

Message

From: Amber Alerts [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=AMBER A]
Sent: 15/06/2009 10:31:24
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]; 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]; Rowley Peter [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=ROWLEYP]; Warham Wendy [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=WARHAMW]; Wood Mike [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=WOODM2]; Wright Roger [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=WRIGHTR]; Young Lester [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=YOUNGRL]; D'Alvarez Alan [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=DALVAREZA]
Subject: Amber Alert Ref 1053 - Post Office (HNG-X) - Update Report
Attachments: Ref 1053 HNG-x extended milestones 090612.xls

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Amber Alert

Meeting held with POL (Mike Young, Dave Smith and Mark Burley) which was very positive. Although disappointed they have accepted the revised dates from the re-plan. Agreed that the next 6 weeks is critical to the plan and these will be tracked closely with them.

A number of milestones were met since the last update, including the critical path milestone of starting RV Mig Cycle 2. Other successes were around completion of SV&I Cycle 6 with good results, completing the validation of two factor authentication on the RV Acc rig.

Next Action:

It is critical to get the LST rig in a position where we can start executing the deferred system tests and also that we get more control on the clearance of PEAKs (defects).

Agree Key Milestones for next 6 weeks with POL – email sent to customer 14/06, awaiting response

Update Report for Event 1053

Reference No:	1053	Status:	Amber Alert
Update no:	*	Date:	2009-06-15
Date opened:	2008-12-23	Class:	Project Delivery
X-ref:	.	Stage:	implementation
Client:	Post Office (HNG-X)		
Address:	.		

Contacts

Alert Manager:	Graham Murray.	work phone:	
		mobile:	
Account Manager:	Andrew Hall	mobile:	
Division(s) owning resolution:	Core Division	Division owning problem:	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:

2009-06-15

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Next Action:

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2009-06-08

Cost at Completion has undergone a line by line review - awaiting final Account review prior to baseline.

Programme plan has been finalised although a number of tidy up activities are still to be completed.

Pre meeting has been held with Dave Smith and Mark Burley (Post Office) in order to go through the Mike Young presentation. Feedback was provided which will be addressed in presentation for Mike Young.

Next Action:

Presentation to Mike Young scheduled 9/6 - it is critical to receive his backing for the re-plan.

Continue to hit milestones with a number of critical path milestones coming up this week:

- Start RV Mig Cycle 2.
- Complete LST Ops Proving.
- Start Branch Router Testing.

PEAK clearance continues to be a challenge and we are awaiting confirmation that Infrastructure teams are able to deliver all PEAKs targeted at Release 14.11, and also that we target remaining PEAK's at an appropriate release – response for current release anticipated by cob today (08/06) and a response for all other releases is anticipated by end of this week.

Customer remains concerned in our ability to deliver. They have accepted that our performance over recent weeks against the interim milestones has improved but also recognise the 'acid test' is the next six weeks.

2009-06-02

Re-planning exercise ongoing with a target to complete 3/6. Cost reviews completed. Final risk reviews scheduled.

A number of concerns have been identified over defect clearance rate. Urgent analyses is being undertaken to assure that the re-plan can accommodate this.

We also need to be able to accommodate the testing that has been delayed due to LST rig issues.

The Customer has been provided with informal copies of the plan and is being supportive. However, some concern has been expressed over progress against Milestones and consequential impact on testing.

Next Actions:-

Complete replan – target 3/6

Complete cost to complete – target 3/6

Final review – target 5/6

Present revised plan to Post Office – 9/6

2009-05-27

Update:

Risk workshop completed and results factored into re-planning activities.

Business Assurance reviewed plan and provided comment back to the team.

Revised plan presented to executive for review with supporting view of Cost at Completion.

Revised organisation structure published and being implemented.

Confidence continues to grow as the replan nears completion. The Customer has been provided with informal copies of the plan and is being supportive

Next Actions

Complete replan – target 3/6

Complete cost to complete – target 3/6

Final review – target 5/6

Present revised plan to Post Office – 9/6

2009-05-19

All schedule inputs for the re-planning exercise has been completed. The revised schedule is being socialised with the various delivery teams.

A revised organisation structure is now available and being promulgated internally and with the customer.

Next actions

A risk workshop has been arranged for Tuesday 19/5 to assess status of risks against the revised plan. Cost to complete also to be finalised. Business Assurance to review final plan prior to submission to Post Office.

Requirement to secure additional resource against critical roles is being progressed through Ian Lamb.

Customer Perception

An informal draft of the revised plan has been shared with the Customer. Although disappointed with the revised dates, feedback has shown that the Customer accepts that we need to set a realistic date for delivery based on knowledge of the full scope of outstanding work. The key message from the customer is that we need a realistic and achievable plan that all levels in Fujitsu sign up to and deliver against

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