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BA/POCL Programme Delivery Authority

JOHN MEAGHER

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John

FORTNIGHTLY REPORT - period to 19/01/98

1. Main activities for the period

a) for John:

- EPOSS - been involved in two workshop sessions on Pathway's implementation of EPOSS, plus further off-line analysis
- testing/acceptance - working on initial version of "Route to Acceptance through Testing and Assurance paper".
- managing Product Assurance review of "Joint Testing Agreement" and "E2E/MOT Testing Approach"
- miscellaneous other pseudo-intellectual discussions

b) for Gareth:

- completed various outstanding activities relating to physical security of Pathway sites
- small amount of work re R2 exclusions etc

2. Activities planned for next period

a) for John:

- EPOSS - further workshops, including Shared Stock Units and Data Resilience. Work with Product Management in identifying non-compliances and impacts of Pathway's implementation. Expect to need fairly heavy involvement in this area over next two weeks.
- testing/acceptance - meeting with Testing (SR) and Acceptance (MR) this week
- draft "Route to Acceptance" paper to be issued for comment and infill by the relevant groups

b) for Gareth:

- two sessions on Release 2 Hangouts and on Helpdesk Authentication (likely to be more significant amount of time this week on Security)
- work on physical security with Pathway (review of issues from site visits, Huthwaite visit etc)

3. Current Issues and Concerns

- *Testing/Acceptance:* Documentation from PDA Testing at Borough re Model Office and End to End still steadfastly ignoring anything to do with Acceptance. Hopefully will be some change of direction following the "week long workshop" this week, given Mary's involvement.
- *Release 2 and Acceptance:* Given the nature of the hangouts for Nile 2, a significant number of acceptance criteria (eg for security) are likely to be "unacceptable" until a subsequent release. Are we content that we understand

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the contractual and other implications (eg re Op Trial, Rollout etc) of "partial acceptance"?

- *EPOSS - application:* Evidence emerging from the EPOSS workshops that the emerging product is likely to be non-conformant in a number of areas, and will miss the (possibly unwritten) business rules in a larger number of areas. The product does not appear to be at the stage one would expect given the closeness to its entry to a testing phase - Pathway admitted to several "holes" where they don't yet have a solution (eg Cash Account).
- *EPOSS - design approach:* Very concerned about Pathway's (apparent) design approach for EPOSS, which is totally inappropriate for an application of this complexity - appears to be based on reverse engineering a product which has been cobbled together first by someone who is no longer with Pathway (and left little documentation) and since by Escher. This a very dangerous approach for a product of this nature and importance, and I do not believe that the risk can be adequately mitigated through testing alone.
- *EPOSS - failure conditions:* Significant concerns re operation of EPOSS - and the office platform in general - during 'everyday' failure conditions, such as loss of a terminal or of LAN connectivity, but similar issues likely to emerge in non-failure conditions with shared stock units. Pathway's problem is basically that Riposte gives high integrity for data held on a "per terminal" basis - whereas the business requirement is for data to be accounted for on a "per SU" basis; they need to build the integrity for the latter using the facilities provided by the former. Trying to meet this need without a rigorous design method, and without proper failure analysis, is unlikely to succeed. Pathway appear not to understand the business impacts of failure of the accounting process (as opposed to failure of a transaction) and appear to want to rely on the "it's not going to happen" philosophy. [Same may be true of other applications, given Release 1c experience, but have less visibility].
- *Non-ISDN:* Pathway appear, at the working level, to have suspended work on a non-ISDN solution (eg VSAT) at least partly on the grounds that "Pathway Lite" would negate the need. This may leave us at Release 2 with no non-ISDN solution - and PSTN, even though mentioned in the SADD, is not part of their "Solution".

Jeremy