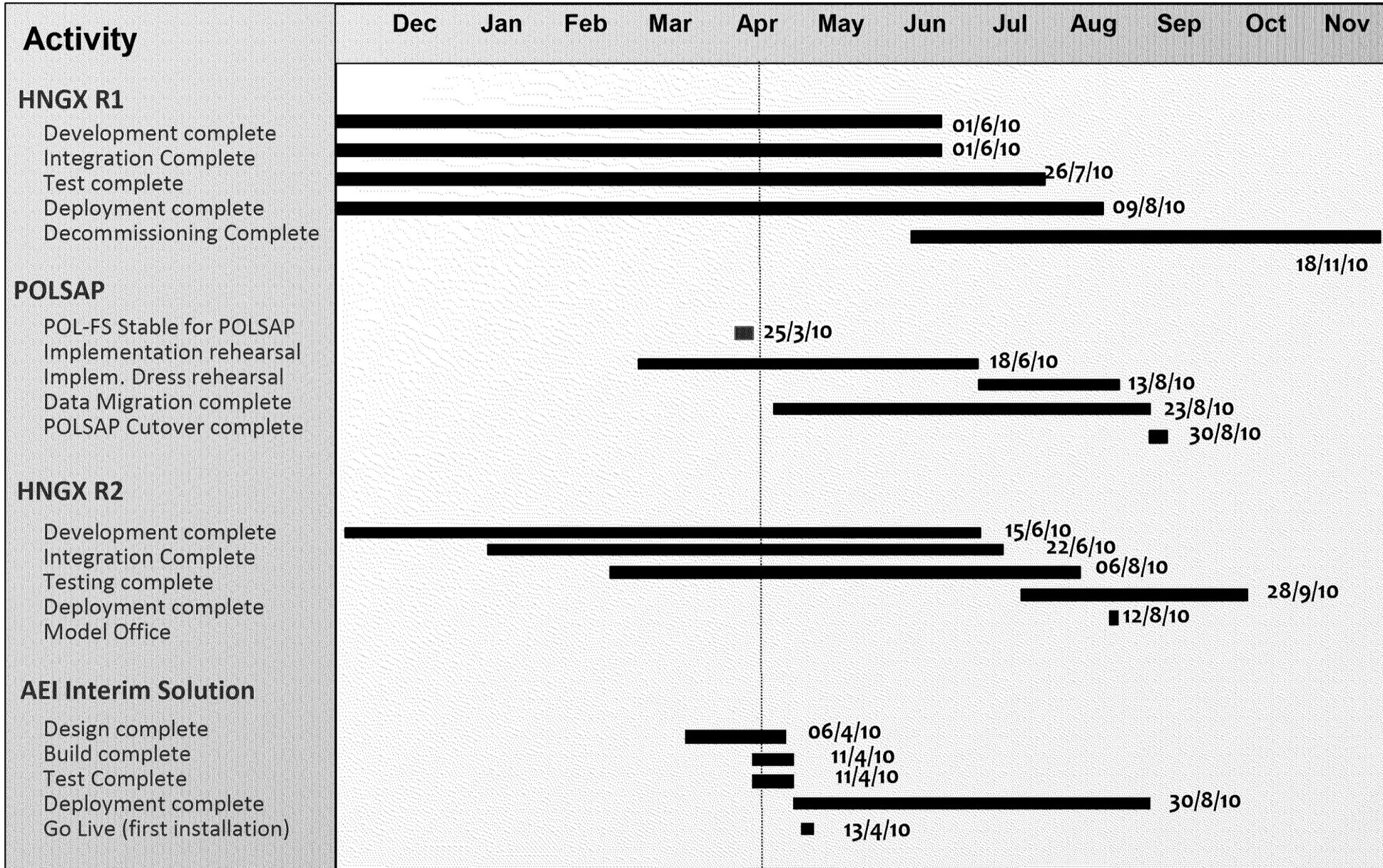




# Joint Programme Board

18<sup>th</sup> May 10

# RMGA Level 1 – Programme Summary





# **HNGX Progress Report**

**Geoff Butts**

# HNGX R1 Agreed Baselines

## ■ Schedule

- V120.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 01.22.00 + hot fixes
- VOL – MR 01.20.00 + hot fixes

Red  
Amber  
Green

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

**FUJITSU**

# HNGX R1 Summary

RAG	Last Status	Current Status	Description	G2G plan	G2G Target Date
Approved Budget		Amber	Delays to completion of Pilot and Rollout will impact overall Project Costs.	Full cost impact to be determined once Rollout schedule is confirmed.	31 May 10
Resourcing		Amber	Review of HSD completed, Problem Manager recruited for Oracle issues. Security Architect recruited.	Release Manager required. Recruitment underway.	23 May 10
Schedule		Red	High Volume started 25/03/10, but suspended 26/03/10. Stabilisation of live service continuing. Tracked via Red Alert and daily management updates. Criteria to re-start Pilot under review.	Implementation of 1 patch and 2 setting changes recommended by Oracle to fix Branch database hanging. Further remedial fixes planned for 16/05. Stability of service under review.	28 May 10
Requirements		Green			
Architecture		Green			
Apps Development		Red	Daily prioritisation of new issues from live/test. High volume of Hot fixes. Focus on addressing Oracle LCK issues.	Red Alert remediation plan in place. Waiting for confirmation on testing required for new Oracle Patch. Daily tracking of progress against plan.	28 May 10
Test		Red	Vol test cycle 2 completed 26/03/10. Cycle 3 start delayed due to live issues requiring Vol rig to test.	Revised plan for start of Cycle 3 to be confirmed.	23 May 10
Migration		Red	Red for HNG-X Migrations due to High Volume Pilot being suspended. Branch Router installations in tail management.	Revised schedule for High Volume Pilot & Rollout to be confirmed. Fixes targeted into live throughout May 2010.	29 May 10
Infrastructure		Amber	Vodafone Backup WWAN switching solution in Model Office 11/05. Testing completed 14/05, pilot to start 17/05. Satellite Branch Router solution – target exit from LST slipped 1 week to 28/05 due to BT issue on rig.	Confirm rollout of Vodafone WWAN switching solution. Complete Satellite Branch Router LST testing.	28 May 10
Service Transition		Amber	Ongoing monitoring in place for live issue. Recommendations from internal review implemented.	Continue to review live service stability.	23 May 10
Contract		Green			
CRs		Green			



# HNGX R1 Exec Summary

- High Volume Pilot Started 25/03/10 (212 additional branches migrated)
- 622 Branches (1,754 counters) on HNG-X, including 8 Model offices
- High Volume Pilot migrations suspended 26/03/10 until live service issues resolved
- Minimum number of migrations (up to 10) recommended before planned fixes implemented during May 2010. Stability of service under continual review.
- Resolution of Oracle issues escalated to Exec level in Oracle
- 11,178 Branch Router installations completed, in tail management (less than 3%, 273 branches remaining, including 50 VSAT branches, 55 PHUs).
- Milestones – 33 completed on schedule, 10 completed ahead of schedule, 64 completed behind schedule

# HNGX Live Issues Impacting Multiple Branches

- Further Branch Database hanging incidents affecting many/all branches on 6<sup>th</sup>, 9<sup>th</sup>, 16<sup>th</sup> 28<sup>th</sup> April and 7<sup>th</sup>, 12<sup>th</sup> & 13<sup>th</sup> May. Multiple minor occurrences.
- In addition - 5 out of 20 BAL OSRs went into a loop on 28<sup>th</sup> April, resulting in longer outage than previous incidents. Cause - change contained in release 1.21 that was applied to live 25th April. Fix tested & implemented into live 4<sup>th</sup> May.
- 5<sup>th</sup> May – 40 minute HNG-X outage caused by human error
- Diagnostic tracing and Oracle Streams switched on in live by agreement with POL from 11<sup>th</sup> May to enable new occurrences of LCK error to be captured with full diagnostic data. Cannot be replicated on Vol rig.
  - Full diagnostics captured 12<sup>th</sup> May 17:40 & 13<sup>th</sup> May 09:00 and sent to Oracle.
- Escalations to Oracle Exec level. 3 recommendations from Oracle:-
  - Hidden parameter change – tested in Vol 11<sup>th</sup> May, implemented into live 14<sup>th</sup> May outside trading hours
  - New patch and 1 additional parameter change to be implemented 19<sup>th</sup> May subject to completion of testing.
- Plan with additional remedial steps agreed with POL 10<sup>th</sup> May. Fixes scheduled for implementation throughout May 2010. Daily tracking of progress against plan.

# HNGX R1 Key Risks & Issues

## ■ Key Risks

- Cost overrun from programme delays.
- Further issues in pilot may result in the rollout being delayed again.
- Loss of support from National Federation of Sub-postmasters.
- Beat rate during full rollout cannot be sustained, leading to delay.
- Datacentre components may fail, resulting in delays to rollout.

## ■ Key Issues

- A revised schedule for branch migrations cannot be given until confidence is re-established that the HNG-X system is stable.
- High Volume of Hot fixes in addition to maintenance fixes leading to testing bottleneck & delays in implementation.  
Revised Maintenance Plan issued and reviewed with POL Team 17<sup>th</sup> May.
- Exit from Wigan and Bottle Datacentres by 31/07/10 is not achievable due to delays in the rollout schedule.



# HNGX R1 Milestones

Milestone	Team	Planned	Forecast	Comment	RAG
Counter Roll Out Commence	Mig	09/11/09	TBC	Subject to satisfactory completion of High Volume Pilot and Volume Testing. Delayed due to live issues with Oracle database performance.	
Branch Router Roll Out Complete	Mig	15/11/09	06/06/10	>97% of estate has had a Branch Router installed. Now in tail management. 50 remote branches requiring satellite comms (VSAT) enabled router will not receive Branch Router until May 2010 due to delays in test due to contention with maintenance releases. Sign-off of VSAT in test moved back to end May.	
Counter Roll Out Complete	Mig	30/04/10	TBC	Excludes 4% tail. Delayed due to Oracle issues during High Volume Pilot. Completion date to be confirmed.	

# HNGX R1 Progress Against Plan

- Original Plan (Baselined June 2009) Key Milestones
  - Branch Router Rollout complete 13/04/10
  - HNG-X Branch Migration Rollout complete 22/04/10
- Delays caused by:-
  - Datacentre Migration Slip - 3 weeks
  - Branch Router solution delays – 1 week
  - Delay to start of Medium Volume Pilot – 1 week
  - Delay to start of High Volume Pilot – 2 weeks
  - Delay to start of HNG-X Rollout – 7 weeks (estimated)

# HNGX R1 High Level Schedule



# HNGX R1 Slip Chart

**FUJITSU**

The Gantt chart displays the following tasks and their timelines:

- Acceptance Gateways:** GB tasks from Jun 15 to Jul 24. Key milestones: Gateway 2 Dc Migration 16/09/09, Gateway 1 Br Router 01/10/09, Gateway 3 pilot 22/10/09, Gateway 4 Accept of HNGX 15/02/10, and Gateway 6 final acceptance 28/04/10.
- Application Development & Networks (from Integration):** GA tasks from Jun 14.11 to Jul 26.01. Key milestones: LIVE 01.08. Cntr 26/01/10.
- Peak Fixes:** GA tasks from Jun 1 to Jul 18. Key milestones: Fixes A.B.C 100%.
- TEST:** Various tasks including Disaster Recovery (AD), VI Integrity (DR), VI Volume (horizon) (DR), SV&I (DR), RV ACC(reditation) (DR), RV Mig(ration) (DR), LST (Live System test) (DR), VOL (Volume HNGX) (DR), and Reference data (GA). Key milestones: BASELINE: V80.A00 Date = 15th June 2009, SVI peak clearance 16/01/10, and LST VOL 27/01/10.
- Migration:** Tasks for Security (GB), Branch Router (GB), and Migration / DC Implementation (GB). Key milestones: Operational Acceptance 16/09/09 - 30/10/09, Pilot Start 23/11/09, Pilot ends 11/12/09, Rollout starts 04/01/10, 2800 Brnchs 09/02/10, 8790 Brnch 01/03/10, 11500 Brnch 29/03/10, Tail management 01/04/10, Pilot comp 15/01/10, Rollout starts 16/02/10, and Rollout completes 21/04/10.



# **POLSAP Progress Report**

**Alan D'Alvarez**

# POLSAP Summary

 Red  
Amber  
Green

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

RAG	Last Status	Current Status	Description	G2G Plan	G2G Target Date
Approved Budget		Amber	Currently forecasting a FAC circa £65k over the agreed baseline as a result of re-visiting the forecasted infrastructure resources.	Review of resourcing to be undertaken	21 May 2010
Resourcing		Amber	POL have asked for Fujitsu to support CAT beyond the agreed end date for this work	The request and the situation regarding CAT is due to be discussed this week to agree mitigation plan	19 May 2010
Schedule		Amber	Under pressure to complete data quality checking which is required to complete prior to starting testing the batch schedules	POL to review resourcing	17 May 2010
Requirements		Green			
Architecture		Amber	Migration Plans Need to Be agreed and performance monitoring to be completed	Agree Migration Plans Complete performance monitoring	26 May 2010
Apps Development		Green			
Test		Amber	Collaborative Acceptance Testing is behind schedule.		

# POLSAP Summary (Continued)

RAG	Last Status	Current Status	Description	G2G plan	G2G Target Date
Implementation		Amber	Completion of data quality checking required to be completed 21/5 and is under pressure. This is required to complete prior to starting testing of the batch runs	POL to present plan for data quality checking	21 May 2010
Infrastructure		Green			
Service Transition		Green			
Contract / CR's		Amber	Progress is being made on addressing the outstanding change request responses. Release of response for POLSAP Training Environment is imminent.	Continue to progress the responses ASAP.	31 May 2010

# POLSAP Apps Exec Summary

## ■ Implementation:

- Issues with the file format extracts provided by CSC are causing issues for Test Cycle 3 data loads. The new set of extracts has now been provided and there are no further issues. Data quality checking needs to complete by 21/5 and POL looking at mitigating impact of delays
- A further low-level planning session has been arranged for cutover
- Awaiting scope of functional testing from POL

## ■ CAT / CMS:

- POL are no longer confident of meeting the planned date for completion of CAT. There are a number of outstanding test scripts to run, and a number of defects to close. A plan is in place to address the outstanding defects as a priority
- The pricing change relating to CMS will not require a change control. However, POL acceptance of the fix is still outstanding

## ■ Training:

- The CR for the POLSAP Training Environment has been approved by CCB and will be issued to POL

# POLSAP Infrastructure Exec Summary

## ■ Network Infrastructure

- Circuit tails were completed by NTL in Huthwaite over the weekend 8<sup>th</sup>/9<sup>th</sup> May, further activities are needed to complete the upgrade of the links and we are progressing the swap-out of the 5 routers in the next couple of weeks.
- FCIL design progressing, RMGA design to be progressed following this and all on plan.

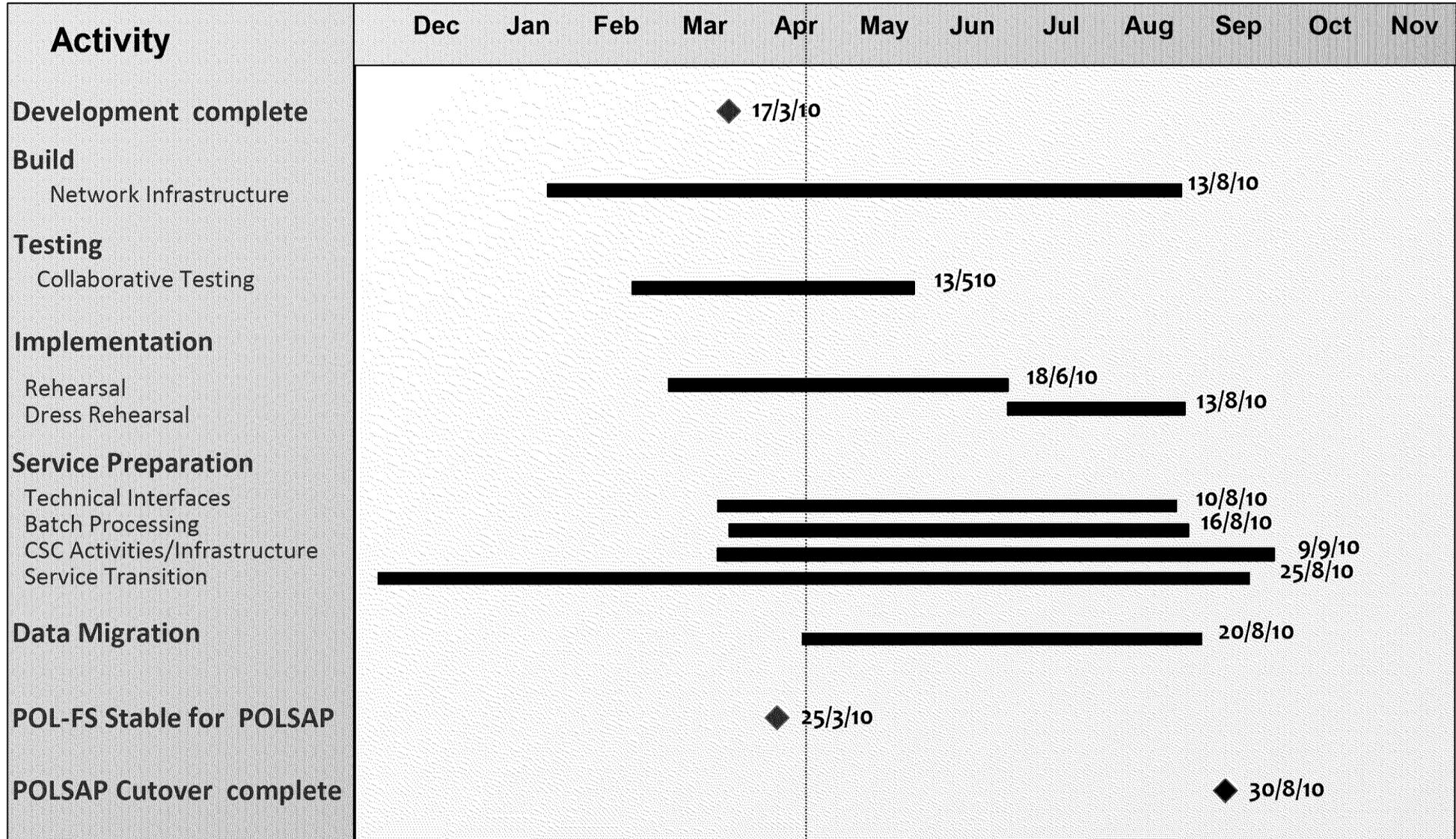
## ■ Performance Assurance:

- Topology workshop held and was generally successful with only a couple of extra pieces of information being requested
- System Inspector reports are available on POL-FS and the SAPADS installation looks possible and is progressing. Purchase Order for the analysis progressing through the system
- Response provided regarding the suitability of Fujitsu's approach to performance assurance

## ■ Other Infrastructure:

- Pre-Live Proving scope produced, joint meeting on Thursday to define the definitive scope.
- Batch Processing progressing
- Archiving design out for review, workshop held for the “final 3 month” run and all teams working together on finding solutions to enable successful cutover

# POLSAP High Level Plan



**FUJITSU**

## POLSAP Slip Chart

Author Leo Sapiets Date 9/5/10

100

**POLSPAP Slip Chart**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Author	Leo Sapiets	Date 9/5/10
	03 10 17 24 31	07 14 21 28	04 11 18 25	03 10 17 24 31	07 14 21 28	05 12 19 26	02 09 16 23 30	07 14 21 28	04 11 18 25			
<b>Build</b>												
Network Infrastructure	Start 21/1/10		Firewalls and Routing Updated 1/3/10			Huthwaite Upgrade 7/6/10		DR Implement 3/8/10		Completes 13/8/10		
<b>Testing</b>												
Collaborative Testing	Start 04/02/10		CAT Test Prep 19/3/10		Completes 13/5/10							
<b>Implementation</b>												
Rehearsal	Start 23/02/10			Load Data 7/5/10	Validate 19/5/10		Completes 18/6/10					
Dress Rehearsal						Start 23/6/10	Load Data 12/7/10	Validate 21/7/10		Completes 13/8/10		
<b>Service Preparation</b>												
Technical Interfaces	Start 8/3/10		Impact Assessments 26/5/10			Approve CSC Design Changes 23/6/10		Unit Test CSC Changes 14/7/10		Completes 10/8/10		
Batch Processing	Start 8/3/10				POLsignoff Reqs 24/5					Completes 16/08/10		
CSC Activities	Start 1/3/10					KT Support 19/5/10					Completes 9/9/10	
Service Transition	Start 29/05/09						OLA 21/6/10	Triole 1/7/10	Knowledge Transfer 24/8/10		Completes 25/8/10	
<b>Data Migration Schedule</b>						Start 16/4/10	1st version 23/6/10	2nd version 30/6/10		Completes 20/8/10		
<b>Migration / Cutover</b>												
POLFS Stable for POLSAP					◆ 25/3/10							
POLSAP Cutover Complete									◆ 30/8/10			



# POLSAP Key Milestones

Plan UID	Task Name	Baseline Finish	Owner	Forecast	Operational Baseline	RAG
1437	Test Cycle 2 Complete	08/03/10	POL Project Team	14/04/10	14/04/10	Complete
507	Huthwaite Network Upgrade Ready for Cutover	01/06/10	POL Project Team	27/05/10	27/05/10	Green
1999	Initiate Implementation Rehearsal	14/04/10		14/04/10	14/04/10	Complete
2337	Scope for Implementation Rehearsal defined	14/04/10	FS Apps & POL Project team	05/05/10	05/05/10	Red
2130	Implementation Rehearsal Complete	15/06/10	POL Project Team	18/06/10	18/06/10	Green
2133	Initiate Implementation Dress Rehearsal	18/06/10		23/06/10	23/06/10	Green
2351	Scope for Implementation Dress Rehearsal defined	18/06/10	POL Project Team	23/06/10	23/06/10	Green
2255	Implementation Dress Rehearsal Complete	10/08/10	FS Apps & POL Project team	13/08/10	13/08/10	Green



# POLSAP Key Dependencies

Plan UID	Task Name	Operational Baseline	Owner	Forecast	RAG
2327	GET: Definition of Scope of Functional Testing	05/05/10	POL	05/05/10	Red
2062	GET: POL Sign-Off Converted Data	07/05/10	POL	07/05/10	Complete
2313	GET: Initial Scoping/Draft Schedule Creation	07/05/10	FJS	07/05/10	Red
674	GET: Produce a List of New Roles for Dress Rehearsal	10/05/10	Fujitsu	10/05/10	Complete
338	GET: Raise change request(s) for CSC Equivalent to support POLSAP interface implementation	12/05/10	POL	12/05/10	Green
339	GET: Raise change request(s) for Logica (POLMI) Equivalent to support POLSAP interface implementation	12/05/10	POL	12/05/10	Complete
1168	GET: CAT Testing Signed Off	13/05/10	POL	13/05/10	Green
1578	GET: POL review Data Migration Specs	19/05/10	POL	19/05/10	Green
2117	GET: Implementation Rehearsal POL Sign-Off of All Data Validations	19/05/10	POL	19/05/10	Green
2041	GET: POL Sign-Off Printing Test Results	20/05/10	POL	20/05/10	Green
2502	GET: Training User Setup	21/05/10		21/05/10	Green
2317	GET: Agree pre-live proving plan/detailed schedule (POL/Fujitsu/CSC)	21/05/10	FJS	21/05/10	Green
2319	GET: CSC Confirm Business Connector Ready for Pre-Live Proving	24/05/10	CSC	24/05/10	Green
1490	GET: POL Sign-Off Batch Processing Requirements	24/05/10	POL	24/05/10	Green
933	GET: POL SAP Licenses in place for SAP Practice	31/05/10	POL	31/05/10	Green
353	GET: Design POLMI Changes	01/06/10	Logica	01/06/10	Green
432	GET: Define Functional Batch Testing Plan	01/06/10	POL	01/06/10	Green



# POLSAP Key Risks

Client Ref	Owner	Description	Containment Strategy	Probability	Impact	PI
POLSPR0014	Maxted Christopher	<p><b>Description:</b> End-Users are not trained properly in time for Go-Live.</p>	<p><b>Containment:</b> Training is currently being considered prior to integration into the over plan. There is also an open change request that is being considered in order to understand the impact of setting up a training environment.</p> <p><b>Update &amp; Action 23APR10:</b> POL have issued a Change Control to request Fujitsu to produce a training client. The impact assessment for this change request is underway and will be sent to POL shortly for approval.</p>	10%	4	0.12
POLSPR0052	Maxted Christopher	<p><b>Description:</b> There is a risk that data may not meet the required quality standards.</p>	<p><b>Containment:</b> Escalate to POL as owners for this activity are required in order to ensure data is up to the required standard.</p> <p><b>Update &amp; Action 23APR10:</b> This is a POL-owned activity, and needs a status update from POL.</p>	50%	4	0.36
POLSPR0053	Maxted Christopher	<p><b>Description:</b> There is a risk of CAT delay, leading to a negative impact on the Go-Live date.</p>	<p><b>Containment:</b> 1) CAT performance to be tracked against the plan, and change control to be exercised where necessary to incorporate delays. 2) POL to ensure sufficient, skilled resources are available to support CAT.</p> <p><b>Update 23APR10:</b> POL are managing the CAT testing elements of the plan and are confident of hitting the contractual milestone date for this activity.</p>	25%	4	0.2
POLSPR0058	Mesarosova Livia	<p><b>Description:</b> There is a risk that users are given the opportunity to commit fraud, leading to issues for POL and Fujitsu.</p>	<p><b>Containment:</b> This is a risk that POL need to consider a containment strategy for.</p> <p><b>Update &amp; Action 19MAR10:</b> To be discussed during next JSB.</p>	10%	4	0.12
POLSPR0066	Paddon Dave	<p><b>Description:</b> Huthwaite link not upgraded in time to support live service running for POLSAP</p>	<p><b>Containment:</b> Regular reviews with 3rd party supplier.</p> <p><b>Update &amp; Action 19MAR10:</b> 1) POL to provide commercial cover and then hand-off routers to be procured ASAP. 2) POL to ensure dependencies are met.</p> <p>16/04 - New date for the huthwaite tail is 1st May; conference call the week before arranged to ensure the process is understood</p> <p>30/4 - Confirmed date over the weekend of 8th May</p>	70%	4	0.36

# POLSAP Key Risks (cont'd)

Client Ref	Owner	Description	Containment Strategy	Probability	Impact	PI
POLSPR0069	Rhodes Seth	<p><b>Description:</b> POL do not sign off the offshore support model proposed for POLSAP.</p>	<p><b>Containment:</b></p> <p>1) Fujitsu are currently undertaking a review of ISO 27001 against POLSAP with POL. 2) RMGA Security and POL Security are actively working together on POLSAP Security requirements. Risk assessment report already provided to POL.</p> <p><b>Update &amp; Action 18MAR10:</b></p> <p>1) Containment action 1 is scheduled to be progressed on 12th April. 2) Overview of RMGA security requirements being obtained from Bill Memberry. 3) Consideration to be given to the use of POL-configured laptops as a fallback tactic.</p>	25%	4	0.2
POLSPR0074	Mesarosova Livia	<p><b>Description:</b> There is a risk that the POLSAP system may not have all the required elements prior to the baseline Go-Live date.</p>	<p><b>Containment:</b></p> <p>Fujitsu and POL to discuss and agree an approach quickly, and then an impact assessment can be carried out.</p>	40%	4	0.36
POLSPR0075	Mesarosova Livia	<p><b>Description:</b> The project may experience unexpected delays &amp; key milestone slippages.</p>	<p><b>Containment:</b></p> <p>All parties to ensure they have sufficient resources to keep to project milestones.</p>	15%	4	0.12
POLSPR0076	Mesarosova Livia	<p><b>Description:</b> Project timeline and costs are extended.</p>	<p><b>Containment:</b></p> <p>Careful review of the migration design document, and the impact to the plan. Need to keep scope in mind, and ensure any changes to scope are covered via a formal change control process.</p>	15%	8	0.24
POLSPR0077	Mesarosova Livia	<p><b>Description:</b> CAT testing identifies a lot of faults, leading to time and cost extention.</p>	<p><b>Containment:</b></p> <p>CAT testing issues and progress to be regularly reviewed by all POLSAP parties, and consideration given to any adverse impacts to the plan and what action to take to keep the project on track.</p>	50%	4	0.36
POLSPR0080	Paddon Dave	<p><b>Description:</b> There is a risk that the planned migration weekend of 28-30th August proposed design to assist with clarification of the requirements by 11th May 2010 could be delayed.</p>	<p><b>Containment:</b></p> <p>Fujitsu to arrange a workshop to understand the CSC concerns and walk through the proposed design to assist with clarification of the requirements by 11th May.</p>	15%	8	0.24



# **HNGX R2 Progress Report**

**David Court**

# R2 RAG Summary

Red  
Amber  
Green

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



RAG	Last Status	Current Status	Description	G2G plan	G2G Target Date
Approved Budget		Green			
Resourcing		Green			
Schedule		Green			
Requirements		Green			
Architecture		Green			
Apps Development		Green			
Test		Green			
Migration		n/a			
Infrastructure		Green			
Service Introduction		Amber	Service Introduction not yet planned with CS.	Plan being discussed	31 May 2010
Contract		Green			
CRs		Green			
Deployment		Amber	At risk due to managing R2 Deployment while R1 rollout still ongoing.	Deployment Plan under review	

# CT Status

## R2 Baseline CTs

CT	CP	Description	CT Status	RAG	Drop	Notes
CT704	361	ADSL Checker & New URL	Approved	Green	0	Implemented Successfully.
CT726a	411/ 425	AEI - Near Real Time Interface	Approved	Amber	N/A	This CT now part of R4.
CT755a	359	Card Payment Referrals	Approved	Green	1	In SV&I testing
CT759a	438	Camelot Chequebook Reconciliation (Amended requirement)	Approved	Green	4	POL testing in SV&I
CT762a	397	Date Calculation Function in AP-ADC (Version 2)	Approved	Green	1	In SV&I testing
CT772a	410	Change to handling Transaction Acknowledgments at Log Off (PING)	Approved	Green	2	In SV&I testing
CT773a	417	Post Office Card Account (POca) Card Issuing Service	Approved	Amber	N/A	This CT now part of R4.
CT775c	369	HNG-X Release 2 Wrapper	Approved	Green	N/A	CT approved on 29 <sup>th</sup> March 2010.
CT776	365	PCI Two Factor Authentication Design on TESQA	Approved	Amber	N/A	Outline costing for prototype and full solution being reviewed.
CT778	388	PAF Lite for Horizon Online	Approved	Green	1	In SV&I testing
CT779	391	Policing Methods of Payment	Approved	Green	3	In SV&I testing

# CT Status continued

## R2 Baseline CTs

CT	CP	Description	CT Status	RAG	Drop	Notes
CT781	385	Streamline Observation Rectifications	Approved	Green	1 /2	In SV&I testing
CT797	396	Improved control of Stock Adjustment Functionality	Approved	Green	5	Development forecast now for Drop 5 including changes on.
CT798	395	AP-ADC Changes to support Offline Banking Improvements	Approved	Green	1	In SV&I testing
CT802	406	MoneyGram Web Service Changes for Release 2	Approved	Green	4	On target for SV&I for 3 May
CT805	394	Policing Plastic Refunds	Approved	Green	4	On target for SV&I for 3 May
CT815	409	Changes for LIS5 2008	Approved	Green	4	Being delivered with Agent workaround to make implementation counter independent

# CT Status continued

## R2 Additions to Baseline

CT	CP	Description	Status	RAG	Drop	Notes
CT800	437	Additional APOP Host Postal Order Reports	Submitted	Green	6	Response provided to POL query Require POL approval to progress
CT810	426	Travel Insurance on CTO Emulator for HNGx	Approved	Green	5	CT approved.
CT819	442	Changes to the Delivery of the Bureau de Change Margins File - Quick Win	Approved	Green	0	Early delivery in 1.29 scheduled 27/06. (Note release number changed)
CT823	443	Testing and Introduction of the APOP Travel Insurance Refund Services	Approved	Green	0	Early delivery in 1.29 scheduled 27/06. (Note release number changed)
CT832	439	Support POL Access from Chesterfield to the SV&I APOP service	Approved	Green	N/A	CT approved. To be scheduled
CT820	433	Changes to PING AIS	Approved	Green	2	CT approved.
CT835	TBA	Work Carried out Under Commercial Cover on HNG-X Release 2	Approved	Green	N/A	CT approved.
CT837	458	Streamline Accreditation (extra to CT781)	Pending	Green	N/A	Awaiting sign off by Fujitsu Commercial.
CT838	461	PCI Compliance Issues & Link Accreditation (extra to CT815)	Pending	Green	4	Awaiting sign off by Fujitsu Commercial.
CT843	N/A	Changes for POca : Card Fulfilment (CT773a)	Impacting	Amber	TBA	Out of scope for R2, now R4

# CT Status continued

## R2 Additions to Baseline

CT	CP	Description	Status	RAG	Drop	Notes
N/A	N/A	Changes for AEI - Near Real Time Interface (CT726a)	Received	Amber	TBA	Out of scope for R2, now R4
CT846	463	Changes for Moneygram Web Service Changes for R2 (CT802)	Submitted	Green	4	Submitted for CCB 10 <sup>th</sup> May 2010
CT845	459	Re-Allocation of Spread Charges on HNG-X Release 2	Approved	Green	N/A	CT approved.
CT852	450	HNG-X - Improved control of Stock Adjustment Functionality - Revised Requirements	Approved	Green	5	CT approved.
CT853	454	HNG-X - Policing Plastic Refunds - Further Changes	Approved	Green	4	CT approved.
CT855	469	Change to the MoneyGram AIS baseline for CP0406	Pending	Green	4	Awaiting sign off by Fujitsu Commercial.

# R2 Exec Summary

## ■ Key Challenges:

- Use Cases / Baseline of requirements in Doors
- Managing Deployment on R2 while R1 rollout still ongoing.

## ■ Key Progress:

- SV&I Cycle 4 started
- Connectivity to Streamline complete
- Connectivity to Link planned for completion by 14<sup>th</sup> May 2010.
- Actions agreed to decouple from R1 and detailed planning in progress.

# R2 Risk Register

REF NO.	DESCRIPTION	CONTAINMENT STRATEGY	RISK STATUS	OWNER	PROB%	IMPACT	PI
RMGARisk0306	Additional test effort required due to the implementation of soft launch options to CP's included in R2	Review requirement Following Implementation planning workshop POL to test	In Progress	Maving Chris	20%	2	0.1
RMGARisk0312	POL Gateways may require un-estimated activities	Review requirements with POL	In Progress	Hinde David	50%	2	0.18
RMGARisk0313	Late deliveries may result in insufficient time for regression testing (e.g Stock Adjustments in drop 5)	Monitor progress	In Progress	Maving Chris	80%	2	0.18
RMGARisk0265	Unforseen issues may result in a budget overrun	Proactively manage the budget	In Progress	Hinde David	20%	4	0.2
RMGARisk0326	R1 fixes planned for R2 may be late	Monitor progress and manage POL expectations	In Progress	Hammond Christopher	30%	4	0.28
RMGARisk0325	Risk that R1 stability issues may impact R2 because of high volume of R1 issues requiring fixes and delayed availability of LST	Define R1 stability criteria	In Progress	Hinde David	75%	8	0.72

# R2 High Level Schedule

Activity	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Development</b> Drop 1 – Drop 4 Drop 5 - Drop 7 Peaks					19/04/10							
<b>Integration</b> Drop 1 – Drop 4 Drop 5 - Drop 7 Peaks					06/5/10							
<b>Test - SVI</b> Drop 1 – Drop 4 Drop 5 - Drop 7 Peaks					24/5/10				09/7/10			
<b>Test – LST</b> Cycle 1 Cycle 2								30/7/10				
<b>Deployment</b> Deployment data centre								06/8/10				
Deployment Counter: Model Office Pilot Full Rollout								02/8/10				
								12/8/10				
								26/8/10				
									28/9/10			

# R2 Slip Chart

	Date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
		03 10 17 24 31	07 14 21 28	04 11 18 25	03 10 17 24 31	07 14 21 28	05 12 19 26	02 09	07 14 21 28	04 11 18 25	01 08 15 22 29	06 13 20 27	03 10 17 24	
<b>Application Development</b>														
Drop 1	DH	Starts 01/10/09	Completes 12/02/10											
Drop 2	DH	Starts 01/10/09	Completes 19/03/10											
Drop 3	DH	Starts 01/10/09	Completes 26/03/10											
Drop 4	DH	Starts 01/02/10	Completes 19/04/10											
Drop 5-7 Peak Fixes	DH			Starts 20/04/10	Completes 15/06/10									
<b>Integration</b>														
Drop 1	PO	Starts 01/02/10	Completes 23/02/10											
Drop 2	PO	Starts 08/03/10	Completes 12/03/10											
Drop 3	PO	Starts 29/03/10	Completes 06/04/10											
Drop 4	PO	Starts 19/04/10	Completes 27/04/10											
Drop 5-7 Peak Fixes	PO			Starts 12/05/10	Completes 22/06/10									
<b>TEST</b>														
<b>SVI (System Validation &amp; Integrity)</b>														
Drop 1	CM	Starts 02/02/10	Completes 19/03/10											
Drop 2	CM	Starts 22/03/10	Completes 09/04/10											
Drop 3	CM	Starts 26/04/10	Completes 30/04/10											
Drop 4	CM	Starts 04/05/10	Completes 21/05/10											
Drop 5-7 peak fixes	CM	Starts 24/05/10	Completes 30/07/10											
<b>LST (Live System test)</b>														
Cycle 1	SB	Starts 12/07/10	Completes 30/07/10											
Cycle 2	SB	Starts 19/07/10	Completes 08/08/10											
<b>Migration</b>														
Deployment Data Centre	CD					DC Start 27/07/10	DC Completes 02/08/10							
Deployment Counter: Model Office	CD					MO Start 09/08/10	MO Completes 12/08/10							
Pilot	CD					Pilot start 12/08/10	Pilot Completes 26/08/10							
Full rollout	CD					rollout Start 14/09/10	Rollout Completes 26/09/10							
	Week No	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52												

# R2 Key Milestones

Milestone Description	Team/ Project	Planned Date	Forecast Date	Comment	RAG
Drop 5 to CIT	DEV	03- May	03-May	Started	Green
SV&I Cycle 1 start (Drop1)	TEST	03-Mar	03-Mar	Started 3 days late but expected to complete on time.	Green
SV&I Cycle 2 start (Drop 2)	TEST	22-Mar	22-Mar	Completed.	Green
SV&I Cycle 3 start (Drop 3)	TEST	12-Apr	12-Apr	Completed.	Green
SV&I Cycle 4 start (Drop 4)	TEST	03-May	07-May	Delayed to 7th May 2010 identifying opportunities to catch up	Amber
SV&I Cycle 5 start (Drop 5)	TEST	24-May	24-May		Green
SV&I Cycle 6 start (Drop 6)	TEST	14-June	14-June		Green
SV&I Cycle 7 start (Drop 7)	TEST	28-June	28-June		Green
LST Start	TEST	12-Jul	12-Jul		Green
Start Model Office	TEST	09-Aug	09-Aug		Green



# R2 Key Dependencies

Plan UID	Task Name	Baseline Finish	Owner	Forecast	RAG
	<b>Testing</b>				
1530	GET: Drop 4 - MoneyGram Loyalty Card	NA	POL	04/05/2010	Red
1555	GET: Formal accreditation VOCALINK testing	NA	Vocalink	24/06/2010	Green
1564	GET: Formal Streamline - certification tests	NA	Streamline	01/07/2010	Green
1574	GET: Formal Moneygram accreditation testing	NA	Moneygram	01/07/2010	Green
1706	GIVE: Drop 2 - Generate QandA	NA	Fujitsu	03/05/2010	Red
1703	GET: Drop 2 - Final DOORS archive	NA	POL	10/05/2010	Amber
1709	GIVE: Drop 3 - Generate QandA	NA	Fujitsu	24/05/2010	Green
1710	GET: Drop 3 - Final DOORS archive	NA	POL	31/05/2010	Green
1712	GET: Drop 4 - Initial DOORS archive	NA	POL	07/06/2010	Green
	<b>Development</b>				
834	GET: Stock Adjustments - Stable Use cases available from POL 02.03.00.00	11/05/2010	POL	11/05/2010	Amber
604	GIVE: MOP Support - AP-ADC Manual DES/GEN/MAN/0002	08/06/2010	Fujitsu	08/06/2010	Green
	<b>Release and Implementation Plan</b>				
190	GET: Drop 5 - Test ref data for drop 5 functionality	06/05/2010	POL	06/05/2010	Red
189	GET: Drop 6 - LIVE ref data specifications (ADC receipt templates for Moneygram and Camelot Cheques)	13/05/2010	POL	13/05/2010	Amber
188	GET: Drop 6 - LIVE ref data	27/05/2010	POL	27/05/2010	Green
191	GET: LIVE Counter Rollout - Confirmation of phased functionality enablement requirements for Release 2 Counter rollout	14/05/2010	POL	14/05/2010	Green



# **Beyond HNGX R2 Progress Report**

**David Court**

# HNG-X Target Releases



# R3 Exec Summary

## ■ Key Challenges:

- AEI, POCa & Savings Gateway – primarily all Agent work.
- AEI – Baseline Req's Catalogue & AIS; Design Proposal start next week; Commercial cover via R2 approved CT; re-impacting for R3.
- POCa - Commercial cover via R2 approved CT ; re-impacting for R3.
- Savings Gateway - Requirements and AIS to be completed this month; Design Proposal baselined this month; impact for R3; CT to cover initial design work.
- POLVAT – complete CT by 3<sup>rd</sup> week May; POL immediate approval
- Use Cases / Baseline of requirements in Doors
- Approving wrapper CT

## ■ Key Progress:

- Target plan walked through with POL

# R4 Exec Summary

## ■ Key Challenges:

- PO Essentials – issue CT now; POL approval; Note also related POLSAP CR
- TPOS - Requirements and AIS to be completed this month; Design Proposal baselined next month; impact for R4; CT to cover initial design work.
- Use Cases / Baseline of requirements in Doors
- Approving wrapper CT

## ■ Key Progress:

- Target plan walked through with POL



# **AEI Progress Report**

**David Court**

# AEI RAG Summary

Red  
Amber  
Green

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

FUJITSU

RAG	Last Status	Current Status	Description	G2G plan	G2G Target Date
Approved Budget		Amber	CT not approved	CT Released for Customer Approval	
Resourcing		Amber	Awaiting CT Approval	ERICs being raised	14/05/2010
Schedule		Amber	Branch Priority (i.e. Tranche 3) not being released to Fujitsu with enough time to action all activities	POL to use branches that have progressed furthest	
Requirements		Green			
Architecture		Green			
Apps Development		Green			
Test		Green			
Migration		Green			
Infrastructure		Green			
Service Transition		Green			
Contract		Amber	Needs bringing under HNG-X	CT Released for Customer Approval	
CRs		Green			

# AEI Exec Summary

## ■ Key Challenges:

- Meeting POL Rollout Timescales / Scheduling has no tolerance
- MOD Engineer Team Management
- Access to POL Branches is frequently being denied / Uncooperative
- BT Management and Issue Management
- Failure Management
- PO Branch Management
- POL not releasing Tranche Information (Actual Priority of Branches for a certain Milestone Date)

## ■ Key Progress:

- 142 Branches Completed (plus 17 Cogent)
- 320 Pre Installations Completed
- 437 PSTNs Ordered, 260 ADSLs Ordered
- Pre Installation Visits proving affective
- End to End Connectivity is Stable
- Joined Up View Established with Customer

# AEI Key Risks & Issues

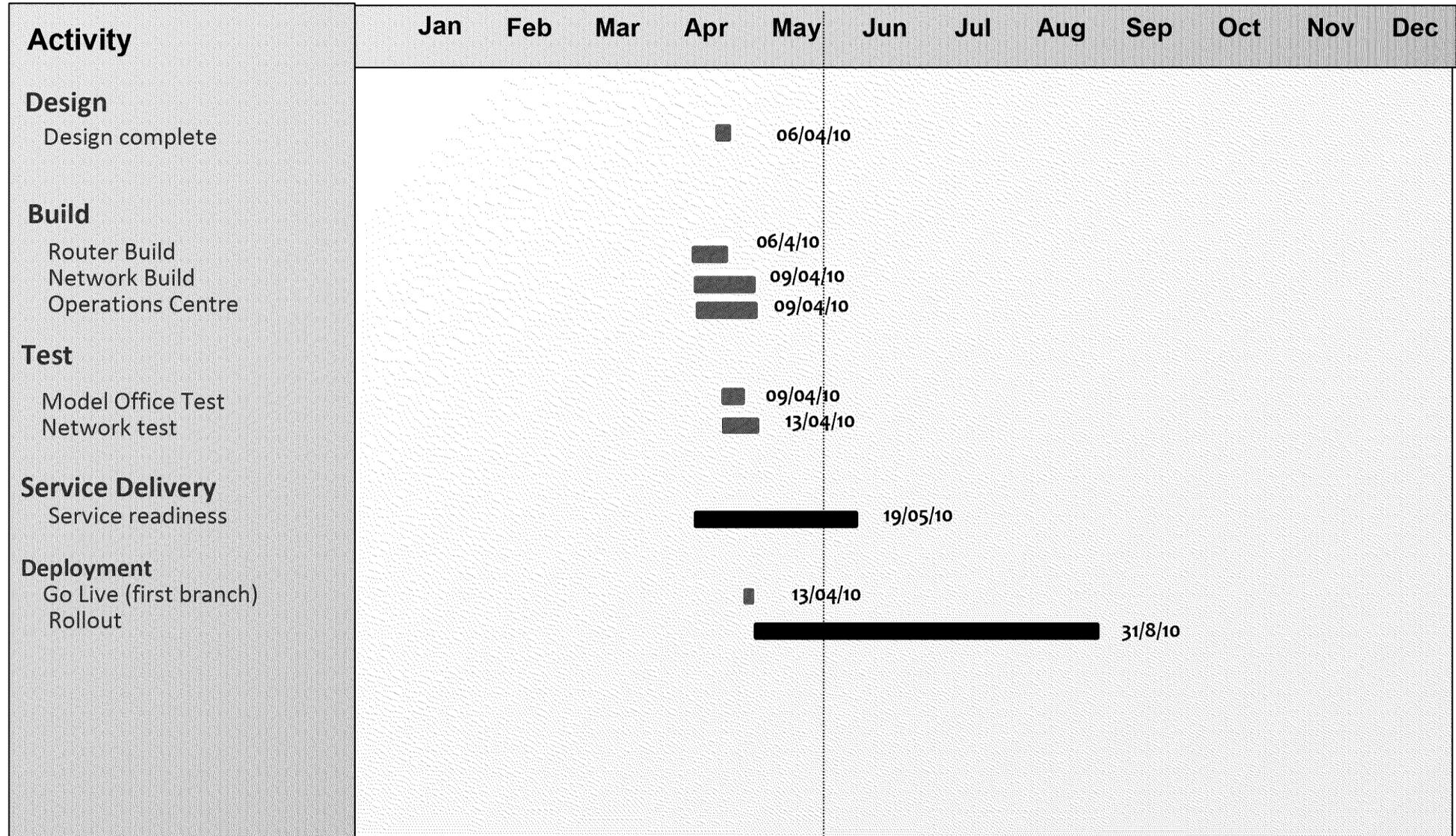
## ■ Risks:

- Milestone dates at risk if information is not released by POL within the agreed 36 working days for 150 Branches
- Scheduling – Geographic Complexity is a risk to delivery
- Large number of Open Issues is a risk to achieving Milestones
- Changes to schedule (removal of Branches, not specifying Branch Priority) is a risk to achieving Milestones

## ■ Issues:

- Engineering Team not following Work Packages
- FS Team stretched to working limit
- PO Branches resisting BT and FS Hardware installs
- PO Branches do not appear to have working knowledge of solution – and appear to be re-directing BT Installations

# AEI High Level Schedule





# AEI Key Milestones

Milestone Description	Team/ Project	Planned Date	Forecast Date	Comment	RAG Status
Model Office Interim Router Testing	All	06/04/2010	06/04/2010		Green
Fujitsu Core Infrastructure Setup	FCN, DSL, NOC	12/04/2010	12/04/2010		Green
End Datacentre Integration	FCN, DSL, NOC	12/04/2010	12/04/2010		Green
VLAN, Firewall, Sub Interface	Firewall, Networks	12/04/2010	12/04/2010		Green
DSL to FCN Link	DSL, FCN	10/04/2010	15/04/2010		Green
Deployment of 10 Routers per day to Post Office Branches	Engineering, FCN, NOC	12/04/2010	12/04/2010		Green
Tranche 1		30/04/2010	07/05	Tranche 1 completed except for Issue Sites (still WIP)	Amber
Tranche 2		21/05/2010	28/05/2010	Full Tranche 2 (150 Branches) completion at risk due to high volume of Issues	Amber
Tranche 3		25/06/2010	02/07/2010	Full Tranche 3 (150 Branches) completion at risk due to final Tranche 3 Branch List not being available within 36 day period	Amber

# Cross-Programme Dependencies

Ref	Projects	Dependency	Notes
1	HNG-X / POLSAP / R2	TWS schedules need to be updated to reflect the Release 2 and POLSAP schedules.	Needed for w/e Aug 27th, but expected to be performed by IS UNIX under OCP.
2	HNG-X / POLSAP	FTMS (File Transfer Management System) needs to be updated to reflect file movement changes caused by POLSAP introduction.	Needed for w/e Aug 27th.
3	HNG-X / POLSAP	Sysman3 changes needed to monitor POLSAP schedules (both TWS and SAP internal).	Needed for w/e Aug 27th.
4	HNG-X / POLSAP	DAT update needed to reflect the changes in the interface to POLSAP.	Needed for w/e Aug 27th.
5	HNG-X / POLSAP	Capacity Management team need to provide input to the performance assurance work.	Ongoing, now.
6	HNG-X / POLSAP	Release Management to assist Service Transition team in defining ongoing release process.	
7	HNG-X / POLSAP	Decommissioning is dependent on POLFS Dev/QA move to IRE.	
8	HNG-X / R2	Stability criteria for R1 (tba) need to be met before R2 can be promoted to LST.	
9	HNG-X / R2	Release 2 package can only be operational in branches that are running HNG-X counters.	
10	POLSAP / POL	POL CR01962 required before POL can go-live on PING.	This is a dependency for POL, not between R2 and POLSAP).