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	Horizon Service Management Forum Minutes From 24 April 2006	
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Present

Name	Initials	Org.	Role
Naomi Elliott	NE	FS	Customer Services Director
Carl Marx	CM	FS	Head of Service Management
Graham Welsh	GW	FS	Service Introduction Manager
Richard Brunskill	RB	FS	HSD & SMC Manager
Dave Hulbert	DH	POL	Head of System Operations
Andrew Price	AP	POL	Service Analyst

Apologies

(Note: if a member of a Forum is not able to attend a meeting, a fully empowered deputy shall be nominated by the relevant Lead Attendee to take his/her place.

Schedule 4 para 1.1.4)

Name	Initials	Org.	Role
Dave Baldwin	DB	FS	Customer Services Director
Andy McLean	AM	POL	Operations Controller
Mike Hannon	MH	POL	Contract Manager
Marc Reardon	MR	POL	Release Manager
Clive Read	CR	POL	Head of Technical Service

Copies to

Post Office:	SMF attendees, Forum secretaries, Yodit Tewelde
Fujitsu Services:	SMF attendees, PathwayDocumentManagement [REDACTED] GRO [REDACTED]

Glossary

SRB	Service Review Book
SLA	Service Level Agreement
SLT	Service Level Target
SMC	Service Management Centre
HSD	Horizon Service Desk
HSH	Horizon System Helpdesk
CCN	Change Control Note
OLA	Operational Level Agreement
MI	Management Information
TP	Transaction Processing
AP	Automated Payments
CMF	Capacity Management Forum
IRF	Input Review Forum
ADSL	Broadband connection (asynchronous digital subscriber line)
JAF	Joint Architecture Forum
SRRC	Service Resilience and Recovery Catalogue
SEP	Service Enhancement Proposals
SER	Service Enhancement Register
VAM	Vulnerability Assessment Matrix

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DC	Debit Card
ETU	E Top Up
MTBF	Mean Time Between Failure
MTFR	Mean Time For Repair

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Action Point Summary/Review of Previous Actions (latest updates in bold)

Action Point Number	Details	Target completion date	Owner	Actions Taken	Action Point status
AP211109	Summary of design spec & stats for the branch balancing to be provided.	19/12/05	GW	<p>24/04: GW advised that a possible change request for a change to the base code would be available by the end of May. Slow running document attached:</p>  <p>"Branch Trading SU RO Ver.2.doc"</p> <p>21/03: GW, work has commenced but POL should be aware, the introduction of the 'T' changes may result in a slow down of report production during the balancing process. GW agreed to communicate the position to DH as soon as clear and to provide an update regarding the feasibility study by the end of the week – 24-03-06.</p> <p>21/02: GW suggested that this action remain on monitor for the time being.</p> <p>20/01: Ongoing – keep on monitor</p> <p>20/12: GW provided handout to SMF attendees. He confirms the design proposal is compliant. Fujitsu have investigated for those branches not using balancing periods,</p>	Ongoing

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				the system is performing to specification. Those branches using balancing periods will be in receipt of trial fix (53 branches) rolled out on 22/12. Further work being completed to look to reducing balancing time further.	
AP200101	DH / CM to progress scorecard workshop.	17/02	DH / CM	<p>20/04: A plan is in place for the new scorecard approach – it is expect that ORF's will start providing live scores from June/July.</p> <p>21/03: Evidence matrix being developed as a template for the ORF's to manage monthly, providing direct input into the Scorecard.</p> <p>21/02: work ongoing within the service improvement working group to develop an evidence matrix to assist with scoring and provision of comments on the scorecard. Aim to have new scorecard in place for new financial year 06/07.</p>	Ongoing
AP200102	DH / CM to meet to look at which bits of the on line services response process can be spilt and managed separately.	18/05	DH /CM	<p>24/04: Ongoing discussions taking place – next meeting w/c 08 May.</p> <p>21/03: meeting to be confirmed in early April between CM and DH to discuss set of options.</p> <p>21/02: CM looking into all variations for online services in relation to branch types to drive</p>	Ongoing

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				out dimensions on service and costs, taking into account Horizon light. DH to provide FAD details with regards gold, platinum and diamond branches, see new AP2102-04.	
AP200105	DH / CM to discuss PO resource analysis exercise on 30/01.	30/01	DH / CM	<p>05/05: DH to forward CM the outlined document articulating the approach and plan as agreed in meeting for comment/completion.</p> <p>20/04: Resource analysis undertaken in POL-FS/POL meeting held 11th April to look at options to make more effective use of resources.</p> <p>21/03 Risk analysis to follow HSMF 21-03.</p> <p>09/03 meeting held, work ongoing</p> <p>21/02: Both POL and FJS considering activities that may no longer be appropriate. DH and CM to discuss further on Friday 24/02.</p>	Ongoing
AP210202	<p>Meeting Minutes Ensure hard copies of the Jan and Feb meeting minutes are brought to the next HSMF for sign off.</p>	21/03/2006	NW	<p>20/04: Hard copies signed-off at 24/04 HSMF.</p>	Closed
AP210203	<p>Comms to branches POL to prepare</p>	21/03/2006	NW	<p>20/04: MBS compiled. 21-03 carried forward, responsibility transferred to NW</p>	Closed

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	communications in the form of MBS and have them pre-authorised for any further Bas router events.				
AP210206	GW to identify how far the work regarding costings for the IP stream has been progressed with a view to considering this as part of AP 200102.	26/04/2006	GW/DH	24/04: DH to give a view from POL on way forward. 21/04: This action had evolved and the revised position based on the top 3174 Branches had been sent on the 29th March. Awaiting a view as to how this should be moved forward. To be discussed and agreed on Monday. 21/03: There are 99 branches with more than 5 Counter positions that do not have ISDN back up. GW is finalising a proposition that he will be put to POL regarding how this is to be rectified using the benefits from IP stream.	Ongoing
AP210301	E-top up problem To ensure that the compensation figure identified by FS has been ratified by POL and respond to DB.	13/04/06	DH	20/04: Complete.	Closed
AP210302	POL Internal Comms Put together some communication back to the	31/05/2006	NW	20/04: Carried forward to be completed by end of May.	Ongoing

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	ORF attendees and scorecard contributors within POL to iterate good news and positive results.				
AP210303	CSIPs – Rural Strategy Ensure that all work regarding luggables is done in communication with the development of the Geller solution.	13/04/2006	GW / CM	21/04: This is progressing in relation to the previously identified points as Business as usual. Have however been overtaken with recent developments regarding the escalation of the new Geller platform.	Ongoing
AP210304	CSIPs – Service Portal Make the necessary arrangements so that the SIWG are able to view service portal ASAP.	11/05/2006	NW	24/04: CM to speak to Nicola Wood and agreed arrangements of visit. 20/04: Arranged for 11 May.	Ongoing
AP210305	IMT & CMT Discuss and consider budgetary arrangements and to provide a note to DB to agree that the IMT and CMT would continue to be required in the short term.	18/05/2006	DH / MH	20/04: Short-term gap covered. Proposed way forward on requirements for IMT/CMT to be shared by end of April.	Ongoing
AP210306	RAB for T releases Discuss the process with Marc Reardon and draft up a method for providing	13/04/06	GW	21/04: Review has taken place with Marc and accepted that the ongoing process will evolve over time. An information document file will be produced for each increment of the release	Close

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	authority at an HSMF level.				
AP210307	Next Day / Priority Service Ensure that Next Day service is referred to as priority service within FS to avoid confusion.	31/03/06	RB	24/04: Complete.	Close
AP240401	Mails labels Have there been any changes to the mails label paper that could compromise their performance.	18/05/06	DH		New
AP240402	Counter Printers – Ink issue Speak to Karen Molloy to understand latest status and way forward.	18/05/06	DH		New
AP240403	POL FS discrepancies Provide DH with a proposal regarding the current issue of discrepancies reported in POL FS.	18/05/06	GW		New
AP240404	Service descriptions RB to present service descriptions for HNG X-service and MIS ad-hoc	18/05/06	RB		New

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	requests.				
AP240405	Service improvements CM to provide POL with a proposal for both Saturday engineer visits and 'B' priority tracking by the end of May.	31/05/06	CM		New
AP240406	Text service DH to agree communication approach to Sales and Marketing Managers prior to the text service going live.	18/05/06	DH		New
AP240407	ISDN registry and the enabling of the type 14 – arrange conference call, i.e. as a mini-RAB to include Clive Read, Marc Reardon, Ann Cruttenden and Lara Burkit.	31/05/06	GW		New
AP240408	Ofcom response Obtain a written response from Ofcom with regards to responsibilities within the BT domain.	18/05/06	DH		New

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Review Action Points, Decisions Recorded, Items Noted

Action	Description	Owner	Target date
	Agenda 1 – Intro's, actions, AOB items		
Agreed	The minutes and actions taken at the March meeting were agreed. Hard copies for January, February and March were signed-off.		
Agreed	AOB items were agreed for discussion at the end of the meeting: <ul style="list-style-type: none"> • OFCOM response • APOP – transaction time-outs 		
Noted	A review of action points from the previous meeting commenced. There were no new actions as a result of the review.		
	Agenda 2 – Service Review		
Noted	<p>CM talked through the Service Review Summary report.</p> <p>The major highlight was that all formal SLT's were met, with the exception of one 'day j' data recovery, for the month of March. The reason for the failure was down to a BT line fault at the affected branch.</p> <p>Of note though is the increased calls logged by branches relating to hardware – split across PIN pad and counter printers, with approximately 450 extra incidents each. The PIN pad issue was related to the S90 counter release. CM advised that the counter printer issue could be related to mails label. Nick Crow will visit a selection of branches experiencing problems to investigate the issue. Further discussions to take place when investigations have been concluded.</p> <p>RB asked if there had been any supply or quality changes to the blank mail</p>		

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AP240401	<p>labels.</p> <p>DH said that he would investigate if any changes to mail labels and their supply had been made.</p>	DH/AP	18/05/06
Noted	<p>CM advised of one major incident during March, which affected gateway exchanges for 90 minutes at the start of Wednesday 15th March. There was minimal impact due to prioritisation of incidents.</p> <p>Other incidents:-</p> <ul style="list-style-type: none"> • CAPO cards declined on PIN pads at 87 Bureau pilot branches for S90. A re-boot restored service and a reference data reversal done overnight to restore normal service. (02/03/06). • A power failure at the BANK site resulted in 792 branches losing on-line services at 16:50hrs and was resolved at 19.20hrs. (07/03/06). • Total VSAT network loss due to internal malfunction of the Hughes router at Docklands. On-line services affected to all VSAT branches from 09:32hrs and restored between 09:48 and 10:45 hrs. (10/03/06). 		
Noted	CM then advised that branch availability for March was 99.71%.		
Noted	DH congratulated Fujitsu Services on the branch availability figure for March and also added that this figure had been 99.9% for two days in March. DH also raised a concern, for awareness, surrounding incident detail from IMT when logging incidents with the POL SCT. All agreed that the detail of		

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	<p>incidents should flow through this channel on an operational level and contact between CM and DH should then be done in an escalation capacity.</p> <p>DH also congratulated Fujitsu Services on the March Scorecard results, with 4.25 being one of the best scores recorded. However the individual score for Security was raised and an understanding that actions were in place by both parties in working together to improve this score.</p>		
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	Agenda 3 – Service Improvements		
Noted	<p>CM provided a brief update with progress of current service improvement initiatives;</p> <p>CM advised that the IMT and POL SCT continue in working well together.</p> <p>FS had also been tracking hardware component calls made by branches with the view of refining this work to see if there were specific reasons for these calls, such as hardware failure trends or possible branch training or awareness issues.</p> <p>Priority engineer still in pilot stages with an increase of 'A' priority calls. DH was pleased with the success of this at this stage.</p> <p>Counter printer – Ink issue. CM advised that a commercial decision would be needed on whether this would be a full or partial replacement.</p>		
AP240402	DH advised that he would speak to Karen Molloy to understand latest status and proposed way forward.	DH	18/05/06

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	New service improvement initiatives GW suggested that an area for improvement would be looking at the financial discrepancies in POL FS as a result of closing and re-opening branches (OBC process). GW said that the current process needs to be reviewed. AP240403 DH asked for a proposal in light of GW's POL FS suggestion. RB advised that the service descriptions for HNG, X-service and MIS ad-hoc requests could be presented earlier than expected, as there were no financial implications. Initial timescales for changes would have been October 2008.	GW	18/05/06
AP240404	RB to present service descriptions for HNG X-service and MIS ad-hoc requests. CM suggestion two areas of possible improvement. The first being Saturday engineer visits and 'B' priority tracking with the view of removing this and leaving a 'A' and 'C' priority level.	RB	18/05/06
AP240405	CM to provide POL with a proposal for both Saturday engineer visits and 'B' priority tracking by the end of May. DH advised that a text message service is being devised within POL allowing POL Sales and Service Managers (SAMs) to be aware if one of their branches were off-line (current view is that this should be a 24hr awareness approach). Communications, highlighting current service levels with FS, to SAMs has yet to be finalised.	CM	31/05/06

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AP240406	DH to agree SAMs communication approach prior to the text service going live.	DH	18/05/06
	Agenda 4 – Release update		
Noted	<p>GW provided a Horizon Release Update with completion of the following milestones:</p> <ul style="list-style-type: none"> • S90 counter and PIN pad now completed • Quantum reset button fixed • 100% of Bureau branches were enabled Bureau Plastic on 23rd march – this was one week ahead of schedule • All S92 Data-centre activities now complete 		
Noted	<p>GW also confirmed current position for the following:</p> <ul style="list-style-type: none"> • AP transaction on Miscellaneous Report – One branch outstanding, therefore treated as BAU • Double Ampersand on S90 AP receipts – S90R reference data went live 20th April • Failure to implement Service Type 14 ISDN fallback for ADSL connected strategic branches – Currently under investigation 		
AP240407	Arrange conference call regards ISDN registry setting and the enabling of the type 14 – i.e. as a mini-RAB, to include Clive Read, Marc Reardon, Ann Cruttenden and Lara Burkit (Problem Manager).	GW	31/05/06
Noted	GW closed his update by advising that Branch network Resilience was currently at the live proving stage.		

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	AOB		
AP240408	<p>OFCOM response CM asked if the response from OFCOM was available in writing. The OFCOM response outlined responsibilities within the BT domain for their Wholesale and Retail functions.</p> <p>Obtain a written response from Ofcom in relation to the responsibilities within the BT domain.</p> <p>APOP transactions CM advised that nine calls had been logged on Saturday 21st April by branches experiencing a postal order transaction time-out. This was an issue with the Bootle data-centre. All transactions pointed towards Wigan. As of Monday morning, transactions were again being passed successfully through Bootle and Wigan data centres.</p>	DH	18/05/06
	Next Meeting		
	Thursday 18 May, Post Office Ltd, 80 Old Street.		

Agreed as a true and complete record of the meeting:

Signature:

Signature:

For Post Office Ltd.

For Fujitsu Services Ltd.

Note: Governance Forum Minutes are to be agreed as a true and complete record either at the meeting or within 48 hours of the end of the meeting

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(Schedule 4 paragraph 1.1.5). Alternatively, by exchange of digitally signed emails between authorised signatories.