



Joint Progress Meeting HNGX Update

24th June 10

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Agreed Baselines



- Schedule
 - V130.A00 draft
 - (The plan that will be reported against from now onwards)
 - V80.A00 check-pointed with the client
- Requirements
 - version 1.42
- Testing Baselines
 - VOL - MR 1.22.01 + BAL/OSR - 01.23.01
 - LST - Data Centre 1.22 + Counters 1.23.01

HNGX Summary			Red Amber Green	Major issue impacting timescales, cost or risk Major issue but with actions agreed to resolve No issues	FUJITSU
RAG	Last Status	Current Status	Description	G2G plan	G2G Target Date
Resourcing	Amber	Green			
Schedule	Amber	Amber	Stabilisation of live service continuing. HVP restarted 09/06/10, will continue until 25/06.	Complete HVP migrations 25/06, continue monitoring. Review results at RAB4/AG4.	30 June 10
Requirements	Green	Green			
Architecture	Green	Green			
Apps Development	Red	Red	Daily prioritisation of new issues from live/test + Amber Alert issues. High volume of Hot fixes.	Daily tracking of progress against plan.	02 July 10
Test	Red	Red	Cycle 3 started 18/06. Key tests scheduled to complete 27/06. High volume of fixes in LST.	LST testing to be prioritised.	27 June 10
Migration	Amber	Amber	HVP restarted. Schedule for completion of HVP agreed. Branch Router installations in tail management.	Review results of HVP, to confirm rollout schedule.	29 Jun 10
Infrastructure	Red	Amber	Rollout of Vodafone WWAN progressing (10,134 branches completed). VSAT testing in LST. Revised plan issued. Van solution for WWAN proposed.	Confirm LST exit date for VSAT solution + completion date for Vodafone rollout.	25 Jun 10
Service Transition	Amber	Amber	No showstoppers on Service Readiness.		
Contract	Green	Green			
CRs	Green	Green			

Exec Summary



- 1,183 branches (10.3%) migrated to HNGX, 5,380 counters migrated (17.8%) as of 23rd June
- High Volume Pilot
 - 44 out of 45 Crown branches successfully migrated 22nd June (97%)
 - 245 out of 254 Federation branches successfully migrated 23rd June (96%, note – 3 branches to confirm progress beyond PONR)
- Red Alert Downgraded 21/06
- Live service issues:-
 - No Major issues impacting large numbers of branches over last 5 weeks during core branch trading hours
 - Oracle Resource Manager running Stats job at 3 p.m. 18th June caused Node 1 on Branch database to run slowly. Config change to Stats job implemented 18/06. Not classed as a major incident.
 - Service stability monitoring continues.
 - Shared Pool memory usage significantly improved.
- 11,368 Branch Router installations completed (99.2% of estate).
- Milestones – 33 completed on schedule, 11 completed ahead of schedule, 66 completed behind schedule

Branch Database Issue



- BRDB/Streams
 - Plan B for recovering backlog for BRSS completed 20/06
- Oracle Branch Database Incident
 - Changes implemented 30/05:
 - Oracle patch 9734573
 - EMDB & Branch Database Queries using bind variables (RA1005.7)
 - BAL improve Heart Beat code (RA1005.9)
 - Changes implemented 06/06:-
 - Splitting of WKG_ working tables (RA1005.6a)
 - Re-build of AUD\$ TABLE (RA1005.6b)
 - Resource Manager enabled (RA2605.2) – switched off 07/06, re-enablement tbc
 - Changes implemented 09/06:
 - OSR Transaction Recovery Action (RA2605.3)
 - Changes implemented 13/06:
 - Oracle Patch Set 4 (RA2605.1)
 - Change implemented 20/06:
 - Oracle LCK Patch

Milestones - 1



Milestone	Team	Planned	Forecast	Success Criteria	Comment	RAG
High Volume Pilot technical migration steps Completes	Mig	25/06/10	25/06/10	Significant number of branches in HVP trading using HNGX solution	21/06 - Ready for tonight's migrations 22/06 - 44 of 45 successful migrations from the 21/06 schedule. 254 branches planned to start migration today. 23/06 - 245 of 254 successful migrations from 22/06 schedule. 17 branches planned to start migration today.	
AG4 (Pre-rollout) Branch Migration commence rollout	Mig	11/03/10	29/06/10	Approval to proceed to Rollout	08/06 - Date confirmed	
RAB4 (Pre-rollout) Branch Migration commence rollout	Mig	11/03/10	29/06/10	Approval to proceed to Rollout	08/06 - Date confirmed	
High Volume Pilot Completes	Mig	20/02/10	30/06/10	Satisfactory progress through AG4 and review of HVP data against 1. System Monitoring, 2. Migration Rag report, 3. Restart criteria		
Counter rollout commences	Mig	12/04/10	01/07/10	First branches migrated	14/06 - Pending successful completion of HVP migrations by 25/06 and review of HVP results by AG4.	
Branch Router rollout complete	Mig	12/07/10	12/07/10	Completion of final branch router installation (excluding 50 VSAT branches). The main body will complete 06/07 and the Phu 12/07	23/06 - 11368 branches have BR installed, 99.1 % of estate. 24 standard branches remaining (additionally 12 luggable to PHU and 50 VSAT branches)	
Branch Router VSAT solution in Model Office	Mig	21/07/10	21/07/10	Solution available in Model office		

Milestones - 2



Milestone	Team	Planned	Forecast	Success Criteria	Comment	RAG
VOL Cycle 3	Tst	26/05/10	TBC	All critical (agreed) tests for rollout completed.	17/06 - Start of Vol cycle 3 delayed to 18/6 due to challenges encountered with environmental set up 18/06 - Vol cycle 3 testing started today. 22/06 - Key tests for AG4 at risk.	
VSAT solution in Model Office	Mig	28/07/10	28/07/10	Model office migrated to HNGX		
Additional Test capability	Arc	20/07/10 TBC	TBC	Readiness of additional test capability	17/06 - Mid July is unachievable, Architecture team will feed back at the end of June. A new date will be confirmed at this point.	
Milestone closed since last report						
Red Alert downgrade	Mgt	40350	40350	Downgraded to Amber	17/06 - Dependent on successful application of LCK patch 20/06. 21/06 - LCK patch applied successfully, meeting at 1700hrs to decide whether the Red Alert can be downgraded. 22/06 - Decision taken to downgrade to Amber at 1700 meeting	

Exec Summary – Development



■ Challenges:

- PEAK clearance:
 - Focus on Red Alert issues now complete
 - Continued focus on any other high priority issues raised
 - Counter and OSR Releases now progressing fortnightly
 - Release plans continuously flexed to support plan changes

■ Progress:

- No Release 1 software releases this period.
- Hot fixes processed as required
 - Including Counter 1.23.01.01

Infrastructure



■ Challenges:

- Resourcing red alert as necessary
- Focussed on supporting Branch migration
- Addressing priority peaks
- Supporting Live services
- Implementing upgrades & fixes as agreed

■ Progress:

- PAN Manager upgrades complete

Deployment



■ Challenges:

- ※ Completing Red Alert and restart criteria.
- ※ RAG under continuous review & progressing well. Over the past week we have closed 5 Priority A issues and 3 new items have been added.

■ Progress:

Branch Router

- ※ 11,368 successful Router installs – 99.2% of the total estate.
- ※ Tail management continuing throughout June.
- ※ Vodafone WWAN Router Configuration. Rollout has been continuing on nightly basis with 1000 Branches being targeted per night, (now including HNG-X branches). Currently 10,134 branches have received the deployment and there are approx 400 remaining which will be targeted over the coming weekend.
- ※ PHUs: 436 installed. Remaining branches being managed as part of tail management.
- ※ VSAT: LST completion date is currently 14/07/2010. This will be followed by MO and Pilot in July and Rollout to commence 02 Aug and due to complete by 15 Aug 2010.
- ※ WWAN in Vans: USB Key Solution proposed to enable faster switching between mobile network providers, meeting on 23rd June to discuss further.

Branch Migrations

- ※ 30 CTO's now open.
- ※ Counter release 25.8/9 – Rollout in progress and is at 99% complete with CTOs remaining.
- ※ Counter release 25.10/11 – Rollout in progress and at 99% with 1 counter remaining excluding CTOs.
- ※ Counter X0122 (including X0121) rollout in progress 97% and targeting sites once migrated.
- ※ Counter X0123 commenced Pilot on the 15/06/2010.
- ※ 559 branches migrated successfully in HVP from 3rd June to 22nd June with an average of 93% success rate and increasing. (w/c 21st June is currently 96%)

Acceptance, Security and Decommissioning

- ※ AG4 date scheduled for 29th June. No showstoppers.

Test	FUJITSU
■ Challenges:	
■ VOL:	
◦ Problems with the application of formal BAL 01.23.01 baselines resulted in one day's delay to start of Cycle 3 ◦ Test issues with reports cut-off scripts took longer than anticipated to complete ◦ Additional script variation added to BAL/BRDB tests introduced test data issues which required investigation	
■ LST:	
◦ Urgent fix for NCO Probes/heartbeat on counter failed test – fixes delivered and in test. Re forecast 2 July ◦ CNIM testing has identified changes required in counter rules – re forecast required ◦ Identification of baseline content in readiness for Release 2 proving difficult	
■ Progress:	
■ VOL:	
◦ Completed support for Red Alert VOL Test Plan ◦ Completed preparation tasks for Cycle 3 ◦ Progressing AG4 tests as per plan – results analysis urgently required	
■ LST:	
◦ 9 release notes successfully tested, including Red Alert fixes, REHL Upgrade to all platforms with exception of DXC, Anti Virus upgrade , Hot Fixes: Audit Server , TIP repair tool , STMRA ◦ Red Alert complete as far as LST testing ◦ Continue 1.23.01 testing –intercepted rate board fix ◦ Progressing Release Notes in preparation for Release 2 change freeze	

Risks



Client Ref	Project	Owner	Description	Probability	Impact	PI
HNG-xR0004	HNG-x R1 Development	Jobson Pete	Unfulfilled System Architecture Requirements delay Acceptance or roll out (for non - CCD Arch Docs) (POL owner IT)	5%	4	0.12
HNG-xR0008	HNG-x R1 Development	Richardson Debbie DB	During Post Live VOL testing, the solution does not operate in accordance with the required performance targets (i.e. Transactions per second BAL/OSR) (POL owner IT)	5%	4	0.12
HNG-xR0018	HNG-x Migration	Butts Geoff	HNG-X Rollout fails in Pilot leading to Pilot/Rollout stop (POL owner WR)	20%	8	0.4
HNG-xR0020	HNG-x Migration	Butts Geoff	Customer will be unable to meet rollout rate (i.e. POL overwhelmed by rate of rollout) (POL owner WR)	5%	4	0.12
HNG-xR0024	HNG-x Migration	Butts Geoff	Contractual acceptance documentation is not formalised leading to late changes and failure to pass the acceptance criteria (POL owner Phil Norton)	5%	4	0.12
HNG-xR0040	HNG-x Migration	Butts Geoff	POL may halt rollout due to unforeseen financial difference in pre- and post- migration reports. (POL owner WR)	10%	4	0.12
HNG-xR0042	HNG-x Migration	Butts Geoff	The volume of support calls cannot be handled by the support teams and infrastructure - Horizon Day1 + ongoing support required during migration (POL owner WR)	20%	8	0.4
HNG-xR0050	HNG-x Migration	Butts Geoff	Live Usage will identify volume related performance issues that were not encountered during VOL testing. (POL owner WR)	30%	4	0.28
HNG-xR0051	HNG-x Migration	Butts Geoff	SYSMAN distribution cannot sustain the currently proposed beat rate of 275 branches per night (POL owner WR)	10%	8	0.24
HNG-xR0059	HNG-x Infrastructure	Cochrane Vince	Following migration of Data Centre critical elements of Horizon fail. (POL Owner WR)	15%	16	0.48
HNG-xR0067	HNG-x Migration	Butts Geoff	RDB Hydra Vol Issues are not resolved sufficiently to support the Max rollout beat rate of 275 per night (POL owner IT/WR)	5%	4	0.12
HNG-xR0076	HNG-x Migration	Andrews Mark (GD HQ)	Development of VSAT schedule is delayed and impacts completion of branch migration rollout	5%	4	0.12
HNG-xR0078	HNG-x Migration	Andrews Mark (GD HQ)	Risk of loss of support from Branch Network (NFSP)	25%	8	0.4
HNG-xR0080	HNG-x Migration	Andrews Mark (GD HQ)	PCI Compliance Audit and subsequent contention on Rollout Schedule	20	8	0.4
HNG-xR0081	HNG-x R1 Development	Richardson Debbie DB	Critical Cycle 3 tests may not complete prior to AG4	20	4	0.2
HNG-xR0082	HNG-x R1 Development	Richardson Debbie DB	Still a number of fixes in Development and Test which pose a risk of regression to service	20	8	0.4

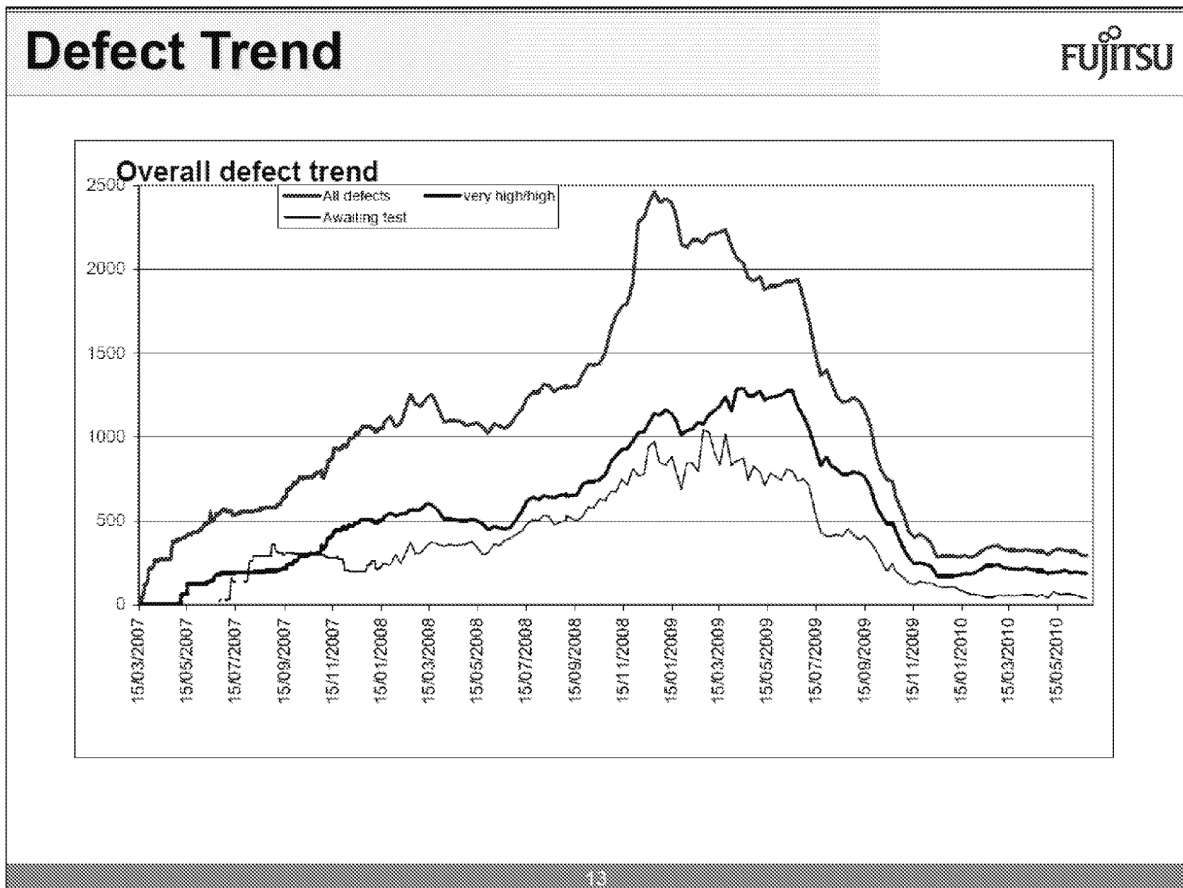
Defect Analysis



Area	Raising rig	Priority								Total		New this wk
		V. High (A)		High (B)		Med (C)		Low (D)				
SV&I Func	SV&I	0	(0)	4	(0)	8	(0)	8	(0)	20	(0)	(0)
RV Acc. & Mig	RV	0	(0)	0	(0)	1	(0)	0	(0)	1	(0)	(0)
V&I	V&I	0	(0)	1	(0)	2	(0)	0	(0)	3	(0)	(0)
SV&I NF	SV&I	0	(0)	25	(-3)	20	(+1)	1	(-1)	46	(-3)	(0)
NTSS	ST	0	(0)	4	(0)	0	(0)	0	(0)	4	(0)	(0)
	LST	12	(+1)	82	(-8)	37	(0)	2	(0)	132	(-7)	(+8)
Other	CIT	0	(0)	0	(0)	1	(0)	1	(0)	2	(0)	(0)
	CTT (Core)	0	(0)	5	(0)	6	(0)	3	(-1)	14	(-1)	(0)
	LRDP	0	(0)	0	(0)	1	(0)	1	(0)	2	(0)	(0)
	LEV - Live	0	(0)	2	(0)	2	(0)	0	(0)	4	(0)	(0)
	VOI	12	(0)	21	(+4)	9	(+3)	0	(0)	42	(+7)	(+11)
	POL FS	0	(0)	15	(0)	3	(0)	1	(0)	19	(0)	(0)
Total		24	(+1)	159	(-7)	90	(+4)	17	(-2)	290	(-4)	(+19)

Defect targeting	Total	
Peak targeted	82	(-7)
Back with QC (Test)	121	(-35)
Not targeted or released	432	(+16)
Total	635	(-26)

Deferred Agreed	317	(-1)
Deferred Proposal	4	(-1)
Test	66	(-10)
Development	220	(+7)
Grand Total	290	(-4)
Subset of total with POL	8	(0)
Subset of total not PEAKs	13	(-1)





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