

24 AUG 1999
-972

To David McLaughlin/POCL/POSTOFFICE@POSTOFFICE, Graham
Shervington/POCL/POSTOFFICE@POSTOFFICE, Jacqui
McNeice/POCL/POSTOFFICE@POSTOFFICE, Jeff
Widdowson/POCL/POSTOFFICE@POSTOFFICE, Martin
Box/POCL/POSTOFFICE@POSTOFFICE, Sue M
Harding/POCL/POSTOFFICE@POSTOFFICE

cc John Meagher/POCL/POSTOFFICE@POSTOFFICE, Keith K
Baines/POCL/POSTOFFICE@POSTOFFICE, Min
Burdett/POCL/POSTOFFICE@POSTOFFICE

Hard Copy To
Hard Copy cc
From Jeff Austin@MAILHUB
Date 24/08/99 13:30

Subject Continued Acceptance Incident monitoring

You will no doubt be aware that acceptance of the Pathway systems was not achieved last week and that we have entered a second acceptance phase of some four weeks duration.

During this period, the live trial will continue and there will be rollouts to more new outlets. Towards the end of September, there will be a second acceptance decision. This will take (a) account of agreements reached between now and then on the rectification plans and timetables for outstanding medium-severity incidents, (b) monitoring of existing acceptance incidents (against critical success criteria in the case of the medium/high severity incidents) and (c) the emergence of relevant new acceptance incidents.

In connection with (c) there are conditions attached as to what may count or not count as a new acceptance incident and I will pass on further guidance along these lines shortly. However, in the meantime, could you please note the need to recommence your live trial monitoring and reporting activities in respect of:

activity at the outlets; TIP; transaction processing; HAPS and implementation/rollout/training.

Could you please confirm that you are (or will be) monitoring existing incidents and sending the results to the incident champion.

The nine incidents in dispute for one reason or another are 218, 298, 314, 369, 372, 376, 378, 391 and 408.

Could you send any new acceptance incidents to me (Jeff Austin) and Altea Walker.

If you need any more information about the above, please contact me, Altea or Charlie Stringer. I will be at the workshop at Renaissance Hotel near Heathrow on 25th and 26th.

Our office telephone numbers are GRO (Jeff), GRO Altea) and GRO (Charlie).

Jeff Austin

24 AUG 1999

-978

To Keith K Baines/POCL/POSTOFFICE@POSTOFFICE, John
Meagher/POCL/POSTOFFICE@POSTOFFICE, Min
Burdett/POCL/POSTOFFICE@POSTOFFICE, Ruth
Holleran/POCL/POSTOFFICE@POSTOFFICE, Jeremy
Folkes/ITS/POSG/POSTOFFICE@POSTOFFICE, Andrew
Radka/POCL/POSTOFFICE@POSTOFFICE, Bruce
McNiven/POCL/POSTOFFICE@POSTOFFICE
Jeff Austin@MAILHUB

cc
Hard Copy To
Hard Copy cc
From Tony Houghton@MAILHUB
Date 24/08/99 11:37

Subject Acceptance Incident Workshop 25 and 26 August

All,

An acceptance incident workshop has been arranged to take place at the Renaissance Hotel (near Heathrow airport) on 25 and 26 August. A draft agenda is attached.

If needed, the hotel can fax you directions - the hotel telephone number is **GRO** On arrival, the hotel receptionist can tell you which meeting room we will be in.

Also attached is a spreadsheet which lists the incidents to be discussed and, for each incident, the champion, technical and business experts. Discussion on Wednesday may alter the incident numbers scheduled for Thursday.

The workshop begins at 09:15 on Wednesday with a POCL-only pre-meeting starting at 09:30 and Pathway arriving at 11:00. If it is possible to arrange time slots for Thursday I shall do so and notify you as soon as possible, however, this is based on your own availability on the day

As soon as possible could you please :

- 1) Let me have any comments you may have on the agenda and the hollist
- 2) Confirm your availability (including any restrictions) for both days
- 3) Confirm which of the technical and business experts you would like support from for the detailed reviews as indicated on the agenda (other than Jeremy Folkes and Min Burdett I have not yet formally invited any of the other experts)
- 4) Let me know if you need directions for the hotel.

Please call me on **GRO** if you have any questions.

Regards,
Tony Houghton



AGENDA.doc



Input.xls

To Steve Grayston/POCL/POSTOFFICE@POSTOFFICE, Keith K
Baines/POCL/POSTOFFICE@POSTOFFICE, John
Meagher/POCL/POSTOFFICE@POSTOFFICE, Min
Burdett/POCL/POSTOFFICE@POSTOFFICE, Ruth
Holleran/POCL/POSTOFFICE@POSTOFFICE, Jeremy
Folkes/ITS/POSG/POSTOFFICE@POSTOFFICE, Andrew
Radka/POCL/POSTOFFICE@POSTOFFICE
Jeff Austin@MAILHUB

cc
Hard Copy To
Hard Copy cc
From Tony Houghton@MAILHUB
Date 24/08/99 12:49

Subject Acceptance Incident Workshop 25 and 26 August

All,

It seems my last e-mail is unclear regarding who from POCL should be attending Day 1 of the workshop.
The Day 1 POCL attendees are limited to :

Keith Baines
John Meagher
Min Burdett
Ruth Holleran
Jeremy Folkes
Jeff Austin

Day 2 attendees will be the same as Day 1 plus Steve Grayston, Andy Radka and the technical and
business experts called upon by the champions for AI 218, 298, 376, 378 and 408. However, the Day 2
agenda is subject to agreement at the end of Day 1 so this may alter.

I can now confirm that both days of the workshop will be held in the Caravelle Suite at the Renaissance
Hotel.

Regards,
Tony Houghton

GRO

Horizon - Acceptance Dispute WorkshopRenaissance Hotel, Heathrow, 25th and 26th August 1999**Outline Agenda****Wednesday 25th August**

09:15 - 09:30	Coffee
09:30 - 11:00	POCL-only pre-meet
11:00	ICL Pathway arrival
11:00 - 11:15	Introduction
11:15 - 11:45	Process Outline <ul style="list-style-type: none"> • rules of engagement • attendance • objectives • timescales
11:15 - 13:00	High level incident review <ul style="list-style-type: none"> • Agree position on AI status and rectification plans
13:00 - 14:00	Lunch
14:00 - 17:45	Detailed review of AI 314, 369, 372 and 391
17:45 - 18:00	Agree agenda for Thursday 26 th August
18:00 - 18:30	POCL-only wash-up meeting

Thursday 26th August

Day 2 is intended for detailed discussion of AI 218, 298, 376, 378 and 408 spread across two sessions. This may be altered by the outcome of Day 1 discussions. If possible, time slots will be allocated to specific incidents and attendees notified later today (24-Aug).

09:15 - 09:30	Coffee
09:30 - 11:00	POCL-only pre-meet
11:00	PA Consulting and ICL Pathway arrival
11:00 - 11:15	Introduction
11:15 - 13:00	Session 1
13:00 - 14:00	Lunch
14:00 - 17:30	Session 2
17:30 - 18:00	POCL-only wash-up meeting

10:30 - 11:00
 PA Consulting Briefing
 (11-1) 376
 378.
 (2-5) 408
 298
 218

Horizon Acceptance Team

Tel. **GRO**

25/26 AUGUST HORIZON ACCEPTANCE WORKSHOP - INCIDENT LIST

24th August '99

AI	Description	Severity (PWY)	Severity (POCL)	Champion	Technical Expert	Business Expert	Remarks
314	Provision of tech. documentation for TP suppliers inadequate.	Medium	Medium	Keith Baines	John Meagher	Ruth Holleran	
372	Systems management (not all 299 offices successfully upgraded to LT2)	Medium	Medium	John Meagher	Jeremy Folkes		
391	Deficiency in physical security at Bootle & Wigan	Low	Medium	John Meagher	Jeremy Folkes		
369	Scanner reliability in relation to OBCS transactions	None	Medium	Ruth Holleran	Karen Rogers	Kevin Corrigan (Tim Bentley)	
218	Training course Cash Account module inadequate.	Medium	High	Steve Grayston	Trevor Rollason	Nancy GroffWitton	
298	Counter system subject to lockups & screen freezes requiring re-boots.	Medium	High	John Meagher	Jeremy Folkes	Min Burdett	
376	Derived cash account not equal to electronic cash account	Medium	High	Ruth Holleran	Calum Craig	Graeme Seedall	
378	AIS contravention/Data Integrity on the cash account (TIP)	Low	Medium	Ruth Holleran	Calum Craig	Min Burdett	

25/26 AUGUST HORIZON ACCEPTANCE WORKSHOP - INCIDENT LIST

24th August '99

AI	Description	Severity (PWY)	Severity (POCL)	Champlon	Technical Expert	Business Expert	Remarks
408	Failure of the Horizon System helpdesk to support the network	Medium	Medium	Andy Radka	Adele Henderson	Dave McLaughlin	