

ICL Pathway

**Acceptance Resolution Plan
Acceptance Incident 391**

Ref: CR/ACD/391
Version: 1.0
Date: 13/9/99

Document Title: Acceptance Resolution Plan for Acceptance Incident 391

Document Type: Acceptance Resolution Plan

Abstract: This document contains the agreed Resolution Plan in respect of Acceptance Incident 391.

Status: Issued

Distribution: Expert:
Peter Copping

ICL Pathway:
Library

POCL:
Bob Booth/Jeremy Folkes

John Meagher
Min Burdett
Jeff Austin

Author: D J Jones / J C C Dicks

Comments to: ICL Pathway list

Comments by:

0 Document control

0.1 Document history

Version	Date	Reason
0.1	20/8/99	Initial draft
0.2	24/8/99	Draft Version for the expert and workshop 25/8
0.3	25/8/99	Version for the Expert and workshop 25/8
0.4	10/9/99	Version documenting the agreed Resolution Plan
1.0	13/9/99	Plan agreed at 13/9/99 Workshop

0.2 Approval authorities

Name	Position	Signature	Date
J H Bennett	Managing Director		
J C C Dicks	Customer Requirements Director		
M Bennett	Quality and Risk Management Director		

0.3 Associated documents

Reference	Vers	Title	Source
-----------	------	-------	--------

0.4 Abbreviations

0.5 Table of content

1. PURPOSE	4
2. SUMMARY	4
3. CRITERIA.....	4
4. POCL POSITION	4
5. ICL PATHWAY POSITION	4
5.1 EVIDENCE TO ENABLE THE PLAN TO BE AGREED	4
5.1.1 <i>Analysis of the Incident</i>	4
5.1.2 <i>Resolution Plan</i>	5
5.2 RESOLUTION PLAN SUMMARY	6

1. Purpose

This document sets out the ICL Pathway Resolution Plan with respect to Acceptance Incident 391.

2. Summary

This plan contains the actions agreed with Jeremy Folkes and Bob Booth (POCL) that now constitute a satisfactory Resolution Plan for the issues raised under Acceptance Incident 391.

3. Criteria

The Criteria under test are PS-22, PS-39, PS-40, PS-41, 698-03, 698-02, and 698-01.

[DN: PS39 is a repetition of 698-01; PS40 is a repetition of 698-02; PS41 is a repetition of 698-03; PS22 is modified in the Codified Agreement to remove certain references to DSS.]

4. POCL position

Several meetings have been held with POCL representatives and POCL have now agreed that the actions in place to address the issues raised under AI 391 are acceptable.

5. ICL Pathway position

5.1 Evidence to enable the plan to be agreed

5.1.1 Analysis of the Incident

POCL and ICL Pathway agreed that the specific areas of concern were as follows:

BOOTLE

1. The Data Centre fence is in a totally unsatisfactory state (acknowledged by A&L)
2. There are no physical restrictions on pedestrian access up to within 2m of the Data Centre, with the outer site fence claimed purely to be a delimiter and not intended as a physical control.
3. Vehicle access is still possible to within 2 metres of the Data Centre. CCTV coverage of the car park close to the Data Centre does not appear good, and POCL have been denied permission to view the CCTV coverage. Pathway's

previous stated mitigations to the proximity of the car park, based on CCTV tracking, control of visitors cars, etc do not appear to be effective.

WIGAN

4. Access via a back gate was not restricted or covered by CCTV.
5. Expected CCTV improvement has not been implemented.
6. Site security is totally dependent on a single security guard / receptionist / CCTV operator with no defined backup.

5.1.2 Resolution Plan

BOOTLE

- 1 Since the last POCL visit repairs to the data centre fence have been carried out. Missing or broken tension wires and fixings, attaching the fencing to the concrete posts and hooks to secure the fence to the ground have been replaced and the locks on the emergency access gates are now secure.
- 2 The perimeter fence upgrade, installed to date and in progress will substantially improve the security at the site. The likely A&L timetable for completion of the third phase of the perimeter fence upgrade is deemed unacceptable by Pathway. Therefore Pathway will install a new palisade fence, by the end of November 1999, at 5 metres from the data centre that will be to the same standard as the one installed outside the data centre at Wigan.
- 3 Changes will be made to the Alliance and Leicester Quality System security procedures, specifically relating to visitors arriving in a vehicle. The content of the changes have been agreed with POCL (J Folkes & B Booth) and A&L (B Jones). The necessary entries in the A&L Quality System documentation will be completed by 31/10/99.

WIGAN

- 4 Pathway will extend the A & L card access system, in line with corporate standards, to the pedestrian access gate adjacent to the canal by the end of November 1999.
- 5
 - a) An additional external camera covering the area between the data centre and the perimeter will be installed by 30 September.
 - b) Pathway is currently considering options for adding a further exclusion zone approximately 30 metres from the data centre. These options include motion detection, a further palisade fence or a microwave fence. Pathway will make the decision as to its preferred option by the end of September, for implementation by the end of December 1999. POCL will be informed by Pathway as to which option has been chosen. The local procedures will be updated to take into account changes related to the new exclusion zone and Pathway will also add this onto the RED CARE system when installed.
- 6
 - a) Pathway will produce instructions related to the Wigan Security Guards response to alarms on their pager, for inclusion in the A&L standing instructions. A&L have confirmed that they will incorporate these instructions in their procedures by 31/10/99.

ICL Pathway

**Acceptance Resolution Plan
Acceptance Incident 391**

Ref: CR/ACD/391
Version: 1.0
Date: 13/9/99

b) Pathway is adding the RED CARE monitoring system to the alarm trigger mechanism on the palisade fence, by 30/09/99.

5.2 Resolution Plan summary

All Resolution Plan activities are now agreed with POCL and have been scheduled or completed.

Pathway will provide site plans to POCL, by 30/09/99, for both Bootle and Wigan, marked up to show where the additional security controls are/will be situated.

Ongoing monitoring of the plan will be carried out jointly and a POCL visit is proposed to take place when all actions are complete (in late December or at the latest, early in January 2000).