

From: Andy Garner[/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=08A564BAACFE4936841C96FB8B6A720A-ANDY GARNER]
Sent: Wed 20/07/2016 8:42:17 PM (UTC)
To: Kevin Gilliland[GRO]; Rob Houghton[GRO]; Sharon Gilkes[GRO]; Thomas, Ian[GRO]; Roger W Gale[GRO]; Michael Larkin[GRO]; Ann Miller[GRO]; Mike Granville[GRO]; Sharon Bull[GRO]; Nick Beal[GRO]; Kevin Seller[GRO]; Pamela J Heap[GRO]; Thomas P Moran[GRO]; Owen Woodley[GRO]; Thomas, Ian[GRO]; Mark Ellis[GRO]; Angela Van-Den-Bogerd[GRO]; Wendy Dwyer[GRO]; Joy L Sutherland[GRO]; Natalie Whitty[GRO]
Subject: RE: NETWORK AND SALES LEAD TEAM MEETING
Attachment: Network Business IT Performance 20160720_AG_v4.pptx

All

Please find attached my IT service deck for tomorrow. I will be with you at 12.00. There is quite a lot of detail in the first few slides with regards to RCA of recent incidents which I will paraphrase. We are looking to adopt a different and more robust approach to IT Service Management. Our focus is to shift to the earlier prediction/proactive monitoring of service to prevent and reduce the amount of incidents that occur. Collectively we are extremely good at resolving and restoring service, our priority now is to stop them from happening where possible in the first place.

Thanks
Andy

From: Kevin Gilliland
Sent: 20 July 2016 19:27
To: Jackie Meylak
Cc: Roger W Gale; Michael Larkin; Ann Miller; Mike Granville; Sharon Bull; Nick Beal; Kevin Seller; Pamela J Heap; Andy Garner; Thomas P Moran; Owen Woodley; Thomas, Ian; Mark Ellis; Angela Van-Den-Bogerd; Wendy Dwyer; Joy L Sutherland; Natalie Whitty
Subject: Re: NETWORK AND SALES LEAD TEAM MEETING

Hi all,

I need to make a change to tomorrow's agenda. Natalie has kindly agreed to come along at 11 for half an hour so we can discuss and agree how we take the town hall events to the line and field teams.

As the people closest to our customers I don't want them to feel overlooked or unable to hear from Paula, me or you progress and plans and have a chance to ask questions. It feeds into the senior management visibility that we feel so passionately about.

Can you give this one thought overnight about what washouts do to reach out to them, if anything.

Tom, Kevin has agreed to cut his slot by half an hour so do you mind if we move your item to 4?

Many thanks,

K

Kevin Gilliland
Network & Sales Director

GRO

On 20 Jul 2016, at 14:01, **GRO** wrote:

Hi all

Please see the attached papers ahead of tomorrow's meeting:

- Agenda
- N&S NTP Consultation Progress Review - (item 1 NT/BAU consultation process)
- N&S Action Plan Template, and Open Comments/Wellbeing - (item 5 Engagement)

NB – start time 11:30 and finish 4:30. Room 1.11 Tonbridge.

Thanks

GRO

<Picture (Device Independent
Bitmap) 1.jpg>

GRO

PA to Kevin Gilliland
Network and Sales
Director

2nd Floor
Finsbury Dials
20 Finsbury Street
London EC2Y 9AQ

GRO

-----Original Appointment-----

From: **GRO** **On Behalf Of** Kevin Gilliland

Sent: 11 September 2015 09:22

To: Kevin Gilliland; Roger W Gale; Michael Larkin; Angela Van-Den-Bogerd; Ann Miller; Mike Granville; Sharon Bull; Nick Beal; Kevin Seller; Pamela J Heap; Andy Garner; Thomas P Moran; Owen Woodley

Cc: Thomas, Ian; Thomas, Ian

Subject: NETWORK AND SALES LEAD TEAM MEETING

When: 21 July 2016 11:30-16:30 (UTC) Dublin, Edinburgh, Lisbon, London.

Where: 1.11 Tonbridge. Room code: D8E29A

Please use the following code to confirm the room booking: D8E29A

<21st July LTM 2016.doc>

<NS NTP Consultation Progress Review -NandS Team Update.pptx>

<V4 NS Action Plan Template 19 July 2016 doc (2).docx>
<Open Comments_Wellbeing 2016.xlsx>