L Pathway Ltd			ef: CS / PER / 013 ersion: 3.1 ate: 20.03.00	
		criteria identified within the call diagnosis text, which ma may not be Software derived, to have filtration diagnose conducted accordingly. This should minimise (de-risk) de occurring via extended Software diagnosis filtration where subsequently found to be a Hardware based call resolution.  2. Re-direct the resource dispatcher back to pre-February process where allocation of site visiting calls for engineers align to call age as well as the resolution time demanded by the service profile.	y or lay e it n.	
4.3	Data Services - RDMC Reference Data Delivery by Day D	Performance Summary 99.87% of RDMC Reference Data was delivered by Day D.  Cause The failure of this SLA is attributed to the non-polling of Outlets. There were no data file delivery delays in Februar  Action  1. MSU have now successfully completed testing of the revised non-polled Outlet reporting where those Outler responsible for Counter switch offs are identified with acceptable degree of accuracy. MSU will be passing details of offending Outlets to POCL BSM for March 20 onwards on a daily basis commencing 13/03/00.  2. ICL Pathway will continue to take action to drive down non-polling caused by system or network faults.	ets an	
4.3	Data Services - APS Reference Data Delivery by Day D	Performance Summary 99.66% of APS Reference Data was delivered by Day D.  Cause The failure of this SLA is attributed to the non-polling of Outlets. There were no data file delivery delays in Februa	ry.	

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 24 of 28

CL Pathway Ltd	SERVICE REVIEW - PERFORMANCE STATISTICS		Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00
		Action  1. MSU have now successfully completed testing of the revised non-polled Outlet reporting where those O responsible for Counter switch offs are identified we acceptable degree of accuracy. MSU will be passing details of offending Outlets to POCL BSM for Marconwards on a daily basis commencing 13/03/00.  2. ICL Pathway will continue to take action to drive demon-polling caused by system or network faults.	utlets ith an 3 h 2000
4-3	Data Services - APS File Delivery by Day D	Performance Summary 99.78% of APS transaction files were delivered by Day N.B. APS transactions that have been delivered to HAF day D, are identified on the 'Polling Exception' report.  Cause The failure of this SLA is attributed to the non-polling Outlets.  Action 1. MSU have now successfully completed testing of the revised non-polled Outlet reporting where those O responsible for Counter switch offs are identified w acceptable degree of accuracy. MSU will be passing details of offending Outlets to POCL BSM for Marc onwards on a daily basis commencing 13/03/00. 2. ICL Pathway will continue to take action to drive de non-polling caused by system or network faults.	of  ne utlets ith an g h 2000
4.3	Data Services - OBCS File Delivery by Day D	Performance Summary 99.85% of APS Reference Data was delivered by Day D	

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 25 of 28

ICL Pathway Ltd	SERVICE REVIEW - PERFORMANCE STATISTICS		Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00	
4.4	Transaction Services (OBCS, APS and EPOSS)  Training Services - Training Course Timeliness Live Delivery	Cause The failure of this SLA is attributed to the non-polling Outlets. There were no data file delivery delays in Feb.  Action  1. MSU have now successfully completed testing of the revised non-polled Outlet reporting where those O responsible for Counter switch offs are identified we acceptable degree of accuracy. MSU will be passing details of offending Outlets to POCL BSM for Marconwards on a daily basis commencing 13/03/00.  2. ICL Pathway will continue to take action to drive demon-polling caused by system or network faults.  The method of calculating performance against these Scurrently being reviewed between ICL Pathway and PC Commercial.  Performance Summary 99.5% of training courses were delivered in the require (i.e. within five days of the Horizon system being in Livoperation in the Outlet).  Cause Knowledge Pool are in the process of adjusting to the recycle which is now in use. As a result, some staff had be accidentally scheduled for training prior to the 5 day we This was compounded by POCL requesting that staff be trained outside of this window.  Action This situation will be resolved by next month	ruary.  ne utlets ith an g h 2000 own  SLAs is OCL ed time we  6 week been vindow.	

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 26 of 28

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

#### 4.8 **Business Incident Management Performance Summary** 94.1% of business incidents were cleared within 5 working days of receipt. (The definitions of 'cleared' being that sufficient detail was supplied to POCL to allow reconciliation or client settlement to take place). Cause There have been delays in obtaining data to enable BIMS reports to be issued in a timely manner. This is due to the 'learning curve' within ICL Pathway following the introduction of the new business incident management procedures. It should be noted however, that on some occasions, authority to clear outstanding incidents was not received from POCL even though ICL Pathway supplied the information within the required time scale. Where this has occurred, ICL Pathway has assumed that these incidents have been cleared and as such, have been recorded in conformance with the SLA. **Action** 1. All MSU staff are now fully experienced in business incident management procedure. 2. New BIMS database has been introduced with effect from 01/03/00, which identifies incidents that are approaching the SLA deadline for clearance provoking priority action within MSU. 3. MSU have advised POCL of the need to follow the agreed procedures and advise clearance within a timely manner to ensure incidents are resolved within the SLA.

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 27 of 28

Ref: CS / PER / 013 Version: 3.1 Date: 20.03.00

# **5 CUSTOMER SERVICE OPERATIONS REPORT**

### 5.1 CROSS DOMAIN PROBLEMS - OPEN CALLS / WORK IN PROGRESS

PinICL Number	Date Raised	Problem Management Calls - Description	Last Update	Next Update	Status	Problem Manager
PC0019130	03/12/98	PM - PO unable to read shiny Barcodes	10/02	31/03	Monitor	Audrey Adams
PC0026385	03/06/99	PM – NBSC-HSH Interface and Responsibilities	14/01	31/01	Monitor	Dave Fletcher
PC0027145	24/06/99	PM - Outlets not polling information	03/03	17/03	Monitor	Richard Brunskill
PC0030464	30/09	BCM – Major Business Continuity Incident	03/03	20/03	WIP	Tony Wicks
PC0031084	11/10	PM - Release of Reference Data	09/02	17/02	Complete	David Wilcox
PC0032761	04/11	PM - Operational Integrity Violation	11/02	18/02	WIP	Deidre Connis
PC0033128	10/11	PM - Dugannon PO £43k discrepancy	18/02	23/02	WIP	Paul Curley
PC0034872	10/12	PM-Post Office unable to do Cash Account Balancing	25/01	07/02	WIP	Alison Peacock
PC0037053	25/01	PM - Hebburn PO cannot rollover since CAP 39	03/03	10/03	WIP	Alison Peacock

© ICL Pathway Ltd COMMERCIAL-IN-CONFIDENCE Page 28 of 28