

Collated NR2 Progress Reports - Week ending 13th November 1998

Progress Summaries to Wednesday 11th November 1998

Managers' original input: *italics indicate no input received and shows last report.*

1. SYSTEM TESTING

Overall summary

- Migration: Main Pass Cycle 2 started on schedule on 9/11/98. A rehearsal of the live Oracle database was successfully performed. It will be essential to rehearse a full data centre migration, including correspondence servers, using copies of live data to ensure adequate filestore and tablespace for migration to be completed in the live environment.
- BIT: A regression cycle started on 10/11/98. Acceptance Pass will commence on 25/11, but the following issues need to be resolved: Delivery of Acceptance PinICls, Delivery, Stability and Necessity of Audit, RDMC/RDDS and Reference Data stabilisation and availability of specialist resources.
- Y2K: External Interface Testing is progressing and No PinICls were raised in the past week. Input from CAPS is still poor. End date still (currently) achievable, but we are dependent on CAPS to improve data, processing time and sequences, etc.

System Test:

- BPS Final Pass is on schedule with 64% complete and a 53% success rate. BPR testing has been removed from this test stream. Complete testing of Reconciliation and Recovery is dependent on the resolution of several outstanding PinICls.
- RODB Main Pass 4 is 82% complete with a 77% success rate. Issues include PinICls raised in Final Pass will be fixed and delivered in live patches and an early cut of FTMS was tested in DIT2 but RODB has not been tested at the latest release.
- Training Pass has executed 59% of the scripts with a 50% success rate, 41% are deferred. Build problems have suspended this cycle. Critical problems include delivery and success of WP_1995, the uncertainty of testing training mode under POLO and outstanding PinICl on Build.
- EPOSS Regression is awaiting RDMC code to rebuild system test reference data. Experienced resources are needed back in the team for final pass.
- RDMC Cycle 2 is on schedule with an 85% success rate and is planned to complete on 18/11. The new versions of RDDS and Workstation software are now available. Issues include availability of resources and script revisions for the details required for Acceptance.
- TPS Final Pass started on 9/11/98 with pre-thread activity on 8/11/98.
- MiECCO Cycle 1 is 42% complete with a 97% success rate. It should complete on 13/11/98.
- MiMan Cycle 3 is 50% complete with a 99% success rate. It should also complete on 13/11/98.
- MIS - Data Warehouse Final Pass started on 6/11/98. The planned end date will slip 10 days, with the inclusion of CP1524. The MIS Standing Data is not in a state that will support the product. It impacts the ability to produce certain Business Object reports, calculate performance achievement figures for certain

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SLAs and consequently the ability to create Liquidated Damages for Remedial SLAs.

- MIS - Clients Final Pass started on 11/11/98 with confidence testing of the build. The planned end date will slip 10 days, with the inclusion of CP1524.

E2E is on schedule with on-line day 24 in progress. It is planned to complete on 20/11.

MO is now managed by Customer Services.

EPOSS MOT Regression

- None. Awaiting RDMC code to rebuild system test reference data.

Progress Against Plan: (version 6)

- On schedule.

Critical Problems:

- Need to get Les & Eric back for Final Pass.

BPS ST Final Pass

- Excluding BPR testing the remainder of BPS System test final pass execution is on schedule.
- The BPR testing has been moved out of the core BPS child benefit testing stream in order to facilitate fully the testing of Reconciliation and Recovery of incomplete transactions with PinICL fixes at a later baseline. It is expected that BPR will not be testable until 21 outstanding issues identified in PinICLs PC17841, 17891, 18275, 18150, 18074 & 18068 have been resolved.
- BPR testing has moved onto the PinICL clearance rig ST04 in order that it can be tested at increment 7.
- We are having problems with the CP script CPS0101 and anticipate a high failure rate attributed to script errors.
- Due to the delays caused by BPR not being ready for final pass Multi-benefit test execution must be brought forward in order to hold our end dates. This is dependent on BIT01 being rebuilt in order to start.

Progress Against Plan (version 6)

- On Schedule

Critical Problems

- BIT01 must be rebuilt to increment 7 to hold our end dates.

TPS – PinICL Clearance

- Final Pass commenced on 9/11/98, having run pre-thread on 8/11. Discovered on 10/11 that one TPS module missing from inc 7. This has been applied. All data to be reharvested so that all Final Pass will have been run through new version.

Progress Against Plan: (version 6)

- On schedule even though effectively started 2 days late due to blitz testing of build not on plan.

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RDMC ST Cycle 2

- Slow progress. The new versions of RDDS & Workstation software are available. Will attempt to complete cycle 2 prior to restarting with new versions as have never run the last 3 days of the script before. Resources supporting reference data in other test streams.

Progress Against Plan (Version 6)

- RDMC is on schedule.

Critical Problems

- No resource available to update/write BT & HLTP for new memo view LLTS. Assistance required from analysis team.
- Current plans do not include the running of the new memo view scripts.
- Analysis team have provided us with a set of specifications/CPs which we should be working to. Several days scripting required to ensure up to date once document versions established.
- Scripts do not provide detail required for acceptance. Work needs to be done whilst updates above being addressed.

Issues

- We have a new trainee to bring up to speed on RDMC System testing. While this new resource is essential, there will be a little lost time in the next week or so while he's coming up to speed.
- Slow progress. Awaiting delivery of new version of RDDS & Workstation software.
- Resources fully utilised supporting reference data in other test streams.

MIS ST

- Both test rigs have now been built for Final Pass.
- The MIS0101 script has completed execution of the 2nd (of 19) Processing Days in its Final Pass cycle.
- The MIS0102, MIS0103 and FCM0101 scripts testing the Client applications have not yet started execution.

MIS0101 - Data Warehouse (DWH) Final Pass:

- This is being run on the MIS02/SEQ7 test rig which currently has the following build configuration:

System Baseline 9F	
	DWHSE_2_0_B014
	DWHSE_2_0_B014_I1
	SLAMCACHEDB_2_0_B011
	MISCLIENTPC_2_0_B026
	FRMCLIENTPC_2_0_B001
Fast Tracks	PWY_WP_2000
	PWY_WP_2167
	PWY_WP_2178
	PWY_WP_2192

- The rebuild of the rig commenced on the 3rd November 1998. Various build problems, mainly revolving around Security, prevented the confidence/blitz test to be completed until the 6th November 1998.

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- Final Pass proper commenced on the 6th November 1998 with Processing Days 28th December 1998 and 2nd January 1999 having completed execution. Test execution is currently paused to enable test results to be checked.

Actual Progress Against Plan (Version 6)

- The Final Pass actually started ahead of schedule but due to the fact that CP1524 has been approved, and must be included in the Pass, the planned end date will slip to the 11th December 1998.

Critical Problems

- The MIS Standing Data is still not in a state that will support the product. It impacts on our ability to produce certain Business Object reports, our ability to calculate performance achievement figures for certain SLAs and consequently our ability to create Liquidated Damages for Remedial SLAs which then impinges upon the Remedy Credits that are included in the Invoices.
- We have executed two Processing Days in this Final Pass and already we are having to change test data (that is correct) to allow for erroneous (or missing) Standing Data. In addition we have encountered test conditions that have not proven successful in this Pass due to Standing Data changes since Main Pass.
- The Standing Data is reliant upon the reference document DW/DOC/012 'Common Charging Standing Data' which has yet to be finalised.
- Until such time as this issue is resolved the areas affected must be considered to be at a very high risk.
- It is already too late to include any re-delivery of the Standing Data in question into this Final Pass as that would inevitably involve a rebuild that could not be accommodated mid Pass.

Issues:

- PinICL PC0012773 and related CP 1542 has yet to be resolved. A copy of the proposed HLD and SRS had been received from CFM, but the CP was rejected as the user (and ourselves) had issues with the CP. Our understanding is that the user considers a solution essential for NR2 and as such we expect the proposal to be resurrected in some form. This would mean inclusion in Final Pass with the functionality being tested for the first time.
- CP1524, now approved, will be incorporated into Final Pass causing the planned end date to slip to the 11th December 1998. As the functionality will be being tested for the first time it must be considered to be at risk.
- New Versions of the Data Warehouse FRM Report Requirements (namely docs DW/REQ/020 and DW/REQ/027) have been received. These have been compared against the requirements that we have been working from and have been found to be considerably different. The source of the documents has confirmed that they are not being introduced via a CP as the earlier versions 'were never signed off'. As things currently stand our test conditions, test data, expected results etc. will not satisfy the requirement as defined in these new documents but we will be attempting to cover any new functionality within Final Pass. As this functionality will be being tested for the first time it must be considered to be at risk.
- We have now received some, but not all, files from Sorbus in the NR2 format for DIT testing. We are currently desk checking the files with a view to attempting to run them through the Data Warehouse. Early indications are that it was a good

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job we've now had a view of the files rather than leave it closer to Live! The remaining files are being chased with Horizon, but as of yet we have no e.t.a. for their arrival.

MIS0102 - Contract Administration (CON) Final Pass:

- This will be run on the MIS01/SEQ6 test rig which currently has the following build configuration:
 - System Baseline 9F
 - DWHSE_2_0_B014
 - DWHSE_2_0_B014_I1
 - SLAMCACHEDB_2_0_B011
 - MISCLIENTPC_2_0_B026
 - FRMCLIENTPC_2_0_B001
 - Fast Tracks
 - PWY_WP_2000
 - PWY_WP_2167
 - PWY_WP_2178
 - PWY_WP_2192
- The rebuild of the rig commenced on the 9th November 1998 and concluded on the 10th November 1998.
- The first Processing Day of the Data Warehouse cycle (28th December 1998) is currently being run as a confidence test of the build and to make available various Views that are required for the Client application testing.

Actual Progress Against Plan (version 6)

- Final Pass has not yet reached its scheduled start date for this script of the 30th November 1998.

Issues

- There is still no Increment 1 of the MISCLIENTPC baseline yet available. It may be that the Increment will be taken when it is ready to make as many PinICL fixes as possible available to this Pass.

MIS0102 - Service Level Agreement Monitor (SLAM) Final Pass:

- This will be run on the MIS01/SEQ6 test rig which currently has the following build configuration:
 - System Baseline 9F
 - DWHSE_2_0_B014
 - DWHSE_2_0_B014_I1
 - SLAMCACHEDB_2_0_B011
 - MISCLIENTPC_2_0_B026
 - FRMCLIENTPC_2_0_B001
 - Fast Tracks
 - PWY_WP_2000
 - PWY_WP_2167
 - PWY_WP_2178
 - PWY_WP_2192
- The rebuild of the rig commenced on the 9th November 1998 and concluded on the 10th November 1998.
- The first Processing Day of the Data Warehouse cycle (28th December 1998) is currently being run as a confidence test of the build and to make available various Views that are required for the Client application testing.

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Progress Against Plan (version 6)

- Final Pass has not yet reached its scheduled start date for this script of the 30th November 1998.

Issues

- There is still no Increment 1 of the MISCLIENTPC baseline yet available. It may be that the Increment will be taken when it is ready to make as many PinICL fixes as possible available to this Pass.

MIS0103 - Common Charging System (CCS) Final Pass:

- This will be run on the MIS01/SEQ6 test rig which currently has the following build configuration:
 - System Baseline 9F
 - DWHSE_2_0_B014
 - DWHSE_2_0_B014_I1
 - SLAMCACHEDB_2_0_B011
 - MISCLIENTPC_2_0_B026
 - FRMCLIENTPC_2_0_B001
 - Fast Tracks
 - PWY_WP_2000
 - PWY_WP_2167
 - PWY_WP_2178
 - PWY_WP_2192
- The rebuild of the rig commenced on the 9th November 1998 and concluded on the 10th November 1998.
- The first Processing Day of the Data Warehouse cycle (28th December 1998) is currently being run as a confidence test of the build and to make available various Views that are required for the Client application testing.

Actual Progress Against Plan (version 6)

- Final Pass has not yet reached its scheduled start date for this script of the 23rd November 1998.

Issues

- PinICL PC0012773 and related CP 1542 has yet to be resolved. A copy of the proposed HLD and SRS had been received from CFM, but the CP was rejected as the user (and ourselves) had issues with the CP. Our understanding is that the user considers a solution essential for NR2 and as such we expect the proposal to be resurrected in some form. This would mean inclusion in Final Pass with the functionality being tested for the first time.
- CP1524, now approved, will be incorporated into Final Pass. As the functionality will be being tested for the first time it must be considered to be at risk.

FCM0101 - Fraud Case Management System (FCMS) Final Pass:

- This will be run on the MIS01/SEQ6 test rig which currently has the following build configuration:
 - System Baseline 9F
 - DWHSE_2_0_B014
 - DWHSE_2_0_B014_I1
 - SLAMCACHEDB_2_0_B011
 - MISCLIENTPC_2_0_B026
 - FRMCLIENTPC_2_0_B001

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Fast Tracks	PWY_WP_2000
	PWY_WP_2167
	PWY_WP_2178
	PWY_WP_2192

- The rebuild of the rig commenced on the 9th November 1998 and concluded on the 10th November 1998.
- The first Processing Day of the Data Warehouse cycle (28th December 1998) is currently being run as a confidence test of the build and to make available various Views that are required for the Client application testing.

Actual Progress Against Plan (version 6)

- Final Pass has not yet reached its scheduled start date for this script of the 12th November 1998.

Training ST Final Pass

- Out of 401 test 200 passed (50%), 37 Failed (9%) and 41% deferred. 59% of the script has been attempted.
- Due to a problem with the Build on ST04, testing has for this cycle has been suspended. (PinICLs 18062 and 18070)
- The Script is biased towards EPOSS and does not cover in any detail BES, APS or OBCS testing. Only 12 out of 401 tests steps cover non EPOSS functionality. Typical script lines are:
 - At PO3 in TM, clerk logged in as TM clerk attempts to perform all TM BES scenarios. - Swipe each of the BES training cards through the counter reader.
 - "At PO3 in LM manager attempts to use TM pre-defined OBCS training props. Scan each of the Training Temporary Token and Training OBCS barcodes with the Infra-red reader."
- The "Training props" (OBCS bar codes, APS bar codes, BES PUNs, BES Temporary Tokens) mentioned above are unsupported documents created by the developer. The scripts should use the formal "props" developed by Peritas. (See PinICLs 18055, 12559)

Critical Problems

- Build on ST04 is now out of date. (It has 9F Inc 6.1 + Fast Tracks to bring it up to similar build as ST02). Outstanding PinICL on Build: 180070 - Unable to produce balance snapshot - This prevents stock unit rollover and cash accounting testing to be perform (Approx 35% of the script). This did work on a similar build (ST02).
- No BES Functionality is Available at Gateway or Slave Counter. New version of TMSPOREDIRECTOR required (CP1517 – WP1995, Requested 05/11/98 from PIT)
- Training mode must be tested under POLO, Last time this was tested (by the EPOSS team) Training mode would not initialise.
- No more benefit can be gained from testing on the current baseline and we need to more forward to increment 7 before resumption of testing is worthwhile.

Issues

- Test Rig currently has one outlet with training installed but requires 2 outlets to

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fully exercise the script.

- The script contains errors, which require modification before next Phase.
- Training requires the riposte user must be a member of the ADMIN group, for initialise training/re-initialise to work, which will not be allowed in live (for security reasons?)
- Gareth has a fix WP_1995 to enable BES to work we believe this has made increment 7
- The second part of this is an Escher component (which we have already received) to enable foreign encashments to work
- Dave Roberts (Training developer) expects a problem with reentry into training and resuming a previous session on a given day causing a problem such that BES transaction can not be continued. This may take a service down which can not be restarted until the next day.

RODB System Test Main Pass 3

- RODB migrated and went live 09/11/98 with inc.18.
- T&I are no longer responsible for supporting version 2.5 of the RODB and the resources are committed to other testing streams.

SYSTEM TESTING:

- System test began 01/11/98 with inc. 17.
- The rig was updated to inc. 18 on 06/11/98.
- Slippage to expected daily totals has occurred due to PinICL testing and incremental builds being installed.
- Final pass system test is approx. 60% complete with 96% pass rate.
- The final pass is expected to be completed by Wednesday 11/11/98.

MIGRATION:

- Migration has encountered many build problems due to mismatch of build migration scripts delivered against those base-lined in PCMS.
- The migration scripts were still in the process of being delivered week commencing 02/11/98.
- The migration rig script was finally built and run by end of day 05/11/98 and migration data checks began 06/11/98.
- The migration script was 20% complete by Monday 09/11/98 but many difficulties were encountered running the script against the live data largely due to the outstanding B Pinicls remaining on RODB 4th stack.
- Due to lack of disk space on the migration test rig regular backups could not be taken and when the original backup was restored (Monday 09/11/98) sql server was corrupted requiring a full rebuild of SQL server and possibly NT.
- For the reasons stated above, and the fact that the functionality in the rest of the migration test script has been tested in system testing, the required rebuild of the migration rig and the completion of the test rig is to be abandoned.
- The migration testing produced 3 B pinicls which Technical Direct are aware of and live fixes for these errors have either already been applied to the live system or will be released in later live incremental fixes.

PINICLs:

- There are no pinicls on T&I stack at the moment
- RODB 4th, the Technical Direct stack has 31 PinICLs outstanding.

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- Of these 3 are B and all relate to live data issues, 14 C and 14 D PinICLs.

Progress Against Plan (version 6)

- Will complete final regression this week – 1 week late

Critical Problems

- Customer Services must now accept responsibility for Live Support and test all outstanding PinICLs delivered post live build.
- An early cut of FTMS was tested in DIT2 but RODB has not been tested at the latest release because an environment was not provided in time by PIT/SPTS

Issues

- The migration rig corrupted irretrievably 09/11/98 and completing the migration script was abandoned.
- Migration testing did not complete due to the fact that many of the fixes required for successful migration are delivered in live patches inc. 18 & 19 and migration started using inc. 17.
- PinICLs raised in system test final pass will be fixed and delivered in live patches.

MiECCO (Cycle 1)

- Cycle 1 started on 20/10/98
- 42% thru' cycle with a 97% success rate.

Progress Against Plan (version 6)

- Does not appear on plan but cycle should be complete by 13/11

Critical Problems

- Need to know when a MiECCO Final Pass should be run.

MiMan, Cycle 3

- Cycle 3 started on 20/10/98.
- 50% thru' cycle with 99% success rate.

Progress Against Plan (version 6)

- Does not appear on plan but cycle should be complete by 13/11

Critical Problems

- Need to know when a MiMan Final Pass should be run.
- Jon Davies is leaving Pathway 9/12. Will need a replacement.

2. TECHNICAL & SECURITY TESTING

Overall Summary

- Build 9F increment 7 arrived on 05/11, and rebuilding of all platforms has started. Audit Workstation, ECCO Migration Agent Server and Laptop still missing with delivery expected 11/11/98.
- Business Support Client PC and FRM NT Client PC builds reported as defective causing a halt to security testing of these platforms.
- The cause of write failures to the EMC unit has been identified and escalated

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with EMC/JayCor. Early resolution is essential.

2.1. Performance

- The scope of the Tranche 2 Tests have been discussed and a draft plan issued for comments. A provisional list of tests for Tranche 3 has also been produced.
- Reviews of tests 5.5, 5.6 and 5.7 (SE70 and NUMA-Q host testing at Weybridge) have been carried out.
- A meeting was held with ITSA to discuss and agree the scope of the CAPS Interface test (Test 6.1).
- The OBCS Administration and Encashment Bulk Harvester (Test 4.4) Test Completion Report is nearing completion. Support is being provided to Agents Development team to resolve the inconsistencies between messages scanned and harvested.
- The APS Bulk Harvester (Test 4.7) test is scheduled to commence this week.
- The 'write failures to EMC unit' issue has been further investigated. These failures are caused by the JayCor driver not being able to operate with non-buffered disc I/Os as required by Riposte. This critical issue has been escalated with EMC/JayCor who are identifying a solution.
- The interface tests between the host and the TIP Local PC (Test 6.3); and between the TIP Local PC and the TIP Remote PC (Test 6.2) have completed except the test associated with checking latency effects. It has been found out that it is too difficult to simulate the latency within the 2Mbps relay link at Bracknell. Therefore the 'real' link between Feltham and Huthwaite is being investigated as an alternative platform for this part of the test. Additional tests on an NFS patch provided by Humming Bird have been carried out. This NFS patch appears to resolve the long standing NFS/FTMS problem.

Issues

- Write failures to EMC unit (PinICL PC0017598). The early resolution of this is critical.
- Performance Test Requirements (incl. Tests 3.7, 3.5/4.5, 4.6, 4.9, 4.10 and 8.2/8.3) need to be defined. This is now being resolved as a high priority task.
- Feltham/Huthwaite link availability for latency test (Test 6.3)

2.2. Systems Management & Counter Testing

- Progress during the last week has been limited because of the late delivery of SB 9f7. The week was spent retesting PINICLs where possible, rebuilding systems in preparation for INC 7, documentation updating and progressing other test areas not dependent on INC 7.
- No change in test statistics
- LLTSs being updated
- Patrol / Tivoli integration success with Tivoli picking up events from Patrol.

Issues

- Slow response to the outstanding PINICLs with Tivoli-Dev

2.3. Technical Integrity & Networking

- Testing is now progressing well - total of 204 tests of 320 have been run, 154 have passed.
- Archive Server is being built with 9F inc 7. Inc 7 will not be taken for other areas

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until after 20/11.

- Test team and CFM working together on new Correspondence Server configuration
- E1 link in place and working, tests have commenced.
- HLTP 3.0 has now been signed off, work in progress in producing v4.

Issues

- New Correspondence Servers need rebuilding due to SCSI vs Fibre connection; this is delaying testing
- Test team helping with Tivoli/Maestro design evaluation work has impacted the number of tests run
- 11 outlet tests awaiting CPs and PINICLs

2.4. Security

- 9F I7 eventually arrived on 5/11/98 in dribs and drabs. Audit Workstation, ECCO Migration Agent Server and Laptop are still missing from that promised with delivery expected 11/11/98.
- Business Support Client PC (PinICL 18269) and FRM NT Client PC builds reported as defective causing a halt to security testing of these platforms until a further build is available.
- Firewall test rig is now built to Dave Tanners design requirements. The firewall rules to handle De La Rue, Tivoli, Time server & NT domain traffic have been implemented by the Security team, remaining rules being investigated with KID01.
- Firewall testing has started and a program of test by the three test groups will be carried out over the next 2 weeks.
- Three Oracle Access Control Matrices are awaited urgently. These were all due last week. Without them we cannot test access to these databases in Rel2.

TPS: TI/POL/001
RDDS: PA/TEM/0001
RDMC: PA/TEM/0001

- We urgently require action on Pin14284 to ensure the MIS client will be useable with security enabled.

Issues

- The core NT platforms have been built, but a number of platforms are still missing along with the NT Workstations.
- Three Oracle Access Control Matrices are awaited urgently. These were all due last week. Without them, access to these databases cannot be tested in Rel2.

2.5. Network & Test Support

- SB9Finc7 delivered 5/11/98 from PIT. Generation of counter reference data via the new RDMC/RDDS route is proving to be a slow process with SPTS providing assistance. Guidance in the handover documents from PIT is either not available or misleading but SPTS are working hard to fill the gaps.
- Network: minor enhancements completed to attach Washington link.
- Strataview Plus for IGX delivered 9/11/98.
- SE30 returned to FEL01. NUMA-Q ready for removal.

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- 7 Proliant 5000s identified to Chris Wannell for removal during December on the assumption that lower spec Deskpros are provided as replacements.
- Network support contract now operational. New kit to be added to support contract – list provided to Chris Wannell.

2.6. Awareness

- Report as last week

3. BUSINESS INTEGRATION TESTING

Overall Summary

- **BIT03** - First Pass & Main Pass Cycles 1, 2, 3, 4 & 5 completed. Rig upgraded to 9f Inc 7 on 6/11/98. Blitzing/Regression testing in progress.
- **Y2K (BIT04)** - First Pass & Second Pass complete. External Interface Testing started 19/10/98, initial test phase with ESNS completed on 26/10/98. CAPS Interface testing started on 26/10/98 and ongoing, but progress has been limited due to CAPS System Test team problems in producing interface files.

3.1. BIT

BIT03 Regression/Blitzing/Proving

- The last week has been spent trying to get 9F Increment 7 and 7.1 into a fit state to start a blitz activity. This has been long and drawn out. RDMC/RDDS and Reference Data has again been the biggest headache, and wasted most of our time. We still do not have suitable Reference Data, and are having to work around it to perform other blitz testing.
- We are now on Day2 of a blitz activity, which is hoped to encompass the majority of the key acceptance testing.
- Audit remedial activity is still not progressing well. The Audit Archive Server has not been included in increment 7 or 7.1 yet. File content checkers have not been made available as expected.
- Tivoli is on the rig, and is being monitored.
- It will have to be discussed whether we risk putting the untested Audit into the Acceptance Pass.
- The expansion of the BIT03 LLTS for Audit is still approx. 90% complete. Will be completed when we get our hands on a Audit Server.

Actual Progress Against Plan (version 6)

- Progressing within Regression Activity as per plan.
- Suitability to start Acceptance Pass on 25/11 will be dependant on whether enough deliveries are made for outstanding Acceptance PinICLs.
- Whether Audit is in a fit state & whether or not it is mandatory RDMC/RDDS and Reference Data being stable.

Critical Problems

- The approx. 10 outstanding PinICLs required for Acceptance Criteria
- RDMC/RDDS and Reference Data not working adequately at increment 7 or 7.1
- Audit/Archive Server & software still not handed over from PIT.
- Awaiting Audit Files Content Analyst Resources. 1 message store & 1 CMS/PAS Oracle specialist expected, but have not been made available.

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- FTMS Gateways not built at Increment 7
- Awaiting critical OBCS WP2162

Issues

- Testing of Increment 7 within the PIT area was not as successful as it might have been.
- The amount of impending change to baselines across a number of the platforms may impact the acceptance cycle. Currently it is difficult to quantify the impact, because we don't really know the scope of change, and PIT dates.
- Impending tightening of fast-track process is cause for concern. At the moment there are too many mandatory fast-tracks just to get increment 7 & 7.1 working.
- Audit not fully intercepted & risk of intercepting for Final Pass
- Ongoing Reference Data problems (and impact on schedules) cause concern
- If new baseline 9f Increment 7.2 is too big, or too late, it will delay the Acceptance Pass.

3.2. Y2K (BIT04) ExIT

- External Interface Testing phase started 19/10/98.
- External Interface Testing with CAPS started 26/10/98 – environment reset, transfer links proven. Input from CAPS has been very poor – files not produced with all required data, late delivery of files which have caused delays in cycle progression. Currently manageable within existing plans, but any more slippage will impact cycle completion. 4 days (out of 10 completed).
- No PiniCLs raised in the last week.

Actual Progress Against Plan (version 6)

- ExIT testing started on schedule, 19/10/98. ESNS phase complete 26/10/98.
- CAPS ExIT testing started on schedule on 26/10/98, but is not progressing well. End date still (currently) achievable but we are dependent on CAPS to improve data/processing time/sequences etc.

Issues

- Sonnet/FTF links with VME need a work around at this build
- Issues with Reference Data (no Year 2000 Cash Account periods) have been resolved, and system test Y2K specific reference data generated.
- CAPS progress limited
- Hindered by constant inability of CAPS to supply files on time

3.3. BIT Migration

- This is the weekly progress report for the BIT Migration team. This week, BIT Migration Main Pass Cycle2 has begun.

BIT Migration (BIT05, Main Pass Cycle 2, 25 logical day cycle)

- BIT05 was made available with SB009 inc 7 on Monday 10.11.98. Reference data propagation to the correspondence server has been completed. Currently attempting to establish that we have complete and reliable counter migration procedures. N.B. This area of testing is unique to BIT Migration. All other teams in T&I start their testing with fully built counters complete with message stores populated with reference data. This will manifest itself as an apparent slow start to this cycle.

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- On the other hand, since there have been no changes to the test 1c environment, it has been decided that it is not necessary to repeat the R1c phase of testing. This consists of 9 logical days, 4 to 5 execution days and 756 conditions. It is proposed to do the same for final pass and the number of days and conditions reported below have been adjusted accordingly.

Actual Progress Against Plan (Version 6)

- Execution of Main Pass cycle 2 started on schedule on 9.11.98.

Critical Problems

- A number of issues, thought to be build related are still under investigation at this early stage. Not yet at the stage where we can establish that the inability to produce cash accounts has been resolved.

Live Oracle DB Migration Rehearsal

- Reg Liddicoat and Steve Bansal performed a rehearsal of the migration of the live Oracle databases to NR2+ , with Customer Services on their secure machine. A small number of non-critical issues were discovered and have been reported to Oracle for investigation and resolution.

Actual Progress Against Plan (Version 6)

- This activity is not shown on the plan.

Critical Problems

- The only critical problem was the lack of sufficient tablespace to allow the pas/cms database to be imported into the NR2 environment. This highlights the need for a statement from Oracle of exactly how much filestore and tablespace will be required to allow migration to be completed in the live environment.
- In my view it is essential that a full data centre migration rehearsal, including correspondence servers , using copies of live data be performed. At least a week should be allocated and it should be scheduled early enough to allow the exercise to be repeated at least once prior to Live Trial.

Issues

- It was purely fortuitous that we were able to undertake this exercise between Main Passes Cycle 1 and Cycle 2. Any future similar exercise need to be carefully scheduled and properly resourced.

4. END TO END TESTING

E2E (Cycle 2)

- On-line day 24 in progress.

Actual Progress Against Plan (version 6)

- On schedule.

5. MODEL OFFICE

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Model Office MOR3 Support

- *The team has spent a significant amount of time supporting migration in MOR3.*

Issues:

- *The level of support required impacted our ability to progress planned testing.*
- *The lack of an alternative environment to test migration related PinICLs required for MOR3 has also had an impact on the progress achieved on BIT Migration Main Pass Cycle1.*

1st – 4th Line Support (Last report for 16/10)

Issues

- *SMC are not filtering calls to their SLA partially staff training problems and partially because they have not yet bought the software which would enable them to look at database problems.*
- *Currently awaiting confirmation of out-of-hours cover for ICL Pathway developments from Chris Humphries.*
- *Currently awaiting documentation from ISTL - due this week.*
- *Currently awaiting details of support contract negotiations with regard to RODB with Bryan Day.*

6. IMPLEMENTATION

User Implementation

Progress

- Training Workbook Reviews. 8 complete, 1 in progress, 1 outstanding.
- Dry Run for POCL of Counter Manager's Course. This will now take place on 9-10 November
- The latest training counter build has been approved by UI and Peritas, and taken for reproduction to the VC. All 61 will be available for midday Wednesday.
- The MOT counter training build will be available for me to check on Monday 9th November.
- Removable Hard disks for training systems. The 400 disk caddies for our first phase of training systems have been ordered, for delivery in November in time for building the live trial systems. They are expected some time this week

Concerns

- Printer Settings. Peritas have asked for the Ithaca printer settings to be included on the training counter build so they can be downloaded by the trainer, if it is suspected that there is a problem with the printer. The Verification Centre have such software but are reluctant to pass it on as they do not wish to support software which is not theirs.

7. ROLL OUT

Live Trial

- The preparations are continuing in the additional live trial offices and are scheduled to complete by the end of November.

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- Schedules for the necessary remedial work in the 204 outlets have been produced and the work has now started in offices requiring minor modifications.

Infrastructure Programme

- Surveys are continuing in all implementation programmes broadly in accordance with the infrastructure plan.
- Resurveys and modifications have been suspended until resolution of a series of significant process issues that exist within Pearce Securities. Pearce are cooperating in every way to resolve the situation.
- Preparations have now started in National Rollout offices.

Installation Programme

- Not yet started.

Flat Screens

- Initial comments on the prototype flat screens have now been submitted to Peripheral Product Centre and the issues are being discussed with the supplier. Continues awaiting feedback from McPherson.
- A modified power input due this week from McPherson.
- An audit report on McPherson has been produced by HPS. Its findings were +ve except concerns on plans / quality areas, however it indicates overall good potential
- Verification Centre are continuing a full evaluation of flat screens. V0.1 of their report has been issued . Linklevel (independent testers) are also testing McPherson and CTX units. An order has been placed with CTX for delivery in early 99.
- PPC continue to progress the requirement for stands where counters cannot be drilled
- (i.e. Grade 2 listed counters)

PC Intercept

- The proving of PCI cards needs to be undertaken. Ian Openshaw will be contacting Ian Morrison to discuss the possibility of testing PC's with PCI cards with a view to using them in MOT if acceptable.

Model Office

- All installations complete.

RODB Migration

- The migration of the RODB to Version 2.5 has been completed, live proving continues.

Testbed

- The building of the testbed is still progressing. All operating system software has been installed and the platform software is being installed. The Tivoli environment build was late in release and will now be built w/c 16.11.98. The target date for a fully functional test environment is now 30.11.98. (+1wk)

Non ISDN Offices

- Frame relay circuit provisioning information relating to the 48 offices which are 2

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counter positions and above is now available.

Electronic Weigh Scales

- We have to have a copy of POCL's "measuring instrument approval certificate" for weigh scales, a meeting is to be arranged to take this master further he meeting.

Trolleys

- The ergonomics report has been received and discussions are going on between Mick Sargeant and the ergonomist re modifications to the trolley to ensure ergonomic conformance. Design internally is agreed this is to be discussed with POCL
- There are two offices in the 204, which are currently no solution following survey to the latest ergonomic parameters in which we are currently evaluating the feasibility of a trolley pilot in.
- 5 "can't do" offices exist where by the solution has been found but require POCL approval
- 8 "won't do" offices are with POCL solutions where by the solution is not acceptable to Post Masters A meeting is scheduled with POCL for 13/11.

Rollout Risk Management

- Management of the rollout risk register continues. A further meeting of the 300 club is still in the process of being arranged.

WTplc Contract Re-alignment

- A further director's meeting took place on 10/11/98 , and a final workshop is scheduled 25th November 1998.
- The timings of upgrades to install NR2 counters are very high and nothing will now be done to change this for NR2. The potential impact could be that the costs from EXEL would be very high because the duration of the upgrade may necessitate circa 20 EXEL teams if only 1 office per day can be achieved for the period of upgrades. A report is due to outline the details of this and its impact on LT & NR.
- Preparations are taking longer than anticipated and are running into the evenings or into a second day even in some of the smaller offices. WTplc is investigating this.

Non ISDN Offices

- Of the 48 sites, 8 of the sites in Northern Ireland currently do not have kilostream provision and data provided for 7 sites is inaccurate. BT has committed on placement of orders, to provide kilostream to the N.I. sites. We are currently checking inaccurate data provided for the other 7 sites.

8. MIGRATION

POCL HFSOs

- Meetings are scheduled with commercial team to draft requirements / qualitative standards document to issue to POCL for supply of HFSOs.

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Laptops

- Discussions are continuing with Syscap. Quality audit on both Microlease and Syscap to be performed to verify supplier status.

EPOSS Study

- The phase 1 of the study finished on 31/10/98 and the kit has been removed. An outlet feedback meeting is scheduled for 12th November at FEL01.

AP Client

- No issues to report

Release 1C to NR2 Implementation

- The rescheduled modification programme for the 1c to NR2 upgrade offices started Tuesday 3/11/98 and continues until the end of Jan'99.
- An overall management document is being developed for the implementation, awaiting further information, facts and figures, and is being reviewed on Thurs 12/11/98.
- One of the main issues still outstanding is the time that the installers and migration team can gain access into the post offices. Steve Grayston (POCL) not yet provided a solution.
- Need to discuss and put a contingency plan in place for the migration activities for 1c to NR2 if POCL are doing support only.

Data Centres

- No issues to report

Management Reporting

- POCL have continued to issue their weekly report. The joint monthly report has been forwarded to POCL recipients but without signoff of content. Issues exist within POCL as to ownership of their joint weekly format. These are expected to be resolved in the next two weeks with a joint meeting involving Pathway.

Acceptance

- Acceptance sign off pack is to be delivered to POCL on 13/11/98. WT have failed despite much cajoling to deliver a number of the outputs. Pearce delivered within 2 hrs of the request for information.

9. USER SUPPORT

Pathway Liaison Managers

- Three BA staff have been shown around a post office in the North East. This was arranged via POCL and the PLM asked to attend. Eventually the BA National Comms Mgr, and 2 National Training and Development Mgrs were present. The purpose of the visit was to understand how a live office works and to take photo's for their BA magazine, also, to see what training requirements they may have for Horizon. This has been raised with Anna Campopiano.

Rollout Help Desk

- Currently averaging 400 calls per week from sub Post Masters, suppliers and our own project teams in the field.

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Live Trial Implementation Activities

- 104 Office preps are almost finished: revisits for further work (i.e. joinery) are the only remaining activities. 204 mods are currently being scheduled.
- Scheduling of Live Trial installations (according to the new dates) is currently being reworked so as to accommodate all Pathway and POCL criteria (i.e. as regards to daily beat-rate, ECCO/ AP requirements, HFSO limitations etc.).

10. ACCEPTANCE PREP & TESTING

- JCCD still awaiting a response (at home) and should be able to provide a better update on Friday 13th November.

11. REFERENCE DATA

Live Reference Data

- The 'Live' reference populated counters were installed in Farnborough for use by OSG on the 5th. November. Cash Accounts were produced and printed before handing over to OSG. Problems with the installed counters have been notified by OSG. There is an intention of providing a refresh of the counters this week and later when the MOT software is available.
- The ISDN lines have been installed.

Item Transaction mode

- A meeting held in Chesterfield discussed the processes to be implemented to address the problem of error rejection from TIP. The TIP/Pathway interface rejects the full transferred file, when any record is found to be erroneous. TIP's position is that the specification was signed 2 years ago and any change to the system requires a change request. Bruce Talmage has agreed to progress this with Horizon Product QA management. The TIP system also rejects RDS files in the same way.

Type 'B' Interface

- Test files of the suggested new format have been received and circulated in Pathway. It is forecast that a response to RDS, Chesterfield will be made by the 13th. November, 1998.

Interface Support Procedures

- A meeting to discuss the above was held in Chesterfield on the 4th. November. It was agreed to produce the procedures and interface protocols before the end of November.

12. NR2 PPD PRODUCTION

Progress Summary

- ACUA PPD V0.5 work ongoing
- APS PPD V0.5 work ongoing

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- BES PPD V0.5 work ongoing
- EPOSS PPD V0.5 work ongoing
- HSH PPD V0.4 work ongoing
- OBCS PPD V0.5 work ongoing
- OE PPD V0.5 work ongoing
- PCDF PPD V0.5 work ongoing
- PCHL PPD V0.5 work ongoing
- Introduction PPD V0.4 work ongoing

Issues

- Draft Notes contained within PPDs are being rigorously investigated in order to identify any contentious areas which might give rise to issues or critical problems:
 - Horizon System Helpdesk: Resolution of the boundary between system related and business related operational incidents.
 - Should the post office outlet staff encounter operational difficulties while using the system, or, the equipment and the system is not performing as described in the counter procedures then the Horizon System Helpdesk should be contacted. The Horizon System Helpdesk will not be able to offer advice or report faults on Post Office procedures that do not relate to the Horizon computer system, equipment or operation.
 - The issue to resolve is the differentiation of system related and business related incidents. Agreement with POCL is proving difficult.
 - Resolution of this issue is required for documentation in the HSH PPD.

Metrics

- PPD deliverables:
 - EPOSS PPD
 - EPOSS PPD V0.4.2 has been revised against EPOSS Counter Procedures V6.1.
 - EPOSS PPD V0.4.2 to be revised against EPOSS Counter Procedures V6.2.
 - (30/10/98 EPOSS Cntr Proc V6.2 issued for Sponsor review 13/11/98 Sponsor comments returned.)
 - 20/11/98 EPOSS PPD V0.4.3 issued for internal review
 - (includes revision against EPOSS Counter Procedures V6.2, V6.2 Counter Procedures Sponsor comments and MOR3).
 - 04/12/98 EPOSS PPD V0.4.3 internal comments returned.
 - (11/12/98 interim V0.4.4 issued for MOT week 1 if required.)
 - 18/12/98 EPOSS PPD V0.5 issued for external review.

Other PPDs

- 04/12/98 V0.5 PPDs issued for external review.

All PPDs

- 15/01/99 V0.5 reviewer comments returned.
- 05/02/99 V0.6 includes revision against V0.5 review comments & MOT.
- 12/02/99 V1.0 signed-off.

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13. COUNTER PROCEDURES

BES (Benefit Encashment Service)

- 1 procedure remains to be transmitted to Head Office Publications
- Transmitted to Head Office Publications 16/10/98 [33 of 34]
- Delivered to Head Office Publications 5/11/98 [1 of 35]
- To be transmitted to Head Office Publications [1 of 35]

OBCS (Order Book Control Service)

- Transmission to Head Office Publications complete

APS (Automated Payment Service)

- Transmission to Head Office Publications complete

ACUA (Access Control and User Administration)

- Transmission to Head Office Publications complete

OE (Operating Environment)

- Transmission to Head Office Publications complete

Integrated Migratory Procedures

- Transmission to Head Office Publications complete

EPOSS (Electronic Point of Sale Service)

- V3.0 reviewed/reworked by ICL Peritas against MOR1 to give V4.0
- V4.0 reworked by JPT to give V5.0
- V5.0 1st review by POCL producing Reviewers Comments
- V5.0 in MOR2 producing PinICLs
- V5.0 reworked by JPT to include Comments and PinICLs to give V6.0
- V6.0 issued in two drops: 01/10/98 & 08/10/98 for 2nd review by POCL
- V6.0 2nd review by JPT against latest versions of the following documents to give V6.1:
 - Business Process Diagrams
 - EPOSS Functional Specification
 - Business Rules Document
 - Reports and Receipts Functional Specification
 - Menu Hierarchy
 - Messages Document
 - OPS Functional Specification
- V6.1 for MOR3 (23/10/98)
- V6.1 reworked by JPT to include new Frame template at customer's request to give V6.2
- V6.2 to MOR3 (30/10/98)
- V6.2 to be reviewed by sponsors (30/10/98)
- V6.2 reworked by JPT to include Comments and MOR3 PinICLs
- (V6.3 to be transmitted to Head Office Publications 27/11/98)

Metrics

- Counter Procedures delivery to PO Head Office Publications for production of

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Horizon User Guide:

09/10/98: First delivery: V6.0 Counter Procedures (Non-EPOSS):

ACUA 19 procedures (complete set)

OBCS 11 procedures (1 remaining)

OE 5 procedures (complete set)

Integrated Migratory Procedures 6 (complete set)

16/10/98: Second delivery: V6.0 Counter Procedures (Non-EPOSS):

BES 33 procedures (2 remaining)

APS 8 procedures (complete set)

OBCS 1 procedure (all OBCS now transmitted)

05/11/98: Delivered 1BES procedure

To be delivered 1BES procedure

27/11/98: V6.3 EPOSS Counter Procedures (96)

14. CUSTOMER EDUCATION

Progress

- No progress - everything I do is predicated on receipt of a change request for a phased benefit roll-out - and this is not yet to hand. As a result I can not action my solution (as I know it is wrong & would waste money) and I can not embark on a new course because it is not defined, scoped or authorised. Customer knows impact and we are trying to agree provisional plans.
- Acceptance - Criteria document for work to date to become contract controlled documents.

Critical Issues

- See above.

IMPLEMENTATION Statistics

Status at 8th November 1998

Activity	Previous total	This week	Cumulative
RGM letters issued	6077	322	6399
MIB events held	103	8	111
MIB attendees	4806	* see note	4806
Site Surveys undertaken	3405	283	3688
Site Re-surveys Required	1092	123	1215
Site Re-surveys undertaken	713	101	814
Site Modifications done	189	50**	239
Site Preparation done	0	40	40

* Note: The information regarding the number of MIB attendees during week ending 08/11/98 is not currently available.

** Note: This figure does not include modification work in IP2. This information is not currently available.

NB. The above National Rollout statistics exclude Live Trial.

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