

## **1 PLANNING**

### **1.1 Plan**

Version 7.0 of the High Level plan is being reported against at the detailed level within the Pathway teams. Exception to the plan will be reported to the checkpoint as they are identified. There are no exceptions to report this period.

Work continues to detail the plans for New Release 2+, however completion of the plans will require the agreement to the testing strategy, currently being discussed.

## **2 TECHNICAL & SECURITY TESTING**

### **2.1 General**

Progress with PinICL clearance and regression testing has continued. The focus now is changing to planning and preparation for testing of the LT2 software set.

### **2.2 Performance**

The closure report for tranche 3 of Performance testing has been issued at draft version 0.2 for comment. As a result of tests on Backup and restore a set of recommendations have been put forward to improve the process and procedures in this area. Whilst a series of targeted tests are being run currently to clear PinICLs planning for tranche 4 testing has commenced.

### **2.3 Security**

Target testing of PinICLs in the LT1 software set has continued, with only two now still to complete testing.

### **2.4 Technical Integrity & Networking**

Counter recovery testing (CP1541) has continued successfully. The current test phase statistics show 279 tests passed and 4 failed.

### **2.5 Systems Management**

Additional counter resilience tests have been run confirming confidence in this area. The Tivoli rig has been rebuilt without any significant problems being encountered. This work has been substantially made easier by the current versions of the automated scripts used.

### **3 MULTI BENEFIT TESTING WITH CAPS**

This has continued to progress and is due to complete 28<sup>th</sup> April. The level of data has reduced recently and CAPS intend to re-visit contents prior to a re-start for cycle 2 in June.

### **4 CAPS 3.5**

This continues without issue within the Pathway domain. This may complete this week, depending on daily progress.

## **5 TRAINING**

### **5.1 HFSO Training**

The six HFSO courses were successfully held concurrently in the Bristol area during the week 12<sup>th</sup> - 16<sup>th</sup> April. The feedback from the delegates was very positive.

One issue that arose was that the HFSO's felt that they would benefit from extra training on office balancing. This was discussed in a meeting held with POCL/ICL Pathway and ICL Training Services on 15<sup>th</sup> April. The resolution is that ICL Training Services will concentrate more on balancing during the Counter Managers Course which the delegates attend prior to the HFSO Course. POCL have agreed to submit a change request (CR). This is awaited.

### **5.2 User Training**

User Training commenced as scheduled on 6/4/99.

## **6 ACCEPTANCE PREPARATION & TESTING**

### **6.1 Acceptance Specifications**

Pathway has raised CCN 456 to make a number of single-key Requirements double-key. This is expected to facilitate POCL agreement to the BES Acceptance Specification.

The Service Boundaries Acceptance Specification will be revised, inter alia, to reference three one-day measurement sessions during Live Trial, and revisions to the Service Review Pack presentation. It is anticipated this will be sufficient to permit agreement to this specification.

### **6.2 Acceptance Trials**

Trials closure reports have now been issued for all of BPS, APS, OBCS, Reference Data, Security, BES, EPOSS and Audit. Only that for POCL Infrastructure remains to be issued.

A BIT regression cycle commenced on 17<sup>th</sup> April and has continued without any significant issue.

### **6.3 Acceptance Reviews**

Some 40 review packs, out of a projected total of around 59, have now been issued.

The performance testing for New Release 2 has now completed. The one remaining area of NR2 testing is MIS regression. This is in progress utilising live CCS Standing Data and Reference Data, and is expected to complete around 15/5.

## 7 REFERENCE DATA

### 7.1 Live Reference Data

The need to implement change for the 2<sup>nd</sup> class stamp and associated reference data changes has been the subject of concern over the past 10 days. Pathway believes that the timing of changes needs to be carefully considered in the future.

### 7.2 Type 'B' Interface for NRO

The new AIS drafted by POCL was handed to ICL Pathway for review Thursday 22nd April 1999. Comments will be returned w/e 29<sup>th</sup> April.

POCL business rules have not been included in the AIS. These were to have been submitted via a separate document/CR 23rd April, but this is overdue.

## 8 NATIONAL ROLL OUT PREPARATION

### 8.1 Customer Education

No Progress. This will remain 'No Progress' until the review completes, and full benefit roll-out details are agreed.

An Implementation Working Group (IWG) meeting was held on Tuesday 20th April, in Durham. The agenda's main focus was that of Customer Education plan and the CAPS card enablement plan. At the IWG working level the CAPS representatives gave every indication that they were working to achieve a successful implementation of card based benefit payment, with their multi-benefit pilot starting in September 99 and the start of the Multi-Benefit rollout in March 2000. They, like both POCL and Pathway, are very keen on a decision being made as soon as possible. The meeting also received a presentation on the status of the Customer Education plan. This was very positive and now awaits Ministerial approval to go ahead.

### 8.2 Implementation

#### 8.2.1 Live Trial Preparations (New 103 outlets)

##### ***Infrastructure***

The preparations for the 103 live trial offices have now been completed. The one office requiring REB connection (Finlay Road) was scheduled for 23<sup>rd</sup> March 1999 has still not been completed. The REB visited site but could not get access. WT have now visited site and agreed between the outlet manager and the manager of the adjacent store that the REB can have the necessary access on the 28<sup>th</sup> April. The REB has confirmed this date.

The inspectorate service has now started on the 103 outlets.

##### ***Installation***

Appointments for Horizon system installation have now been made with all outlets.

##### ***ISDN Installation***

The installation of ISDN circuits has now commenced.

##### ***Rehearsals***

Discussions regarding availability of back end systems to enable an ECCO rehearsal on 1<sup>st</sup> May are ongoing.

### 8.2.2 Live Trial Preparations (Existing 204 outlets)

#### ***Infrastructure***

All modifications are now complete and all identified snagging has been completed.

#### ***Installation***

Live 1c to R2 Post Office migration continues. As at close 23rd April, 75 Post Offices have been successfully migrated and only 4 have been re-scheduled due to different, non system issues which prevented Pathway from even starting migration, for example a bereavement in the Post Masters family.

On 21<sup>st</sup>/22<sup>nd</sup> April, 26 Post Offices produced their Cash Accounts. All balanced, some with discrepancies. All discrepancies have been accounted for (e.g. incorrectly migrated figures).

The number of outlets in the programme has reduced from 204 to 200. The following outlets have been removed:

- West Duddo (trolley)
- Chatton
- Greenway
- Thropton

Alvington and Tutnalls have relocated and will remain in the programme.

### 8.2.3 National Roll-Out

#### ***8.2.3.1 Metrics***

Status as at 18<sup>h</sup> April 1999 :

Activity	Previous Total	Current Total
RGM letters issued	11359	11960
MIB events held	215	229
MIB attendees	10644	11299
Site Surveys undertaken	8384	9002
Site Re-surveys Required	3157	3399
Site Re-surveys undertaken	2742	3004
Site Modifications done	1287	1484
Site Preparations done	2787	3161
Sites RFI	2787	3161

#### ***8.2.3.2 Infrastructure Programme***

Current preparation completions in one working day are running at 80%. WTplc are continuing to experience some difficulties with materials supply which is being addressed.

The disruption document is now agreed and therefore revised counter modification cost thresholds will be implemented. This will increase the number of offices available for prep and thus RFI.

A large number of offices are still being suspended by POCL, largely due to re-furbishments and resignations. This is having a detrimental effect on the beat rate and we are currently approximately 5 weeks behind schedule against the infrastructure programme plan. This issue has been escalated within POCL monitoring of this is now undertaken at the Infrastructure

meeting with POCL, to enable Bruce McNiven to identify and take remedial action if necessary.

**8.2.3.4 *Non ISDN Offices***

The number of non ISDN sites has now reduced to approximately 350 sites. Discussion are ongoing as to the appropriate communications to be installed at these sites.

**8.2.3.4 *Installation Programme***

Not yet scheduled to start.

Actions from Checkpoint Meeting - Wednesday 15<sup>th</sup> April 1999

ACTION	DESCRIPTION	
3906	To agree whether it is realistic to undertake an Ecco migration rehearsal or not and to appraise everyone of the outcome of the investigation.	JF 20 Apr
STATUS	<i>ECCO migration rehearsal will be undertaken. Bob McDermott will lead the Pathway effort and will liaise directly with Steve Grayston. The Pathway team, in liaison with POCL, are developing and progressing the plan. Target office is Morpeth in the NE Region.</i> <i>Action closed</i>	
3909	To agree how to put together a joint testing approach for NR2+.	TA/RG/ JM 9 Apr
STATUS	<i>Next meeting between Horizon and Pathway scheduled for 11<sup>th</sup> May.</i> <i>Action ongoing</i>	
4002	To closely monitor the reliability of the equipment, particularly the back office printer over the next week and keep relevant Horizon staff apprised of the status.	JF 23 Apr
STATUS	<i>To ensure the initial issues with the lack of use of back office printers and their consumables are resolved, Pathway will swap out all inkjet A4 printers for refurbishment. This has been in effect since 19/4/99.</i> <i>Action closed</i>	
4006	To closely monitor the installation of the ISDN line and establishing of the validation system at OSG and to keep BT apprised of progress towards achieving the Tuesday target date.	MR 23 Apr
STATUS	<i>3 counters now operating on separate FAD codes, both connected to ISDN and have downloaded reference data successfully.</i> <i>Counter not yet TIVOLI managed however there is now an interim process to apply counter work packages successfully.</i> <i>Action closed.</i>	
4007	To provide JM with the details on the issues that arose at Low Simonside with the timely application of "Rems".	PJ 23 Apr
STATUS	<i>Action discharged to JM immediately following the Checkpoint meeting.</i> <i>Action closed.</i>	
4008	To clarify the duration of running in standby mode following the data centre fallover tests.	MR 23 Apr
STATUS	<i>Memo sent to Phil Preece 23/4/99.</i> <i>Action closed</i>	
4011	To formalise the NRO ramp up plans and ongoing schedule in accordance with the proposals made.	JF 23 Apr
STATUS	<i>A CP covering NRO ramp up plans and schedule is currently out for impact. POCL and BA have copies of the plans and verbal</i>	

	<i>agreement has previously been reached. Planning continues on this basis, awaiting CP process conclusion.</i> <i>Action closed</i>	
4012	To clarify the plans for migrating two small ECCO offices on 11th May and the reasoning behind the proposal.	JF 23 Apr
<b>STATUS</b>	<i>It is intended to migrate Morpeth and Keynsham offices with the aim of gaining experience in small numbers of ECCO offices, following the rehearsal and prior to completing ECC offices in larger volumes. This also enables Pathway to exercise the transfer of ECCO equipment to a new POCL location, which is not done during the rehearsal.</i> <i>Action closed</i>	