

## All Levels of Severity

20/04/2010

### Business Assurance

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:- Stream 1. Service Stability – Of a number of Configuration changes made, only one related to shared pools helped with Streams. Streams is still switched off during the trading day and is in excess of 220 hours behind. Mitigation meeting planned for tomorrow. No Major Incidents since Thursday 10th. Oracle patch is still undergoing testing, implemented in volume test rigs today. Plan for Live on Sunday 25th but reviewing potential for earlier deployment during today's implementation. Stream 2. Service Area Findings - Progress on track. Presented to customer and an agreed action list in place, both short and medium term. Stream 3. Acceptance Incidents – Detailed progress report issued to customer today, including details on Risk Management, which is anticipated will allow the severity to become medium. In addition a statement on patch management has gone to the customer today, which will be supplemented by a slide set for the meeting on 23rd intended to close this incident. Stream 4. Criteria to Resume Pilot – The restart criteria and measures was reviewed today with the customer. Outcome of meeting to be reviewed internally at the meeting scheduled 1730hrs today. Stream 5. Enterprise Management – On track: Project Manager, Ian Prichard, started today, to review, update and reissue plan by end of Wednesday. Counter monitoring team – 4 staff have started and are in training. Stream 6. Configuration Management – First draft of data feed completed and work continues. Internal interim resource Peter Wilson has started, limited interest in permanent post from internals. [last updated 19/04/10]
Resolution Owners	Private Sector Division, Core Division,	Duration	20 days	
Alert Manager	David Keeling	Forecast		
Account Manager	Gavin Bounds	x-refs	Spotlight	

### Alert Management Centre

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