

## COMMERCIAL IN CONFIDENCE



## Service & Commercial Review Meetings



### Notes and Action Points

24 April 2012

Post Office Attendees:	Fujitsu attendees:	Apologies:
Dave Hulbert (DH) Liz Tuddenham (LT) Sue Stewart (SJS) Scott Somerside (SS)	James Davidson (JD) Tim Healy (TH) (Commercial) Graham Welsh (GW) Mark Gordon (MG) Alex Kemp (AK)	

### Service Review Actions

Ref	Date Raised	Action	Who	Due Date	Status
122	200911	Risk Register Produce a document for discussion at the SMR 30/11 – To be produced in the new year (2012) 19/01 – A joint risk register will now be produced and discussed quarterly at this forum. An agenda item will be added to the February meeting to produce an outline. 21/02 – Separate meeting to be arranged by TA during w/c 27/02 18/04 – Fujitsu wish to agree terms of reference for this before production <b>24/04 – Agreed that a Risk Register will be developed across the account but will be led via the Commercial element of these meetings</b>	MG	Feb meeting	Closed
140	301111	Fujitsu Services Financial Growth Provide communications re first 6 months growth for sharing within POL <b>24/04 – Financial results will be shared when published</b>	GW	21/12/2012	Closed
143	301111	Cloud Network Liaise with Liz to provide a presentation to Post Office on what the Cloud is. 21/02 - Jeremy Worrell to run a session. Requirements to be agreed – SJS and TA to	SJS/ MG	21/12/2012	C/F

## COMMERCIAL IN CONFIDENCE

		<p>arrange 18/04 – Sue to provide suitable dates and POL attendees <b>24/04 – Agreed to extend the May S&amp;CR meeting by 90 minutes to incorporate this</b></p>			
156	201211	<p>Postage Labels</p> <ul style="list-style-type: none"> <li>- Arrange a “big brain” session between POL, Fujitsu and Royal Mail to discuss a more strategic solution</li> <li>- Prior to this session gather internal feedback from POL users</li> </ul> <p><b>22/03 – DH to speak to MW to progress</b></p>	MW/D H	31/01/12	Closed
157	201211	<p>QOS Produce a proposal for POL (for branch and counter) detailing what improvements can be made, what the maximum coverage could be and how it could be achieved. 21/02 - Alex Todd and Andy Hemingway are in discussions about a small pilot of aerial installations at selected branches which might gain coverage from the use of an external aerial <b>24/04 – Alex Kemp explained that currently Post Office have approx 80% coverage. Dave wants to understand how the remaining 20% without coverage can be addressed. Alex and Scott to produce a paper detailing options available</b></p>	AK/S S	11/05/12	C/F
158	201211	<p>Kingston Upgrade Clarify why implementation has been delayed to April and what has caused the delay 19/01 – Pilot is to commence in April, rollout completion date to be confirmed. It was also noted that a new router model is now available which Fujitsu are testing and the savings will be passed on to POL. 21/02 - Ongoing with Rolph Daniels as Fujitsu Project Manager who is arranging to review the Project Plan with Alex Todd 18/04 – First pilot went live w/c 9 April, second pilot live 19/04 and routers are on order for the rest of the project. Now being managed in bau. <b>24/04 – A meeting is being held on 16/05 with the OBC teams to discuss this. Scott to ask Alex Todd to look at this in advance of that meeting to get OBC activities scheduled</b></p>	SS	05/05/12	C/F
163	190112	<p>POL Structure charts Provide Fujitsu with the structure charts for IT and Change and Managed Services and Sourcing <b>24/04 – Liz explained that there is ongoing recruitment in Managed Services and Sourcing</b></p>	LT/D H	10/02/12	C/F



## COMMERCIAL IN CONFIDENCE

		<b>and once a steady state has been achieved the charts will be provided. Dave to provide the IT&amp;C chart.</b>			
164	190112	Extended Hours Confirm what activity is taking place currently and what is planned 21/02 - CT being finalised 22/03 – Requirement for end user services study to be clarified with Fujitsu colleagues and then work with the Project to progress this in liaison with Gary Blackburn and Jeff Burke 18/04 – Extended hours for HSD and Engineering progressing under CT1063, with ROM response due w/c 23 April <b>24/04 – MG is progressing with Gary Blackburn</b>	GW	30/03/12	Closed
169	210212	Alternative Fault Logging Discuss with MG and liaise with Kendra Dickinson to look at ways of increasing the take up of email logging and progress other activities which are in the plan 18/04 – to be reviewed w/c 23 April <b>24/04 – As there has only been a 1% take up on this alternatives need to be considered. MG to discuss with Kendra and provide feedback at the next meeting.</b>	MG	22/05/12	C/F
170	210212	Capacity Forum Feedback to the forum that future planning activities should be included in their discussions <b>18/4 – Link into Gating Forum now established and attempts are underway to force all plans through Alex.</b> <b>All planning is now included in the Capacity Forum (plugging the gaps on both sides is work in progress)</b>	SS	09/03/12	Closed
172	210212	Printer Labels Discuss with Brian Deveney the option of getting RMG Procurement involved in the discussions to move this forward	LT	09/03/12	Closed
173	210212	Requirements Discuss at the Joint Demand Planning Forum concerns re Requirements not being clear and engage with internal stakeholders in Post Office to agree how the development of them can be managed more efficiently	LT/D H	20/03/12	C/F
177	210212	Service Desk Outbound calls Provide a breakdown of the 7707 outbound calls made by the Service Desk <b>18/04 – breakdown is 48% to branches, 27% to Engineering, 9% USAT, 11% CMT, 5% other.</b>	MG	09/03/12	Closed



## COMMERCIAL IN CONFIDENCE

178	210212	Service Desk Options for Reducing Costs Seek agreement to a preferred option from business stakeholders	DH	20/03/12	Closed
179	210212	Service Desk Security Send Liz the contract reference which contains the stipulation that the Service Desk should be in a secure environment	TH	09/03/12	Closed
180	220312	Capacity Management Define the threshold, in percentage terms, where concern should be raised as it is not clear from the dashboard	AJ/M G	20/04/12	C/F
181	220312	2011/12 DR Test Confirm that the dates 5/6 May are available to conduct the test 24/04 – Dates confirmed	AP	30/03/12	Closed
182	220312	Reference Data Emergency Changes Discuss with Andy Corbett how Reference Data changes are managed in line with the OCP process and ensure that Project Teams understand the correct processes.	AJ	20/04/12	C/F
183	220312	Service Desk Benchmark Produce a draft letter of agreement and send to Liz	TH	29/03/12	C/F
184	220312	1 <sup>st</sup> February Major Incident Provide a detailed explanation of the root cause and corrective actions to Dave 24/04 – discussed by phone	GW	30/03/12	Closed
187	240412	Dashboard Colour code the comments with R/A/G	MG	22/05/12	
188	240412	POLSAP informal work requests Speak to Rod Ismay to ensure the correct processes are used to request new pieces of work from the POLSAP team in Chesterfield	DH	11/05/12	
189	240412	Small Change Activity - POLSAP Speak to Ian Humphries re small change activities to ensure they go through the correct processes before Fujitsu are engaged	SS	11/05/12	
190	240412	VPN Keys Those counters who have not had the new VPN key downloaded will now require an engineer swap out. Discuss with the Network team to see how they wish the replacements to be managed.	SS	11/05/12	
191	240412	Postage Labels Speak to the Supply Chain to restrict the number of the new labels that branches can order in case Post office wish to withdraw them	SS	04/05/12	
192	240412	Postage Labels Set up a call with Dave, Paul Brown and the Supply Team to discuss the ongoing issues with the labels	SS	04/05/12	

## COMMERCIAL IN CONFIDENCE

193	240412	5/6 May DR Exercise Chase resolution of the outstanding actions on Post Office	DH	27/04/12	
194	240412	Concurrency Get an update on progress from Alex Todd and Antonio Jamasb who have been looking at how the activity could be funded.	DH	11/05/12	

**Future Planning Log**

Agenda Item	Purpose	Who/Lead	Planned month
Risk Register	To produce a draft joint risk register for ongoing update and discussion on a quarterly basis	TH	To progress via Commercial review
Future Benchmarking activity	To agree the way forward	LT/TH	May 12
E-mail call logging	To review the stats for the first 3 months	TA	May 12

**Notes:****POL Business Update**

- Mark Weaver has now moved to the Service Design and Transition team and Steve Beddoe has been appointed to replace him. Steve will attend the next meeting in May.

**Fujitsu Services Business Update**

- James acknowledged the strengthening engagement between both parties at Board level and the sharing of information on future initiatives and strategy.
- Noted that there are tensions in the Programme/Architecture areas and James will work closely with Neil Lecky-Thompson and Iain Patterson to improve this.
- James also felt it would be an opportune time to get the teams back together to work on the relationship (similar to sessions held before) which was agreed by all attendees.

**Service Overview****Release and Change**

March was the first time this ORF had met and they had recognised that there are problems in this area which had resulted in a detailed action plan being produced. The S&CR forum agreed to let the teams work together to deliver improvements which should be visible over the coming months in the feedback. It was also noted that the forward schedule of change is now being discussed at the ORF.

**Commercial**

Noted that the score of 8 should have been for March and not February.

## COMMERCIAL IN CONFIDENCE

### **Dashboard**

- The comments on the dashboard are to be colour coded with R/A/G (AP187)
- Noted that the change management figures should only include those which are visible to the Post Office
- Change Requests/CT's – the overall comment to be provided by the Joint Change Review Board.

### **Hot Topics**

#### **POLSAP**

Concern was raised by Graham about the POLSAP team being approached informally by teams in Chesterfield to undertake work without going through the correct change procedures. Dave asked Fujitsu to push back on these requests and agreed to speak to Rod Ismay to ensure the correct processes are used (AP188). Scott will also speak to Ian Humphries re small change activities to ensure they also go through the correct processes before Fujitsu are engaged. (AP189)

#### **Outstanding VPN Keys**

40 counters have not picked up the new VPN key as they have not been logged on; the result of this is that the counters will not now work until the base units have been swapped out. Alex asked whether Post Office wanted Fujitsu to carry out a pro-active exercise to get the base units swapped but it would be at additional cost to Post Office. Liz challenged whether there should be additional costs if the activity is within the engineer limits but will check the contract to assess. Scott will also discuss the need for the swap outs with the Network team to see how they wish the replacements to be managed (AP190).

#### **Epson Label Developments with RMG**

Despite the work which has been ongoing for some months to resolve the issues with the printers and postage labels Royal Mail have had labels printed with their new supplier which are ready to send to Swindon and will be distributed to the network. Royal Mail have stated that the specification of the labels has not changed. It was agreed that activity is needed to mitigate the possibility that the labels will cause further issues and Scott agreed to speak to the Supply Chain to restrict the number that branches can order in case Post office wish to withdraw them (AP191). Scott will also set up a call with Dave, Paul Brown and the Supply Team to discuss this (AP192).

#### **WHS Self-Fix**

The results of the pilot at 16 locations have concluded that none of the success criteria were met. This was due to branches not following the processes correctly. Engagement will now take place with the Compliance Team to have a final push and try and make it work, however Fujitsu will be looking to close the programme if it is not successful.

### **AOB**

#### **Homephone/Broadband**

Noted that the new contract for this service will not be picked up under this forum and will have a separate service review board. It will, however, come under the same Executive Review board.



## COMMERCIAL IN CONFIDENCE

**5/6 May DR Exercise**

As there are a number of outstanding actions on Post Office Dave agreed to chase (AP193)

**Concurrency**

Alex explained that a ROM had been produced to increase the % concurrency and Alex Todd and Antonio Jamasb had been looking at how the activity could be funded. Dave agreed to get an update on progress (AP194)

**Commercial Review Actions**

174	210212	Wrapper Costs Discuss the approach outlined at the S&CR meeting (overview in notes below) internally in Fujitsu and highlight any concerns and propose a way forward <b>22/03 – ask Steve Doyle to provide a draft document detailing how the process will work for agreement between Liz and James</b>	JD	30/03/12	Closed
175	210212	CT Charging Produce a proposal re what should be charged for in CT's to enable the principles to be agreed by both parties	TH/JD	09/03/12	C/F
185	220312	Wrapper/Governance Costs Ensure that Project Managers in Post Office are aware of the timesheet provision and the requirement for them to manage the process	LT	20/04/12	Closed
186	220312	Outstanding Issues for Discussion with Lesley and Brian Produce a list of items for discussion in preparation for the forthcoming meeting	LT/JD	30/03/12	Closed
C001	240412	Merchant Acquirer Send a note to Liz explaining what the technical problems are and why Fujitsu should be indemnified against PCI risks.	TH	11/05/12	
C002	240412	PCI Arrange for appropriate Fujitsu attendees to attend a meeting on 30/04 to discuss CT1041	JD	27/04/12	
C003	240412	Risk Speak to the Enterprise Risk Team to see if someone can help develop a process to produce and manage a joint risk register	DH	11/05/12	

**Merchant Acquirer**

Technical problems have been identified with the new Merchant Acquirer and a fix will be deployed but Fujitsu believe they should be indemnified against any PCI risks. Tim will send a note to Liz explaining the issue and propose wording (APC001).

## COMMERCIAL IN CONFIDENCE

### Reference Data Charging

Post Office are still awaiting feedback from Fujitsu on the paper submitted by Sue which detailed improvements which have been made to the reference data processes and which Post Office believe demonstrates that the monthly additional payment of £20637, detailed in D1, should now cease. Tim has gathered information to respond and will now discuss with James with a view to reaching agreement by 11 May 2012.

### PODG

Discussion papers on each party's view of what the requirements were have now been produced by Peter and Gareth which will be shared. Liz and James to discuss on Tuesday 1 May at 3pm.

### PCI

Richard Barber has requested a meeting to discuss CT1041 as the costs quoted on the CT are a lot higher than Post Office expected following informal conversations between both parties. It was agreed that a meeting will be held with appropriate Post Office and Fujitsu attendees to walk through the CT to understand the work that requires completing and the breakdown of costs involved. In advance of this meeting James will ask Howard xxx to identify the activities on the CT and understand what is the minimum which needs completing to pass the audit requirements. Fujitsu will also provide a more detailed cost breakdown. James to organise Fujitsu attendees for a meeting on 30 April 10-12pm in Old Street if possible (APC002)

### Expert Witnesses

Liz would like more clarity about what support is provided under the Contract and will raise it as appropriate once she has spoken to internal stakeholders.

### Risk

A discussion was held to understand what both parties want from a joint risk register and Dave agreed to speak to the Enterprise Risk Team to see if someone can help develop a process to manage this (APC003)

### Integrated Programme Plan

Fujitsu would like a plan to help them understand future related activities and will ask Neil Lecky-Thompson if there is one available.

### Other

- James raised a concern about the weak governance for Programmes and Architecture and will be looking to strengthen these areas in the future.
- It was also agreed that the dates the Demand Planning meetings are held need to be changed so that Liz and James can attend.

**Date of next meeting: 22 May 2012 - 1100-1530 followed by "Dummies Guide to the Cloud" 1530-1700 Dearne House**