

From: Phillips Edward
Sent: 19 March 2012 09:08
To: Armstrong Sue; Atkinson Tony; Bell Gavin; Boyd Fiona; Bull Richard; Cochrane Vince; Davidson James; Dunmore Phil; Freeman Roy; Gordon Mark; Jeram Peter; Kostuch Maz; Lamb Helen; Long Stephen; Mills Ged; Norris Robert; O'driscoll Ian; Payne Andrew; Roberts David (LON22); Stevenson Andrew; Tait Duncan; Thompson Peter; Tuttle Ron; Welsh Graham
Cc: Corporate Alerts
Subject: FW: Confidential & Legally Privileged Corporate Escalated Issue Ref 1218 - Post Office - Update Report

Dear All
Please see the update below.
Ed

From: Corporate Alerts
Sent: 16 March 2012 17:06
To: Phillips Edward
Cc: Corporate Alerts
Subject: Confidential & Legally Privileged Corporate Escalated Issue Ref 1218 - Post Office - Update Report

Hi Ed, could you please send this one out, and cc Corporate Alerts. Dist list attached. Many thanks, Sue Higginson

Confidential and Legally Privileged

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Corporate Escalated Issue – Update Report

Customer Name:	Post Office	Alert Reference:	1218	RAG Status:	
Issue Summary:	Loss of banking transactions across the whole Post Office estate				
Progress against last week's goals & milestones:	<ul style="list-style-type: none"> The HNG-X environment remains stable with no recurrence of previous issue. Ace Blade arrived in Bracknell, Keys were removed & onward freight to Cisco Amsterdam/San Jose for Root Cause Analysis by Cisco. 				
Key goals for this week:	<ul style="list-style-type: none"> Progression of both the tactical & strategic reviews (4 Point plan) of the POL infrastructure 				
Major milestones this week:	<ul style="list-style-type: none"> Initial workshops associated with Tactical review were held in Bracknell on 14/03/12 Workshop associated with the Strategic review will be held week commencing 19/03/12 Discussions with Cisco ongoing; next update expected 19/03/12 				

Other items of interest:

- Report issued by Vince Cochrane relating to the Independent Network review has been published.
- Actions since last update have been closed.

Impact at time Alert was raised (01/03/12);

- Potential Service Credits at £100k per lost business hour
- Reputational damage to both Post Office and Fujitsu; 4th major outage in 9 months
- Potential to influence the HP&BB negotiations

Closure Criteria:

- Service restored and stable for 24 hours
- Major Incident report produced with corrective actions

Current Assigned Actions:

Title	Status	Assigned To	Start Date	Due Date
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Estimated Closure Date:

20/04/2012	Report Week Commencing:	2012-03-14
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Useful Links:

Title
