AGENDA

Horizon Service Review Forum

Date: Tuesday 16 April 2002

Time: 1100 - 1330 (followed by lunch)

Venue: F1, Dearne House

Chair: Don Grey Network Support

Attendees: Liz Tuddenham Network Support

John BrucePOL AutomationNick SamuelPOL CommercialJulian WhiteNetwork Support

Ben Gildersleve Minutes

Martin Riddell Fujitsu Services
Peter Robinson Fujitsu Services
Richard Brunskill Fujitsu Services
Peter Burden Fujitsu Services

Apologies:

Purpose: The Horizon Service Review Forum provides a regular opportunity for

POL and Fujitsu Services to meet, review and discuss the overall performance of ICL Pathway's systems and services in the live

environment.

AGENDA

Refreshments on arrival Review Minutes and Action Points of Previous Meeting: Explanation of unresolved actions, in particular any matters outstanding. Liz Issues arising from Service Report: Highlights of previous period's service statistics, concentrating on failures to meet required service levels, including major incidents reported, service trends and service achievements Issues arising from Review Forum Feedback Report: To discuss issues of concern on an exception only basis Corganisational Changes Update on the changes made to the structure of both organisations Issues for referral to the Contract Board To identify issues for escalation. Corganisations Indicates Jon Grey 1200-1205 Service Improvements Initiatives Suggestions for improvement to the Service. All 1305-1325 To discuss any other issues Review of Meeting To identify improvements in the meeting process. Lunch	Item	Description	Lead	Time
Explanation of unresolved actions, in particular any matters outstanding. 2. Issues arising from Service Report: Highlights of previous period's service statistics, concentrating on failures to meet required service levels, including major incidents reported, service trends and service achievements 3. Issues arising from Review Forum Feedback Report: To discuss issues of concern on an exception only basis 4. Organisational Changes Update on the changes made to the structure of both organisations 5. Issues for referral to the Contract Board To identify issues for escalation. 6. Scorecard Update To feedback and discuss latest scores 7. Service Improvements Initiatives Suggestions for improvement to the Service. 8. Any Other Business To discuss any other issues 9. Review of Meeting To identify improvements in the meeting process. All 1325-1330		Refreshments on arrival		
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Lunch	9.		All	1325-1330
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