

## **ICL Pathway NR2 Progress Summary for Input to Checkpoint Meeting 12th May 1999**

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### **1 PLANNING**

#### **1.1 Plan**

Version 7.7 (draft) of the Horizon IPP has been received on 7/5/99. This will be reviewed and comments fed back accordingly.

Work continues to detail the NR2+ plans but the finalisation of the plan is dependent on ongoing discussions between ICL and POCL regarding joint working and the outcome of the Treasury Review.

#### **1.2 Handshake Milestones**

At a meeting with the Horizon Project Office on 7<sup>th</sup> May, the issue of Handshake milestones was discussed. The joint view is that the Handshake milestone process is not functioning effectively and therefore not adding any value in its present form. Although the process is conceptually correct, it is not delivering. The meeting agreed to review the Handshake milestone process (once more) and propose a solution which would be fully supported by both parties.

### **2 TECHNICAL & SECURITY TESTING**

Progress with PinICL clearance and regression testing for Live Trial has continued and the requisite level of confidence to enable us to go into the data centre migration has been established. Across all technical test streams a total of 749 tests have been run with only 8 failures.

The Performance Summary Report for NR2 has now been authorised at version 1.0 and presented to the acceptance review body.

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

Testing concluded cycle 1 on 27/4/99. A number of the planned tests were abandoned due to a data shortage from CAPS, this lead to only 67% DSS success/coverage and 75% Horizon success/coverage.

CAPS now plan to take an updated live snap shot for the next cycle, this cycle should be based on Live Reference data. Pathway will need to create a new start position to match the re-mapped CAPS position.

### **4 CAPS 3.5 & ON-LINE ENQUIRES**

3.5 regression against NR2 concluded last week and 3.5 to R1c regression started 6/5/99.

## **ICL Pathway NR2 Progress Summary for Input to Checkpoint Meeting 12th May 1999**

---

### **5 DATA CENTRE MIGRATION**

#### **5.1 Data Centre Migration Rehearsal**

A Data Centre migration rehearsal took place w/e 4/5/99. A number of problems were identified and resolved to provide a firm foundation for the migration proper the following weekend.

#### **5.2 Data Centre Migration**

Although a number of problems were encountered throughout the weekend, the migration exercise was completed successfully with a qualified sign-off by CAPS at 01.55 am on 10/5/99. The qualification is based upon Pathway providing an explanation of 1 outstanding issue with regard to stop files.

### **6 ACCEPTANCE PREPARATION & TESTING**

#### **6.1 Acceptance Specifications:**

There remain two specifications requiring approval. That for BES is available for approval. A CCN to make some Requirements double key to facilitate POCL approval is with the Authorities. Horizon are taking other initiatives, which, if successful would obviate the need for a contract change. That for Service Boundaries is in course of revision by Pathway following a successful way-ahead meeting.

#### **6.2 Acceptance Trials**

Ten of the 11 Acceptance Trials Closure reports have been issued. Horizon have issued a proposal to validate six, principally POCL, closure reports. This activity will start the week ending 14/5. The four BPS and Audit closure reports were based on witnessed tests and do not require further validation. The last, POCL Infrastructure, trials closure report is forecast to be issued week ending 14/5.

The BIT regression run has completed and the results support the system's readiness for Live.

#### **6.3 Acceptance Reviews**

Of the 60 or so Review segments, packs have now been issued for around 50, and some 25 of the associated Acceptance Review Meetings held. PAS and Customer Education have now completed their Reviews. The latest review proper is currently scheduled for 16/6. There are some demonstrations beyond that date that depend on Live Trial running, the last currently scheduled for 7/7.

### **7 REFERENCE DATA**

## **ICL Pathway NR2 Progress Summary for Input to Checkpoint Meeting 12th May 1999**

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### **7.1 Type 'B' Interface for NRO**

High level design documents have been completed. Detailed design documents have been drafted for RDDS and EPOSS and these are the subject of internal review. Development has commenced.

A CCN has been drafted for the revised AIS new Type B interface and this will be issued shortly.

The CR for the new Type B multiple financial year implications has been drafted by POCL and reviewed by ICL Pathway. Comments and draft CCN have been submitted and agreed with both Ted Baldwin (POCL), Colin Oudot and John Plowman (Horizon). Awaiting formal submission of CR by John Plowman. This is required urgently.

## **8 NATIONAL ROLL OUT PREPARATION**

### **8.1 Customer Education**

No progress.

### **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.

##### **Installation**

Appointments for both ISDN install and system installation have been made with all outlets.

##### **ISDN Installation**

The installation of ISDN circuits has commenced.

## ICL Pathway NR2 Progress Summary for Input to Checkpoint Meeting 12th May 1999

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

#### **Infrastructure**

All modifications are now complete.

#### **Installation**

The number of outlets in the programme has reduced from 204 to 196. The following outlets have been permanently closed as Post Offices :

West Duddo (trolley)  
Blackhorse  
Chatton  
Greenway  
Cambridge

The following outlets have been removed from the Live Trial and equipment has been removed. These will be scheduled in at an appropriate time as part of NRO :

Cirencester Road  
Hales Road  
Thropton

### 8.2.3 Migration (Existing 204 outlets)

All of the current 196 Post Office outlets were migrated successfully from Release 1c to NR2. The last two outlets completed in the morning of Friday 7/5/99.

#### 8.2.3.1 Balancing of Accounts

The major concern continues to be the large number of outlets having problems with balancing, which resulted in the Horizon System Help Desk being overwhelmed with calls. Various measures are being put in place to provide additional capacity at the Help Desk to be ready for 12/5/99.

All HFSOs are to attend a 1 day refresher course covering balancing.

Changes to User Training are being made, which include extending the Counter Managers course by half a day. The extra time concentrates solely on balancing. The extended course has been introduced in time for the training for the 103 outlets.

A problem has been identified between the balancing described in the PPDs and training workbook and that detailed in the Horizon System User Guide. This has been checked and the amendments made.

**ICL Pathway NR2 Progress Summary  
for Input to Checkpoint Meeting  
12th May 1999**

---

POCL and ICL Pathway are due to meet on 11<sup>th</sup> and 18<sup>th</sup> May to define best practice for balancing. Outputs from these meetings will be fed directly into the Counter Managers course.

8.2.4 ECCO Rehearsal

The ECCO rehearsal on 1<sup>st</sup> May was completed satisfactorily.

**ICL Pathway NR2 Progress Summary  
for Input to Checkpoint Meeting  
12th May 1999**

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**8.2.5      National Roll-Out**

**8.2.5.1    Metrics**

Status as at 2<sup>nd</sup> May 1999 :

Activity	Previous Total	Current Total
RGM letters issued	11960	12565
MIB events held	229	246
MIB attendees	11322*	12007
Site Surveys undertaken	9002	9582
Site Re-surveys Required	3399	3635
Site Re-surveys undertaken	3004	3227
Site Modifications done	1484	1691
Site Preparations done	3161	3580
Sites RFI	3161	3580
User Awareness Events held	0	0
UAE attendees	0	0
ISDN lines installed	0	0
Training Events held	0	0
Trained Users	0	0
Sites Installed	0	0
Sites Accepted	0	0

\* **Note :** The figure reported in the last Checkpoint was understated by 23.  
The figure has been corrected.

**ICL Pathway NR2 Progress Summary  
for Input to Checkpoint Meeting  
12th May 1999**

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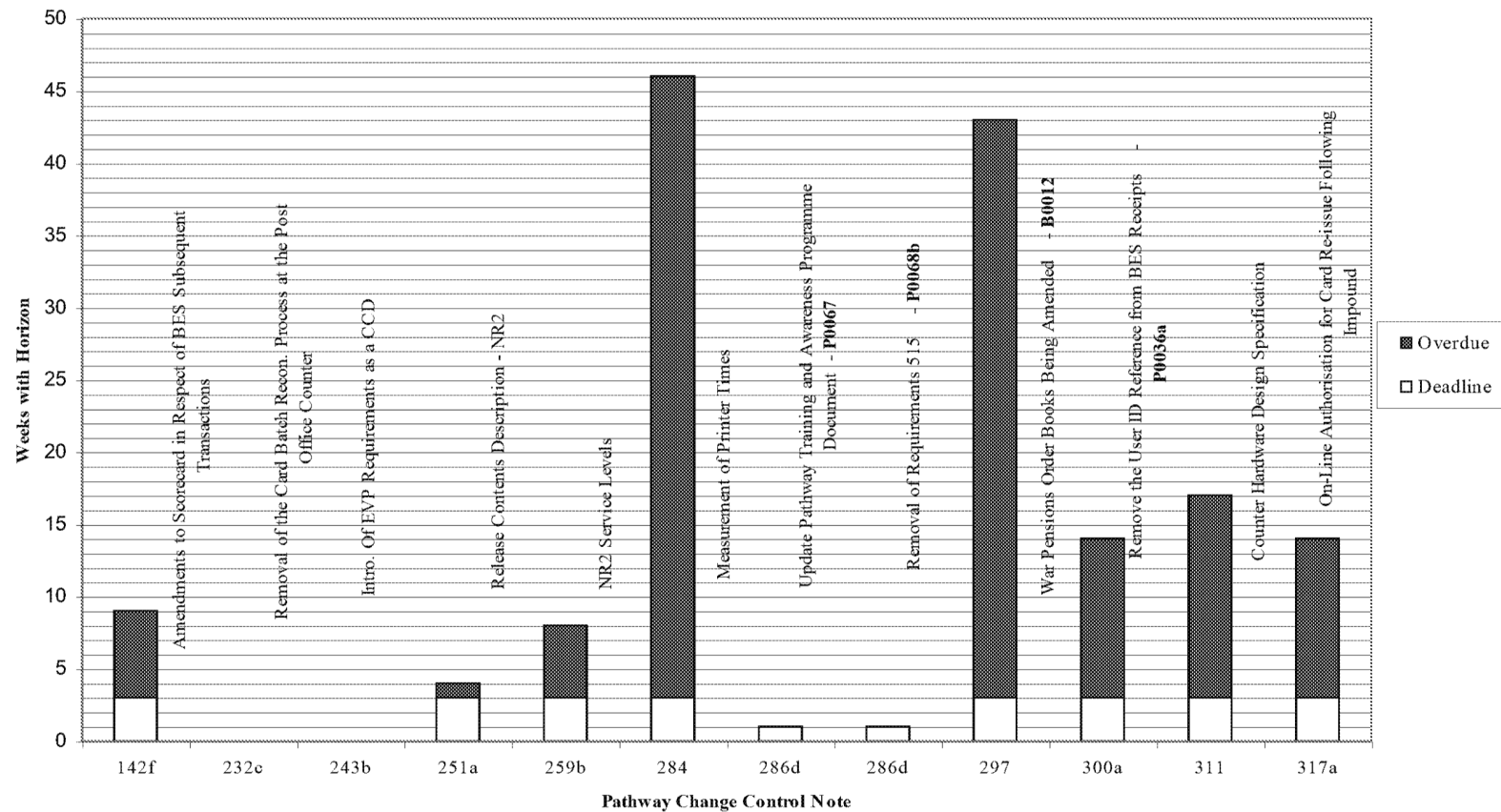
**9 CR / CCN PROGRESS**

The following is an extract from the CR / CCN status report supplied to Horizon. A copy is also forwarded to Dave Miller, Chris French and Keith Baines.

ICL Pathway are concerned about time it is taking to respond to some of the CCNs – many have been outstanding for some time . This summary will be provided in future Checkpoint reports so that the outstanding CCNs are made visible to the Checkpoint meeting.

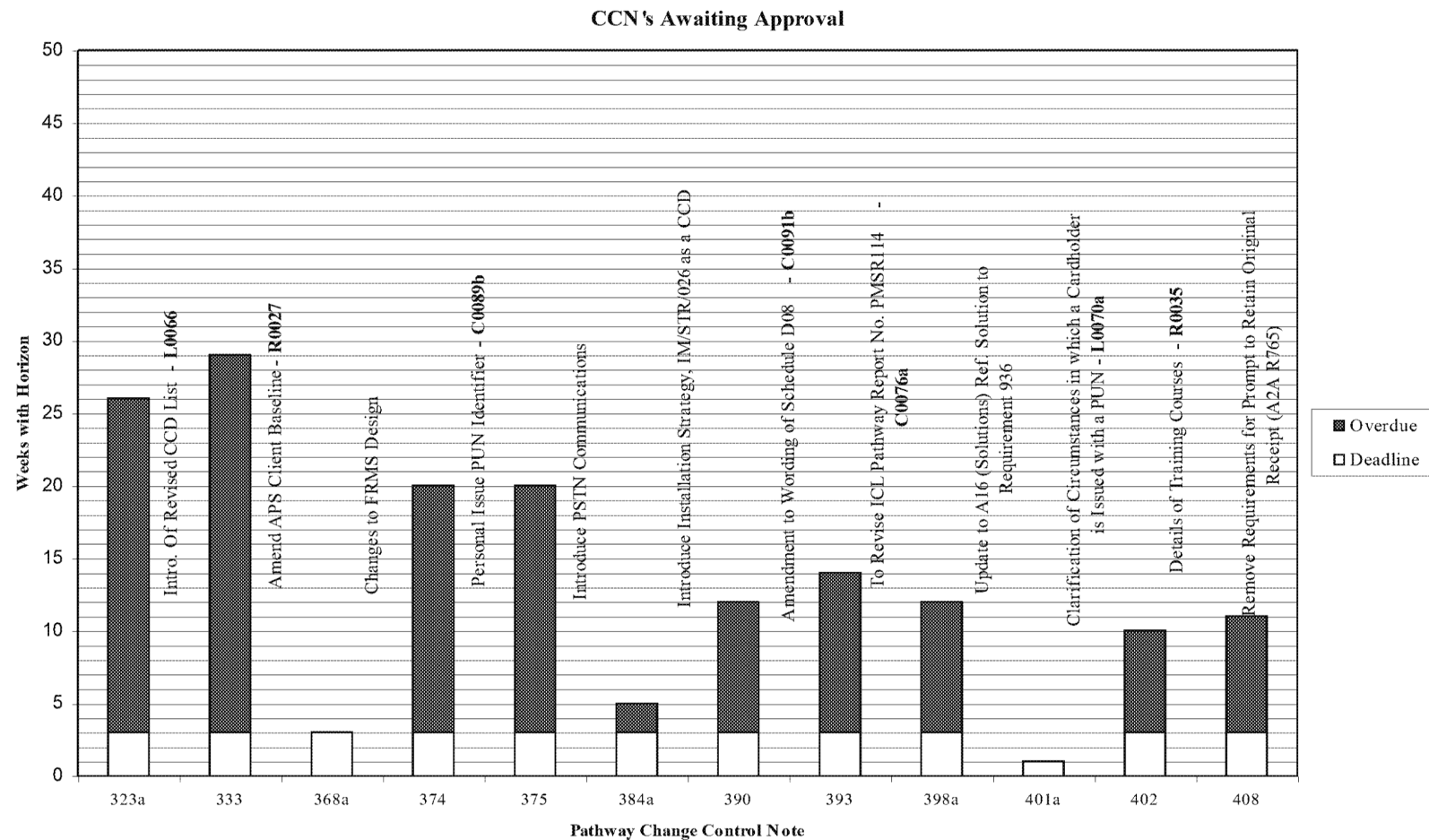
## ICL Pathway NR2 Progress Summary for Input to Checkpoint Meeting 12th May 1999

### CCN's Awaiting Approval

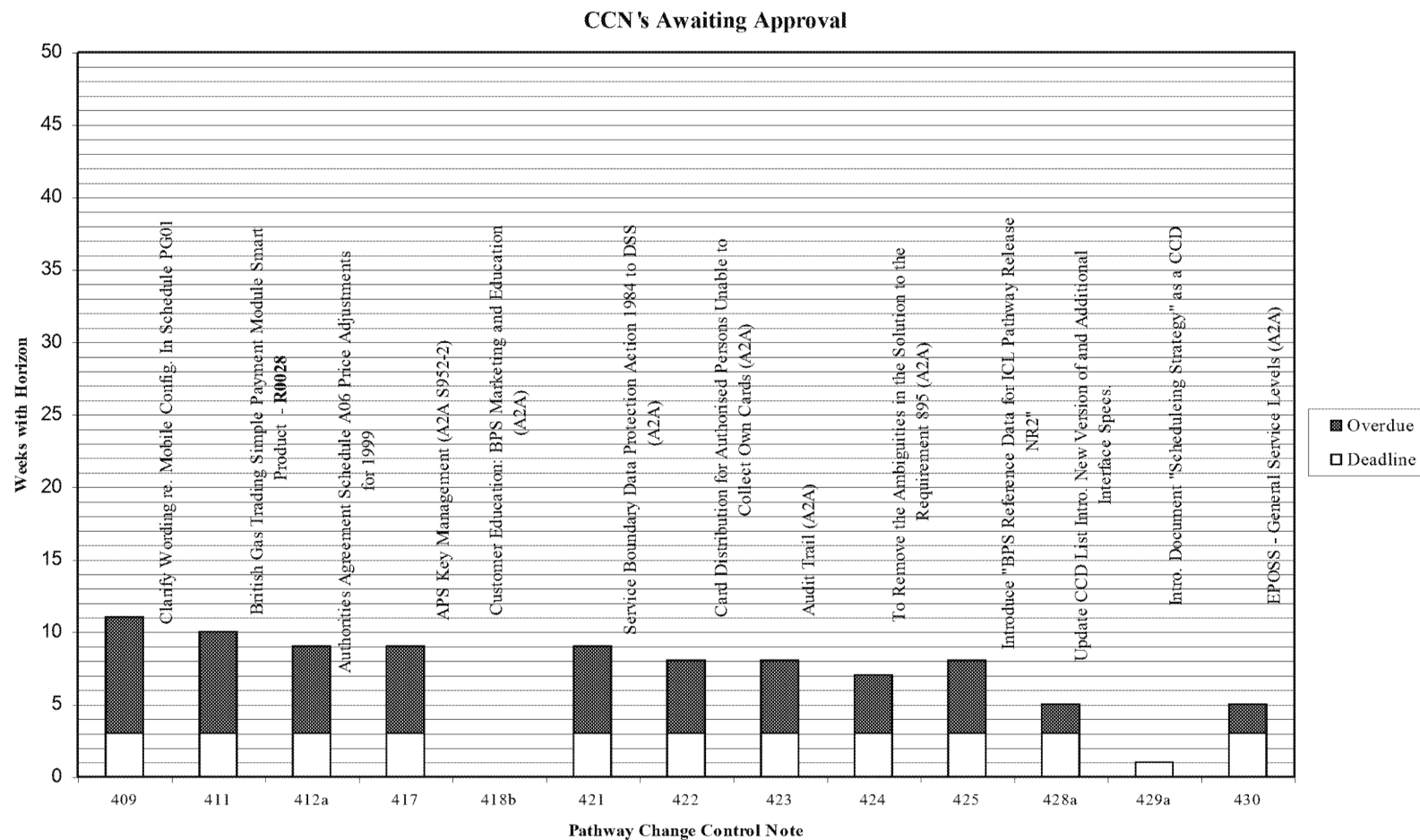




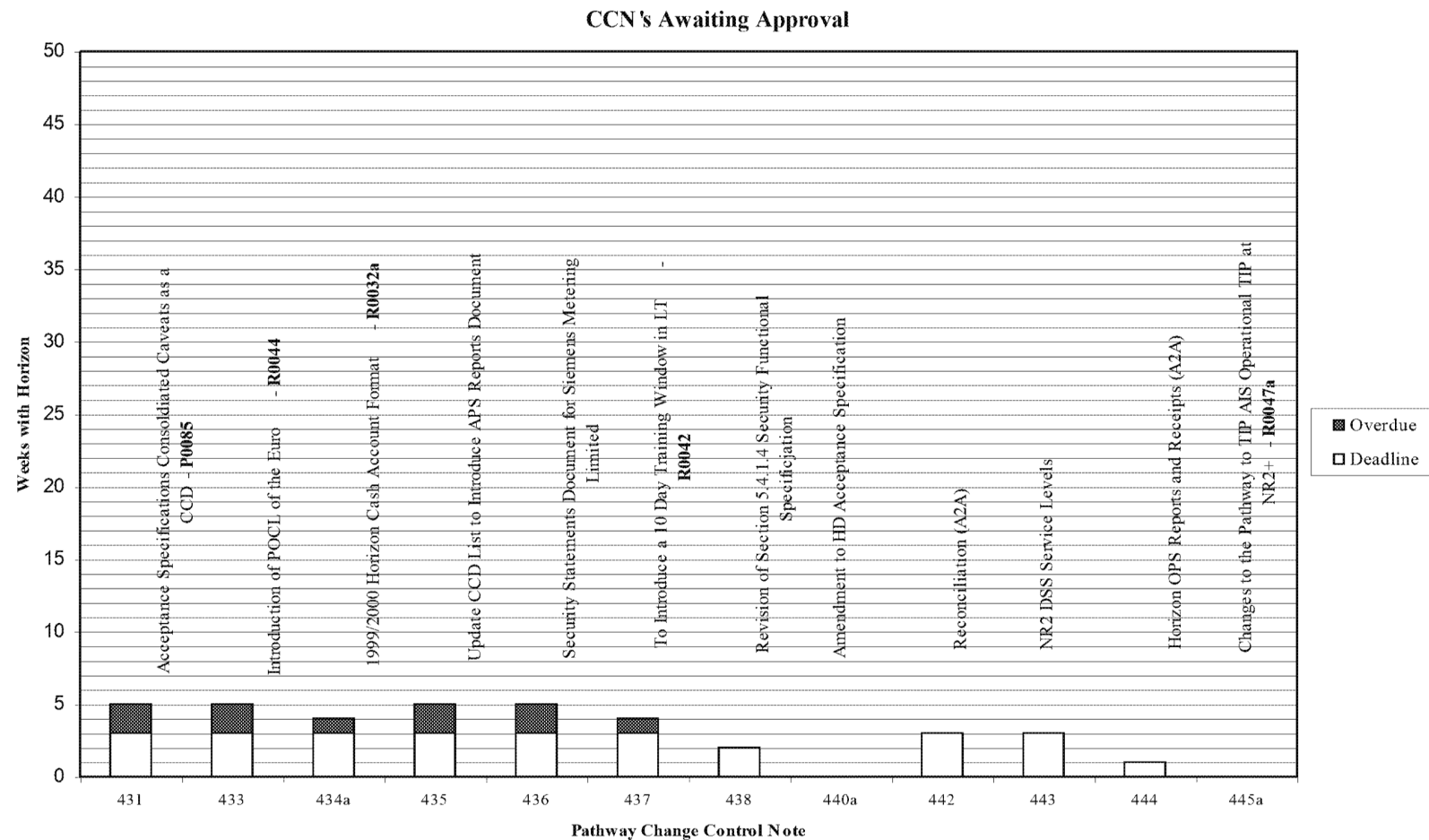
## ICL Pathway NR2 Progress Summary for Input to Checkpoint Meeting 12th May 1999



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**ICL Pathway NR2 Progress Summary  
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12th May 1999**

**Actions from Checkpoint Meeting - Wednesday 28<sup>th</sup> April**

<b>ACTION</b>	<b>DESCRIPTION</b>	
<b>3909</b>	To agree how to put together a joint testing approach for NR2+.	<b>TA/RG/JM 7 May</b>
<b>Status</b>	<i>Next meeting scheduled for 11/5/99.  Action continues.</i>	
<b>4102</b>	To agree the quantitative analysis and process to be used for progressing acceptance closure reports and the procedure to be adopted for escalating to the respective management	<b>JM/JD 7 May</b>
<b>Status</b>	<i>The Pathway and Horizon Acceptance groups have agreed to review activities jointly as of close of play on the Friday before a Checkpoint and to base their reports on that review.  Action closed.</i>	
<b>4104</b>	To include a status report on NR2+ in future Checkpoint briefing reports from Pathway.	<b>GC 7 May</b>
<b>Status</b>	<i>Discussion to take place between MC and CF 7/5/99 on this subject. Outcome will be reported at the next Checkpoint.  Action continues.</i>	
<b>4105</b>	To obtain details (Audrey Adams, Pathway) of any cash account issues that have been reported to date.	<b>SM 7 May</b>
<b>Status</b>	<i>An update will be provided at the Checkpoint meeting</i>	
<b>4109</b>	To provide comments to MC or CF on the Checkpoint meetings and the process of review.	<b>ALL 7 May</b>
<b>Status</b>	<i>Comments provided to MC from Pathway and internal meeting has taken place. MC to discuss with CF.  Action closed.</i>	