Operational Update
18 August 08

Telephone Service Line

	No of calls	Service Availability (target 95% availability)	Call answering (target 90% within 30 seconds)
July	31,834	100%	90%
June	28,073	100%	95%
May	25,439	92%	91%

IAD Service Line

	Number of Accounts (forecast 12,500)	Availability (Target 95% availability during core hours)
July	13,500	100%
June	13,400	100%
May	12,400	100%

Email Report Service Line

	No. of email reports (forecast 150 per month)	Performance (2 and 5 business days)
July	113	100%
June	96	100%
May	82	100%

M No DVD

	No of Discs (forecast 10)	Performance Standard
July	13	100%
April	30	Sent under Agency Service Agreement

Portfolio Reports

	Reports sent in the month (forecast 80)	Performance standard
July	108	
June	110	
May	104	

AQ Enquiries

	Number of AQ Enquiries processed	Performance (Target process by end of second Business Day)
July	1,610,954	100%
June	5,258	100%
May	1,041	100%

IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	**Within 10 days**	**Number Requested**	**Completed within Month**
July	880	99%	150	1,200
June	695	97%	1,050	0
May	687	66%	135	0
April	556	85%	1,890	1,890
March	27	100%	0	0

- All bulk password resets have now been completed, quality checked and provided to customers

- Also completed 500 creations in July through bulk requests

IAD – Lessons Learnt

- There was delay in processing some bulk customer requests for account creations / password resets, as a result of;
  - High volume of bulk requests and business as usual
  - Issues with our Service Provider
  - Re work generated by individuals duplicating password reset requests, through IS Helpline and bulk requests
  - Additional quality assurance by xoserve before issue to customers

- Improvements made;
  - Service Provider increased resources to manage high volume of traffic and clear backlog
  - Changed processes for use of IS Helpline (communicated 30/7)
  - Created single point of contact in xoserve for all requests
  - Encourage users to provide advanced notice of bulk requests, so additional resources can be planned.

October Portfolio Reports

- AQ 2008 data refresh planned 29 September to 2 October

- Reports scheduled to be run on these dates would not contain updated AQ data

- Impacted reports;
    - 'Registered User Portfolio Statement'
    - 'Registered User Portfolio Report'
    - 'Data Portfolio Snapshot'

- Industry wide effected report 'Registered User Portfolio Statement'
    - To provide accurate reflection of new AQ data we propose to run this report on 6 Oct

- Users with other portfolio reports scheduled in this period will be contacted on individual basis to agree other portfolio report requirements.

xoserve