HNGX Joint Steering Board

18th Mar 10

Agreed Baselines

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- Schedule
  - V100.A00 draft
    - (The plan that will be reported against from now onwards)
  - V80.A00 check-pointed with the client

- Requirements
  - version 1.42

- Testing Baselines
  - SVI – 02.01
  - LST – 01.08.03 + hot fixes
  - VOL – 01.08.03

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HNGX Summary

Red Major issue impacting timescales, cost or risk
Amber Major issue but with actions agreed to resolve
Green No issues

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RAG	Last Status	Current Status	Description	G2G plan	G2G Target Date
Approved Budget	Green	Green			
Resourcing	Red	Amber	2nd Problem Manager recruited. Deployment Manager to be confirmed.	Replacement Deployment Manager identified. Need to confirm start date and ensure transition.	22 Mar 10
Schedule	Red	Red	Pilot on hold last week. High Volume Pilot scheduled to start on 18/03/10, rollout to start 12/04/10 subject to successful completion of HVP. Increased beat rate (300) to be attempted early in rollout. Overall rollout schedule tbc.	If increased beat rate successful, will provide an opportunity to speed up the rollout. Confirm revised plan with POL.	31 Mar 10
Requirements	Green	Green			
Architecture	Green	Green			
Apps Development	Amber	Amber	Continued focus on fixing Peaks raised for Live issues. Daily prioritisation of new issues from live/test to minimise scope change for 01.08.	Daily reviews of critical Peaks/fixes to ensure delivered/tested.	31 Mar 10
Test	Red	Amber	Vol test cycle 2 underway, scheduled to complete 22/03/10.	Daily progress updates on Vol Testing and review overall 3 cycle plan	22 Mar 10
Migration	Red	Red	Pilot on hold last week, re-starting 18/03/10. Branch Router install average success rate for last week >85%. Full beat rate being achieved. Revised schedule for pilot agreed,	Branch Router install plan back on track (increased beat rate is making up lost time from slow start in Dec 2009). MVP, HVP and rollout start as planned.	25 Mar 10
Infrastructure	Red	Amber	VSAT plan on track. Delays to completion of Vodafone Backup WWAN testing due to network issues.	Resolve Vodafone network issues and complete testing.	25 Mar 10
Service Transition	Amber	Amber	Detailed stats on HSD performance, monitoring of live system shared with POL. Ongoing monitoring in place.	Continue to review live service stability + support through HVP.	31 Mar 10
Contract	Green	Green			
CRs	Green	Green			

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Exec Summary

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- Improved live service stability achieved
  - No repeat occurrences of Branch database node failures
  - No re-occurrence of Datacentre router failure. Preventive measures in place.
  - No other major issues experienced in live since Node failures on 05/03/10.
  - Reboot events significantly reduced over last week (increased this week but no corresponding calls to desk)
  - Issue with slow printing affecting some Horizon branches resolved 11/03/10. 30% of Proxy servers in dormant state following router issue on 04/03/10.
  - Focus on monitoring – hardware issues at branches, reboots and HSD performance
- Sysman issue resolved for distribution of fixes/help data
- Branch Router installations running at full beat rate, >85% success rate, 8,135 installed by 16/03/10
- 01.08 Counter fixes in pilot
- Joint decision agreed 17/03/10 to restart pilot. Final Rollout schedule tbc.
- Milestones
  - 32 completed ahead of schedule
  - 10 completed ahead of schedule
  - 57 completed behind schedule

Milestones

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Milestone	Team	Planned	Forecast	Success Criteria	Comment	RAG
01.08 Counter top up commences in trial branches	CS	09/03/10	16/03/10	Software successfully deployed in a significant number of live HNGX branches	15/03 -Committal issue with 01.08 identified 12/03. In response, 01.08 distributed by " 1 shot" to Old St 12/3, for testing 15/3. Committal issue fix completed unit testing 15/3, expected LST early 16/3, planned for live (first 59 branches) overnight 16/3. 16/03 - Counter migration in plan for tonight 16/03 17/03 - 84% success rate achieved, remainder for retry tonight.	
01.08 Counter top up commences to live estate	CS	16/03/10	18/03/10	Software successfully deployed in a significant number of live HNGX branches	01.08 counter fixes are incrementals. For rollout these will be implemented 1-2 days after new branches migrate on 01.07 counter. This deployment approach was adopted to avoid amending counter migration package and pushing out rollout 09/03 - Date amended to 12/03/10 15/03 - date for re-distribution and committal set at 18/03. 17/03 - On track	
Medium Volume Pilot Completes	Mig	30/01/10	20/03/10	All branches in MVP trading using HNGX solution	02/03 - VPX Change completed on 21/24, 3 minor issues being addressed, non service impacting 03/03 - Date confirmed in proposal agreed 03/03 04/03 - New branch migrations for next week on hold pending stabilisation of live issues. 09/03 - Success criteria for restarting pilot TBC by 11/3 15/03 - Restart of MVP confirmed in meeting of 12/03 17/03 - Restart approved at meeting of 17/03	
AG3 (Counter Pilot) follow up for High Volume Pilot	Mig	11/02/10	24/03/10	Approval to proceed to High volume pilot	Additional review to agree there are no outstanding issues to prevent starting this phase. 15/03 - Date to be agreed with customer following agreement of 12/03 17/03 - Calendar invite issued today	
RAB (Counter Pilot) follow up for High Volume Pilot	Mig	11/02/10	24/03/10	Approval to proceed to High volume pilot	Additional review to agree there are no outstanding issues to prevent starting this phase. 15/03 - Date to be agreed with customer following agreement of 12/03 17/03 - Calendar invite issued today	
Branch Router Vodafone backup WWAN solution	INF	26/02/10	19/03/10	Vodafone solution working in Model Office	15/03 Network (suspected firewall) challenge persists, date put back as not yet in LST, escalated into Programme team. 16/03 Further network change to be made this evening 17/03 Network change made, technical team engaged in resolving issue, will confirm revised date by end of week.	

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Milestones (Continued)

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Milestone	Team	Planned	Forecast	Success Criteria	Comment	RAG
Counter enablers installed for High Volume Pilot	Mig	15/02/10	30/03/10	All counter enablers required for live office pilot have been installed successfully	12/02 - 10 PHU branches in HVP. Confirming status of CNIM/DOD 26/02 - This will need to be revisited if the branches in the HVP change. 15/03 - Date for HVP confirmed in meeting of 12/03, branches subject to confirmation. Enablers will be installed in line with deployment profile. 16/03 - Branch migration list provided for this week and next, working to achieve these.	
High Volume Pilot Completes	Mig	20/02/10	01/04/10	Significant number of branches in HVP trading using HNGX solution	15/03 - Date confirmed at meeting 12/3. HVP will be followed by a week of stabilisation.	
Vol test cycle 2 complete	Tst	07/03/10	22/03/10	Test scripts executed successfully for cycle 2	09/03 - A number of fixes scheduled for implementation into live on Weekends 14/3 & 21/3 10/03 - Confirmation that Cycle 2 testing has restarted. The schedule has been prioritised 15/03 - Tests are progressing. 16/03 - Issues under investigation, view is they will not impact the restart of migration. 17/03 - Report script test worked successfully overnight.	
AG4 (Pre-rollout) Branch Migration commence rollout	Mig	11/03/10	08/04/10	Approval to proceed to Rollout	04/03 - Under review pending stabilisation of live issues 15/03 - Date subject to confirmation following agreement at meeting 12/03 17/03 - Calendar invite issued today	
RAB4 (Pre-rollout) Branch Migration commence rollout	Mig	11/03/10	08/04/10	Approval to proceed to Rollout	04/03 - Under review pending stabilisation of live issues 15/03 - Date subject to confirmation following agreement at meeting 12/03 17/03 - Calendar invite issued today	
ISO 27001 Compliant Risk Management Process in place & operational	Acc	30/10/09	30/04/10	Risk Management Process approved and implemented	28/1 FJS internal BSI auditor has reviewed the risk assessment and recommended the controls applied are brought up to a higher level to provide more meaningful information to ISO27001. Potentially a risk to main rollout depending on the status of other key security deliverables (IDS, Foundstone and 2 factor) 03/03 - The Risk Assessment was not signed off, plan to be put in place to mitigate impact to rollout 15/03 - FJS to demonstrate to POL by 30/04, that the risk management is in place and operational.	

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Development

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- **Challenges:**
    - PEAK clearance:
        - Branch Router rollout and Branch migration
            - Focus on issues from live
        - Release plans continuously flexed to support plan changes
- **Progress:**
    - Software releases:
        - A number of deliveries via Release Note to LST and Live in support of Branch Router Rollout and Counter Pilot
        - SV&I Released
            - 02.01.00
        - LST Rig Released
            - 01.20.00.00

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POLFS

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- **Key Challenges:**
  - Archive migration resources (EMC) not available when needed
  - No POL-FS testing environment until POLSAP goes live
- **Key Progress:**
  - Migration completed successfully, as planned.
  - Hangout plan being put together to address follow-up activities
- **Schedule**:
  - Archive testing solution to be implemented 18th March.
  - Archive live solution needed by end of March (27th / 28th).

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Deployment

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Progress

- **Branch Router**
  - 8,135 branches successful router installs – 71% of the total estate. As at eob Tuesday 16/3
  - Targeting mid-April for Router Rollout completion (excluding VSAT)
  - "Early 50" router installs all successfully re-provisioned with Orange WWAN
  - Orange WWAN deployment to 1,600 Routers on schedule to complete this week
  - Vodafone WWAN testing: SV&I issues resolved
  - Fix identified & tested for PHU 1.75 power cycle. Rollout scheduling in progress
  - Revised VSAT plan progressing to schedule

- **Branch Migrations**
  - R1.08 successfully implemented into Data Centre, resulting in branch stability and performance benefits
  - R1.08 implemented into 59 branches on Tuesday 16/3. Balance of HNGX estate to complete by end of the week
  - Fix to zero in settlement file included in R1.08
  - CTO's now opening in line with schedule
  - Help File situation significantly improved
  - Branch Migrations to restart on Thursday 18/3 with 210 scheduled for this week, 485 next and 630 w/c 29/3
  - 2 Factor Authentication started 16th March

Challenges

- Improve management and communication of migration and post-migration branch specific incidents
- Router rollout cancelled for 2 days, investigating possible impact on 13th April planned end date
- Agree and resolve of a number of Security related Acceptance Incidents
- Vodafone WWAN testing: LST environment/network are putting the 19/3 completion date at risk
- PHU2 screen resolution fix requires a new migration package. Target availability 2nd week April (tbc)

Test

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- **Challenges:**

  - VOL: Cycle 2: Issues encountered and under investigation by performance 'work group'; Counter Performance >500TPS, Reports Test target 300RPS achieved 210RPS. Test remaining; full volume 24hr, BDB End of Day

  - LST: Constant delivery of hot fixes and release notes on top of planned work. Planned BDB fixes have not completed test and will not be deployed prior to HVP. Cap Mgmt and development have analysed and confirmed risk is low. Vodafone test completion at risk.

- **Progress:**

  - VOL: Fixes to support HVP successfully completed. Cycle 2 commenced, test scope agreed and tests prioritised. Execution of priority tests on plan. 72 tests executed, 4 confirmed failed and 46 under analysis.

  - LST: Hot fixes to support 16 release notes successfully tested. CTR25.7 signed off. CTR25.8 and 9 in test. New migration package for PHU fix being planned. Vodafone E2E routing proven.

  - POL-FS: Testing completed.

Key Risks

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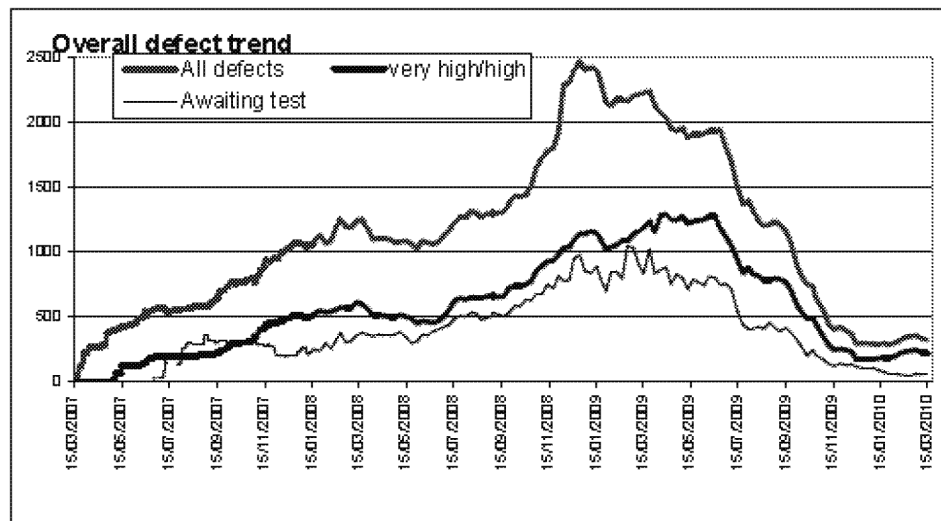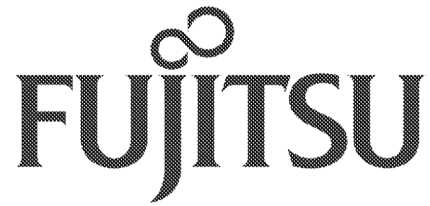| ID	Client Ref	Owner	Description	Probability	Impact	PI
1	HNG-xR0004	Jobson Pete	Unfulfilled System Architecture Requirements delay Acceptance or roll out (for non - CCD Arch Docs) (POL owner IT)	5%	4	0.12
2	HNG-xR0006	Butts Geoff	We may not be compliant from a Security perspective before we go into pilot (POL owner TG/Ian Trundell)	10%	2	0.06
3	HNG-xR0008	Richardson Debbie DB	During Post Live VOL testing, the solution does not operate in accordance with the required performance targets (i.e. Transactions per second BAL/OSR) (POL owner IT)	20%	4	0.2
4	HNG-xR0018	Butts Geoff	HNG-X Rollout fails in Pilot leading to Pilot/Rollout stop (POL owner WR)	15%	8	0.24
5	HNG-xR0020	Butts Geoff	Customer will be unable to meet rollout rate (i.e. POL overwhelmed by rate of rollout) (POL owner WR)	5%	4	0.12
6	HNG-xR0024	Butts Geoff	Contractual acceptance documentation is not formalised leading to late changes and failure to pass the acceptance criteria (POL owner Phil Norton)	5%	4	0.12
7	HNG-xR0040	Butts Geoff	POL may halt rollout due to unforeseen financial difference in pre- and post- migration reports. (POL owner WR)	10%	4	0.12
8	HNG-xR0042	Butts Geoff	The volume of support calls cannot be handled by the support teams and infrastructure - Horizon Day1 + ongoing support required during migration (POL owner WR)	30%	2	0.14
9	HNG-xR0050	Butts Geoff	Live Usage will identify volume related performance issues that were not encountered during VOL testing. (POL owner WR)	10%	4	0.12
10	HNG-xR0051	Butts Geoff	SYSMAN distribution cannot sustain the currently proposed beat rate of 275 branches per night (POL owner WR)	10%	4	0.12
11	HNG-xR0059	Cochrane Vince	Following migration of Data Centre critical elements of Horizon fail. (POL Owner WR)	10%	4	0.12
12	HNG-xR0067	Butts Geoff	RDB Hydra Vol Issues are not resolved sufficiently to support the Max rollout beat rate of 275 per night (POL owner IT/WR)	5%	4	0.12
13	HNG-xR0071	Allen Graham (BRA01)	Required fixes cannot be delivered in time for first Maintenance Release (ahead of large volume piot)	20%	4	0.2
14	HNG-xR0073	Dodington Chris	Further unexpected differences in counter configurations will cause rollout to be extended. POL owner B Evans	5%	4	0.12

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Defect Analysis

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Area	Raising ug	Priority VHigh (A)		High (B)		Med (C)		Low (D)		Total		New the wk
SV&I Func	SV&I	1	(0)	10	(0)	14	(+2)	6	(0)	31	(+2)	(0)
RV Acc & Mig	RV	0	(0)	0	(0)	2	(-1)	0	(0)	2	(-1)	(0)
V&I	V&I	0	(0)	2	(0)	3	(0)	0	(0)	5	(0)	(0)
SV&I NF	SV&I	4	(-1)	41	(-4)	39	(0)	4	(0)	88	(-5)	(0)
NTSS	ST	1	(0)	4	(+1)	0	(0)	0	(-1)	5	(0)	(0)
	LST	15	(-1)	88	(+3)	21	(+1)	1	(0)	125	(+5)	(+10)
Other	CIT	0	(0)	1	(0)	0	(0)	1	(0)	2	(0)	(0)
	CTT (Core)	2	(0)	15	(0)	7	(-3)	6	(0)	30	(-3)	(0)
	LRDP	0	(0)	0	(-1)	1	(0)	0	(0)	1	(-1)	(0)
	LEV - Live	0	(0)	3	(0)	0	(0)	0	(0)	3	(0)	(0)
	VOL	6	(+1)	3	(-2)	0	(0)	0	(0)	9	(-1)	(+5)
	PCL FS	0	(0)	18	(-1)	3	(0)	1	(0)	22	(-1)	(0)
Total		29	(-1)	185	(-4)	90	(-1)	19	(-1)	323	(-7)	(+15)

Defect targeting	Total	
Peak targeted	113	(-11)
Back with QC (Test)	151	(-2)
Not targeted or released	429	(+27)
Total	693	(+14)

Owned By	Total	
Deferred Agreed	387	(+4)
Deferred Proposal	7	(-2)
Test	110	(+14)
Development	206	(-19)
Grand Total	323	(-7)
Subset of total with FOL	8	(0)
Subset of total not PEAKs	19	(-2)

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Defect Trend

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Overall defect trend

Legend: All defects — very high/high — Awaiting test

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