

Horizon Next Generation Joint Progress Meeting Meeting 143



Notes of Horizon Next Generation Joint Progress/Release Board Meeting Meeting of Thursday 4th February 2010

Attendees:

Name	Initials	Role	Comments
Mark Burley	MB	Programme Manager (POL)	Chair
Debbie Richardson	DR	Test Manager (Fujitsu)	
John Wheeler	JW	PMO Manager (POL)	
Kevin Tallboy	KT	Planning Manager (POL)	
Ravi Chambers	RC	PMO Manager (Fujitsu)	Apologies
Geoff Butts	GB	Programme Manager – HNG (Fujitsu)	
Will Russell	WR	Migration Manager (POL)	
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)	
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)	Apologies
Gaetan van Achte	GvA	Service Director (Fujitsu)	Apologies
Chris Dodington	CD	Implementation Manager (Fujitsu)	
Barry Evans	BE	Migration Team (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 10th December</i>				
135.08	GW	It has been reported that Fujitsu Engineering Services have been missing the Horizon SLA targets for fixing branch equipment – AD to supply assurance that this will not impact HNG rollout	Post Meeting Note: AD spoke with Graham Welsh and he described the many actions being taken by the two Service organisations to both monitor and pick up on any issues regarding support and the mitigating actions they are/have/will put in place. Action transferred to GW. 17/12 C/fwd. Fujitsu Engineering support are currently operating just below Amber status. A meeting has been arranged for 21st	Closed

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			<p>December to review the support levels. The concern remains that if the Engineering team do hit this limit then it may require the proposed Branch Router rollout to slow down, MB to be informed of the outcome from this meeting.</p> <p>23/12 C/fwd. GvA provided an update. Branch Router and Migration rollout will be supported by 2E2 and Touch engineers. Agreements in place to ramp up 2E2 and Touch engineers as required. 6 dials report will track progress of migration. GvA to share assurance with DH via email, as SLTs have not been met consistently. Daily assessments will be needed going forward, with immediate remedial actions in place to address issues. GW to provide confirmation that everything is in hand before this action can be closed.</p> <p>31/12 C/fwd.</p> <p>07/01 C/fwd. Ongoing. GW has produced a note for AD which he will forward on to MB.</p> <p>14/01 C/fwd.</p> <p>21/01 C/fwd. AD to fwd note to MB</p> <p>28/01 C/fwd. GW to fwd note to MB</p> <p>04/02 Complete</p>	
<i>New Actions and Points from meeting of 7th January</i>				
139.04	GW	Once HNGX is in Live pilot there will be a need to measure transaction timings. GW to review how this can be done and respond.	<p>14/01 C/fwd.</p> <p>21/01 C/fwd. Review of how this will be achieved is being lead by Dave Chapman. Update to be provided to MB before today's RAB.</p> <p>28/01 C/fwd. LF happy with information provided to date, continue monitoring. Further update at next JSB.</p> <p>04/02 Closed. Monitoring continues, Re-raise by exception.</p>	Closed
<i>New Actions and Points from meeting of 14th January</i>				
140.07	AD (GW) CD	Investigate if any other variations n Counter configurations (above and beyond the Security Policy) could cause migration failures.	<p>21/01 C/fwd. Work has begun looking at how this can be checked / tested.</p> <p>MB expressed his concern that very little progress has been made on this action. .</p> <p>28/01 C/fwd. AD issued a note summarising the investigations to date. MB has responded, AD to provide further update Joint</p>	05/02

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			Steering Board next week 04/02 C/fwd. Additional data is now being received to understand further the configurations of the branches. CD is reviewing this information and will propose best way forward. Further update at next Joint Steering Board.	
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.	21/01 C/fwd. The previously scheduled meeting has been postponed and will now take place before the next SMR (Third week of February) However; there is an urgent need for the Test teams to understand the contents and processes for future maintenance releases. AD to progress under 141.05 28/01 C/fwd. Work in progress, recent events have taken priority. Further update at next Joint Steering Board. 04/02 C/fwd. Dave Cooke is now leading on this. He is forming a proposal on the framework and Governance bodies that will be put in place to target the implementation of deferrals. Proposal to be documented, reviewed and agreed by the service delivery organisations and the Programme.	11/02
140.12	GB AD	To confirm that there will be additional migration support available from Fujitsu (to bring back the rollout completion date)	21/01 C/fwd. Currently unconfirmed. 28/01 C/fwd. AD to discuss with MB on 29 th January. 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 5 th February.	05/02
New Actions and Points from meeting of 21st January				
141.02	DR GA	Vodafone Testing: DR to provide an update on progress-to-date by close of business 22 nd January.	28/01 C/fwd. Fix expected in to test on 5 th February. Vodafone have made their fix in live already. GA to confirm position at next week's Joint Steering Board.	Closed

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			04/02 Close as BAU. Vodafone testing is due to commence tomorrow.	
141.03	DR	Review proposed date for R01.08 being ready for Live. Current date is beyond the target date for the commencement of High Volume Pilot.	28/01 C/fwd. Plan being agreed between Development, Requirements and Testing teams. Further update next week. 04/02 C/fwd. Meeting being held today to review plan for R01.08. It was noted that this plan needs to include all 'Must Have' fixes.	05/02
141.05	AD	Provide coordination to ensure the process for agreeing the content and timing of future maintenance releases is produce. This is becoming urgent for the joint test teams.	28/01 C/fwd. For clarity this action is focused on the control and visibility of future releases. Position on ADSL needs to be understood. 04/02 Closed. Merged into action 140.08	Closed
141.06	VC	Obtain assurance from Fujitsu that all necessary activity required for completion of 2 Factor authentication will be completed before the scheduled audit (Mid February)	28/01 C/fwd. In progress,; note passed to IT. Further update next week. 04/02 Closed. Work progressing well. Action closed as BAU. VC to raise by exception.	Closed
141.11	GB	Track 2 data: GB to forward formal CT details to IT for review.	28/01 C/fwd. RC to chase up response from Guy Wilkerson. 04/02 C/fwd. GB will follow up and respond to MB.	11/02
<i>New Actions and Points from meeting of 28th January</i>				
142.01	KT	Schedule an Progress/Issues update meeting for 10:30 tomorrow morning.	04/02 Completed	Closed
142.02	LF DR	Review the current live issues impacting Coton, Warwick and Derby and investigate the testing performed in these areas. It was noted that this would be difficult until the detail behind the issues is known.	04/02 Closed from these Actions. Being monitored via the CWD issues list.	Closed
142.03	info	Volume Testing: The plan remains to commence Calibration testing on 30 th January.	For Information	
142.04	info	Branch Router Rollout: WR reported that there had been a marked improvement in the Branch Router daily rollout success rate (Now at 80%).	For Information	
142.05	AD	Inform MB who will pick up GB's tasks, including the RAG report, while he is on compassionate leave.	Closed	Closed

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New Actions and Points from meeting of 4th February 2010

143.01	BE	Review the number of PHUs targeted for inclusion in the High Volume Pilot. Currently it is planned to migrate 160 units.	New Item	11/02
143.02	info	Branch Router Rollout: The Slave/LAN fix is now ready for implementation. It is expected that we should see a marked improvement in daily router rollout success rate.	For Information	
143.03	CD	Issue a statement regarding the proposed rollout of Routers for the next 3 Saturdays and on Saturdays thereafter.	New Item	05/02
143.04	GW	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.	New Item	08/02
143.05	GB	Re-open the RAB (Counter Pilot for MVP) milestone. Update the comments to reflect that authorisation was only given to proceed to the next 10 branches.	New Item	11/02
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.	New Item	11/02
143.07	AD	Arrange a meeting for next week to review the Key Risks and ensure they are all up to date.	New Item	11/02
143.08	GW	Forward the report regarding the BTS position at Lapworth to WR.	New Item	05/02
143.09	GB	Counter Migration Packages: Forward updated slide summarising latest position to MB.	New Item	11/02
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.	New Item	05/02

3 Points to note

- Incorporated into actions/points to note above

4 AOB

- incorporated into actions/points to note above

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Meeting 143**



5 Next meetings:

- **Next Interim Joint Steering Board:** Thursday 11th February, 14:00 – 15:30, Teleconference
- **Next Full Joint Steering Board:** Thursday 18th February, 10:00 – 13:00, London

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Remote attendance numbers (when provided) are as follows:

Number to dial:

Participant Password:

GRO