

To: Amber Alerts[GRO]; Appleby-Robbins Susan[GRO]; Armstrong Sue[GRO]; Bailey Nigel[GRO]; Barnes Chris[GRO]; Bounds Gavin[GRO]; Bowe Adam[GRO]; Boyd Fiona[GRO]; Brushett Simone[GRO]; Bull Sarah[GRO]; Bullen Sheila[GRO]; Butts Geoff[GRO]; Carroll John[GRO]; Carter Neil D[GRO]; Carter Tim[GRO]; Clark Brenton[GRO]; Constantine Phil[GRO]; Daka Rachel[GRO]; D'Alvarez Alan[GRO]; Drake Claire[GRO]; Febery-Watts Steve[GRO]; Flynn Graham[GRO]; Forth Dean[GRO]; Fowler Jason[GRO]; Furness David[GRO]; Gallacher Kirsty[GRO]; Godson Steve[GRO]; Hallett Simon[GRO]; Hartley Andy[GRO]; Heath Phil E[GRO]; Higdon Adrian[GRO]; Howarth Ian[GRO]; Hughes Martyn[GRO]; Ironside Derek[GRO]; Jackson Dave[GRO]; Janjua Aamer[GRO]; Jones Mark L[GRO]; Jones Rache[GRO]; Kirkham Suzie[GRO]; Lawler Clare[GRO]; Leask David[GRO]; Machin Leighton[GRO]; Martin Keith H[GRO]; McAinden Kevin[GRO]; McDowell Tony[GRO]; McGuire Paul[GRO]; McKeown Kevin[GRO]; Millott Jo[GRO]; Mills Ian[GRO]; Nichol Bill[GRO]; Parker Adam[GRO]; Parker Jeff[GRO]; Payne Sarah[GRO]; Perek Barbara[GRO]; Pinder Brian[GRO]; Rahimi Ellie[GRO]; Rogers Craig[GRO]; Scales Mark[GRO]; Seferta Andy[GRO]; Shacklady Neil[GRO]; Singh Jim[GRO]; Smith Linden[GRO]; Spencer Janine[GRO]; Stewart Mike[GRO]; Summerhayes Martin[GRO]; Taplin Stephen[GRO]; Thompson Peter[GRO]; Thorpe Roger[GRO]; Tushingham Sharon[GRO]; Van Achte Gaetan[GRO]; Venables Ian[GRO]; Verity Davies Phillippa[GRO]; Welsh Christine[GRO]; Welsh Graham[GRO]; Wheeler John[GRO]; Wheeler Vanessa[GRO]; Wood Mike[GRO]; Wood Shaun[GRO]; Woolgar Mike[GRO]; Atkinson Tony[GRO]; Beadsley Mick[GRO]; Bennett Ella[GRO]; Blomeley Ray[GRO]; Borland Martyn J[GRO]; Broadbelt Stuart[GRO]; Brown Glenys[GRO]; Bull Richard[GRO]; Clayton Steve[GRO]; Close Paul[GRO]; Cochrane Vince[GRO]; Connor Darren[GRO]; Cooper Mikel[GRO]; Craib Amanda[GRO]; Cripps Richard[GRO]; Croucher Martin[GRO]; Devlen Robert[GRO]; Dunmore Phil[GRO]; Esler Margaret[GRO]; Frost Chris[GRO]; Fuller David[GRO]; Funicello Jon[GRO]; Gibson Tim[GRO]; Gilbert Roger[GRO]; Green Darren[GRO]; Hancock Dianne[GRO]; Hardman Derek[GRO]; Hayward Ian[GRO]; Hopper Gail L[GRO]; Hornsby Alan[GRO]; Hunter Ian (Mktg)[GRO]; Iqbal Za[GRO]; James John L[GRO]; Jenney Alan[GRO]; Jeram Peter[GRO]; Kamata Akihisa[GRO]; Keeling David[GRO]; Kerr Vince[GRO]; Kojima Hajime[GRO]; Kostuch Maz[GRO]; Lambert Kim[GRO]; Lucas John[GRO]; Marshall Gerry[GRO]; Mcgranaghan Lindsay[GRO]; Mcilveen Chris[GRO]; Mears Andrew[GRO]; Mills Ged[GRO]; Moran Regina[GRO]; Moriya Takash[GRO]; Mynard David[GRO]; O'Neill Wendy[GRO]; O'Reilly Ben[GRO]; Painter Ruth[GRO]; Parrish Paul[p]; Provoost Martin[GRO]; RESMNGT[GRO]; Roberts David (LON22)[GRO]; Robertson Keith[GRO]; Robinson Helen[GRO]; Sadler Julie[GRO]; Saggi Kate[GRO]; Sano Hisayuki[GRO]; Saunderson Stewart[GRO]; Scarbrough Dave[GRO]; Seaton Tony[GRO]; Sercombe Diane[GRO]; Sewart Mike[GRO]; Smith David M[GRO]; Smith Jonathan[GRO]; Stockley Jim[GRO]; Stott Martin[GRO]; Stratford Naomi[GRO]; Swain Caroline[GRO]; Tait Duncan[GRO]; Wallis David[GRO]; Wallis Eithne[GRO]; Ward Bridge[GRO]; Whitehead Peter[GRO]; Whitmore Les[GRO]; Young Lester[GRO]

From: RED ALERTS/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=RED ALERTS]
Sent: Wed 3/31/2010 8:45:13 PM (UTC)
Subject: Corporate Red Alert Ref 1112 - Post Office Limited (RMGA) - Initial Report

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Corporate Red Alert

REPORT DATE:2010-03-31

Customer:**Post Office Limited (RMGA)****Reference:**

1112

Days Open/RED:

0 / 0

Opened:

2010-03-31

Problem Summary:

Recent outages affecting all of the PO branches live on the HNG-X application are resulting in serious customer concerns.

Problem Details & Background:

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.

There have been 4 major outages affecting the customer's business running on Horizon on-line over the last week

Closure Criteria:

Downgrade Criteria: Agreed Plan in place with required resources secured (people, hardware, toolsets e.g Configuration Management).

Closure Criteria:

- No major incidents or service outages affecting more than 25% of the HNG-X counters for 4 weeks.
- Platform stability illustrated through Customer agreed capacity and performance measures.
- Event management filtering and aggregation at a point where the risk of oversight of a major issue is negligible.
- Rate of increase in new live defects to flatten or drop.
- All contractual Service Level Targets can be measured and are met for a period of 1 month

Progress/Current Actions:

An Oracle Patch Set that resolves the specific observed Oracle error which impacts all HNG-X branches (and has been confirmed by Oracle as addressing the issue) is undergoing live system testing and will be validated over the next couple of days with implementation in the live environment planned for Sunday. There is ongoing technical dialogue with Oracle regarding the remaining issues.

A Technical Project Manager (Shaun Wood) has been appointed for the Systems Management Workstream.

A plan including a cost base and resource requirements is being produced.

Communication Channels are being agreed with the customer.

Actions raised in the Exec Call at 1800hrs today to progress the immediate resource requirements;

Problem Management Resource – Vince Cochrane to review with Dean Forth (Manager, Major Incident Management).

Infrastructure Resources - Peter Thompson to provide Phil Dunmore (Infrastructure Deployment) with details on required resources

Financial/ Commercial Impact:

Current pilot for HNG-X has been halted due to live operational issues affecting all HNG-X branches. POL are getting an influx of calls from Postmasters complaining about lost business due to the number of outages. May potentially result in claims for service credits and / or liquidated damages

Alert Ownership

Customer Owners**Division:** Private Sector**Problem Management****Resolution Owners****Division:** Core Division

Director: Division
Line Manager: Gavin Bounds
Account Manager: Gavin Bounds

CSAC Manager: Alert Management
Centre
Owning Division: Private Sector
Division
Line Manager:
Alert Manager: Phillippa Verity
Davies

Director: Phil Dunmore
Solution Manager: Vince Cochrane

Division: Private Sector
Division
Director: Gavin Bounds
Solution Manager: Peter Thompson

Division: Private Sector
Division
Director: Gavin Bounds
Solution Manager: Gaetan Van Achte

Division: Core Division
Director: Phil Dunmore
Solution Manager: Shaun Wood
