



Joint Progress Meeting

HNG-X Update

15th April 10

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Agreed Baselines



- 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
 - LST – MR 01.20 + hot fixes
 - VOL – 01.08.03 + hot fixes

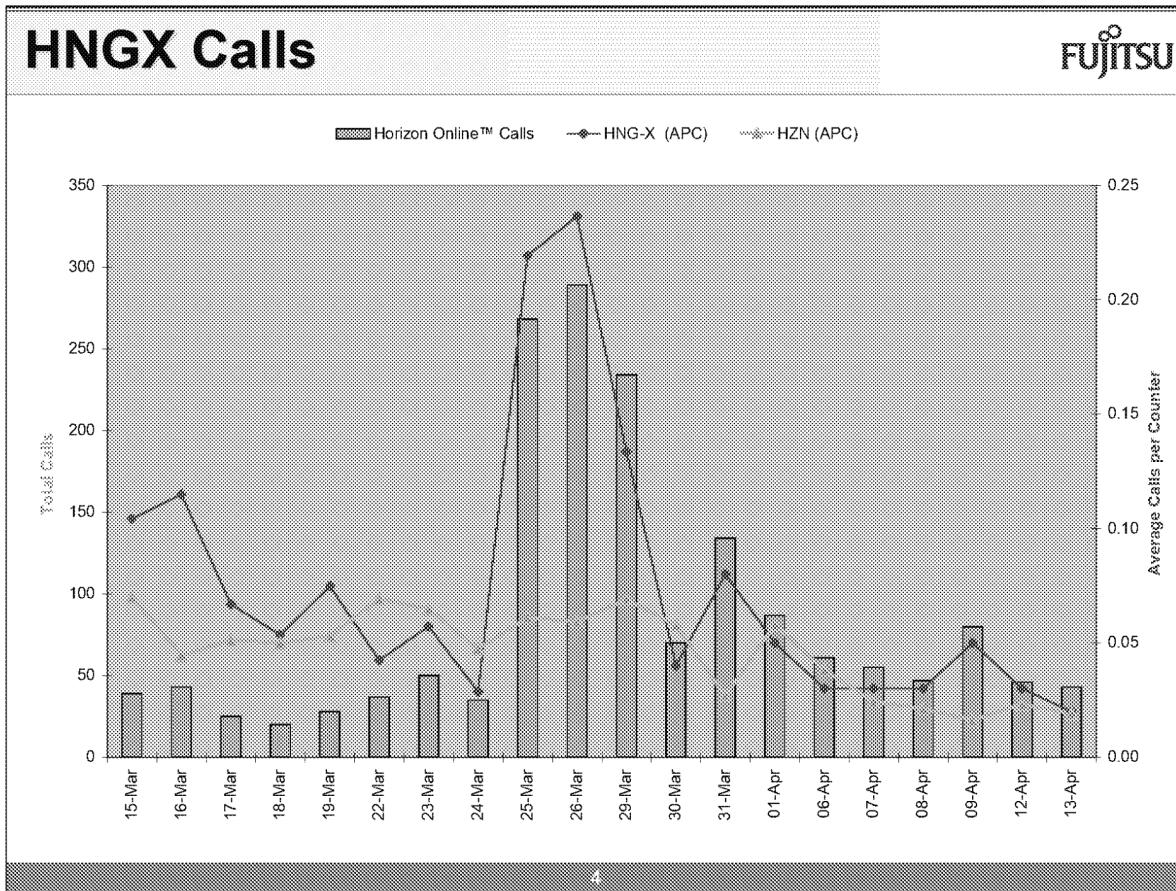
HNGX Summary			Red	Major issue impacting timescales, cost or risk	Amber	Major issue but with actions agreed to resolve	Green	No issues	FUJITSU
RAG	Last Status	Current Status	Description			G2G plan		G2G Target Date	
Approved Budget	Green	Green							
Resourcing	Red	Red	Replacement Deployment Manager started 07/04/10. Resourcing of service teams under review. Additional PCO recruited for Deployment team, starting 26/04/10.			Findings of service review to be shared with POL 16/04/10		23 Apr 10	
Schedule	Red	Red	Medium Volume Pilot re-started 18/03/10. High Volume started 25/03/10, but suspended 26/03/10. Restart criteria for HVP to be confirmed. Aim to confirm restart dates by 23/04/10			Diagnostic investigations continuing, Oracle Patch Set implemented 04/04/10.		23 Apr 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. High volume of Hot fixes.			Daily reviews of critical Peaks/fixes to ensure delivered/tested.		30 Apr 10	
Test	Red	Red	Vol test cycle 2 completed 26/03/10. Cycle 3 deferred due to live issues. Counter migration package due to exit LST 23/04/10.			Revised plan for start of Cycle 3 to be confirmed.		30 Apr 10	
Migration	Red	Red	Red for HNG-X Migrations due to High Volume Pilot being suspended. Restart criteria includes agreeing key RAG issues to fix/provide workarounds for.			Revised schedule for High Volume Pilot & Rollout to be confirmed.		23 Apr 10	
Infrastructure	Amber	Amber	Satellite Branch Router solution progressing through SVI. Implementation requires change to Counter Migration package – impact on plan tbc.. Vodafone WWAN implemented into Datacentre.			Confirm VSAT timescales.		16 Apr 10	
Service Transition	Amber	Red	Ongoing monitoring in place for live issues. Action plan required to prioritise incidents from live sites.					30 Apr 10	
Contract	Green	Green							
CRs	Green	Green							

Exec Summary



- 622 Branches (1,754 counters) on HNG-X, including 8 Model offices
- Live service issues:-
 - 01/04/10 MoneyGram – 50% of transactions failing for 30 minutes. Corrupt Mapping file.
 - 06/04/10 – 150 out of 685 ISDN lines failed to authenticate. 1 HNG-X branch impacted. Rebuild of Wigan Radius Server required (19/04/10).
 - BRDB/Streams
 - BRDB performance fixes implemented 04/04/10
 - Counter SQL Script under review
 - 4 config changes made to improve BRDB recovery time
 - Oracle Patch Set 3 applied 04/04/10
 - Additional diagnostics into live 06/04/10
 - Restart of Streams 09/04/10 caused BRDB failures, packet loss, more diagnostics provided to Oracle
 - Recommendations around additional patch under review
 - Intensive monitoring continuing
 - No service impacting incidents this week (Oracle Streams turned off)
 - Investigations into other potential causes ongoing, including Oracle Streams
- High Volume Pilot migrations suspended until live service issue resolved
- Re-start criteria for HVP to be confirmed, confirm start date by 23/04/10
- 10,668 Branch Router installations completed (93% of estate) by 12/04/10
- Milestones – 32 completed on schedule, 10 completed ahead of schedule, 64 completed behind schedule

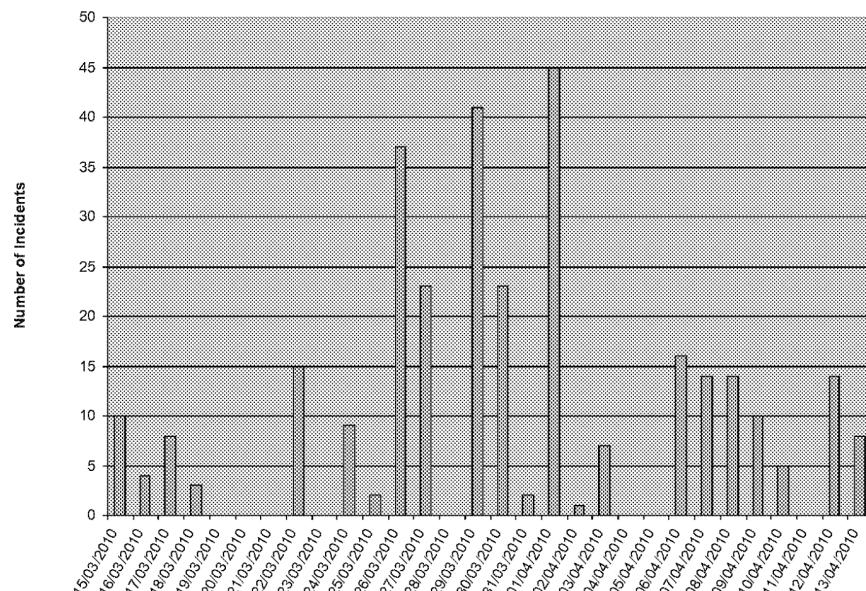
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Branch Screen Freezes



Reported Screen Freezes



Milestones



Milestone	Team	Planned	Forecast	Success Criteria	Comment	RAG
Counter enablers installed for High Volume Pilot	Mig	15/02/10	TBC	All counter enablers required for live office pilot have been installed successfully	16/03 - Branch migration list provided for this week and next, working to achieve these. 25/03 - For today's migrations all enablers installed, small number of branches have not received Ref data. 29/03 - HVP migrations cancelled until route cause of live issues established and stable running achieved. 07/04 - The branches in the HVP will change, activity will continue when known.	
High Volume Pilot Completes	Mig	20/02/10	TBC	Significant number of branches in HVP trading using HNGX solution	15/03 - Date confirmed at meeting 12/03, HVP will be followed by a week of stabilisation. 26/03 - 208/235 migrated, issues with population of post migration report. Tonight's branch migrations suspended due to live issues with BAL and Branch Database. 07/04 - Criteria for restart of HVP to be agreed with POE.	
AG4 (Pre-rollout) Branch Migration commence rollout	Mig	11/03/10	TBC	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 07/04 - Pending resolution of issues with HVP, to be rescheduled.	
RAB4 (Pre-rollout) Branch Migration commence rollout	Mig	11/03/10	TBC	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 07/04 - Pending resolution of issues with HVP, to be rescheduled.	
Counter rollout commences	Mig	12/04/10	TBC	First branches migrated	24/03 - new milestone - Pending outcome of HVP. 06/04 - Start of counter rollout on hold until route cause of live issues established and stable running achieved.	
ISO 27001 Compliant Risk Management Process in place & operational	Acc	30/10/09	05/05/10	Risk Management Process approved and implemented	28/1 FJS internal BS1 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) 24/03 - Date moved in line with agreed plan 29/03 - On track 07/04 - Concerns raised at the progress meeting 06/04 are being addressed.	
Milestone closed since last report						
ISO 27001 Compliant Risk Management Process in place & operational	Acc	06/04/10		Progress review - confirm work is on schedule to meet the key objectives required by 30/4	19/03 - Progress review milestone added 25/03 - ISO27001 workshop held today. 29/03 - Next ISO27001 workshop planned for 06/04 06/04 - Await result of todays meeting	

Development



■ Challenges:

- PEAK clearance:
 - Branch Router rollout and Branch migration
 - Focus on issues from live
 - Particular focus on current stability investigations and resolution
 - 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
- 01.20 for Live
- 01.21 for LST (DC & Counter)
- CTR25.10,11,12
- New Counter Migration package

Infrastructure



- 3 key changes made to networks:
 - Configuration change made to the SAP backup server to prevent it multicasting – traffic hitting all ports on the Bladeframes
 - All VLANs were trunked to all B/F uplinks (by design) to enable any VLAN to be accessible to any physical Bladeframe port (allowed a pserver image to be dynamically moved to a different blade/interface without requiring any network change to be made) – this facility has been removed (possibly temporarily) as the Bladeframe virtual switches do not seem to have the intelligence to only pick out traffic for VLAN's active on the vswitch – call raised with Egenera on latter point
 - Fault found in the rspan configuration which was resulting in all traffic destined for the IDS being spanned more than required
- Net result:- network traffic load on all physical Bladeframe interfaces has reduced significantly and looks generally much cleaner
- Monitoring for packet loss and increased RTT's ongoing
- Still have option of redistributing key servers across the reths as discussed with POL 2 weeks ago and setup on VOL

POLFS



- Hangout List Update :
 - Deferred peaks:
 - Discussions on-going with regard to user access, POLFS/SAP user groups currently being fully defined
 - TWS schedule:
 - Unable to progress as TWS schedule updates are dependant on both Release 2 & Decommissioning
 - RAD:
 - Development groups required to deliver the fixes have been fully occupied in live HNG-X issue resolution (a higher priority), expect fix to be delivered to integration later this week

Deployment



■ Challenges

- Branch Migrations suspended until major estate wide issues resolved: Red Alert and restart criteria agreed.
- VSAT implementation will require a new counter migration package. Impact on timescales to be confirmed.

■ Progress

■ Branch Router

- 10,668 successful Router installs – 93% of the total estate. As at eob Tuesday 13th April.
- Targeting mid-April for Router rollout completion (excluding VSAT). Tail management to continue until 30th April.
- Orange WWAN deployment to 1,600 Routers 99%+ complete. Remaining 7 branches currently with support teams for resolution.
- Vodafone WWAN Router Configuration signed off by LST.
 - New Router installations with the Vodafone WWAN configuration commenced w/c 5 April.
 - Upgrade of the existing Router estate to the Vodafone WWAN configuration is dependent on PEAK currently within LST, expected sign-off 16th April.
- PHUs: 240 installed. 53 planned for w/c 12th April
- VSAT plan progressing to schedule.
 - LST starts w/c 12th April; MO testing starts 3 May; Pilot starts 6 May; Rollout starts 13 May; Rollout completes 27 May.

■ Branch Migrations

- 622 branches, including 8 Model offices live on HNGX.
- 10 CTO's open. Planning in progress to complete the remainder (approx. 45) by the end of rollout.
- Counter release 25.8/9 signed off in Model Office 6/4/10 and committed to the a Pilot of 10 branches on the 7/4/10 and signed off 12/4/10. Pilot of 50 branches due week commencing 12/4/10.
- New Counter release 25.10.11 sent to Model Office 11/4/10 and signed off 14/4/10. Pilot of 10 branches due to commence 14/4/10.
- New Migration package which includes Counter releases 25.8/9/10/11 due to exit LST 23 April.

■ Acceptance, Security and Decommissioning

- Risk Management: Workshops still in progress although a little behind schedule. Documentation updates provided & review with POL completed 8/04. Expect to downgrade high AI status w/c 19th April
- Vulnerability Management: Senior Management statement prepared & due for issue 14/04. Process & key activities to be reviewed with POL w/c 19th April.

Test



■ Challenges:

- VOL: validating configuration changes in support of ongoing investigations to resolve issues that have been encountered in the operational estate. This has included both internal changes and recommendations from Oracle. All requests for test have been accommodated and evidence provided to the technical architects. Upgrade for Cycle 3 aim to complete ready for testing to commence next week.
- LST: Continue to deliver the constant delivery of hot fixes for live support issues and release of planned deliveries. VSAT release notes have not been made available and this has therefore delayed test commencing.

■ Progress:

- VOL: Schedule for Cycle 3 published, may need some adjustment depending on unplanned tests to support live investigations
- LST:
 - 12 release notes successfully tested – CTR 25.10; CTR25.11, QoS (Horizon), VPN Policy file (Horizon), Mails Exception Report, MR 1.20
 - Hot fixes for the coming week on plan, CTR 1.21 (CTR 26), VPN Policy file (HNGx) QoS (HNGX), new Counter Migration Package

Key Risks



Client Ref	Owner	Description	Probability	Impact	PI
HNG-xR0004	Jobson Pete	Unfulfilled System Architecture Requirements delay Acceptance or roll out (for non - CCD Arch Docs) (POL owner IT)	10%	4	0.12
HNG-xR0006	Butts Geoff	We may not be compliant from a Security perspective before we go into Rollout (POL owner Ian Trundell)	10%	4	0.12
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
HNG-xR0018	Butts Geoff	HNG-X Rollout fails in Pilot/Rollout leading to Pilot/Rollout stop (POL owner WR)	50%	8	0.72
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
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
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
HNG-xR0042	Butts Geoff	The volume of support calls cannot be handled by the support teams and infrastructure - Horizon Day1 REMOVE+ ongoing support required during migration (POL owner WR)	30%	2	0.14
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
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
HNG-xR0059	Cochrane Vince	Following migration of Data Centre critical elements of Horizon fail. (POL Owner WR)	20%	4	0.2
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
HNG-xR0071	Allen Graham (BRA01)	Required fixes cannot be delivered in time for first Maintenance Release (ahead of large volume pilot)	20%	4	0.2
HNG-xR0074	Mark Andrews	Further unexpected differences in counter configurations will cause rollout to be extended. POL owner B Evans	5%	4	0.12
HNG-xR0075	Mark Andrews	Development of VSAT schedule is delayed and impacts completion of branch migration rollout	15%	4	0.12
HNG-xR0076	Mark Andrews	Representativeness of VOL versus Live Environment	30%	4	0.28
HNG-xR0077	Mark Andrews	Loss of support from Branch Network (NFSP)	15%	4	0.12

Defect Analysis

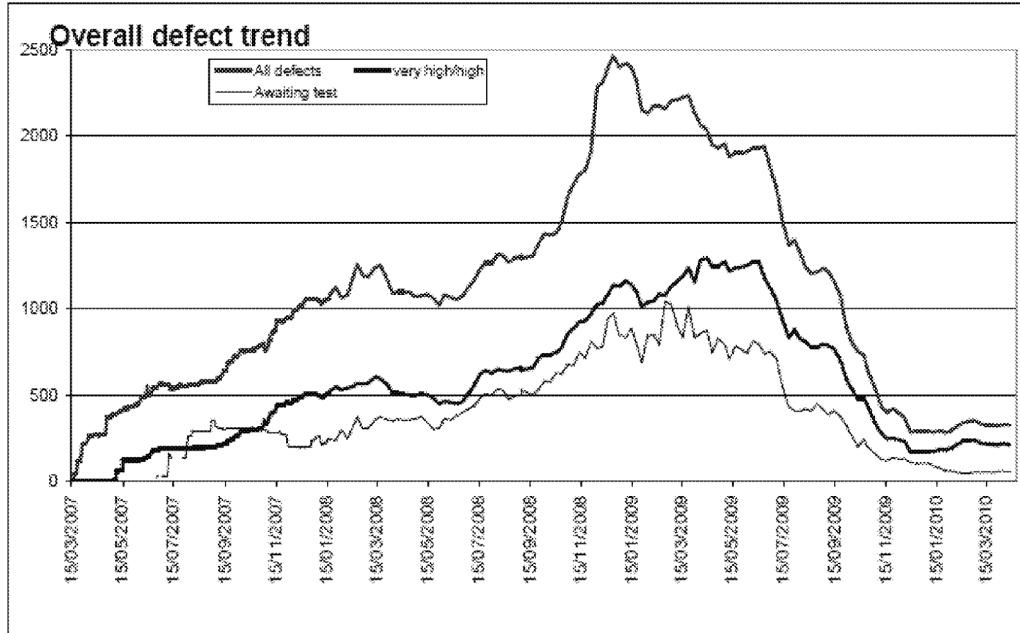


Area	Raising by	Priority				Total	New Defects					
		V/High (A)	High (B)	Med (C)	Low (D)							
SVN: Func	SVN	0	{0}	8	{0}	13	{+3}	9	{+4}	30	{+7}	{0}
RV: Acc & Mig	RV	0	{0}	0	{0}	1	{0}	0	{0}	1	{-1}	{0}
V&I	V&I	0	{0}	1	{-1}	3	{0}	0	{0}	4	{-1}	{0}
SVN: NF	SVN	4	{0}	33	{-1}	32	{-2}	3	{-1}	78	{-4}	{0}
NESS	ST	0	{0}	3	{0}	0	{0}	0	{0}	3	{-1}	{0}
	LT	12	{-1}	88	{-6}	25	{-1}	0	{0}	120	{-8}	{+7}
Other	OT	0	{0}	1	{0}	1	{0}	2	{+1}	4	{+1}	{0}
	CTT (Core)	1	{-1}	9	{-1}	11	{+1}	6	{0}	27	{-1}	{+1}
	LRDP	0	{0}	1	{+1}	1	{0}	1	{0}	3	{-1}	{0}
	LEV: DME	1	{0}	3	{0}	1	{0}	0	{0}	5	{0}	{0}
	VOL	6	{+1}	13	{0}	4	{+1}	0	{0}	23	{+2}	{+2}
	POLEs	0	{0}	18	{+1}	3	{0}	1	{0}	22	{+1}	{0}
Total		24	{-1}	85	{-7}	55	{-2}	22	{+4}	320	{-2}	{+10}

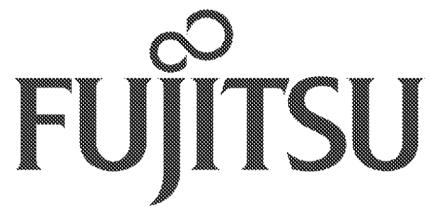
Defect targeting	Total
Peak targeted	132 {+22}
Back with QC (Test)	166 {+8}
Not targeted or released	425 {+11}
Total	723 {-2}

Owned by	Total
Defered Agreed	376 {-10}
Defered Proposal	7 {+2}
Test	104 {-4}
Development	215 {0}
Grand Total	326 {-2}
Subset of total with POI	8 {0}
Subset of total not PEAKs	19 {0}

Defect Trend



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