

<b>Acceptance Incident Analysis Form</b>	<b>Acceptance Incident Number:</b> 218
	<b>Analysis Sequence Number:</b> 1
<b>Acceptance Test Name</b> (from Acceptance Test Specification): Implementation A – User Training & Procedures	
<b>Analysed Acceptance Incident Severity</b> (may be different from original Pathway assessment)	<b>High / Medium / Low / None</b> (circle as appropriate)
<b>Single or Double Key?</b> Single	<b>Authorities involved</b> DSS / POCL
<p><b>Analysis of Acceptance Incident</b> (cause of the Incident and likelihood of recurrence and consequences):</p> <p>The content and delivery of the Managers' Training course is generally satisfactory for the system as provided and the system is generally conformant with the requirements. There is, however, the valuable opportunity to further improve both the systems and the associated training in the light of Live Trial experience.</p> <p>The fundamental issue from early exposure is that the balancing process is too complicated for a high proportion of sub post offices. It needs to be simplified, in terms of the necessary POCL business rules to be followed, and made easier to operate, in terms of quantity of work to be performed and the HCI of some display screens commensurate with this group's knowledge of POCL business rules and initial IT skills.</p> <p>When essential changes have been defined and successfully implemented then the associated training and documentation will be brought into line and the Criterion 534/1, the subject of this Acceptance Incident, will be re-evaluated and cleared by assessment of the revised training.</p> <p>Note that ICL Pathway categorises this Acceptance Incident at Medium. It is highly desirable that POCL business rules implemented by the sub postmaster balancing process are simplified, rather than relying on the sub postmaster population learning to use the system as provided from experience.</p> <p>In order to deliver changes into the Live Trial period itself and have the opportunity to confirm that the changes are effective before National Roll Out, time is of the essence. To this end POCL and Pathway have developed eight Change Requests (formally received today, 2 June) CRs P91 through P98. Pathway wishes to place on record its thanks for the co-operation and speed shown by POCL in the joint development of these CRs.</p> <p>Pathway will implement these Change Requests in two groups:</p>	

- CR91, 92, 93, 95, 97, 98

The CRs in this group are planned to be implemented prior to the manufactured build of the NRO system (known as the End Of Live Trial (EOLT aka LT2) Build. That is they will be tested as part of the scheduled LT2 Business Integration Test. Note that for CR P92 the changes referenced as 1 and 2b will be implemented. The changes relate to MiMAN operation and equivalent changes will not be implemented for MiECCO.

- CR94, 96

It is intended these CRs will be implemented and tested within Pathway during the Live Trial period separately from the LT2 BIT sequence. They will be down-loaded for use as soon after the start of NRO as possible.

In parallel ICL Pathway will develop changes to the PPD, the Reports & Receipts document, the amendments to the Automated Counter Procedure elements of the Horizon System User Guide, the Managers' Training course and course material and the Quick Reference Guides. These changes will be approved through the clearance of this Acceptance Incident and will not delay the approvals of the PPD and Reports & Receipts.

The charges to be made for implementing these CRs will be specified on the CCN.

Number of continuation pages: 0

**Clearance Action** (action needed to clear the Acceptance Incident which arose as a result of a fault in the Deliverables or Services. If the Acceptance Incident was not due to a fault in the Deliverables or Services, then the status recorded as "resolved").

The eight CRs will be implemented in two groups as described above and associated changes made to documentation and training. The changes to training will be assessed.

Number of continuation pages: 0

<b>Acceptance Incident Status</b>	Analysed / Retest / Resolved (circle as appropriate)	
I propose the Clearance Action and Incident Status described above	<b>ICL Pathway Test Manager</b> Pam Barlow	Date: 2/6/99
I accept / reject the Clearance Action and Incident Status described above	<b>Horizon Acceptance Test Manager</b>	Date:
<b>Horizon Acceptance Incident Manager</b>		Date: