

ICL Pathway

Installation Programme
Review

Ref: IM/MIN/013
Issue: 13
Date: 13/09/00

Installation Programme Review

MEETING 13

13th September 2000

Purpose:

- 1 To review data prepared by Post Office Network Unit and ICL Pathway detailing the number of outlets that have dropped-out of the Installation Programme during the 16 week cycle and the reasons for the drop-outs. The review will determine trends for outlet drop-outs, from the available data, and consider measures to limit the number of drop-outs by managing the causes. In addition the review will look at the number of outlets that are being capped and consider whether any changes need to be made to the number of outlets being cut into the Installation Units at the start of the 16 week period.
- 2 To review Installation Programme activities and issues.

Format:

A formal meeting will be held every two weeks, alternating between Kidsgrove and London.

Meeting duration will be a maximum of 3hrs.

Minutes of the meeting will be taken and circulated.

Attendees will be:

PON: Martin O'Toole
Barry Evans

ICL Pathway: Rom Zbieranowski
Steve Burgess
Tony Southwell

On occasions the PON Horizon Implementation Manager and the Pathway Implementation Director will attend.

Outputs:

Minutes from the meeting will be produced and sent out via email.

The meeting is expected to make decisions and/or recommendations on:

- managing the causes of drop-outs and changes to the number of outlets that need to be cut into Installation Units in order to minimise the number of outlets being capped
- managing specific issues relating to processes and procedures relating to Installation Programme activities.

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Agenda:

- 1 Minutes/Actions from previous meeting
- 2 Drop-Out Analysis
- 3 Recommendations
- 4 Scheduling Issues
- 5 ECCO Risk Register Review
- 6 CSR+
- 7 Review of Tail
- 8 Installation Activities - Progress to date, ISDN, Mobiles, Satellites
- 9 Counter Discrepancies
- 10 PONU Issues
- 11 Pathway Issues
- 12 Any other business
- 13 Date of next meeting

Attendees:

| | |
|---------------------|-------------|
| Barry Evans (BE) | PON |
| Steve Burgess (SB) | ICL Pathway |
| Tony Southwell (TS) | ICL Pathway |

Apologies:

Rom Zbieranowski

Copies To:

| | |
|----------------|-------------|
| Library | |
| Douglas Craik | PON |
| Steve Grayston | PON |
| Jim Flynn | ICL Pathway |
| Bob McDermott | ICL Pathway |

Amendments to Minutes:

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None**1. Drop-Out Analysis****Install Teams Timing Out:**

PON have raised concerns over the number of outlets being aborted on Install day due to delays at earlier installs. The actual number of instances of Install teams timing out is slightly higher than shown in the Drop-Out report. TS made the point that the Install teams timing out are not due to delays caused by Exel, the root cause is due to delays encountered during the install process at an earlier site. The tactics being deployed rely on the IP teams moving the Install teams onto the next outlet if significant delays are being encountered. TS will look at the details for the 2 outlets that were aborted on Monday 22/5/00.
08/06/00 - TS handed over details of outlets that had been aborted due to Install Teams timing out over a period of 4 weeks (8th May to 2nd June). MO/BE to analyse the information outside the meeting.

Action 25/05/01 TS CLOSED

Drop-Out Report:

Electronic copy of report was not received by PON prior to meeting. RZ to ensure that copies are sent to PON via email in good time.

22/06 - Reports were sent.

Action 08/06/01 RZ CLOSED

The number of outlets suspended and ready for re-scheduling is now shown on the report. In order to give a complete picture of re-schedules it was agreed to introduce the following figures into the next report:

- (1) No. of outlets suspended and not ready for re-scheduling
- (2) Actual no. of outlets re-scheduled.

22/06 - Figures were provided at the meeting, but will be included on the next report.

529 offices suspended

179 offices Suspend/Release

769 offices Infrastructure Suspend

207 offices released from Infrastructure/ not yet rescheduled

06/07 - Closed

Action 08/06/02 SB CLOSED

SB agreed to provide a breakdown of the 769 Infrastructure suspends to show Pathway/PON suspends.

06/07 - Closed

Action 22/06/01 SB CLOSED

SB provided initial analysis of 518 suspended offices out of 725.

SB to provide details of the NFC outlets to BE

27/07/00 - Action removed

Action 06/07/01 SB CLOSED

Consistent Reporting:

RZ to ensure that the IP teams are consistent in reporting against failure categories within the Activity Tracking Database (ATDB). This is particularly necessary when a nation-wide problem occurs as per Friday 16th June, where 26 outlets that were aborted were reported against different categories.

06/07 - Closed

Action 22/06/02 RZ CLOSED

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Following the national problem on Friday 16th June, PON have believe there is a requirement for a policy document explaining recovery actions.

MO is compiling a document which due for distribution on 27th June.

Action 22/06/03 MO CLOSED

Rescheduling Capped Outlets:

SB to confirm that all capped outlets have been released for rescheduling.

27/07/00 - 31 outlets released for re-scheduling. Action 06/07/02 SB CLOSED

SPMR Refusals:

SB to provide FAD Codes of SPMR refusal offices to MO

27/07/00 - Data to be pulled off the Activity Tracking Database by Louise McMenemy next week.

23/08/00 - Data has been provided to MO. No feedback available at meeting as MO not present. It was agreed to leave action open.

13/09/00 - Action moved to Martin O'Toole for update at next meeting

Action 06/07/04 MO

MTC PSA Failures:

BE to confirm PON's process for handling MTC PSA failures and report at next meeting.

23/08/00 - Carried forward

13/09/00 BE confirmed processes exist within relevant documentation regarding options available in the event of MTC PSA failures Action: 27/07/01 BE Closed

Check on Figures for WK49:

SB to check the number of outlets (324) cut into the IU 200041 shown on the Drop Out Analysis Report.

23/08/00 - Carried forward.

13/09/00 - Carried forward

Action: 27/07/03 SB

HFSO Resource - It was requested that HFSO resource availability be made available on an ongoing basis for inclusion in the Drop Out Analysis Report

New Action 13/09/01 MO

2. Trends:

23/08/00 - Number of installed outlets fell below the 306 planned level during w/c 14/08. [302 outlets installed]. 13 outlets aborted on install day due to ISDN problems.

BE raised PON's concerns about the level of ISDN faults and asked what actions Pathway were taking to improve the situation. Pathway have escalated the situation within Energis at director level and RZ will be responding to Douglas Craik on this subject.

27/07/00 - 7 outlets were lost due to Install Teams timing out during w/c 17/7/00.

This was partially attributable to several Boot Server problems at the Data Centre.

7 Postmaster resignations, and 4 MTC PSA failures occurred during the same week.

22/06/00 - No change in the trends.

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08/06/00 - No change in the trends. PON are concerned about the number of ISDN faults leading to Install day aborts.

25/05/00 - Slight increase in the number of drop-outs due to ISDN faults and concern from PON raised about outlets aborted on the day due to Install teams being delayed at earlier installs; PON's view is that there should be some contingency for these situations. The actual number of instances on Install teams timing out is slightly higher than shown in the Drop-Out report.

11/05/00 - No significant change in the trends. Key trends from the report continue to show drop-outs due to ISDN related problems and issues with the Postmaster/outlet, e.g. resignations, relocations and closures.

2/04/00 - No change in the trends from previous report.

31/03/00 - The number of drop-outs over the 16 week period is still showing a slight downward trend. Main reason for drop-outs prior to install week continues to be ISDN, and resignations, relocations and closures.

MO stated that PON will be running a series of workshops for the HFSO's during September (4 week period), which will have an impact on installs. The contractual level will be maintained.

17/03/00 - No change in the trends from previous report.

01/03/00 - Key trends from the report continue to show drop-outs due to ISDN related problems and issues with the Postmaster/outlet, e.g. resignations, relocations and closures.

06/07/00 - No change in the trends from previous report

3. Recommendations:

13/09/00 - No new recommendations

23/08/00 - No new recommendations

27/07/00 - No new recommendations.

06/07/00 - No new recommendations.

22/06/00 - No new recommendations.

4. Scheduling Issues:**Relocated Offices coming back into the Programme:**

Relocated offices will come back into the Install Programme as Horizon Compliant. They may come back with the same FAD code. Clarification of the process is required.

MO agreed to check with the HIMs as to what will be the next event when these offices are released.

11/5 - MO reported that the "next event" will be the next event that has not yet commenced.

Action: 12/04/04 MO CLOSED

11/5 - The Compliant Office process needs to be updated to show appropriate events (relative to the Install Programme) that take place when the office is released.

22/06 - BE stated that PON shall ensure that the process is amended. PON shall inform Pathway on the activities that have been completed at an office when it is handed over. It was agreed to close the action.

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Action 11/05/03 BE CLOSED

Re-scheduling Priority Offices:

We may need to go outside the geography to install priority offices, this side of the second sweep. (e.g. Leigh-on Sea, Kings Lynn) MO will discuss the concept with the HIMs and an escalation process. Any existing offices in this category need to be identified.

11/5 - MO reported that the HIMs would like to do this.

Action: 12/04/05 MO CLOSED

Pathway need to consider whether this can be done.

11/5 - It was agreed that Pathway could incorporate this into the re-scheduling process. The priority offices would normally be ECCO. A waiver would be required from PON on travelling to courses and course occupancy. The volume would have to be very low and controlled through PON Central (specifically BE/MO). The re-scheduling document needs to be amended to reflect these changes.

Action 12/04/06 RZ/TS CLOSED

Rescheduling document may need amending. SB to check.

22/06 - The document will be re-issued next week with amendments.

Action: 11/05/04 SB CLOSED

Suspend/Release of Outlets:

PON raised the question on whether release information was passed across to PON.

SB to check and to liaise with Jonathan Bissett on transfer of information on suspends and release of outlets.

25/5 - SB reported that data was not automatically passed to PON. SB needs to re-align the Activity Tracking Database and the RODB then pass the lists at periodic intervals to PON (i.e. every 2 weeks).

Target for completion for next meeting.

08/06/00 - Should be complete next week

22/06/00 - Aiming to complete before next meeting.

Action: 05/07/06 SB CLOSED

Proposal for Phase Y (Installs):

SB briefly discussed Pathway's proposal for the second sweep, known as Phase Y. This involves entering outlets into the Install Programme where there may be Infrastructure work still outstanding, on the basis that this work will be complete before the Install date.

SB to produce an outline proposal prior to the next meeting, to allow time for PON to consider the proposal.

08/06/00 - To be completed end of next week (16/6/00)

22/06/00 - Proposal has been sent to MO and has been approved.

Action 25/05/02 SB CLOSED

ECCO ALPS:

SB agreed to produce a Plan for ECCO ALPS offices by 16/6/00.

22/06/00 - Document produced and passed to MO. PON have some concerns over the number of ECCO offices scheduled after Christmas 2000. PON requirement is for more of these offices (scheduled after Christmas) to be brought forward to be installed before end January 2001.

Action 08/06/03 SB CLOSED

Clarification is required on the number of ECCO ALPS offices versus Manual ALPS.

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6/7 - Closed

Action 22/06/04 SB CLOSED

BE agreed to provide a list of the ECCO ALPS outlets.

Action 22/06/05 BE CLOSED

Above actions provided the following numbers

| | | |
|------|-----|------|
| | PON | PWAY |
| ECCO | 213 | 216 |

TS to resolve the discrepancy between the ALPS ECCO outlets and agree which party requires adjustment

27/07/00 - Spreadsheet provided, there is still a difference between PON and Pathway figures. BE/TS to discuss.

23/08/00 - Carried forward

13/09/00 - Changes to the RoDB held data where discrepancies were apparent have been instigated and completed.

Action 06/07/04 TS CLOSED**ECCO Risk Register:**

SB provided an initial ECCO Risk Register that was discussed. Risk levels of 1,2 and 3 were agreed that will be incorporated into subsequent versions of the risk register.

27/07/00 - SB provided a listing which was extracted from the Activity Tracking Database showing the 48 issues, with some outlets still suspended.

Action 06/07/04 SB CLOSED

RZ to pursue these issues with the IP teams.

23/08/00 - Updated Risk Register produced.

Action 27/07/03 RZ CLOSED

It was agreed that subsequent meetings will review the ECCO Risk Register as an agenda item.

- 13/09/00 An updated risk register was reviewed at this meeting. BE and SB to consolidate PON and Pathway ECCO data and provide a consolidated risk register for review at the next meeting .

New Action 13/09/02 SB/BE**Phase Y - Granularity Level:**

During Phase Y (second sweep) we will be scheduling 310 outlets for install. The following figures have been given to Exel, but are subject to agreement with PON.

| | | | |
|-----|---------------|----------------------|---------------------|
| | Week Total | New Daily Maximum | Previous Maximum |
| IP1 | 45 | 10 | 11 |
| IP2 | 83 | 18 | 19 |
| IP3 | 88 | 19 | 20 |
| IP4 | 94 | 20 | 22 |

Readiness Review:

SB queried what we are to do with outlets that fall into the following categories:

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Closures, resignations, relocations.

23/08/00 - Work is ongoing. Closure and resignations will be removed from the programme at WK -18 check.

Action: 27/07/04 BE CLOSED

BE to provide SB with a list of removed offices and to brief the IP regions.

New Action: 23/08/01 BE

13/09/00 Carried Forward

Action 23/08/01 BE

Phase Y:

BE stated that there are 50 offices that have been released but have not been picked up for Phase Y, mostly in IP2. BE to pass the list to SB.

New Action: 23/08/02 BE

13/09/00 List to be provided by 15/9 Carried Forward

Action 23/08/00 BE

5. CSR+

23/08 - The CSR+ pilot install offices have been re-scheduled to be installed between the 4th and 12th Sept. The original 20 outlets have now reduced to 19.

27/07 - Martin Taylor is keeping a definitive list of CSR+ outlets to track any changes.

22/06 - Nothing to report.

08/06 - Nothing to report.

25/5 - Clarification provided via email. The 25 CSR+ installs are scheduled for the 21/22 Aug. Upgrades of sites from CSR to CSR+ start from 14/Aug.

18 of the 25 nominated offices have been changed by PON, there is no impact on Pathway.

Action: 11/05/08 RZ CLOSED

6. Review of Tail

23/08 - Comments from IPP V16 have been incorporated into V17 which has now been issued.

22/06 - The IPP V16 has now been issued formally.

25/5 - A draft IPP V16 has been issued to PON and will be discussed in a follow-up meeting.

11/5 - Pathway are due to pass details to PON of how the Installation Tail will be managed during w/c 22/5/00.

12/4 - SB reported that there will be a "second sweep" around the country to complete outstanding installs that were missed during the first sweep. ECCO offices that are not picked up in the first sweep will be done as part of the second sweep.

The second sweep will start in October 2000.

MO to raise a CR to enable 'closed' outlets on the RoDB to be reinstated

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27/07/00 - Complete.

Action 06/07/05 MO CLOSED**Mobiles:**BE to provide a mobiles configuration list due for install during w/c 15th January.

New Action: 23/08/03

13/09/00 Closed

Action 23/08/03 Closed**Phase Z:**

23/08 - SB reported that scheduling for Phase Z will commence in 3 to 4 weeks.

7. Installation Activities***ISDN***

22/06 - Daily reviews between Pathway and Energis have now started to review recent ISDN faults.

08/06 - Meetings have been held between Pathway and Energis at Director level.

Energis have given assurances that they are dealing with the problem of high numbers of ISDN faults. There is a need to determine the root cause analysis of ISDN fails on install day. Daily reviews with Energis/BT are to be started.

25/5 - There has been an increase in the number of "on the day" ISDN faults leading to aborted outlets. Pathway have had meetings with Energis seeking an improvement in the situation. Energis have re-affirmed their commitment to reduce the number of faults. The automated ISDN line test process was found not to be working properly which meant that a manual process had to be used. This may have contributed to the recent increase in the number of ISDN faults.

TS to advise on resolution, and confirm whether the day -10 check is automated or manual.

08/06 - The process is robotic with manual input.

Action 25/05/03 TS CLOSED

ALPS offices may require the ISDN point to be extended. A script needs to be compiled for these offices.

08/06 - Carried forward to next meeting

22/06 - TS has showed a copy of the revised script to PON

Action 25/05/04 TS CLOSED

11/5 - We are still seeing some failures on install day. No new issues raised.

12/04/00 - Two different problems were recently experienced with BT/Energis:

(a) ISDN Lines were not configured into the Closed User Group (CUG), which was a process failure.

(b) 5 ISDN Wrong Numbers were notified to Pathway too late for recovery action resulting in lost outlets.

Energis have been tackled about both incidents.

31/03/00 - ISDN circuits now being checked at day -10 and day -2. This has resulted in a decrease in the number of aborts due to ISDN faults.

TS to provide input to the meeting by end of July to illustrate the results of the initiatives underway to better understand and avoid ISDN failures.

27/07/00 - Data still being collected. Carried forward to next meeting.

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23/08/00 - It was agreed to change the action to report on progress being made with Energis to reduce ISDN issues.

13/09/00 - Update - Meetings are progressing and ongoing with Energis to ensure that ISDN failures are kept to a minimum

Action 06/07/07 TS

TS to provide data on the number of ISDN failure aborts that have been released/rescheduled.

27/07/00 - From 107 aborts since January, 54 have been installed and 55 have been released.
Action complete. Action 06/07/07 TS CLOSED

8. Counter Discrepancies

25/05 - MO stated that there have been recent incidents where a Counter Discrepancy has occurred and the install has gone ahead by Pathway over-installing. PON are concerned that information on the correct number of counters had been passed to Pathway but had not been processed in time.

RZ to check with ROHD on what's being done to address these concerns.

08/06 - RZ stated that the ROHD had significantly reduced their backlogs of Calls and fax's waiting to be processed. Therefore the existing processes should be sufficient to prevent a re-occurrence of request for changes not being processed in sufficient time.

Action 25/05/05 RZ CLOSED

12/04: Change Counter Numbers confirmations are now coming through. Some of the IP regions are phoning each office to confirm the number of positions prepared for Horizon, RZ/SB to check what's coming through into Pathway from the regions, and to run off a report from the RODB.

11/5 - Check was undertaken and the results show a small decrease in the number of discrepancies. Action 12/04/07 RZ/SB CLOSED

BE agreed to ask Jonathan Bissett to send a new list that Pathway could compare with the RODB.

22/06 - Carried forward. Action 11/05/09 BE CLOSED

31/03: The number of outlets with discrepancies is reducing. The various checks are now making an impact.

TS agreed to look at a process to define liability for a Counter Discrepancy.

31/03 - TS recommended that initial discussions should occur within PON central, rather than the IP regions. MO will discuss this with the HIMs.

TS stated that the process should focus on the data within the PON reference data and the RODB. TS agreed to arrange a separate session to discuss this.

12/04 - To be discussed in a follow on meeting.

11/5 - Process was discussed in a meeting following the last IPR review. Document to be updated and distributed more widely for end of May.

08/06 - The task has been handed over to Martin Taylor. Document due out imminently.

22/06 - Document has been produced.

Action: 17/03/07 TS CLOSED

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9. PON Issues**Outlets with Restricted Vehicle Access:**

Due to recent problems with vehicle access to outlets, the question was raised on the level of information within the Completion Packs relating to parking restrictions. TS agreed to check. It may be necessary to modify the Call script to outlets.

11/5 - The check revealed that parking restrictions were in force and that there was suitable parking nearby, however this was unsuitable.

BE raised the problem of 'red-routes' in London and how were Exel going to manage this situation. TS agreed to check. It was proposed that the Call scripts are revised.

25/5 - TS has asked Exel to provide a Strategy for operating in London and to look at modifying the Call scripts. Update at next meeting.

08/06 - Waiting for information from Exel.

22/06 - Some information has been obtained from Exel. Ongoing

Action 12/04/08 TS CLOSED

ECCO BOP Removal:

PON raised the issue of too many BOPs being left behind by the Exel Install teams which results in HFSO's having to pick them up. TS stated that Exel will leave the BOP if the HFSO's do not free them up.

The HFSO's need to be told to ensure that they tell Exel that the BOP is available for removal.

Freeing up the BOP on a Wednesday night is likely to take longer than other days due to weekly balancing activities. This could threaten the "ECCO on Wednesdays" CCN. (Note: CCN has not yet been received by PON, RZ to chase)

BE agreed to check with Farnborough for times of polls, and to communicate with the HFSO's the need to free up the BOPs.

08/06 - Ad hoc polls must be requested and confirmed by 18:15hrs.

Action: 25/05/07 BE CLOSED

TS agreed to obtain data from Exel on BOP's being left behind and the reasons.

08/06 0 Action ongoing.

22/06 - The reporting is ongoing, it was agreed to close the action.

Action: 25/05/08 TS CLOSED

TS to provide early visibility of process for BOP removal on Wednesday's.

22/06 - Details of process sent out. MO stated that he is happy with the process which is to commence from next Wednesday.

Action 08/06/06 TS CLOSED

ALPS Outlets: ISDN Extensions:

A list has been compiled of next week's outlets which may require a temporary solution, as the date for installing extensions may be way out.

PON need to understand the BT date for installation. OSD engineers will rectify the temporary solution.

TS agreed to provide the additional information to BE.

23/08/00 - Action completed.

Action 27/07/05 TS CLOSED

Satellite Sites:

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23/08 - BE asked what will happen to 'wont do' sites. TS replied that we don't currently have another approved solution other than ISDN.
TS stated that Pathway will be holding a review with Hughes, prior to which a spreadsheet will be compiled to show progress.
13/09/00 - MO requested clarification regarding the availability and applicability of Frame Relay as a WAN solution. TS stated that the issues regarding Frame Relay are being considered by Pathway senior management. TS will update on progress at the next meeting
New Action 13/09/03 TS

10 Pathway Issues**ECCO Outlet Closing at 2000hrs:**

SB stated that we recently had an occurrence where a 3 counter ECCO outlet, within a Waitrose store was not prepared to let the install team start the first position until 18:00hrs. BE agreed to check the process for such situations.
23/08/00 - The process is that the outlet should close at 17:30, but PON have have not been able to get this agreement with Waitrose outlets. This may affect a further 3 outlets.
Action 27/07/06 BE CLOSED

BE to confirm the details of the 3 outlets.
13/09/00 - Carried Forward

Action: 23/08/05 BE**11. AOB****Re-scheduled Outlets Aborted on Install Day:**

PON wish to see some figures on the number of outlets that have been successfully re-scheduled within 10 days of being aborted, thereby not requiring re-training.
SB to provide figures.
08/06 - Carried forward.
22/06 - Carried forward
06/07 - Carried Forward.
27/07 - Carried Forward
23/08 - Figures provided. Update at next meeting.

Action: 11/05/11 SB CLOSED**Changes to IU Cuts:**

MO requested that where outlets are being rescheduled into to an IU in bulk i.e. greater than 5 that the HIMs are made aware of this.
27/07/00 - Action closed.

Action 06/07/08 SB Closed

IPMs to monitor the rescheduling into IUs as above and discuss with the HIM Teams
27/07/00 - Action Closed

Action 06/07/09 RZ Closed**Counter Discrepancy Document:**

TS to ensure latest comments are incorporated and to ensure the document is FAGAN reviewed.
27/0700 - Comments have been incorporated, document has not yet been reviewed.
23/08/00 - Carried Forward.

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13/09/00 - Clarification of comments required from MO. MO to contact MT to clarify

Action 06/07/11 MO

IPP V16

MO to determine PON status on approval and issues

27/07/00 - Plan has not yet been approved.

13/09/00 - V17 to be reviewed and approved

Action 06/07/12 MO

Priority Outlets:

MO to provide email confirmation to SB that UAE packs are acceptable rather than attendance at event for selected outlets.

27/07/00 - Completed.

Action 06/07/12 MO CLOSED

Training vs Install Dates

MO stated that there could be a greater loss of installations due to agreed training dates clashing with holidays.

Future Meetings:

It was proposed and agreed to anticipate a teleconference meeting at the next review. To enable this the minutes should be distributed by no later than Friday 21st July.

27/07/00 - Completed.

Action 06/07/13 RZ CLOSED

Format of next meeting to be finally agreed on Monday 24th July

27/07/00 - Completed.

Action 06/07/14 MO/RZ CLOSED

HFSO Workshops:

TS raised the question of whether the HFSO Workshops scheduled for September were going ahead and do we need to consider the impact.

BE agreed to check on the situation.

23/08/00 - Workshop have been moved to Christmas shutdown period

Action: 27/07/07 BE CLOSED

House of Commons:

23/08 - BE stated that the House of Commons has 3 physical locations but will be run as 2 FADs. PON will require visibility of the planned activities to manage issues.

12. Date of Next Meeting

Next meeting is arranged for Wednesday 4th October at 11:00 in Greville Street..