

13 AUG 1999 - 876

Electronic *memo*



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From Min Burdett/POCL/POSTOFFICE
Date 13/08/99 12:59
Subject AI Description Template

All

Well, rather than do a template, I did an example by up-dating 408. Please note, after discussing it with you I have added another paragraph at the start to summarise the nature of the dispute.

Please come back with any comments ON THE FORMAT asap.



AI 408 BI .doc

AI 408 - HSH Service Level Failure**1. Dispute**

Severity Assessment: Pathway: LOW POCL: MEDIUM
Rectification Plan: Not agreed

2. Description of Deficiency

The Acceptance Incident was raised against the failure of Pathway's Horizon System Help Desk (HSH) to meet June's service levels in supporting the network.

The HSH failed the following Service Levels in June

	Target	June
Calls answered within 40 seconds	99.9%	89.42%
Calls not abandoned through ring-off	99%	90.27%
Level 1 calls resolved within 5 minutes	95%	45.88%
Level 1 calls resolved within 10 minutes	100%	72.56%
Level 2 calls resolved within 30 minutes	95%	75.6%
Level 2 calls resolved within 45 minutes	100%	77.8%

3. Severity Rating

Pathway's Severity Rating: LOW

POCL's Severity Rating: MEDIUM

The agreed definition for High severity is: "consistent failure to meet minimum acceptable thresholds (MATs)". The definition for Medium severity is: "occasional failure to meet MATs but MATs met on average". POCL's view is that the consideration should be whether this is a High or Medium incident.

Consistent failure has been shown. However, as there has been only one opportunity to measure service levels during the Core Observation Period (COP) it was originally agreed between POCL and Pathway that the Severity of this incident should be Medium as POCL could not show a consistent failure during COP.

Pathway have changed there view to Low (workshop 10/8) on the basis that the original figures were mis-reported (but Pathway have not shared these figures with POCL). POCL consider Low unacceptable as the severity rating should be based on Pathway's originally reported service levels.

4. Business Impact

The lack of response from the HSH undermines the confidence in the service by the Sub Postmasters. Considerable frustration has been noted during the Live Trial when inappropriate levels of support were provided.

If the resource plan is not robust, users will not get through to the HSH then, as evidenced from the Live Trial, they will call POCL's NBSC. This in turn will require more operators to handle the calls. POCL have capacity for some growth, but a sustained increase in calls because of HSH may require a new POCL call centre.

Those calls to NBSC which should have been addressed by HSH will be for issues that NBSC cannot answer because they do not have the knowledge and are not empowered to do so. This will impact service to the network as their problems will not be resolved. There will be an additional risk that users will guess what to do which may lead to client errors or loss of data if the system is rebooted without permission from HSH.

5. Rectification Plan

POCL require that Pathway would provide a rectification plan with milestones and actions for bringing service levels to the minimum acceptable threshold. The rectification plan should include:

1. Actions to bring service levels up to the minimum acceptable thresholds (MAT). This has been provided and agreed. On-going actions are progressing satisfactorily.
2. POCL Review of Horizon Service help desk scripts. Experience to date indicates that some scripts have resulted in inappropriate advice to Sub-Postmasters resulting in further calls to HSH and POCL's Network Business Support Centre (NBSC). Pathway do not see this as part of the rectification plan.
3. Predicted call volumes during roll-out. Pathway are denying POCL access to this information.
4. Resource plan for the HSH during roll-out. This resource plan to be discussed with POCL in the context of 2 and 3 above. The rectification plan does not include these discussions.