POCL SERVICE MANAGEMENT

Horizon Programme

CONGO 4
(ICL Pathway Release 1c)

Horizon Service Report

Number 4

Period - March 1998

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Contains
relevant material
[KE - 8/1 /21]

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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 29 May 1998.

2. Report Format

2.1 ABBREVIATIONS

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

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Post Office CAW

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

3. Headlines

Volumetrics for March 1998

- Payments card customers on CPCS =   25,363
- Number Of active payment cards =   23,579
- Number of commissioned Post Offices =   204
- Number of Counter Positions =   334
- Offices De-commissioned =   1
- Manual Post Offices supporting foreign encashments =   1,492
- Number of encashments for March =   53,786
- Value of encashments for March =   1,575,996.88
- Number of foreign encashments for March =   322
- Value of foreign encashments for March =   10,834.10
- Average value of each encashment =   £29

4. End to End Business Continuity

Overall there are no major threats to business continuity, however the 'lost transaction' trend continues which is the key reason for the 'BPS and Transaction Processing' domains being on 'amber' status. The associated problems have now been promoted to priority 1 level, to increase their importance and highlight to ICL Pathway, the concerns within POCL.

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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 Infrastructure

Post Office Relocations /Refurbishments

Identified improvements have been placed in the service description document and will be presented by ICL for comment by POCL Service Management on 15 May. A walkthrough of the processes will be arranged with invitations extending to RLMs to facilitate full understanding.

Printer Firmware

Printers being returned from repair had not been configured with the correct firmware settings. Resetting was necessary with SPMRs being advised by the Horizon System Help Desk.

5.2 Benefit Payment System

Lost Transactions

- ICL state that the system is satisfactorily operating within the contract constraints. However confidence needs to be established by seeing a reduction in the actual number of lost transactions. ICL have been requested to provide further detail i.e. memory store log, audit trail and keypress log. Any conformance issues will be cascaded to outlets.

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Frozen Half Screen

Some post offices were affected. This was caused by memory leakage. A fix is forecast to be in place by April 1998

5.3   Transaction Processing & ICL Pathway Interface

Lost Transactions

Lost Transactions are perceived to be exhibiting a worsening trend and remain a serious concern for Transaction Processing. Despite an increase in the overall transaction levels lost transactions are showing an increase.

5.4   Fraud & Security

Authentication of Users to Helpdesks – One Shot Passwords

Discussions between Pathway and Fraud and Security (F&S) have brought agreement on a procedure close. F&S have requested a Change Proposal to cover this process and activity is in hand within Pathway to produce this CP.

5.5   Accounting & Reconciliation

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

6.   BES: Volumetrics

Definitions for the purpose of this report.

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

A payment is the Child Benefit allowance money due for one week, or for four weeks (in 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	Active Cards	Lost Cards	Stolen Cards	Damaged Cards
Dec 97	8,676	2,451	4	0	4
Jan 98	16,190	6,432	16	4	19
Feb 98	23,730	16,875	18	9	29
Mar 98	29,638	23,579	38	19	25

Though the number of lost, stolen and damaged cards has increased, it still remains at a consistent 0.33% of the cards issued.

6.2 BES Encashments against Forecast since Release 1c
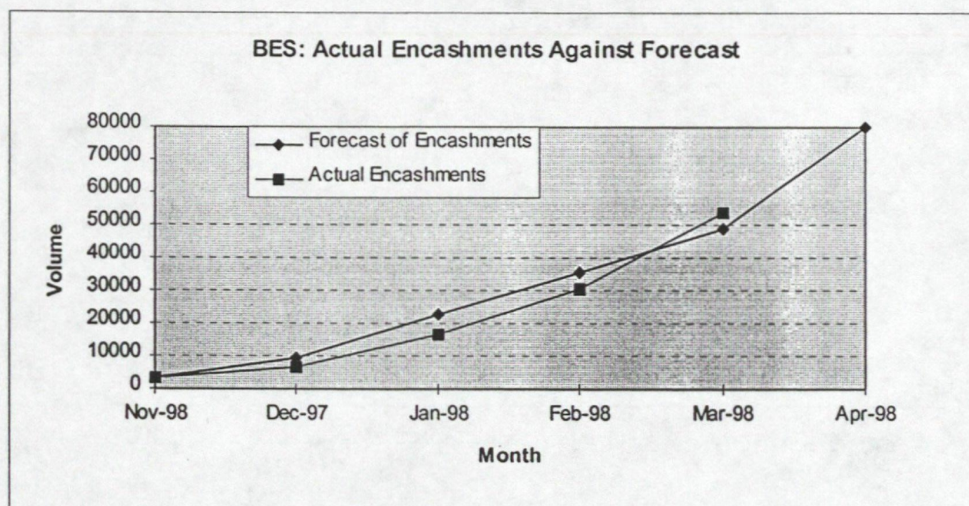
Actual encashments are now exceeding the original forecast due to a quicker than estimated acceleration of the use of payment cards in all (bar three) of the 204 R1c Post Offices performing card transactions.

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6.3 Volumes of BES transactions

Transaction	Nov 97	Dec 97	Jan 98	Feb 98	Mar 98	Apr 98
Forecast volume of Encashments	3,500	9,200	22,600	35,700	49,000	79,800
Actual volume of Encashments	3,440	6,727	16,835	30,343	53,786	N/A

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

Region	North East	South Wales South West	Foreign
Volume of Encashments	23,575	30,211	322
Value of Encashments £	657,332.65	918,664.23	10,834.10

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

6.5 Percentage split of Encashments

Volume of BES Encashments

Volume SW/SW 56%

Volume NE 44%
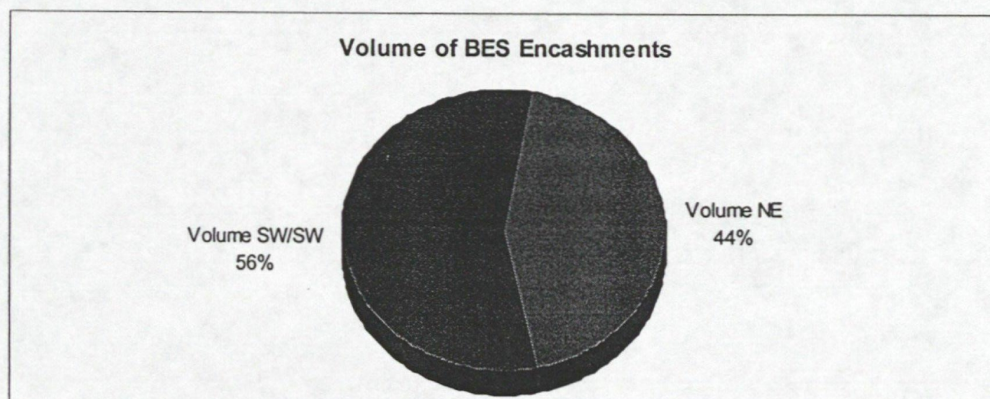
NB: The forecast percentage split is 58% SW/SW and 42% NE, derived from the number of automated offices in each Region.

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6.6   Encashment Breakdown by Payee Type for March 1998

Payee Type	Number
Beneficiary	51,934
Alternative Payee	1,851
Permanent Agent	1

The Release 1c permanent agent facility was tested in the 'live' environment during March, and is now awaiting sign-off from the sponsor organisations.

6.7   Number of Stops & Expiries: by Month

Category	Nov 97	Dec 97	Jan 98	Feb 98	Mar 98
Stops	47	61	276	437	621
Expires	1	2	3	134	279

The number of expires is currently 0.5% of the number of encashments for March, though minimal this is an increase in trends from previous months. PSM will continue to monitor.
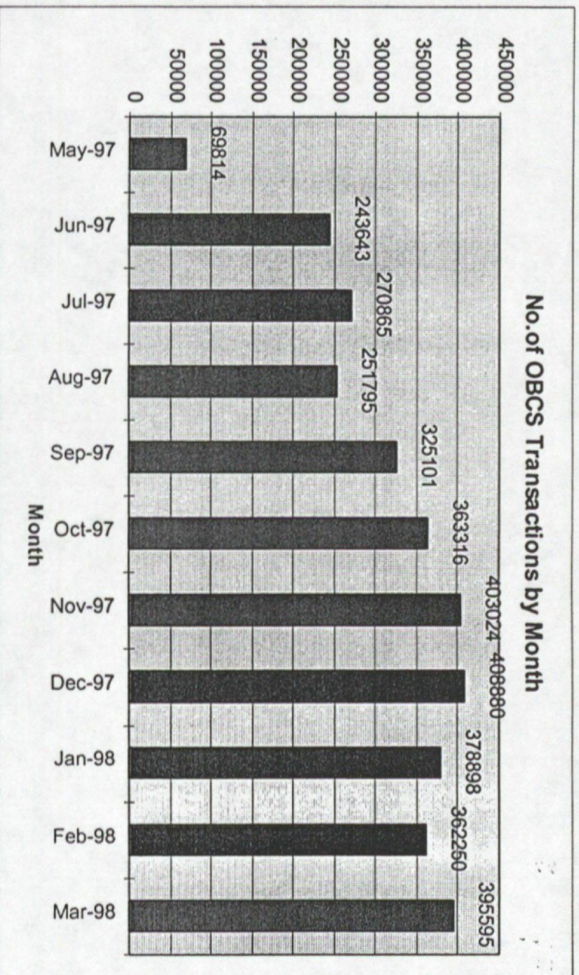
7.   OBCS

7.1   No. of OBCS Transactions by Type - March 1998

Encash Local	Encash Foreign	Issue/Receive Local	Issue/Receive Foreign	Re-Direct	Total Transactions
330981	4585	58821	901	307	395595

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7.2 No. of OBCS Transactions by Month

No.of OBCS Transactions by Month

Month	Value
May-97	69814
Jun-97	243643
Jul-97	270865
Aug-97	251795
Sep-97	325101
Oct-97	363316
Nov-97	403024
Dec-97	408880
Jan-98	378898
Feb-98	362260
Mar-98	395595

8 Horizon System Helpdesk Volumetrics

8.1 Categories of calls to HSH during March 1998.

Analysis of Calls to HSH

Legend:
- Hardware
- Network
- Software
- Documentation
- Implementation
- Operations
- Advice & Guidance
- Environment
- Inappropriate
- Other

Volume / Call Categories
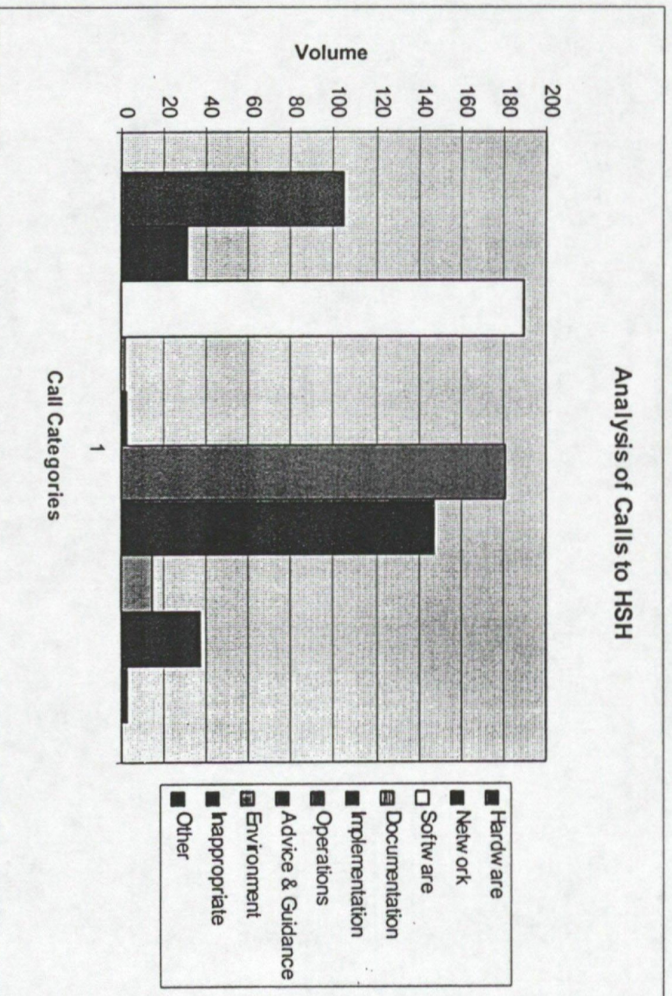
NB: This graph includes all calls from POCL, BA & ICL Pathway

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Breakdown of calls to HSH

Category	Dec 97	Jan 98	Feb 98	Mar 98
Hardware	82	93	74	105
Network	26	35	39	31
Software	89	136	121	190
Documentation	0	0	1	2
Implementation	19	4	9	3
Operations	143	231	182	181
Advice & Guidance	236	305	217	147
Environment	14	23	13	15
Inappropriate*	32	35	36	37
Other	19	32	3	30
Total	660	894	695	741

*Inappropriate (POCL)

Detail of calls is to be cascaded via the User Update to remind outlets of correct routing of calls to the appropriate Help Desk.
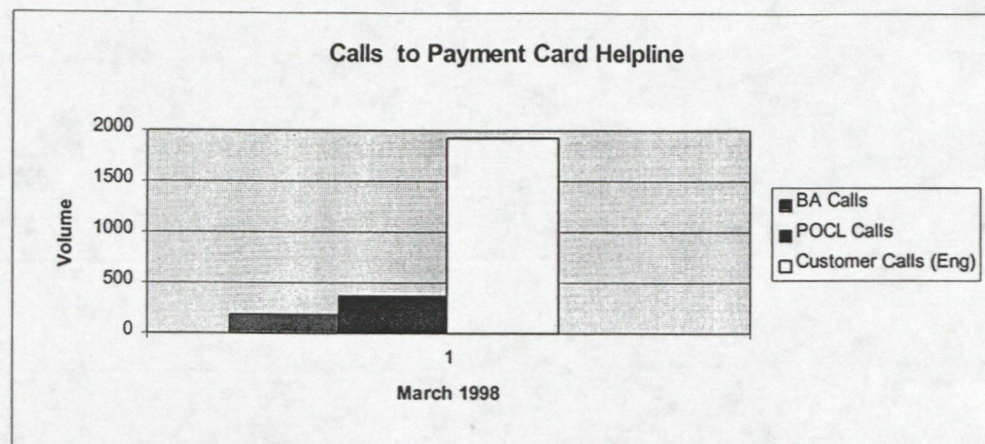
8.2   **Source of Calls to HSH**

Source of Calls to Horizon System Helpdesk

ICL Pathway 24%

Benefit Agency 5%

Post Office Counters Ltd 71%
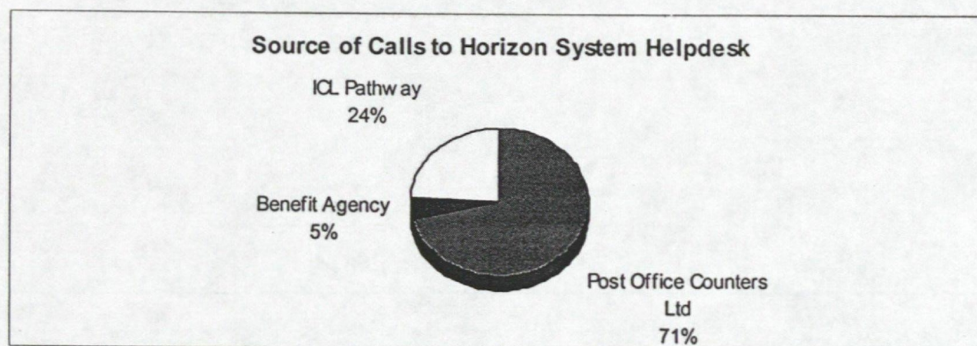
Breakdown of Calls by Month

Business	Dec 97	Jan 98	Feb 98	Mar 98
Post Office Counters Ltd	523	619	468	527
Benefit Agency	13	55	31	35
ICL Pathway	124	220	196	179
Total	660	894	695	741

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9.   Payment Card Helpline

Calls to Payment Card Helpline

Source of Calls	Dec 97	Jan 98	Feb 98	Mar 98
Post Office Counters Ltd	270 (25%)	425 (18%)	339 (16%)	370 (15%)
Benefit Agency	69 (6%)	186 (8%)	147 (7%)	187 (7%)
Customer Calls (English)	733 (68%)	1,710 (74%)	1677 (77%)	1928 (77%)
Customer Calls (Welsh)	5 (.5%)	5 (.2%)	2 (.1%)	14 (.6%)
Total	1077	2,326	2165	2499

Breakdown of Call Types	POCL	BA	Customer (English)	Customer (Welsh)
Card	165 (45%)	88 (47%)	1016 (53%)	0
Payment	70 (19%)	73 (39%)	*103* (5%)	0
Other	135 (36%)	26 (14%)	809 (42%)	14 (100%)
Total	370	187	1,928	14

Payment Card Calls by Customers to PCHL

It was anticipated from BA that payment calls (*103 in number*) were not and are not proper to the PCHL. Calls of this type are better suited to a local Benefit Agency office.

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10. Key Incidents / Problems during Release 1c

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

(full details are provided in previous reports).

11. Concerns

Discussions are still continuing to address the timeliness and format of data supplied to POCL from ICL Pathway. Both PSM and Fraud & Security would prefer access to a defined agreed level of raw data to enable thorough interrogation of the service provided.

12. De-commissioned Post Offices

As of 27 March 1998, there remains one de-commissioned outlet.

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

Appendix A

ACCOUNTING AND RECONCILIATION MANAGEMENT SUMMARY

- RELEASE 1C STATISTICS AND SETTLEMENT ADJUSTMENTS

Rel 1c. From 4/11/97 to 28/2/98				From 1/3/98 to 31/3/98		
	Total	Cleared	Outstanding	C/F	New Received	Cleared	Outstanding
PO reported incidents	70	69	1	1	27	27	1
CBOS reported incidents	27	2	25	25	8	26	7
CA/ABED mismatches	26	10	16	16	14	1	29
Rejected records by CAPS	3	0	3	3	6	5	4
TOTAL	126	81	45	45	55	59	41

Cumulative 4 Nov-31 Mar	45	181	140	41

Total Number of Encashments from 1 March to 31 March.	53,786

- General Reconciliation Performance

There was an increase of 48% in the level of transactions during this reporting month over the last period. Performance levels of reconciliation work therefore remain good.

- Improvements

This period - ratio of incidents to transactions were 1:977 (last period 1:704).

- Concerns

Lost transactions hold steady with no signs of decremental improvement. This may be a cause for future concern. This is being closely monitored by PSM.