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POCL Infrastructure Demo - Meeting Report

Supplier: Pathway   **Date**: 1st November 1995

Attendees:

BA/POCL	**Supplier**
Jeremy Folkes	Martin Johnston (sales)
Steve Grayston (part)	Dave Cooke (counter infra)
	Dave Hollingsworth (TMS/Net)
	Steve Muchow (Ops) (part)
	Jan Ambrose (POCL facing Ops)

(part)

Purpose:

First "POCL Infrastructure" demonstrator meeting (delayed from last week due to JF's sickness).

Items of Note:

1. General intro, discussion around PFI and desire for innovation - what are the areas in which they can innovate, and where not? Discussed sensitivities, priorities, cost affecting issues etc.

2. Reviewed Risk Register:

- PWY7 B3   Riposte - suggest splitting this commercial issue off. JM is apparently raising a risk re the development path/support, which would cover the rest of this. techie aspects covered by PWY9.

- PWY9 ARiposte - apparently NM had discussed at length, proposed three pronged attack - reliability/scalability as a product; scalability through modelling (disk is constraining factor); manageability (load balancing etc). Pathway pinning great hope on the Friday demo in Dublin.

- PWY11 B1   Keyboard - paper produced doesn't really address more than a way forward. Pathway view not constraint as proposing touch screen for main input - this is just for supporting. Pathway believe Dublin will convince.

- PWY29 Q   Back Office Equipment - clear, now answered.

- PWY48 Q   Software updates. Should be covered in INFRA demo, suggest specific session/paper to address.

    Pathway then gave overview of the POCL Infrastructure offering:

3. Originally favoured homogeneous solution for hardware;   single universal solution for network (ISDN - BT being part of consortium).

4. Win NT (robust security) and commonality with TMS

5. Local Area Network - Ethernet and 10BASE-T

6. Riposte (messaging middleware and desktop) running under NT - An Post version has been running under Windows for Workgroups, about to cut over to NT.

7. Each office will be supported by three machines at correspondence server layer - two on one "site", one on another. Four logical centres across two sites (24-32 ISDN PRIs at each). Probably 16 correspondence servers, each a powerful Pentium NT server. These hold transactions prior to onward transmission by agents.

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8. Correspondence servers are linked by two 100Mb networks, using Megastream between the two sites (dedicated to Pathway's use).

9. Poss flagged that CMS might move to an Open Systems platform on NT/UNIX rather than Tandem

10. Note that An Post use X25 rather than ISDN

11. System Management - using MS SMS, but using the Riposte mechanisms for software distribution across terminals within an office.

12. Pathway have been sourcing components using an PFI/formal ITT process with sub-cons.

13. Counter Hardware. Pathway believe -"no problem freezing tech base during the rollout" (if 12 month-ish). Lengthy discussion, esp around POCL wanting to test equip - Pathway expecting very hands-off approach - and practicalities of expecting that stability. All down to Pathway's agreement with sub-cons. (!)

14. Input devices. Steer given re 80mm barcodes, low probability of OCR/MICR etc. Pathway keen to explore APPU for key use (statistics on AP hardware given).

15. Electronic purse. Discussion on what the SSR means, what would be sensible to demonstrate etc.

16. Keyboard/Screen. Pathway proposing 9" colour (feel colour is v beneficial over mono), with capacitive touch screen RS232 connected. Flat screen not yet sensible. Number of options for keypad, including some innovative ones.

17. Alternative Counter System/LIFT - small footprint "vertical" terminal being designed by Fujitsu.

18. Big concern re the real migration issues from Farnborough to supplier for AP etc. Need to check JM is covering (or is this implementation)?

19. Specifically intending Dublin trip to cover - Risk 11 re transaction times/keyboard; software dist/sys management (speak to Liam Church of An Post); use of OCR for code line etc.

20. Next meeting 9.30am next Wed. Counter hardware, modelling, riposte etc - exact contents to be decided after wash-up of Dublin.

Specific Queries/Requests (passed onto MB 1/11/95):

Requirements Query	Strand	Date Response Required
What transactions can be performed at "mobile offices"? Please categorise the occasions on which mobiles are used, with relationship to locations/availability of power & telecomms/lead times etc. Ditto for temporary offices in emergencies etc?	INFRA	14/11/95
Confirm that we need ability to use existing installed Avery scales on the new kit? (ie Migrated from ECCO+). Is the application the same as on ECCO+?	INFRA	14/11/95
Are we requiring that the counter kit and application to have W&M approvals?	INFRA	14/11/95
By what stage do we require W&M approval - prior to ITT, prior to award or prior to installation?	INFRA	14/11/95
Confirm that we are not procuring scales as part of this programme?	INFRA	14/11/95

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At what stage would we want to perform any "safety testing" ourselves - pre-ITT, prior to award or prior to installation. Supplier does not want to get to two weeks before rollout to find kit is unacceptable.	INFRA	14/11/95
What is the likely coverage required for the Schlumberger smart key (in numbers of counter positions?) Given POCL's experiences to date and the fairly low take up of this product, is there updated market intelligence as to the realistic level of opportunity?	INFRA	14/11/95
Would use of APTs either standalone on back shelf, or as a peripheral device, to provide Schlumberger key facilities where required be acceptable?	INFRA	14/11/95
When will the SP's be able to have a dialogue with the AP technology partners to understand the specifics of card/key usage?	APPS	07/11/95
What are the likely transaction types that would require the use of a 2D barcode?	APPS	14/11/95
Would the ability to OCR read the code line from Transcash foils be of benefit? Could immediately allow whole tranche of paper to be automated.	INFRA	14/11/95
Is there a requirement to read MICR line from cheques, eg for business deposits? This could be available just a specific counter positions.	INFRA	14/11/95
Would a 1.5 station printer be acceptable for the counter? For slip printing, do we require flat bed or would a curved paper path be acceptable? Note that ECCO+ uses a curved path; however, there has been mention of passcards which might require a straight path.		14/11/95
Would thermal printing be acceptable at the counter, for: • the BA receipt (longevity issues of the declaration) • other receipts/reports If BES used a slip printer, would thermal we ok for the remaining requirements?		14/11/95
What are the technical requirements for printing the cash account. Believe there used to be a Cash Account Printing Guidelines document for writers of Capture-like systems - can this be supplied? Tie in with APPS please.	INFRA	14/11/95
Confirm there are no colour printing requirements for the "back office" and no specific document types/sizes, apart from A4 for the back office	INFRA	14/11/95
Confirm no PDF417 printing requirement?	INFRA	14/11/95
Confirm no passbook printing requirement?	INFRA	14/11/95
Confirm no requirement for printing labels (eg franked "stamps", barcode labels etc)?	INFRA	14/11/95
Given that all back office functions would be capable of operating from any counter position, and that a BO printer was available, how many offices would require a separate Back Office computer? Can this be defined as "all branch offices" or "all office with >n positions"?	INFRA	14/11/95
Please supply a set of the pre-printed forms and stationery on which they will be required to print (eg the giro summary forms).	Admin	7/11/95
Confirm that the SP is expected to provide consumables for their equipment?	INFRA	14/11/95
Could the SP make use of existing supply/delivery mechanisms within POCL to distribute their consumables? Who would they need to talk to in POCL?	INFRA	14/11/95

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The C(TMS)1 schedule talked of TMS having to able to handle messages from any Attachable Computer System to any other ACS. Confirm that it is not intended that TMS is a general switch for passing data between host machines - it is primarily intended to manage the communications to offices?	INFRA	14/11/95
The SP's were told that working samples of existing systems, including ECCO+ and APT, would be set up in TH for demonstration purposes. When will these be available? Will they include scales, AP on ECCO+ using APPU, etc?	Admin	7/11/95

Jeremy Folkes 1/11/95