

**Horizon Governance
Terms of Reference
August 2020**



1. Background

The business is on a journey to improve Postmaster trust and confidence in Post Office. To achieve this we need to continuously improve to ensure that any changes to systems, processes or products are impact and risk assessed so issues with the potential to affect branch operations are identified early and managed through to resolution. It is imperative that any Horizon changes are process managed, identifying the impact to branches.

2. Purpose of the Horizon Governance Working Group

The Horizon Governance Working Group is a weekly forum designed to investigate and make plans to rectify Horizon known errors that have the potential to cause financial impact or cause inconvenience across Post Office branches.

The process will include identifying options to address known errors to the Horizon system which will result in reduction of complexity and risk for branch operators and a reduction in reputational risk for Post Office. The changes will make the life of a Branch Operators easier and will improve overall branch experience.

Out of Scope

Horizon improvements (wish lists) not related to known errors.

3. Responsibilities

The Working Group will be responsible for discussing and planning then overseeing the execution, monitoring and resolution of Horizon Known Errors.

Horizon Governance Working Group Chair

The Horizon Governance Working Group Chair is Branch Resilience Manager.

The Chair will;

- Ensure that there is a clear agenda, with documentation that supports robust discussion and knowledgeable decision making
- Keep the meeting moving, clarifying and summarising what is happening throughout each meeting to ensure no ambiguity between committee members
- Ensure that meetings are appropriately represented, and quorum is met, in order to make decisions

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Have the following responsibilities;

- To understand and make plans to investigate and rectify Horizon known errors
- To consider the impact of the Horizon known errors for their represented division, actively voicing their insights or concerns
- Ensure transparency, accountability and that the controls and risk management is robust and defensible, including a review of key Risks, Assumptions, Issues and Dependencies during the meeting
- Attend all Horizon Governance Working party meetings or arrange appropriate representation

4. Membership

The table below lists the membership of the Horizon Governance Working Group;

Name	Role	Organisation
Annmarie Woodcraft	Branch Resilience Manager	Post Office Ltd
Martin Godbold	Head of IT Service - Retail	Post Office Ltd
Dawn Quick	Transaction Corrections and Disputes Manager Branch Reconciliation Team	Post Office Ltd
Katrina Holmes	Head of Branch Operations Engagement Team	Post Office Ltd
Nik Gill (as required)	Head of Analysis and Reporting - Finance	Post Office Ltd
Steve Bansal	Head of Service and Operations	Fujitsu
Adam Woodley	Application Support & Reference Data Manager	Fujitsu

Secretariat

The Branch Resilience Manager will be responsible for taking minutes, capturing actions and sharing updates ahead of each customer meeting.

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The Horizon Governance Meeting will be held at least on a weekly basis or as necessary.

During times when there is low activity the meetings will combine with the weekly Horizon Known Error Review Group led by Fujitsu as they contain the same membership.

6. Materials

All contributors will input into the Horizon Known Errors for Decision Making Action Log which will be stored on the Known Errors Teams Site.

Version History

Date	Document Version	Document History	Revision	Document Author/Reviser
7/09/2020	V1.0	Replacing version- 2020 on TOR template	April	Annmarie Woodcraft

Approvals

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