

Corporate Red Alerts, Amber Alerts, Customer Complaints

05/05/2010

Business Assurance

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
Resolution Owners	Private Sector Division, Core Division,	Duration	35 days
Alert Manager	David Keeling	Forecast	
Account Manager	Gavin Bounds	x-refs	
		Spotlight	

Progress against Streams:

Stream 1. Service Stability – No plans to run streams during working day. Streams expert is working remotely from Norway and will issue a formal report tomorrow. Tracing has been implemented on volume testing rigs, which are being stressed to attempt to recreate problem seen in live. Oracle DBA expert due to be onsite tomorrow.

Stream 2. Service Area Findings – Closed.

Stream 3. Acceptance Incidents – Patch and vulnerability management: Customer has had correspondence showing good progress is being made, awaiting confirmation of reduction to medium.

Stream 4. Criteria to Resume Pilot – Release Authorisation Board scheduled for Wednesday (Correction from last update)

Stream 5. Enterprise Management – Closed.

Stream 6. Configuration Management – Interview with third candidate and a technical interview with second candidate to be held this week (dates tbc).

[last updated 04/05/10]

Irrelevant

Alert Management Centre

Irrelevant

Irrelevant

Irrelevant