

COMMUNICATION WORKERS UNION

CIRCULATED TO THE
POSTAL EXECUTIVE ON
TUESDAY 11 MARCH 1997

153/97 (PE)

B.71217

FOR CONSIDERATION AT THE
POSTAL EXECUTIVE MEETING
ON TUESDAY 8 APRIL 1997

HORIZON PROJECT : POST OFFICE COUNTERS LTD

The attached letter has been received from Post Office Counters Ltd in relation to a re-plan of the implementation of the HORIZON Project. Further details in relation to a visit to the test centre in Borough High Street and associated presentations will be provided in due course.

RECOMMENDATION : That the document be noted.


ERNIE DUDLEY
ASSISTANT SECRETARY

att.

POST
OFFICEB 71217
C & CS DEPT.

10 MAR 1997

To	Ernie Dudley		
Company	CWU		
From	Merna Rejo		
Company	Post Office Counters Ltd		
Tel No	GRO	No. of Pages	2


FAX
 Post-it Fax Note
 Ref No 17668

Post Office Counters Ltd

GRO

Ernie Dudley
 Assistant Secretary
 CWU
 CWU House
 Crescent Lane
 Clapham, LONDON
 SW4 9RN

10 March 1997

Dear Mr Dudley

Subject: HORIZON - RE-PLAN

I am sorry I was not able to go ahead with a meeting I had planned to have with your colleagues a few weeks ago. As I explained to Phil Bowerman this was because PDA and ICL Pathway were still reviewing plans for the Trial and roll-out of HORIZON, and there was not much I could tell them until these discussions were concluded - nor was there anything to see in the Test Centre at Borough High Street.

I am pleased to say we now have agreement in principle between ourselves, Benefits Agency and ICL Pathway on an outline plan.

Before I detail this plan I should say that a re-plan was considered necessary for a number of reasons:

- working experience of Initial Go Live at the 10 post offices,
- progress on the Benefit Agency's feeder system CAPs,
- progress on software development by ICL Pathway
- the need for more robust testing schedule to derisk the programme

As a result the re-plan now provides for phased implementation of the various components of the first software Release ie separate introduction of OBCS (Order Book Control Service), BPS (Benefit Payment Service), AP (Automated Payments) and EPOS (Electronic Point of Sale).

Post Office Counters Ltd
 Drury House
 1-11 Blackfriars Road
 London SE1 9JA
 Facsimile: GRO

Post Office Counters Ltd Registered in England
 No 3135213 Registered Office Drury House
 1-11 Blackfriars Road London SE1 9JA

A trial of OBCS will begin from the end of April 1997 in 200 post offices in the North East and South Wales and South West Regions. This will be followed by introduction of BPS to these offices in June and then in September AP and EPOS will be added. At this stage a further 100 outlets will be added to the trial. It is only at then that Branch Offices will be added as clearly it is only at this point that ECCO can be replaced by HORIZON. A decision to roll-out will be made in November following a full and detailed evaluation.

Separately and in order to ensure that BA, ICL Pathway and POCL retain some of the anticipated benefits of the programme, a secondary stream of outlets will be introduced. Initially 450 offices will be brought on from July to September using OBCS only. Thereafter from around mid September a further 1000 outlets will be installed offering full functionality. These will be in a number of Regions.

Again due to the fact that evaluation will not have been completed and a final decision on national roll-out not made till November, only a limited number of Branch Offices will be included in this stream, principally to ensure completion of installation in discrete geographical areas. This is because - in the event of any teething problems with HORIZON - we do not want to create disruption in our larger outlets which already use an automated system (ECCO) that has to be removed at the time of installing the HORIZON system.

The population of Branch post offices in which the system will be tested will be small but nonetheless crucial as we will be testing migration procedures from ECCO to HORIZON.

By December 1997 we anticipate that c 2200 outlets will be automated. From January 1998 the programme will ramp up and we expect a total of up to 5000 outlets to be in place by April 1998.

The PDA are currently putting together details of the outlets/Regions involved and we hope to have a Regional view in c 2 weeks time. I will be in touch then with Phil Bowerman to reinstate the visit to the Test Centre in Borough High Street and promised presentations. We can then begin discussions on the implications for your members.

In the meanwhile if you have any queries do give me a call.
Best Wishes

Yours sincerely

GRO

GRO

Mena Rego
Head of HORIZON Sponsorship

cc Stuart Sweetman (POCL)
Paul Rich
Ken Hodgson (POCL)
Paul Zealander (POCL)
Bruce McNiven (PDA)

Phil Bowerman (CWU)
Andy Furey (CWU)
Tony Kearns (CWU)