








Version 0.3

Roll-out 2000 Criteria - Monitoring Report

Update for 10 Nov Delivery Meeting

| | Week Commencing | | | | | 21/10 | 28/10 | 4/11 | 11/11 | Total | Red/Amber/Green |
|----------|--|-----------|-----------|------------|-------------|-------------|------------|------------|-------------|---------------|---|
| AI 298/1 | The number of system stability incidents for the four week period 21/10 to 17/11 shall not be greater than 548. | | | | | 119 | 201 (65) | 112.5 (13) | | 432.5 | Amber |
| | | 24/9-2/10 | 3/10-6/10 | 7/10-13/10 | 14/10-20/10 | 21/10-27/10 | 28/10-3/11 | 4/11-10/11 | 11/11-14/11 | Total/Average | Red/Amber/Green |
| AI 376/1 | The percentage of cash accounts containing discrepancies shall not exceed 0.6% | | 44.92% | 42.97% | 32.04% | 2.29% | | | | 28.85% | Red |
| AI 376/2 | No cash account discrepancy will be as a result of a cause previously reported to POCL as having been remedied | | | 0 | 0 | 0 | 0 | 0 | | 0 | Green  |
| AI 376/3 | All new causes of cash account will be analysed and have a rectification plan, submitted to POCL, within 10 days (Number without analysis/rectification plan) | 5 | 2 | 6 | 2 | | | | | 15 | Red  |
| AI 376/4 | The Accounting Integrity Control Release would have identified all new Cash Account Discrepancies reported prior to 24 th November (number not identified) | | | | | | | | | No Data | Amber |
| Green | Those elements of the Rectification Plan for AI 376 which are scheduled to be complete by 24/11 shall be complete | | | | | | | | | On Track | Green |
| | Week Commencing | | | 4/10 | 11/10 | 18/10 | 25/10 | 1/11 | 8/11 | Total/Average | Red/Amber/Green |
| AI 408/1 | Service Levels for answering Level 1&2 calls to the Help Desk is met in at least four of the six weeks as follows: | | | | | | | | | | |
| a) | 95% of first level calls to be resolved in 5 minutes | | | 97% | 95% | 96% | 96% | 96% | | | Green  |
| b) | 100% of first level calls to be resolved in 10 minutes | | | 100% | 100% | 100% | 100% | 100% | | | Green  |
| c) | 95% of second level calls to be resolved in 30 minutes | | | 96% | 100% | 99% | 99% | 100% | | | Green  |
| d) | 100% of second level calls to be resolved in 45 minutes | | | 98% | 100% | 100% | 100% | 100% | | | Green  |
| AI 408/2 | Service Levels for answering 80% of calls to the Help Desk within 20 seconds is met in at least four of the six weeks | | | 69% | 82% | 82% | 66% | 81% | | | Amber |
| AI 408/3 | Service Levels for cash account calls (no ring backs required) is met in at least four of the six weeks | | | 5% | 1% | 0% | 0% | 0% | | | Amber |
| AI 408/4 | Service Levels for Cash Account repeat is met in at least four of the six weeks | | | 0% | 0% | 0% | 0% | 0% | | | Green |
| AI 408/5 | Service Levels for 95% compliance on Cash Account call scripts is met in at least four of the six weeks | | | N/A | 40% | N/A | 36% | 70% | | | Amber  |
| AI 408/6 | The Contractor's Horizon System Helpdesk Service shall provide first, second and third level Services as described in Schedule G01 | | | | | | | | | No Data | Amber |

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Issues:

| | Criteria | Issue | Actions | Responsibility |
|----|----------|--|---|---|
| 1. | AI 298/1 | 1.Pathway dispute whether the Blue Screens (possibly Energis switch fail) should be included (78) failures counted) 2. There is an inconsistency in the derivation of the statistics. The 548 aggregated target figure does not include allowance for backoffice PCs installed in outlets, whereas the monitored call population doers include calls related to backoffice PC incidents | (To be agreed at Delivery Meeting) | |
| 2. | AI 376/4 | Analysis of incidents to date is not complete. | Pathway to present review of all incidents in next 376 report due 11 th November | Pathway (John Dicks) |
| 3. | AI 376/5 | POCL have not had access to Pathway's design documentation, so although review of the HLTPs is on-going, the quality of the output from the activity is questionable. | Pathway to consider whether POCL can have access to the documents. | John Dicks |
| 4. | AI 408/2 | Pathway's have not provided an explanation of why there has been a failure to meet the service level in week beginning 25 th October. | (To be agreed at Delivery Meeting) | |
| 5. | AI 408/3 | The method of reporting is in dispute. POCL believe that these should be reported as integers not percentages, and that if there are any incidents in the week, this a failed week. | (To be agreed at Delivery Meeting) | |
| 4. | AI 408/3 | During the week of the 18 th October, Pathway report a ring back in the text of the report, but not in the Service Level table. | ATMs discussing reason for apparent inconsistency and whether the incident should be counted. | Pathway (Paul Westfield an POCL (Dave McLaughlin) |
| 5. | AI 408/5 | The agreed method of measurement has not been followed and may not be workable, for example separate analysis resulted in compliance figures of 70% (Pathway) and 24% POCL); the lower figure makes no allowance(ce for calls which commence with the presented query being partway through the script. Pathway & POCL are attempting to agree how to measure future use | (To be agreed at Delivery Meeting) | |
| 6. | AI 408/6 | POCL and Pathway have not agreed how this should be measured. | (To be agreed at Delivery Meeting) | |