

**Minutes Contract Administration Meeting - 23 May 2001**

Attendees: Colin Lenton-Smith  
Hilary Forrest  
Keith Baines  
Mike Hannon  
Nicholas Samuel

<b>Agenda Item</b>	<b>Action Points</b>	<b>Who</b>
1. A2A's	1. There are now 5 A2A's still to reach CCN:	
	a) c/f OBC pricing -. OBC Pricing has now been agreed and a CCN is required to introduce the relevant document into the contract. Waiting for Steve Reed to submit a CCN. Carried Forward	HF
	b) c/f DPA subject access. Pathway (Graham Hooper) sent the Subject Access Request procedure document (CS/PRO/109) to POCL for approval on 8 March. One comment was received stating that the document did not reflect ICL Pathway's position as a data controller. ICL Pathway responded saying that on the basis it is not a data controller the document does not require amendment and that V2.0 would be issued for approval. This document should satisfy the A2A and following its approval a CCN will be raised. Work on DPA in general with regard to the new act is ongoing and progress will be reported at Contract Administration Boards. Meeting to be arranged between Mike Hannon and Hilary Forrest to discuss progress.	MH/HF
	c) Internal service levels. Covered under agenda item 2.	MH/HF
	d) c/f Help desk behavioural standards –It was agreed that further discussions regarding the behavioural standards would be progressed through the Help Desk Forum. Mark Haynes from BSM is currently rewriting PON Helpdesk behavioural standards which will address/progress outstanding issue. Mark Haynes to complete rewrite by end of May 2001. Progress updated at next Contract Admin. Meeting.	
	e) c/f Competence reporting-. Satisfactory reports	

	are currently being received by PON. Next step is to formally introduce the reports document as a CCD and raise a CCN to amend the A2A. Reports document has been approved, CCN 780 has been submitted. CCN signed. Closed	
2. Internal Service Levels	<p>2. Paragraph 5 of the redrafted R869 included the words that POCL would “validate” a performance model. AEO provided update of ICL Pathway conception of related issues. These views are to be documented further in correspondence to KB. Two Issues raised within AEO’s response;</p> <p>a) A2A KB is to formally respond to the approach proposed by ICL Pathway KB has formally responded in agreement of the position set out by AEO. MH and HF to progress the appropriate form of words to be included into the Contract to remove the A2A Carried Forward</p> <p>b) Volumetrics - Work is currently in progress to establish what Volumetrics are currently required as part of the Codified Agreement and in what format and identify where the source of the information will be. Work is being progressed by Mike Balmer and Peter Robinson. A document is with POCL for approval. Ongoing further reports to be provided at subsequent Contract Administration Boards. Awaiting updates from respective representatives. Carried forward</p>	MH/HF
3. Transaction times	3. (c/f) KB to document emerging thoughts formally. KB to extend period of “grace” on transaction time liabilities pending documentation of emerging thoughts. KB provided an extension to ‘grace’ period letter at the meeting.	KB
4. Controlled Document tidy-up	<p>4. c/f Graham White had provided a list of apparent document anomalies to HF. HF to review and respond.</p> <p>Carried Forward</p>	HF
5. Time to fix	5. It is believed that the agreed proposal has been included in the Service Review Book Guide for review at the HSRB. MH to check and respond back. Awaiting response from Mike Balmer. For the purposes of this meeting the issue is presumed closed.	MH
6 Previous Actions	6. Menu Hierarchy - Holding response received from AEO. A full response was provided by AEO. The	MH

- principles proposed by AEO seem to be acceptable provided it is the end position that is recognised. KB to formally respond. Letter was sent by Keith Baines. MH to produce a CR to cover the issue.
7. Introduction of Icons- Letter sent to AEO, awaiting response. Response received from AEO. KB to respond in due course. Carried Forward. Also CCN773 has been submitted to address the backlog of icons. POCL will respond early next week to ask for an extension. . POCL responded to the letter from AEO. A further meeting took place and a way forward has been agreed. CLS was waiting for confirmation that the current set of produced icons would be delivered in the S6 release. KB
  8. ERA - Chinese Walls NDA to be provided to ICL Pathway. Pathway have provided comments on the NDA for review. ICL Pathway wish POCL to consider an NDA to protect ICL Pathway information. POCL will review . As work is now progressing again on the ERA project it was agreed that the NDA's would be re-circulated for comment. MH
  9. Network Bank 5 Way NDA- Comments have now been received from IBM and a revised NDA will be issued in due course. MH to progress. Ongoing MH provided an update on the current position of the NDA. The issues is being addressed at a senior level within IBM. Dave Smith would be in contact with IBM to try to advance their position. MH to keep all informed of progress. MH
  10. Data Extraction and Witness Statements. An update was provided by Graham Hooper and Jan Holmes on Data Extraction in advance of the formal introduction of a CCN. It was agreed that there could be potentially three sources where data could be extracted after the data is unavailable at the outlet. ICL Pathway agreed to look at how all these three data sources could be used to provide a service to PON. The CCN is to be updated in due course. Pathway also suggested that it might be a good idea to address this issue as part of the Network Banking requirement. ICL Pathway stated that the CCN discussed at a previous meeting was not now going to be formally raised. There remains some concern around the estimated GH/JH KB

numbers of 'requests' that may be made. It was agreed that Network Bank may impact on the scope of this requirement. KB to discuss with Charles Leighton and Sue Harding.

11. Standard NDA's. It was agreed that there may be some benefit in attempting to put together a number of Standard NDA's to use wherever feasible. Three clusters were identified where standard NDA's could be developed these being;

- POCL and ICL Pathway and Suppliers of POCL [POCL to prepare first draft]
- POCL and ICL Pathway and Suppliers of ICL Pathway (eg. Escher) [ICL Pathway to prepare first draft]
- POCL and ICL Pathway and Clients of POCL [POCL to prepare first draft]

MH/HF

It was agreed that MH and HF would look into agreeing standard NDA's. Carried Forward.

12. Consumables – ongoing. KB to inform Pathway what POCL wish to do on this matter. POCL provided a response to ICL Pathway and a further meeting had taken place. Closed

13. Second Availability Fee - ICL Pathway had not received a response for letter dated 11 December 2000 from Tony Oppenheim. KB to check and respond accordingly. KB had formally responded and had also received a response back from CLS. KB informed CLS that he did not agree with the interpretation in his letter as E08 applied to all Smart Card products. KB to formally respond.

KB

14. GGP Kiosk Tender- An extension to the letter to proceed for the GGP Kiosk tender until Tuesday 17<sup>th</sup> April. KB to provide extension letter. Completed. Closed

15. Network Bank - CCN754c - A further extension of cover is required for the work detailed in CCN754. KB to provide extension Letter. Completed. Closed

AOB

16. ERA- KB handed a letter to CLS a letter detailing POCL's view on the next steps for ERA. Draft CCN sent to POCL would not be progressed. It was agreed that a meeting would be convened to progress this issue. KB and CLS to set up meeting.

KB/CLS

17. Lost Data Tapes - CLS informed KB that a letter was being prepared detailing the incident. CLS confirmed that TNT were unable to trace the tapes. KB asked if a Security impact on the loss of the data had been performed and what validation process for the tapes was in place, CLS will respond. CLS
18. CCN411a - ICL Pathway believe that they are entitled to full payment for CCN411a and that the fact the CCN was submitted post Heads of Agreement and that the Codified Agreement only included the agreed pricing from the Heads of Agreement supported this position. POCL would look into this and formally respond to ICL Pathway. KB
19. IVR - KB confirmed that no response was required to a letter sent to AEO as these issues would be addressed in the SPOC CCN.
20. ICL Pathway organisational chart. CLS will provide an updated organisational chart
21. Pearce Security Systems Limited - As Pearce are detailed in A08 as an ICL Pathway subcontractor and are now in receivership it was thought that a common press statement would be sensible. CLS to ask ICL Pathway Communication teams to contact Mark Kelly from POCL. CLS