

**Horizon Known Errors
Joint Review Working
Group**

**Terms of Reference
September 2020**

Innovate, Prove, Deliver: Horizon Known Errors Joint



Review Working Group ToR

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 Known Errors Joint Review Working Group

The Horizon Known Errors Joint Review Group is a weekly forum designed to inform, investigate and make plans to rectify Horizon known errors that have the potential to drive branch discrepancies or cause inconvenience across Post Office branches.

The process will include raising new issues, reviewing updates to the Knowledge Base, identifying options to address known errors and agreeing content in release schedules.

The changes will make the life of a Branch Operators easier and will improve overall branch experience.

The membership for this working group mirrors the membership of the Horizon Governance Group, therefore there may be occasion when a joint meeting is more practical and cost effective.

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 Known Errors Joint Review Working Group Chair

Fujitsu will chair the Horizon Known Errors Joint Review working group meeting.

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Horizon Known Errors Joint Review Working Group Members

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 Known Errors Joint Review Working Group;

Name	Role	Organisation
Sandie Bothick	Service Delivery Manager	Fujitsu
Steve Bansal	Head of Service and Operations	Fujitsu
Adam Woodley	Application Support & Reference Data Manager	Fujitsu
Annamarie Woodcraft	Branch Resilience Manager	Post Office Ltd
Martin Godbold	Head of IT Service - Retail	Post Office Ltd
Lorna Owens	Senior Service Manager- IT Retail	Post Office Ltd
Dawn Quick	TC Disputes Manager - Branch Reconciliation Team	Post Office Ltd
Katrina Holmes	Head of Branch Operations Engagement Team	Post Office Ltd

Secretariat

Fujitsu will be responsible for taking minutes, capturing actions and sharing updates ahead of each customer meeting.

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5. Frequency of Meetings

The Horizon Known Errors Joint Review Working Group 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 Governance Working Group as they contain the same membership.

6. Materials

Meeting minutes and materials will be stored at Fujitsu and on Post Office Known Errors MS Team site.

Version History

Date	Document Version	Document Revision History	Document Author/Reviser
7/09/2020	V1.0	Converted onto TOR template	Annmarie Woodcraft
21/09/2020	V1.1	Update membership details	Annmarie Woodcraft
16/10/2020	V1.2	Update membership and amendments	Annmarie Woodcraft

Approvals

Date	Document Version	Approver Name and Title
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