

## Message

**From:** Amber Alerts [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=AMBER A]  
**Sent:** 06/05/2009 11:43:40  
**To:** Amber Alerts [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=AMBER A]; Bailey Clive  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=CLIVE.BAILEY]; Baker John  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=BAKERJ]; Bull Richard  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=BULLR1]; Cochrane Vince  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=COCHRANEV]; Cooper David (PBU)  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=COOPERD2]; Dunmore Phil  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=DUNMOREP]; Gilbey Colin  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=GILBEYC]; Goldsmith Steve  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=GOLDSMITHS]; Goodge Paul  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=GOODGEP]; Hall Andrew  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=HALLA2]; Jeram Peter  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=JERAMP]; Kostuch Maz  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=KOSTUCHM]; Massey Graham  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=MASSEYGW]; Murray Graham  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=MURRAYG2]; Provoost Martin  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=PROVOOSTM]; Robinson Mike  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=ROBINSONM2]; Rowley Peter  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=ROWLEYP]; Warham Wendy  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=WARHAMW]; Wright Roger  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=WRIGHTR]; Young Lester  
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=YOUNGRL]  
**Subject:** Amber Alert Ref 1053 - Post Office (HNG-X) - Update Report (including plan)  
**Attachments:** Ref 1053 Milestones.xls

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## Amber Alert

The milestone spreadsheet has been updated and now incorporates a column with the dates if contingency is added on the tasks that are believed to require it, and includes a 4 week client change freeze.

Reviews have been held with Peter Rowley, Core etc.

Peter Rowley has met with the client and explained that more time is required to finalise the plan and the DA Report. A set of milestones are being drafted for the client that must be achieved - this is to be reviewed with the client on a weekly basis and will also form part of the alert report.

Work is being undertaken to finalise the plan and completion is targeted for next week. The updated risk log and financials will then be finalised.

### Update Report for Event 1053

<b>Reference No:</b>	1053	<b>Status:</b>	Amber Alert
<b>Update no:</b>	*	<b>Date:</b>	2009-05-06
<b>Date opened:</b>	2008-12-23	<b>Class:</b>	Project Delivery
<b>X-ref:</b>	.	<b>Stage:</b>	implementation
<b>Client:</b>	Post Office (HNG-X)		
<b>Address:</b>	.		
<b>Contacts</b>			

<b>Alert Manager:</b>	Graham Murray.	<b>work phone:</b>	
		<b>mobile:</b>	
<b>Account Manager:</b>	Andrew Hall	<b>mobile:</b>	
<b>Division(s) owning resolution:</b>	Core Division	<b>Division owning problem:</b>	Private Sector Division

#### 1 Problem Details:

There is concern regarding quality of the deliverable impacting timescales and cost. No of bugs is significantly higher than anticipated.

#### 2 Commercial Situation:

Project delay and associated costs.

#### 3 Closure Criteria:

Confidence established in delivery timescales.

Milestones that will now be monitored:

SVI Peak Cycle 1 completes = 05/04/09.

VI Key database copy complete = 06/05/09

RV Mig Cycle 3 complete = 15/05/09..

#### 4 Forecast Closure:

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#### 5 Progress/Current Actions:

2009-05-06

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2009-04-29

The milestones spreadsheet has not changed.

Structured Planning Levels now agreed and need to be implemented

Draft End to End plan continues to be reviewed for deliverability and approach

Planning assumption is that we will only use weekends when we need to do upgrades / implementations

Cost at Complete being produced for new plan

PM for infrastructure identified and references being sought.

Risk workshop held and facilitated by one of the company experts

Expert on planning within P&PM has helped with the structure of the planning regime and the consistency of the planning approach.

Level 1 Milestones identified in Plan and these will become the level 1 plan.

Client Board being held Thursday morning.

Additional Resources 4 testers (have been identified and need to be agree with Andrew Hall) may be required for SV&I non functional testing

Replacement VB and some C developerpc may be required.

2 PCO Resources remain outstanding.

2009-04-28

The milestones report now includes a column with the new plan dates. This is still draft and in the process of being optimised and challenged. The milestone dates do not take account of the client change freeze.

All interviews are complete for the DA Review.

Draft End to End plan created and being reviewed to ensure it is deliverable.

Planning assumption is that we will only use weekends when we need to do upgrades / implementations.

LST is now complete and in testing.

2 PM's are being interviewed today (28/04).

This evening (28/04), there is a risk workshop being facilitated by an FJ expert in this field.

For the plan we are also seeking advice and guidance from an expert within P&PM.

It is anticipated that by Wednesday cob (29/04), we will have a detailed plan that shows the critical path end to end and a set of true level 1 milestones that need to be monitored.

There is an action from the client programme board regarding approach to RV Migration testing and it is hoped that a final decision will be made on this at the meeting on Thursday (30/04). The decision will then be incorporated in the plan Friday (01/05).

Once the plan is at this state, we will be able to finalise the Cost at Complete and will be ready for DA to finalise their review and report.

Graham Murray has spoken to Clive Bailey and advised that the review with Peter Rowley should be moved back a week to enable us to have a robust plan and CTC that have been produced by the programme and been reviewed by DA.

2009-04-23

DA Review well underway and most of interviews done including client

End to End plan being reviewed to ensure it is deliverable

Clear contingency tasks will be added at major risk points

Planning assumption is that we will only use weekends when we need to do upgrades / implementations –

Client expects us to be working 7 days a week until finished.

LST is nearly complete and is due today

Testing Leads in some areas have been changed / refocused to improve the leadership

Programme Board held this morning and very supportive.

2 PMs must be named and able to start early next week.

2009-04-20

Functional and Accreditation testing is going well.

Migration testing has hit an issue with the replication software and the issue is being fixed by development.

Performance testing is being held up by an issue with the bulk injectors, which is being investigated by development.

Delivery Assurance re-plan review is underway and way forward agreed.

The Live Support Test (LST) build is having issues with the DAT servers and infrastructure team are working on the resolution.

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