

ICL Pathway Progress Summary for Input to Horizon / Pathway Delivery Meeting 24th November 1999

1 ACCEPTANCE

Progress against plan for the 13 former Acceptance Incidents forming the bulk of the Acceptance Resolution Timetable is reviewed below in Acceptance Resolution Timetable order.

- 211 :** The original plan completed on 1/11. The incident raised on 2/11 was analysed and the extended monitoring period completed. Closure is now again sought.
- 342 :** We await Closure.
- 390 :** The AP counter enhancement is scheduled for distribution 26/11.
- 376 :** Interface stability: There were 28 Cash Account Discrepancies not caused by Reference Data (0.31%) and 17 incidents under investigation (0.19%) at the time of writing.
Additional Reconciliation: The first Integration and Cycle 1 completed as forecast on 17/11, the activities now running nominally within three days of plan. The Cycle 2 and 3 activity will start 22/11.
- 378 :** To date there have been four occurrences. The diagnostic fix was revised to address further varieties of this condition but has not produced any result. Running with the diagnostic fix has been extended until 30/11.
- 369 :** Pathway has provided a paper describing potential improvements as forecast and has no further actions.
- 372 :** POCL provided planning input to CSR+ on 3/11, and subsequently. Pathway has no further actions.
- 298 :** The achievement for the monitoring period as a whole was 462.5 units compared with the par figure of merit figure of 560. In fact the post Energis spike, worth 89 units, could also be accommodated within the target. The final report and handover were completed. Closure is now sought.
- 218 :** The KnowledgePool report of Trainer Quality Monitoring is due to be published to POCL on 22/11. CCN 543b (RNM training) was approved 10/11. CCN 566 (Training Window) is to be re-raised as 566a with cosmetic changes 22/11 and is forecast for approval by 6/11.
- 391 :** The Wigan back gate work has now completed.
- 314 :** The *Generalised API* manual will have been published 22/11.
- 408 :** The final weekly SLA measurements and review were published 16/11. Closure is now sought.
- 412 :** Closure is now sought.

The severity dispute concerning AI 232 remains unresolved. The plan for the low incidents was published 5/11.

ICL Pathway Progress Summary for Input to Horizon / Pathway Delivery Meeting 24th November 1999

2 NATIONAL ROLLOUT PREPARATION

2.1 *National Roll Out*

As of 12th November the final Horizon systems were successfully installed for 1999, thus totalling 1856 outlets Nationwide. Although the infrastructure programme continues until the end of this month, Pathway implementation are already underway with their action plan to review and amend the processes and activities used to date in the rollout Programme.

Initial meetings have already taken place with PA consulting to agree terms of reference and structure for the joint Horizon Implementation audit, which will take place over the next few weeks.

2.2 *Infrastructure Programme*

We now have confirmation of the requirement for Millenium Dome and are in receipt of the plans. The scheduled survey and preparation work will be starting on the 14th December, with Installation taking place week commencing 20th December, but will still require a CR from POCL to confirm requirements.

Surveys and preparations for trolleys are continuing, although a small number still require some rectification work.

Pathway have met with POCL to discuss the way forward on the "too expensive" outlets which need to be re-introducing into the programme. It was accepted that almost all of the offices will be reintroduced into the programme, but ongoing discussions are taking place on how the costs will be apportioned between ICL and POCL. Meanwhile, we are awaiting confirmation to proceed with 190 offices which POCL have identified to us.

It is essential that efforts by both POCL and Pathway continue to ensure the expedient release of suspended outlets back into the infrastructure programme.

2.3 *Installation Programme*

We have now completed rollout for 1999 and are in progress to review the 'lessons learnt' from installations, in order to plan for NRO in January 2000.

Scheduling recovery continues and is on track for all year 2000 activities to be completed in accordance with the 16 week process and the published installation plan. This assumes no further changes to the rollout plan are introduced.

2.4 *User Implementation and Migration*

**ICL Pathway Progress Summary
for Input to Horizon / Pathway Delivery Meeting
24th November 1999**

POCL implementation, with Pathway, are due to visit Knowledgepool, Pathways training supplier, on 19th November where assurances will be provided re: the readiness of the training scheduling system for year 2000 rollout.

Training Systems

The Training Systems upgrade programme has begun with approximately 315 systems being PAT tested and RAM upgraded to 64Mb. This will continue until 15 December. These upgrades do not affect the Horizon system software but will improve training system response times during training course activities.

AI 218

All ICL Pathway actions on the AI 218 Rectification Plan are complete. A joint meeting with POCL will be held on 22 November to assess performance to date against the agreed measures. There are still some actions that require POCL to complete which will fully close AI218. Pathways last commitment was to submit the trainer evaluation report. This was achieved week ending 19th November and will be reviewed on the 22nd November.

The pilot of the Pre-Entry event took place on 9/11/99 and was well received by POCL delegates and Training representatives. A process for identifying and inviting delegates to attend the Pre-Entry event will soon be confirmed by POCL.

ICL Pathway Progress Summary **for Input to Horizon / Pathway Delivery Meeting** **24th November 1999**

2.5 Implementation Statistics (To 12th November 1999)

Implementation Weekly Statistics				
Activity	<u>Previous report total</u>	<u>Actual this period</u>	<u>Cumulative</u>	Comments
<u>INFRASTRUCTURE PROG.</u>				
RGM letters issued	17440	123	17563	
Site surveys undertaken	16564	153	16717	
Site re-surveys required	6472	40	6512	
Site re-surveys undertaken	6144	210	6354	
Site modifications done	4334	210	4544	
Site preparations done	9572	415	9987	
Sites RFI	8894	406	9300	
<u>INSTALLATION PROG.</u>				
RGM Phase 2 Letters Issued	2570	868	3438	
ISDN lines installed	1903	18	1921	
Sites installed	1608	256	1864	
Offices live	1596	260	1856	
Counters Live	3568	528	4096	

ICL Pathway Progress Summary for Input to Horizon / Pathway Delivery Meeting 24th November 1999

3 CUSTOMER SERVICE

3.1 Infrastructure Services

3.1.1.1 Strategic Services Unit

3.1.1.2 Horizon Service Helpdesk

1. The weekly results to date for the AI408 monitoring period are given below.

Service Level		Target	Week Commencing					
			04/10	11/10	18/10	25/10	01/11	08/11
Level 1	≤ 5 minutes	95%	96.5%	95.4%	96.5%	96.2%	95.5%	96.2%
	≤ 10 minutes	100%	99.6%	99.9%	99.8%	100.0%	100.0%	100.0%
Level 2	≤ 30 minutes	95%	95.7%	99.7%	98.5%	99.1%	99.8%	99.8%
	≤ 45 minutes	100%	98.4%	99.7%	99.6%	99.6%	99.8%	100.0%
Calls answered within 20 seconds		80%	68.6%	81.7%	81.6%	66.3%	71.5% (81%) See 2a	82.8%
Cash Account calls	Ring backs	0%	4.8%	1.5%	0.0%	0.0%	0.0%	0.0%
	Repeat Calls	0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%
	Call scripts compliance	95%	N/A	40%	N/A	36%	24% (70%) See 2b	N/A

2. Footnotes to the Table

a) The application of incorrect Reference Data and moving of an icon before informing Postmasters caused more than 300 additional calls on one day (Thursday). This resulted in lines being engaged and had a significant impact on the calls answered with 20 seconds (40%). A typical Thursday figure is over 80%.

b) ICL Pathway and POCL audited the same set of Cash Account calls. ICL Pathway reported 70% conformance and POCL reported 24%

ICL Pathway Progress Summary for Input to Horizon / Pathway Delivery Meeting 24th November 1999

conformance. Further investigation showed that this was an unreliable method of audit. A revised method of audit has been proposed to POCL.

3. HSH are still missing some SLAs. SSU have scheduled to meet with the OSD Service Manager and HSH Operations Manager on Thursday this week to agree a plan to address and propose improvement in the areas of concern.
4. POCL have escalated a concern to the Service Management review forum that an incident at Dungannon PO should have been immediately escalated as a problem, because of its potential business impact. As a result ICL and POCL are working together to review the problem management process to ensure that incidents which may potentially have a high business impact are escalated to problem status immediately.
5. At the end of roll out, 1859 outlets are installed with 3 still to migrate.
6. The processes established in support of roll out proved to be very successful and any issues that did arise were quickly and efficiently resolved.

3.1.1.3 Outlet Change

1. Summary of Change Requests From Mar 99 to-date (including WIP to Jan00)

Change Type	Status	Volume
Openings	2 pending 1 awaiting FAD code change	3 (Including 1 reopening)
Closures	11 complete 1 WIP	12 (Including 2 Temporary Closures)
Relocations	4 complete	4
Refurbishment	5 complete 1 WIP	6
Counter Increase	1 complete 1 WIP	2
Total		27

2. The following changes are ongoing.

Location	Reason for Change	Date of Change
Ravenscliffe	Screen 2000 Refurbishment	Scheduled to take place 19th November 99. Note there is major

ICL Pathway Progress Summary for Input to Horizon / Pathway Delivery Meeting 24th November 1999

		building works at this outlet.
Powburn	Reopen following permanent closure	This change is currently back with POCL. We are unable to re-use a FAD code for an outlet that has been previously closed.
Sandy	Long Term Temporary Closure	This Outlet is now due to Reopen on Tues 16th November 99. Health checks have been done on the system and the system is OK.
North Walsham	Increase In counters	Increase in Counters from 5 to 6 positions. No definite confirmed date. Awaiting OBC21 Scheduled Jan 2000
Moreton Hall	Open outlet	New outlets should come in via Rollout. Need to advise POCL on Monday
Somers Town	Open Outlet	As above
Four Roads (Wales)	Possible Permanent Closure	The Postmistress has been taken ill. This outlet is in her house. Still awaiting an OBC20 for this change.

3.1.2 Management Support Unit

3.1.2.1 Management Information

1. As part of AI298, MSU are continuing to work jointly with POCL to analyse HSH calls relating to systems instability. Call volumes and categorisations have been agreed for the main monitoring period against 782 offices, which commenced on 21/10/99 for four weeks. The NT (Blue Screen) incidents are at present, and subject to discussion with POCL, considered to be within AI298.
2. MSU are continuing to prove that data supplied by SLAM is accurate. A PinICL raised on a query over APS File Delivery SLAs is ongoing.

3.1.2.2 Business / Reconciliation Incident Management

There are currently 112 PinICLs assigned to MSU. A large number of these incidents were due to the 'non-polling' of live Outlets, although many of these have now been cleared. It has now been agreed with POCL, that MSU will raise incidents on offices that have not polled for 2 or more days, or on those offices that have not polled for 1 day but then reappear on the report within a given 7 day period.

ICL Pathway Progress Summary for Input to Horizon / Pathway Delivery Meeting 24th November 1999

3.4 Operations Services

3.4.1 Service Availability

3.4.1.1 Systems Operations

Correspondence Servers

Primary Correspondence Servers 1 and 2 in Bootle both experienced a 'Blue Screen' failure at separate times during the last week. In both cases the live service successfully failed over to the secondary server. Both primary servers were successfully re-booted and brought back into live service. A fix has been identified and is currently being tested.

Audit Server

The Audit Server at Wigan is now working to schedule with the inter-campus link and exchange of files working correctly.

3.4.1.2 Networks

Following the Energis switch failure on 29th October, various meetings have focussed on different elements of the failure and initiated actions to prevent recurrence. There have been no incidents of this type or any other failure on the Energis network during the last week.

3.4.2 SLA Management

3.4.2.1 APS

1. POCL OSG has agreed that they will no longer raise Incidents for transactions that break SLA delivery timescales. This process requires protracted investigation by SSC as no FAD codes can be supplied. The Non-Polled Office report now provides Incidents to cover these so the duplicated effort is now confirmed as obsolete.
2. There are concerns about the time that it takes to close down Incidents raised on the Non-Polled Office report. In some cases Postmasters can take 24 hours or more to do a reboot when requested. This means the offices remain on the reports and break SLA delivery deadlines, but without indication that the slowness is due to the outlets. Pathway and POCL BSM are currently discussing how to minimise this situation.

3.4.2.2 CTO

1. Resubmission of the CR for the new Token Verification Service is still awaited. In the meantime it has been agreed that work will proceed under the current OLA and process documentation.
2. OSG have been requested to obtain the offending Eastern Energy tokens so that Pathway can test the tokens to identify the root cause of the problem.

ICL Pathway Progress Summary for Input to Horizon / Pathway Delivery Meeting 24th November 1999

3. A letter has been sent to OSG outlining the charging structure for the additional CTO schedule cycles requested by POCL. POCL have already agreed the plan for the introduction of the January 2000 schedule but a response on the charging structure is still awaited.
4. POCL dispute the charges Pathway has submitted against V1.06 of the POCL AP Client List. They have a different calculation of the numbers of tokens. Pathway is concerned because the V1.06 list was submitted by POCL under the CR process. An investigation is underway to see how POCL calculated the difference.

3.4.2.3 AP Client Migration

1. A new version of the Strategy document is out for review through the CP process. Obsolete plans have been removed from the document.
2. Dependencies on POCL and milestones that they must meet are now on a plan, which is to be presented to POCL for review, before inclusion in the Programme Level 1 plan.
3. Although Pathway has completed a few presentation visits to AP Clients, POCL has submitted no dates to Pathway for the remainder. This is still the most crucial deadline to meet in order that there are no other knock-on effects to the planned dates.

3.4.2.4 TIP

1. Comments on the OLA from TIP Chesterfield are still awaited. (2 weeks).
2. There is still no progress from POCL on the specification of their Disaster Recovery (DR) interim contingency requirements, or their proposals for the long term DR solution.
3. A TIP operational review meeting has been arranged for 30/11/99.

3.4.3 Change Management

3.4.3.1 Reference Data

1. A fresh baseline and increment of data for SIP16 implementation have now been received from POCL and are in testing. Current indications are that the implementation may still be able to go live on the planned date but intermediate activities have had to be replanned.
2. A total of 146 reference data changes were released to the live estate last week, 234 since the last checkpoint report. In the last two weeks the total number of correction files were 30 (approx. 10%) and 55 migration special files (approx. 20%). A meeting was held recently with Network Change Authorisers (NCAs) where they gained a clearer understanding of their role in the authorisation of Outlet changes. Although the number of pending changes still remains high at present Pathway are confident that the problem is now under control.

ICL Pathway Progress Summary for Input to Horizon / Pathway Delivery Meeting 24th November 1999

3. A meeting was held on 16th November to discuss ways of improving the quality of POCL data and other end-to-end Reference Data issues. Agreement was reached on ways to progress the issues. Issues in this area are receiving high visibility within both Pathway and POCL. Following discussions at this meeting, Pathway will be reviewing the Interface Agreement and will re-present it to POCL when the review is complete.
4. The total number of POCL PinICLs was standing at 21 on 12th November. There are a further 12 outstanding on CSR+ Reference Data.
5. The corrective actions to remove the problem of RDMC loading new data when earlier versions are being verified/released are progressing well. The short-term measure of providing a report for the Reference Data Team to use has now been implemented. The longer-term solution is currently being progressed through Pathway with planned implementation before National Rollout restarts.

3.4.3.2 Software Distribution

1. Software distribution effort is now geared to reducing the tail of outstanding Counters in preparation for the distribution of SIP16. The Data Centre was successfully updated with the SIP 16 code over the weekend 13th/14th November. There are some problems encountered with software distribution where rebooting the system provides the only tactical solution. A programme of planned reboots is being executed to resolve these problems. Difficulties have been encountered in agreeing suitable times for these reboots with the affected Postmasters.
2. 22 Release Notes have been raised and 15 Release Notes were authorised to live.

ICL Pathway Progress Summary for Input to Horizon / Pathway Delivery Meeting 24th November 1999

Actions from Delivery Meeting – Wednesday 10th November 1999

ACTION	DESCRIPTION	
5101	John Dicks to provide the Training Quality Assessment to Douglas Craik prior to the next Delivery Meeting.	JD 24 Nov
STATUS	<i>This report has been prepared by KnowledgePool and will have been published to POCL on 22/11. Action closed.</i>	
5102	John Dicks to report back on the findings of Pathway Development on the electronic scales / OBCS problem.	JD 24 Nov
STATUS	<i>A problem has been found in relation to automatic scales and is in course of rectification. (The problem was reported as associated with manual scales, which operate a correct sequence, and this caused a delay in identifying the issue.) Action closed.</i>	
5103	John Dicks to consider the production of a separate document to address detailed issues raised at the second HLD development workshop.	JD 24 Nov
STATUS	<i>An update will be provided at the Delivery Meeting. Carried forward.</i>	
5104	John Dicks to consider providing visibility of the design document to the Horizon Programme.	JD 24 Nov
STATUS	<i>The design document in question is a proprietary design document and will not be published outside ICL Pathway. A letter including this statement has been sent to the POCL representative. Action closed.</i>	
5106	John Dicks to provide comment on deficiencies identified by John Meagher in the Pathway solution on mobile counter configurations.	JD 24 Nov
STATUS	<i>Pathway has received comments only from Bob Booth. These will be responded to subsequent to 23/11. A further update will be provided at the Delivery Meeting. Carried forward.</i>	
5107	John Dicks to ensure that Pathway provide an assessment of the impact on roll out of alternative options to address the non-availability of ISDN.	JD 24 Nov
STATUS	<i>An update will be provided at the Delivery Meeting. Carried forward.</i>	
5108	Steve Muchow to provide details of the Energis problem that affected call answering times to Andy Radka.	SM 24 Nov
STATUS	<i>An update will be provided at the meeting.</i>	
5110	Steve Muchow to ensure that minutes of the joint meeting between Horizon and Pathway to address reference data issues were issued quickly.	SM 17 Nov

**ICL Pathway Progress Summary
for Input to Horizon / Pathway Delivery Meeting
24th November 1999**

STATUS	<i>An update will be provided at the meeting.</i>	
5111	Chris French and Steve Muchow to ensure close and rapid working on the production of a joint solution to the reference data issues, and to report back to the next Delivery Meeting.	CF / SM 24 Nov
STATUS	<i>An update will be provided at the meeting.</i>	
5112	John Meagher to agree Terms of Reference for the end to end review of data management with Steve Muchow, and issue them.	JM / SM 24 Nov
STATUS	<i>An update will be provided at the meeting.</i>	
5114	John Dicks to clarify any instances of Horizon non-compliance with the Reference Data AIS.	JD 24 Nov
STATUS	<i>A briefing paper was published 17/11. All significant individual instances are recorded in PinICLs and these are mailed to POCL for action. The current list of unresolved PinICLs with POCL will be provided to POCL in hard copy at the Reference Data meeting now scheduled for 25/11. Action closed.</i>	
5115	John Dicks to ensure that a response was provided to Bob Booth's letter on the Energis switch problem was provided by the meeting scheduled for 17 November.	JD 17 Nov
STATUS	<i>The method of assessment that Bob Booth described in his letter of 8/11 was adopted for the subsequent weekly reports. Action closed.</i>	
5116	John Dicks to review the impact on AI376/3 criteria results if Pathway took credit for the retrospective analysis of problems that had already been resolved.	JD 24 Nov
STATUS	<i>Of the six applicable incident reports two were so affected. Action closed.</i>	
5117	John Dicks to provide a summary of cash account discrepancies to meet the requirements of AI376/4.	JD 17 Nov
STATUS	<i>This was provided to John Meagher and Min Burdett on 18/11. There are no new cause Cash Account Discrepancies that would not be identified by the Accounting Integrity Control Release. Action closed.</i>	
5119	Steve Muchow to provide details of ring backs prompted by the outlet for discussion with Dave McLaughlin.	SM 24 Nov
STATUS	<i>An update will be provided at the meeting.</i>	
5121	Steve Muchow to review the results of call script compliance audits with Andy Radka.	SM / AR 24 Nov
STATUS	<i>An update will be provided at the meeting.</i>	
5122	John Meagher to discuss the provision of suitable evidence for the delivery of AI408/6 with John Dicks.	JM / JD 24 Nov
STATUS	<i>It was agreed that concrete evidence for such an</i>	

**ICL Pathway Progress Summary
for Input to Horizon / Pathway Delivery Meeting
24th November 1999**

	<i>abstract criterion was not possible. Action closed.</i>	
5124	Steve Muchow and Andy Radka to discuss mechanisms to facilitate understanding of the ease of introduction of system improvements.	SM / AR 24 Nov
STATUS	<i>An update will be provided at the meeting.</i>	
5125	Andy Radka to raise specific issues with helpdesk and problem management with Steve Muchow to agree an acceptable joint approach.	AR / SM 24 Nov
STATUS	<i>An update will be provided at the meeting.</i>	
5126	John Dicks to confirm that a NINO file is being built to support the operation of OBCS.	JD 24 Nov
STATUS	<i>Confirmed - provided that outlets are implementing the instruction : New Horizon Offices Temporary process for scanning bar-coded order books. Action closed.</i>	
5127	Steve Muchow to produce a model of the impacts of an order book backlog on OBCS.	SM 24 Nov
STATUS	<i>An update will be provided at the meeting.</i>	
5128	Steve Muchow and Naresh Mohindra to arrange a meeting to address any systems problems liable to arise from the introduction of SIP16.	SM / NM 24 Nov
STATUS	<i>An update will be provided at the meeting.</i>	