

Message

From: Walton, Daniel [GRO]
Sent: 19/07/2024 12:59:25
To: Rajivsinh Rathod [GRO]
CC: Simon Oldhall [GRO]; Neeraj Mittra [GRO]
Subject: RE: ARQ HSS requests
Attachments: RE: RQ BULK REQUEST - Tuesday 18/06/24

Hi Rajiv,

These questions were already addressed in the attached mail on the topic and on the call I had with Simon and Alison on Friday 21st June.

As per the attached, the use of the POL spreadsheet stopped in March/April 2024, all requests (HSS or otherwise) since, have been received and processed on the previous iteration of the ARQ form.

The change was to ensure ARQs are received and processed in a consistent manner, using a single process, and to remove any need for interpretation of free text fields for example, and the potential risk that this could create for all parties. In light of lessons learned more broadly, I believe these should be minimum controls that should continue to be in place.

Having reviewed both the excel spreadsheet and the ARQ form, they are very similar in content and I would expect neither to be onerous to complete.

With regards the reference to ARQs not being treated as a priority, please can you elaborate further with specific details. There is no change in response times to ARQs which retain an operational target of 7 working days (for queries of 14 or less days' duration), and 14 Working Days (for queries of greater than 14 days' duration). Based on the type of requests we typically receive the operational target is 14 working days equivalent to approx. 3 calendar weeks. I understand that all ARQs (including the recent upsurge) continue to be delivered within these timescales.

Regards,
Dan

From: Rajivsinh Rathod [GRO]
Sent: Thursday, July 18, 2024 3:07 PM
To: Walton, Daniel [GRO]
Cc: Simon Oldhall [GRO]; Neeraj Mittra [GRO]
Subject: ARQ HSS requests

Hi Dan

We have been informed that Fujitsu have recently changed the usual process for these ARQ requests which involved one form with an Excel spreadsheet with bulk requests, to requesting that POL do this individually per request.

The impact of this is that it would take much longer for POL to process and therefore we would like to revert to the previous way of working. The Remediation team have also mentioned that they were told by Fujitsu that ARQ requests would no longer be treated as priority, but as BAU.

Please could you look into this and advise.

Regards

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