
From: Michelle Stevens[GRO]
Sent: Wed 26/07/2023 11:14:34 AM (UTC)
To: Hatch, Matthew[GRO]
Subject: Measurement of Impacted Branches

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Hi Matt – hope you’ve had an enjoyable break? I’ve been well looked after by both Sandie and Jason in your absence!

Cast your mind back – me, you and Paul Smith had a meeting a few weeks ago re how we can measure which branches have been impacted following a known defect. I’ve put a few bullets together below as requested for you to ponder. When you’re ready

1. Once a defect is realised, can monitoring be performed and any further instances shared with POL. To include FAD codes, dates, time and if it is financially impacting / how much?
2. Can reporting be split between poor experience vs financial impact – perhaps include on the HDRF report received each Friday?
3. As a result of the defect.... would be useful to understand if this be corrected by an automatic transaction correction (preventing branches from having to make calls into BSC/BRT) and ensuring the branch accounts reconcile? This may mask the severity.
4. Seeing what’s available from monitoring tools and Horice to view specific error codes being seen or symptoms of defects that they can proactively record.
5. BIMs and F99s are shared with BRT (but the process isn’t user friendly across back office – it’s only designed to work for BRT)

For Info - I’m on leave w/c 31st July and back on 10th Aug (will several other days here and there) Yaaaaay! Both Martin and Lorna will cover for me Monday – Thursday and Lisa Millar on Friday.

Many Thanks

Michelle

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Horizon and GLO

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