

ICL Pathway NR2 Progress Summary for Input to Horizon / Pathway Delivery Meeting 18th August 1999

1 ACCEPTANCE PREPARATION & TESTING

1.1 Overall Summary

The status of Acceptance is not included in this report as this is changing daily and is the subject of other meetings and reports.

2 NATIONAL ROLL OUT PREPARATION

2.1 National Roll Out Preparation

Preparation work in outlets for National Roll out continues in all 4 regions

2.1.1 Scheduling

The first twelve weeks of national rollout have been approved, scheduling is well advanced and installation appointments are made and confirmed for the first weeks of the rollout.

2.1.2 Trolleys

The trolley documents have been amended and issued to POCL who are once again going to get broader business approval in the next 3 weeks. The meeting took place in Bracknell on 4th August and the latest prototype trolley has been produced. The ergonomist has examined the trolley and is content that it satisfies the ergonomic requirements. A document for trial installations is currently being produced. The trolley is still awaiting approval from POCL.

2.1.3 Borough High Street.

The preparation of Borough Branch Office continues. The outlet has now been prepared by WTplc.

2.1.4 Evaluation Exercise

The Kennedy Centre 361704 was migrated on 29th July despite problems with the ISDN line.

No issues were reported from the Evaluation Exercise offices. For some of the offices last Wednesday was their first unsupported balance.

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2.2 *Field Management*

2.2.1 IP REGIONS

Balmoral Post Office

(Reported last time: The SPM at Balmoral Post office (FAD173704) in Belfast has telephoned the Post Office Chairman's office in London to complain about the condition of his office ceiling following Horizon Mod and Prep activities.)
The office has been visited and arrangements made to carry out corrective action on counter and ceiling. Assurances are being requested from the SPM that these actions will resolve his complaint and he will sign the Prep completion form when this work is completed.

2.3 *User Implementation and Migration*

2.3.1 Training

Revised Training Workbooks

POCL have now accepted the NRO training workbooks and Quick Reference Guides. ICL TS have been instructed to commence production for NRO.

Postal Officers course

A dry-run of the new Postal Officers course (for ECCO staff who perform stock unit balancing) was held on 5 August. A further run of the completed course was run during w/c 9 August.

2.3.2 Migration

HFSO training

The revised HFSO course was given a dry-run during w/c 2 August. Detailed planning is complete for HFSO NRO training (and refresher training).

ALPS Migration

ICL Pathway conducted a site visit to an ALPS office to assess changes to the migration process at ECCO offices that have ALPS. A supplementary meeting was held with POCL on 3 August to agree the process.

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2.5 National Roll Out Metrics

Statistics			
For period w/e 6 th August 1999			
Activity	Previous Report Total	This Period	Cumulative
RGM letters issued	16326	666	16992
MIB events held	336	10	346
MIB attendees	15629	581	16210
Site surveys undertaken	13012	623	13635
Site re-surveys required	4976	245	5221
Site re-surveys undertaken	4511	240	4751
Site modifications done	2903	255	3158
Site preparations done	6321	448	6769
Sites RFI	6321	448	6769
User Awareness Events held	30	13	43
UAE attendees (No. Offices)*	205	572	777
ISDN lines installed	323	43	366
Training events held*	364	0	364
Trained users*	1302	0	1302
Sites installed	322	1	323
Sites accepted	322	1	323
Offices live on NR2	322	1	323

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3 CUSTOMER SERVICE

3.1 *Infrastructure Services*

3.1.1 Horizon Service Helpdesk

1. HSH continue to support LT2 well, with July call volumes dropping significantly on June (Total calls logged have dropped by 16.5%) highlighting an overall improvement with the service. In respect of the HSH operational service more improvements have been made or are on-going:
2. Networked reference systems are now installed at both HSH sites in Manchester and Stevenage. The reference systems comprise 2 by 5 counter post office configurations and can be upgraded with both reference data information and system fixes.
3. It is planned that another 5 counter system will be installed at each site in September.
4. HSH staff training has also been improved and TSA refresher courses are ongoing. HSH have introduced a competency test at the end of the course to identify that TSAs have either achieved an appropriate level of skill or require additional training.
5. Work on the development of Helpdesk call scripts is ongoing. POCL feedback has been received and the scripts are being updated to reflect comment. The scripts are now within the second comment cycle. It must be noted that the improvement of call scripts will be an ongoing activity used to “continuously improve” the delivery of the business to the Post Office Counter. 11 scripts have been fully developed, 3 are under development. It is believed the use of call scripts has improved the performance of the HSH and the average call duration has dropped by 11% to 4 minutes 32 seconds for July.

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3.1.2 Outlet Change

Since the last report POCL have raised the following outlet change requests.

Location	Reason for Change	Date of Change
Leonard Stanley, Stroud	Outlet Closure	21/8/99
Northville, Bristol	Outlet Refurbishment	25/9/99
Montagu Estate, Newcastle	Outlet Refurbishment	21/8/99
Filton Avenue, Bristol	Outlet Refurbishment	25/10/99
Chesterton Lane, Cirencester	Outlet Refurbishment	Date TBC

ICL Pathway is working with the Network Change Authorisers in the Northeast and Southwest regions to plan and deliver these changes.

3.1.3 Management Information

1. Work is nearly completed on the July Service Review book.
2. In depth analysis work is being undertaken into all aspects of HSH performance and counter system availability and usability, reporting into POCL Business Service Management. Particular emphasis is being placed on the performance of the extra 24 outlets introduced in LT2 against a 'matched' set from the existing 299 outlets.

3.1.4 Business / Reconciliation Incident Management

1. Cash Account related reconciliation incidents continue to fall as the LT2 software is refined. The main area of concern is still centred on the performance of the printing process with a high number of calls being received by the HSH.
2. Systems reboot and slow printing during cash account are areas of POCL concern which are being investigated.

3.2 Operations Services

3.2.1 Systems Operate Service

1. Correspondence Server Clusters 2 & 4 have had "Blue Screen" failures. Normal failover to Wigan occurred. Investigations are ongoing into Cluster 2, with problem unknown at present. Cluster 4 awaiting a PSU control PCB.

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2. Problems on the Audit Server at Wigan are being investigated, but the current action is to rebuild the server on Friday (13th August).
3. We are experiencing problems with a file feed to the Data Warehouse which stopped processing at the 5th August. A workaround is currently being put in place and processing restarted, with catch up over the next 2 days being run during the day.

3.2.2 Networks

1. No major issues this week, but we are still seeing several PO's reporting NOT harvested for a period of days, normally between 2 and 4. A tight monitor is being maintained on this and it is running as a problem.

3.2.3 Business Continuity

1. We are currently undergoing acceptance reviews of Business Continuity Testing with POCL.
2. All Business Continuity tests have now completed a first pass and the first draft of the overall report will be complete by close of business on Friday (13th August).
3. Some repeat tests are still to be scheduled with POCL.

3.2.4 TIP

1. Outstanding AI342 regarding file and data delivery has been addressed and responded to through Requirements. Another High priority AI376 regarding missing data from TIP is also being addressed. The problem is where we have data, which fails validation by the Pathway service, and does not get harvested, we cannot send that data to TIP. We have established a workaround whereby we check for this data each day and send a RED report out through MSS so that TIP can manually reconcile their Cash Accounts. We have a number of PinICLs which when released should also significantly reduce the number of transactions that fall into this state, and we are currently looking at how to rectify the root cause. The occurrences of this problem are relatively small. Basically affecting 1% of all outlets. Since the fixes have been applied we expect that to drop by around 10% to 0.1% of outlets. At a guess this would be 2-3 transactions per month.
2. Pressure has been applied in an attempt to move forward the OLA. The Steering Group has not meet since June and no progress has been made. It would appear TIP awaits input from POCL BSM. Julia Bowes has sent out notes and tried to contact the relevant team, but has had no response about moving things forward. Currently we operate without an agreed OLA. This needs to be moved forward urgently.

3.2.5 APS

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1. There seems to be some delay in POCL receiving the OLA for sign off. It has been signed by Pathway and sent through the POCL distribution process. This is now well behind schedule.
2. POCL have logged a number of Incidents to say the AP Transaction Summary Report does not match the Control File figures. We believe the report is performing as it should, but POCL do not agree. Julia Bowes is to escalate this through Bob Cragg to agree a way forward.
3. Service running well. Our new Unpolled Offices report and procedure have addressed this. An outstanding AI in relation to this has been responded to through Requirements.

3.2.6 CTO

1. Pathway has received a request from POCL to redefine the Token Verification service so that POCL perform the role of token testing instead of Pathway. We have received a brief outline proposal through an Email. Julia Bowes has requested through Bob Cragg that we receive this request via the CR process. This is because we expect to breakdown costs incurred so far in establishing the processes and testing the tokens to date. We still await the CR. All work on documentation and OLAs is on hold until we establish the way forward. We will now simply run the Token Verification in accordance with the agreed schedule until further notice.

3.2.7 AP Client Migration

1. Good process being made with POCL, although things are moving slowly. We have established contact with Girobank and have workshops organised with POCL next week to agree how the presentations will work. The next priority is to establish communications with as many AP clients as soon as possible. Internal preparations are moving forward positively. Will set up a review meeting with POCL shortly.

3.2.8 LFS

1. Moving forward slowly. Do now have responses to CARs. The process of putting together an operational timetable is in the very early stages.

3.2.9 Reference Data

1. During the Sequent Host failover test, data could not be delivered to the Verification Counters due to a difference in the firewall configurations between Bracknell/Bootle and Bracknell/Wigan. After significant input from RDT, this was eventually diagnosed and corrected. There was also an issue with the RDMC Workstations not being reconfigured to point at Wigan. The firewalls have now been reconfigured.

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2. 16 PinICLs currently outstanding on POCL re: quality of their Reference Data/OBC processes (9 on OSG, Farnborough and 7 on RDOT, Chesterfield).
3. A total of 30 reference data changes were released to the Live estate last week.

3.2.10 Release Management

1. Resource in Release Management is focussed on acceptance incidents. RN855, which provided the agent fix to AI376, has been successfully applied. The latest tranche of Counter EPOSS had to be rejected last Saturday and a fix produced urgently for issues that required application before cash account on 11th August. This fix RN895 was applied successfully to 794 counters out of 821 in one night. It is now complete. At the time of writing RN896 has 9 counters outstanding and RN897 has 23 counters outstanding from the total population of 821. Testing of the other non-polluted outlets report (CP2078) is in progress and it is expected to be delivered to live over the coming weekend (14/15 August).

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4 ACTIONS

Actions from Delivery Meeting - Tuesday 3rd August

ACTION	DESCRIPTION	
4610	Following receipt of the details from AR on action 4609 to investigate the reasons for printer issues at the offices identified.	SM 11 Aug
STATUS	<i>Printer hanging issue currently under investigation by Pathway. 50 reported in last week as compared with 62 in previous week. Weekly report will summarise number of printer -related calls. Progress is being reported in problem management database which is available to POCL via web access. A thorough analysis of calls and clarifications of exact circumstances with the Post Master has helped to isolate two bugs which are thought to be responsible for the large majority of incidents. Action ongoing.</i>	
4701	To confirm that information on the weekly report of the non-polled offices is being provided to AR.	MR 6 Aug
STATUS	<i>Current report had not been sent to POCL previously but will be sent to Dave McLaughlin each weekday from Monday 9th. Following implementation of new report format, this will be included within CS web page and will be available to POCL. Action complete.</i>	
4703	To agree whether the printer section should be included in the postmaster's training course or the HFSO training course or both.	SG/JF 11 Aug
STATUS	It has been agreed that this will be included in the counter manager's course. Pathway and the Horizon Training Manager are working together to determine whether it is to be included in the HFSO training course. <i>Action complete.</i>	
4704	To ensure that the correct information is being provided to the Acceptance Review to enable them to make a sound judgement on the AI raised following the LT2 upgrade experiences.	MR 4 Aug
STATUS	<i>Bob Booth has raised specific questions on the LT1-LT2 report produced by Pathway and these questions are being formally responded to by Pathway 9-10th Aug. In addition it has been suggested that review of software</i>	

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	<i>distribution performance is a fixed agenda item for HSRF. Action complete.</i>	
4711	To ensure that NM is provided with the breakdown of calls for last week.	MR 4 Aug
STATUS	<i>A report is being produced and will be complete on Monday 9th Aug. Action complete.</i>	
4712	To check the numbers of incidents reported (prior to and after LT2) and to ensure that there is a common view between everyone of the numbers, particularly of software reported calls.	MR 6 Aug
STATUS	<i>It is understood that POCL and Pathway are in agreement with the number of incidents reported for all categories. Pathway has received no indication from POCL that the figures reported for each incident category - (as supplied weekly by CS to POCL BSM), i.e. 'Advice and Guidance', 'Hardware', 'Network' and 'Operations', are being disputed.</i> <i>The figures quoted within the June Service Review were accepted by POCL, and the July Service Review is due to be presented to POCL this week.</i> <i>Action complete.</i>	
4713	To report why there has been an increase in the number of incidents reported as software related since the introduction of LT2.	MR 6 Aug
STATUS	<i>The number of Software calls logged with HSH by Live Outlets from March 1999 to July 1999 is as follows: - March = 330 April = 557 May = 833 June = 1164 July = 1477</i> <i>The reason for the increase in the number of calls received in LT1 & 2 can be referred to known problems:</i> <i>* Receipts & Payments misbalance - problem now resolved</i> <i>* Stock unit roll over into subsequent CAP - problem</i>	

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	<p><i>now resolved</i></p> <ul style="list-style-type: none"> <i>* No entry signs - fix currently in testing</i> <i>* Screen messages - fixes currently in testing where the message is deemed to be unnecessary</i> <i>* Screen Freezes - currently receiving priority investigation</i> <i>* Printer Hanging - currently receiving priority investigation</i> <p><i>Action complete.</i></p>	
4715	To check whether Token verification process is required by POCL and to advise everyone accordingly.	MR 6 Aug
STATUS	<p><i>I reported that it had been reported in the APS Steering Group meeting that Davyd Nash had said that it was the intention that this service would be carried out by POCL rather than Pathway. As there had been many man-months development against this I requested clarification on this. I believe Keith Baines took the action to find out more.</i></p> <p><i>Action ongoing.</i></p>	
4716	To check on the distribution of the Horizon Update within Pathway and to agree with AR's team the process for Pathway to add "tag" information so that Pathway can add value to the paper.	MR 6 Aug
STATUS	<p><i>Pathway is looking at internal processes, including internal distribution. Recommendation with regard to improving the current Pathway/POCL interface will be discussed.</i></p> <p><i>Action ongoing.</i></p>	
4719	To provide the CCN status list to KB to enable him to understand the issues raised by MC.	MC 6 Aug
STATUS	<p><i>Pathway had continued to send the CCN report but a fault on the electronic route meant it had not been received recently despite electronic confirmation of delivery. The fault was rectified and the latest report sent on 4th August.</i></p> <p><i>Action closed.</i></p>	

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