

ACCEPTANCE REPORT FOR HNG-X RELEASE 2
COMMERCIAL IN CONFIDENCE**Document Title:** ACCEPTANCE REPORT FOR HNG-X RELEASE 2**Document Reference:** *REQ/GEN/ACS/0765***Release:** Release specific**Abstract:** This document comprises the Acceptance Report for HNG-X Release 2. It provides details of the Acceptance status of all POL requirements associated with the Acceptance Gateway of this Release. It is for submission to the HNG-X Release 2 Acceptance Board.**Document Status:** Draft**Author & Dept:** Dave Cooke

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See *HNG-X Reviewers/Approvers Matrix (PGM/DCM/ION/0001)* for guidance on who should approve.



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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	09-Jul-2010	Initial version	
0.2	14-Jul-2010	Updates following informal joint review:- <ul style="list-style-type: none"> Section 0.3 – revisions to review list Section 1 – minor revisions and added note that Generic Acceptance Process is in review and not yet baselined Updates to defects and AI details 	



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0.3 Review Details

See HNG-X Reviewers/Approvers Matrix (PGM/DCM/ION/0001) for guidance on completing the lists below. You may include additional reviewers if necessary, but you should generally **not exclude** any of the mandatory reviewers shown in the matrix for the document type you are authoring.

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Issued for Information – Please restrict this distribution list to a minimum		
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FS RMG BU Chief Technology Officer		

(*) = Reviewers that returned comments



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0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)	5.0	03 June 2009	RMGA HNG-X Generic Document Template	Dimensions
REQ/GEN/PRO/0735	0.3	30 June 2010	HNG-X Generic Acceptance Process	Dimensions

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

0.5 Abbreviations

Abbreviation	Definition

0.6 Glossary

Term	Definition

0.7 Changes Expected

Changes



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0.8 Accuracy

Fujitsu Services endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same.

0.9 Security Risk Assessment

Security risks have been assessed and it is considered that there are no security risks relating specifically to this document.



1 Introduction

This document comprises the HNG-X Acceptance Report to the HNG-X Acceptance Board for the assessment of the progression through Release 2 Acceptance Gateway.

The basis for HNG-X Acceptance is defined in REQ/GEN/PRO/0735 – HNG-X Generic Acceptance process and some sections are reproduced within this report.

[Note: This document is in review and has not yet been agreed / baselined, Any text and references used in this document are taken from the version shown in section 0.4.]

The HNG-X Requirements and HNG-X Acceptance Criteria are contained in the HNG-X Requirements Catalogue and represent POL DOORS archive v2.08.

Those HNG-X Acceptance Criteria allocated (in the HNG-X Acceptance Plan) to HNG-X Release 2 are contained in Appendix A.

The definition of the HNG-X Acceptance Methods is contained in Appendix B.

The definition of the Acceptance Incident Severity is contained in Appendix C.

1.1 Scope

The purpose of this Acceptance Board is: -

'To agree the Acceptance status of the relevant Release (*HNG-X Release 2*) and provide a recommendation to the 'Joint Release Authorisation Board'. The proposed options that this Board can select from are described in Appendix D.

This recommendation is based on an assessment of the status of the applicable POL Requirements on Fujitsu and Acceptance Criteria and of the stage progression criteria for the Release 2 Acceptance Gateway.

The primary assessment concerns the status of all Acceptance Incidents, the workarounds required and all applicable HNG-X Rectification Plans or target rectification timescales as follows:-

Progression through the HNG-X Release 2 Acceptance Gateway shall occur once all of the following have been satisfied for the HNG-X Acceptance Criteria allocated to achieving progression through the respective HNG-X Acceptance Gateway:

- (a) subject to sections 5.4.1.4 and section 6 of REQ/GEN/PRO/0735 (*which refers to dispute handling, defect aggregation and delayed tests*), all such HNG-X Acceptance Criteria have been achieved;
- (b) there are no outstanding HNG-X High Severity Acceptance Incidents;
- (c) the number of outstanding HNG-X Medium Severity Acceptance Incidents is five or fewer and:
 - i. an agreed workaround exists for each of them
 - ii. an agreed HNG-X Rectification Plan exists for each of them unless, exceptionally, the parties agree that this is not required
- (d) there is an agreed workaround for all outstanding HNG-X Low Severity Acceptance Incidents except for those which the Parties agree do not require a workaround, and:-

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- i. there exists a target timescale for rectification except where the parties agree that this is not required
- (e) details of all Non Incidents are recorded, although they shall have no impact upon Acceptance Gateway progression

These together with other supporting factors are summarised in the following checklist for Release 2 Acceptance.

It should be noted that there are also defects that have been identified during Release 2 testing that are not linked to POL Requirements and which are not the subject of Acceptance Incidents. These have been reviewed as part of the overall Release 2 defect deferral process and the status and significance of these will be available for consideration at the Release Authorisation Board.

1.2 HNG-X Rectification Plans

All Acceptance Incidents will have an agreed workaround except those for which the Parties agree such a workaround is not required.

Each Low Severity Acceptance Incident will have a target timescale for rectification except those for which the Parties agree such a target timescale is not required.

Each Medium Severity Acceptance Incident will have an HNG-X Rectification Plan except where the Parties agree that a rectification plan is not required. Each rectification plan will include:-

- (a) A statement of the operational impact and any necessary temporary procedures to be adopted by the users
- (b) A description of how the rectification is to be achieved; and
- (c) A timetable for the rectification

The rectification plans for each of the Medium Severity Acceptance Incidents are contained in section 4.1.



1.3 Acceptance Board assessment checklist

References in this table refer to the HNG-X Generic Acceptance Process REQ/GEN/PRO/0735.

Section reference	Progression conditions or Criteria	Status at Release 2 Acceptance Gateway
5.4.1	Progression through the Acceptance Gateway shall occur once all of the following have been satisfied:	
5.4.1 (a)	subject to paragraph 5.4.1.4, (concerning Delayed Tests) all the Acceptance Criteria allocated in the Acceptance Plan have been achieved;	Confirmed. All R2 Acceptance Criteria have been assessed.
5.4.1 (b)	there are no outstanding High Severity Acceptance Incidents;	Confirmed. There are no High Severity AIs.
5.4.1 (c)	the number of outstanding Medium Severity Acceptance Incidents is within the limits agreed for that release and an agreed workaround and target rectification plan exists for each of them	Confirmed. The number of Medium AIs is zero. This is within the limit agreed for Release 2 (Five or fewer).
5.4.1 (d)	there is an agreed workaround and target rectification plan for all outstanding Low Severity Acceptance Incidents except for those which the Parties agree do not require a workaround or rectification plan.	Confirmed. The number of Low Severity AIs is (5). The workarounds and rectification plans are agreed and are detailed in section 4.2.1
5.4.1.4	Progression through the Acceptance Gateway is subject to the following considerations: -	
5.4.1.4 (a)	If, following investigation by Fujitsu, an Acceptance Incident is found to have been caused solely by a fault or deficiency in anything other than those elements of the Release provided by Fujitsu, it shall not count towards the thresholds identified in paragraph 5.4.1.	Acknowledged. Details of defects identified during R2 testing that have not arisen as a consequence of Release 2 are detailed in section 2.5



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Section reference	Progression conditions or Criteria	Status at Release 2 Acceptance Gateway
5.4.1.4 (b) & (c)	<p>Acceptance Incidents that are agreed to result from the same failure or deficiency, or to affect the same operational process or business function, may be aggregated into a single Acceptance Incident for the purposes of the thresholds identified in paragraph 5.4.1.</p> <p>The aggregation of two or more Acceptance Incidents into a single Acceptance Incident shall be proposed by the Fujitsu Acceptance Manager and agreed by the Post Office Acceptance Manager, such agreement not to be unreasonably withheld.</p>	There are no Aggregated AIs.
5.4.1.4 (d)	<p>If, other than as a result of a Default of Fujitsu Services, it is impossible for a test to be carried out when scheduled in the Acceptance Plan then that test becomes known as a "Delayed Test". Delayed Tests will be carried out as soon as reasonably practicable.</p>	<p>Acknowledged.</p> <p>There are (4) Acceptance Criteria with Delayed Tests. These are detailed in section 2.3.</p>
6	Acceptance Dispute Process	<p>Confirmed.</p> <p>There are no unresolved Acceptance Disputes</p>



2 Review of status of Acceptance Criteria

This section shows the status of the POL requirements for the Release 2 Acceptance Gateway. The Requirements and Acceptance Criteria for Release 2 comprise functional requirements expressed as new and changed Use Cases and 'non-functional' requirements, all of which are grouped under 11 areas of Business Change formalised via a series of Commercial Terms (CT) documents. The tables below show the status of the acceptance criteria for the requirements introduced via these CTs.

2.1 Functional Criteria for assessment at the R2 Acceptance Gateway

There are 31 Use Cases which are new or changed at Release 2. Acceptance testing comprises the subset of testing that addresses those 'sections' of a use case – i.e. a Primary, Sub-flow, Variation or Exception that have changed at Release 2. The test status of these new or changed sections is as follows:-

Count of Status	Number of: -		Acceptance Status of New / Changed UC sections			
Commercial Terms reference	New / Changed Use Cases	New / Changed Use Case sections	Delayed Tests	Failed (Deferred Fix) (see 2.4.1)	Failed (No POL Business impact) (see 2.5)	Passed
CT755a High Value Referrals	1	3		1	1	1
CT772a PING – Transaction Acceptance	6	28				28
CT778 PAF-Lite	2	7				7
CT779 Policing Methods of Payment	16	32		3		29
CT781 Streamline Observation Rectifications	5	27				27
CT797 Improved Stock Adjustments	2	4				4
CT805 Policing Plastic Refunds	4	9				9
Grand Total	36	110		4	1	105
	See Note					

Note: Some Use Cases are impacted by more than one CT.



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Key to Status

Failed (Deferred Fix) – This indicates that a Use Case has one or more defects associated with it, but that the resolution of these defects have been agreed to be deferred to beyond start of Pilot.

Failed - This status indicates that a Use Case has a defect associated with it that has not yet been resolved. See section 2.4.1.

Blocked – This is a temporary status which will be removed prior to the Acceptance Board.

Applicable defects are represented as Acceptance Incidents in section 3.



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2.2 Non-Functional Criteria for assessment at the R2 Acceptance Gateway

Commercial reference	Terms	Verification Method	Not Complete / No Run	Delayed Test (see 2.3)	Failed (Deferred Fix) (see 2.4.2)	Failed (No POL impact) (see 2.5)	Passed	Grand Total
CT755a	High Value Referrals	Test					1	1
CT772a	PING Transaction Acceptance	DR	1 NC				13	14
		Test	1 NC (ARC-2268)	2	1 = ARC-2205		10	14
CT778	PAF-Lite	DR	1 NR					1
		Test					2	2
CT779	Policing Methods of Payment	Test					1	1
CT781	Streamline Observation Rectifications	DR					1	1
		Test			2 = ARC-2286 & ARC-2288- Blocked		1	3
CT797	Improved Stock Adjustments	Test		1				1
CT805 / CT853	Policing Plastic Refunds	Test					1	1
CT762a	Date Calculation	DR	1 NR					1
		Test					2	2
CT798	Offline Banking Validation	Test		1	3 = ARC-2289, 2290, 2291			4
CT802 / CT846 / CT855	Moneygram	SOF					3	3
		Test					4	4
CT815 / CT838	Vocalink	DR					3	3
		Test					8	8
Totals			2 NC 2 NR	4	6		50	64



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Key to Status

Delayed / Deferred Test – This identifies the number of criteria that are subject to 'deferred test' status. See section 2.3.

Failed (Deferred Fix) – Each Failed Criteria that is subject to a deferred fix is shown in section 2.4. Applicable defects are represented by an Acceptance Incident in section 3

Failed (No POL impact) - This status indicates that a criterion has one or more defects associated with it that has not yet been resolved, but the defect does not have any POL Business Impact and does not result in an AI. These defects are described in section 2.4.4.1.

Not Complete / No Run – This is a temporary status. All entries will become either Passed, Delayed or Failed

Statement of Fact

The nature of the SOF acceptance criteria are such that they are self evident statements that do not require any formal evidence. As such it has been assumed that they are Passed, and this status has been advised to the POL stakeholder. If there is evidence of any non-conformance then a defect will be raised and the requirement will be set to failed.



2.3 Delayed (Deferred) Test status

Section 5.4.1.4 of REQ/GEN/PRO/0735 acknowledges that there may be circumstances when previously scheduled testing that was targeted for completion by this Acceptance Gateway cannot now take place. Providing that this is not due to a contractual default by Fujitsu, and the parties agree, then the tests associated with a POL requirement may be delayed – this is known in the contract as a ‘Deferred Test’. Fujitsu are still obliged to carry out these ‘Deferred Tests’.

For this Acceptance Gateway, Either Fujitsu or Joint Test Team has requested that tests associated with the following requirements are given this ‘Deferred Test’ status. Quality Centre does not record this status and so the current QC status is shown for each criterion.

2.3.1 Delayed Test Status

The Joint Test Team has advised that testing of the following criteria will not complete before the R2 Acceptance Board. Accordingly they are to be given ‘Deferred Test’ status.

Original Object Id	Original Object text	Acceptance Criteria	Verification Method	Status / Impact
ARC-2259	Re CR1962-01 In order to introduce Transaction Acknowledgements in advance of POLSAP it has been identified that a change needs to be made to the ETL to POL-FS Functional Specification / AIS to use Account Reference ID instead of Client Reference to populate the Assignment field, for all detail records on this interface.	Acceptance Criteria as per requirement. Verification that this requirement has been satisfied will be evidenced by the Joint Test report	TST	Testing of POL-SAP is not scheduled to complete until dd/mm/yy.
ARC-2274	TA-36-01 The TA feed should allow credits and debits in the same file to cater for MOP entries and adjustments.	Verification that this requirement has been satisfied will be evidenced by the End to End Test report	TST	Testing of this functionality is not scheduled to complete until dd/mm/yy.
MIG-3269	The Stock Adjustments functionality shall be enabled via ref data products at a branch so that it can be deployed gradually through model office and the use of piloting.	Appropriate migration test/scenarios run to prove this functionality. These should include both products being enabled and actively disabled	TST	The five main migration / introduction tests have all passed. There is one remaining test relating to Horizon counters.



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Original Object Id	Original Object text	Acceptance Criteria	Verification Method	Status / Impact
MIG-3260	The Offline Banking functionality for HNG-X Release 2 shall only be available once Release 2 has been fully rolled out to all Counters. It is enabled via Reference Data POL	Appropriate migration test/scenarios run to prove this functionality. These should include both products being enabled and actively disabled	TST	<p>Four of the main migration / introduction tests have all passed.</p> <p>There are two remaining tests including one relating to Horizon counters.</p>



2.4 Failed Status

This status identifies those Use Cases or non-functional criteria where one or more applicable defects have been identified. Details of each of these requirements are shown below. Applicable defects associated with these failed Requirements are shown as Acceptance Incidents and contained in section 3.

2.4.1 Use Case Fails

Section 2.1 identifies that some Use Cases have the status of failed. The associated defects which are directly linked to the Release 2 Use Case sections in Quality Centre are: -

CT reference	Use Case Reference	Use Case section reference	Defect	Acceptance Status
CT0755a High Value Referrals	GLB-2221 Settlement by Debit /Credit	GLB-2294	Defect 13243 / PC0194727	<p>This is subject to AI-R2-001 (Low).</p> <p>This defect concerns the need to retain the HNG-X response code of 10 of a recovered referral DCS transaction. At present the response code reverts to 01 after recovery.</p>
CT0779 Policing Methods of Payment	GLB-5902 Perform Basket complexity Check	GLB-5905	Defect 13956 / PC0200903 Defect 13958 / PC0200904	<p>This defect is subject to AI-R2-002 (Low) and AI-R2-003 (Low)</p> <p>This defect concerns the enabling / disabling of settlement buttons.</p> <p>Initial testing of the fixes has commenced and the fix is targeted for inclusion in R2.</p>
CT0779 Policing Methods of Payment	RSS-11 Add Retail Product to Basket	RSS-205	Defect 13956 / PC0200903 Defect 13958 / PC0200904	<p>This defect is subject to AI-R2-002 (Low) and AI-R2-003 (Low)</p> <p>This defect concerns the enabling / disabling of settlement buttons.</p> <p>Initial testing of the fixes has commenced and the fix is targeted for inclusion in R2.</p>



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CT reference	Use Case Reference	Use Case section reference	Defect	Acceptance Status
CT0779 Policing Methods of Payment	GLB-270	GLB-272	Defect 13956 / PC0200903 Defect 13958 / PC0200904	This defect is subject to AI-R2-002 (Low) and AI-R2-003 (Low) This defect concerns the enabling / disabling of settlement buttons. Initial testing of the fixes has commenced and the fix is targeted for inclusion in R2.
CT0805 Policing Plastic Refunds	Transact Customer Basket			



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2.4.1.1 Additional Functional defects identified during R2 testing

The following defects have been identified during R2 testing and which are agreed as indirectly relating to Release 2 functionality. They are not linked to any R2 Use Case sections in Quality Centre.

CT reference	Use Case Reference	Use Case section reference	Defect	Acceptance Status
CT0779 Policing Method of Payment			Defect 13957 / PC0200888	<p>This defect is subject to AI-R2-004 (Low).</p> <p>When Policing MOP's Product 31608 is enabled the Session receipt for Offline Banking transactions does not contain the following SortCode AccountNumber ChequeNumber</p> <p>If the product is disabled, the details appear correctly on the Session receipt.</p> <p>Initial testing of the fixes has commenced and the fix is targeted for inclusion in R2.</p>



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2.4.2 Testable Non-Functional Fails

Section 2.2 identifies those non-functional criteria that have failed. They are shown below:-

CT reference	DOORS ID	Requirement text	Acceptance Criteria	Verification Method	Acceptance Status
CT772a PING	ARC-2205	<p>TA-40-01 Where no Transaction Acknowledgement files are found when Fujitsu attempts to process them (which must be after a given time as specified in the AIS and referenced in TA-39-01) Fujitsu should raise an Alert (Times to be specified in the AIS).</p> <p>Note: The OLA will document what to do where there are no TA's. The AIS will document any timings</p>	<p>Acceptance Criteria as per requirement.</p> <p>Verification that this requirement has been satisfied will be evidenced by the End to End Test report</p>	TST	<p>This defect is subject to AI-R2-005 (Low).</p> <p>Defect is 13952 / PC0200843</p> <p>This concerns the alerting of non-delivery of TA files.</p> <p>Fix is available and is scheduled for Release 2.11 (September 2010).</p> <p>POL have advised that PING may not go live until October 2010.</p>



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2.5 Failed POL Requirements / not subject to Acceptance incidents

Details of those failed Release 2 Acceptance Criteria that are not subject to an AI are listed below. This is due to POL's assessment that the associated defects do not have any POL Business Impact.

CT reference	Use Case Reference	Use Case section reference	Defect	Acceptance Status
CT0755a High Value Referrals	GLB-2221 Settlement by Debit /Credit	GLB-5535	Defect 13349 / PC0195981 QC status is Failed	This defect concerns an error in the Debit Card emulator used by Test systems only. Assessed by POL as having No POL Business Impact – No AI required.

2.6 Additional defects identified during R2 testing

During Release 2 testing a number of defects were identified that relate to the current live service rather than being introduced by Release 2 functionality or changes. These defects are not the subject of Release 2 Acceptance but are recorded here and will be provided to the POL and FS live support teams for operational assessment and prioritisation. Resolution will be agreed as part of the standard live service defect management processes.


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3 Review of status of Acceptance Incidents

The Acceptance Incidents listed below have been raised because the acceptance evidence has failed to demonstrate that the HNG-X Acceptance Criteria have been achieved.

3.1 Acceptance Incidents summary

The following number of AIs have been raised: -

Acceptance Incident Severity	
Low	(5)
Medium	0
High	0

[Note: AI status to be agreed following completion of defect assessment and testing.]

3.2 Rectification Target timescales for Low Severity AIs

Post Office and Fujitsu have assessed all of the Release 2 Low Severity AIs. Agreements have been reached on the target timescale for rectification and this is expressed either in the form a time period or as target release. In some cases a target rectification time is not required, either because the defect is now closed, is for progression by POL or it is agreed that no rectification is required.

The target timescales are:-

1. Release 2 – These defects have not yet completed R2 testing. They remain targeted for R2.
2. Release 2 Maintenance – target timescale is October 2010
3. Release 3 - target timescale is November 2010 / January 2011

Indicative timescales for these releases are shown above however these are subject to change and will be formally agreed via the joint programme reviews (for the Functional releases) and via the Release Management Form (for the maintenance releases).

The total number of individual Low Severity AIs associated with these Target Releases / timescales is summarised below and detailed in the embedded document below.

Target Release / Timescales	Totals
Release 2	3
Release 2 Maintenance	1
Release 3	1
Total	5



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3.2.1 Target Rectification timescales

The specific target rectification timescales for each of the Acceptance Incidents is recorded in the embedded WORD document here.



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A Applicable POL Requirements and Acceptance Criteria

The POL Requirements and Criteria, contained in the HNG-X Requirements Catalogue – POL DOORS archive v2.08, and associated with Release 2 are contained in the embedded spreadsheet.

This contains references to any Concessions.

[To be supplied]



B Definition of Acceptance Methods

The set of HNG-X Acceptance methods are defined in Appendix D of REQ/GEN/PRO/0735 HNG-X Generic Acceptance Process and reproduced below.

Type	Description
HNG-X Document Review	HNG-X Acceptance Criteria that cannot be objectively verified by a test of HNG-X may be satisfied by Post Office undertaking a HNG-X Document Review. The outcome of any such review will be documented by Post Office in the HNG-X Acceptance Tracking Document. Fujitsu Services will supply a list of documents (and any specific references within such documents) for Post Office review, which may satisfy the agreed HNG-X Acceptance Criteria.
HNG-X Design Walkthrough	HNG-X Acceptance Criteria may be satisfied by Post Office participating in an HNG-X Design Walkthrough led by Fujitsu Services of the Fujitsu Services' design. The outcome of any such HNG-X Design Walkthrough will be documented by Post Office in the HNG-X Acceptance Tracking Document.
HNG-X Solution Test	Tests that are owned and managed by Fujitsu Services with significant collaborative support from Post Office, for the purpose of verifying that the Fujitsu Services' solution for the HNG-X System satisfies the relevant HNG-X Acceptance Criteria. The collaborative team will produce a joint test report presenting the results of the tests.
HNG-X Release Validation	Tests that are run and managed by Post Office with significant collaborative support from Fujitsu Services, for the purpose of verifying that the HNG-X Release satisfies the relevant HNG-X Acceptance Criteria. The combined team will produce a joint test report presenting the results of the tests and provide evidence on any areas of non conformance.
HNG-X Monitoring	Post Office shall specify any need beyond the level of support that Fujitsu Services are required to provide under normal operational practice (such as a report etc). Duration, nature and characteristics to be agreed in advance between Post Office and Fujitsu Services and will take place during Live Pilot or exceptionally during Live Monitoring. The total duration of HNG-X Monitoring and the obligations on Fujitsu Services to produce data/reports to support Post Office monitoring to be agreed between Post Office and Fujitsu Services (each acting reasonably and in good faith) for a particular HNG-X Requirement.
HNG-X Statement of Fact	Where the solution to an HNG-X Acceptance Criterion is self-evident and does not lend itself to formal proving.
HNG-X Statement of Obligation	Relates to HNG-X Acceptance Criterion that represents an ongoing contractual obligation for HNG-X.
Other	Used by exception, to be agreed between the Parties.



C Definition of Acceptance Incident Severity

The definition of the severity of an HNG-X Acceptance Incident is defined in Appendix A of REQ/GEN/PRO/0735 HNG-X Generic Acceptance Process and reproduced below.

Severity	Description
High	<p>The HNG-X Acceptance Incident was caused by the introduction of changes arising from Project HNG-X and/or the Associated Change Activities that are subject to the HNG-X Acceptance Process and results in a defect that would render a key element of one or more of the Business Capabilities and Support Facilities or a key element of the Infrastructure unfit for operational use, which could include:</p> <ul style="list-style-type: none"> a) not allowing Post Office to undertake one or more Transaction types; b) not allowing Post Office to undertake one or more Transaction types using the required business inputs or generating the required business outcome; c) creating system performance issues which are in, or are likely to cause a, breach of Service Level Targets.
Medium	<p>The HNG-X Acceptance Incident was caused by the introduction of changes arising from Project HNG-X and/or the Associated Change Activities that are subject to the HNG-X Acceptance Process and results in a defect that would not prevent operation of one or more of the Business Capabilities and Support Facilities or elements of the Infrastructure, but would cause problems in the operational use of one or more Transaction types.</p>
Low	<p>The HNG-X Acceptance Incident was caused by the introduction of changes arising from Project HNG-X and/or the Associated Change Activities that are subject to the HNG-X Acceptance Process and results in a defect that does not cause any adverse operational impact in the use of the Business Capabilities and Support Facilities or an element of the Infrastructure, or the HNG-X Acceptance Incident can be addressed by a workaround without any adverse operational impact for Post Office.</p>
Non Incident	<p>An incident raised by either Party which, following investigation is found:</p> <ul style="list-style-type: none"> ➤ not to be a defect; ➤ not to have resulted from the introduction of changes arising from Project HNG-X and/or the Associated Change Activities that are subject to the HNG-X Acceptance Process; or ➤ not to fall within the high, medium or low categories set out in this column.



D Acceptance Board recommendation options

It is proposed that the decision of the HNG-X Acceptance Board should comprise one of the following options: -

1. Proceed through Acceptance Gateway.
 - i. Acceptance Gateway criteria have all been met.
 - ii. There are no Acceptance Incidents that would prevent progression through this Acceptance Gateway
2. Proceed through Acceptance Gateway
 - i. Not all Acceptance Criteria have been met and consequently there are Acceptance Incidents.
 - ii. The severity of these Acceptance Incidents is within the limits for progression through this Acceptance Gateway.
 - iii. Each Acceptance Incident has an agreed workaround.
 - iv. Where required by the contract, all Acceptance Incidents have an agreed rectification plan or a target timescale for rectification
3. Proceed at risk through Acceptance Gateway
 - i. Not all Acceptance Criteria have been met and consequently there are Acceptance Incidents.
 - ii. The severity of these Acceptance Incidents is within the limits for progression through this Acceptance Gateway.
 - iii. One or more workaround, rectification plan or target timescale, is not yet agreed.
4. Do not proceed through Acceptance Gateway
 - i. Not all Acceptance Criteria have been met and consequently there are Acceptance Incidents.
 - ii. The severity of these Acceptance Incidents exceeds the limits for progression through this Acceptance Gateway
 - iii. Remedial actions are required to address the Acceptance Incidents and / or workarounds.