

POCL SERVICE MANAGEMENT



Horizon Programme
Congo 4
(ICL Pathway Release 1c)
Horizon Service Report
Number 8
Period - July 1998

Lozano
P 9, 10, 14 & 16
Blow up
and put on
wall.

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Date produced: 28 August 1998

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Jonathan,

New one of those on 's' drive
s:/servman/hsrj198.doc.

Please print pg 9, 10, 14, 16
& enlarge to A3 size


Thanks
Lorraine.


POCL SERVICE MANAGEMENT


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 28 September 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
HSHD 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
PSM POCL 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 July 1998

• Number of active payment cards =	29,191
• 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 July =	68,834
• Value of encashments for July =	£ 2,133,521.96
• Number of foreign encashments for July =	716
• Value of foreign encashments for July =	£ 26,943.60
• Average value of each encashment =	£ 31









4. End to End Business Continuity



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There is no change in the overall status of business continuity, it remains at 'Amber', due to the continuing presence of incomplete (lost) transactions. Positive developments, however, have taken place and software fixes are in the pipeline for User Setup, Incomplete Receipts, BES/OBCS Corruption, User logout and New Card Activation - which is a category newly identified.

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.

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5.1 Benefit Payment System

Incomplete Transactions

Remains at Red due to the continuing levels of ITs.

There are five categories this month. The major factor this period is due to a single category, BES/OBCS Corruption (47% of all ITs), contributing to the steep rise.

Desired outputs from the operational workshop have been implemented and the resultant fixes for various categories of ITs have been placed in testing. Evaluation and analysis of these fixes are imminent. If solutions prove successful it is foreseen that categories of LTs and consequently volumes will reduce dramatically - particularly that mentioned in para 1 above. Forecast implementation is 22 September 1998 on the assumption that testing is successful and passes acceptance by the sponsor organisations.

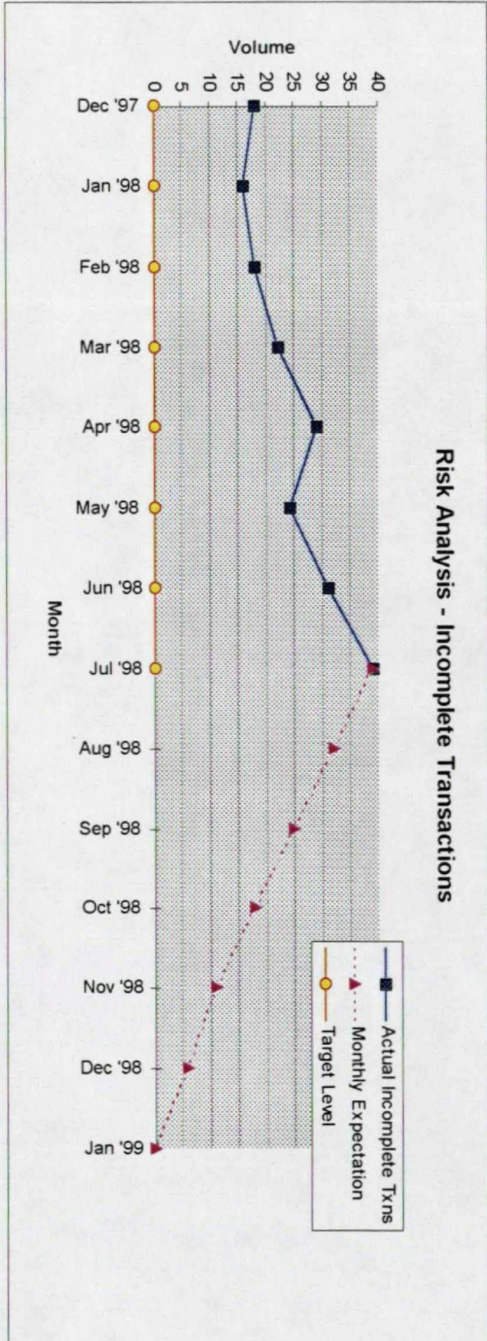
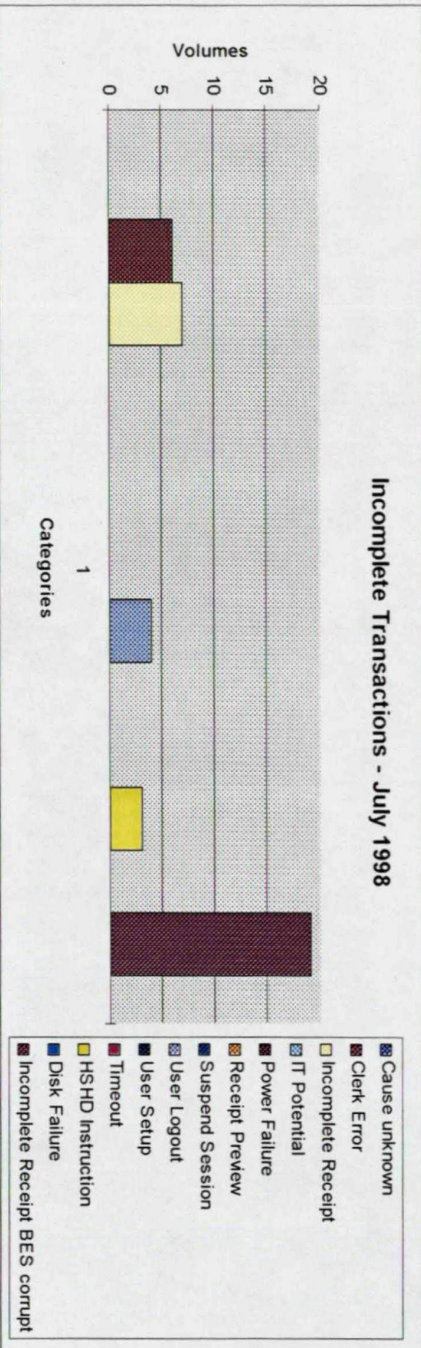
Baseline for Incomplete Transactions

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.

Note that commencing this month the target level of ITs per 10K of received encashments has been adjusted down to zero. This indicates that POCL would expect *nil* ITs from a robust automated system capable of preventing ITs.

Current month level of IT per 10,000 encashments received	5.6
Target level of IT per 10,000 encashments received	0

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5.2 Transaction Processing & ICL Pathway Interface

Incomplete Transactions

The transaction Processing & ICL Pathway interface remains on 'Amber' status, with incomplete transactions having a large impact on this.

Factors which are of concern are:

- Cash account errors

5.3 Accounting & Reconciliation

Appendix 'A' details an agreed summary of accounting & reconciliation for the July 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

May '98	32,719	27,692	59	28	37
June '98	34,033	28,531	71	15	45
July '98	35,997	29,191	60	33	39

NB.

ICL are in the process of ascertaining the main causes for damaged cards. However volumes remain within BA's expectations.

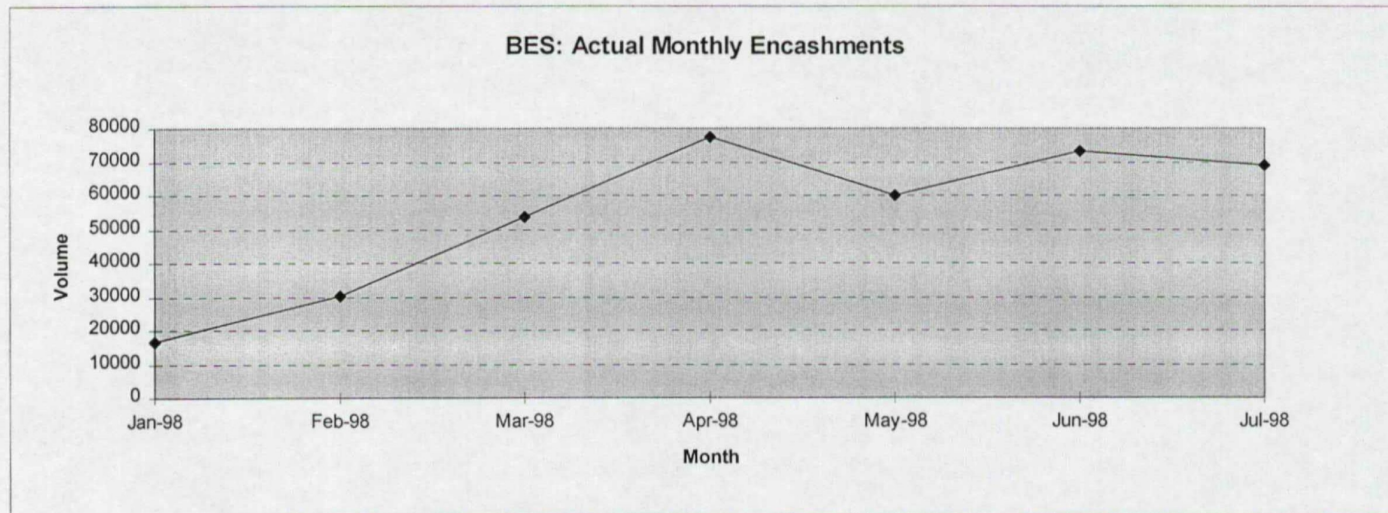
6.2 Volumes of BES transactions

Volumes of encashments have returned back to the normal expected levels.

Actual volume of Encashments	6,727	16,835	30,343	53,786	77,292	59,788	73,383	68,834

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



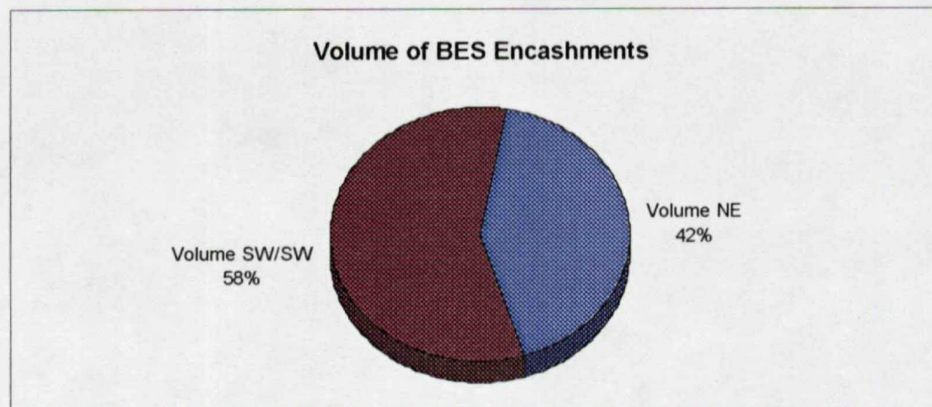
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Volume of Encashments	29,229	39,605	716
Value of Encashments (£)	866,438.52	1,267,083.44	26,943.60

NB.

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

6.4 Percentage Split of Encashments

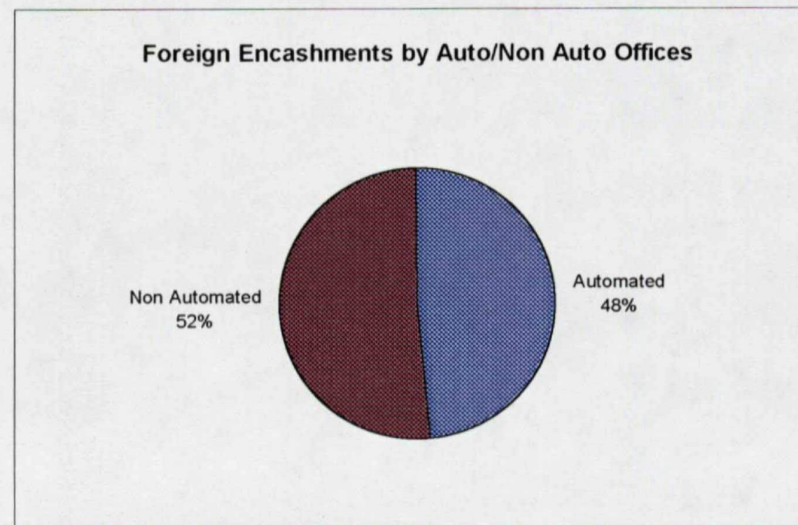


NB:
The forecast percentage split is 58% SW/SW and 42% NE, derived from the number of automated offices in each Region

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6.5 Percentage Split of Foreign Encashments

Volume Non Automated Offices	369
Volume Automated Offices	347



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6.6 Encashment Breakdown by Payee Type for July 1998

Payee Type	Number
Beneficiary	66,308
Alternative Payee	2,526
Permanent Agent	0
Total	68,834

6.7 Number of Stops & Expires: by Month

Category	Dec '97	Jan '98	Feb '98	Mar '98	Apr '98	May '98	June '98	July '98
Stops	61	276	437	621	678	647	694	852
Expires	2	3	134	279	340	664	461	402

7. OBCS

7.1 No. of OBCS Transactions by Type - July 1998

Encash Local	Encash Foreign	Issue/Receive Local	Issue/Receive Foreign	Re-Direct	Total Transactions
306,461	4,006	43,906	559	263,202	355,195

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7.2 Number of OBCS Transactions by Month



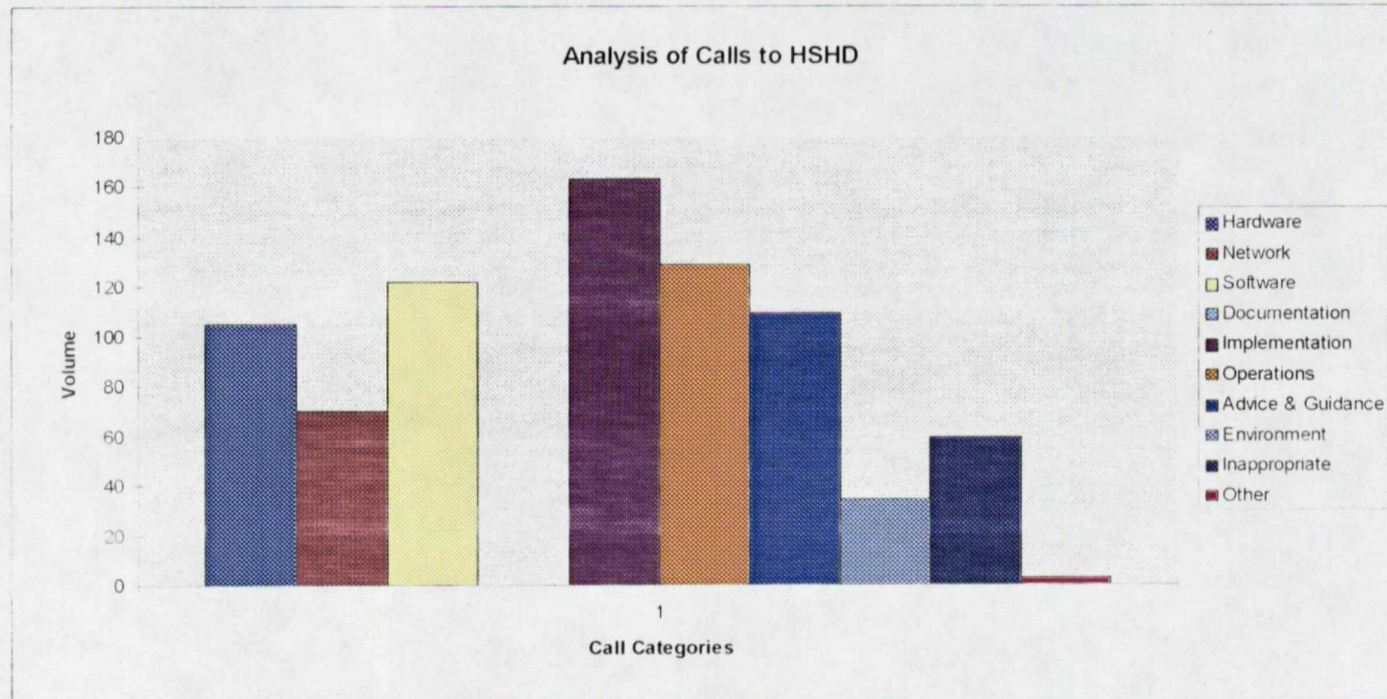
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8 Horizon System Helpdesk Volumetrics

8.1 Categories of calls to HSHD during July 1998



NB: The total number of call to the HSH = 749

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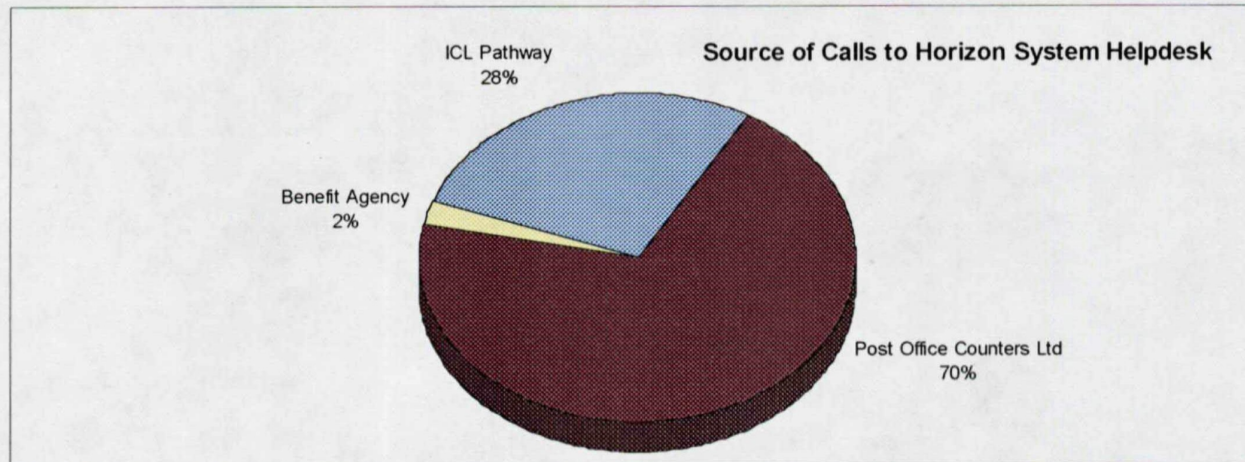
Breakdown of calls to HSH

Category	Jan 98	Feb 98	Mar 98	Apr 98	May 98	June 98	July 98
Hardware	93	74	105	117	64	109	105
Network	35	39	31	33	42	80	70
Software	136	121	190	155	117	156	122
Documentation	0	1	2	1	1	1	0
Implementation*	4	9	3	1	29	15	163
Operations	231	182	181	190	146	134	129
Advice & Guidance	305	217	147	70	87	82	109
Environment	23	13	15	19	20	25	34
Inappropriate	35	36	37	35	53	41	59
Other	32	3	30	10	7	3	3
Total	894	695	741	631	566	646	749

NB: The infrastructure phase of national rollout has started with over 1k letters issued to outlets. This has created the volumes of calls on implementation.

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8.2 Source of Calls to HSH

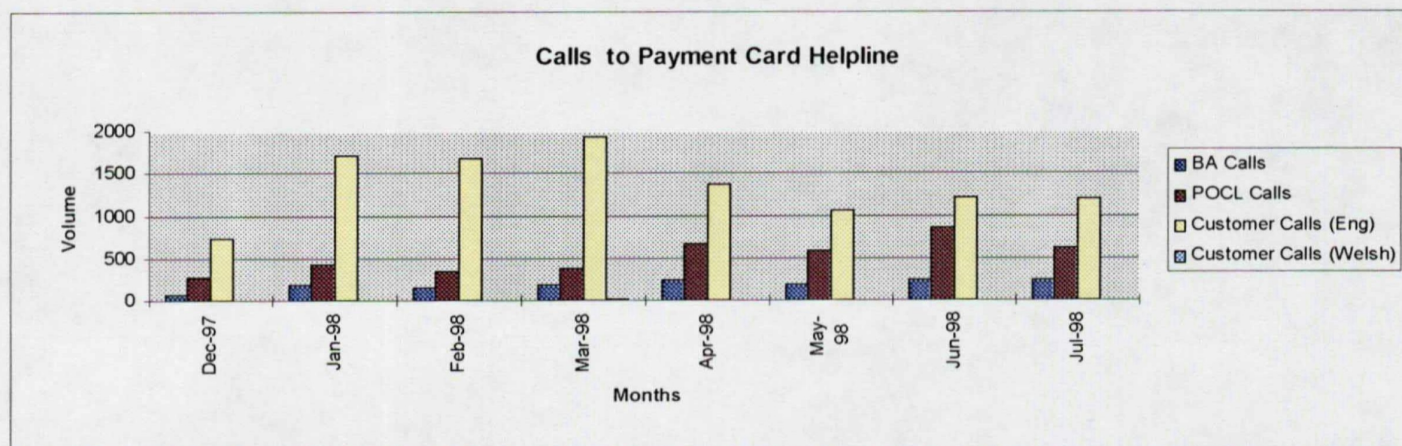


Breakdown of Calls by Month

Post Office Counters Ltd	523	619	468	527	430	338	346	556
Benefit Agency	13	55	31	35	44	38	21	17
ICL Pathway	124	220	196	179	157	190	279	220
Total	660	894	695	741	631	566	646	793

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9. Payment Card Helpline



Card	76 (12%)	143 (59%)	422 (35%)	0
Payment	455 (74%)	82 (34%)	36 (3%)	0
Other	82 (14%)	16 (7%)	739 (62%)	0
Total	613	241	1197	0

NB: Type 'other' are calls which do not fall under category 'card or payment'.

Example: Calls made by customers which were proper to the Benefit Agency. (A1 Benefit Forms)

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Source of Calls	Dec '97	Jan '98	Feb '98	Mar '98	Apr '98	May '98	Jun '98	Jul '98
Post Office Counters Ltd	270 (25%)	425 (18%)	339 (16%)	370 (15%)	659 (29%)	584 (32%)	851 (37%)	241 (12%)
Benefits Agency	69 (6%)	186 (8%)	147 (7%)	187 (7%)	243 (11%)	194 (10%)	231 (10%)	613 (30%)
Customer Calls (English)	733 (68%)	1710 (74%)	1677 (77%)	1928 (77%)	1362 (60%)	1066 (58%)	1210 (53%)	1197 (58%)
Customer Calls (Welsh)	5 (.5%)	5 (.2%)	2 (.1%)	14 (.6%)	3 (.1%)	2 (.1%)	0	0
TOTAL	1077	2326	2165(25%)	2499	2267	1846	2292	2051

NB. Volumes of calls to the PCHL remain a consistent 3% of the total of monthly encashments.

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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
- Lost Transactions - Suspended Session (Monitor)

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Current Problems awaiting Resolution (Open)

- Identify Process for outlet changes
- Incomplete transactions - User Set-Up
- Incomplete transactions - Incomplete Receipts
- Incomplete transactions - Clerk Error
- Incomplete transactions - BES/OBCS Corruption
- Incomplete transactions - Other (Cause Unknown & Potential)
- Incomplete transactions - New Card Activation

11. Concerns

The volumes of ITs still being generated by the system. However PSM objectives remain focussed on reducing these.

12. De-commissioned Post Offices

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

Two NE offices were closed for a two days, Raby St counter refit and Pegswood Colliery with safe failure problems.

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Appendix A

ACCOUNTING AND RECONCILIATION MANAGEMENT SUMMARY

- RELEASE 1C STATISTICS AND SETTLEMENT ADJUSTMENTS

Seventy four new incidents were received this month.

	4/11/97 to 31/7/98			B/F	1/8/98 to 31/8/98		
	Received	Cleared	C/F		Received	Cleared	Outstanding
DSS Incidents	13	12	1	1	1	2	0
Fallback Incidents	5	5	0	0	0	0	0
Lost Transactions	175	170	5	5	39	42	2
PAS Incident	9	9	0	0	2	2	0
PO Incident	18	18	0	0	1	1	0
POCL Incident	47	41	6	6	12	6	12
Unmatched Encashment	16	16	0	0	19	0	19
TOTAL	283	271	12	12	74	53	33

Total Number of Transactions from 1 July to 31 July	68,834
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- GENERAL RECONCILIATION PERFORMANCE

A drop of nearly 7% in the volumes has seen transactions returning to expected seasonal levels. Reconciliation progress remains at an acceptably high level.

- CONCERNS

This period - ratio of incidents to transactions 1:930 Last period showed 1: 1682.

A number of factors came into play to affect the sharp decline in the ratio of incidents to transactions for July. The first was the drop in the volume of transactions (over 6%) and secondly the rise in the number of incidents (74) of which 17 were duplicated transactions (23% of all incidents this month).

- IMPROVEMENTS

Incomplete Transactions form 53% of all incidents received this month and still occupy major concerns. However a number of fixes have been proposed which will address and seek to reduce volumes in the categories of "Incomplete Receipts", "User Logouts", "BES/OBCS Corruption" and "User Set-up".

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