

**ICL Pathway Progress Summary
for Input to Horizon / Pathway Delivery Meeting
15th December 1999**

1 ACCEPTANCE

Progress against the 13 Acceptance Incidents, forming the core of the Acceptance Resolution Timetable, is reviewed below in Acceptance Resolution order. There is one new Red Flag issue.

- 211: POCL commented to ICL Pathway on 1/12 that mismatches continued to occur for a number of reasons, that it required Payments and Receipts always to be in sync and that the incident was not ready for closure. A more detailed description of POCL's intent was provided on 30/11, in effect asking for Payments and Receipts to be forced equal through some form of automated suspense account entry.

The only current instances of Payments and Receipts being unequal are where the Horizon system has to inherit a manual or ECCO Cash Account that was unbalanced before migration.

The issue was discussed on 2/12 in a full forum and POCL reconfirmed its position that such unbalanced migrations were preferable to making an automated suspense account transfer.

Closure continues to be sought.

- 342: POCL commented to ICL Pathway on 1/12 that TIP references 986 and 995 had occurred and were awaiting analysis and rectification plans.

In the case of reference 986 the office was on an extended CAP, which should have been known to POCL. Reference 995 was caused by the outlet having fewer counters installed than were previously scheduled and the system controls will not initiate polling until all counters have participated in a first end of day. In summary, there is no problem with ICL Pathway software.

Closure continues to be sought.

- 390: The APS recovery software enhancement was distributed 29/11 and monitoring is now in progress as scheduled.

- 376: The POCL action to approve clearance of all incremental fixes installed by 14/9 from field evidence remains open.

The Pathway procedures for manual input were presented to TIP/TP on 1/12 and material for the test of manual input has been prepared. However, POCL has not performed activity 376.371 "POCL Develop and Test manual input facility" and so this is now a Red Flag issue.

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Cycle 3 testing of the Additional EPOSS Reconciliation Testing started on 3/12 and should complete 10/12. Software distribution is scheduled for 17/12 about 10 days ahead of plan.

The measurements will continue for the period 2/12 to 12/1 and will exclude items that would have been prevented by a range of additional Reference Data controls being introduced before the rollout.

378: Improved diagnostic/defensive code has been produced and will be distributed at the same time as the Additional Reconciliation. There are no instances yet trapped.

369: Further tests following the 'Pilot' scheme completed 8/12. POCL is producing a report, which it will review with DSS on 22/12, including an analysis of impounded OBCS books and logistics of re-supply. ICL Pathway understands that POCL will request DSS to close this incident.

There were 119 impounds in the first three weeks. ICL Pathway understands this is a slightly lower rate than during the first pilot and that analysis of books by PIRA shows the quality of the offending printed bar-codes to be still poor.

POCL commented to ICL Pathway on 1/12 that it required an update on Pathway's investigations into the problem of bar-code reading after a scales transaction. An update was provided at the Delivery Meeting of 24/11. A PinICL to resolve the issue of scanning after manual scales is in progress. A simple workaround is also available.

POCL also stated on 1/12 that Pathway had failed to produce statistics for the first two weeks of the four-week trial as agreed. In fact ICL Pathway had delivered the statistics POCL had asked for covering the first two weeks on 30/11. POCL has since asked for a daily level of analysis.

Pathway notified POCL on 8/12 of the identities of 434 offices that had not performed any Receives-in since late August and which of these had performed Issues/Encashments. Of these 223 were in N. Ireland.

372: A final report on software distribution was provided 1/12.

298: The weekly incidents since the end of the monitoring period have remained below the equivalent weekly level of 140 incidents per week (89.5 for CAP35, 114.5 for CAP36, 94 for CAP37). Closure continues to be sought.

218: CCN566a (Training Window) was approved 3/12.

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POCL Post installation processes have been defined in *Operational Performance* Assessment, post installation questionnaires and training mode documents and processes produced. These will be implemented from the restart of rollout.

- 391: The Wigan exclusion zone fence structure is complete and the alarm system installation is forecast 10/12, two weeks or so earlier than plan. Installation of the card access controls for the Wigan back gate is now complete. Fire regulation issues have hampered installation of the new palisade fence at Bootle: this is forecast to complete 17/12.
- 314: The draft document (without Appendices) was completed ahead of schedule 22/11 and formally first reviewed on schedule 1/12.
- 408: A new set of measures for calls answered within 20 seconds, cash account first and second line responses, and cash account script compliance has been agreed for the period 3/12 to 13/1.
- 412: Closure continues to be sought.

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2 IMPLEMENTATION

2.1 *National Roll Out*

As there are no more Horizon systems being installed at this time due to the Christmas break, Pathway Implementation are currently preparing for NRO in January 2000. As part of this, processes are being refined to make sure that any problems identified during NRO in 1999, are minimised for re-commencing on the 24th January.

The revised rollout documents have now been issued for sign off, with the exception of the Scheduling Strategy, which is with POCL for review and agreement.

The PA Consulting Audit forums are continuing discussions amongst the Implementation teams, in order to consolidate and present their findings to Pathway week beginning 6th December.

As part of the move to the RNM Cluster environment, a feasibility study is underway and part A (RODB study) has now been submitted and agreed by POCL. It is anticipated part B will be complete week commencing 6th December 1999. If approved, work will be undertaken and concluded prior to 24th January 2000. This will enable the rollout to be sequenced by RNM clusters for installations in the week 1st May 2000.

2.2 *Infrastructure Programme*

The surveys for the Infrastructure programme have ceased for the Christmas break, but preparations and modifications will continue up to Christmas.

The Millenium Dome plan for surveying and preparation is on track, ready for Installation taking place week commencing 20th December. The UAE was successfully completed on Friday 26th November, but Pathway still requires a CR from POCL to confirm requirements.

Meetings have taken place with POCL to confirm and agree a way forward to release the remaining outlets to the rollout programme. This is continuing and should be resolved before January 2000.

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2.3 *Installation Programme*

Implementation are continuing refining their processes from their 'lessons learnt' of the 1999 installations and are utilising this area of discussion with both suppliers and PA Consulting to prove suitability for ongoing rollout.

Scheduling recovery continues with appointments now only two weeks behind. The plan remains on track to be up to date prior to the Christmas break

2.4 *User Implementation and Migration*

Training Systems

The Training Systems upgrade programme is well under way with less than half way to go for completion of the systems being PAT tested and RAM upgraded to 64Mb. This will continue until 15 December.

AI 218

All ICL Pathway actions on the AI 218 Rectification Plan are now complete and agreed. There are still some actions that require POCL to complete which will fully close AI218.

A report summarising the results of the rectification plans has now been published.

An End 2 end workshop for training scheduling has taken place with representatives from Knowledgepool and POCL whereby an action plan for the various parties has been issued.

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2.5 Implementation Statistics (To 26th November 1999)

Implementation Weekly Statistics				
Activity	<u>Previous report total</u>	Actual this period	Cumulative	Comments
<u>INFRASTRUCTURE PROG.</u>				
RGM letters issued	17563	0	17563	
Site surveys undertaken	16717	206	16923	
Site resurveys required	6512	64	6576	
Site resurveys undertaken	6354	81	6435	
Site modifications done	4544	205	4749	
Site preparations done	9987	359	10346	
Sites RFI	9300	476	9776	
<u>INSTALLATION PROG.</u>				
RGM Phase 2 Letters Issued	3438	1049	4487	
ISDN lines installed*	1903	27	1930	
Sites installed	1864	0	1864	
Offices live	1856	0	1856	
Counters Live	4096	0	4096	

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3 CUSTOMER SERVICE

3.1 Infrastructure Services

3.1.1.1 Strategic Services Unit

3.1.1.2 Horizon Service Helpdesk

3.1.1.3 Outlet Change

The following changes are ongoing.

Location	Reason for Change	Date of Change
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.
North Walsham	Increase In counters.	Increase in Counters from 5 to 6 positions. Date has now been brought forward to the 10th December.
Moreton Hall	Open outlet.	New outlets should come in via Rollout. Awaiting Advice from Nick Embling.
Somers Town	Open Outlet.	As above.
Four Roads (Wales)	Possible Permanent Closure.	The Postmistress has been taken ill. She has been given a month to see if she still wants to run the outlet.
Aycliffe Avenue	Relocation Of Outlet.	BT/Energis have now responded. They are unable to bring the date forward for the new ISDN line. Therefore the installation will take place over the weekend of the 10th.
Westfield	Long term Temporary closure with equipment removal.	Complete.

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3.1.1.4 Horizon Service Helpdesk

1. POCL have requested a further 6-week monitoring period for those AI408 measures that were deemed as not achieved. During this period a number of SLAs must be met, as a minimum, 4 out of the 6 weeks. This is to commence on Friday 3rd December and finish on Thursday 13th January.

2. The SLAs being monitored are as follows:

Calls answered within 20 seconds.

Measures for the Cash Account Period (Wednesday/Thursday) have been revised as follows:

- a) Availability of trained staff to answer a Postmasters query.
 - 100% of calls answered by a person trained in using the cash account scripts.
 - No more than 5% of calls must cause a ring-back to the Postmaster due to the first level resource exhausting their knowledge and a higher level resource not being available.
 - Where a ring-back is required as described above it must occur within 20 minutes.
 - b) In order to ascertain that the HSH has diagnosed the query correctly and therefore answered the query correctly, Cash Account calls are to be recorded via tape recorders. The tapes are to be used to calculate conformance to the use of cash account scripts. The target is 95% conformance.
 - c) In order that a measure of understanding of the postmaster can be recorded, the HSH will ask and record the answer to an additional closing question of the postmaster. This should be, "Do you now have enough information to carry on through the Cash Account Process?"
3. Since the completion of the recent roll out period call volumes have changed significantly. The table below shows the change in call volumes received from live outlets in the last 8 weeks.

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Week	04/10 to 10/10	11/10 to 17/10	18/10 to 24/10	25/10 to 31/10	01/11 to 07/10	08/11 to 14/11	15/11 to 21/11	22/11 to 28/11
CPO	3.07	2.80	2.94	2.57	2.30	1.62	1.39	1.25

CPO = calls per outlet

3.1.2 Management Support Unit

3.1.2.1 Management Information

AI298 monitoring has officially ceased, however MSU will continue monitoring the performance of all 1800 Outlets, albeit at a less formal level, as part of on going MIS reporting.

MSU will also be monitoring the performance of all 1800 Outlets with regard to Cash Account performance on a weekly basis.

The number of Ad-hoc queries received from POCL is steadily growing with MSU supplying the information within the 5-day timescale at all times during November.

3.1.2.2 Business / Reconciliation Incident Management

As part of AI376 rectification plan, MSU presented the incident management process to POCL TIP for business critical incidents raised by POCL or via the newly developed EPOSS exception report set. Initial comments received from TIP were favourable and applauded the tighter management controls that ICL Pathway is introducing.

Non-pollled offices are still creating a large number of incidents. MSU are identifying where there is a specific system problem preventing the Outlet from polling. However there is still the problem where MSU suspect that Outlets are turning the Counter equipment off - evident from Mondays reports which contain 3 to 4 times the number of non-pollled Outlets than other days within the week.

3.2 Operations Services

3.2.1 Service Availability

3.2.1.1 Systems Operations

The Host/EMC System and Correspondence Servers have no operational issues.

Audit Server

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Excellent progress has been made on the Audit server front; the replication across the Data Centres is now up-to-date and the Seal problem is fixed.

Data Warehouse

The Data Warehouse is currently running to schedule.

3.2.1.2 Networks

There have been no incidents of concern on the Energis network during the past week.

3.2.2 SLA Management

3.2.2.1 APS

An Operational Review Meeting was held with OSG. No issues were raised.

Non-pollled office reports continue to be reviewed with POCL BSM to look at how the process of Postmasters re-booting the systems can be speeded up.

POCL concerns about the contents of CSR+ APS Reports Document are being addressed and progress is now being made.

3.2.2.2 CTO

Rogue tokens from Eastern Energy give a problem at the counter whereby the cards swiped are completing the transactions but these are not being transferred to Eastern Energy (due to a Service Code field problem). After investigation 2 actions are being pursued:

- a) POCL are trying to retrieve the physical tokens but are having problems getting the offending tokens from Eastern Energy. They continue to pursue this.
- b) A fix to provide a 'Message' at the counter when the problem occurs is currently being tested.

POCL are addressing how they wish to include additional token testing activity (amendments to service groups) into the standard CTO schedule. A decision from POCL is awaited.

Pathway is awaiting the resubmission of the CR for the new Token Verification Service. This is expected by Christmas. Business as usual will continue until any changes are formally implemented through the CR/CP process.

POCL disputed the charge calculations that Pathway submitted against the V1.06 POCL AP Client List. They have a different calculation of the numbers

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of tokens in specific months. The differences are under investigation. A letter has been sent to the POCL Product Manager. The outcome of his investigation is awaited.

An Operational Review Meeting was held where the end to end process was reviewed. This was a mutually successful meeting where all agreed the requirements of the CTO process. This first review was partly to address a point raised at the APS Steering Meeting that OSG were unhappy with the CTO service Pathway were providing. This issue is now closed, as specifics of OSG's dissatisfaction were not disclosed to Pathway and none came out of the Operational Review Meeting.

3.2.2.3 AP Client Migration

A plan is in place to complete the Migration project within the reduced 'implementation window'. However Pathway exposure to the AP Clients and signoff of AIS and TIS for each client within the planned timescales is pivotal in moving the project forward and completing by the end of NRO. Contrary to an agreement with the POCL AP Account Managers, a number of the first presentation meetings have been held without the attendance of Pathway. This adds to Pathway being 'blind' when moving forward with AIS and TIS meetings. This is identified within the APS Steering Group as a risk for POCL to address.

The CSR+ Release Review Proposal document submitted by POCL, proposing to go live on 2 AP Client interfaces (Girobank and another) during the CSR+ pilot phase raises concerns with Pathway as follows:

- a) The request does not conform to the Strategy, which is a contractual document. We remove any 'stabilisation' period before migrating, again contradicting the Strategy. Pathway are unable to commit to implementing interfaces until the Technical Interface Spec (TIS) and Application Interface Spec (AIS) for each AP Client has been established (as iterated in point 1, above). Girobank have stated that Pathway will not get access to them until March 2000. In order to test and sign off in time for the CSR+ pilot it is estimated that installation will be required in June 2000. As there is no estimate for when sign-off of the TIS (not expected before March 2000) will be complete; Pathway will not be in a position to confirm the ability to go live during the pilot earlier than this. Comments to this effect have been submitted as a formal response to the document. The outcome is awaited.

3.2.2.4 TIP

Some POCL specific actions on TIP, monitored through the TIP/RDS Steering Group, are not progressing satisfactorily. Specifically they are:

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- a) Amendments required to the TIP Interface OLA.
- b) The specification of POCL's Disaster Recovery (DR) - interim contingency requirements for the TIP Interface, and proposals for the long-term DR solution.

The TIP Operational Review meeting scheduled for 30th November was cancelled by POCL. New dates are to be arranged.

3.2.3 Change Management

3.2.3.1 Reference Data

SIP16 data has been delivered to all outlets and a selected number have been supplied with the code and activated. The remaining outlets will be supplied with the code next week provided that there are no problems observed with this week's Cash Account.

A total of 122 reference data changes were released to the live estate last week, 203 since the last checkpoint report. Over the last two weeks 31 correction files and 7 migration special files were received (approx. 20% and 8% respectively of the two-week total). The number of migration special files has now reduced to zero.

The next meeting to discuss progress on the POCL data quality issue is scheduled for Thursday 2nd December. A great deal of work is being undertaken as a result of this initiative. This includes the documenting of a complete set of business rules by POCL and the production of a corresponding document by Pathway detailing assumptions made in the design and use of the system.

On 19th November the total number of POCL PinICLs was 20. There are 11 PinICLs outstanding on CSR+ Reference Data.

The corrective actions to remove the problem of RDMC releasing new data when earlier versions are still being verified/released are progressing well. The longer-term solution is progressing through Pathway development.

Further consideration is to be given to ways of handling the issue of RDMC rejected rows as part of the end-to-end review of Reference Data.

Although Pathway will be reviewing the Interface Agreement some of the detail will be dependent on the results of the end-to-end process review.

The issue of the number of helpdesk calls directed to HSH when they should have gone to NBSC is under consideration in the end-to-end review of Reference Data.

Further drops of CSR+ Reference Data are expected this week.

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3.2.3.2 *Software Distribution*

SIP16 was successfully distributed and committed to the initial 20 Outlets (54 Counters) over the weekend of 27th/28th November. Work is ongoing to manage the delivery of SIP 16 to the remainder of the Counters and the delivery of EPOSS Reconciliation, which is scheduled to follow closely behind.

40 Release Notes have been raised and 7 Release Notes were applied to live.

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Actions from Delivery Meeting – Wednesday 08th December 1999

ACTION	DESCRIPTION	
5202	John Dicks to provide Bob Booth with a revised offer on Pathway's mobile counter configuration solution.	JD
STATUS	<i>A revised mobile configuration was provided on 26/11 together with a full set of responses to comments.</i>	
5204	John Meagher and Steve Muchow to report to the next meeting on the progress of the Joint Reference Data Review.	JM / SM
STATUS	<i>An update will be provided at the meeting.</i>	
5206	Steve Muchow to provide Keith Baines with the statement of impacts of an order book backlog on OBCS.	SM
STATUS	<i>An update will be provided at the meeting.</i>	
5207	John Dicks to advise John Meagher in writing of Pathway's concerns on the swiping in of order books at post offices and of the action required.	JD
STATUS	<i>A total of 434 offices have not performed a Receive-in since late August, 188 of which had also performed Issues or Encashments and 223 of which were in N. Ireland (which does not operate OBCS). Full FAD-level reports were provided on 8/12.</i>	
5208	John Dicks to provide John Meagher with Pathway's explanation of their view on the validity of the three cases raised on AI376/4.	JD
STATUS	<i>The three cases where incidents would not have been trapped by the Additional EPOSS Reconciliation facility were reviewed in detail with ICL Pathway design and development present on 2/12.</i>	
5209	Mike Coombs to provide Chris French with specific comment on the Pathway view of the differences of interpretation against the criteria for AI376 and AI408.	MC

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STATUS	<i>Pathway's view has been documented in a letter from JCCD. A workshop held last week agreed how AI376 and AI408 will be monitored between 3/12/99 and 13/01/00. Action closed.</i>	
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