

SPM Business Design Authority

Outputs Pack

3rd May 2024



Agenda Items for Today



Attendance Check



Decisions for Communication

Horizon Issues Judgement (HIJ) Problem Statements

Attendance Check

Minimum attendees		Note: attendee must either send a delegate or have reviewed and confirmed acceptance of BDA topics offline	
Representation from	Attendee	Delegate	Attendees
Programme Leadership & Final decision-making authority	Kelly Goodwin / Andrew Kingham	Lee Hosford	Andrew Kingham
Commercial	Jo Paramour	Barbara Brannon	Jo Paramour
Network/Retail	Martin Edwards	Bruno Vinel	Steve Fox
Architecture	Samuel Jeyakumar	Praveen Bhujade	Samuel Jeyakumar
NBIT Head of Technical Integration	Elli Bell	Kate Kay	Elli Bell
NBIT Head of Commercial Product Delivery	Kate Kay	Luke Pritchard-Woollett	Kate Kay
NBIT Head of Branch Management Delivery	Luke Bailey	Claire Hurrell	Luke Bailey
NBIT Head of Core Systems	Graham Bevan	Richard Carter	Graham Bevan

Decisions for Communication



HIJ Problem Statements

Background / Context:

The Inquiry Assurance Lead for the SPM Programme recently shared a list of problem statements that were historically agreed via the Horizon Design Review Forum (HDRF) to be delivered on NBIT, rather than any changes being made to Horizon.

These problem statements were brought to BDA on 16/04/24 for communication to confirm their inclusion into SPM scope. The purpose of this was to ensure there was a formal governance record of these items being included in scope and to ensure it was formally communicated to teams to include the requirements into backlogs. However, during the session, it was raised that further action was required before these could be brought to BDA and as such, the pack was withdrawn.

Since then, the Scope & Requirements team have confirmed with Simon Oldnall and Andy Kingham that the list of 'defer to NBIT' problem statements taken to BDA on 16/04/24 remains valid, but that due diligence needs to be completed against the full suite of HDRF outputs to ensure any other relevant requirements raised in this forum are also absorbed.

'Defer to NBIT' HIJ Requirements:

Since these problem statements have been raised via the HIJ, they will be **automatically accepted into SPM scope** subject to review and if it is confirmed they are not already addressed outside of SPM scope.

The Scope & Requirements team have worked with NBIT Commercial and Back Office teams to review the problem statements, align which are in scope versus not in scope, and identify next steps where required.

The HIJ problem statements have been grouped as below.

Grouping	Description
A	Will be addressed by an alternative NBIT solution
B	In scope for NBIT, pending addition to relevant backlog(s)
C	Will be addressed by an alternative non-NBIT/SPM solution
D	Pending further discovery

products and services, to confirm readiness and ensure no relevant governance or other relevant requirements are in scope.

- Agreed to update the impacted NBIT area for the 'Voucher Payout' item from 'Banking' to 'Bill Pay'

Actions

- Scope & Requirements team (@Matthew Go-Olivar) to complete due diligence exercise on HIJ Problem Statements and outputs with appropriate support as required.
- Scope & Requirements team (@Emily Robinson) to bring HIJ items back to BDA for communication once due diligence is complete.

Post Office Limited - Document Classification: INTERNAL

Decisions for Communication

Acknowledged all HIJ Problem Statements in Group A

Group A: Will be addressed by an alternative NBIT solution

These problem statements are in scope for NBIT and included in the Back Office as confirmed with Michelle Stainsby:

Impacted NBIT Area	Item	Problem Statement	HDRF Date	How will it be resolved on NBIT?
Back office	<u>Branch Accounting - 9 times Trading Period process - No Prevention to Cross the Limit</u>	Currently there is no message to warn the Postmaster that they are approaching the 9-threshold limit or preventions to stop them continuing once they reach it.	N/A	- Confirmed with Michelle Stainsby there is no 9 TP threshold on NBIT. - Users will be reminded to complete a TP via Task Manager so should not forget.
	<u>Branch Accounting - 9 times Trading Period process - Can't Complete More Than 9 TPs</u>	If a branch is more than 9 Trading Periods(TPs) behind, they are unable to complete the required amount of TPs to return to up to date as they can't complete more than 9 within a 62-day window otherwise the system crash and requires a new FAD code at a cost of £100,000. Currently, the preference over allowing a postmaster to spread their TPs out and potentially make this mistake, is to complete an "Assisted rollover" at the cost of £100,000 to Fujitsu to allow access.	N/A	- Confirmed with Michelle Stainsby there is no 9 TP threshold on NBIT. - Users will be reminded to complete a TP via Task Manager so should not forget.
	<u>Trading Period/ Balance Period - Stamp Declaration</u>	Stamp Declaration all require the postmaster to manually count and often result in miscount and discrepancies. Due to the volume and frequency of counts mistakes are common due to all counts being manual.	01/02/2022	Confirmed with Michelle Stainsby on NBIT we do not have shared stock units, so no declarations are required. We have stock counts which reset the stock file to actual stock levels counted. If miss counted, they can be recounted as a single line count or a full stock count if user prefers and be amended within the same balance period.
Devices	<u>00' Button Too Close to Enter Button</u>	The button to add an extra two digits onto the deposit amount is directly next to the Enter button used to confirm amount (though an extra confirmation step has been added here, mitigating the impact of this somewhat).	15/02/2022	Confirmed with Luke Pritchard-Woollett the "00" button is not used on NBIT, so this feedback is not relevant for the journeys and therefore has no NBIT impact.
Counter Terminal	<u>All Payments & Complex Basket - Lost Transactions</u>	When a basket is abandoned, the transactions are lost if there are no recoverable transactions. We need to make sure these transactions are stored and available for reporting purposes and available to the branch for information.	01/03/2022	Confirmed with Michelle Stainsby and Phil Manning that this requirement will be met by the Event Logging Capability for Branch Management, which is covered under <u>BM-11778</u> .

Decisions for Communication

Group B: In scope for NBIT, pending addition to relevant backlog(s)

Acknowledged all HIJ Problem Statements in Group B.
Agreed to update impacted NBIT area for Voucher Payout item from 'Banking' to 'Bill Pay' - Updated

These requirements will automatically be absorbed into the Commercial Products backlog as agreed by Kate Kay, Barry Johns and Luke Pritchard-Woollett:

Impacted NBIT Area	Item	Problem Statement	HDRF Date	Next Steps
Travel Money	<u>Pre-Order Purchase Currency - Outside Sellable Range</u>	Horizon currently recommends currency options that are outside of the sellable range, however it is only when the customer chooses an unsellable option that the postmaster is notified that the transaction cannot be completed. This can lead to delays, poor customer experience and potential loss of sales. (Linked to PS0067)	21/12/2021	- Commercial Product Owner to add to backlog and prioritise in relation to items in existing backlog - Scope & Requirements team to work with Change Impact Co-Ordinator to validate impact to other areas - If during discovery, it is confirmed these requirements are not needed or will be addressed in an alternative way, the requirements will be brought back to BDA for a communication to descope
	<u>Click & Collect - Postmasters Not Made Aware of New Orders</u>	Horizon does not automatically update when a customer places a new currency order and instead, Postmasters have to periodically press the "Pending Order" button. This can lead to counter clerks unknowingly selling currency too much currency in branch, meaning that there not a sufficient level to fulfil the click and collect orders. This can lead to poor customer experience and possible loss of sales for Postmasters.	21/12/2021	
	<u>Click & Collect - Branches Cannot Partially Fulfil an Order</u>	A Postmaster can offer partial fulfilment of a click and collect order (minimum £400) in the even complete fulfilment is unavailable. However, if the stock levels are less than the click and collect order, the Postmaster must refuse to sell any currency and suggest alternative options. (Linked to PS0068)	21/12/2021	
Mails	<u>Sell Postal Services - Stocking of Priority Labels</u>	Currently a wide range of special service labels are stocked and need to be individually scanned dependent on the service selected by the customer. This requires the branch to stock this labels which might not be required as often and the possibility for counter clerk/Postmaster to select a wrong label for the service selected	07/12/2021	
Government Services & Licences	<u>Passport Services - Special Delivery Question Screen</u>	When want to process applications click Applications Successful - EG Adult £85.00 - Will then ask if prepaid and then ask if the customer want £5.00 Passport Office special delivery return	29/03/2022	
Bill Pay	<u>Voucher Payout - Postmaster Pay Out Cash in Place of Energy Top Up</u>	Postmaster always pay out cash instead of Top up as voucher payment for e.g. Energy Top-up. This causes accounting issues for the branch. Customer given a voucher (hardship) to top up their energy. The Postmaster gives the customer the cash the fuel is still not topped up, but the customer has gained cash.	24/05/2022	

Decisions for Communication

Acknowledged all HIJ Problem Statements in Group C

Group C: Will be addressed by an alternative non-NBIT/SPM solution

Impacted Area	Item	Problem Statement	HDRF Date	How will it be resolved?
Back Office	<u>Order Stock - Cannot be Amended in Horizon</u>	An order cannot be amended once it's been placed, often leading to duplicate orders Some value branches were moved to fortnightly from weekly, this means that orders sit on Galaxy until the correct week and the branch are unable to amend the order even when the actual delivery date is still 2 weeks away	26/04/2022	All ordering is completed via Branch Hub and not via the Branch Back Office or Counter Terminal. However, a link to Branch Hub will be provided on both CT and BO, which is covered under BM-157 .
	<u>Order Stock or Cash - No Automated Advice for Stock Ordering</u>	Currently there is no standardised method across order stock, cash, coins, currency. Postmasters have requested that the method to order stock be brought in line with how Cash and Currency are ordered	26/04/2022	All ordering is completed via Branch Hub and not via the Branch Back Office or Counter Terminal. However, a link to Branch Hub will be provided on both CT and BO, which is covered under BM-157 . Predictive Ordering will be managed by Supply Chain. However, NBIT will introduce a better stock file control, which will enable better productive ordering.
	<u>Order Stock - Cannot be Tracked Once Made</u>	Currently there is no way to track orders/ order status once they have been made	26/04/2022	All ordering is completed via Branch Hub and not via the Branch Back Office or Counter Terminal. However, a link to Branch Hub will be provided on both CT and BO, which is covered under BM-157 .
	<u>Order Stock - No Monitoring/Tracking In Place</u>	There is no monitoring or tracking mechanism in place and so no control / no validation checks are in place over the stock volumes entered by the Postmaster / Counter clerk in the branch	26/04/2022	All ordering is completed via Branch Hub and not via the Branch Back Office or Counter Terminal. However, a link to Branch Hub will be provided on both CT and BO, which is covered under BM-157 .
	<u>Order Stock - Turnaround times</u>	Currently they order 5 days in advance of their delivery date. We are looking at giving relay offices 2 extra days and ParcelForce offices an extra day	26/04/2022	All ordering is completed via Branch Hub and not via the Branch Back Office or Counter Terminal. However, a link to Branch Hub will be provided on both CT and BO, which is covered under BM-157 .

Decisions for Communication

Group D: Pending further discovery

Acknowledged all HIJ Problem Statements in Group D

These requirements require further discovery, before we can confirm whether they are in NBIT scope or addressed by an alternative solution. These will be brought back to a following BDA for confirmation, once further discovery is complete:

Impacted NBIT Area	Item	Problem Statement	HDRF Date	Next Steps
Back Office	<u>Branch Accounting - 9 times Trading Period process - No Monitoring</u>	Currently there is no monitoring for branches completing multiple TPs in a small timeframe. This could indicate the need for training or an early warning to prevent the postmaster crossing the 9 TP threshold. (Linked Problem Statements PS0007, PS0009).	N/A	Scope & Requirements team have engaged Alison Clark & Dawn Quick to confirm assumption that central network monitoring team will keep track of this.
	<u>Order Stock - Limited Branch Categorisation in APOP</u>	The branches are categorized into five groups. This means branches cannot be properly put into groups based on the volume of transaction they do for a particular product	26/04/2022	Scope & Requirements team have engaged Cheryl Wingfield to confirm if this requirement will be addressed by APOP replacement.
	<u>Trading Period/Balance Period - Unclear if Required Reports are Completed</u>	It is unclear to the Postmaster if they have completed all the reports required, especially for Trading Periods. Monthly balancing requires 3 extra reports to be completed which are not listed on the balancing screen. This can prevent postmasters from completing their monthly processes in full and cause confusion. The 3 extra reports for monthly balancing to be included in the balancing screen with a reference note against them to annotate 'trading period' reports. 1. Trading Statement 2. Postage Labels 3. Suspense Account	01/02/2022	Scope & Requirements team to obtain written confirmation from Davyd Nash, Barry Johns and Compliance that the Postage Label Report is not part of business requirements for Mails and therefore is not required for the TP process