

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**

Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Document Title: DSS/POCL Implementation Part D - Rollout Acceptance Specification

Document Type: Acceptance Specification

Abstract: This document describes the Acceptance Specification for Rollout

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0. DOCUMENT CONTROL

0.1 DOCUMENT HISTORY

Version	Date	Reason
0.1	15/04/97	First draft for internal Pathway review.
0.2	25/04/97	Incorporating revision following internal review.
0.3	20/06/97	Incorporating revision following PDA review.
0.4	20/04/98	Incorporating revisions to the document format and updates to Release 2.
1.0	30/06/98	Final version for sign off by PDA following QR.
1.1	14/12/98	Supersedes version 1.0. Incorporates revisions following comments and discussions with POCL. Final version for sign off by PDA.
2.0	21/12/98	Final version for sign off by PDA.

0.2 ASSOCIATED DOCUMENTS

	Reference	Version	Date	Title	Source
(1)	Acceptance Criteria		11/02/97	Acceptance Criteria	Pathway
(2)	Acceptance Standard	0.1	13/09/96	Standard for Raising and Progressing Acceptance Incidents	Pathway
(3)	Acceptance Standard	1.1	29/5/98	Standard for documenting Acceptance Specification	Pathway
(4)	Authorities' Agreement	8.0	14/11/97	Acceptance Procedures Schedule (A)A07	DSS/POCL
(5)	POCL Agreement	8.0	13/11/97	Acceptance Procedures Schedule (P)A11	POCL
(6)	DSS Agreement	8.0	14/11/97	Acceptance Procedures Schedule (D)A11	DSS
(7)	Authorities' Agreement	8.1	8/3/98	Requirements Schedule (A)B04	DSS/POCL
(8)	Authorities' Agreement	8.1	8/3/98	Solutions Schedule (A)B05	Pathway
(9)	DSS Agreement	8.1	8/3/98	Requirements Schedule (D)A15	DSS

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(10)	DSS Agreement	8.1	8/3/98	Solutions Schedule (D)A16	Pathway
(11)	POCL Agreement	8.0	13/11/97	Requirements Schedule (P)A15	POCL
(12)	POCL Agreement	8.1	8/3/98	Solutions Schedule (P)A16	Pathway
(13)	CR/FSP/004	4.0	30/9/97	Service Architecture Design Document	Pathway
(14)	PA/STR/009	2.0	24/2/98	Release Contents Definition for Pathway New Release 2	Pathway
(15)	PM/PLA/018	3.0	1/2/98	Release 2 High Level Plan -Pathway Level 1	Pathway
(16)	IM/STR/027	0.1	5/12/97	High Level Implementation Strategy	Pathway
(17)	IM/STR/025	1.0	20/3/98	High Level Counter Infrastructure Rollout Strategy	Pathway
(18)	IM/PLA/010		TBA	Implementation Programme Plan (Installation Dates)	Pathway
(19)	IM/PLA/011		TBA	Infrastructure Programme Plan (Ready for Install)	Pathway
(20)	IM/STR/026	0.2	25/3/98	Installation Strategy	Pathway
(21)	IM/REQ/005	1.1	10/6/98	Site Survey Requirements	Pathway
(22)	IM/REQ/018	0.2	9/5/98	In-Office Installation Requirements	Pathway
(23)	IM/STR/028		TBA	Acceptance Strategy	Pathway
(24)	IM/STR/014	2.0	3/4/98	Implementation Security & Communications Strategy	Pathway
(25)	Authorities Agreement			Schedule A06 Authorities Agreement	DSS/POCL
(26)	IM/STR/040	0.2	2/3/98	Scheduling Strategy	Pathway
(27)	IM/REQ/015		TBA	Scheduling Requirements	Pathway
(28)	IM/STR/017	1.5	13/11/97	In Office Data Migration Strategy	Pathway
(29)			TBA	Site Preparation Requirements	Pathway

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(30)			TBA	Training Scheduling & Minimum Training Compliance	Pathway
(31)	PA/PRO/001	2.0	1/8/96	Change Control Procedure	Pathway
(32)			TBA	Change Control Procedure	POCL
(33)			TBA	Acceptance Requirements	Pathway
(34)	IM/STR/009	0.2	3/4/98	Data Centre Implementation Strategy	Pathway
(35)			TBA	IP Meeting Review Process	Pathway
(36)			TBA	Communications Requirements	Pathway
(37)			TBA	Fast Track Procedures	Pathway
(38)	Authorities Agreement			Schedule B02	Pathway
(39)	IM/PDN/001	0.1	10/11/98	Completion Pack Product Description	Pathway
(40)	CS/PER/017	16.0	05/08/98	Card Volumetrics Analysis	Pathway
(41)	IM/PRD/052	1.0	11/09/98	Management of 204 Outlets	Pathway
(41)	IM/STR/021	0.3	26/10/98	Upgrade Strategy Release 1c – NR2	Pathway
(42)	IM/FSP/014	2.0	26/08/98	Rollout Database: Interface Definition 2.5	Pathway
(43)	IM/PDN/001	0.1	10/11/98	Completion Pack Product Description	Pathway
(44)			TBA	Verification Strategy	Pathway
(45)			TBA	Counter Training Offices Strategy	Pathway
(46)	IM/REQ/038		1.0	Re-Survey and Modification Requirements	Pathway
(47)			0.1	Joint Live Trial User Implementation Satisfaction/POCL Survey	Pathway
(48)				Live Trial Site Review	Pathway /POCL

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0.3 ABBREVIATIONS

ALPS	Automated London Post office System
APT	Automated Payments Terminal
BA	Benefit Agency
CAPS	Customer Accounting and Payments Strategy
DN	Drafters Note
DSS	Department of Social Security
ECCO+	Electronic Cash registers on Counters
ESNCS	Electronic Stop Notice Control System
ISDN	Integrated Services Digital Network
NIC EIC	National Inspection Council for Electrical Installation Contracting
OPS	Office Platform Service
PDA	Programme Delivery Authority
POCL	Post Office Counters Ltd
RODB	Rollout Database
SLA	Service Level Agreements

0.4 CHANGES IN THIS VERSION

This version includes revisions as a result of comments and joint discussions between ICL Pathway and POCL and supersedes version 1.1 for sign off.

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1. PURPOSE & SCOPE

The requirements under the DSS/POCL Implementation Acceptance Test have been divided into three parts. This document, Part D, describes the Acceptance Test for Implementation Rollout in accordance with the Acceptance Procedures that are set out in the Schedules referred to section 0.2, and also the Pathway document "Standard for Documenting Acceptance Specifications". This Test will determine that Implementation Rollout meets all the Acceptance Criteria that are agreed in the Acceptance Test Specification and that are within the scope of the "Pathway Release Contents Specification" document for New Release 2 if applicable.

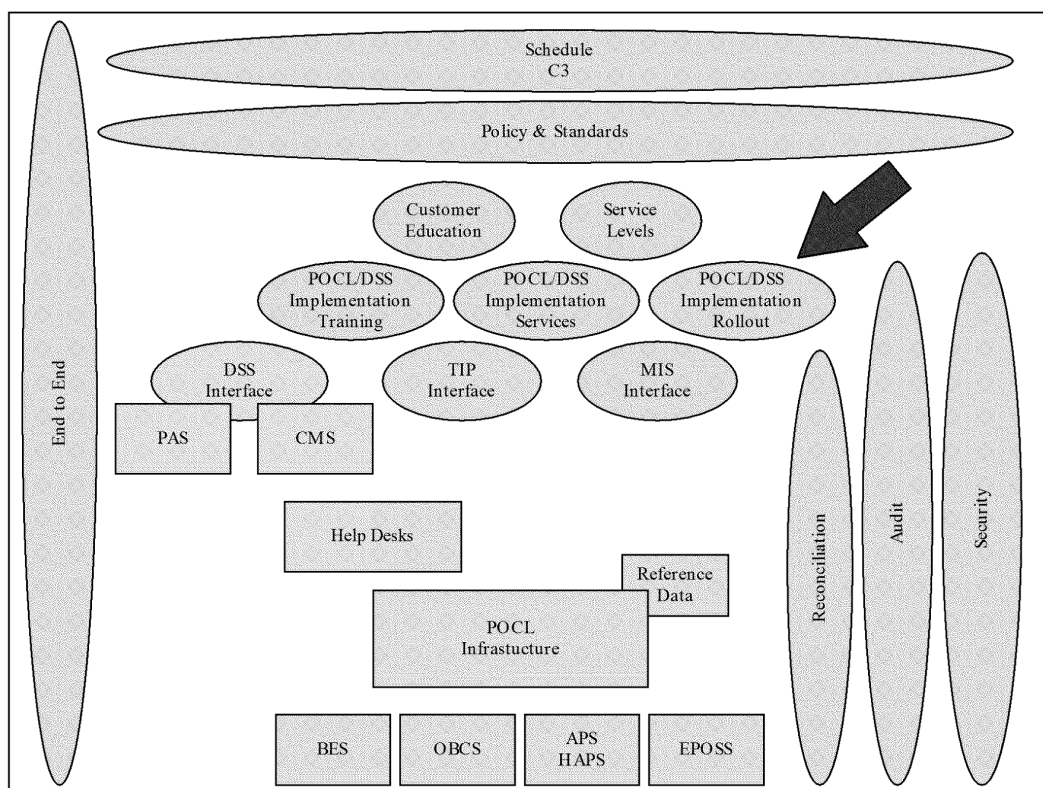


Figure1-1: This Acceptance Test in relation to others

2. ACCEPTANCE INCIDENTS

The standard and method for originating, progressing and resolving Acceptance Incidents shall be as described in the associated Document "Standard for Raising and Progressing Acceptance Incidents".

3. **ACCEPTANCE PERIOD**

The Acceptance Period for the Acceptance Tests which comprise the Operational Trial is as determined by schedule B07 of the AUTHORITIES' Agreement.

The Pathway programme plan details the schedule for the Implementation Rollout Acceptance Test.

4. **DELIVERABLES & SERVICE**

This section details the Deliverables and Services that are the subject of this Acceptance Test and as defined by the related Agreements.

Deliverable or Service.	Contract Reference	Method
Implementation Acceptance test Criteria which are Rollout related	Authorities Agreement Schedule B04 POCL Agreement Schedule A15 DSS Agreement Schedule A15 POCL Agreement Schedule G6 POCL Agreement Schedule G10	Acceptance Review Site Review

Table of Deliverables and Services.

The Acceptance Review will cover a document review and a Post Office site review. The document review will take place at ICL Pathway's office in Feltham. Supporting documentation, as specified in the Test Conditions and References, will be provided to determine that the Criteria have been met. The Review will be conducted over one day. However, a further meeting will be scheduled to complete the Review if required. Attending the review will be ICL Pathway's Implementation Acceptance Test Manager, an Implementation representative and the nominated Authorities Test Manager, or nominated deputies.

The Post Office site review will entail 32 Post Offices in total, 8 per Implementation Programme region. Four Post Offices per IP will be reviewed as a sample of Post Offices in the Live Trial for acceptance of the Installation Phase. A further four Post Offices, not in the Live Trial which have reached 'Ready for Installation' status, will be reviewed for acceptance of the Infrastructure Phase. The selection criteria for the 32 post offices will be detailed in the Live Trial Site Review document produced jointly by POCL and ICL

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Pathway (see reference 48). Each Post Office review will be conducted over one day. The Completion Pack (see reference 43) as supporting documentation specified in the Test Conditions and References, will be provided to determine that the works specified have been carried out as documented and the Criteria have been met. Attending the review will be NIC EIC qualified personnel from both ICL Pathway and POCL. A further review sheet, covering a joint agreed questionnaire, may be generated by the reviewers at the Post Office if applicable. This sheet will be added to the Completion Pack.

5. ACCEPTANCE CRITERIA

This section lists the identifier of each Acceptance Criterion that will be demonstrated by the Acceptance Test. It also lists the Acceptance Test Conditions that are used to determine whether (or not) the Acceptance Criterion has been met together with the applicable test Phase.

5.1 ACCEPTANCE CRITERIA AND TEST CONDITIONS

Conformance of the Implementation Rollout Acceptance Criteria will be demonstrated through Acceptance Trials and/or Acceptance Reviews.

Tests conducted by Acceptance Trials comprise practical tests using prepared test scripts. If applicable the Test Condition(s) appropriate to a criterion are specified in section 5.1.1 together with a description of the test. Detailed composition of the test in terms of sequences of Test Conditions is contained in Section 10. In the tables in section 5.1.1 the rows labelled Function Run entry will be populated immediately prior to the running of the Acceptance Trials in a working version of the Acceptance Test Specification. These will provide invigilators with references to the checklists used to monitor the progress of the testing. The order of running of Test Conditions will not necessarily correspond to the order presented in HLTPs because of the “physicalisation” of the testing. The Function Run entry will allow the invigilator to read across from the criterion to the checklist.

Tests conducted by Acceptance Review comprise typically document reviews, site visits or presentations. If applicable the Test Condition(s) are described in section 5.1.2.

5.1.1 Description of Tests conducted by Acceptance Trial

There are no Acceptance Trial Tests associated with this review.

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The table below shows which Acceptance criteria are to be met by Acceptance Review. Each Acceptance Review will use the latest baselined version of any document referred to in section 0.2 or below.

Requirement Id	487
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall carry out the survey of Outlets to ascertain what modifications are needed to install the Service Infrastructure.
Test Condition	As outlined in the ICL Pathway Installation Strategy, Survey Requirements and Re-Survey and Modifications Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Survey Requirements ICL Pathway Re-Survey and Modifications Requirements Completion Pack
Phase	Operational Trial

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Requirement Id	488
Criterion	1
Derivation	POCL Requirements
Criterion Description	<p>The installation and acceptance of the elements of the Service Infrastructure used to provide the OPS shall be undertaken in one day at each location in the POCL Premises.</p> <p>[DN: In this case the Criterion Description refers to the physical installation of the PC.]</p>
Test Condition	As outlined in the ICL Pathway Installation Strategy, Installation Requirements and Acceptance Strategy documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection Site Review
References	ICL Pathway Site Preparation Requirements ICL Pathway Re-Survey and Modifications Requirements ICL Pathway Installation Strategy ICL Pathway Installation Requirements ICL Pathway Acceptance Strategy Completion Pack
Phase	Operational Trial

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Requirement Id	489
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall disconnect and move existing automated equipment as specified by POCL, to a location agreed with POCL initially by the Drop Down Completion Date and subsequently from time to time
Test Condition	As outlined in the ICL Pathway Installation Strategy and Installation Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection Site Review
References	ICL Pathway Installation Strategy ICL Pathway Installation Requirements Completion Pack
Phase	Operational Trial

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Requirement Id	490
Criterion	1
Derivation	POCL Requirements
Criterion Description	Installation at an Outlet shall be carried out within the Outlet's hours of business. [DN: Certain Outlets are to be installed out of business hours by agreement.]
Test Condition	As outlined in the ICL Pathway Installation Strategy approved by POCL.
Method	Document Inspection Site Review
References	ICL Pathway Installation Strategy
Phase	Operational Trial

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Requirement Id	491
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall carry out internal office modification work at all POCL Premises in accordance with Clause 406 of the POCL Agreement. [DN: In this case the Criterion Description includes Preparation and Modification works.]
Test Condition	As outlined in the ICL Pathway Installation Strategy, Site Preparation Requirements and Re-Survey and Modifications Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection Site Review
References	ICL Pathway Installation Strategy ICL Pathway Site Preparation Requirements ICL Pathway Re-Survey and Modifications Requirements Completion Pack
Phase	Operational Trial

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Requirement Id	492
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall ensure that all staff and sub-contractors carrying out modification work shall conform to all legislative requirements.
Test Condition	As outlined in the ICL Pathway Implementation Security & Communications Strategy document approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection Site Review
References	ICL Pathway Implementation Security & Communications Strategy Completion Pack
Phase	Operational Trial

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Requirement Id	495
Criterion	1
Derivation	POCL Requirements
Criterion Description	<p>Pathway shall provide the Equipment at Counter Positions subject to the limit in Schedule A06 of the AUTHORITIES' Agreement. These shall include modified parcel positions and some non-modified positions.</p> <p>[DN: The Criterion Description in this case relates to customer facing Parcel Positions.]</p>
Test Condition	<p>An agreement between POCL Implementation and ICL Pathway Implementation excluding these positions has resulted in a Change Request being raised to remove parcel positions from the Contract.</p> <p>Equipment at Counter positions will be provided as specified in Schedule A06 of the AUTHORITIES Agreement and Reference No 495 of Schedule A16 of the Solutions Schedule. The Completion Pack will provide statements of work performed at Outlets.</p>
Method	Document Inspection
References	AUTHORITIES Agreement Schedule A06 POCL Agreement Schedule A16 Completion Pack
Phase	Operational Trial

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Requirement Id	496
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall install the Equipment at any site designated by POCL which may include Cash Centres and Training Centres.
Test Condition	As outlined in the ICL Pathway Scheduling Strategy, Scheduling Requirements and Counter Training Office Strategy documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets. [DN: In this case the Completion Pack will be provided if applicable.]
Method	Document Inspection
References	ICL Pathway Scheduling Strategy ICL Pathway Scheduling Requirements ICL Pathway Counter Training Office Strategy Completion Pack
Phase	Operational Trial

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Requirement Id	497
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall install the Service Infrastructure necessary for OPS in Outlets
Test Condition	As outlined in the ICL Pathway Site Preparation Requirements, Re-Survey and Modifications Requirements, Installation Strategy and Installation Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection Site Review
References	ICL Pathway Site Preparation Requirements ICL Pathway Re-Survey and Modifications Requirements ICL Pathway Installation Strategy ICL Pathway Installation Requirements Completion Pack
Phase	Operational Trial

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Requirement Id	498
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall migrate existing POCL Products and POCL systems from current POCL platforms - APT, ECCO+, ALPS, manual - to the POCL Service Infrastructure with no discontinuity of service to Customers and Clients. [DN: This forms part of a Commercial Agreement between ICL Pathway and POCL for the provision of HFSO's and Migration activities.]
Test Condition	As outlined in the ICL Pathway In Office Data Migration Strategy approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection
References	ICL Pathway In Office Data Migration Strategy Completion Pack
Phase	Operational Trial

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Requirement Id	498
Criterion	2
Derivation	POCL Requirements
Criterion Description	Pathway shall work closely with POCL to plan how best to achieve effective migration. [DN: In this case this means the agreement of Strategies and processes deployed.]
Test Condition	As outlined in the ICL Pathway In Office Data Migration Strategy approved by POCL.
Method	Document Inspection
References	ICL Pathway In Office Data Migration Strategy
Phase	Operational Trial

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Requirement Id	498
Criterion	3
Derivation	POCL Requirements
Criterion Description	At Outlets, data transfer and associated tasks shall be expedited as efficiently as possible with minimum staff / subpostmaster involvement. [DN: In this case minimum involvement does not include HFSOs.]
Test Condition	As outlined in the ICL Pathway In Office Data Migration Strategy approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection Site Review
References	ICL Pathway In Office Data Migration Strategy Completion Pack
Phase	Operational Trial

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Requirement Id	500
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall obtain in each case certification from the appropriate Authorising Officer that relevant permissions have been granted before modifications to each POCL Premises are carried out. [DN: In this case the Criterion Description means Preparation and Modifications works.]
Test Condition	As outlined in the ICL Pathway Site Survey Requirements and Site Preparation Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection Site Review
References	ICL Pathway Site Survey Requirements ICL Pathway Site Preparation Requirements Completion Packs
Phase	Operational Trial

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Requirement Id	501
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall ensure there is a process in place to ensure all Outlets and POCL regional liaison points are aware of and agree the times and dates of all site visits. The relevant POCL regional liaison point shall be the final arbiter in case of disagreements between Pathway and the Outlet Manager.
Test Condition	As outlined in the ICL Pathway Security and Communications Strategy, Scheduling Strategy and Site Survey Requirements documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Security and Communications Strategy ICL Pathway Scheduling Strategy ICL Pathway Site Survey Requirements RODB Extracts
Phase	Operational Trial

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Requirement Id	502
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall carry out all survey activities with minimum degradation of post office and retail operations - including any existing computer, telecommunications and other systems at the Outlet. [DN: Minimum degradation is defined in Schedules G06 and G10.]
Test Condition	As outlined in the ICL Pathway Site Survey Requirement, Re-Survey and Modifications Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection
References	ICL Pathway Site Survey Requirements ICL Pathway Re-Survey and Modifications Requirements Completion Pack
Phase	Operational Trial

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Requirement Id	503
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall carry out all modification activities with minimum degradation of Post Office and retail operations - including any existing computer, telecommunications and other systems at the Outlet. [DN: Minimum degradation is defined in Schedules G06 and G10.]
Test Condition	As outlined in the ICL Pathway Site Preparation Requirements, Re-Survey and Modification Requirement documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection
References	ICL Pathway Site Preparation Requirements ICL Pathway Re-Survey and Modifications Requirements Completion Pack
Phase	Operational Trial

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Requirement Id	504
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall utilise existing POCL equipment as specified in Schedule A09.
Test Condition	This is an empty Schedule and therefore no test is required.
Method	
References	
Phase	

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Requirement Id	506
Criterion	1
Derivation	POCL Requirements
Criterion Description	The Limited Go-Live should take place in a maximum of three POCL regions, one of which must be South East or North Thames, but not both. Subject to this, Pathway may specify the location for the Limited Go-Live
Test Condition	The Limited Go-Live has already been successfully completed and therefore no test is required.
Method	
References	
Phase	

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Requirement Id	507
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall minimise installation activity of the Equipment on POCL Premises during particular business periods, namely Christmas and New Year pressure periods, and other post office specific dates agreed by Pathway and POCL on an annual basis (such agreement not to be unreasonably withheld or delayed).
Test Condition	As outlined in the ICL Pathway Scheduling Strategy, Implementation Programme Plan (Installation Dates), Infrastructure Programme Plan (Ready for Install) and High Level Counter Infrastructure Rollout Strategy documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Scheduling Strategy ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install) High Level Counter Infrastructure Rollout Strategy RODB Extracts
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Requirement Id	508
Criterion	1
Derivation	POCL Requirements
Criterion Description	POCL may suspend the Roll Out programme if Pathway fails to meet any of the Service Levels.
Test Condition	This requirement is now as scheduled in the ICL Pathway Implementation Programme Plan (Installation Dates) and Infrastructure Programme Plan (Ready for Install) documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install)
Phase	Operational Trial

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Requirement Id	509
Criterion	1
Derivation	POCL Requirements
Criterion Description	Within a specification to be agreed with POCL by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement, the siting of the elements of the Service Infrastructure in each Outlet shall be agreed by the Outlet manager.
Test Condition	As outlined in the ICL Pathway Installation Strategy, Site Survey Requirements and Acceptance Strategy documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
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References	ICL Pathway Installation Strategy ICL Pathway Site Survey Requirements ICL Pathway Acceptance Strategy Completion Pack
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Requirement Id	510
Criterion	1
Derivation	POCL Requirements
Criterion Description	For the purpose of Roll Out planning Pathway shall make no particular distinction between types of "main" post office (e.g. branch offices, modified sub post offices and franchised post offices).
Test Condition	As outlined in the ICL Pathway Implementation Programme Plan (Installation Dates), Infrastructure Programme Plan (Ready for Install) and Scheduling Strategy documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install) ICL Pathway Scheduling Strategy RODB Extracts
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
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Requirement Id	511
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall carry out all installation activities with minimum degradation of post office and retail operations - including any existing computer, telecommunications and other systems at the Outlet. [DN: Minimum degradation is defined in Schedules G06 and G10.]
Test Condition	As outlined in the ICL Pathway Installation Requirements document approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection
References	ICL Pathway Installation Requirements Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	512
Criterion Number	1
Derivation	POCL Requirements
Criterion Description	Roll Out of the Service Infrastructure and POCL Services shall be undertaken as quickly as possible subject to the over-riding requirement to: (a) maintain Service and Client continuity; (b) maintain the quality of Service delivery to Clients and Customers; (c) appropriate support systems - including training - being in place; (d) avoidance of damage to POCL's brand, reputation and integrity; (e) treat POCL's staff and Agents professionally and with respect;
Test Condition	As outlined in the ICL Pathway Installation Strategy, Scheduling Strategy and Implementation Security & Communications Strategy documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Scheduling Strategy ICL Pathway Implementation Security & Communications Strategy RODB Extracts
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	512
Criterion	2
Derivation	POCL Requirements
Criterion Description	Roll Out of the Service Infrastructure and POCL Services shall be completed by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement.
Test Condition	The completion date will correspond to the date in the ICL Pathway Release 2 High Level Plan - Level 1 agreed with POCL.
Method	Document Inspection
References	ICL Pathway Release 2 High Level Plan - Level 1
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	513
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall only upgrade the Equipment at Outlets with the prior approval of the AUTHORITIES. This approval shall not be unreasonably withheld.
Test Condition	As outlined in the ICL Pathway High Level Implementation Strategy, Management of 204 Outlets, Upgrade Strategy Release 1c – NR2 and Verification Strategy documents approved by POCL.
Method	Document Inspection
References	ICL Pathway High Level Implementation Strategy ICL Pathway Management of 204 Outlets ICL Pathway Upgrade Strategy Release 1c – NR2 ICL Pathway Verification Strategy
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	514
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall provide a process for determining that individual POCL Premises are ready to go live i.e. that the new Service Infrastructure functionality at such POCL Premises shall be activated for use.
Test Condition	As outlined in the ICL Pathway Installation Strategy, Installation Requirements and Training Scheduling & Minimum Training Compliance documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection Site Review
References	ICL Pathway Installation Strategy ICL Pathway Installation Requirements ICL Pathway Training Scheduling & Minimum Training Compliance Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	514
Criterion	2
Derivation	POCL Requirements
Criterion Description	POCL may withhold agreement that individual POCL Premises are ready to go live to if, for any reason, it determines that in a particular set of circumstances such activation is detrimental to its Customers, Clients, staff, or Agents.
Test Condition	As outlined in the ICL Pathway Installation Strategy and Training Scheduling & Minimum Training Compliance documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Training Scheduling & Minimum Training Compliance RODB Extracts
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
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Requirement Id	514
Criterion	3
Derivation	POCL Requirements
Criterion Description	If POCL withhold agreement that individual POCL Premises are ready to go live, POCL and Pathway shall resolve outstanding issues as soon as possible
Test Condition	As outlined in the ICL Pathway IP Meeting Review Process, Installation Strategy and Training Scheduling & Minimum Training Compliance documents approved by POCL.
Method	Document Inspection
References	ICL Pathway IP Meeting Review Process ICL Pathway Installation Strategy ICL Pathway Training Scheduling & Minimum Training Compliance
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
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Date:21/12/98

Requirement Id	516
Criterion	1
Derivation	POCL Requirements
Criterion Description	POCL reserves the right to request amendments to the Roll Out plan, in accordance with the Change Control Procedure, as necessary to protect its Service Levels.
Test Condition	All dates are as agreed by POCL in the ICL Pathway Implementation Programme Plan (Installation Dates) and Infrastructure Programme Plan (Ready for Install) documents. Any changes are subject to normal Change Control Procedures agreed by POCL and ICL Pathway.
Method	Document Inspection
References	POCL Change Control Procedure ICL Pathway Change Control Procedure ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install)
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	517
Criterion	1
Derivation	POCL Requirement
Criterion Description	Outlet modifications shall be completed in one visit to the Outlet. [DN: In this case Modification means Preparation and Modification works.]
Test Condition	As outlined in the ICL Pathway Installation Strategy, Site Preparations Requirements and Acceptance Requirements documents approved by POCL.
Method	Document Inspection Site Review
References	ICL Pathway Installation Strategy ICL Pathway Site Preparations Requirements ICL Pathway Acceptance Requirements Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	517
Criterion	2
Derivation	POCL Agreement Schedule G6
Criterion Description	<p>Modification work in larger Outlets i.e. those with more than 6 counter positions, may need to span more than one day. In these, or other exceptional circumstances, arrangements to complete such work over more than one day will be subject to mutual agreement between the Contractor, Regional Liaison Managers and/or Outlet Managers.</p> <p>[DN: In this case modification means Preparation and Modification works.]</p>
Test Condition	As outlined in the ICL Pathway Installation Strategy, Site Preparations Requirements, Acceptance Requirements and IP Meeting Review Process documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Site Preparation Requirements ICL Pathway Acceptance Requirements ICL Pathway IP Meeting Review Process Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	518
Criterion	1
Derivation	POCL Requirements
Criterion Description	Each Outlet survey shall be completed in one visit to the Outlet. [DN: In this case Survey means Survey and Re-Survey activities.]
Test Condition	As outlined in the ICL Pathway Installation Strategy, Site Survey Requirements and Acceptance Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection Site Review
References	ICL Pathway Installation Strategy ICL Pathway Site Survey Requirements ICL Pathway Acceptance Requirements Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	519
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall provide and install the POCL Service Infrastructure used for OPS at Counter Positions not previously so automated as directed by POCL.
Test Condition	As outlined in the ICL Pathway Installation Strategy and Site Survey Requirements documents approved by POCL. Fast Track Procedures will be documented by ICL Pathway upon receipt of defined criteria and scope from POCL.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Site Survey Requirements ICL Pathway Fast Track Procedures Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
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Date:21/12/98

Requirement Id	906
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall plan Roll Out so as to harmonise Roll Out and Card availability. Post Offices shall be provided with new terminals on the day of installation of the POCL Service Infrastructure. Installation covers physical placement, connection to the Service Infrastructure and POCL Acceptance Testing of such terminals.
Test Condition	As outlined in the ICL Pathway High Level Implementation Strategy, High Level Counter Infrastructure Rollout Strategy, Implementation Programme Plan (Installation Dates), Infrastructure Programme Plan (Ready for Install) and Card Volumetrics Analysis documents approved by POCL and PDA.
Method	Document Inspection
References	ICL Pathway High Level Implementation Strategy ICL Pathway High Level Counter Infrastructure Rollout Strategy ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install) ICL Pathway Card Volumetrics Analysis
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	926
Criterion	1
Derivation	DSS Requirements
Criterion Description	All Roll Out plans shall be agreed with the authorities. Any changes to functionality of the Services shall be implemented only with the prior approval of the authorities.
Test Condition	As outlined in the ICL Pathway Implementation Programme Plan (Installation Dates) and Infrastructure Programme Plan (Ready for Install) documents approved by POCL and PDA. Any changes are subject to normal Change Control Procedures agreed by POCL and ICL Pathway.
Method	Document Inspection
References	ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install) ICL Pathway Change Control Procedure
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	926
Criterion	2
Derivation	DSS Requirements
Criterion Description	The AUTHORITIES reserve the right to suspend the Roll Out programme if the CONTRACTOR fails to deliver services to the Service Levels.
Test Condition	This requirement is now as scheduled in the ICL Pathway Implementation Programme Plan (Installation Dates) and Infrastructure Programme Plan (Ready for Install) documents approved by POCL and PDA.
Method	Document Inspection
References	ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install)
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	929
Criterion	2
Derivation	DSS Requirements
Criterion Description	There are approximately 1500 Post Offices classified as "major" detailed in a schedule which shall be issued by the Drop Down Completion Date.
Test Condition	As outlined in the ICL Pathway Implementation Programme Plan (Installation Dates) and Infrastructure Programme Plan (Ready for Install) documents approved by POCL and PDA.
Method	Document Inspection
References	ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install)
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	929
Criterion	3
Derivation	DSS Requirements
Criterion Description	The CONTRACTOR should bear in mind that procedures in Post Offices shall not be allowed to impact on quality of service measures, and thus it is seen desirable that some automated system, enabling at least payments to be authorised, is implemented in major post offices as soon as possible after the start of Roll Out. It is anticipated that some automation shall be needed in all major post offices to support Foreign Encashments within 12 months of the start of Roll Out
Test Condition	As outlined in the ICL Pathway High Level Counter Infrastructure Rollout Strategy, Implementation Programme Plan (Installation Dates) and Infrastructure Programme Plan (Ready for Install) documents approved by POCL and PDA. As demonstrated by the ICL Pathway BES Acceptance Test.
Method	Document Inspection
References	ICL Pathway High Level Counter Infrastructure Rollout Strategy ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install)
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	930
Criterion	1
Derivation	DSS Requirements
Criterion Description	If the CONTRACTOR's solution requires any activity within DSS Premises by either party, the relevant Roll Out plan shall be subject to the agreement of DSS. [DN: No physical activity takes place at DSS Premises.]
Test Condition	As outlined in the ICL Pathway High Level Counter Infrastructure Rollout Strategy, Data Centre Strategy, Implementation Programme Plan (Installation Dates) and Infrastructure Programme Plan (Ready for Install) documents approved by POCL and PDA.
Method	Document Inspection
References	ICL Pathway High Level Counter Infrastructure Rollout Strategy ICL Pathway Data Centre Strategy ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install)
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	941
Criterion	1
Derivation	DSS Requirements
Criterion Description	The planned Roll Out of the POCL Service Infrastructure for each post office shall be agreed by the CONTRACTOR and the AUTHORITIES by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement, and the CONTRACTOR shall inform DSS of the acceptance by POCL of the installation of the POCL Service Infrastructure at each post office.
Test Condition	As outlined in the ICL Pathway High Level Counter Infrastructure Rollout Strategy, Implementation Programme Plan (Installation Dates), Infrastructure Programme Plan (Ready to Install) and Rollout Database Interface Definition 2.5 documents approved by POCL and PDA.
Method	Document Inspection
References	ICL Pathway High Level Counter Infrastructure Rollout Strategy ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install) ICL Pathway Rollout Database Interface Definition 2.5 RODB Extracts
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
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Date:21/12/98

Requirement Id	941
Criterion	2
Derivation	DSS Requirements
Criterion Description	Northern Ireland is a discrete area for such Roll Out purposes.
Test Condition	As outlined in the ICL Pathway High Level Counter Infrastructure Rollout Strategy, Implementation Programme Plan (Installation Dates) and Infrastructure Programme Plan (Ready for Install) documents approved by POCL and PDA.
Method	Document Inspection
References	ICL Pathway High Level Counter Infrastructure Rollout Strategy ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install)
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	945
Criterion	1
Derivation	POCL Requirements
Criterion Description	<p>The CONTRACTOR shall provide a minimum of five POCL Core Days written notice of the site survey date to the relevant Outlet manager.</p> <p>[DN: In this case the site survey means Survey and Re-Survey.]</p>
Test Condition	As outlined in the ICL Pathway Scheduling Strategy, Installation Strategy, Site Survey Requirements and Re-Survey and Modifications Requirements documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Scheduling Strategy ICL Pathway Installation Strategy ICL Pathway Site Survey Requirements ICL Pathway Re-Survey and Modifications Requirements RODB Extracts Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
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Requirement Id	945
Criterion	2
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall agree with the Outlet manager the number of Counter Positions to be automated. Should this not be agreed, POCL shall be the final arbiter.
Test Condition	As outlined in the ICL Pathway Installation Strategy, Site Survey Requirements and Acceptance Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Site Survey Requirements ICL Pathway Acceptance Requirements Completion Pack
Phase	Live Trial

**ICL Pathway DSS/POCL Implementation Part D -
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Requirement Id	945
Criterion	3
Derivation	POCL Requirements
Criterion Description	The site survey date and time shall be agreed with the Outlet manager. [DN: In this case site survey means Survey and Re-Survey.]
Test Condition	As outlined in the ICL Pathway Installation Strategy, Site Survey Requirements, Re-Survey and Modifications Requirements, Implementation Security & Communications Strategy and Communications Requirements documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Site Survey Requirements ICL Pathway Re-Survey and Modifications Requirements ICL Pathway Implementation Security & Communications Strategy ICL Pathway Communications Requirements RODB Extracts Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
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Requirement Id	945
Criterion	4
Derivation	POCL Requirements
Criterion Description	The site survey shall be undertaken at the agreed date and time. [DN: In this case site survey means Survey and Re-Survey.]
Test Condition	As outlined in the ICL Pathway Site Survey Requirements and Re-Survey and Modifications Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection
References	ICL Pathway Site Survey Requirements ICL Pathway Re-Survey and Modifications Requirements Completion Pack RODB Extracts
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
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Requirement Id	945
Criterion	5
Derivation	POCL Requirements
Criterion Description	The surveyor shall conform to the agreed identification process before starting the site survey. [DN: In this case site survey means Survey and Re-Survey.]
Test Condition	As outlined in the ICL Pathway Implementation Security & Communications Strategy, Site Survey Requirements and Re-Survey and Modifications Requirements documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Implementation Security & Communications Strategy ICL Pathway Site Survey Requirements ICL Pathway Re-Survey and Modifications Requirements Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
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Requirement Id	945
Criterion	6
Derivation	POCL Requirements
Criterion Description	<p>The CONTRACTOR shall give one POCL Core Day notice to the Outlet manager and the database liaison of a cancelled appointment.</p> <p>[DN: This Criterion Description relates to Survey and Re-Survey activities.]</p>
Test Condition	As outlined in the ICL Pathway Installation Strategy, Site Survey Requirements and Re-Survey and Modifications Requirements documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Site Survey Requirements ICL Pathway Re-Survey and Modifications Requirements Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
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Requirement Id	945
Criterion	7
Derivation	POCL Requirements
Criterion Description	<p>The CONTRACTOR shall agree on a case by case basis, (within parameters which shall be agreed by the AUTHORITIES and the CONTRACTOR by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement), with the Outlet manager and obtain sign off of the siting of the elements of the Service Infrastructure used to provide OPS.</p> <p>[DN: This Criterion Description relates to Survey and Re-Survey activities.]</p>
Test Condition	As outlined in the ICL Pathway Site Survey Requirements, Re-Survey and Modifications Requirements and Acceptance Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection
References	ICL Pathway Site Survey Requirements ICL Pathway Re-Survey and Modifications Requirements ICL Pathway Acceptance Requirements Completion Pack
Phase	Operational Trial

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Requirement Id	945
Criterion	8
Derivation	POCL Requirements
Criterion Description	<p>A quality survey shall be conducted by the AUTHORITIES to measure User satisfaction with the site survey. The AUTHORITIES and the CONTRACTOR shall agree by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement the approach to be taken and the format/content of the quality survey.</p> <p>[DN: In this case site survey means Survey and Re-Survey activities.]</p>
Test Condition	Format and content of the User Satisfaction Survey conducted by the Authorities to be agreed by ICL Pathway and POCL.
Method	Document Inspection
References	Joint Live Trial User Implementation Satisfaction Survey
Phase	Operational Trial

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Requirement Id	945
Criterion	9
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall achieve no less than 85% satisfaction rating for site surveys. [DN: In this case site surveys means Survey and Re-Survey activities.]
Test Condition	Format and content of the User Satisfaction Survey conducted by the Authorities to be agreed by ICL Pathway and POCL.
Method	Document Inspection
References	Joint Live Trial User Implementation Satisfaction Survey
Phase	Operational Trial

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Requirement Id	945
Criterion	10
Derivation	POCL Requirements
Criterion Description	<p>The CONTRACTOR shall provide a minimum of five POCL Core Days written notice of the date for modifications to the Outlet to the Outlet manager.</p> <p>[DN: In this case modifications shall mean Preparation and Modification activities.]</p>
Test Condition	As outlined in the ICL Pathway Installation Strategy, Site Survey Requirements, Re-Survey and Modification Requirements and Scheduling Strategy documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Site Survey Requirements ICL Pathway Re-Survey and Modification Requirements ICL Pathway Scheduling Strategy RODB Extracts Completion Pack
Phase	Operational Trial

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Requirement Id	945
Criterion	11
Derivation	POCL Requirements
Criterion Description	The modifications date and time shall be agreed with the Outlet manager. [DN: In this case modifications shall mean Preparation and Modifications activities.]
Test Condition	As outlined in the ICL Pathway Installation Strategy, Site Survey Requirements, Re-Survey and Modifications Requirements, Implementation Security & Communications Strategy and Communications Requirements documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Site Survey Requirements ICL Pathway Re-Survey and Modifications Requirements ICL Pathway Implementation Security & Communications Strategy ICL Pathway Communications Requirements RODB Extracts Completion Pack
Phase	Operational Trial

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Requirement Id	945
Criterion	12
Derivation	POCL Requirements
Criterion Description	The modifications shall be undertaken at the agreed date and time. [DN: In this case modifications shall mean Preparation and Modifications activities.]
Test Condition	As outlined in the ICL Pathway Site Survey Requirements, Re-Survey and Modification Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection
References	ICL Pathway Site Survey Requirements ICL Pathway Re-Survey and Modifications Requirements Completion Pack RODB Extracts
Phase	Operational Trial

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Requirement Id	945
Criterion	13
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall give one POCL Core Day notice to the Outlet manager and the database liaison of a cancelled appointment. [DN: This Criterion Description refers to Preparation and Modification activities.]
Test Condition	As outlined in the ICL Pathway Installation Strategy, Site Preparation Requirements and Re-Survey and Modification Requirements documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Site Preparation Requirements ICL Pathway Re-Survey and Modifications Requirements RODB Extracts Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
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Requirement Id	945
Criterion	14, 15, 27, 28
Derivation	POCL Requirements
Criterion Description	<p>POCL shall provide written notification to the CONTRACTOR of any damage caused by the CONTRACTORS staff or subcontractors within 5 POCL Core Days of the occurrence of such damage. The notification shall include details of the date, time and location of the occurrence and the nature and extent of the damage.</p> <p>The CONTRACTOR shall make good any damage caused to POCL Premises by the CONTRACTOR's staff or subcontractors, within 5 POCL Core Days of receiving notification of such damage.</p> <p>In the event that the nature, extent or responsibility for alleged damage is disputed by the CONTRACTOR then the matter will be referred for resolution to the Service Management function defined in Schedule G07 of the POCL agreement.</p> <p>[DN: This Criterion Description refers to Preparation, Modification and Installation activities.]</p>
Test Condition	As outlined in the ICL Pathway Site Preparation Requirements, Re-Survey and Modifications Requirements, Installation Requirements and IP Meeting Review Process documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection Site Review
References	ICL Pathway Site Preparations Requirement ICL Pathway Re-Survey and Modification Requirements ICL Pathway Installation Requirements ICL Pathway IP Meeting Review Process Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
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Requirement Id	945
Criterion	16
Derivation	POCL Requirements
Criterion Description	Modifications shall not be carried out during certain agreed periods. These periods shall be agreed in advance between the CONTRACTOR and the AUTHORITIES every quarter. [DN: In this case modifications shall mean Preparation and Modification activities.]
Test Condition	As outlined in the ICL Pathway Scheduling Strategy, Implementation Programme Plan (Installation Dates) and Infrastructure Programme Plan (Ready for Install) documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Scheduling Strategy ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install) RODB Extracts
Phase	Operational Trial

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Requirement Id	945
Criterion	17
Derivation	POCL Requirements
Criterion Description	Visits to carry out further modifications shall be scheduled by the CONTRACTOR with the Outlet manager. [DN: In this case modifications means Preparation and Modification works.]
Test Condition	As outlined in the ICL Pathway Site Preparations Requirements, Re-Survey and Modifications Requirements and Rollout Database Interface definition 2.5 document approved by POCL.
Method	Document Inspection
References	ICL Pathway Site Preparations Requirements ICL Pathway Re-Survey and Modification Requirements ICL Pathway Rollout Database Interface Definition 2.5 Completion Pack
Phase	Operational Trial

**ICL Pathway DSS/POCL Implementation Part D -
Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	945
Criterion	18
Derivation	POCL Requirements
Criterion Description	<p>A quality survey shall be conducted by the AUTHORITIES to measure User satisfaction with the modifications. The AUTHORITIES and the CONTRACTOR shall agree the approach to be taken and the format/content of the quality survey.</p> <p>[DN: In this case modifications shall mean Preparation and Modification activities.]</p>
Test Condition	Format and content of the User Satisfaction Survey conducted by the Authorities to be agreed by ICL Pathway and POCL.
Method	Document Inspection
References	Joint Live Trial User Implementation Satisfaction Survey
Phase	Operational Trial

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Rollout Acceptance Specification**Ref:IM/ACS/005
Version:2.0
Date:21/12/98

Requirement Id	945
Criterion	19
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall achieve no less than 85% satisfaction rating for modifications. [DN: In this case modifications shall mean Preparation and Modification activities.]
Test Condition	Format and content of the User Satisfaction Survey conducted by the Authorities to be agreed by ICL Pathway and POCL.
Method	Document Inspection
References	Joint Live Trial User Implementation Satisfaction Survey
Phase	Operational Trial

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Requirement Id	945
Criterion	20
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall provide a minimum of five POCL Core Days written notice of the installation date to the Outlet manager.
Test Condition	As outlined in the ICL Pathway Installation Strategy, Scheduling Strategy, Implementation Security & Communications Strategy and Communications Requirements documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Scheduling Strategy ICL Pathway Implementation Security & Communications Strategy ICL Pathway Communications Requirements RODB Extracts Completion Pack
Phase	Operational Trial

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Requirement Id	945
Criterion	21
Derivation	POCL Requirements
Criterion Description	The installation date and time shall be agreed with the Outlet manager.
Test Condition	As outlined in the ICL Pathway Installation Strategy, Installation Requirements, Implementation Security & Communications Strategy and Communications Requirements documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Installation Requirements ICL Pathway Implementation Security & Communications Strategy ICL Pathway Communications Requirements RODB Extracts Completion Pack
Phase	Operational Trial

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Requirement Id	945
Criterion	22
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall give one POCL Core Day notice to the Outlet manager and the database liaison of a cancelled appointment. [DN: This Criterion Description refers to the Installation activity.]
Test Condition	As outlined in the ICL Pathway Installation Strategy and Installation Requirements documents approved by POCL.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Installation Requirements RODB Extracts Completion Pack
Phase	Operational Trial

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Requirement Id	945
Criterion	23
Derivation	POCL Requirements
Criterion Description	A quality survey shall be conducted by the AUTHORITIES to measure User satisfaction with the installation. The AUTHORITIES and the CONTRACTOR shall agree the approach to be taken and the format/content of the quality survey.
Test Condition	Format and content of the User Satisfaction Survey conducted by the Authorities to be agreed by ICL Pathway and POCL.
Method	Document Inspection
References	Joint Live Trial User Implementation Satisfaction Survey
Phase	Operational Trial

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Requirement Id	945
Criterion	24
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall achieve no less than 85% satisfaction rating for installation.
Test Condition	Format and content of the User Satisfaction Survey conducted by the Authorities to be agreed by ICL Pathway and POCL.
Method	Document Inspection
References	Joint Live Trial User Implementation Satisfaction Survey
Phase	Operational Trial

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Requirement Id	945
Criterion	25
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall inform the AUTHORITIES at the end of each POCL Core Day, in a format to be agreed, of the following, though not exclusively: (a) the Outlets that have been successfully installed; (b) configuration details; (c) serial numbers of the elements of the Service Infrastructure installed.
Test Condition	(a) As outlined in the ICL Pathway Rollout Database Interface Definition 2.5 document. (b)+(c) Asset management is as detailed in Reference No 945 of Schedule B02 of the Authorities Agreement.
Method	Document Inspection
References	ICL Pathway Rollout Database Interface Definition 2.5 Schedule B02 of the Authorities Agreement
Phase	Operational Trial

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Requirement Id	945
Criterion	26
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall at the end of each calendar month inform the AUTHORITIES of any configuration changes or swapouts and the relevant serial numbers
Test Condition	Asset management is as detailed in Reference No 945 of Schedule B02 of the Authorities Agreement
Method	Document Inspection
References	Schedule B02 of the Authorities Agreement
Phase	Operational Trial

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Requirement Id	945
Criterion	29
Derivation	POCL Requirements
Criterion Description	The site survey shall be completed within a single visit [DN: In this case site survey shall mean Survey and Resurvey activities.]
Test Condition	As outlined in the ICL Pathway Installation Strategy, Site Survey Requirements, Re-Survey and Modification Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets.
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Site Survey Requirements ICL Pathway Re-Survey and Modification Requirements Completion Pack RODB Extracts Completion Pack
Phase	Operational Trial

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Requirement Id	945
Criterion	30
Derivation	POCL Requirements
Criterion Description	The installation shall be undertaken at the agreed date and time.
Test Condition	As outlined in the ICL Pathway Installation Strategy and Installation Requirements documents approved by POCL. The Completion Pack will provide statements of work performed at Outlets. [DN: In this case OBCS has superseded ESNCS.]
Method	Document Inspection
References	ICL Pathway Installation Strategy ICL Pathway Installation Requirements Completion Pack RODB Extracts Completion Pack
Phase	Operational Trial

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Requirement Id	956
Criterion	10
Derivation	DSS Requirements
Criterion Description	The CONTRACTOR shall provide all Networks, Hardware and Software required to connect to the nominated ESNCS platforms. It is entirely responsible for the Roll Out of all such resources, subject to the approval of DSS.
Test Condition	As outlined in the ICL Pathway High Level Implementation Strategy document approved by POCL.
Method	Document Inspection
References	ICL Pathway High Level Implementation Strategy
Phase	Operational Trial

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Requirement Id	972
Criterion	1
Derivation	Joint Requirements
Criterion Description	The CONTRACTOR shall conform to the AUTHORITIES Roll Out Strategy which is:- (a) installation shall take place in major conurbation's first. (b) the M25 area and Northern Ireland shall be subject to separate Roll Out plans (c) the M25 Roll Out shall take place during the second half of the overall Roll Out timetable (d) the Roll Out shall start in September 1996 and end in December 1998.
Test Condition	As outlined in the ICL Pathway Release 2 High Level Plan Level 1, High Level Implementation Strategy, High Level Counter Infrastructure Rollout Strategy, Implementation Programme Plan (Installation Dates) and Infrastructure Programme Plan (Ready for Install) documents approved by POCL and PDA.
Method	Document Inspection
References	ICL Pathway Release 2 High Level Plan - Level 1 ICL Pathway High Level Implementation Strategy ICL Pathway High Level Counter Infrastructure Rollout Strategy ICL Pathway Implementation Programme Plan (Installation Dates) ICL Pathway Infrastructure Programme Plan (Ready for Install) RODB Extracts
Phase	Operational Trial

Fig 2 - Table of Acceptance Criteria

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5.2 CRITERIA FOR LATER ACCEPTANCE

There are no Criteria associated with Later Acceptance.

5.3 CRITERIA SUMMARY

Req ID	Criterion	Trial	Review	Later Acceptance
487	1		3 ₃	
488	1		3 ₃	
489	1		3 ₃	
490	1		3 ₃	
491	1		3 ₃	
492	1		3 ₃	
495	1		3 ₃	
496	1		3 ₃	
497	1		3 ₃	
498	1		3 ₃	
498	2		3 ₃	
498	3		3 ₃	
500	1		3 ₃	
501	1		3 ₃	
502	1		3 ₃	
503	1		3 ₃	
504	1		3 ₃	
506	1		3 ₃	
507	1		3 ₃	
508	1		3 ₃	
509	1		3 ₃	
510	1		3 ₃	
511	1		3 ₃	
512	1		3 ₃	
512	2		3 ₃	
513	1		3 ₃	
514	1		3 ₃	
514	2		3 ₃	
514	3		3 ₃	
516	1		3 ₃	
517	1		3 ₃	

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517	2		3 ₃	
518	1		3 ₃	
519	1		3 ₃	
906	1		3 ₃	
926	1		3 ₃	
926	2		3 ₃	
929	2		3 ₃	
929	3		3 ₃	
930	1		3 ₃	
941	1		3 ₃	
941	2		3 ₃	
945	1		3 ₃	
945	2		3 ₃	
945	3		3 ₃	
945	4		3 ₃	
945	5		3 ₃	
945	6		3 ₃	
945	7		3 ₃	
945	8		3 ₃	
945	9		3 ₃	
945	10		3 ₃	
945	11		3 ₃	
945	12		3 ₃	
945	13		3 ₃	
945	14		3 ₃	
945	15		3 ₃	
945	16		3 ₃	
945	17		3 ₃	
945	18		3 ₃	
945	19		3 ₃	
945	20		3 ₃	
945	21		3 ₃	
945	22		3 ₃	
945	23		3 ₃	
945	24		3 ₃	
945	25		3 ₃	
945	26		3 ₃	
945	27		3 ₃	
945	28		3 ₃	
945	29		3 ₃	

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945	30		3 ₃	
956	10		3 ₃	
972	1		3 ₃	

6. ACCEPTANCE INCIDENT SEVERITY

This section identifies the guidelines to be applied during the analysis of Acceptance Incidents, in order to establish the severity of such Acceptance Incidents.

6.1 HIGH SEVERITY INCIDENTS

Failure to meet an Acceptance Criterion which would have a substantive impact on the service received by the Customer, e.g. failure to pay benefits to the right person, at the right place, at the right time.

Failure to meet an Acceptance Criterion which would have a major impact on the ability of the AUTHORITY or AUTHORITIES to perform their business, or where there was a major impact on the resources of the AUTHORITY or AUTHORITIES necessary to overcome that impact on their business, e.g. failure to support accurate POCL accounting.

Failure to meet an Acceptance Criterion which would impact the security of the service where there is no procedural workaround.

Consistent failure to meet Minimum Acceptable Thresholds for Service Levels, e.g. where particular transactions do not meet the minimum Acceptable Threshold under normal loading.

6.2 MEDIUM SEVERITY INCIDENTS

Failure to meet an Acceptance Criterion which is visible to the Customer and is likely to give rise to an adverse public perception of the service, but does not substantively impact the service received by the Customer, e.g. incorrect spelling on a receipt.

Failure to meet an Acceptance Criterion which would have a medium impact on the ability of the AUTHORITY or AUTHORITIES to perform their business, or where there was a medium impact on the resources of the AUTHORITY or AUTHORITIES necessary to overcome that impact on their business, e.g. non-production of a weekly report, resulting in its manual transcription, which causes additional resource or effort at every outlet of the average duration of one hour per week per outlet.

Occasional failure to meet Minimum Acceptable Thresholds for Service Levels, e.g. at peak loading, some transactions fail to meet Minimum Acceptable Thresholds, but on average all transactions within the service do achieve Minimum Acceptable Thresholds.

6.3 LOW SEVERITY INCIDENTS

Failure to meet an Acceptance Criterion that is neither visible to nor has substantive impact on the service received by the Customer e.g. presentational, style and other cosmetic faults that are only visible to the user.

Failure to meet an Acceptance Criterion which would have a minor impact on the ability of the AUTHORITY or AUTHORITIES to perform their business, or where there was a minor impact on the resources of the AUTHORITY or AUTHORITIES necessary to overcome that impact on their business, e.g. non-production of a weekly report, resulting in its manual transcription, which causes additional resource or effort at ten or fewer outlets of the average duration of one hour per week per outlet.

Failure to meet an Acceptance Criterion which would impact the security of the service but where the workaround is as secure as the original solution (i.e. the only impact on risk is in ensuring that the workaround is performed, but where procedures have been agreed and are in place).

7. TEST DATA

There is no Test Data associated with this review.

8. AUTHORITY RESPONSIBILITIES

This section describes the AUTHORITY's or AUTHORITIES' Responsibilities in relation to this Acceptance Test. Particular Acceptance Tests may also require additional participation and responsibility by the AUTHORITY or AUTHORITIES.

8.1 APPOINT TEST MANAGER

The AUTHORITY or AUTHORITIES shall nominate a Test Manager and other representatives to review the tests prior to commencement of the test.

8.2 ACCEPTANCE INCIDENT REPORTS

The nominated representatives and Test Manager shall be diligent in raising complete, accurate and timely Acceptance Incident Reports as set out within this Acceptance Test specification.

8.3 ACCEPTANCE INCIDENT ANALYSIS REPORTS

The Test Manager shall be diligent in returning signed Acceptance Incident Analysis Reports with their decision (e.g. Accept, Reject, Discuss) normally within five working days, or when urgency is requested by Pathway, within two working days of receipt from Pathway. A copy of all correspondence will be faxed to reduce delay.

8.4 ATTENDANCE AT TRIALS AND REVIEWS

The nominated representatives shall attend Acceptance Test Trials and Reviews including repeat Tests at times and locations specified and with reasonable advance notice by Pathway.

8.5 MANAGEMENT AND CO-ORDINATION

The Test Manager shall be the single point of communication and co-ordination with Pathway's nominated Test Manager for all matters concerning this Acceptance Test from its initial planning through to Acceptance.

8.6 PROGRESS REVIEWS

Unless otherwise waived by both parties, Pathway's Test Manager and the AUTHORITY or AUTHORITIES Test Manager shall meet each week to review the progress and actions of both parties until Acceptance of the Acceptance Test is achieved. The time and location of review meetings will be scheduled with at least one week advance notice by Pathway.

9. CONTRACTOR RESPONSIBILITIES

Upon receipt of a signed Acceptance Incident Analysis Report from the Authority, where correction is required to be re-tested within the same phase of Acceptance Test, the Contractor will return the amended component(s), on average, within 4 days. This will include re-testing necessary as per the agreed test strategies.

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10. ACCEPTANCE TRIAL TEST CONDITIONS

There are no Acceptance Trial Test Conditions associated with this review.