

Delivery Assurance
Weekly Update 13 May 2010
Post Office Ltd – HNGX
Gavin Bounds

Deliverables:

Milestone	Team	Planned	Forecast	Comment	RAG
Counter Roll Out Commence	Mig	09/11/09	TBC	Subject to satisfactory completion of High Volume Pilot and Volume Testing. Delayed due to live issues with Oracle database performance.	
Branch Router Roll Out Complete	Mig	15/11/09	06/06/10	>97% of estate has had a Branch Router installed. Now in tail management. 50 remote branches requiring satellite comms (VSAT) enabled router will not receive Branch Router until May 2010 due to delays in test due to contention with maintenance releases. Sign-off of VSAT in test moved back to end May.	
Counter Roll Out Complete	Mig	30/04/10	TBC	Excludes 4% tail. Delayed due to Oracle issues during High Volume Pilot. Completion date to be confirmed.	

Commentary:

622 branches continue to trade on HNG-X. The High Volume Pilot remains suspended. Significant progress has been made this week in getting the right level of support from Oracle. Sufficient diagnostic tracing data was obtained during two occurrences of the branch database hanging in live this week to enable Oracle to state that 3 changes (1 bespoke patch and 2 settings changes) will fix the problem. Fujitsu has specified that Oracle need to provide a written technical description of the root cause of the problem and how each of the three changes contributes to fixing it. This is expected by end of play 17th May. One parameter change is planned for implementation overnight on 14th May, and the other two will be implemented by 19th May subject to successful completion of testing. Further remedial fixes are planned for Sunday 16th May, 23rd May and 30th May. Service stability and capacity is under continual review.

The client executive is encouraged by progress in resolving the system problems but is still under significant pressure from the National Federation of Sub Postmasters, which is holding its annual conference next week. Given the strained relationship between the NFSP and Post Office over a pay deal and demands for compensation to the HNG-X branches because of system outages, the programme may be used as a lever to attract press attention. The Fujitsu and POL Programme teams continue to have very good working relationships.

Key Issues (Any changes from last week in Red)

- A revised schedule for branch migrations cannot be given until confidence is re-established that the HNG-X system is stable. Customer confidence is very low. In order to build confidence, a number of corrective actions need to be taken.
- Exit from Wigan and Bottle Datacentres by 31/07/10 is not achievable due to delays in the rollout schedule. Nevertheless, we have agreed a rolling one month extension with the landlords to keep our costs to a minimum.

Key Risks (Any changes from last week in Red)

- Perceived lack of progress in resolving the Oracle issues may result in Post Office considering cancelling the HNG-X contract.
- Cost overrun from programme delays and POL claiming for their costs.
- Further issues in pilot may result in the rollout being delayed again.
- Datacentre components may fail, resulting in delays to rollout.
- Loss of support from National Federation of Sub-postmasters.
- Beat rate during full rollout cannot be sustained, leading to delay.

Action/Support Required:

None