
From: mark.weaver [REDACTED] GRO [REDACTED]
Sent: Tue 31/03/2009 3:20:04 PM (UTC)
To: zz darryl.judd [REDACTED] GRO [REDACTED]
Cc: zz andrew.n.jackson [REDACTED] GRO [REDACTED];
dave.hardie [REDACTED] GRO [REDACTED];
katrina.holmes [REDACTED] GRO [REDACTED]; Westfield
Ken [REDACTED] GRO [REDACTED];
matthew.loughran [REDACTED] GRO [REDACTED];
POL.PSO.change.control [REDACTED] GRO [REDACTED]; RMGA
Change Management [REDACTED] GRO [REDACTED];
phil.ashley [REDACTED] GRO [REDACTED];
Subject: RE: CT0724 - SIGNED - Proposed way ahead

Darryl,

For awareness, this approach has been approved and authorised by Steve Denham our Service Delivery Manager within Fujitsu Services.

I will send you a copy of the email for confirmation

Regards,

Mark

Mark Weaver

Senior Service Delivery Manager- IT Services – Service Delivery – PO Ltd Operations

1st Floor West Block, No1 Future Walk, West Bars, Chesterfield, S49 1PF

([REDACTED] GRO [REDACTED]) Postline: [REDACTED] GRO [REDACTED] Mobile: [REDACTED] GRO [REDACTED]
Mobex: [REDACTED] GRO [REDACTED]

) BT MeetMe: [REDACTED] GRO [REDACTED] Participant code: 1851108#

mark.weaver [REDACTED] GRO [REDACTED]

"keeping effective channels to market open, whilst continuously improving the customer experience and value for money"

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+----->
| Darryl Judd |
| 31/03/2009 14:05 |
+----->
>
| To: "RMGA Change Management" <[REDACTED] GRO [REDACTED]>
| cc: Ken.Westfield [REDACTED] GRO [REDACTED], Mark Weaver/e/POSTOFFICE [REDACTED] GRO [REDACTED], Katrina
Holmes/e/POSTOFFICE [REDACTED] GRO [REDACTED]
| Dave Hardie/e/POSTOFFICE [REDACTED] GRO [REDACTED], Andrew N Jackson/e/POSTOFFICE [REDACTED] GRO [REDACTED] Matthew
| Loughran/e/POSTOFFICE [REDACTED] GRO [REDACTED], POL.PSO.change.control [REDACTED] GRO [REDACTED]
| Subject: RE: CT0724 - SIGNED - Proposed way ahead(Document link: Mark Weaver)
>-----|

Ken,

After discussion with the SPonsor of this work, Post Office do not see the need for a separate CT and another Purchase Order.

It is suggested that Fujitsu should just bill the 35 ARQ requests against the purchase order raised for this CT and roll the remaining 65 forward into the new Financial Year. The number of requests will be monitored on a monthly basis and if we approach using up the additional requests in addition to our existing annual allowance, then raise a new CT at that point.

Would you kindly forward this on to the respective FS Business Sponsor.

Regards
Darryl Judd

Operations Control
Post Office Ltd

3rd Floor, 148 Old Street, LONDON, EC1V 9HQ

Mobile: [REDACTED] GRO [REDACTED] Mobex: [REDACTED] GRO [REDACTED]
External Email: darryl.judd([REDACTED] GRO [REDACTED])

+----->
| "RMGA Change Management" |
| [REDACTED] GRO [REDACTED]
| [REDACTED] GRO [REDACTED] >
| 30/03/2009 16:40 |
+----->
>
|

To: <POL_Contract_Management [REDACTED] GRO >
 cc: <andrew.n.jackson [REDACTED] GRO >, <POL.PSO.change.control [REDACTED] GRO >,
 <alec.ward [REDACTED] GRO >, <dave.hardie [REDACTED] GRO >, <katrina.holmes [REDACTED] GRO >, <dave.posnett [REDACTED] GRO >,
 <darryl.judd [REDACTED] GRO >, "Denham Steve" < [REDACTED] GRO >, "Sewell Peter \FEL01" < [REDACTED] GRO >
 < [REDACTED] GRO >, "Forrest Hilary" < [REDACTED] GRO >, "Shafi Nadia" < [REDACTED] GRO >
 < [REDACTED] GRO >, "Wilkerson Guy" < [REDACTED] GRO >
 Subject: RE: CT0724 - SIGNED - Proposed way ahead

Darryl,

Thank you for the sign-off of CT0724 "Increase the current threshold of 100 Audit Request Queries (ARQ's) for Banking and Card Account Products, to either 200, 250 or 300 per annum." and the subsequent confirmation of the Post Office Ltd choice of Option 1 within the CT.

This has been discussed internally and the Fujitsu business owners have requested that I provide the following update:

With regard to the sign-off of CT0724, Fujitsu propose to invoice the 2mds for Service Description updates against the quoted Purchase Order number. The increased ARQ numbers will be invoiced under the appropriate service charge once the Service Description and associated CCN have been approved and signed-off – as such this will be for the forthcoming financial year 2009/10- this will tie-in with the request from Post Office Ltd that this increase is only for a year and will be monitored and assessed over this period.

Over and above this a further CT will shortly be raised and submitted to Post Office Ltd for the c. 35 additional ARQs that have been progressed in the last year over and above the currently agreed contractual amount, based on the charge in Schedule D1 (Para 5.5).

Fujitsu would be obliged if you could formally provide this update and details of the planned approach to the Post Office Ltd business owner for this area and other relevant parties.

Regards,

Ken Westfield MBCS
 Change Manager, Royal Mail Group Account
 Associate of the P&PM Academy

FUJITSU
 Lovelace Road, Bracknell, Berkshire. RG12 8SN
 Tel: [REDACTED] or Internally [REDACTED] GRO
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 E-mail: ken.westfield [REDACTED] GRO >
 Web: <<http://uk.fujitsu.com/>>

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-----Original Message-----

From: zz darryl.judd [REDACTED] GRO
Sent: 30 March 2009 11:08
To: RMGA Change Management
Cc: zz andrew.n.jackson [REDACTED] GRO; Westfield Ken;
POL.PSO.change.control [REDACTED] GRO; alec.ward [REDACTED] GRO;
dave.hardie [REDACTED] GRO; katrina.holmes [REDACTED] GRO;
dave.posnett [REDACTED] GRO
Subject: CT0724 - SIGNED

Ken,

CT0724 - Increase the current threshold of 100 Audit Request Queries for Horizon Banking and Card Account Products, to 200, 250 or 300 per annum.

Please be formally advised that the CT listed above has been signed-off, and the signed copy has just been faxed over to you.

Fujitsu Services' signed original hard copy will be in the post soon.
Please pass this information to the business sponsor(s) within Fujitsu.

Regards
Darryl Judd

Operations Control
Post Office Ltd

3rd Floor, 148 Old Street, LONDON, EC1V 9HQ

Mobile: [REDACTED] GRO Mobex: [REDACTED] GRO
External Email: darryl.judd [REDACTED] GRO

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