

## **HSRF SUMMARY REPORT ON SERVICE REVIEW FORUMS**

**MONTH: NOVEMBER 2000**

### **REFERENCE DATA**

In general the forum continues to be useful. Structure changes introduced recently have improved the efficiency and effectiveness of the forum.

Discussed ICL Pathway's requirement for CRs for product changes that may affect benchmark transaction times. Reached a fair measure of agreement for a viable way forward, but the issue currently rests with the commercial teams from the two organisations. HSRF may be asked to endorse way forward if issue is handed back from Commercial.

Problems/Issues discussed:

- Identified a potential risk, in that operations around the interface for reference data are highly dependent on individual undocumented knowledge held by one individual in each organisation (Paul Phillips, PON; Kevin McKeown, ICLP). This risk is being managed by the RDORF.

Actions:

- Paul Phillips and Kevin McKeown to produce brief description of the range and scope of the activities/capabilities/expertise etc. required to fulfil their roles.
- Joint workshop to be held when both sides have completed their current activities.

### **INCIDENT REVIEW AND EXCEPTION (BIMS)**

Invoice for June to August 2000 has been finalised and agreed and Richard Brunskill will request the raising of an invoice for £27900.00.

There are still a number of outstanding Case Law issues which are being chased from PON and ICL Pathway for resolution, however, these incidents have not been repeated in recent months therefore the volumes are not increasing.

### **PROBLEM MANAGEMENT**

No feedback

### **BUSINESS CONTINUITY**

Generally good progress - 7 actions closed since last meeting, 7 remain open. Key actions are around the following areas:

- Cross domain walk-through for Business Continuity required - to be arranged in the new year.
- Concerned that we still haven't been able to review the ICLP Business Continuity Plans which have changed as a result of CSR+.

Problems/Issues Discussed:

- Non polling (Problem no. 10000073) - concerns around progress of solution for marooned transactions. Agreed to monitor via the Problem Mgt. Domains

**HELPDESK**

No feedback

**TRANSACTION DATA**

This forum has not been held for some months due to a change in staff but it has also been recognised that the OLA needs amending to take into account different ways of working. Meetings are being held between PON and ICL Pathway to develop the OLA and future review meetings.

**AP**

This group is still working as a Steering Group and is in the process of transferring to the format of Service Review Forums. As a result some elements of the current meetings are being transferred to other areas to ensure that the forum only focuses on the service review element.

**LOGISTICS FEEDER SERVICE**

Draft Terms of Reference have been written for this new forum and a working group is currently developing the OLA and deciding on the appropriate attendees for the Service Review Forum. The first meeting of the Review Group is planned for 6 December 2000.