

ICL Pathway

Acceptance Workshop
ICL Pathway Action RecordRef:CR/ACD/001
Version:4.0
Date:17/9/99

This record is presented in Acceptance Incident order and, within AI, the action, in the revised form shown in the POCL minutes/actions. The original Workshop day is also provided by way of note. Aspects of actions that are completed are shaded.

Tables to track actions on the Integrated resolution Plan and Other Action are included.

Wholly completed Pathway actions are in a fourth table and shaded.

The status of the Category 'B' an 'C' AIs is provided at the end with complete items shaded.

| AI | Act | Day | Status Update |
|-----|-----|-----|--|
| 218 | 10 | 3 | The required detailed changes have been made to the Resolution Plan. |
| 218 | 11 | 5 | The final AI analysis form has been lodged and references the agreed Resolution Plan. |
| 298 | 3 | 2 | <p>Work is underway to analyse the fixes applied to the live service to date to establish what changes to the development and testing strategies might be appropriate to mitigate the risks of similar incidents occurring at CSR+.</p> <p>The Pathway Policy Document is contained with the Pathway Resolution Plan and will be tabled 9/9.</p> <p>JF has notified the Policy Document will not be discussed but reviewed by POCL offline.</p> <p>(This action for reporting on 13/9.)</p> <p>See ICL Pathway's Resolution Plan updated to close of play 8/9</p> <p>Cash Account Week 24 will be tabled 13/9.</p> <p>Policy Document (Section 5.5 of the Resolution Plan) was discussed 15/9 and changes agreed and incorporated.</p> |
| 298 | 5 | 3 | POCL action |

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| 298 | 6 | 3 | <p>A management summary report will be provided.</p> <p>The full report is contained within the Resolution Plan, to be tabled 9/9.</p> <p>See ICL Pathway's Resolution Plan updated to close of play 8/9 Cash Account Week 24 will be tabled 13/9.</p> <p>See ICL Pathway's Resolution Plan updated to close of play 15/9 (CAP25) to be tabled 17/9. Actuals for week 25 and forecasts for weeks 26 and 27 are included. Longer-term forecasts are included together with an explanation of their basis.</p> <p>Report generation for appropriate series distinguishes between the original Live Trial set of outlets and additions from Borough onwards.</p> |
| 298 | 7 | 4 | <p>Resolution Plan workshop was held 15/9. The issues arising in connection with the review of the Policy have been recognised and incorporated as necessary in Section 5.5.</p> |
| 314 | 3 | 3 | <p>The final AI analysis form has been lodged in accordance with this action.</p> |

| 369 | 3 | 3 | <p>The roving lab, based upon bar-code evaluation equipment supplied by ICL Pathway was set up on 9/9 and roved successfully in the North East on 10/9 targeting Receive operations. All bar-codes on witnessed Receive operations were read successfully.</p> <p>The report of the comparative live testing at Borough (Horizon) and Elephant & Castle (ALPS) of both 88 new specification and 100 current specification bar-coded covers is provided herewith. (All 100% successful).</p> <p>Pathway has supplied Word 6 level versions of the reports for the lab testing of 90 new specification and 100 current specification covers. (These were, in fact, Appendices A and B of the draft test plan.)</p> <p>POCL has supplied to ICL Pathway the Appendix C, the DSS statistics. In summary these estimate the % failure rate for the weeks 29/3/99 through 7/5/99 for ALPS operations as 0.0099 and for Horizon as 0.2445. The current % failure rate of Horizon is shown below for the period since two contributory factors were discovered (incorrect treatment on non-bar-coded books and processing foils without books present). These do not necessarily exclude all cases where the user has set aside a foil for later processing and processed it incorrectly notifying a bar-code reader failure.</p> <p>The training documentation will be revised to be most emphatic that non-bar-coded books should not be Received as if they were bar-coded.</p> <p>POCL will issue instructions for individual offices to conform to correct practices. Note also that new Horizon Offices (from Borough High Street onwards) have been notified to use OBCS bar-code scanning for Receive only of bar-coded order books.</p> <p>An updated proposal to the Expert, in which ICL Pathway contend this should not be an Acceptance Incident, is tabled herewith.</p> <table><tr><th>Date</th><th>Failure rate % excluding non-bar-coded books (tsf)</th><th>Failure rate % including non-bar-coded books (tsf)</th></tr><tr><td>7/9</td><td>0.0145</td><td>0.0386</td></tr><tr><td>8/9</td><td>0.00708</td><td>0.0244</td></tr><tr><td>9/9</td><td>0.00725</td><td>0.0254</td></tr><tr><td>10/9</td><td>0.00719</td><td>0.1284</td></tr><tr><td>11/9</td><td>0.0</td><td>0.0551</td></tr></table> | Date | Failure rate % excluding non-bar-coded books (tsf) | Failure rate % including non-bar-coded books (tsf) | 7/9 | 0.0145 | 0.0386 | 8/9 | 0.00708 | 0.0244 | 9/9 | 0.00725 | 0.0254 | 10/9 | 0.00719 | 0.1284 | 11/9 | 0.0 | 0.0551 |
|------|--|--|---|------|--|--|-----|--------|--------|-----|---------|--------|-----|---------|--------|------|---------|--------|------|-----|--------|
| Date | Failure rate % excluding non-bar-coded books (tsf) | Failure rate % including non-bar-coded books (tsf) | | | | | | | | | | | | | | | | | | | |
| 7/9 | 0.0145 | 0.0386 | | | | | | | | | | | | | | | | | | | |
| 8/9 | 0.00708 | 0.0244 | | | | | | | | | | | | | | | | | | | |
| 9/9 | 0.00725 | 0.0254 | | | | | | | | | | | | | | | | | | | |
| 10/9 | 0.00719 | 0.1284 | | | | | | | | | | | | | | | | | | | |
| 11/9 | 0.0 | 0.0551 | | | | | | | | | | | | | | | | | | | |

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| | | | Live Trial offices excluding non-bar-coded % (tsf) | All Offices – all operations % (tsf) |
| | | | Receive | All |
| | | 13/9 | 0.0 | 0.00461 |
| | | 14/9 | 0.0 | 0.00621 |
| | | | | 0.0 |
| | | | | 0.0334 |
| | | | | 0.0218 |
| | | | On 11/9 POCL issued new instructions such that only the Live Trial offices will use bar-code scanning operations for all functions and new offices will use them only for Receive functions. New offices and some Live Trial offices are, however, continuing to put through non-bar-coded books as “manual”. | |
| | | | The Pathway contribution to the roving lab report for 10/9 is tabled herewith. Although all bar-codes scanned by Horizon 100% there is some evidence that some bar-codes were non-conforming. | |
| 369 | 6 | 5 | Pathway representation at the POCL-DSS meeting of 16/9 was agreed not to be required. | |
| | | | OBCS evidence for all outlets for the period 9/8 - 11/9 (34 calendar days) has been produced and is summarised below. There is considerable clustering. The proportion contributed for each function by two offices is shown together with the identity of the offices. | |
| | | | Function | Failure rate % (tsf) |
| | | | Receives | 0.230 |
| | | | Issues | 0.445 |
| | | | Encashments | 0.0448 |
| | | | Two-office % | Offices |
| | | | 26.82 | 21329, 327329 |
| | | | 15.40 | 21329, 327329 |
| | | | 21.89 | 269632, 334511 |
| 369 | 7 | 6 | JM has notified ICL Pathway that “following the recent success of rectification activities on OBCS and a greater level of clarity of the root causes of the incident rates, POCL now consider this as a Medium severity incident with an agreed rectification plan[POCL rectification plan to be approved by POCL, DSS and Pathway, BA/ACC/020, Version 0.2, 15/9/99]”. | |
| | | | ICL Pathway has therefore agreed to recategorise this as Medium and has raised the Final AI form. | |
| 372 | 4 | 4 | The drop containing the changes to Riposte is expected to be distributed during the week beginning 20/9. Bob Booth has been notified. A meeting between Jeremy Folkes, Bob Booth (POCL) and Deirdre Connis (Pathway) was held 16/9 and agreed the contents of two downloads. | |

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| 376 | 2 | 2 | <p>The procedures were walked through on 31/8.</p> <p>Note: POCL is considering not proceeding with this plan until the fix referred to in action 3 and 4 (below) is in service.</p> <p>Further actions to be taken under action 376/10.</p> <p>POCL action (suitability of procedures).</p> <p>Dave Wilcox (ICL Pathway) reports that there is a head of work available for implementation. ICL Pathway wishes to implement at least the first batches, or preferably all that are available.</p> <p>The associated fix was implemented 14/9. The first embargoed changes were authorised for release 13/9.</p> |
| 376 | 5 | 2 | <p>The High Level Design, <i>Logical Design for EPOSS/TIP Reconciliation Controls</i>, has been published and was walked through 3/9 as scheduled.</p> <p>POCL action by (close of play) 9/9.</p> <p>The joint review took place as scheduled 10/9. ICL Pathway expects to reissue the High Level Design on 13/9.</p> <p>The High Level Design was further reissued, and re-reviewed most recently on 16/9. Note the proposal from TIP for automated notification of RED items is not agreed.</p> |
| 376 | 8 | 2 | <p>POCL action.</p> <p>The updated Resolution Plan is tabled herewith.</p> <p>Pathway now seeks agreement to this Resolution Plan.</p> <p>A revised Resolution Plan was developed, issues resolved, reissued following further comments and updated to define the criterion used during the observation period.</p> <p>Note the proposal from TIP for automated notification of RED items is not agreed.</p> |
| 376 | 9 | 3 | <p>The TIP incident status summary has been maintained up-to-date and equipped with type of incident, the number of outlets affected and the week in which the incident occurred.</p> <p>A management summary of incidents was produced showing the information requested in graphical form.</p> <p>POCL's updated management summary herewith.</p> <p>This action for reporting on 17/9.</p> <p>POCL action. Most recent version tabled herewith.</p> |

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| 378 | 2 | 2 | <p>A design review has been provisionally arranged for a.m. 22/9 with Phil Hemingway (currently on leave) and Alan Ward.</p> <p>AW will arrange JF meeting with JF.</p> <p>A possible follow up meeting with the designer is provisionally arranged for 20/9.</p> <p>The meeting with both architect and designer is arranged for 15/9.</p> <p>(This action for reporting on 17/9.)</p> <p>The review was held and POCL reported it was satisfactory.</p> |
| 378 | 3 | 5 | <p>There is no new root cause. TIP 916 is a repeat of TIP 908. The fix for associated PinICLs 28547 and 28566 is expected to be implemented 14/9.</p> <p>The TIP incident 916 is similar to 908 in that the pointer that enables the harvester to locate the Cash Account records was null. However, the reason for it being null is not yet understood. Pathway is implementing diagnostic code that, in addition to logging the incident in the message store for further investigation, will repair the null pointer or display an error message to guide the user to restart the process.</p> |
| 391 | 3 | 3 | <p>POCL action</p> <p>Pathway has raised the final AI analysis form.</p> |
| 408 | 6 | 2 | <p>See Resolution Plan tabled herewith.</p> <p>SLA improvement has continued during August and now all the Level-1 and Level-2 SLAs are being met. This progress will be maintained throughout September and Pathway forecasts that all Helpdesk SLAs will be met during the whole of October and beyond.</p> <p>ICL Pathway now seeks agreement to this Resolution Plan.</p> <p>A revised Resolution Plan has been produced and includes the dates when target SLAs will be met.</p> |
| 408 | 7 | 2 | <p>The solution for service levels for Cash Account calls was discussed at the workshop on 7-8/9. In outline, it is proposed that a quality measure is adopted and operated jointly by ICL Pathway and POCL NBSC such that a target of 95% conformance with the newly agreed scripts is achieved. The measure would be by periodic inspection or audit of all Cash Account calls at POCL's convenience.</p> |

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| | | | An early version of the revised Resolution Plan, including the proposal for Service Levels for the Cash Account domain, was made available for this review. |
| 408 | 8 | 5 | The meeting to review the new Service Level report was held and Pathway's call categorisation agreed. |
| 412 | 1 | 5 | Please see sections 5.1.1 and 5.1.3 of the Resolution Plan tabled herewith. POCL action 15/9 – no response. Pathway seeks this to be re-categorised as Low. |
| 412 | 2 | 5 | Please see section 5.1.2 of the Resolution Plan tabled herewith. POCL action 15/9- no response. Pathway seeks this to be re-categorised as Low. |
| 412 | 3 | 5 | Please see section 5.3.1 of the Resolution Plan tabled herewith. Pathway now seeks agreement to this Resolution Plan. POCL action 15/9 – no response. Pathway seeks this to be re-categorised as Low. |

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| AI | Act | Day | Status Update |
|-----|-----|-----|---|
| IRP | 3 | 4 | The planning resolution meeting was held. ICL Pathway has provided an updated plan, provided separately. |

Other Actions

| AI | Act | Day | Status Update |
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| OA | 2 | 6 | All workshop actions were progressed by MB and JD on 15/9 with a view to securing appropriate documentation and outcome. The document set will be made available 17/9. |

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| AI | Act | Day | Completed Actions |
|-----|-----|-----|--|
| 218 | 1 | 2 | This action was completed on the due date. |
| 218 | 2 | 2 | The CCN was issued on 31/8 and subsequent discussions held between BMcN and WMF held 31/8. This action is complete. |
| 218 | 3 | 2 | This action was completed on the due date. |
| 218 | 4 | 2 | The working group met on the due date: Changes to the PSA were discussed and actions placed. Proposals to encourage use of training mode were discussed and will be evaluated on 8/9. The remaining changes to the training course were discussed and those to be incorporated were selected and implementation agreed. This action is complete. |
| 218 | 8 | 3 | Working group met 8/9. Pathway report will be tabled 9/9. |
| 218 | 9 | 3 | RH, AEO actions. The commercial issues are covered in exchange of letters between BMcN (3/9) and WMF (7/9). |
| 218 | 10 | 3 | The Clearance Plan was discussed 8/9. Pathway report will tabled 9/9 |
| 298 | 1 | 2 | The working group (comprising JM, TPA, JF, DD) met 1/9 and agreed the metrics for current and retrospective Cash Account periods. The underlying causes for the incident groups have been explained. The method of mapping of incidents into (now) 12 categories being used for resolution has been agreed and further subdivision by POCL of some of these categories for CAP 22 to make 21 categories/subcategories in all is being reconciled. The sequencing of fixes both applied and in progress is published routinely on the ICL Pathway intranet. It has been agreed that this will be presented to the working group such that the work package is related to the incident category and will allow subsequent tracking from Help Desk reported incidents. This level of this action was completed. Further actions to be taken under actions 298/4-6. |

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| 298 | 2 | 2 | <p>Preliminary discussions were held on this action. Pathway has proposed an acceptable level of system incidents of one unplanned but authorised reboot per counter per month, judged on a weekly basis. (This is the current level.)</p> <p>This remains the basis of Pathway's proposal for reduction from High to Medium severity.</p> <p>Pathway's Resolution Plan updated to close of play 8/9 will be tabled 9/9.</p> <p>See ICL Pathway's Resolution Plan updated to close of play 8/9 Cash Account Week 24 will be tabled 13/9.</p> |
| 298 | 4 | 3 | <p>Review between Don Docherty and Richard Brunskill held and fully reconciled call totals for week 22 between POCL and Pathway recording categories.</p> <p><i>[Note: POCL raised an Acceptance Incident, AI 413, in outline on 3/9 (the evidential material is not yet published to Pathway) and would appear to call this agreement into question.]</i></p> <p>POCL action.</p> <p>For week 23 POCL wished to include a further 140 calls. These related to events that Pathway does not classify as affecting system stability: e.g. routine system management notifications, printer paper jams, certain system busy events and a number of no-entry displays on log-off.</p> <p>For week 24 Pathway and POCL are performing a joint analysis. Indications to 8/9 are that POCL agrees closely with the Pathway classifications.</p> <p>Action transferred to Pathway under 298/6 below.</p> |
| 298 | 8 | 4 | <p>The ICL Pathway response is included in the Resolution Plan, to be tabled 9/9.</p> |

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| 314 | 1 | 1 | <p>ICL Pathway has amended and reissued the proposals. The following were published 1/9 (to Graham White):</p> <ol style="list-style-type: none">1. Pathway response to POCL comments on document CR/SPE/007 (development plan for Generalised API for OPS/TMS)2. Pathway response to POCL comments on document CR/POL/004 (ICL Pathway External Applications Procurement Policy)3. Updated version (0.2) of development plan for Generalised API for OPS/TMS4. Updated version (0.4) of ICL Pathway External Applications Procurement Policy <p>These actions are complete.</p> <p>Pathway now seeks agreement to this Clearance Plan.</p> |
| 314 | 3 | 3 | <p>The revised version of CR/SPE/007 is tabled herewith. It also takes into account a further tranche of comments from JF.</p> <p>This action is not due until 13/9.</p> |

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| 369 | 1 | 1 | <p>The write up of laboratory tests on both the 100 “current specification” covers, and a retest of the 90 “new specification covers” were completed and submitted to POCL. The tests show that both samples can be read 100% by both the Horizon and ALPS scanners.</p> <p>Pathway has provided POCL with daily data for bar-code read fails for the period since 27/8. One FAD accounted for about half all instances and a few FADs for ~90%.</p> <p>Pathway is in course of updating its reports to distinguish book receipt, issue and encashment.</p> <p>An associated PinICL was fixed and distributed to the counters 29-30/8 obviating a workaround that would lead to some over-reporting of bar-code read incidents.</p> <p>Pathway and POCL will mount field tests of the 100 and/or 90 covers during the week of 6/9. DSS has notified POCL that it does not wish to be represented. Pathway will make available Mark Barber and John Coakes for this exercise.</p> <p>Pathway is seeking to source specialist, industry standard, bar-code evaluation equipment. This provides an objective analysis of bar-code printed quality and is reasonably portable. This equipment is not required for the projected field tests but would be useful in the future.</p> <p>The training course material has been checked and is satisfactory.</p> <p>These actions are now complete.</p> <p>Pathway now seeks agreement to this Clearance Plan.</p> |
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| 369 | 2 | 3 | <p>ICL Pathway has provided comments on the plan and has met POCL to discuss the plan. Pathway will require Appendices A to C. Pathway will provide the historical data sought under section 4.2 (from ~26/7); that sought under section 4.4 (for ALPS versus OBCS for March to June 1999) will not be provided by Pathway.</p> <p>ICL Pathway and POCL have performed the first element of plan, scanning of 190 covers on live OBCS and ALPS. All were 100% successful. The report is tabled herewith.</p> <p>As regards the second element of the plan, ICL Pathway has now purchased bar-code evaluation equipment and will be setting it up 9/9 for use on 10/9.</p> <p>ICL Pathway confirms that if a bar-coded book is Received into an outlet for a customer previously unknown to that outlet then the OBCS application seeks to access the remote stop list. If the communications connection cannot be established then the user is (correctly) prevented from Receiving the book, including by type in of the NINO and CPP.</p> <p>Pathway agreed to provide reports for estate total values for bar-code reads to calculate estate failure rate. For 7/9 the estate failure rate, excluding incorrect no-barcode operations (see below) was 0.0001447, (9/62197).</p> <p>Pathway agreed to provide information from calling "cluster" post offices. The first reports for 3-7/9 have been provided. Of the 73 incidents for which contact with the outlet was made 42 related to operations on <u>non</u>-bar-coded books. This corroborates part of the information received previously from FAD 269632. For Received books, this involves the user falsely notifying that the system (scanner) is not working in order to effect the Receiving of a non-bar-coded book, which is itself not a required function. POCL is issuing instructions to users to use the correct OBCS function ("Foils") for non-bar-coded books and is introducing a Reference Data change to improve the OBCS button legends.</p> <p>ICL Pathway is investigating other evidence from the initial cluster analysis. The bar-code quality on green books will require particular analysis.</p> |
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| 372 | 1 | 1 | <p>.dll file checking.</p> <p>ICL Pathway has developed a Systems Management task that checks the structure of .dll files in prescribed system directories for content integrity. This task can be executed on a one shot basis at a particular outlet, or can be consolidated with other systems maintenance activities in the regular overnight script (this also reloads the Riposte desktop, for example). CP 2116 is being implemented to provide this regular overnight capability.</p> <p>ICL Pathway will continue to run the .dll contents check on potentially affected files within the overnight activities until an agreed closure criterion is achieved. This will be either:</p> <ul style="list-style-type: none">• diagnosis and fix of the underlying corruption problem, or:• a substantial software download has occurred followed by a clear period of 3 months running with no detected .dll file corruptions. |
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| 372 | 2 | 1 | <p>ATE (Automated Targeting Engine) functioning</p> <p>The incident that occurred during the LT 2 upgrade has been tested and fixed (incorrect handling of long error messages). The fault was recorded and cleared through the OSD fault notification process (PinICL is used for Pathway related incidents). Further details have been supplied by OSD on the nature of the fault and the resolution undertaken:</p> <p><i>Messages in the Tivoli Log that exceed 512 bytes caused an error in ATE due to a string size allocated not being long enough. The change required was to terminate the log messages to a maximum of 512 bytes. Testing was performed by simulating a Tivoli log with a message greater than 512 bytes and was implemented with a new release of ATE.</i></p> <p>As noted previously the ATE is in regular usage. ICL Pathway continues to demonstrate its usage during normal operational management of the live estate. Consistent with this usage, ICL Pathway will attempt to consolidate a distribution representative of the LT2 distribution during the next three months live operation. (Representative in this sense is taken to include elements of both Riposte and the Pathway counter applications.)</p> <p>Pathway now seeks agreement to this Clearance Plan (both elements).</p> <p>ICL Pathway confirms that testing of long file-names messages will be included in the "substantial software download " described under 372/1 (above).</p> <p>Pathway will now document the agreed Clearance Plan.</p> |
| 376 | 1 | 2 | <p>The working group met on 26/8.</p> <p>The causes of all incidents were explained.</p> <p>This action is complete.</p> <p>(The remaining issues relate to incidents notified recently and since the working group meeting and will be treated as "business as usual".)</p> |
| 376 | 2 | 2 | <p>The procedures were walked through on 31/8.</p> <p>Note: POCL is considering not proceeding with this plan until the fix referred to in action 3 and 4 (below) is in service.</p> |

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| 376 | 3 | 2 | <p>A fix is in preparation that will remove the dependency of the Cash Account process on the availability of Item Reference Data. The effect of this fix will be, for end-dated Items, to ensure that any transactions in the week, and the system-calculated closing stock balance, will be reported to the outlet Cash Account.</p> <p>However, housekeeping (e.g. Rem In/Out) will not be possible once the Item has been end-dated hence the dependency on the procedures referred to in 2 (above) remains.</p> <p>Before committing to this fix further analysis is necessary to ensure that no other accounting processes are dependent on reference to the Item Reference Data.</p> <p>ICL Pathway will propose a date on 6/9 by which this fix will be introduced to service.</p> <p>ICL Pathway confirms that the incident is limited to Voucher Transactions. A fix is in preparation that is expected to be delivered by 17/9. This was discussed under 376/1 and is acceptable.</p> <p>POCL action. Whether POCL agree to release the retained Reference Data changes depends on the outcome of action 376/2 (above).</p> |
| 376 | 4 | 2 | <p>ICL Pathway believes that the implementation referred to in this action relates to the procedures discussed in action 2 (above) and not the fix described in action 3. It was never ICL Pathway's intention to commit to implementing the fix by 13/9.</p> |
| 376 | 6 | 2 | <p>POCL action.</p> <p>'Indemnities' meeting cancelled.</p> <p>POCL action.</p> |
| 376 | 7 | 2 | <p>The working group considering 376/5 (above) discussed a potential interim measure. POCL to confirm acceptability.</p> <p>POCL notified ICL Pathway 8/9 that it does not require Pathway to develop the interim additional reconciliation proposal.</p> |
| 378 | 1 | 2 | <p>An explanation has been provided to Ian Senior (Martin Box on leave). A summary of the incidents associated with AI 378 has been prepared in the same format as that for AI 376.</p> <p>POCL action.</p> |

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| 391 | 1 | 1 | <p>A new status report, in the form of an Acceptance Incident Analysis was produced and is tabled herewith.</p> <p>The site visit remains planned for the week of 6/9.</p> <p>This level of this action was completed.</p> |
| 391 | 2 | 3 | <p>The A&L general visitor procedure was amended. Copy herewith.</p> <p>The ICL Pathway Resolution Plan was updated. Copy herewith.</p> <p>ICL Pathway now seeks agreement to this Resolution Plan.</p> <p>The Resolution Plan is tabled herewith.</p> <p>ICL Pathway now seeks agreement to this Resolution Plan.</p> |
| 408 | 3 | 2 | <p>A resource model workshop was held in Feltham on 7-8/9.</p> <p>Considerable numbers of changes were identified to the scripts, and new scripts have now been produced and agreed. The scripts were delivered to ICL KnowledgePool on 3/9 and they carried out work over the weekend to familiarise their trainers with their content and delivery process. The scripts were introduced into the live environment on 8/9 and will be executed as a 'Cash Account domain' initially with 12 trainers on Wednesday p.m. and Thursday a.m. The trainers have also received appropriate training in the use of PowerHelp, the HSH call management system. HSH staff will be progressively trained in the use of the scripts by the trainers such that six staff will have been trained by 17/9 and a further 14 by 30/9.</p> <p>At the workshop, agreement was reached between POCL and Pathway that Cash Account calls were indeed a special case. The initial HSH resource model made no distinction between Cash Account and other call types and did not correctly predict the imbalance in call incidence on Wednesdays and Thursdays. Our modified model is now able to show clearly the change in daily workload and confirms the need for additional staff to be available specifically to handle these Cash Account calls.</p> <p>We have used the modified model to calculate the minimum staffing levels required for the Cash Account call handling workload and this will be monitored over the coming weeks and months to ensure that the parameters to the model reflect real life experience as closely as possible. Initially, this process will be over-resourced but it is intended that this will be moderated over time as Cash Account script performance is confirmed and HSH staff recruitment is accelerated.</p> |
| 412 | - | - | A Resolution Proposal is tabled herewith. |

ICL Pathway

Acceptance Workshop
ICL Pathway Action RecordRef:CR/ACD/001
Version:4.0
Date:17/9/99

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|-----|---|---|--|
| 413 | - | - | ICL Pathway has sought but has not (as of 8/9) received the evidential material specified in the outline Acceptance Incident. Accordingly ICL Pathway will treat this incident in accordance with Section 3.4 of the Supplemental Agreement, if the evidential material is supplied by 15/11. AI now withdrawn. |
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ICL Pathway

Acceptance Workshop
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Category Bs and Cs

The statuses of 'B's have been completely revised. Now included as 'B's are 378, 391, 369, and 412, but see entry for 412.

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|------|---|---|---------|---|
| 'Bs' | 1 | 1 | 211 | Final AI Analysis published 16/9. |
| | | | 218 | Final AI Analysis published 16/9. |
| | | | 298 | Final AI Analysis published 16/9. |
| | | | 314 | Final AI Analysis published 16/9. |
| | | | 342 | Final AI Analysis published 16/9. |
| | | | 361 | Final AI Analysis published 16/9. |
| | | | | Pathway seeks Closure of this AI. |
| | | | 369 | Final AI Analysis published 16/9. |
| | | | 371 | Final AI Analysis published 16/9. |
| | | | | Pathway seeks Closure of this AI. |
| | | | 372 | Final AI Analysis published 16/9. |
| | | | 376 | Final AI Analysis published 16/9. |
| | | | 378 | Final AI Analysis published 16/9. |
| | | | 390 | Final AI Analysis published 16/9. |
| | | | 391 | Final AI Analysis published 14/9. |
| | | | 395 | Final AI Analysis published 16/9. |
| | | | | Pathway seeks Closure of this AI. |
| | | | 408 | Final AI Analysis published 14/9. |
| | | | 412 | Final AI Analysis published 16/9. |
| | | | | Pathway seeks recategorisation of this AI to Low. |
| 'Cs' | | | various | An initial meeting was held between JA and JD on 7/9. This defined the 39 AIs to be addressed and most of the actions. These will be followed up on 10/9. |
| | | | 30 | Of the original 39, POCL has Closed nine, ICL Pathway is actioned on seven and POCL actioned on 21. |
| | | | 25 | Currently 25 None-Lows |