Cyre sure & June 8/5

To:

Paul Ridq

From:

Min Burdett

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Date:

6th May 1997

Subject:

Pathway's Re-Plan Proposal

(Es her;)

Before she went on holiday, Mena asked me to keep you informed of any issues you should be aware of relating to Pathway's re-plan proposal in advance of the PDA Board. My brief from Mena was to look at the impact on POCL's projects (Interim TIP, Reference Data and HAPS). (Others in POCL are looking at client take-on and the business case, and PDA will review the training implementation and impact on the Regions.)

1. Status of Re-Plan Proposal. When I spoke to Gael Stewart this morning, PDA-were expecting a written proposal from Pathway containing their plan. This should be received by end of play today, and she will copy it to POCL when received. Until then, PDA are not in a position to do any impact analysis.—Linfer that PDA will not have a considered response ready in time for the Board.

My comments are based on the assumptions contained within the presentation Pathway gave on Thursday which can be summarised as "slip milestones by 6 weeks, keeping future activities the same duration as previously planned".

2. Congo 4 Testing. ABED+, managed by the Interim TIP project, is the only system which interfaces with Pathway in Congo 4. The Direct Interface Testing (DIT) Regression which should have started on 18th April, has not started yet, but as we already have ABED interfacing with Pathway for the 10 IGL offices, it is not envisaged that this is a major issue.

The main concern that POCL has is that it is not clear-whether the right tests—
are in place (either as part of DIT or in the subsequent Model Office) to ensure
the integrity of the new Benefit accounting, settlement and reconciliation
process. There is a workshop on this tomorrow, and we hope then to be in a
position to say whether this is an issue.

That said, provided the BES functionality delivered by Pathway proves itself in Model Office, my guess is that Congo 4 replan is probably feasible.



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3. Congo 5. I have much less confidence in the replan on Congo 5 where for the first time we see Pathway's EPOSS and APS linking-with Interim-TIP, Reference Data and HAPS.—There are a number of reasons for this pessimism:

Assuring that the new Accounting, Settlement and Reconciliation endito end process works. This assurance is a POCL "must have" and yet it is not clear how POCL is going to know before the go-ahead is given that the new process will work. Mena and I raised this issue with Peter Crahan on Thursday, and the issue is now starting to be addressed. To do the testing properly could significantly increase the time currently planned for test preparation and test execution

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Pre-test deliverables. There is a catalogue of things that should be in place before integration testing with POCL goes ahead. Taken individually, they are not serious, but taken together they indicate that we (PDA, POCL and Pathway) are not ready. To give you a flavour, the catalogue includes: agreement to Interim TIP/Pathway interface spec; cash account format agreement; detail of how transactions will be undertaken using BES help desk (workaround agreed for Congo 4); Reference Data testing environment to be used (ability to regress); finalise Reference Data test strategy; setting up physical links between Pathway and Interim TIP/HAPS; incomplete HAPS DIT specification; etc.

• Is Pathway ready with their Congo 5 systems?—We don't know, but the project managers are seeing very little evidence that they are and some indications that they are not. The latter includes: initial HAPS file sent which was no-where near meeting the interface specification and ▶ Pathway unable/unwilling to send another over the following 2 weeks; slippage on dates for starting Congo 5 DIT (should have been 1st April) with all 3 POCL systems and still unable to commit to a date

- 4. Other Activities Falling Behind. There are other areas which need to be addressed, but which do not impact directly on progressing Congo 4 and Congo 5. If we are having a full review of plans and progress, it would be helpful to include:
 - inadequate information about roll-out. One of the key determinants of a successful roll-out will be the timely and accurate provision of information relating to offices which will be/have been automated. The current flow of information is far from ideal, and experience suggests that the ambitious target of 300 outlets per-week will be compromised by the inadequacies.) We also need to be clear about POCL's right of access to Pathway held data
 - *Sperception of inadequate progress on service management.*—There is a perception in POCL that Service Management is not sufficiently advanced for this stage of the Programme. There is a lack of knowledge in POCL about what is going on in this area.

I hope this helps. You will no doubt call if you need clarification. Min

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