CAPS and Card Programme Board Action Notes

10 July 1998, Terminal House, London

Issue 5 (Horizon only)

Attending: George McCorkell (Chair), Dave Miller, Vince Gaskell, Peter Crahan, John Delamore, Ken Davenport, Frances O'Connell, Val Curran, Tim Cutts.

Apologies: Alexis Cleveland, John Codling, Lis Astall

1. **Live Operations**
1.1 Dave Miller opened his report to the Board with an update on the 'Lost transactions' issue. Extrapolation of the current losses to final volumes would represent £1.5m / month. Investigations are on-going, but the prevailing view from Pathway is that some form of user error is associated with the majority of the lost transactions. However, Horizon believe that the system design should be such that it will preclude or eliminate the scope for user errors of this type. Horizon are continuing to work with Pathway to eliminate the causes of such errors at source. Dave Miller confirmed that the lessons learned from the identification of the causes of these 'lost transactions' will be fed into future Model Office testing.

1.2 Peter Crahan suggested that it may be an appropriate time to conduct a thorough review of service management, a view which was supported by Dave Miller.

AP 5.1 (H)
Dave Miller / Peter Crahan to discuss the establishment of a working group to conduct an end to end review of service management.

1.3 Vince Gaskell raised the issue of the Sequent Box failure discussed earlier in the CAPS and Card Programme Managers report to the Board and enquired if a post incident review had been conducted. Dave Miller undertook to investigate the current position and advise accordingly

AP 5.2 (H)
Dave Miller to advise Vince Gaskell if a post incident review of the Sequent Box failure had been undertaken.

Replanning and Acceptance

1.4 Dave Miller advised that the sponsors were continuing to work together on delivering a workable plan. A checkpoint meeting was planned for 14 July 1998 where discussions would be held with Mike Coombes (of ICL Pathway).

1.5 John Meagher has been appointed to take forward Acceptance on behalf of Horizon. Additional staff will be recruited to assist in this task. Peter Crahan advised that Paul Wooton (on behalf of CAPS) would make early contact with a view to achieving an agreed Acceptance process by the end of July 1998.

Risks and Issues

1.6 Dave Miller reiterated the risks and issues contained in his report to the Board.
Reference data;
- a team was to be established within Horizon to focus on finalising the outstanding requirements for Reference data.
High Level Test Plan/scripts & draft test plan from CAPS re PACS;
- Vince Gaskell pointed out that to date, CAPS had delivered all the required products in accordance with plans provided from CAPS. The items highlighted were on the plan but were not yet due to be delivered. He also indicated that an equivalent management plan had not yet been received from Pathway or Horizon

Future releases

1.7 George McCorkell highlighted current concerns over the absence of realistic timing for Release 2+. Dave Miller acknowledged these concerns and undertook to communicate them at future meetings with ICL Pathway.

Contractual issues

1.8 Peter Crahan raised the number of outstanding CRs that had been on-going for some time. He agreed with Dave Miller that they would meet to discuss how to progress longstanding CRs.

AP 5.3 (H)
Peter Crahan / Dave Miller to meet to discuss longstanding CRs.

Horizon Action Point updates

1.9 AP 3.1(H) - it was agreed that the note provided from Andrew Simpkins and continuing work on the replan would effectively clear this action point. AP cleared.

AP 3.3(H) - the meeting was advised that contrary to information previously provided, the Product Assurance forum, together with the other fora would be initiated. CAPS would take steps to ensure that the substructure which provides for information flows to the Programme Board is reinforced and formalised. Peter Crahan and Dave Miller agreed that a final PDA transition board should take place which would confirm that the fora are in place and operating. AP cleared

AP 5.4 (H)
Peter Crahan / Dave Miller to arrange for a final PDA transition board to take place.

AP 4.2(H) - *Dave Miller to advise Vince Gaskell if Release 2 or Release 2+ is Year 2000 compliant* - a note was passed to Vince Gaskell immediately prior to the Board meeting. AP cleared.

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CAPS and Card Programme Board Actions - Issue 5

Issue: Horizon Action Points and updates from Board meeting of 10 July 1998 –
         Version 1

Action: The Board is asked to note the new actions from the last meeting and provide
          updates as appropriate

Timing: By Friday 14 August 1998

Action point	Update	Status	Due date
AP 3.1 (H) Bruce McNiven to investigate the following and provide an update to the next meeting the provision of the necessary Pathway components (and POCL assistance) to allow the start of the JSA (PDr and CPR) Model Office on 8 June 1998 the provision of all components (including EPOSS, TIPS, BES) to allow full end to end testing from 10 August 1998. the length of the MO cycle and the balance of logical / physical days (24/42) the provision of restart dates which would allow the system databases to be rolled back to a known position following a failure	*12 June 1998.* Ongoing. It may be possible to give an oral update 12/6/98. *PB 12 June 1998.* Discussions held at meeting about these issues. Resolution is ongoing. *8 July 1998.* Update to be provided at meeting on 10 July 1998 *PB 10 July 1998.* AP effectively superceded by current replanning exercise which will include consideration of these items	Cleared	

AP 3.3 (H) Bruce McNiven to advise the Board of progress on the establishment of joint CAPS/Horizon working forums.	*12 June 1998.* This was covered in the discussions between Peter Crahan and Bruce McNiven under AP3.4. *PB 12 June 1998.* Board informed that the forum will have met before Dave Miller's next appearance at the Board, when an update will be provided. *8 July 1998.* Update to be provided at meeting on 10 July 1998 *PB 10 July 1998.* The meeting was advised that the Product Assurance forum, together with the other fora would be initiated. CAPS would take steps to ensure that the substructure which provides for information flows to the Programme Board is reinforced and formalised. Peter Crahan and Dave Miller agreed that a final PDA transition board should take place which would confirm that the fora are in place and operating. AP cleared (Meeting scheduled for 5 Aug 1998)	Cleared	
AP 3.4 (H) Peter Crahan (in conjunction with Bruce McNiven) to arrange for an informal 'post implementation review' of the organisational changes post April 1998 together with preparation of an action plan	*12 June 1998.* Meeting held with Bruce McNiven and Andrew Simpkins. Work to be progressed by Bruce, and Dave Miller will provide an update on progress. *PB 12 June 1998.* Peter Crahan and Dave Miller to meet to progress this work urgently and report to the next Programme Board. *PB 10 July 1998* A meeting has been held between Peter Crahan and Dave Miller where it was agreed that the forums, should be implemented and meet within 1 month.	Ongoing	21/8/98
AP 3.5 (H) Ken Davenport to commence negotiations with POCL on the potential requirement to extend the use of ESNS beyond April 2000	*PB 10 July 1998.* Ken Davenport has made necessary approaches. AP cleared.	Cleared	

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AP 3.6 (H) Bruce McNiven to provide a clear statement of the contribution each requirement makes to the Pathway solution	*12 June 1998.* John Meagher, the Horizon Product Assurance Manager, is in the process of writing to Peter Crahan advising him of the position regarding Pathway 'light'. *PB 12 June 1998.* Dave Miller (John Meagher) will provide a formal statement to the board of what makes 'light' solutions 'heavy'. *9 July 1998.* Paper produced by John Meagher and issued to Peter Crahan.	Cleared	
AP 5.1 (H) Dave Miller / Peter Crahan to discuss the establishment of a working group to conduct an end to end review of service management.		New	21/8/98
AP 5.2 (H) Dave Miller to advise Vince Gaskell if a post incident review of the Sequent Box failure had been undertaken.		New	21/8/98
AP 5.3 (H) Peter Crahan / Dave Miller to meet to discuss longstanding CRs		New	21/8/98
AP 5.4 (H) Peter Crahan / Dave Miller to arrange for a final PDA transition board to take place.		New	21/8/98

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