

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 Bruce	POL Automation
	Nick Samuel	POL Commercial
	Julian White	Network 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

Item	Description	Lead	Time
	Refreshments on arrival		
1.	Review Minutes and Action Points of Previous Meeting: <i>Explanation of unresolved actions, in particular any matters outstanding.</i>	Don Grey	1100-1115
2.	Issues arising from Service Report: <i>Highlights of previous period's service statistics, concentrating on failures to meet required service levels, including major incidents reported, service trends and service achievements</i>	Liz Tuddenham	1115-1130
3.	Issues arising from Review Forum Feedback Report: <i>To discuss issues of concern on an exception only basis</i>	Sue Stewart	1130-1145
4.	Organisational Changes <i>Update on the changes made to the structure of both organisations</i>	Don Grey Martin Riddell	1145-1200
5.	Issues for referral to the Contract Board <i>To identify issues for escalation.</i>	Don Grey	1200-1205
6.	Scorecard Update <i>To feedback and discuss latest scores</i>	Don Grey	1205-1235
7.	Service Improvements Initiatives <i>Suggestions for improvement to the Service.</i>	All	1235-1305
8.	Any Other Business <i>To discuss any other issues</i>	All	1305-1325
9.	Review of Meeting <i>To identify improvements in the meeting process.</i>	All	1325-1330
	Lunch		