



<b>HNG-X CHANGE PROPOSAL</b>		<b>CP NO: 5182</b>
CP TITLE: HNG-X CP0625 - Change to Current Supply of ARQ Thresholds	DATE RAISED: 4 <sup>th</sup> March 2011	
REQUIRED IMPLEMENTATION / PURCHASE DATE: (dd/mm/yy) Release Independent (as soon after 1 <sup>st</sup> January 2011)	ORIGINATOR: Penny Thomas	
ANTICIPATED CP CLOSURE / COMPLETION DATE: (mmm-yyyy) TBA	CHANGE OWNER: Donna Munro (RECEIVED)	
DATE BY WHICH CP TO BE IMPACTED: (dd/mm/yy) N/A - Pre-Impacted	TECHNICAL SPONSOR: (if applicable) Penny Thomas (RECEIVED)	
CP CLASSIFICATION: <b>FAST TRACK/URGENT/ROUTINE/FOR INFORMATION*</b> ( <i>'strikethrough as applicable</i> )	Budget Holder Approval for Impacting: (Email or Hard Copy Signature) CP Assessment Team (RECEIVED)	
DAB Required: Yes/No ( <i>Strikethrough as applicable</i> )	Date DAB Authorised: N/A	
LIFECYCLE STAGE: Stage 1: Strategic Approval Stage 2: Start Up & Feasibility Stage 3: Requirements Analysis ( <i>'strikethrough as applicable</i> )	Stage 4: Solution Specification Stage 5: Solution Build & Test Stage 6: Implementation Not Applicable	
<b>RELATED Change Request/Request for Work Package:</b> CRO2151/CT0953		
<b>RELATED PEAKs:</b> N/A		
<b>RELATED HORIZON CPs:</b> N/A		
<b>RELATED HNG-X CPs:</b> N/A Impact statements must consider all transitional states between Horizon and HNG-X, as well as the final HNG-X solution.		
<p><b>Description of Change Proposed:</b></p> <p>There is a requirement within the litigation/prosecution service to amend the amount of current yearly work requests as identified below and as detailed in CCD SCM/SDM/SD/0017:</p> <ul style="list-style-type: none"> <li>• Increase in the threshold of litigation support requests from the current limit of 150 per annum to 250.</li> <li>• An increase in the threshold of query days from the current limit of 15000 to 17000</li> <li>• Decrease in the threshold of Banking Queries from 200 to 150.</li> <li>• A decrease in the threshold of the number of Court Days from 60 to 30.</li> <li>• A decrease in the threshold of the number of witness statements from 150 to 75.</li> </ul> <p><b>Based on previously advised figures this would provide:</b> <b>Additional Charges -</b></p>		



ARQs for Litigation (Increase of 100) - £37,750 (2 per day at LSE grade)  
 Increase query days (Increase of 2000) - £0 (there is no tangible additional cost for ARQ with 1 day or ARQ with 31 days)  
**Total Additional Charges - £37,750**

**Savings for decreases -**

Banking Queries (Reduction of 50)- **£9,120** (based on CT0724 Feb 09)  
 Court Days (Reduction of 30) - **£22,650** (30 days at LSE grade)  
 Witness Statements (Reduction of 75) - **£9,630** (5 per day at SSE grade)  
**Total Savings - £41,400**

Post Office Ltd cannot afford the cost of increasing one part of this service without decreasing another (funds are not available).

Based on previous change (CT0724) 2mds has been impacted to progress the Service Description and introduce the updated CCD into the Contract by CCN.

**Acceptance Criteria and Methods** (*Functional and Non Functional*):

Contract updated to reflect the new quantities.

**Reason for Change and Justification for Required Date** (*above*):

Customers request to amend contracted figures

Post Office Ltd to maintain business confidence in the Horizon System and their legal obligations in respect of Security Team Casework. Failure to turn round such enquiries in an efficient manner can only lead to their brand being tarnished and possible financial penalties being imposed on the business by regulators.

**Consequences if Not Approved:**

It is vital to our customer that we support their litigation activity, particularly in the current climate.

**Platforms (Physical) Affected:** (*insert identity and details of all platforms requiring software update by this CP - where known*)  
 N/A

**Business Applications Affected:** (*insert identity and details of all Applications requiring update by this CP - where known*)  
 Security

**External Impact Assessment Distribution:** (*insert contact details and additional rows as required*) N/A

Name:	Organisation:	Contact No:
N/A	N/A	N/A

**Impact on Royal Mail Group Account:** (*insert additional rows as required*)

Resource Grade	Man-days	Non Labour Cost (£)
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COMPANY IN CONFIDENCE



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SSE (CS Security)	2	0
<b>TOTAL</b>	<b>2</b>	
<b>Documents Affected:</b> <i>(insert additional rows as required)</i>		
Document Reference	Title	Current Version
SVM/SDM/SD/0017	Security Management Service - Service Description	