

## Horizon Next Generation Joint Progress Meeting Meeting 140



### Notes of Horizon Next Generation Joint Progress/Release Board Meeting Meeting of Thursday 14<sup>th</sup> January 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)	
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)	Apologies
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)	
Lup Yau	LY	PMO (POL)	
Mike Woods	MW	Director of Programmes (Fujitsu)	Apologies
Gaetan van Achte	GvA	Service Director (Fujitsu)	Apologies
Steve Fishlock	SF	Implementation Manager (Fujitsu)	Apologies
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
<b><i>New Actions and Points from meeting of 12<sup>th</sup> November</i></b>				
131.04	AD MW	Currently, there is no plan on the table to deliver HNG by 21 <sup>st</sup> April 2010. GB to chase Guy Wilkerson to determine how this will be addressed commercially; in the current CCN or via an amendment to it?	<b>19/11 C/fwd.</b> AD/GB to provide an update to MB. <b>26/11 C/fwd.</b> The issue will be addressed via an amendment to the current CCN. Action to remain open until CCN is complete and signed off. <b>03/12 C/fwd.</b> AD to check CCN status with Guy. <b>10/12 C/fwd.</b> CCN to take rollout to 21 <sup>st</sup> April is out for signature. Once signed, a further high level addendum will be produced to take the date to 30 <sup>th</sup> April. AD to ask Guy Wilkerson to discuss the contents of the addendum with MB.	<b>14/01</b>



## Horizon Next Generation Joint Progress Meeting Meeting 140



			<p><b>17/12 C/fwd.</b> AD to ensure GW contacts MB to discuss. AD, MB and GW to agree contents of the addendum.</p> <p><b>23/12 C/fwd.</b> Guy Wilkerson did ring MB. MB to respond.</p> <p><b>31/12 C/fwd.</b> MB has phoned GW but no return call</p> <p><b>07/01 C/fwd.</b> GW and MB have now been in contact but awaiting action from GW. MW to check with GW his progress in producing draft addendum.</p> <p><b>14/01 C/fwd.</b> In principle discussions held. Awaiting email confirmation from GW.</p>	
<b>New Actions and Points from meeting of 19<sup>th</sup> November</b>				
132.07	GB AD	Although it was acknowledged that it must not detract the team from their on going daily issues, MB requested that a full root cause analysis for the ongoing Network Issues be investigated and a report be made available to help ensure a similar number of problems are not repeated during Model Office migration to HNGx.	<p><b>26/11 C/fwd.</b> Investigation has not revealed a single root cause, but many contributing factors that added up to the problems encountered. AD will compile a summary by the end of next week which will highlight the findings and propose recommendations for the way forward.</p> <p><b>03/12 C/fwd.</b> Work in progress. AD is reviewing what additional network changes are required after the Branch Router changes and prior to Branch Migration to uncover the potential scope for this assessment. AD on track to present findings at next Joint Steering Board.</p> <p><b>10/12 C/fwd.</b> The remaining network changes have been identified; these are BAL OSR and online DB. Fujitsu are investigating a mechanism to pre-prove these before going into Pilot. AD to compile a paper to document findings and proposal,</p> <p><b>17/12 C/fwd.</b> In progress</p> <p><b>23/12 C/fwd.</b> Paper not produced as focus has been on LST and Model Office.</p> <p><b>31/12 C/fwd.</b> Initial draft produced. MB stressed final version must be available for Monday 04/01 and this was agreed by AD.</p> <p><b>07/01 C/fwd.</b> MB and GB to discuss later today.</p> <p><b>14/01 Complete.</b></p>	<b>Closed</b>
<b>New Actions and Points from meeting of 10<sup>th</sup> December</b>				
135.08	AD 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	<p><b>Post Meeting Note:</b> 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.</p> <p>Action transferred to GW.</p>	<b>14/01</b>



## Horizon Next Generation Joint Progress Meeting Meeting 140



			<p><b>17/12 C/fwd.</b> Fujitsu Engineering support are currently operating just below Amber status.</p> <p>A meeting has been arranged for 21st 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><b>23/12 C/fwd.</b> 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><b>31/12 C/fwd.</b></p> <p><b>07/01 C/fwd.</b> Ongoing. GW has produced a note for AD which he will forward on to MB.</p> <p><b>14/01 C/fwd.</b></p>	
<b><i>New Actions and Points from meeting of 23<sup>rd</sup> December</i></b>				
137.08	DR	To investigate whether Help going to branches via Sysman will be affected if the counters are ISDN. PN highlighted a previous "1 in 5" issue regarding failures via ISDN to branches with 5 or more counters.	<p><b>31/12 C/fwd.</b> Tests scheduled for Monday to cover ISDN and 6 counter branch. DR to update on results.</p> <p><b>07/01 C/fwd.</b> Testing has commenced, still in progress.</p> <p><b>14/01 C/fwd.</b> DR to provide email update later today</p>	<b>08/01</b>
<b><i>New Actions and Points from meeting of 31<sup>st</sup> December</i></b>				
138.02	DR	Provide update on TPM issue impacting SV&I	<p><b>07/01 C/fwd.</b> Good progress being made, fix due to be installed today.</p> <p><b>14/01 Complete.</b> Issue resolved.</p>	<b>Closed</b>
138.04	DR/LF	The Hydra Proc testing : Provide statistics / analysis report to substantiate success of the Hydra Proc Testing.	<p><b>07/01 C/fwd.</b> DR to provide report for LF to review.</p> <p><b>14/01 Closed.</b> LF reported that the performance of the Hydra Proc solution is producing better results than expected.</p>	<b>Closed</b>
<b><i>New Actions and Points from meeting of 7<sup>th</sup> January</i></b>				



## Horizon Next Generation Joint Progress Meeting Meeting 140



139.01	JW/RC	Arrange review of Joint Risk log.	<b>14/01 Complete.</b> Meeting arranged for Monday 18 <sup>th</sup> January.	<b>Closed</b>
139.02	GB	PCI package: Although the PCI package has been installed at 3000 branches, only 350 are collecting data. GB to provide a list identifying these branches to IT.	<b>14/01 Complete</b>	<b>Closed</b>
139.03	GW	Ensure MB is copied into Daily Service reports	<b>14/01 Complete</b>	<b>Closed</b>
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.	<b>14/01 C/fwd.</b>	<b>21/01</b>
139.05	Info (BE/DR to progress staffing)	A day was lost due to the test team being unable to get to Bracknell. A mitigation plan has been put in place to ensure resources and transport is available to allow testing to take place over the weekend. Outline plan is now to run branch migrations in LST tonight and tomorrow (07/01 and 08/01), with Model Office migration on Saturday night (09/01). Spare swap to be run in Bracknell on Monday (11/01). Peripheral swap tbc by BE; either Sat or Monday.  FS and POL resources to be made available to support (BE and DR to progress) This will need to include P&BA support on Sat/Sun.	<b>14/01 Complete.</b> Peripheral swaps are on going and being tracked by POL and FS daily.	<b>Closed</b>
139.06	Info	Acknowledging the high pressure of the above plan, the meeting unanimously agreed – based on the recommendation of MB – that the revised plan would be to migrate the first two branches on Tuesday 12 <sup>th</sup> January. However, both teams would remain focused on resolving all outstanding issues in time to be ready for the previous plan to migrate on Monday.	<b>Information item</b>	
139.07	BE	Produce a simple plan to capture all the outstanding Model Office Tests/ activities that will need to be performed before commencing the live pilot.	<b>14/01 Complete.</b> BE has produced a plan, remaining tests understood and scheduled.	<b>Closed</b>
139.08	GB	Provide wording of Error 58 message	<b>14/01 Complete</b>	<b>Closed</b>



## Horizon Next Generation Joint Progress Meeting Meeting 140



		for re-wording by WR/MB		
<b><i>New Actions and Points from meeting of 14<sup>th</sup> January</i></b>				
140.01	All	Please ensure prompt attendance at future meetings. If you can not make the meeting or are delayed please provide a deputy and inform the chairman at the earliest possible convenience.	For Information	
140.02	info	<p>Migration Update: Two Live office migrations were attempted last night:</p> <ul style="list-style-type: none"> <li>• Coton House was successful and is performing well</li> <li>• Brownsover successfully regressed back to Horizon. The branch opened back at Horizon and was able to trade as normal.</li> </ul>	For Information	
140.03	info	<p>Migration Update:</p> <ul style="list-style-type: none"> <li>• Brownsover's migration to Horizon Online failed due to a problem with the Security Policy Version on one or more of its counters.</li> <li>• A fix is known for this issue and it can be applied without any impact on the counter however, the fix is untested and therefore carries some risk (albeit very low) that it could fail to work, resulting in targeted branches requiring this fix to fail to migrate.</li> </ul>	For Information	
140.04	info	<p>Decision In the light of 140.03, the Joint Steering Board agreed that the possibility of 9 migrations failing ( branches have been reported to have the Security Policy configuration issue) would be unacceptable from a PR stand point and hence it was agreed to proceed as follows:</p> <ul style="list-style-type: none"> <li>• Branches to go ahead tonight; <ul style="list-style-type: none"> <li>○ Lapworth (unaffected by Security Policy Issue)</li> <li>○ Fenton</li> <li>○ Ombersley Road</li> </ul> </li> <li>• Remaining 8 branches previously targeted for tonight will go Friday night / Saturday morning.</li> </ul>	For Information	
140.05	AD	Ensure suitable monitoring is in place to observe that overnight processing of the data from Coton House is	New Item	08/01

## Horizon Next Generation Joint Progress Meeting Meeting 140



		successful. Any issues must be raised before 07:30 to enable a decision to be made on the three branches that were migrated overnight.		
140.06	AD	Ensure WR and MB are informed (as soon as possible) if any of the migrations fails. The programme team need to be informed before contacting the target branches.	<b>New Item</b>	<b>08/01</b>
140.07	AD (GW)	Investigate if any other variations in Counter configurations (above and beyond the Security Policy) could cause migration failures.	<b>New Item</b>	<b>21/01</b>
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.	<b>New Item</b>	<b>21/01</b>
140.09	AD	The delay in the commencement of Volume testing means that we will not be able to perform a significant amount of testing before commencing the Medium Volume Pilot. Hence we will need a significant amount of data to be collected from the Live Branches and Data Centre. The data will also require careful and thorough analysis. AD to confirm how this will be achieved.	<b>New Item</b>	<b>21/01</b>
140.10	GB	POL Input Review Forum (IRF) have requested that FS can give assurance that the following defects; <ul style="list-style-type: none"> <li>• 12837</li> <li>• 12887</li> <li>• 12892</li> <li>• 12893</li> </ul> Are all fixed and implemented, or they have robust work-arounds in place before commencing Medium Volume Pilot.	<b>New Item</b>	<b>21/01</b>
140.11	info	GB confirmed that Release 01.08 would be available in time for the commencement of High Volume Pilot.	<b>For Information</b>	
140.12	GB	To confirm that there will be additional migration support available from Fujitsu (to bring back the rollout completion date)	<b>New Item</b>	<b>21/01</b>

**Horizon Next Generation Joint Progress Meeting  
Meeting 140**



**3     Points to note**

- Incorporated into actions/points to note above

**4     AOB**

- incorporated into actions/points to note above

**5     Next meetings:**

- **Next Full Joint Steering Board:** Thursday 21<sup>st</sup> January, 10:00 – 13:00, London.

=====

Remote attendance numbers (when provided) are as follows:

Number to dial:

Participant Password:

**GRO**