

## HNG – Post Office Highlight Report (for Joint Release Board)



Project/Release	HNG	Reporting Period:	To 3 <sup>rd</sup> March 2010
Stage:	Deployment	Programme Manager:	Mark Burley / Will Russell

## 1. Tracking Summary

Measurable	Rating	Comments
TIME	<b>RED: the working rollout plan currently extends into May June</b>	<p>The Horizon Online pilot has been extended and is now operational in 144 live branches.</p> <p>However due to a number of live issues experienced across the network, further migrations have been temporarily suspended.</p> <p>The intention is to re-start the pilot w/c 8<sup>th</sup> March, subject to the successful implementation of fixes to improve the service experienced by branches, and evidence of improvements in the level of support provided, in particular by the HSD.</p> <p>An action plan has been developed to track progress and success against these items. However it is essential that meaningful data can be supplied to show that improvements have been made before the continuation of the pilot can be agreed. This data has started to come through but needs further refinement before it can be acted on.</p> <p>In addition, serious live issues were encountered today (3<sup>rd</sup> March), and these have further undermined confidence in the readiness of the solution. This has also caused further negative feedback from the Network and NFSP, and we are in danger of losing any remaining goodwill from the frontline.</p> <p>As a result of the above, the end date of rollout has already gone back into June, but given the current level of ongoing problems this may be an optimistic position.</p> <p>A full discussion is therefore required at the Board of how the programme can be brought back on track – or what assurance Fujitsu can provide that further slippage will be minimised. At present, Post Office has little confidence that the solution is stable, or that the problems highlighted are under control.</p>
COST	<b>AMBER</b>	Reverted to Amber (from Green) due to likely over-run of programme and additional costs incurred.
QUALITY	<b>RED: This has been re-set to RED following the unexpectedly high level of operational issues affecting the Network.</b>	<ul style="list-style-type: none"> <li><b>User opinion.</b> This has deteriorated significantly since the last meeting, and we are in danger of losing remaining goodwill. This is down to the number of live issues experienced, some concerns around transactions, and continued changes to migration dates.</li> <li><b>Screen Freezes, Re-boots and Recoveries.</b> The rate of screen freezes and recoveries has been significantly greater than expected and needs to reduce rapidly in order to extend rollout. This is under urgent investigation and action by Fujitsu</li> <li><b>System Outages.</b> There have been full system outages on 2 days in the last 2 weeks; this is unsustainable and losing the goodwill of the Network</li> <li><b>Number of calls to, and Level of support from HSD.</b> The rate of calls from Horizon Online branches has been running at</li> </ul>

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		<p>around 10 times that from Horizon, and level of support received has been poor in some cases.</p> <ul style="list-style-type: none"><li>• <b>Counter configurations.</b> A number of unexpected counter / peripheral configurations have been encountered causing implementation issues and failures to migrate branches. These need to be resolved to support higher rollout volumes (nb – no new examples of this since last report)</li><li>• <b>Live System Test (LST):</b> Work is now focused on testing issues arising from Pilot to enable HVP to progress further.</li><li>• <b>HNG Volume Testing.</b> Phase 1 of Volume testing has completed. A number of key areas need resolution before the system can be confirmed as supportable at higher volumes, although this is expected to be achieved before High Volume Pilot commences.</li></ul>
Key Achievements		<ul style="list-style-type: none"><li>• Over 50% of the network now has Branch Router installed</li><li>• POL-FS is on track to migrate this coming weekend (6/7 March) following very positive progress through pre live proving and DR testing</li></ul>

### 2.1 Issues and risks / Items for Discussion

#### NEW ITEMS FOR DISCUSSION :

- **Management of live issues; responsiveness and reporting.**
- **Provision of management information to assess pilot issues and progress.**
- **Progress on assessment of high incidence of Screen Freezes, Recoveries and Re-boots**
- **Progress against other areas of “action plan” to re-start pilot**
- **Assessment of BRDB issue arising on 3<sup>rd</sup> March**
- **Confirm position on Volume Testing ahead of High Volume Pilot**
- **SECURITY – position against Acceptance Incidents**
- **SECURITY – progress of PCI audit**
- **Progress on erroneous “zeros” in client files**
- **POL-FS – final confirmation of position before migration weekend**

#### EXISTING ITEMS FOR DISCUSSION:

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- **Contention for SV+I rig between HNG release 1 and release 2** : update on position
- **Validation of performance during pilot** : update on position
- **Pre-migration counter packages** – Update on overall position.
- **Release approach and configuration management going forward.** This needs greater emphasis and visibility.

Other key items are covered within the “Joint Risk Log”.

### 3 Milestone Tracking Summary

The baselined dates below are the latest contractually agreed set at plan v60 a40 (as referred to from CCN1246).

The pre-Christmas changes to accommodate the EDS testing and additional code releases (V80.a20) are indicated in **green**, with current forecast below this – if different.

Unique ID	Milestone:	Owner	Baseline Delivery Date:	Forecast/ Actual Delivery Date:	Comments
HNGX-D-069	POL Sample Use Case Available for UI	POL	25/08/2006	25/08/2006	Complete
HNGX-D-073	Receipt of POL general requirements for the UI	POL	25/08/2006	25/08/2006	Complete
HNGX-D-030	Service Barrels/Use Cases for App 1 available	POL	30/08/2006	02/08/2006	Complete
HNGX-D-067	POL Joint Test Resourcing Profile Agreed	JOINT	03/11/2006 31/01/2007	25/01/2007	Complete.
HNGX-D-071	Receipt of POL Business Rules for Postal Services	POL	15/09/2006	15/09/2006	Complete
HNGX-D-016a	Confirm all clients plan to move to EDG. EDG GO/NO GO	POL	29/09/2006	29/09/2006	Complete
HNGX-D-038	Service Barrels Gateway 4 Completed	POL	29/09/2006	29/09/2006	Complete
HNGX-D-004b	Service Barrels Gateway 6 Completed.	POL	30/10/2006	30/10/2006	Complete
HNGX-D-057	Order Router (Initial Order)	POL	07/12/2006 01/03/2007	20/04/2007	Complete Confirmation provided to Fujitsu on 20/04/07
HNGX-D-063	POL Provide Reference Data to support INT4 System Test	POL	29/01/2007 02/04/2007	07/01/08	Complete (final drop provided and agreed)
HNGX-D-056	Purchase Point 1: Purchase of the branch router.	POL	09/03/2007	20/04/2007	Complete
HNGX-D-003	Wire frame & details of the UI including house style, look & feel.	POL	29/03/2007	29/03/2007	Complete Sample Screen shots have been supplied.
HNGX-D-064	POL Provide Reference Data to support SV&I-INT5 INT7 System Test in IRE	POL	18/06/2007	05/05/2008	Complete
HNGX-D-047	System Test Report Issued (INT-5) (INT7)	POL	28/10/2007	12/09/2008	Complete. Initial Reports produced, but INT7 now merged with INT8, INT9 and INT10 with formal report covered under HNGX-D-074
HNGX-D-076	Router & Gateway solution developed	Fujitsu	29/08/2008	29/08/2008	Complete. (NB This excludes development for the 2 <sup>nd</sup>

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					WWAN provider)
HNGX-D-077	Network Rebuild	Fujitsu	29/08/2008	29/08/2008	Complete
HNGX-D-074	Formal System Test Report for Cycles 10-12 issued	POL	12/09/2008	12/09/2008	Complete
HNGX-D-078	Application development completed	Fujitsu	27/10/2008	27/10/2008	Complete
HNGX-D-079	System test completed	Fujitsu	27/10/2008	12/12/2008	Complete
HNGX-D-080	SV&I testing commenced on HNG	Fujitsu	03/11/2008	26/11/2008	Complete
HNGX-D-075	Final Formal System Test Report issued	POL	14/11/2008	07/01/2009	Complete – Document out for review
HNGX-D-072b	Provide list of Pilot branches for Router rollout	POL	31/10/2008	31/10/2008	Complete
HNGX-D-016b	Confirm all clients have successfully moved to EDG	POL	04/02/2008 28/07/2008 16/01/2009	16/10/2008	Complete
HNG-X-D-089	V&I Testing Commenced	Fujitsu	31/12/2007 18/12/2008	16/03/2009*	*Complete However it should be noted that this is now only Integrity Testing.
HNGX-D-046	Train the Trainers Commences	POL	01/02/2008 26/01/2009	31/01/2010 18/11/2009	V80 a20 forecast Current forecast Complete
HNGX-D-065	POL Provide Reference Data to support Pilot	POL	15/02/2008 02/02/2009	01/10/2009 22/10/2009	V80 date in Bold V80 a20 forecast Complete. Data is ready for LRDP after DC migration
HNGX-D-081	Data centre migration prep complete	Fujitsu	09/02/2009	05/10/2009 26/10/2009 30/10/2009	Allows us to proceed with the migration of the Data Centres V80 date in Bold V80 a20 forecast COMPLETE
HNGX-D-052	Provide access to all Pilot Branches for Router installation	POL	31/01/2008 16/02/2009	16/02/2009* 26/05/2009*	Notification that Access has been granted to FS has been given. Propose closure of this milestone.
HNGX-D-082	Weekends B&C complete	Fujitsu	23/02/2009	11/10/2009 01/11/2009	Critical applications moved to Belfast and new Data Centres operational V80 date in Bold V80 a20 forecast COMPLETE
HNGX-D-083	Router pilot commenced	JOINT	16/02/2009	02/11/2009 20/11/2009	V80 a20 forecast Complete
HNGX-D-058	HNGX Pilot in Model Office commences	JOINT	31/03/2008 16/03/2009	23/11/2009 17/12/2009 21/12/2009	V80 a20 forecast Complete
HNGX-D-090	HNGX Pilot in Live Office Commences	JOINT	14/04/2008 30/03/2009	07/12/2009 13/01/2010	V80 a20 forecast Complete
HNGX-D-084	POL FS migrated to new Data Centres	Fujitsu	15/05/2009	12/12/2009 17/01/2010 28/02/2010 07/03/2010*	Current forecast – * moved to avoid financial period end
HNGX-D-085	Full roll out commences	JOINT	22/06/2009	15/02/2010 25/02/2010 29/03/2010	V80 a20 forecast Current published forecast Working plan date (not released)
HNGX-D-054	HNG-X Application Rollout is completed	JOINT	01/04/2009 18/09/2009	21/04/2010 30/04/2010 07/06/2010	V80 a20 forecast Current published forecast Working plan date (not released)
HNGX-D-053	Enable FS to access Back Office Printers for Network Connectivity	POL	01/04/2009	27/07/2009 TBA	CCN1245 – revised contract states XP rollout no longer included
HNGX-D-059	X5 – Counter XP Rollout completes	FS	01/10/2009	05/01/2010 TBA	CCN1245 – revised contract states XP rollout no longer included

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