

09 JUN '97 14:55 FROM BA-POCL TERMINAL HSE

TO GRO

PAGE.002/028

benefits  
**ha**  
agency**Benefits Agency and  
Post Office Counters Ltd**  
Third Floor  
Terminal House  
52 Grosvenor Gardens  
London SW1W 0ABtelephone GRO (switchboard)  
GRO (direct line)  
facsimile GROJohn C C Dicks  
Customer Requirements Director  
ICL Pathway  
Forest Road  
Feltham  
TW13 7EJ

9 June 1997

cc: Keith Downer  
Pat Kelsey  
Tony Oppenheim  
(Letter only)

Dear John

I was disappointed to see CAR's and Release Obligations being raised by Pathway at the CNT's of 8th May and 29th May 1997 without any prior discussion between ourselves.

We agreed at our meeting of 29 April 1997 that we would only use the CNT as an escalation route for CAR's / RO's which were unable to be resolved jointly between you and Warren Bell or myself.

Can you please confirm that in future we will abide by our agreement, and if we are unable to resolve any CAR's / RO's then they will be escalated to the CNT by both of us. This will ensure that both parties at the CNT are aware of any issues, are properly briefed and will be therefore able to deal with them and not waste CNT time.

For the record please see table below for status of those CAR's / RO's raised.

CAR / RO Number	CAR / RO Text	Current Status
RIC.002 ]	Confirm agreement of Pathway's Release 1c Contents Description.	Agreement reached in principle but ongoing discussions with PDA Product Management and Pathway on Access Controls. Several versions have since been issued and a final review of this document will take place in a meeting with Pathway (S. (Warwick) on 10/6/97.
[RIC.003 ]	Confirm agreement to Pathway's test plans.	The plans provided by Pathway contained functionality which was relevant to Release 1c, therefore they were returned. Now awaiting full set of revised plans from



		Pathway (expected 9/6/97/). PDA Testing have agreed to turn around within one week of receipt.
R1D.004	The CAPS 2.2 code frozen and service available.	CAS interface with CAPS 2.2 agreed and documented (though still an issue around cost). On Hold pending outcome of discussions between CAPS, PDA and Pathway. Meeting on 11/6/97 at Feltham.
R1E.012	The HAPS system frozen and available to Pathway.	RO was completed on 27 March 1997. Although letter to Pathway (copy attached) states three weeks notice to be given, the system is available to Pathway now.
R1E.013	The TIP (Phase 1 & 2) system frozen and available to Pathway.	RO was completed on 27 March 1997. The system is available to Pathway now.
R1E.014	The TIP (Phase 3) system frozen and available to Pathway.	RO was completed on 27 March 1997. The system is available to Pathway now.
543.000.006	Arrange access to software algorithms and drivers required to implement support for tokens where such algorithms are held under IPR arrangements by POCL or its agents.	This CAR is similar to 555.000.011, which has now been agreed as complete (see minutes of meeting attached to sign off form) and is viewed as complete by the Controlling Officer. If further information is required to clear this CAR, please specify exactly what is required and I will progress.
967.000.005	To agree with Pathway procedures for handling temporary increase in volume, within the agreed Programme plan.	This CAR has been rescheduled to 30/6/97 as agreed in your letter of 7 May 1997.

DISPATCHED.  
NOW EXPEDIENT  
WEDNESDAY.  
11/6/97.

I have also enclosed more CAR sign off forms with this letter as per our agreement to reduce the size of the 'CAR's Awaiting Sign Off' report.

Finally, you were awaiting formal approval of CCN 117, 122a and 124 to sign off the following list of CAR's. This was agreed in a letter from Stuart Riley on the 30th April and acknowledged in a letter from Tony Oppenheim to Pat Kelsey on the 6th June 1997 (copy attached). Could you therefore please also sign off these CAR's as complete.

707.000.003-8	725.000.002	726.000.003	750.000.006
782.000.005	934.000.010	936.000.012-13	937.000.005
955.000.003			

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Given the critical nature of these CAR's / RO's and that we want to look to future developments at our meeting on the 17th June 1997, I would appreciate a response by Friday 13th June 1997.

If you have any comments or queries please do not hesitate to contact me, otherwise I look forward to seeing you at our next meeting on 17 June 1997.

Yours sincerely

**GRO**

/ Martin O'Toole  
Process & Management Services Manager

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Mr J Hunt  
ICL Pathway  
Forest Road  
Feltham  
Middlesex  
TW13 7EJ

1 May 1997

Dear John,

I am writing to inform you that POCL have decided to stand down the team that was in place to support HAPS Direct Interface Testing (DIT). The team will stand down tomorrow, 2 May 1997.

The decision was taken because the continual slippage of the start date for DIT has resulted in increased costs for no benefit. The team has had no work to do.

POCL are happy to reform the team upon request given 3 weeks notice, an agreed Direct Interface Testing Specification and a schedule of tests.

Yours sincerely

JOHN BRUCE  
PDA Technical Assurance

Copy: Janet Topham  
Mena Rego  
John Meagher  
Martin Renwick

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GRO

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Ms P. Kelsey  
 Contract Management Manager  
 BA/POCL Programme  
 Terminal House  
 Third Floor  
 52 Grosvenor Gardens  
 London SW1W 0AB

ICL

6<sup>th</sup> June 1997

*Dear Pat,*

**Outstanding Critical CARs and CCNs**

Notwithstanding considerable efforts to get on top of these, we find ourselves as we go out of this week with the following dependencies still not nailed down.

Critical CARs for Release 1c

1. Agreement on Release 1c Contents Description
2. Agreement on Pathway's test plans
3. Resolution of CAS operating arrangements

On the first and second, we are having to assume that what we have submitted will be acceptable. On the third, we assume that EDS will carry out the required CAS service without there yet being a conclusion to our discussions on commercial arrangements.

Confirmation of your agreement to these assumptions would enable us to close these CARs.

Critical CARs for Release 1e

CAPS 2.2: we seek positive confirmation that the code was frozen and service made available by the due date of 2<sup>nd</sup> June (one of the proposed "milestone" dates in Replan Schedule B7).

CCNs

Critical or overdue CCNs are:

1. 118b

**ICL Pathway Ltd**

Forest Road

Pelham

Middx TW13 7EL

Tel GRO

Fax GRO

ICL Pathway Ltd  
 Registered in England no 3011561  
 Registered Office  
 1 High Street  
 Putney  
 London SW15 1SW

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2. 117
3. 122a
4. 124
5. 81b, 82b, 91b, 93b, 100b, 114b, 115b, 127, 128, 140

The first is a Release 1c dependency not covered by any letter of comfort from Stuart Riley. The amount of work is significant. It calls for extensive regression testing end to end, the direct impact of which is to extend Release 1c timescales by some 4 weeks. The indirect impact is to place more work on a team already stretched by CCNs 117, 122, 124 and others, thereby putting additional pressure on other timescales. Nevertheless, we have been left in no doubt that we must make the changes to come into line with CAPS 2.2 and are proceeding accordingly.

To confirm comments made at CNT, we are working on the basis that Stuart's letter of 30<sup>th</sup> April represents approval for 117 and 122a (which are critical components of Release 2). At the same time, we took his letter as closure of the Replan CAR for CAPS 3 design freeze which was due by 27<sup>th</sup> March. Stuart's letter signalled that the DSS would probably want 124 to go ahead and that we should expect clarification in short order. We still need to agree the details of this change and time is now pressing. I discussed the above with Stuart today and we have agreed to seek to close outstanding points down by CNT on Wednesday.

I understand from our conversation today, since confirmed by John Bennett, that a batch of CCNs is in the pipeline: thank you. It would be helpful pending their completion to know if that batch comprises the list under item 5 above.

Yours sincerely,

# GRO

Tony Oppenheim

cc, John Bennett  
Stuart Riley

Control over Delivery of Authorities Responsibilities

I hereby agree that the deliverable(s) attached meet to my satisfaction all the obligations contained in the following Contractual Authority Responsibility(s), Number(s):

5.23.000.002

Signed:

Delivery Officer

Controlling Officer

PDA Quality Assurance

For ICL Pathway

**GRO**

**GRO**

**GRO**

Date:

4, 6, 97

4, 6, 97

4, 6, 97

/ /

These deliverables are either

- 1) described below ..... (please tick)  
and/or  
2) attached to this document.....

*Currently only AP clients <sup>will</sup> have an interface with Horizon. This interface is covered in the TIP documentation set, specifically the TIP SLA. Suggest this is shown as complete & regarded as 'Ongoing' as and when Horizon has a direct interface with clients.*

Nothing contained herein shall be deemed or construed as affecting existing contractual obligations or creating new contractual obligations between ICL Pathway, the DSS and/or POCL.

Please return this form to the PDA at Terminal House c/o Warren Bell

**Facsimile Transmission Page 009/028****Control over Delivery of Authorities Responsibilities**

I hereby agree that the deliverable(s) attached meet to my satisfaction all the obligations contained in the following Contractual Authority Responsibility(s), Number(s):

543.000.006 .....

555.000.011 .....

.....

.....

.....

Signed:Delivery Officer**GRO**Date:

.9 / 6 / 97

Controlling Officer .. Bob Booth .....

.9 / 6 / 97

PDA Quality Assurance..**GRO**

.9 / 6 / 97

For ICL Pathway .....

.. / .. /

These deliverables are either

- 1) described below ..... ✓..... (please tick)  
and/or  
2) attached to this document. ✓.....

Clarification to all of Pathways questions - received mid March - on the Token Technology Specifications provided 30/10/96.

**Nothing contained herein shall be deemed or construed as affecting existing contractual obligations or creating new contractual obligations between ICL Pathway, the DSS and/or POCL.**

**Please return this form to the PDA at Terminal House c/o Warren Bell**

Nothing contained herein shall be deemed or construed as affecting existing contractual obligations between ICL Pathway, the DSS and/or POCL



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**Facsimile transmission - Page 2 of 7**



**To:** Yva Thakurdas

**From:** Bob Booth

BA/POCL

**GRO**

**Date:** 04-April-1997

**Subject:** Response to Pathways questions on the supplied smart TTS's

Yva,

Attached are the responses to all of Pathways questions on the Token Technology specifications.

I trust these clarify your questions and would be grateful if you could complete the attached sign off forms for the outstanding CARS on smart tokens as agreed at the release 2/3 meeting.

Regards

**GRO**

---

Nothing contained herein shall be deemed or construed as affecting existing contractual obligations between ICL Pathway, the DSS and/or POCL.

YT0404TT.DOC

2 of 7

**Facsimile Transmission Page 3 of 7****General**

The Token Technology specs do not include client service reference data - any questions on fields within this data have been answered 'Implementation issue'

**GEC Watercard**

2.2 b)	Yes
3.1	See Gemplus documentation
3.2	It doesn't change at all
3.3.2	See Camtech documentation
4.2	Configuration data in this section is per client. COM_ID is only used to match field on card with reference data.
4.3	The file is organised with the current tariffs followed by the future tariffs.
4.5	Comment is correct
5.3	Implementation issue
5.4.1	See Gemplus documentation
5.4.2	Implementation issue
5.4.3	needs some investigation
5.4.6	a) yes b) changing the return addresses only affects the size of the captured card data which is at the end of the transaction data
5.4.8	Implementation issue
5.4.9	CST_ID
5.4.10	Defined by the contents of the tariff file for the client
5.4.11	the first statement refers to encryption and the second refers to updating
5.4.13	Implementation issue
5.4.14	a) should refer to CST_ID b) transaction reference consists of receipt reference and serial number

**Pisces**

3.2	See Gemplus documentation
3.4	a) See Gemplus documentation b) There are several other kinds e.g. Service cards. The card type is in the card descriptor file - see Landis & Gyr documentation
4.3	a) No b) yes - differentiated by effective date
4.5	a) The only options provided by current system are all customers i.e. CRN of all asterisks or specific customers i.e. exact match with CRN b) Targeting of offices is managed by the client
4.6	Current implementation does not use this response code.
4.9	a) Current Status File b) Certification Total is a field in the Current Status File on the card
5.3	a) Don't know what this documentation is b) Receipt number - part of Transaction reference
5.4.3	a) Don't understand the comment - three attempts are made to read the card, if all three fail the card is locked. b) These are the only codes which need to be presented to gain access to all the files on the card c) MAC is a Multi Application Card e.g. MCOS. The applications are

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**Facsimile Transmission Page No 7**

	divided into directories and Pisces assumes the use of the first directory. SAC_2D and SAC_6C are single application cards and so there is no concept of directories
5.4.4	a) There are several other kinds e.g. Service cards. The card type is in the card descriptor file - see Landis & Gyr documentation b) CRN is set to either NEW or REP followed by card serial number. The terminal writes the corresponding command message (00 or 01) to the card.
5.4.8	See Gemplus documentation
5.4.9	a) The global customer identifier is all asterisks and will be deemed to match all customers. b) Any messages from the terminal to the client are sent via the polling system i.e. the Tandem host
5.4.10	a) The tariff file for the client is searched for a match with the tariff code b) The tariff code used in this search is either the code from a change tariff command message (if one has been received) or the tariff code held in the global tariff file on the card. The card can hold up to three tariffs so the search through the tariff file on the terminal continues until either three matches are found or the end of file is reached.
5.4.11	See Gemplus documentation
5.4.12	a) See L&G documentation for complete list of customer card states. Current system uses CC_STATE_LAST_IN_METER to determine if a reversal is to be allowed b) Implementation issue
5.4.14	The check is for equality as only complete transactions can be reversed
5.5	a) See L&G documentation. b) The certificate is noted in the transaction file ready for sending to the polling system.
5.6	See L&G documentation. L&G provided C routines to build into the current terminal application
	Pisces Security
2.2.1	It is true to say that the T6T7 file, the MPOK key 2 and MPOK key 3 are sent from the polling system to the terminals. The encrypted security information is held in a file at the terminal. The statement re no data being stored permanently on the terminals only refers to the APTs. The decrypted security information is only held in RAM and is lost following power loss. Two minutes is correct.

**Facsimile Transmission Page 2 of 7****Schlumberger Smart Key**

2.3	Yes
4.2	a) Yes b) Yes c) Yes
4.3	Schlumberger fax them monthly
4.4	a) Implementation issue b) Yes
5.2	a) Yes b) Should only refer to one file
5.3	a) yes - both old and new structures are populated b) Don't know - operating procedures
6.1	per client
6.3	a) Implementation issue b) Implementation issue c) Implementation issue
7.4.2	Implementation issue
7.4.5	Implementation issue
7.4.10	The terminal does save the current structure and compares the first 5 words with that read from the key

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To: M Purchase - PDA  
J Murray - PDA  
B Booth - PDA  
S Woolley - POCL  
G Siswick - POCL  
J Holmes - ICL Pathway  
A Morley - ICL Pathway  
D Barton - ICL Pathway  
J Bartholomew - ICL Pathway  
H Gillett - ICL Pathway

From M Twidale - PDA

cc D Brazear  
J Meagher  
M Renwick  
G Palmer

13 May 1997

**BA/POCL PROGRAMME**

**Pathway Release 2 and 3 Review Meeting (With POCL)**

Please find attached the action points and notes from the Progress Review Meeting No. 7 held on 8 May at ICL Pathway, Feltham

M Twidale  
Planning & Performance Team  
Programme Development Authority

**BA/POCL PROGRAMME**

**Subject : Pathway Release 2 and 3 Review Meeting (With POCL)**

Action points and notes from the Progress Review Meeting No.7 held on 8 May 1997  
at ICL Pathway, Feltham

Present : M Purchase, J Murray, M Twidale, B Booth (PDA)  
G Siswick. (POCL)  
J Bartholomew, D Barton, J Holmes, A Morley, H Gillett (ICL Pathway)

**Notes/Action Points of Pathway Release 2 & 3 Progress Review Meeting No.7**

**1.0 Notes from the meeting held on 1 May 1997**

The Notes were agreed.

**2.0 Outstanding Actions From Previous Meeting**

**AP Smart**

*AP1 - 2 CAR 555.000.011 PDA responded on 4 April. With Pathway for sign-off*

Status: John Dicks will be writing to confirm that this CAR is formally closed. -  
action discharged.

**Talexus**

*AP 3 - 2 D Barton to produce cost differential between Keybudget and Talexus by  
12th May*

Status: Pathway have produced the information which is with Pathway Finance  
Director for clearance. To be provided by 12 May. - Subject to POCL confirmation of  
receipt, action discharged

**Landis & Gyr**

*AP 6 - 1 John Bartholomew to confirm whether any additional/supplementary  
information required from Landis & Gyr*

Status: Pathway confirm that no additional information required - Action discharged

**BA/POCL PROGRAMME**

**Subject : Pathway Release 2 and 3 Review Meeting (With POCL)**

Action points and notes from the Progress Review Meeting No.7 held on 8 May 1997  
at ICL Pathway, Feltham

Present : M Purchase, J Murray, M Twidale, B Booth (PDA)  
G Siswick, (POCL)  
J Bartholomew, D Barton, J Holmes, A Morley, H Gillett (ICL Pathway)

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receipt, action discharged

**Landis & Gyr**

*AP 6 - 1 John Bartholomew to confirm whether any additional/supplementary  
information required from Landis & Gyr*

Status: Pathway confirm that no additional information required - Action discharged



**AP Migration**

*AP 4 - 3 Pathway have requested to discuss their proposed solution on AP migration with two or three POCL clients to ensure that the solution will work. B Booth to take this forward with A Ward/ R Smethurst*

Status: PDA have provided comments on the Strategy paper to Mark Fisk. Pathway confirm that Release 2 will have the functionality to connect to all AP clients without impacting on them. - Action discharged from this forum (development actions will be managed via the Release 2 plan).

Pathway stated that at least one AP client will be cut over during the life of Pathway Release 2.

*AP 7 - 1 J Bartholomew/J Holmes to establish date by which the strategy must be agreed*

*AP 4 - 4 Pathway asked if PDA could produce a 'strawman' on the sequence of AP Client cutover. B Booth to progress*

Status: As AP 4 - 3 above - Action discharged from this forum (and will be managed via the Release 2 plan).

*AP 4 - 5 Pathway to produce data timings to HAPS to B Booth by 22 May*

Status: Draft internal report due 16 May, on schedule for 22 May - Action carried forward

**Mobile Configuration**

*AP 3 - 13 B Vaughan to check current activities to agree Mobile Configuration solutions, and what (if anything) needs to be agreed for Release 2 RCD.*

Status: Jan Holmes and John Murray have discussed the current situation. J Murray is setting up a review of Pathway proposal which will be included in the Release 2 plan - Action discharged

**Cash Account/TIP**

*AP 4 - 9 It was POCL understanding that from Release 2 Pathway would receive cash account mappings via POCL reference data to be used to generate the cash account. POCL is seeking confirmation that this functionality is in Release 2 and included in the RCD. J Bartholomew to respond on cash account issue by 1 May*

*AP 6 - 7 John Bartholomew to seek confirmation that functionality described as deferred in the TIP AIS will be included in Release 2.*



Status: John Bartholomew has discussed this with Ian Morrison and has suggested a meeting to take forward exactly what is required for Release 2.

AP 7 - 2 J Bartholomew to arrange a meeting between relevant parties to establish what is required for Release 2 TIP interface

#### Other

*AP 6 - 2 John Murray and John Bartholomew to discuss/agree way forward for reporting*

Status: J Murray and J Bartholomew met on 6 May and agreed to hold weekly reviews focusing on plans, deliverables and exceptions - Action discharged

AP 6 - 3 PostShops - Stephen Woolley to check with POCL re any requirement for additional functionality in Release 2

Status: B Booth explained that if this was not to be included in Release 2 then it needs to be listed as a Release 2 exclusion (as SADD defines additional functionality over and above that of ECCO+) - Action carried forward

*AP 4 - 1 Broadcasts - G Siswick to ensure D Walther actions any change on CAR date for Broadcasts*

Status: Broadcasts was being looked at within POCL as part of a larger project looking at messaging. Action carried forward

*AP 6 - 4 John Murray to discuss with Michael Purchase and Pathway to take forward with a view to signing off agreed plan by end of May*

Status: Within PDA Michael Purchase will focus on the process for agreeing the RCD documents, whereas John Murray (with John Bartholomew, Pathway) will focus on plans for delivery - Action discharged

*AP 6 - 5 John Murray to check with Bill Kerr to ascertain who in POCL received v0.5 for review.*

Status: PDA needs to be aware who is receiving documents for review. There is a QR process within PDA, the use of which may need to be reviewed - Action discharged

*AP 6 - 6 A Morley to update the New Business Plan and issue to Mike Twidale for circulation - Action discharged*

## 2.0 Status of Pathway Release 2 Contents Description

V0.5 had been issued to sponsors for review. The Pathway deadline for responses from PDA was midday 12 May. Michael Purchase would chase responses and would

set up separate meetings with Pathway w/c 12 May to take forward clarification of responses for different areas as required.

The original date for agreeing the RCD was 30 April, but Pathway foresaw no knock-on effects of not having reached agreement by this date.

Pathway were informed that PO IT services were able to provide technical consultancy resource on Smart products if required/requested.

#### **4.0 Progress Against New Business Plan**

Andy Morley explained that although there has been some movement against the base dates in the plan, the end dates remained within the timeframe for end June cut-off.

Graham Siswick explained that a BRD for a generic banking product has been formally submitted and will need to be included in the plan.

**AP 7 - 3** A Morley to speak to B Booth/D Barton re additions to New Business Plan

**AP 7 - 4** A Morley to discuss with J Bartholomew the inclusion in plan of checkpoints (eg for CR's) to meet design-freeze milestones, and an appendix of release dependent CRs to be used to monitor progress.

**AP 7 - 5** G Siswick to establish with D Waltho/M Rego who will be POCL New Business Board representative

#### **Date of Next Meeting**

Next meeting will be held on Thurs 15th May, 15.00 - 16.00 in the Boardroom, ICL Pathway, Feltham to review New Business Plan and RCD progress.

Control over Delivery of Authorities Responsibilities

I hereby agree that the deliverable(s) attached meet to my satisfaction all the obligations contained in the following Contractual Authority Responsibility(s),

Number(s):

915      000      008

.....  
.....  
.....  
.....  
.....

**GRO**

Signed:

Date:

Delivery Officer

3 / 06 / 97

Controlling Officer Ann Cocker

3 / 06 / 97

PDA Quality Assurance

**GRO**

4 / 06 / 97

For ICL Pathway

.. / .. / ..

These deliverables are either

- 1) described below ..... (please tick)  
and/or
- 2) attached to this document.....

.....  
.....  
.....  
.....

Nothing contained herein shall be deemed or construed as affecting existing contractual obligations or creating new contractual obligations between ICL Pathway, the DSS and/or POCL.

Please return this form to the PDA at Terminal House c/o Warren Bell

**Req 915 Requirement 915**

**Implementation - Service Level Agreement:**  
**Training Services**

**1. INTRODUCTION**

6. This requirement documents the training requirements and key measurables that shall be used to assess the effectiveness of the training Service as a whole.

**2. TRAINING SERVICES**

**2.1. General**

7. The training provided shall enable AUTHORITIES' staff or Agents to achieve acceptable standards in key competencies in the use of the Services.
8. The Training Services shall incorporate the development design and delivery of agreed training events and support materials.

**2.2. Specific Responsibilities**

**CONTRACTOR**

- (a) Design of training events;
- (b) development of training materials (day to day and maintenance);
- (c) delivery of training:
  - to delegates (as appropriate);
  - to trainers;
- (d) communication of training activity:
  - to delegates;
  - to AUTHORITIES;
  - to POCL Regions;
  - to DSS District Offices;
- (e) management of training processes:

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- training plans;
- call up notices;
- site selection and preparation;
- provision of appropriate Equipment;
- (f) management information (training):
- provide defined reports on training completed for agreed periods;
- (g) Attend regular training review meetings;
- (h) Identify improvement to training Services.

**POCL**

- (a) Consider and once it has agreed sign off CONTRACTOR's training proposals and processes;

\* (b) monitor and review performance;

(c) attend regular training review meetings; ✓

(d) identify improvements to training Services. ✓

**3. KEY MEASURABLES****3.1. Timeliness**

9. Training courses shall be available within ten (10) POCL Core Days notice being provided by POCL.

10. Training shall not be delivered more than five (5) POCL Core Days before live usage of the Service Infrastructure or the relevant Service by delegates.

**3.2. Quality**

11. Trainees' satisfaction with the training venue shall be measured by a training satisfaction questionnaire and shall achieve not less than 85% satisfaction.

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12. The training shall have received a positive rating of not less than 95% as a result of a training measurement questionnaire.

### 3.3. Cycle Time

13. Training shall take no longer than the timescale specified by the CONTRACTOR in their solution to requirements 531 and 534 to enable delegates to achieve the required standard of competence.

### 3.4. Contingency / Disaster Recovery

14. Notification of course cancellations shall be issued at the earliest possible time. A minimum of forty eight (48) hours notice must be provided for 98% of cases.

15. The CONTRACTOR shall cancel no more than 2% of courses.

16. When a designated training site becomes inoperative the CONTRACTOR shall make an alternative available and functioning within (approximately five days) to enable continuation of the training plan.

### 3.5. Data Accuracy and Integrity

17. There shall be no degradation to any Transaction data in the live Service Architecture as a result of accessing localised training packages.

18. Training course content shall have no factual errors at the time of release.

### 3.6. Competence levels

19. The training Services provided shall ensure that 95% of trainees on completion of the training shall be able to demonstrate achievement of the agreed level of competence, which shall reflect a score of 90% for knowledge related areas for transactions and the operating platform.

20. Competence levels shall be measured by the CONTRACTOR for delegates to second level of the Kirkpatrick model utilised by POCL. \*

#### 4. COMMUNICATION

21. Delegate performance feedback shall be provided by the CONTRACTOR for each person attending a training course.
22. Regional offices shall be provided by the CONTRACTOR with a status report on delegates whose attainment level of the key competencies for their user group is below the agreed standard within five (5) days of training completion.
23. Trainees shall receive call up papers one (1) month prior to proposed date of training.
24. Call up notices shall provide options as to days and times of attendance for training.

#### 5. MONITORING TRAINING SERVICES

25. The CONTRACTOR shall supply information to POCL in the agreed format which identifies actual performance against the key measurables stated.

#### 6. TRAINING REVIEW MEETINGS

26. Review meetings shall be held on a regular basis to be agreed by the Drop Down Completion Date.

Operational Trial	fortnightly
First 6 months live running	monthly
From 7 months to 18 months	quarterly
After 18 Months	ad hoc or emergency review meetings may be called by either party.

Note : Meetings timing shall be subject to agreement. These are only indicators.

#### 7. ESCALATION PROCEDURES

27. Failures in Service Levels shall be managed and rectified between the nominated SLA managers of POCL and the CONTRACTOR whenever possible.
28. Issues which cannot be rectified shall follow the agreed escalation path as detailed in Clause 807.

#### 8. CHANGE MANAGEMENT

29. Permanent variations to the agreed Service Levels and or the training Services provided shall be progressed through the standard Change Control Procedure.

#### 9. TRAINING SERVICE SLA MANAGEMENT

30. This SLA shall be managed on a day to day basis by:

- (a) The XXXXXXXXXXXXXXXX Manager for BA/POCL;
- (b) The XXXXXXXXXXXXXXXX Manager for CONTRACTOR.

31. The SLA shall be managed within the overall framework of Schedule A04 of the POCL Agreement.

Acc_crit	915 (1) - Test - Y	Description - This requirement documents the training requirements and key measurables that shall be used to assess the effectiveness of the training service as a whole
	915 (2) - Test - Y	Description - The training provided shall enable AUTHORITIES staff or Agents to achieve acceptable standards in key competencies in the use of the services.
	915 (3) - Test - Y	Description - The training services shall incorporate the development design and delivery of agreed training events and support materials.
	915 (4) - Test - Y	Description:
		Specific Responsibilities - CONTRACTOR
		Design of Training events;
		development of training materials (day to day);
		delivery of training:
		a) to delegates
		b) to trainers;
		communication of training activity:



- a) to delegates
  - b) to AUTHORITIES;
  - c) to POCL regions
  - d) to DSS district offices
  - management of training processes:
    - a) training plans;
    - b) call up notices
    - c) site selection and preparation ;
    - d) provision of appropriate equipment;
  - management information (training)
    - a0 provide defined reports on training .
    - completed for agreed periods;
    - Attend regular training review meetings;
    - Identify improvement to training services.
  - 915 (5) - Test -Y
    - Description -
    - Specific Responsibilities - POCL
    - Consider and once it has agreed sign off
    - CONTRACTORS training proposals and processes
    - monitor and review performance;
    - attend regular meetings;
    - identify improvements to training services.
  - 915 (6) - Test - Y
    - Description - Training schedules shall be
    - available within ten (10) POCL core days notice
    - being provided by POCL.
  - 915 (7) - Test - Y
    - Description - Training shall not be delivered
    - more than five (5) POCL core days before live
    - usage of Service Infrastructure or the relevant
    - service by delegates.
  - 915 (8) - Test - Y
    - Description - Trainees satisfaction with the
    - training venue shall be measured by a training
    - satisfaction questionnaire and shall achieve
    - not less than 85% satisfaction.
  - 915 (9) - Test -Y
    - Description - The training shall have received
    - a positive rating of not less than 95% as a
    - result of training measurement questionnaire.
  - 915 (10) - Test - Y
    - Description - Training shall take no longer
    - than the time scale specified by the CONTRACTOR
    - in their solution to requirements 531 and 534 \*
    - and enable delegates to achieve the required
    - standard of competence.
  - 915 (11) - Test - Y
    - Description - Notification of course
    - cancellations shall be issued at the earliest
    - possible time. A minimum of forty eight (48)
    - hours notice must be provided for 98% of cases.
  - 915 (12) - Test - Y
    - Description - The CONTRACTOR shall cancel no
    - more than 2% of courses.
  - 915 (13) - Test - Y
    - Description - When a designated training site
    - becomes inoperative the CONTRACTOR shall make
    - an alternative available and functioning within
-

- (approximately five days) to enable continuation of the training plan.
- 915 (14) - Test - Y  
- Description - There shall be no degradation in any Transaction data in the live Service Architecture as a result of accessing localised training packages.
- 915 (15) - Test - Y  
- Description - Training course content shall have no known factual errors at the time of release.
- 915 (16) - Test - Y  
- Description - The training service provided shall ensure that 95% of trainee's on completion of training shall be able to demonstrate achievement of the agreed level of competence, which shall reflect a score of 90% for knowledge related areas for transactions and the operating platform.
- 915 (17) - Test - Y  
- Description - Competence levels shall be monitored by the CONTRACTOR for delegates to second level of the Kirkpatrick model utilised by POCL.
- 915 (18) - Test - Y  
- Description - Delegate performance feedback shall be provided by the CONTRACTOR for each person attending a training course.
- 915 (19) - Test - Y  
- Description - Regional offices shall be provided by the CONTRACTOR with a status report on delegates whose attainment level of the key competencies of their user group is below the agreed standard within five (5) days of training completion.
- 915 (20) - Test - Y  
- Description - Trainees shall receive call up papers one (1) month prior to the date of training.
- 915 (21) - Test - Y  
- Description - Call up notices shall provide options as to days of attendance for training.
- 915 (22) - Test - Y  
- description - The CONTRACTOR shall provide information to POCL in the agreed format which identifies actual performance against the key measurables stated.
- 915 (23) - Test - Y  
- Description -  
Review meetings shall be held on a regular basis to be agreed by the drop down completion date.

Operational trial fortnightly  
First six months live running- monthly  
From 7 months to 18 months - quarterly  
After 18 months - ad hoc or emergency review  
meetings may be called by either party.

- 915 (24) - Test Y  
- Description - Failures in service levels shall be managed and rectified between the

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- meetings may be called by either party.
- 915 (24) - Test Y
- Description - Failures in service levels shall be managed and rectified between the nominated SLA managers of POCL and the CONTRACTOR whenever possible.
- 915 (25) - Test -Y
- description - Issues which cannot be rectified shall follow the agreed escalation path as detailed in clause 807.
- 915 (26) - Test -Y
- Description - Permanent variations to the agreed device levels and or the training services provided shall be progressed through the standard Change Control Procedure.
- 915 (27) - Test -Y
- Description -  
This SLA shall be managed on a day to day basis by:
    - a) The XXXXXXXXXXXXXXXX Manager for BA/POCL
    - b) The XXXXXXXXXXXXXXXX Manager for the CONTRACTOR.
- 915 (28) - Test -Y
- Description - The SLA shall be managed within the overall framework of schedule AO4 of the POCL Agreement.
-



## FACSIMILE

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From:	<p>warren Bell.</p> <p>BA/POCL Programme Delivery Authority, 3rd Floor, Terminal House, 52 Grosvenor Gardens, London SW1W 0AB.</p> <p>☎ Phone: GRO</p> <p>☎ Fax: GRO</p> <p>DSS Courier: London BA/POCL</p>
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