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Notes of the PDA / Pathway Progress Review Meeting.
Held on 6 November 1996 at Terminal House

POH-607D

Attendees:

PDA	Peter Crahan (Chair)	Pathway	John Bennett
	Pat Kelsey		Terry Austin
	Bruce McNiven		Steve Muchow
	John Meagher		Tony Oppenheim
	Bob Burkin (notes)		

1   Introduction

1.1   Peter Crahan welcomed everyone to the meeting. The purpose of the meeting was (i) to review 'drop down' issues and to agree action that should be taken to achieve the contract extrapolation date of 15 November and (ii) to review Pathway's development progress.

1.2   It was noted that nothing stated or agreed at the meeting should be deemed or construed as affecting existing contractual obligations between ICL Pathway, the DSS and/or POCL.

2   Drop Down Issues

A list of 15 'drop down' issues was tabled at the meeting for review (copy attached). It was confirmed that this was the entire list and that no further additions would be made or permitted.

Contractual Issues:

2.1   Release 2+ (Relief)

The concept was understood and a way forward had been discussed with the CNT. Language was being drafted. This issue had to be discussed in the PDA in conjunction with Release 1 contents, the two issues being interdependent.

Action 1   Pat Kelsey to ensure drafting completed by Monday 11 November.

2.2   Agreements to Agree Relief

ICL Pathway had a concern that they might be held responsible for omissions in their services due to failure of "agreements to agree". It had previously been agreed to make explicit that this would not be the case. Lawyers were drafting suitable text. It was expected to be

available for review by the end of the week.

Action 2   *Pat Kelsey to provide draft for review - date to be confirmed with Lawyer*

2.3   Drop Down - Split Requirements

No problems were foreseen in resolving this issue before the current 'drop down' date. Currently with Programme Lawyers as a drafting issue.

Action 3   *Pat Kelsey to provide draft for review - date to be confirmed with Lawyer*

Commercial Issues (4 issues)

2.4   Remedy Aggregation, EVP Timings (Schedule B08), OBCS (Commercial) and A6 (Commercial)

All these commercial issues are subject to a new Pathway proposal to be issued to the PDA (delivery to Keith Baines) on Monday 11 November. Urgent discussions would then be held with Tim Brown (POCL) with a response back to Pathway expected by close of play Tuesday 12 November.

Action 4   *Pathway to issue new proposals covering all the commercial issues to PDA on Monday 11 November.*

SLA Issue

2.5   SLA Transaction Times

Due to "agreements to agree" Schedule B3 has been incomplete as to the transaction times against which service levels may be monitored.

Pathway would issue a paper (version 3), incorporating PDA comments on an early draft, by Friday 8 November. The general feeling was that the PDA were comfortable with the status reached and expected the issue to be resolved and not impact the 'drop down' date.

Action 5   *Pathway paper to be issued to PDA by Friday 8 November.*

CCN Issue

2.6   CCN Agreements

A list of the 39 CCN's raised by Pathway was issued at the meeting (copy attached). These CCN's, which would bring the SADD and

Requirements into line, were 'known changes' and were therefore expected to be cleared quickly - and John Savage (Pathway) and Bernard Jenkins (PDA) were working closely to finalise before the 15 November. Pathway confirmed that there were no further CCN's to be forthcoming as part of the 'drop down' process.

It was noted that the number of CCN's raised by all parties should be kept to a minimum with zero changes being the aim.

Action 6   *Pat Kelsey and John Bennett to ensure completion of the CCN process by 15 November.*

Programme Issues

2.7   Pathway Release 1 Content

The three main documents specifying R1 content were:
   V4   detailed applications (BES / AP)
   V5   referred to additional Fraud & Risk Management and Security measures
   V0.6   takes into account early PDA comments on V4

The process to be followed to resolve this issue was:
   (i)   final PDA comments on V4 to Pathway by Friday 8 November
   (ii) PDA comments on V5 by Friday 8 November
   (iii) Contents to be brokered / negotiated with Stakeholders (initial views already obtained from POCL)
   (iv) Further negotiations with Pathway

This issue was unlikely to be resolved by 15 November. During the meeting 20 November was stipulated as resolution date.

Action 7   *Peter Crahan and John Bennett to ensure their respective teams are focused on progressing this issue to an early resolution.*

2.8   Release Policy Document

A PDA review meeting to be held on Friday 8 November with comments back to Pathway on Monday 11 November. A further review to be arranged for early next week with resolution of all issues by 13 November.

2.9   Acceptance Specs. (BES)

No problems foreseen with the current document. PDA to write to Pathway early w/c 11 November to confirm acceptance.

Action 8   John Meagher to confirm acceptance.

2.10   Security Functional Specification

It was noted that security was paramount and that fraud reduction was a key objective of the Programme.

A form of words which would allow the FS to be signed off by the PDA, (with normal process to be followed for subsequent controlled documents), was reviewed and agreed at the meeting.

Action 9   Pat Kelsey to ensure sign off process of Security Functional Specification, having confirmed with PDA colleagues that there are no remaining issues

Action 10   Outside of the meeting, Bruce McNiven to follow up the issue of FRM & Security with Gareth Lewis to see if the Release 1 content can be signed-off

2.11   Acceptance Criteria

Following a lengthy discussion it was agreed that the requirements must be delivered using ICL Pathway's solutions as known and agreed. There was concern that to achieve this, the relevant parts of the solutions would need to be mapped on to the various Acceptance Criteria as submitted by ICL Pathway and that was a significant amount of work. However, Schedule C3 (Authorities' Agreement) confirms that requirements that must be satisfied by means of the solutions, was seen as being sufficient. In addition, ICL Pathway offered the PDA use of their 'Access Database' as a "navigational tool" in linking test scripts, the FS and the SADD

Action 11   Pathway to make their database available to the PDA

2.12   Severity Levels - Generic/BES

ICL Pathway had submitted examples of Severity Levels using BES as a template. There has been much discussion on this subject with the CNT and it had been previously agreed that Severity Levels would apply to incidents rather then criteria.

It was agreed that there would be joint working, using BES as an illustrative example to resolve the issues of definition. The PDA confirm this would not be a "sign-off" for BES.

Action 11   John Meagher and Terry Austin to progress jointly.

Action 12   Pat Kelsey to ensure a CCN to reflects the change from 'criteria' to 'incidents'.

2.13 Summary

In summary, it was noted that a lot of work was required in order to clear all issues, and the 15 November date was not achievable in some instances. The 29 November was believed to be a more realistic completion date.

Action 13   *Pat Kelsey and Tony Oppenheim to prepare a note to extend the contract extrapolation date to 29 November. Subject to final confirmation from the Programme Director, this would be signed by 15 November by Pat Kelsey and John Bennett.*

Action 14   *Peter Crahan to broker the revised forecast completion date with Stakeholders.*

3   Development (update on main deliverables)

3.1 OBCS and AP

Progressing to plan. Both products have moved into Pathway's Product Acceptance Testing phase.

3.2 EPOS

Product reviews (by PDA) that were planned to be completed at end of October were ongoing. The impact of this was to be assessed.

Action 15   *Terry Austin to report to John Meagher the results of the impact assessment on 7 November.*

3.3 BES

Pathway work is currently 6 days behind schedule. A review of testing timescales to be carried out (including the joint testing team) to determine options / impact of slotting BES testing in at a later than planned date.

There appears to be a differing view between the PDA and Pathway as to what work has been done and what is currently available for PDA review. Terry Austin was reviewing the position and would arrange for a presentation of BES to selected PDA staff (to include Colin Odout).

Action 16   *Terry Austin to inform Peter Crahan of date of presentation.*

4   **Accommodation**

    4.1   The possibility of accommodation at Feltham for PDA staff was discussed.

Action.17 *Peter Crahan to review PDA requirements and discuss with John Bennett outside of the meeting*

5   **Training**

    5.1   There was differing of views between Pathway and the PDA regarding training needs. This issue was to be discussed and progressed at a meeting arranged for Monday 11 November.

6   **Conclusion**

Peter Crahan thanked everybody for their positive input to the meeting which he believed had been a good and useful exercise.

DROP DOWN ISSUES

NO.	ITEM	COMMENT	PATHWAY OWNER	CATEGORY
1	Release 1 Content		TPA	Essential
2	Release Policy Document	Mechanism	TPA	Desirable
3	Release 2 (+) Relief		AEO	Essential
4	Acceptance Criteria	Mechanism	TPA	Essential
5	Acceptance Specs. (BES)	Mechanism	TPA	Essential
6	Severity Levels - Generic/BES	Mechanism	TPA	Essential
7	SLA Transaction Times	Mechanism	SM	Essential
8	Remedy Aggregation Timings		AEO	Negotiate
9	EVP Timings - B08		AEO	Negotiate
10	Agreements to Agree Relief		AEO	Essential
11	Drop Down - Split Requirements		AEO	Essential
12	OBCS - Commercial		AEO	Negotiate
13	AO6 - Commercial		AEO	Negotiate
14	Security Functional Specification		TPA	Essential
15	CCN Agreements		AEO	Essential

06-Nov-96					
CCN No	CCN Title	CCN Raiser	Implementation Date	Submitted	PDA Response
2	Live Trial Volumes	Davies B	15/08/96	Yes	No
3	CAPS IGL Configuration	Vaughan B	26/08/96	Yes	No
4	Automatic Replenishment of Temporary Tokens	Dicks J	18/10/96	Yes	No
5	Proxy Collection of Cards/Housebound PUN Holder	Dicks J	27/09/96	Yes	No
6	FS5.0 to FS6.0	Dicks J	30/09/96	Yes	No
7	Encashment ID Format (IGL)	Howells D	21/10/96	Yes	No
8	Roll Out and Implementation Agreement	Davies B	01/04/97	Yes	No
9	Addition of CV's to management team details	Page J	25/10/96	Yes	No
10	Requirement 895 - Irregular Encashment Patterns	King G	Release 1	Yes	No
11	Eposs Transaction Input	Cooke D	Release 1	Yes	No
12	Bilingual BES Receipt/Atp	Cooke D	Release 1	Yes	No
13	OBCS Stop Record Archiving	Cooke D	Release 1	Yes	No
14	Change from BT to Energis	Davies J	15/11/96	Yes	No
15	Clarification of PAS/BES Service Boundary	Hollingsworth D	15/11/96	Yes	No
16	Introduction of 'POCL MIS Reports' as a controlled document	Hollingsworth D	15/11/96	Yes	No
17	Use of PAS Help Desk to compensate for removal of Monitor Usage Flag and Card Alert file from CAPS Version 6	Dicks J	Release 1	Yes	No

CCN No	CCN Title	CCN Raiser	Implementation Date	Submitted	PDA Response
18	Foreign Encashments, removal of Social Fund exception	Dicks	Release 2	Yes	No
19	Removal of PUN Receipt	Dicks J	Release 1	Yes	No
20	Temporary Post Office Closures	Hollingsworth D	15/11/96	Yes	No
21	EPOSS Audit/retention of records	Cooke D	Release 1	Yes	No
22	Internal Service Levels TMS	Robinson P	31/10/96	Yes	No
23	Internal Service Levels CMS	Robinson P	31/10/96	Yes	No
24	Internal Service Levels PAS	Robinson P	31/10/96	Yes	No
25	Order Book recall and redirection transactions	Cooke D	Release 1	Yes	No
26	Card Wording and Requirement 962	Hollingsworth D	15/11/96	Yes	No
27	Changes to control card population	Dicks J	15/11/96	Yes	No
28	POCL a Pathway sub-contractor	Dicks J	15/11/96	Yes	No
29	Royal Mail a Pathway Subcontractor	Dicks J	Release 1	Yes	No
30	Amendment to Schedule E08 - APS Service Levels and Remedies	Ivermee D	Release 1	Yes	No
31	Proposed Mechanism for Determining Counter Transaction Performance through Benchmarks	Muchow S	15/11/96	Yes	No
32	Alignment of Req. 914 Descriptions in Schedules B01 and B02 with G10	Curley P	15/11/96	Yes	No

CCN No	CCN Title	CCN Raiser	Implementation Date	Submitted	PDA Response
33	OBCS - Handling of Counterfeit Book	Cooke D	15/11/96	Yes	No
34	Proposed Changes to POCL Agreement D08 - BES Service Levels and Remedies	Muchow S	15/11/96	Yes	No
35	Schedule B4 POCL Agreement	Oppenhiem A	15/11/96	Yes	No
36	Amendment to Schedule H08 - OBCS Service Levels and Remedies	Cooke D	15/11/96	Yes	No
37	Extended Verification Process	King G	15/11/96	Yes	No
38	Solutions Update	Dicks J	15/11/96	Yes	No
39	Infringements of Restricted Post Office	Hayward T	15/11/96	No	No
40	Amendment of Req. 521 in Schedule B01	Curley P	15/11/96	No	No