

To: Amber Alerts[];
Cc: Bounds Gavin[]; Keeling David[];
From: Van Achte Gaetan[];
Sent: Wed 3/31/2010 12:13:00 PM (UTC)
Subject: RMGA Corporate Red Alert.

To Whom It May Concern:

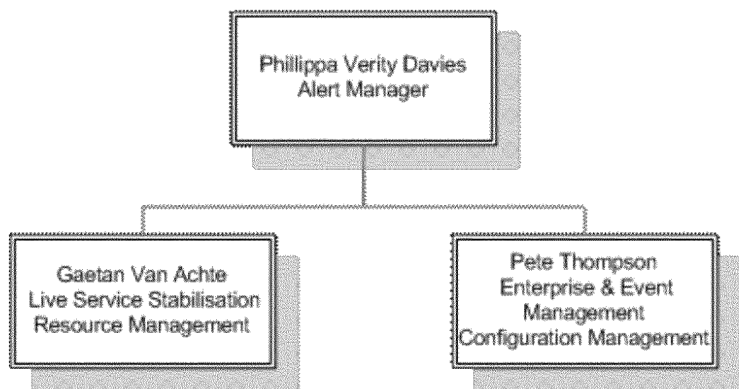
In agreement with Gavin Bounds (BUD) we are raising RMGA Service Delivery to a corporate red alert. This is in line with the current guidelines

1. We have significant customer dissatisfaction and various letters have been received from POL Directorate and from the National Federation of Sub-postmasters expressing their concern in regards to the instability of the new system.
2. There have been 4 major outages affecting the customer's business running on Horizon on-line over the last week

The Corporate Alert Manager assigned is Phillippa Verity-Davies who will own the problem streams to be addressed. We have corrective actions in place to address stability and specific concerns from the customer. These are

- Enterprise Management: Eventing for Horizon on-line is perceived as not fit for purpose as the Incidents are picked up by the customer (end-user or central POL team) before Fujitsu are aware
- Stable Service: Significant volume of Major Incidents which has impacted the horizon on-line pilot users.
- Lack of Configuration management: there are gaps in the tools, people and processes.
- Resource profile to be reviewed across Service Delivery based upon current levels of Incidents and Defects in LIVE Service.

Alert Structure is as follows



KPI for stable service have been defined and review of EM KPI are currently under review.

Kind Regards,

Gaëtan Van Achte

Service Director, Royal Mail Group Account

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