

**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  
**Resolution  
Owners** Private Sector  
Division, Core  
Division,  
**Alert Manager** David Keeling  
**Account  
Manager** Gavin Bounds

**Raised** 31/03/10  
**Duration** 13 days  
**Forecast** 16/04/10  
**x-refs**  
**Spotlight**

Progress against Streams:  
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.  
Stream 2. Service Area Findings - Progress on track for internal report this week.  
Stream 3. Acceptance Incidents – Progress as previous update, all High Severity Incidents to be closed or downgraded by end of April.  
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**