Horizon Next Generation Joint Progress Meeting
Meeting 149

Notes of Horizon Next Generation Joint Progress/Release Board Meeting
Meeting of Thursday 18th March 2010

Attendees:

Name	Initials	Role	Comments
Mark Burley	MB	Programme Manager (POL)	Apologies
Debbie Richardson	DR	Test Manager (Fujitsu)	
John Wheeler	JW	PMO 0Manager (POL)	Chair
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)	
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)	Apologies
Ian Trundell	IT	HNG Design Authority (POL)	
Adam Martin	AM	Service Delivery (POL)	Apologies
Dave Hulbert	DH	Service Delivery (POL)	
Graham Welsh	GW	Customer Services (Fujitsu)	
Graham Allen	GA	Development Manager (Fujitsu)	
Mike Wood	MW	Director of Programmes (Fujitsu)	Apologies
Gaetan van Achte	GvA	Service Director (Fujitsu)	Apologies
Chris Dodington	CD	Implementation Manager (Fujitsu)	
Peter Stanley	PS	Design Authority (POL)	Apologies
Barry Evans	BE	Migration Manager (POL)	
Andy Jacques	AJ	Service Delivery (POL)	Apologies

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
New Actions and Points from meeting of 14th January				
140.08	~~AD~~ GB	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. **04/03 update. (transferred from 145.11):** the current pause in rollout means that re-opening of the migration package should be	Previous actions archived. **18/02 C/fwd.** Meeting to be arranged for next week to agree a joint strategy for the targeting of referrals beyond R01.08. **25/02 C/fwd.** No paper received to date. Fujitsu internal meeting arranged for 2nd March. **04/03 C/fwd.** Internal meeting cancelled. Meeting to be rescheduled; LF and PS to be	25/03

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		considered – or that a future package rolls up all changes – so that there is no lag between a branch migrating at R107, and getting the fixes contained in R108.	included in the invites. **11/03 C/fwd.** Joint meeting is scheduled for 12th March – await output **18/03 Closed.** Fujitsu have issued a Future Release proposal (**GB to send to Joint Steering Board Members**). Dave Cooke is producing a schedule to illustrate when the deferred defects can be implemented (i.e. which release they will be included within, 1.20, 1.21, 1.22 etc). LF/IT and PN will review and then Fujitsu and POL will meet to discuss and agree.	
New Actions and Points from meeting of 4th February 2010				
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.	**Previous actions archived.** **04/03 C/fwd.** Fujitsu are currently looking at 3 options, the first 2 are tactical: • Provide a CIT equivalent in BRA01 • Create an SV&I clone in IRE19 The third option is more strategic and involves providing a new SV&I environment either by enhancing the SV&I clone created for the tactical solution of using the VoI rig once it has been released. A meeting has been scheduled for 10th March to discuss, but it is essential to understand the current issues before a decision can be made. Additionally an agreement on how future releases will be implemented is a significant contributing factor to any decision. **NOTE ;** It was confirmed that the HNG SV& rig has now been handed over to Release 2, leaving only the LST rig to test defect fixes on HNG. **11/03 C/fwd.** A CT is in the process of being raised to progress the SV&I "clone" option **18/03 C/fwd.** CT has now been raised and is out for Impact Assessment. Once this is complete a plan will be produced and shared with POL.	25/03
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.	**11/02 C/fwd.** KELs being generated. GW to provide update on latest position at next Joint Steering Board. **18/02 C/fwd.** KELs have been generated, GW will generate the required documentation and forward to Barry Evans.	**Closed**

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			25/02 C/fwd. Not received. GW to check and re-send if required. 11/03 C/fwd. 18/03 Completed	
New Actions and Points from meeting of 18ᵗʰ February 2010				
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. GB will also prepare a statement that confirms the legality / integrity of the trial balance report if this needs to be used.	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 24ᵗʰ Feb) for current live branches are included. 04/03 C/fwd. GB has received feedback on integrity statement from FS legal. Info will be forwarded to PN. 11/03 C/fwd. PN has passed statement to P&BA who are reviewing with POL Legal team. PN will feed back to GB. 18/03 C/fwd. Awaiting response from P&BA, but believed not to be an issue.	25/03
145.14	~~PN~~ ~~GB~~ ~~(M C-J)~~ GB AD, IT	Ensure M C-J is actively pursuing the rectification of the ~~2~~ 3 high severity Security incidents.	25/02 C/fwd. There are now 3 High Severity Security incidents. Fujitsu internal meeting later today to discuss. Output from this meeting to be forwarded to PN. 04/03 C/fwd. Security teams have met, but PN reported that insufficient progress has been made. GB to provide a proposal as to how these high severity incidents will be resolved. 11/03 C/fwd. This is becoming urgent; POL and Fujitsu have differing views as to status of the AIs, with POL believing they remain open and "High". This may stop progression through AG4, and therefore stop the move into full rollout from pilot. **IT** will articulate what is needed from POL's perspective to reduce the severity or resolve the AIs. **AD** will discuss as a matter of urgency with Dave Cooke as to how this can be progressed and why the two organisations have different understandings. Note that a meeting is arranged with the respective security teams on 12ᵗʰ March which should assist in resolution. 18/03 C/fwd. POL and Fujitsu are now in broad agreement on how to progress these incidents. Further meeting scheduled for this week.	25/03

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New Actions and Points from meeting of 4th March 2010

147.02	GB WR	As per Action 147.01 It was agreed that rollout would not be recommenced until a period of stability had been achieved. GB/WR to agree what is meant by 'Stability' and what would be an adequate period.	**11/03 C/fwd.** A set of criteria has been provided by POL and this was reviewed for understanding in the meeting. Fujitsu will provide as much supporting data/evidence by 11:30 on 12th March to enable a decision to be made if pilot can restart, (and if so, when). It was agreed this data would not be perfect or complete, but needs to provide sufficient relevant information if a re-start decision can be made. The evidence should ideally be in Powerpoint or similar presentational format **18/03 Complete.** Information being received. Reports show encouraging signs of improved stability.	**Closed**

New Actions and Points from meeting of 11th March 2010

148.01	~~GB~~ GW	A large amount of MI / statistics is now being provided on system performance, stability, etc, but in a variety of formats and from a variety of sources. GB to consider how this can be brought together to give a more accessible summary position going forward.	**18/03 C/fwd.** GW has produced a revised template and is currently working toward converting it to become an automatically generated report. JW requested that the current Powerpoint report be updated and made available for next week's RAB. **GW** will also append the 'hand crafted' Screen Freeze report to the Daily Trend report.	25/03
148.02	IT, DH	POL voiced a concern that there may be a "blind spot" in terns of monitoring connectivity at branches. IT and DH to discuss implications of this and raise back to this board	**11/03 C/fwd.** GW will arrange a call with DH and IT to review. Note: Connectivity monitoring for Horizon Branches was implemented last weekend, connectivity monitoring for HNG branches is scheduled for this weekend.	25/03
148.03	WR	Consider when it may be possible to trial the migration to 325 branches in one night.	**18/03 C/fwd.** Revised target will be to look at a trial of 300 branches in one night. Currently awaiting a response from POL Network stating if they can support this.	25/03
148.04	CD	Provide update on the Action Plan and success criteria for the Fujitsu items listed in the original set of items required to be addressed before progressing to the next 100 branches. (This is the list provided on 24th Feb, with "K" references as embedded below). Some of these are covered by the	**18/03 C/fwd.** These items are included in the RAG meeting. However, CD will check each of these to ensure we are making suitable process as an audit trail is required to support the decision to re-start the pilot.	19/03

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| | | current activities in gathering MI, but an assessment of each is required as we must not ignore previously identified concerns before we resume pilot.

Note that these items were subsequently embedded into the "HNG-X Migration RAG report", but original document is re-embedded below for reference

HNG Key Issues to move forward draft 1 | | |
|---|---|---|---|---|
| **New Actions and Points from meeting of 18th March 2010** | | | | |
| 149.01 | GB (DC) | Dave Cooke is producing a schedule to illustrate when the deferred defects can be implemented (i.e. which release they will be included within, 1.20, 1.21, 1.22 etc). GB to ensure this schedule is sent to POL asap. LF/IT and PN will review and then Fujitsu and POL will meet to discuss and agree. | **18/03 New Item** | **25/03** |
| 149.02 | GB RC | Add the current VSAT schedule to the risk register. Unless the schedule is held and that VSAT "works first time" the completion of rollout could be delayed. | **18/03 New Item** | **25/03** |
| 149.03 | Info | WR thanked Damian McClintock for his help with the PCI Audit. | | |
| 149.04 | GW | Provide statistics that illustrate the number of branches that have switched from trading via ISDN to trading using Orange WWAN. Additionally highlight which of these branches had branch routers that had to be subsequently upgraded for Orange and which were implemented with WWAN capability already installed. | **18/03 New Item** | **25/03** |
| 149.05 | BE WR | Ensure all issues raised to the Programme by branches are copied to the Duty Manager. | **18/03 New Item** | **25/03** |
| 149.06 | WR | Problems continue with getting issues raised by branches resolved. There are a number of contributing factors, but the programme needs to ensure that: | **18/03 New Item** | **25/03** |

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		• Branches get a quick response to issues raised • Underlying causes to the issues are investigated and resolved • The Problem Management process is working correctly. WR to discuss with DH to agree a way forward and then contact GW to discuss.		
149.07	LF	BDB fixes – LF to talk to Dave Chapman to discuss if there has been any impact from delaying the implementation of the BDB fixes.	**18/03 New Item**	**25/03**
149.08	RC JW	Schedule a meeting to update the Joint Risk register	**18/03 New Item**	**25/03**
149.10	GA GW	Lanesfield – Double Settlement Issue. Provide diagnostics as to why this happened by end of business today.	**18/03 New Item**	**18/03**
149.11	GB	Provide a note regarding the root cause for the problems encountered in committing R01.08 to the live branches.	**18/03 New Item**	**25/03**
149.12	CD	Check that the fix for "Maximum Retry Flag" has been applied, if not ensure that branches targeted for tonight and tomorrow have their "Retry Flag" manually reset.	**18/03 New Item**	**18/03**

3   **Points to note**
   • Incorporated into actions/points to note above

4   **AOB**
   • incorporated into actions/points to note above

5   **Next meetings:**
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   • **Next Interim Joint Steering Board:** Thursday 25th March, 14:00 – 15:30, Teleconference.
   • **Next Full Joint Steering Board:** Thursday 1st April, 10:00 – 13:00, London

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Remote attendance numbers (when provided) are as follows:
                     Number to dial: GRO
                     Participant Password: GRO
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