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TITLE: POA IMPROVEMENTS LOG (WIP)

HIJ PROGRAMME

- Assigned a named point of contact to help coordinate POL's HIJ improvement initiatives
- Whilst this was being formulated by POL we delivered a POL focussed postmaster first improvements initiative to jointly address a number of issues
    - SME knowledge sessions on POL selected subjects to enhance POL understanding
    - Aligned CBIF with HDR to consolidate views of defects
    - Offered guidance and teaching sessions on POL reconciliation actions (POL never responded)
    - Supported POL high-level discussions on UAT
    - Reviewed and contributed to POL planning around its test strategy and test policy
    - Supported POL in its thinking of its new governance model

HORIZON DEFECTS REVIEW

- Introduced Horizon Known Error Review Forum (HKERF) in late 2018 to provide POL with early visibility of branch impacting defects - transferring the chairmanship to POL in Q1 2021 with its new name HDR
- Introduced internal weekly review of any new Knowledge Base Articles that could potentially refer to defects to ensure a Peak was in place if needed and POL notification of the Peak was provided where branch impacting

LIVE DEFECT MANAGEMENT

- Agreed definition of Live Defect with POL
- Report on all branch impacting defects to POL weekly and attend a weekly meeting to review progress
- Shored up the internal Live Defect management processes to enable process analysis and reporting
- Added features to the TfSNow and Peak toolsets to enable better management of Live Defects and greater visibility for POL
- Ran workshops with all support, development, test and release management teams to embed improved processes
- Changed model for Live Defect delivery to include option for hot-fix [WIP]
- Expedited processes to get Live Defects assigned to a Release [WIP]
- Raised the profile of Live Defect Management to the demand planning forum to enable POL to guide on priorities [WIP]
- Appointed a Defect/Quality Manager [WIP]
- Introduced monthly review and report to POL of any Incidents closed where POL could consider process improvements or enhancement requests to improved error repellence [WIP]

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- Reviewed assignments of user accounts with elevated privileges and rationalised it from 56 to 34
- Enhanced the monthly PAM verification processes
- Introduced additional monthly reporting of numerous types of physical and user account privileged usage
- Introduced additional weekly reporting for POL on PAM account status

ENQUIRY SUPPORT

- Introduced a simple enquiry mailbox for POL and its legal representatives and assigned a multi-skilled team to be available to review and actions (PO.Enquiries@ and the channels we proposed prior to this)

APPSUP

- Removed the default privilege APPSUP and made it an on-demand controlled allocation of temporary rights (this was done in 2018 I believe)
- APPSUP is not used to correct branch balance discrepancies or to amend financial transactions. Corrections relating to branch balance discrepancies are performed by POL using the POL Transaction Correction Process (this is true - just not sure if we implemented that because of the criticisms in the cases or if this has always been true) [WIP]
- Implemented a new process for APPSUP that ensures a new POL approval process can be integrated and evidence of action taken provided

RISK MANAGEMENT

- Driven process improvements to the account risk management processes to ensure greater alignment and clearer action tracking
- Enhanced risk management with POL - expanding to cover all domains and part of a monthly review

ARQ

- Digitised the delivery of ARQ responses [WIP]
- Provided POL with a full list of data available to them in the audit archive - to support POL's postmaster investigation processes [Early days]
- Enhanced the ARQ query process to make it much easier for POL to request audit archive data [Very early days]

HEADCOUNT

TITLE: POA IMPROVEMENTS LOG (WIP)

- Added 30 heads to better support POL in its change aspirations

TRANSACTION CORRECTION TOOL

- Decommissioned the Transaction Correction Tool under formal project with POL involvement and sign-off

HORIZON AUDIT

- Delivered 6 detailed reports on ways of working to assure POL of the current Fujitsu working practices on
    - SDLC
    - Testing & QA
    - BED Management
    - Remote Access
    - Robustness
    - Detailed update on the 29 BEDs

PROJECTS & CHANGE

- Delivered key change projects for POL [WIP - need Marion/Dan to add here and maybe say which we initiated rather than POL]
    - Dispute button
    - UI improvements