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Electronic *memo*

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Hard Copy To
Hard Copy cc
From John Meagher/POCL/POSTOFFICE
Date 28/10/99 18:11

Subject Acceptance Decision Process for 24 November

All

Please find attached the first draft of the proposed process for arriving at the acceptance decision on 24 November. The paper itself is self explanatory, however, if you have any queries on the content then please address them to either myself or Min Burdett.

I am interested in any comments you have on the document which I will accept and manage via correspondence but please have them to me by 4th November.

You will note that we have included a series of meetings which need to take place many of which are not yet agreed (TBC) due to diary contention, however, once agreed will be communicated to all.


Suspension of Roll.d

Decisions whether to Suspend Roll-out

1. Purpose of this Paper

On September 24th 1999 POCL Accepted the Pathway Services, but modified the Codified Agreement to protect POCL against the deficiencies in the Services identified as part of the Acceptance activity. These changes in the Codified Agreement are contained in the Second Supplemental Agreement. One aspect of this is the addition of a review for POCL to determine whether the Services have been improved sufficiently to allow the roll-out to continue after the Christmas break on January 24th 2000. The purpose of this paper is to describe the process by which that decision will be made.

This paper includes:

- a description of the criteria on which the decision will be made as specified in the Second Supplemental Agreement
- a proposal on the set of meetings which should take place to inform the decision, manage issues and make the decision in November
- a proposal on the set of meeting which should take place to inform the decision, manage issues and make the decision in January (DN not in this version, but process would be similar to that for the November decision, starting on return from the Christmas break)
- a proposal on what to do next should the decision be to suspend roll-out.

2. The Second Supplemental Agreement

Section 6 of the agreement states that suspension of Rollout may occur if:

1. any of the criteria in parts A to C of Schedule 4 (relating to: system stability (AI298); TIP Interface Accounting Integrity (AI376); and Helpdesk Performance (AI 408)) shall not be met by 24th November, 1999 or;
2. the Accounting Integrity Control Release Date shall not have occurred by 14th January, 2000 or;
3. any of the criteria set out in part D of Schedule 4 (relating to TIP Interface Accounting Integrity (AI376)) shall not have been met by 14th January, 2000.

If any of the above occur, "POCL shall be entitled by notice to the Contractor to postpone the resumption of Rollout from 24 January, 2000 until such later date as shall be agreed..."

"If POCL gives notice...the parties shall meet as soon as reasonably practicable thereafter with a view to agreeing and documenting:-

1. a plan and timetable for re-testing and demonstrating the satisfaction of each of the criteria set out in Parts A to D (inclusive) of Schedule 4 not then satisfied; and
2. a revised Roll-out Programme to take effect once the satisfaction of all such criteria shall have been demonstrated and the Accounting Integrity Control Release Date shall have occurred."

The Acceptance Resolution Timetable (Version 1.0 dated 24th September 1999) forms part of the Second Supplemental Agreement. Activities related to the Roll-out Decision are:

- Joint Delivery Review meeting 7 (Review Criteria NRO 2000). This indicates that the Pathway/POCL review meeting on the 24th November will be a key Acceptance Checkpoint meeting
- AI 376 Acceptance Incident Plan

The details contained in Schedules A to D is attached. In summary the criteria for the decisions on 24th November and 14th January are:

Criteria for 24 th November are:	
AI 298/1	The number of system stability incidents for the four week period 21/10 to 17/11 (Draft Note - Graham White confirming dates) shall not be greater than 548.
AI 376/1	During the period 3/10 to 14/11, the percentage of cash accounts containing discrepancies shall not exceed 0.6%
AI 376/2	During the period 3/10 to 14/11 no cash account discrepancy will be as a result of a cause previously reported to POCL as having been remedied
AI 376/3	All new causes of cash account discrepancies between 24/9 and 14/11 will be analysed and have a rectification plan, submitted to POCL, within 10 days of Pathway being aware of the problem
AI 376/4	The Accounting Integrity Control Release would have identified all new Cash Account Discrepancies reported prior to 24 th November
AI 376/5	Those elements of the Rectification Plan for AI 376 which are scheduled to be complete by 24/11 shall be complete
AI 408/1	Measured from 4/10 to 14/11 Service Levels for answering Level 1 and 2 calls to the Help Desk is met in at least four of the six weeks (DN - check whether there are actually 4 criteria here)
AI 408/2	Measured from 4/10 to 14/11 Service Levels for answering 80% of calls to the Help Desk within 20 seconds is met in at least four of the six weeks
AI 408/3	Measured from 4/10 to 14/11 Service Levels for cash account calls (no ring backs required) is met in at least four of the six weeks
AI 408/4	Measured from 4/10 to 14/11 Service Levels for Cash Account (DN is this cash account or all calls) repeat calls (no repeat calls from outlets on the same incident) is met in at least four of the six weeks
AI 408/5	Measured from 4/10 to 14/11 Service Levels for 95% compliance on Cash Account (DN is this cash account or all calls) call scripts is met in at least four of the six weeks
Criteria for 14 th January are:	
AI 376/6	As per AI 376/1 but for the period 3/10 to 14/1
AI 376/7	As per AI 376/2 but for the period 3/10 to 14/1
AI 376/8	As per AI 376/3 but for the period 24/9 to 14/1
AI 376/9	The Accounting Integrity Control Release has taken place by 14/1

3. Decision Process for the 24th November

The table below shows the meetings that will take place to reach and manage the implications of the decision. If it is determined at the Delivery meeting on 24th November that Pathway have met the Roll-out 2000 criteria, subsequent meetings need not take place.

The main deliverables supporting the meetings are the monitoring reports describing Pathway's performance against the criteria. Currently there are discrepancies between the POCL and Pathway reports for AIs 376 and 408. The early working-level meetings are planned to address these discrepancies so that a jointly agreed report can be provided to the meetings.

Roll-out 2000 Decision

Draft

Commercial In Confidence



	Date/Time	Meeting	Purpose	Inputs	Participants
1.	1 st or 2 nd Nov TBC	AI 376 Monitoring Process meeting	To ensure that all processes are in place for monitoring AI 376 and determine actions to resolve differences of opinion	Each party's view of the 5 criteria measurement to date	Dave Pye (POCL ATM), Graeme Seedall, Martin Box John Dicks (Pathway ATM for John Pope)
2.	5 th November TBC	AI 376 Monitoring resolution	To agree the measurement of criteria to date	Fulfilled actions from meeting 1	As above, with additional commercial, reference data or other input as agreed in meeting 1
3.	Some time during 1 st to 5 th TBC	AI 408 Compliance Measurement	TBC (DN - MB to speak to Adele Hendersen to determine current status and best way forward)	TBC	TBC
4.	8 th or 9 th Nov TBC	Pre-meet for Miller/Christou 1:1	To brief Dave Miller of outcome of monitoring of criteria and issues arising	POCL (and Pathway if available) briefing documents.	Dave Miller, Dave Smith, Keith Baines, John Meagher, Ruth Holleran, Adele Henderson (if big 408 issues)
5.	9 th or 10 th Nov TBC	Miller/Christou 1:1	Check step for 24 th November Decision	Briefing documents from Pathway and POCL containing measurements against criteria to date and issues arising.	Dave Miller Richard Christou
6.	10 th November 12:30 to 2:30	Delivery Meeting	(In addition to normal agenda) Review measurements against criteria to date and ensure appropriate actions are in place to resolve any issues	Briefing documents from Pathway and POCL	The usual Delivery Meeting Participants. (DN will Tony Oppenheim be attending?)
7.	12 th or 15 th November TBC	Pre-meet for Checkstep meeting	To determine POCL's contingent view on agreement to roll-out and to anticipate issues arising. Agree actions to undertake before checkpoint meeting	Latest POCL view from criteria monitoring	Dave Miller, Dave Smith, Keith Baines, Chris French, John Meagher, Ruth Holleran, Min Burdett, Jeff Triggs (on standby)
8.	17 th or 18 th November TBC	Checkstep meeting	For POCL and Pathway to explore likely outcome of decision and its implications	Latest agreed view from criteria monitoring	Dave Miller, Dave Smith, Keith Baines, John Meagher, Ruth Holleran Richard Christou, John Bennet, Tony Oppenheim, Mike Coombes

Roll-out 2000 Decision

Draft

Commercial In Confidence

	Date/Time	Meeting	Purpose	Inputs	Participants
9.	24 th November 12:30 to 2:30	Delivery Meeting	(In addition to normal agenda) Agree measurements against criteria	Joint POCL/Pathway paper on measurements.	The usual Delivery Meeting Participants. (DN will Tony Oppenheim be attending?)
10.	Some time 24 th to 26 th November TBC (DN Jeff Triggs advising on any time constraints)	POCL Decision Meeting	To decide whether rollout in 2000 should continue. Agree the implications of the decision and next actions.	Agreed measurements against criteria. Business impact assessment of failed criteria (DN ATMs will need to be informed they are responsible for coordinating the production of these)	Dave Miller, Dave Smith, Keith Baines, Chris French, John Meagher, Ruth Holleran, Min Burdett, Jeff Triggs (on standby)
11. ¹	TBC (soon after 10) - could be telephone call	Communicate outcome of Decision	To determine Pathway's agreement to POCL's decision and agree/confirm way forward	Output from meeting 10.	Dave Miller Richard Christou
12.	TBC (soon after 10)	POCL Re-plan preparation meeting	To agree requirements and planning parameters for re-testing, demonstration and roll-out.	Contingency planning output (from release management - 17 th Nov Checkpoint meeting should indicate if contingency plan needed)	Chris French, John Meagher, Andrew Simpkins (DN other participation depends on nature of failure)
13.	TBC	Joint Re-plan session	To develop a new plan incorporating re-testing and demonstration and new roll-out plan	Output from 12.	Andrew Simpkins Mike Coombes
14.	TBC (if needed)	Commercial Meeting	To agree any changes to the contract	Output from meeting 10.	Keith Baines, Jeff Triggs Tony Oppenheim

¹ Hereafter, the activities are contingent on POCL having given notice of their intention to postpone the resumption of the roll-out. The meetings are likely to be modified by the output of meeting 10 above.

SCHEDULE 4
Acceptance Incident Rectification Criteria

Part A
System Stability (A.I. 298)

The criterion shall be measured in relation to the Counter Positions in those Outlets to which Rollout shall have occurred by 1st October, 1999, provided that that is not less than 750 Outlets. If that shall be less than 750 Outlets then the criterion shall be measured in relation to the Counter Positions in those Outlets in respect of which Rollout shall have occurred at the end of the week in which Rollout shall have occurred in relation to 750 Outlets. For this purpose a "week" is a week commencing on a date specified in the first column of the Rollout Programme and the number of Outlets shall include the live trial Outlets.

The criterion to be met by 24th November, 1999 shall be that during the period from 18th October, 1999 until 14th November, 1999 the total number of Units reported to the Help Desk in relation to the relevant Outlets shall not exceed the aggregate number of Counter Positions in those Outlets multiplied by the fraction 4/13.

For this purpose a Unit shall be measured as follows:-

- each Help Desk authorised reboot shall count as one Unit;
- each Help Desk authorised office snapshot print preview shall count as one Unit;
- each work-around authorised by the Help Desk to remove a "no entry" sign which denies a legitimate function shall count as half a Unit;
- each work-around authorised by the Help Desk to remove the necessity to carry out a reboot or office snapshot print preview where the time taken to carry out such work-around (as demonstrated by the Contractor in the test environment normally used to validate test scripts) is less than 4 minutes shall count as half a Unit.
- each work-around authorised by the Help Desk to remove the necessity to carry out a reboot or office snapshot print preview where the time taken to carry out such work-around (as demonstrated by the Contractor in the test environment normally used to validate test scripts) is 4 minutes or longer shall count as one Unit; and

Part B
TIP Interface Accounting Integrity (A.I. 376)

The criteria to be met by 24th November, 1999 shall be as follows:-

- (i) during the period from 3rd October, 1999 until 14th November, 1999 the percentage of Cash Accounts received by POCL across the TIP Interface containing Cash Account Discrepancies shall not exceed 0.6 per cent of all such Cash Accounts;
- (ii) during the period from 3rd October, 1999 until 14th November, 1999, no Cash Account Discrepancy shall arise as a result of a cause previously reported to POCL as having been remedied;
- (iii) all new causes of Cash Account Discrepancies identified after the date of this Agreement shall have been properly analysed by the Contractor and suitable

- rectification plans therefor submitted to POCL in reasonable detail within ten days of the Contractor becoming aware of such Cash Account Discrepancy;
- (iv) The Contractor shall have satisfied POCL (POCL acting reasonably) that the Accounting Integrity Control Release would, had it been deployed at the relevant time, have identified all Cash Account Discrepancies reported prior to 24th November, 1999 which shall have arisen as a result of any new cause identified after the date of this Agreement; and
 - (v) those elements of the Rectification Plan for Acceptance Incident 376 required to have been carried out by 24th November, 1999 shall have been duly carried out.

Part C

Helpdesk Performance (A.I. 408)

The criteria to be met by 24th November, 1999 are as follows:-

(a) Service Targets

That each of the following service targets, measured on a weekly basis, shall be met in at least four of the six weeks which fall between 4th October, 1999 and 14th November, 1999 (but so that not all such service targets have to be met in the same four weeks):-

- (i) that part of the service target referred to in paragraph 4.3.2.1 of Schedule G10 to the Codified Agreement as refers to the answering of at least 80% of all calls to the Help Desk within 20 seconds;
- (ii) the service target contained in paragraph 4.3.2.3 of the said Schedule G10;
- (iii) the service target contained in paragraph 4.3.2.4 of the said Schedule G10;
- (iv) the service targets contained in paragraph 4.3.2.5 of the said Schedule G10; and
- (v) the service targets contained in paragraph 4 of Schedule 5.

Part D

TIP Interface

Accounting Integrity (A.I.376)

The criteria to be met by 14th January, 2000 are as follows:-

- (i) during the period from 3rd October, 1999 until 14th January, 2000 the percentage of Cash Accounts received by POCL across the TIP Interface containing Cash Account Discrepancies shall not exceed 0.6 per cent. of all such Cash Accounts;
- (ii) during the period from 3rd October, 1999 until 14th January, 2000 no Cash Account Discrepancy shall arise as a result of a cause previously reported to POCL as having been remedied; and
- (iii) all new causes of Cash Account Discrepancies identified after the date of this Agreement shall have been properly analysed by the Contractor and suitable rectification plans therefor submitted to POCL in reasonable detail within ten days of the Contractor becoming aware of such Cash Account Discrepancy.

Extract from Schedule G104.3.2. *Service Targets*

- 4.3.2.1. The Contractor shall answer at least 80% of all calls to the Help Desk within twenty (twenty) seconds and at least 99.9% of calls within forty (40) seconds, during support hours, including skeleton hours.
- 4.3.2.2. The percentage of 'calls not answered' shall be less than 1%. This includes calls where the line is busy as well as calls answered but put on the 'waiting queue'. [R914]
- 4.3.2.3. The Contractor's Horizon System Helpdesk Service shall provide first, second and third level Services as described in Schedule G01. [R914]
- 4.3.2.4. The Contractor shall resolve at least 95% of calls assigned to first level within five (5) minutes. The Contractor will resolve 100% of calls assigned to first level within ten (10) minutes. [R914]
- 4.3.2.5. The Contractor shall resolve at least 95% of calls assigned to second level within thirty (30) minutes. The Contractor shall resolve 100% of calls assigned to second level within forty-five (45) minutes. [R914]