

All Levels of Severity

13/04/2010

Business Assurance

Irrelevant

Irrelevant**CRA/1112 - Post Office Limited (RMGA)**

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

Account Owner	Private Sector Division	Raised	31/03/10	Progress against Streams:
Resolution Owners	Private Sector Division, Core Division,	Duration	13 days	Stream 1. Service Stability – no change since Friday i.e. no Major Incidents since Friday (when streams was turned off). Interim appointment of Problem manager agreed.
Alert Manager	David Keeling	Forecast	16/04/10	Stream 2. Service Area Findings - Progress on track for internal report this week.
Account Manager	Gavin Bounds	x-refs		Stream 3. Acceptance Incidents – Progress as previous update, all High Severity Incidents to be closed or downgraded by end of April.
		Spotlight		Stream 4. Criteria to Resume Pilot – Internal Meeting held today with Programme and CS staff to review Customer proposals, comments and requests for clarification identified. Meeting planned with the customer tomorrow.
				Stream 5. Enterprise Management – Plan sent to the Customer who will use as input to their meeting on priorities tomorrow, further joint discussion will then be held to adapt plan. Project Manager resource is required (ERIC 51689), which has been escalated to Bridget Ward (Lead Resource Manager, P&PM). Configuration Management – James Young (CSA assigned for 1 week) is identifying the immediate needs for configuration management, as it relates to both change and release management, in the next week.
				The Closure Criteria has been revised and updated. [last updated 12/04/10]

Alert Management Centre

Irrelevant

Irrelevant

Irrelevant

Irrelevant