

BUSINESS SERVICE MANAGEMENT

POST
OFFICE

Fto ———
Horizon Programme
Congo 4
(ICL Pathway Release 1c)
Horizon Service Report
Number 10
Period - September 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 W/C 26 October 1998.

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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
HSH	Horizon System Help Desk
IT	Incomplete Transactions (formerly Lost Transactions)
MAL	Minimum Acceptable Level
OBCS	Order Book Control Service
PCHL	Payment Card Helpline
POCL	Post Office Counters Ltd
RLM	Regional Liaison Manager
BSM	Business Service Management

Post Office CAW

Post Office cash account weeks run from Thursday to Wednesday.
i.e.: Week 8 = Thurs. 14 May - Wednesday 20 May 1998.

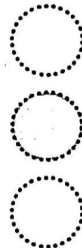
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3. Headlines

Volumetrics for September 1998

• Number of active payment cards =	34,897
• Number of commissioned Post Offices =	204
• Number of Counter Positions =	334
• Offices De-commissioned =	1
• Manual Post Offices supporting foreign encashments =	1,500
• Number of encashments for September =	78,830
• Value of encashments for September =	£ 2,407,788.70
• Number of foreign encashments for September =	770
• Value of foreign encashments for September =	£ 27,959.50
• Average value of each encashment =	£ 31









4. End to End Business Continuity



The status of business continuity remains at 'Amber', due to the continuing presence of ITs. However categories of ITs have seen a significant reduction this period.

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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 viewed and interpreted from the 'end user' perspective and how it will impact their environment.

5.1 Benefit Payment System

Incomplete Transactions



Status lowered to Amber owing to significant reduction of IT categories. However the continuing presence of ITs is still cause for concern.

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Software fixes were released to the counter on Friday 9th October and will be effective and robust in preventing ITs in the categories they were designed to address. It is foreseen that no ITs will appear in these areas.

However 16 were generated in the category of incomplete receipts (BES). These incidents involve premature removal of the receipt, by the user, during the printing process. BSM are, however, investigating incidents to determine if printer failures were the cause. Incomplete transactions have now largely moved away from user non conformance and system software errors towards examination and resolution of the user friendliness of system prompts. These may be misleading the user into incorrect procedures causing non committals to occur. This issue is being examined closely by BSM.

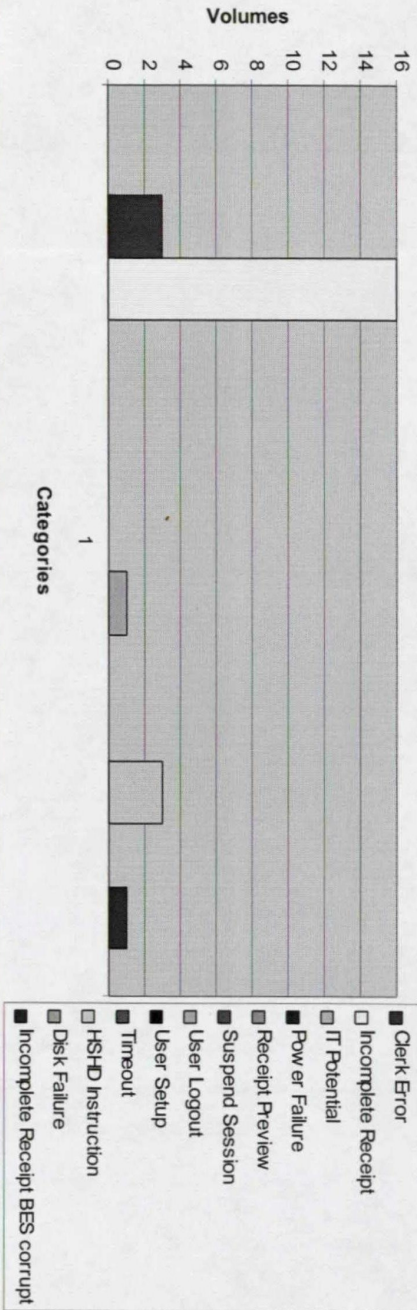
Baseline for Incomplete Transactions

To provide a baseline against which incomplete transactions can be assessed figures have been produced to show the volume of incomplete transactions per 10,000 encashments. The baseline is adjusted to reflect actual monthly ITs. Secondly a target figure is shown of incomplete transactions that POCL should be aiming to receive prior to the advent of Live Trial.

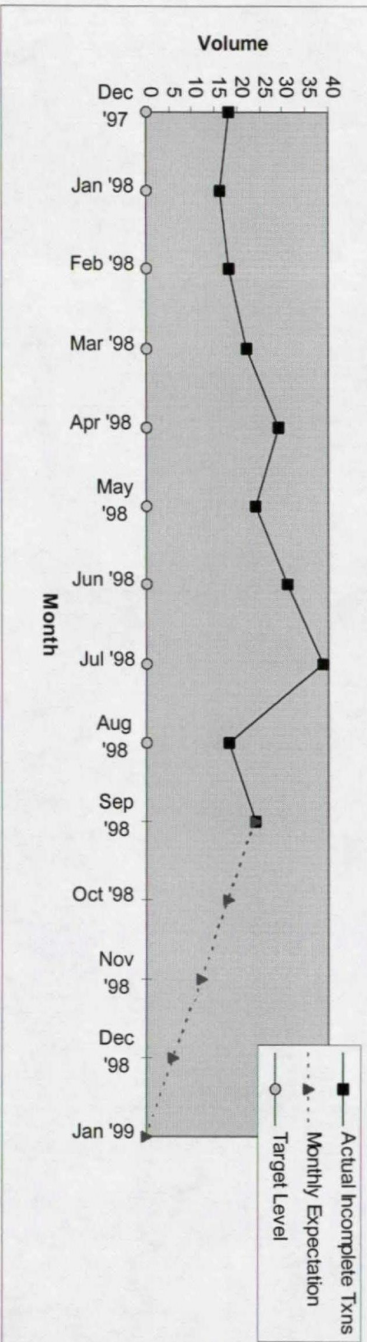
Current month level of IT per 10,000 encashments received	3.0
Target level of IT per 10,000 encashments received	0

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Incomplete Transactions - September 1998



Risk Analysis - Incomplete Transactions



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5.2 Transaction Processing & ICL Pathway Interface

Incomplete Transactions

Amber level remains unchanged with the continuing presence and extent of ITs the primary cause.

5.3 Accounting & Reconciliation

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

6. BES: Volumetrics

Definitions for the purpose of this report.

A transaction is an incident of "a recorded and auditable instance of business activity, involving Service provision or Stock movement across organisational or Service boundaries".

A payment is the Child Benefit allowance money due for one week, or for four weeks (in the 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.

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6.1 Payments Card Statistics

Month	Cards Issued to POCL (Cumulative)	Active Cards (Cumulative)	Lost Cards	Stolen Cards	Damaged Cards
July '98	35,997	29,191	60	33	39
August '98	42,011	31,559	68	33	44
Sept '98	44,187	34,897	72	38	64

NB.

Damaged card volumes remain within BA's expectations. POCL expectations are that there should be no impact on service levels. Monitoring will continue on this basis.

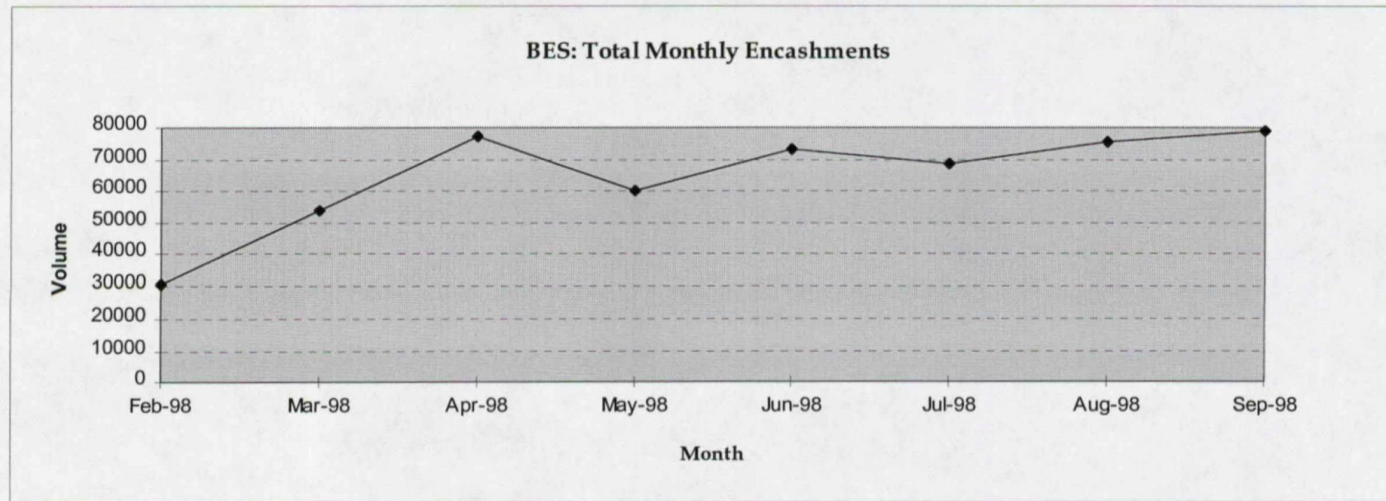
6.2 Volumes of BES transactions

Expected volumes of encashments are being shown.

Transaction	Mar '98	Apr '98	May '98	June '98	July '98	Aug '98	Sept '98
Actual volume of Encashments	53,786	77,292	59,788	73,383	68,834	75,636	78,830

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6.3 BES Encashments by POCL Region for September 1998 (calendar month)



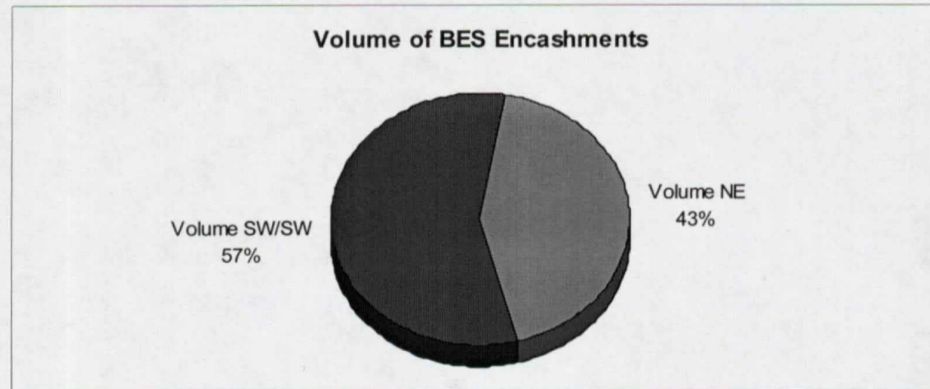
Region	North East	South Wales South West	Foreign
Volume of Encashments	33,856	44,753	770
Value of Encashments (£)	980,169.41	1,427,619.29	27,595.50

NB.

Volume and Value of Foreign transactions include automated outlets (204) and non automated outlets (1,500).

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6.4 Percentage Split of Encashments

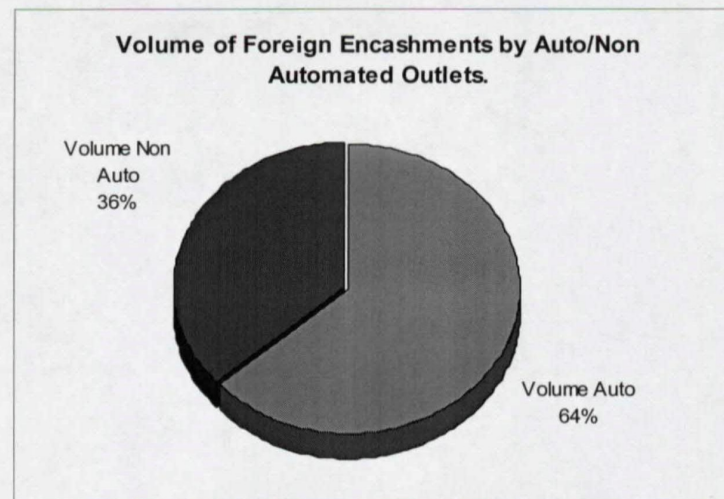


NB:
The forecast percentage split is 58% SW/SW and 42% NE, derived from the number of automated offices in each Region

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6.5 Percentage Split of Foreign Encashments

Volume Non Automated Offices	280
Volume Automated Offices	490



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Payee Type	Number
Beneficiary	75,836
Alternative Payee	2,754
Permanent Agent	9
Total	78,599

6.7 Number of Stops & Expires: by Month

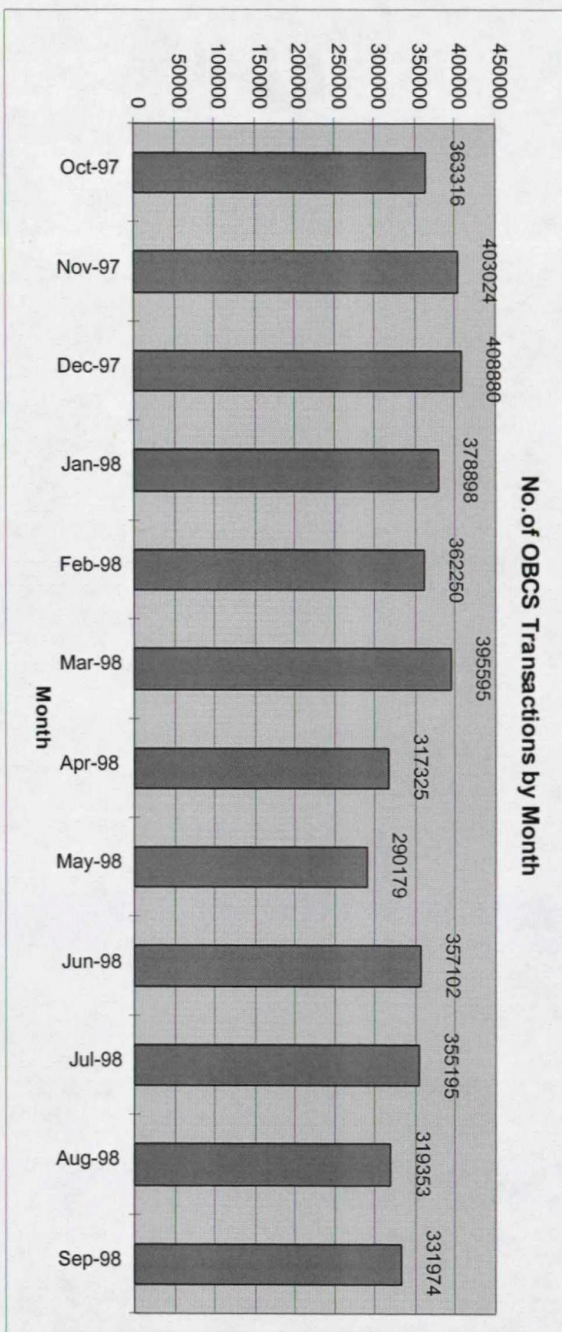
Category	Jan '98	Feb '98	Mar '98	Apr '98	May '98	June '98	July '98	Aug '98	Sept '98
Stops	276	437	621	678	647	694	852	644	739
Expires	3	134	279	340	664	461	402	492	453

7. OBCS**7.1 No. of OBCS Transactions by Type - September 1998**

Encash Local	Encash Foreign	Issue/Receive Local	Issue/Receive Foreign	Re-Direct	Total Transactions
293,844	3671	33,731	532	196	331,974

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BUSINESS SERVICE MANAGEMENT**7.2 Number of OBCS Transactions by Month**

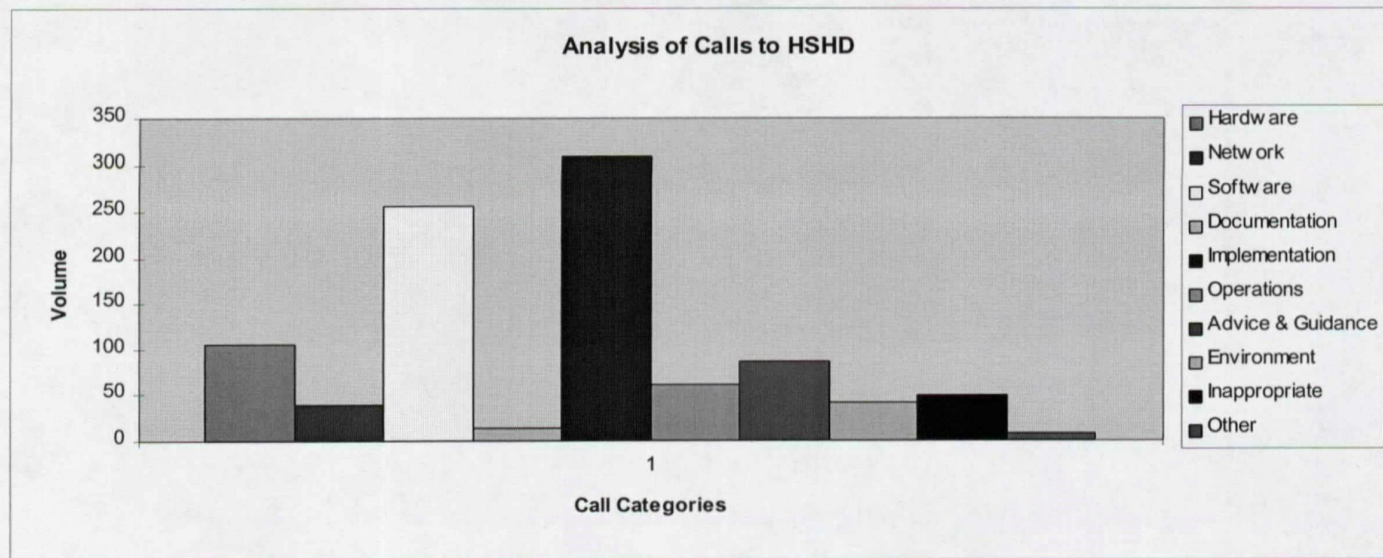
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8 Horizon System Helpdesk Volumetrics

8.1 Categories of calls to HSH during September 1998



NB: The total number of call to the HSH = 968

BUSINESS SERVICE MANAGEMENT**Breakdown of calls to HSH**

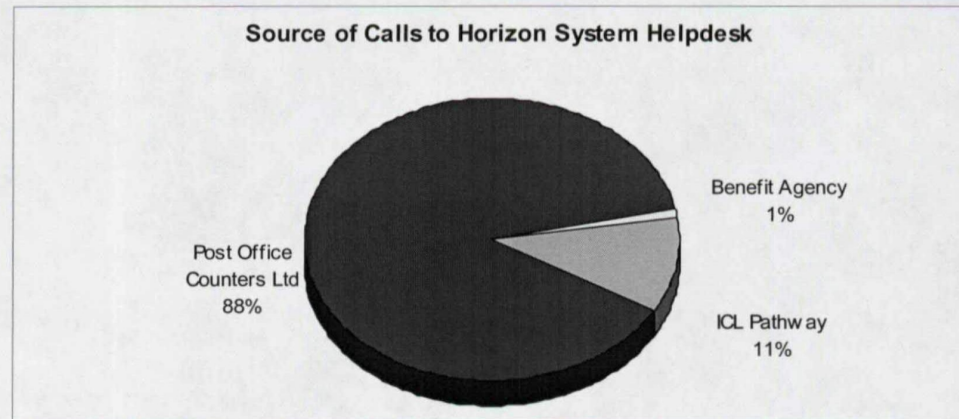
Category	Mar '98	Apr '98	May '98	June '98	July '98	Aug '98	Sept '98
Hardware	105	117	64	109	105	127	106
Network	31	33	42	80	70	41	39
Software	190	155	117	156	122	247	256
Documentation	2	1	1	1	0	5	14
Implementation	3	1	29	15	163	617	308
Operations	181	190	146	134	129	57	61
Advice & Guidance	147	70	87	82	109	83	86
Environment	15	19	20	25	34	44	42
Inappropriate	37	35	53	41	59	41	48
Other	30	10	7	3	3	2	8
Total	741	631	566	646	749	1264	968

NB:

SLA levels have remained constant for Engaged and Abandoned calls. There is degradation of service due to implementation call volumes. These have fallen due to a degree of exaggeration caused by last month's enquiries swollen by calls from Rel 1c offices.

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8.2 Source of Calls to HSH



Breakdown of Calls by Month

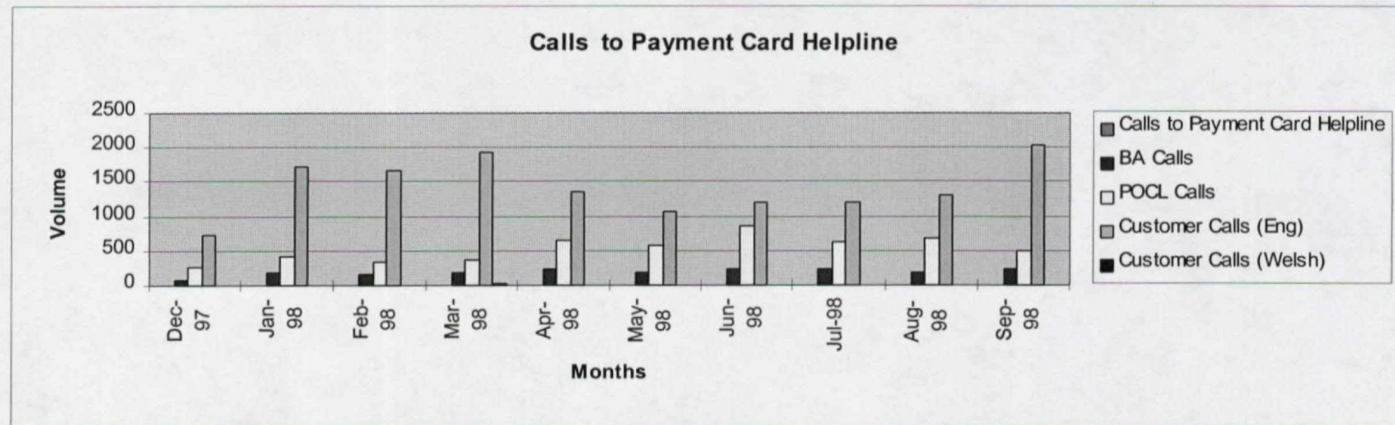
Business	Feb 98	Mar 98	Apr 98	May 98	June 98	July 98	Aug '98	Sept '98
Post Office Counters Ltd	468	527	430	338	346	556	987	669
Benefit Agency	31	35	44	38	21	17	15	21
ICL Pathway	196	179	157	190	279	220	193	224
Model Office Rehearsal	-	-	-	-	-	-	233	169
End to End Testing	-	-	-	-	-	-	2	0
Total	695	741	631	566	646	793	1430	1083

NB.

This month has seen a reduction in implementation calls from last month's peak of 617 to 308 this period.

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9. Payment Card Helpline



Breakdown of Call Types	POCL	BA	Customer (English)	Customer (Welsh)
Card	115 (20%)	140 (57%)	1023 (50%)	0
Payment	348 (60%)	99 (40%)	17 (1%)	0
Other	111(20%)	8 (3%)	995 (49%)	0
Total	574	247	2035	0

NB:Type "Other" are calls which do not fall under category 'card or payment'. For example calls made by customers which are proper to the Benefit Agency. (A1 Benefit Forms)

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cont:

9. Payment Card Helpline

Source of Calls	Mar '98	Apr '98	May '98	Jun '98	Jul '98	Aug '98	Sept '98
Post Office Counters Ltd	370 (15%)	659 (29%)	584 (32%)	851 (37%)	613 (30%)	674 (31%)	574 (20%)
Benefits Agency	187 (7%)	243 (11%)	194 (10%)	231 (10%)	241 (12%)	195 (9%)	247 (9%)
Customer Calls (English)	1928 (77%)	1362 (60%)	1066 (58%)	1210 (53%)	1197 (58%)	1300 (60%)	2035 (71%)
Customer Calls (Welsh)	14 (.6%)	3 (.1%)	2 (.1%)	0	0	0	0
TOTAL	2499	2267	1846	2292	2051	2169	2856

NB

Volumes of calls to the PCHL show 3.6% of the total of monthly encashments, up 0.6%. The increase of customer calls are quoted as being, in part, due to inquiries about entitlement for school leavers. The second contributing factor were the incidents of customers being advised to call the Child Benefit Centre (CBC) and subsequently calling again due to an unsuccessful attempt to reach the CBC.

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10. Summary of Key Problems during Release 1c

Problems Resolved (Closed / Monitor)

- 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 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
- Incomplete transactions - Time Outs
- Incomplete transactions - Receipt Preview
- Incomplete transactions - Clerk Error
- Incomplete transactions - HSH Instruction
- Incomplete transactions - Power Failure

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Problems Resolved (Closed / Monitor) cont:

- Incomplete Transactions - Suspended Session (Monitor)
- Incomplete transactions - Other (Cause Unknown & Potential)
- Incomplete transactions - Incomplete Receipts
- Incomplete transactions - New Card Activation
- Incomplete transactions - BES/OBCS Corruption
- Incomplete transactions - User Logout

Current Problems awaiting Resolution (Open)

- Identify Process for outlet changes
- Incomplete transactions - User Set-Up.
- Printer robustness and possible linkage to ITs.
- Determine whether system design (prompts/icons) are misleading users towards non committal of transactions.

11. Concerns

Categories of ITs have shown a significant decrease. While the categories of Incomplete Transactions have reduced for the September period their existence is still cause for concern. Business Service Management objectives remain at reducing ITs to zero. Activity here remains heavily focused through the Incomplete Transaction working group.

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12. De-commissioned Post Offices

Static since 29 June 1998. Hewelsfield (346523) remains the only de-commissioned outlet - ISDN line still not available at the new telephone exchange.

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Appendix A

ACCOUNTING AND RECONCILIATION MANAGEMENT SUMMARY

- **RELEASE 1C STATISTICS AND SETTLEMENT ADJUSTMENTS**

Thirty five new incidents were received this month.

	4/11/97 to 31/8/98			1/9/98 to 31/9/98			
	Received	Cleared	C/F	B/F	Received	Cleared	Outstanding
DSS Incidents	14	14	0	0	0	0	0
Fallback Incidents	6	6	0	0	0	0	0
Lost Transactions	239	237	2	2	24	25	1
PAS Incident	18	18	0	0	0	0	0
PO Incident	20	20	0	0	1	1	0
POCL Incident	59	54	5	5	7	2	10
Unmatched Encashment	36	36	0	0	3	3	0
TOTAL	392	385	7	7	35	31	11

Total Number of Transactions from 1 September to 31 September	78,830
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- General reconciliation performance

Reconciliation performance remains consistently high.

- Improvements

This period - ratio of incidents to transactions 1:2252. Last period showed 1:2161.

- Concerns

Incomplete Transactions form over 68% of all incidents received this month and are still a cause for concern. The focus, however has shifted from the categories of user non conformance and system errors to that of system user friendliness so that system prompts should not give rise to user error.
