

Royal Mail Group Account - Change Management  
Change Control Board, Meeting Number 530

Tuesday, 31<sup>st</sup> March 2009, Room 102, 1<sup>st</sup> Floor, BRA01 13:30

Present: Ken Westfield (Chair & Minutes), Henry Chung, Guy Wilkerson, David Hinde, Jeet Rughani, David Cooper, Roger Wright, Steve Denham, Dave Gilbert, Alan Holmes (P/T), Penny Thomas (P/T), Peter Sewell (P/T)

Dial-In: Wendy Warham

Apologies/cc: Andy Hall, Suzie Kirkham, Graham Murray, Kate Wratten, Hilary Forrest, John Burton, Mike Robinson, Nadia Shafi, Jon Jukes,

New Change Proposals

<u>CP</u>	<u>Title</u>	<u>Release</u>	<u>CCB Decision</u>	<u>Action</u>	<u>Related CCN/CT</u>	<u>CCN/CT Owner</u>
CP0326 (4857)	Move OEM OMS service from the EDS to a platform with more capacity  Change Owner: D Hinde Tech Sponsor: I Bowen	XR1	<b>DEFERRED</b>	CP re-presented by D Hinde. The CP had been presented and approved at CCB529 – after which an additional incremental impact was received. Approval was rescinded prior to re-presentation. The additional impact is 15.5mds within Dev SMG.  W Warham confirmed that this was one of the identified Solution Gaps and agreed to seek agreement to this from A Hall, along with CP0332 (see CCB Actions). D Hinde confirmed that neither of these were in the latest forecast figures.  CCB agreed the change in principle subject to A Hall providing the formal approval – for the moment CP actioned to Deferred.	N/A	N/A
CP0338 (4872) CR01663 CCN1257 / CT????	Increase Max Branches  Change Owner: N Young Tech Sponsor: D Johns	XR1	<b>CT/CCN_PENDING</b>	CP raised in response to a CR from POL and presented by ChM and S Denham who provided some of the background to the request and the change.  CCB discussed the requirement for the change and the actual details.  CP had been impacted and although there was no	????	????

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				<p>additional cost associated with implementing this change over and above what would and could be covered under OBC, there were certain caveats that need to be passed back to POL.</p> <p>Initially a CCN had been allocated to respond to the CR, but it was now believed that a no-charge CT would be more appropriate to respond. G Wilkerson stated he believed the number of opening was in the Contract in which case a CCN must be used and agreed to provide details.</p> <p>CCB had no further comment on the CP and approved the change with the actions:</p> <p><b>Actions:</b></p> <ol style="list-style-type: none"> <li>1. G Wilkerson to confirm whether a CCN was required.</li> <li>2. If Action 1 was not the case ChM to advise POL that a CT would be used for response and not a CCN.</li> <li>3. N Young/Commercial to draft CT or CCN.</li> <li>4. ChM to submit CT or CCN.</li> </ol>		
CP0336 (4867)	<p>Enable analysis of Counter event messages within the HNG-X Audit solution</p> <p>Change Owner: P Sewell Tech Sponsor: A Holmes</p>	XR1	APPROVED	<p>CP presented by D Hinde and W Warham who confirmed that this was a must have from CS perspective and as such W Warham had agreed to cover the 100.5mds impacted (78.5 incremental).</p> <p>S Denham identified that this was currently being performed by a series of people using manual processes, with the inherent risk to data integrity and was of the order of 9mds a month. G Wilkerson queried the savings on this and after discussion S Denham identified that this change was to introduce automation to bring us back to a baseline position.</p> <p>W Warham requested S Denham take an action to include this in the CS Forecast for April and S Denham agreed to do this.</p> <p>Over and above that W Warham stressed that this</p>	N/A	N/A

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				<p>was needed for accreditation and for acceptance into service as reducing litigation risk and improving data integrity and confidence in the records.</p> <p>R Wright asked when this was expected to be delivered and D Hinde stated that this was towards the end of June (i.e. post Pilot).</p> <p>G Wilkerson identified that the CP contained the words “is fit for purpose” and stated that this statement should not be used, even on internal documents and P Sewell accepted an action to amend this.</p> <p>CCB had no further comment and approved the CP.</p> <p><b>Actions:</b></p> <ol style="list-style-type: none"> <li>1. S Denham to include the mds are included in the CS Forecast for April.</li> <li>2. P Sewell to amend words in the CP from “if fit for purpose” to “meets the contractual requirements”.</li> </ol> <p>P.M.N. CP wording updated by P Sewell and ChM to reflect the request made at CCB, Action complete.</p>		
CP0339 (4875)	<p>Oracle RAC database servers upgrade to 10.2.0.4</p> <p>Change Owner: D Hinde</p> <p>Tech Sponsor: J Sweeting</p>	XR1	IMPACTED	<p>CP presented by D Hinde, who advised that this was addressing a further Solution Gap for Oracle Upgrade and was a reduced version of CP0334 which had been withdrawn.</p> <p>ChM identified that the CP was not fully impacted and was being presented for Provisional Approval of the Development work to allow this to start. Dev was 6mds incremental. D Hinde advised that approval was also required for Integration – but those figures had not yet been received.</p> <p>D Cooper expressed the concern from ITU, that whilst appreciating that this work needed to be done, the likelihood was that this CP presents a</p>	N/A	N/A

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				<p>high-risk to the programme and can not be delivered without moving key L1 dates.</p> <p>D Hinde provided a brief background to the requirements for the change commenting on the involvement from Dev and Integration.</p> <p>CCB did not believe that there was sufficient information to provide Provisional Approval at this time and set the CP back to impacting. D Hinde accepted an action to convene a meeting of key parties (V Cochrane, R Wright, D Cooper, CS) to consider what has to be done and what the implications are on the plan, live service, etc, presenting back to the next CCB along with the impacted CP.</p> <p><b>Actions:</b></p> <ol style="list-style-type: none"> <li>1. D Hinde to convene meeting of key parties to consider what has to be done and what the implications are on the plan, live service, etc.</li> </ol>		
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Ratifications

<u>CP</u>	<u>Title</u>	<u>Release</u>	<u>CCB Decision</u>	<u>Action</u>	<u>Related CCN/CT</u>	<u>CCN/CT Owner</u>
CCN1259	Deferral of Auto Fault Logging  Change Owner: G Wilkerson	HNG-X	CCN_PENDING	<p>CCN presented to CCB by ChM and G Wilkerson for ratification having been submitted ex-committee.</p> <p>CCN had been presented at the last CCB and an action placed to update the words of the CCN with the associated CP from D Cooke/D Hinde – this had been actioned prior to submission.</p> <p>CCB had no further comment and upheld submission of the CCN and attachments.</p>	1259	G Wilkerson
CT0740 CP4876	POLSAP Blueprint Study  Change Owner: G Wilkerson	Rel Ind	CT_PENDING	Draft CT and supporting CP presented by G Wilkerson for information as the CT was currently with Post Office with the intent to sign-	0740	G Wilkerson

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				<p>off today.</p> <p>CCB queries why it was being presented at this forum and should it not be going through BNB and BAR and G Wilkerson confirmed it had, and this was purely for visibility as it had been decided to hive off this initial piece of work from the draft CCN into CT0740. G Wilkerson added that the figures in the CT were based on actuals to date and for the period up to May.</p> <p>CCB asked if there was a chance of exceeding the gross price in the CT and G Wilkerson advised no as the work would be scoped accordingly. G Wilkerson added that follow-on changes would be coming through that required input from HNG-X and Service.</p> <p>CCB acknowledged the CT and agreed a status of CT Pending.</p>		
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New CTs/CCNs

<u>CP</u>	<u>Title</u>	<u>Release</u>	<u>CCB Decision</u>	<u>Action</u>	<u>Related CCN/CT</u>	<u>CCN/CT Owner</u>
CP0323 (4843) CR01630 CT0718a	NTE2000 Maintenance and New Install Process  Change Owner: S Denham Tech Sponsor: J Gallacher	XR1	CT_PENDING	<p>Updated CT and CP presented to CCB by S Denham who provided background to the changes and explained the benefits to POL of this piece of work compared to the charges and time taken by BT.</p> <p>This was an updated CT in response to an RWP from POL – the original CT had been submitted and there had been subsequent discussions around content. The points had been updated into the new version presented to CCB.</p> <p>CCB agreed submission of the updated CT.</p>	0718a	S Denham
CCN1260	Branch Router Price Confirmation  Change Owner: G Wilkerson	Rel Ind	CCN_PENDING	Draft CCN presented by G Wilkerson based on agreements reached with A Hall around the Branch Router.	1260	G Wilkerson

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				CCB had no further comment and agreed submission of CCN.		
CP4877 CT0741	<p>POLMI - Additional provisions of services and software for late changing requirements within POLMI Hosting Project</p> <p>Change Owner: D Gilbert Tech Sponsor: R Cise</p>	Rel Ind	<b>DEFERRED</b>	<p>CP and draft CT presented by D Gilbert as a continuation to the work that has been approved undercuts 0690 and 0703.</p> <p>D Gilbert provided background to the additional requirements, including POLs decision to change Backup structure and the request for additional licences and confirmed that many of these had been agreed with POL by way of e-mails. And identified that much of this work has already happened. H Chung asked if he could have copies of these to evidence that the account was not working at risk and D Gilbert agreed to supply these.</p> <p>CT had been through Commercial and the wording agreed.</p> <p>ChM, S Denham and W Warham queried the impact on on-going charges and ChM identified that CCN1252 was already submitted to POL for the on-going charges for POLMI and CCB queried whether this would need updating in light of these additional requirements.</p> <p>W Warham requested that she and G Wilkerson re-assess these changes and requested that the CCN be actioned to deferred with POL at this time whilst the issues are resolved</p> <p>Due to the issues raised CCB were not happy to submit at this time until the impact on on-going costs was ascertained and requested that the change be deferred and the CT not submitted with the following actions:</p> <p><b>Actions:</b></p> <ol style="list-style-type: none"> <li>1. D Gilbert to provide H Chung with e-mail evidence of POL approval ahead of CT.</li> </ol>	0741	J Burton



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				<p>2. ChM to request deferral of CCN1252 by POL until confirmation of detail or replacement CCN was submitted.</p> <p>P.M.N. Request to defer CCN1252 sent to POL post-CCB. Action complete.</p>		
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**HNG-X Updates:**

- Latest Impact Summary presented for information, and being updated daily to the Change Management area of the RMGA Community on Café Vik. ChM advised that since production a new CP has been added (0342) and will be reported on the next update.

**Change Status Report Updates** (to report produced 27<sup>th</sup> March 2009):

- CCN1257 – With FS, overdue – see above.
- CT0718a – See above
- CT0724 – Approved 30/03
- CT0725 – No update remains Withdrawn
- CT0730 – Approved 26/03.
- CT0736 – With FS, due 06/04 (POL requested expediting). Awaiting CP.
- CT0737 – With FS, due 06/04. Awaiting CP.
- CCN1224a – With POL, overdue.
- CCN1252 – With POL, overdue. Will be actioned to Deferred as requested by CCB (see above)
- CCN1253 – With POL, overdue.
- CCN1254 – Rejected, further discussions and meeting to occur this week.
- CCN1255a – Approved 27/03.
- CCN1256 – With POL, overdue.
- CCN1258 – With POL, overdue.
- CT0733 – Approved 31/03.
- CT0738 – Approved 31/03.

**CCB Action Update:**

- CP0238 – Action 1 – No update. Action continues.
- CP0304 – Actions 1–3 – ChM advised information had been received prior to CCB from B Eynon that might address these points (including an updated CCN), but this had not yet been reviewed. S Denham advised that he had reviewed the CCN and it mentioned 4 luggables and he had requested B Eynon change this. For the moment actions continue until information assessed.
- CP0329 – Action 3 – G Zolkiewka had supplied further information clarifying the estimated costs as being £20k for the equipment disposal and MODUS move. S Denham queried the recycle figures and all indications to date was that none of the equipment was worth recycling and no brokers had shown interest. CCB requested that the costs be pulled together into a single summary sheet showing the projected savings as well for freeing up space and presented for full approval at the next CCB. ChM queried whether S Kirkham or W Warham had queried the non-charging of this work and D Cooper advised they had not.
- CP0332 – Action 1 – W Warham advised that she still needed to discuss this with G Murray and A Hall to gain approval of the incremental spend. W Warham added that she would wrap CP0326 into this conversation (see above). Action continues.

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- CCN1259 – Action 1 – CCN updated with words from CP and submitted ex-committee (See above). Action complete.

**AOB**

- S Denham, supported by W Warham, requested that any future changes to implementation be progress along with the on-going costs of the change so that a full picture was available both internally and to POL. G Wilkerson advised that this was something that had already been discussed and was to be actioned, even if it meant providing more indicative estimates.

**Date of next scheduled meeting:** Tuesday 7<sup>th</sup> April 2009, Room 102, 1<sup>st</sup> Floor, 13:30