

Horizon Next Generation Joint Progress Meeting Meeting 146



Notes of Horizon Next Generation Joint Progress/Release Board Meeting Meeting of Thursday 25th February 2010

Attendees:

| Name | Initials | Role | Comments |
|-------------------|----------|------------------------------------|-----------|
| Mark Burley | MB | Programme Manager (POL) | |
| Debbie Richardson | DR | Test Manager (Fujitsu) | |
| John Wheeler | JW | PMO Manager (POL) | |
| Kevin Tallboy | KT | Planning Manager (POL) | |
| Ravi Chambers | RC | PMO Manager (Fujitsu) | |
| Geoff Butts | GB | Programme Manager – HNG (Fujitsu) | |
| Will Russell | WR | Migration Manager (POL) | Chair |
| Vince Cochrane | VC | Network Specialist (Fujitsu) | |
| Alan D'Alvarez | AD | Programme Director – HNG (Fujitsu) | |
| Lee Farman | LF | Test Manager (POL) | |
| Phil Norton | PN | Acceptance Manager (POL) | |
| Ian Trundell | IT | HNG Design Authority (POL) | |
| Adam Martin | AM | Service Delivery (POL) | Apologies |
| Dave Hulbert | DH | Service Delivery (POL) | Apologies |
| Graham Welsh | GW | Customer Services (Fujitsu) | |
| Graham Allen | GA | Development Manager (Fujitsu) | |
| Lup Yau | LY | PMO (POL) | Apologies |
| Mike Wood | MW | Director of Programmes (Fujitsu) | |
| Gaetan van Achte | GvA | Service Director (Fujitsu) | Apologies |
| Chris Dodington | CD | Implementation Manager (Fujitsu) | |
| Barry Evans | BE | Migration Team (POL) | |
| Peter Stanley | PS | Design Authority (POL) | |
| Andy Jacques | AJ | Service Delivery (POL) | |

Distribution: As above, plus David Smith, and the Fujitsu & POL lead teams

1 Minutes from Previous Meeting

The previous minutes were accepted.

2 Actions and Points to Note from Previous Meeting/Current meeting

| No. | Owner | Action or point to note | Status/Progress | Date required |
|--|---------|--|---|---------------|
| <i>New Actions and Points from meeting of 14th January</i> | | | | |
| 140.08 | AD (GW) | Provide a process for how releases will be implemented beyond the current maintenance release (01.08). Process will need to be discussed and agreed with POL Service Delivery. | Previous actions archived. 11/02 C/fwd. DC has proposed a process for agreeing when fixes are to be released. PN/DC and IT have looked at prioritising the deferrals. Fujitsu will work with this prioritisation to align it to the proposed maintenance release | 03/03 |

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| | | | <p>schedule.</p> <p>It was noted that due to the number of referrals there will be a need for a maintenance release before Release 2. This requirement will be included as part of AG4.</p> <p>18/02 C/fwd. Meeting to be arranged for next week to agree a joint strategy for the targeting of referrals beyond R01.08.</p> <p>25/02 C/fwd. No paper received to date. Fujitsu internal meeting arranged for 2nd March.</p> | |
| 140.12 | GB AD GB | To confirm that there will be additional migration support available from Fujitsu (to bring back the rollout completion date) | <p>21/01 C/fwd. Currently unconfirmed.</p> <p>28/01 C/fwd. AD to discuss with MB on 29th January.</p> <p>04/02 C/fwd. GB has received a training proposal from 4G and this is now under review. GB to provide an update to MB by 5th February.</p> <p>11/02 C/fwd. To be discussed after Joint Steering Board.</p> <p>18/02 C/fwd. Work in progress. Still reviewing options proposed by 4G. See also action 145.01</p> <p>25/02 C/fwd. Revised proposal expected next Monday,</p> | 01/03 |
| New Actions and Points from meeting of 4th February 2010 | | | | |
| 143.04 | GW IT | <p>Obtain statistics regarding the number of 'Screen Pauses' and reversals experienced at the HNG branches since migrating. And investigate and report back on the root cause of why this is happening.</p> <p>The number of 'Screen Pauses' and related Recoveries are significantly higher than expected.</p> | <p>11/02 C/fwd. Statistics provided and monitoring continues. Action switched to IT to lead on working with Fujitsu to determine how we get back to the volumes forecast.</p> <p>18/02 C/fwd. IT has had initial discussions with Dave Johns, investigations continue.</p> <p>25/02 C/fwd. GW to provide daily statistics (issue to WR, IT and PS) on the number of recoveries being performed and any information on screen freezes.</p> <p>See also follow on Actions:</p> | 25/02 |

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| | | | 146.01, 146.02, 146.03 and 146.04 | |
| 143.06 | DR | HNG SV&I Rig – Propose a way forward for managing the contention for the use of the SV&I rig for Release 1 issues and Release 2 development. | <p>11/02 C/fwd. Discussions underway. Further update at next Joint Steering Board.</p> <p>18/02 C/fwd. Current view is that an additional SV&I rig will be required. DR currently working up the details.</p> <p>25/02 C/fwd. DR continuing to assess the short term requirements and how best the Test team can meet these. It was re-iterated that the long term proposal would be to introduce a new rig to retain the SV&I functionality..</p> <p>LF and PS to review and assure any short term proposals</p> <p>Note: Migration issues can only be tested on the LST rig.</p> | 04/03 |
| 143.07 | AD | Arrange a meeting for next week to review the Key Risks and ensure they are all up to date. | <p>11/02 C/fwd. Meeting to be scheduled before next Full Board.</p> <p>18/02 C/fwd. Risks have been updated, further meeting to be scheduled to before next full Joint Steering Board.</p> <p>25/02 Closed. Meeting scheduled for 1st March.</p> | Closed |
| 143.10 | GW | To provide advice to POL as to the correct action that should be taken by Branches receiving the; 'Unable to contact Data Centre' message. | <p>11/02 C/fwd. KELs being generated. GW to provide update on latest position at next Joint Steering Board.</p> <p>18/02 C/fwd. KELs have been generated, GW will generate the required documentation and forward to Barry Evans.</p> <p>25/02 C/fwd. Not received. GW to check and re-send if required.</p> | 04/03 |
| New Actions and Points from meeting of 11th February 2010 | | | | |
| 144.05 | CD | Foreign Currency Rate Boards: Where routers have been installed into Horizon offices, there have been some instances of a delay to the boards updating with the current | <p>18/02 C/fwd. Under investigation.</p> <p>25/02 Close. Being monitored via Migration RAG report (reviewed thrice weekly).</p> | Closed |

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| | | rates. CD to head investigation and propose a quick view of the best way forward. CD to contact BE as necessary. Report back to MB by 12 th Feb. | | |
| 144.08 | PN GW IT | Error message seen at Branches, but not flagged up by FS monitoring systems: The following message; <ul style="list-style-type: none"> “Do not attempt any further transactions of this type until you have confirmation they have been fixed” PN/GW to investigate. PN to forward information to GW | 18/02 C/fwd. The message needs to be revised. IT and GW to meet to review and agree the best way forward. 25/02 C/fwd. Revised wording has been agreed. IT will work with Andy Corbett (POL Reference Data Team) to resolve. | 04/03 |
| <i>New Actions and Points from meeting of 18th February 2010</i> | | | | |
| 145.01 | WR | Ask Gary Ellner to contact CD to discuss the options for increasing Migration support to assist an increased beat rate for rollout. | 25/02 Complete. | Closed |
| 145.02 | info | All 13 branches that performed their Branch Trading Statements on 17 th Feb have reported that they were successful. | For Information | |
| 145.03 | PN | Trial Report / Final Balance issue: PN to check if the proposed workaround is acceptable to the business. Permanent fix targeted for R01.08. However; this is dependent on the acceptability of the workaround, it may need to be a Hot Fix. | 25/02 C/fwd. POL have requested that this be a Hot Fix as it is required before we migrate any further branches. Fujitsu to ensure deliverables listed in PN email (dated 24 th Feb) for current live branches are included. | 04/03 |
| 145.04 | info | NOTE: For the avoidance of doubt, any workarounds have to be agreed by POL before implementation. | For Information | |
| 145.05 | CD | Fujitsu to ensure that someone from the Branch Migration team to promptly attend every 09:00 war-room. | 25/02 Closed | Closed |
| 145.06 | GW | Crawley Terminal Swap out: The new terminal didn't take the HNG software as required. GW to investigate the root cause. | 25/02 Closed. Being tracked via Migration RAG forum, close from here. | Closed |
| 145.07 | GA | Pre-Migration checks taking a long time at large branches: Crawley took 50+ minutes to run the pre-migration checks. GA to investigate if | 25/02 C/fwd. Investigations continue. Fujitsu to provide a response by close of business 26 th Feb | 26/02 |


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| | | <p>this will be a problem for the Crown Offices targeted for migration on 19th Feb.</p> <p>Fujitsu need to provide assurance that there will not be a problem at these branches.</p> | | |
| 145.08 | GW | Forward supporting information for the 6 dials reports to MB and WR | 25/02 C/fwd. | 26/02 |
| 145.09 | VC IT | Talk to Tom Lillywhite regarding the Penetration testing performed on POL FS. | <p>25/02 C/fwd. VC has discussed with TL.</p> <p>IT to confirm with Dave King if this remains an issue and update VC accordingly.</p> | 04/03 |
| 145.10 | DR | Review the new High Priority defects and report back, by exception, to the board. | <p>25/02 C/fwd. Being tracked at Test Governance. DR to provide supporting evidence that the recorded increase in defects is not an issue..</p> <p>DR to produce a high level summary asap.</p> | 26/02 |
| 145.11 | GA GW (PN) | <p>Release 01.08 will be deployed post Branch Migration (the Branch will initially migrate onto 01.07). The upgrade will be targeted for the following day, but could take 2 or even 3 days to be deployed.</p> <p>GA/GW to provide a level of confidence for the rate of rollout.</p> <p>GA/GW to coordinate with PN.</p> | <p>25/02 C/fwd. The proposal to implement R01.08 after migration (i.e. there would be at least one day of trading before the branch is upgraded) is unacceptable to POL.</p> <p>Fujitsu to propose how the essential fixes can be included into or with the Migration Package in order that no new branch can open without them.</p> | 04/03 |
| 145.12 | info | MB thanked GA, DR and their teams for all their efforts in ensuring that the manual BTS fixes were successfully applied as required. | For Information | |
| 145.13 | GW | Warwick Issue due to BAL node failure: GW to investigate and share findings with WR and LF asap. | 25/02 Closed. Being monitored via the Migration RAG forum. | Closed |
| 145.14 | PN GB (M C-J) | Ensure M C-J is actively pursuing the rectification of the 2 high severity Security incidents. | <p>25/02 C/fwd. There are now 3 High Severity Security incidents. Fujitsu internal meeting later today to discuss.</p> <p>Output from this meeting to be forwarded to PN.</p> | 25/02 |
| New Actions and Points from meeting of 25th February 2010 | | | | |

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| 146.01 | GW | Excessive number of Recoveries/ Screen Freezes: Fujitsu to provide a formal response on how the system is performing. This should be measured against an Horizon Baseline and refer back to the levels agreed in the Assumptions and Constraints documentation. | New Item | 04/03 |
| 146.02 | IT AJ | Excessive number of Recoveries/ Screen Freezes: IT to discuss with AJ, POL's requirements for MI that Fujitsu need to provide regarding the on-going monitoring of Recoveries/Screen Pauses. IT to then forward these requirements to GW. | New Item | 01/03 |
| 146.03 | Info | Excessive number of Recoveries/ Screen Freezes: This is to be treated as a Major Incident and managed accordingly. | For information | |
| 146.04 | GW | Excessive number of Recoveries/ Screen Freezes: Daily update to be provided by GA on progress towards resolution. (Email to IT/WR and PS). | New Item | 26/02 |
| 146.05 | WR | POL to re-enforce the message to Branches that they must inform the appropriate helpdesk when problems arise. | New Item | 04/03 |
| 146.06 | Info | Meeting to be scheduled for next Wednesday 3 rd March to review all actions pertaining to the Excessive number of Recoveries/ Screen Freezes. | | |
| 146.07 | Info | The Key Branch-impacting Issues required for action before continuing rollout have been capture in a spreadsheet and were reviewed at the Board. Attached is the updated version. ALL please note that this spreadsheet contains a number of actions that need to be addressed in addition to those captured above. The proposal is to merge this spreadsheet into the current Migration RAG report and hence will be | For information  Key Issues required before continuing roll | 04/03 |

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| | | reviewed at that forum | | |
| 146.08 | AD | Fujitsu to provide assurance that the required resources (e.g. Testers) will remain in place to ensure that testing of the required fixes can be performed without un-necessary delay. | New Item | 04/03 |
| 146.09 | ALL | Please ensure that KT/JW are copied in on all action updates or deliverables required to close actions. | For Information | |

3 Points to note

- Incorporated into actions/points to note above

4 AOB

- incorporated into actions/points to note above

5 Next meetings:

- **Next Full Joint Steering Board:** Thursday 4th March, 10:00 – 13:00, Bracknell

Remote attendance numbers (when provided) are as follows:

Number to dial:

Participant Password:

Irrelevant