ICL Pathway	Phase 1C (North East)	Ref:	IM/REP/016
	Weekly Progress Report	Version:	1.0
		Date:	02/12/97

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Abstract: This weekly report summarises the progress of the upgrade of the North East release 1b sites to release 1c. (The data in this report is based upon the 1B - 1C Migration schedule - version 24, dated 11/11/97)

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0   Document control

0.1   Document history

Version	Date	Reason
0.1	12/11/97	First issue
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0.2   Approval authorities

Name	Position	Signature	Date

0.3   Associated documents

Reference	Vers	Date	Title	Source

0.4   Abbreviations

SPMR   Subpostmaster

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0.5 Changes in this version

Updates from the second week of the migration programme. Also issues collated from Exel and HFSOs have been included here.

0.6 Table of content

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1 INTRODUCTION

This weekly report summarises the progress of the migration of release 1b Horizon post offices in the North East to release 1c. The purpose of this report is to provide the POCL region with a summary of the progress to date against the planned activity in this region, a summary of the planned activities in the following week and outstanding sundry activities.

2 SCOPE

This report only covers the implementation activities for this phase within the region and is not intended to include any reporting requirements for outlets in steady state within the region.

3 Progress for Friday 7th November to Thursday 21st November

ACTIVITY	PLANNED	ACTUAL
1c Migrations	85	85

4 OUTSTANDING SUNDRIES

4.1 CURRENT ISSUES/OUTLETS ON HOLD

None.

4.2   Exel Issues

The following table details the issues noted by Exel during the migrations in the offices.

FAD Code	Office	Comments
163329	Bates Cottages	OM did not have supply of benefit slips. Installers used their contingency supply but HFSO believed that all the 1b installations she was at had not been left supply of slips, till rolls etc. which should have been the procedure.
163329	Bates Cottages (cont)	A4 printer was moved from underneath counter to top. OM not happy as this interferes with coin rack. It was agreed to leave A4 printer off the counter (not used at moment) but office will need to be revisited.
200328	Beadnell	HFSO one hour late (not aware of 8am start)
201328	Belford	No PMMC cards in base unit, DOA Ithica
174329	Benton Rd	Monitor screen 'wavy' - Swapped out
158329	Blaydon on Tyne	Blue screen before Riposte. SCZ swapped.
153328	Cambo	No PMMC card
404329	Chapel House	Keyboard swapped (sticking keys)
204329	Clayton Rd	Blue screen on SCZ. Base unit swapped.
205329	Coatsworth Rd	Prior to installers arrival, the kit had been repositioned with the Ithicas disconnected and placed under the counter. SPMR was insistent kit could not be positioned correctly. Greg Couper visited office and compromise reached. SCZ swapped.
220329	Dinnington	Hung at 3%,rebooted OK
228329	Eastbourne Gdns	Installers were not aware they had to calibrate screens before beginning Autoconfig.
208328	Embleton	ISDN line failed, no light. Seemed to self correct??
245329	Grange Park	No PMMC in overshipper.
249329	Hazelrigg	No bar code label. Entered manually.
252329	Killingworth	Scanner exchanged
211328	Lesbury	Bar code label missing.
FAD	**Office**	**Comment**

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Code		
285329	Low Simonside	Dead On arrival GMI, no power - no disk error on replacement - SCZ error at least one server or driver failed - 2 GMI and 1 SCZ swapped.
228328	Lowick	No grommet hole for scanner. Completed w/c 24/11/97
288329	Matfen	No light on ISDN box. Line reset at BT exchange.
294329	Nelson Village	Could not read PMMC card during POLO process - Printer cable replaced.
470329	Newsham Farm	Error message - at least one service or driver failed. System rebooted.
214328	North Sunderland	DOA Ithica
310329	Palmersville	Installers had to wait to gain entry. Issue with positioning of Ithica printers. (B. Herd informed)
469329	Riding Mill	Dead On Arrival keyboard
303329	St Nicholas	PMMC not attached to Gateway
354329	Station Rd	System calibrated but would not scan label
190328	Thropton	Issue with placement of base unit blocking access to safe. Repositioned on B. Herd instructions
378329	West Boldon	Gateway retrying at 3% - CLI test fail - Ithica would not print POLO pin number - 1 keyboard and 1 Ithica swapped.
401329	Whitley Lodge	Bar codes missing on 2 machines - need to have new set printed.
402329	Wilton Drive	Swipe readers cannot be used without moving keyboards out each time from underneath monitor stand. Suggest Office should be revisted. SPMR and husband remained until 07:15pm to allow installation to complete.
394329	Winlaton	No Riposte screen on last counter. SCZ swapped. Ithica DOA also swapped.

4.3 HFSO Reports

The following are usability comments collected from the HFSOs during their visits to offices. These offices were selected as being potential problem offices.

FAD Code	Office	Usability Comments
198328	Alnmouth	Only complaint - length of bar code scanner.
154329	Annitsford	Keyboard under monitor stand needs to be reversed or pulled out for use. No spare space available.
163329	Bates Cottages	Equipment slightly out of reach but should not cause any problems.
200328	Beadnell	No problems.
201328	Belford	No problems.
158329	Blaydon on Tyne	No problems in operating the system based on the current positioning of the equipment and the space available.
204329	Clayton Road	The Post Office counter is a little narrow. Using the keyboard may present problems when BES cards are in full use.
157328	Ellington	Monitor and printer on 2nd terminal are on a high shelf to the right. Unable to see lights on printer. Office is for sale and is expected to be relocated in the near future.
N/A	Embleton	Position of kit in usable position, although there are two serving positions only one kit is installed. There are 2 part-time staff and 1 SPMR.
245329	Grange Park	OM has smashed 2 glass shelves on the counter to enable monitor and keyboard to fit and still use swipe facility. Pos. 3 has monitor on a stand and to use the swipe facility you have to pull out the keyboard 6 inches. Gateway printer overhangs 2-3 inches.
248329	Hartford Colliery	A very small Post Office with limited space. The only way the system will operate is to pull the keyboard out from under the monitor stand to access the swipe facility.
163328	High Market	The Ithica printer for position 2 is stored sideways, but enough cable has been left to enable easy movement to a correct serving position when in full service.

FAD Code	Office	Comments
330329	Hillhead	The system is set-up on the left-hand side of the serving hatch. The SPMR and staff are right-handed so the system is not as easy to use as they would like.
458329	Humshaugh	Keyboard has to be pulled forward or reversed in order to use it.
272329	Kenton Road	The Gateway is rarely used but the Ithica printer is resting on a slope because part of it is on the foot holding the screen in place. Holes drilled in the counter partially obstruct the serving positions and looks untidy.
252329	Killingworth	All using monitor stands - swipe facility hidden so keyboards will either have to be reversed or pulled from under stands for use. Keyboards overlap counter by approx. 1/3rd when pulled out from under the stands.
275329	Kirkwhelp-ington	At the moment the keyboard is in the middle of the serving position. The OM has asked if she can have a shelf put on the right-hand side of the serving position for the printer to be put on. Then the keyboard can go underneatb the shelf.
211328	Lesbury	SPMR happy with days events. Space although very limited houses Horizon kit okay.
167328	Longframl-ington	Unable to access swipe card facility without pulling out keyboard. Use of A4 printer very difficult when it will be required. A shelf would be very useful in this respect.
212328	Longhough-ton	No problems encountered with usability.
228328	Lowick	No problems.
294329	Nelson Village	If both positions are in use counter space is minimal and the keyboards may have to be turned around. At present there is only one person working behind the counter so the keyboard can be used correctly.
176328	North Broomhill	SPMR has at times difficulty reading the screen as she wears bi-focals.
306329	Otterburn	The printer for the Gateway terminal needs to be put on the right-hand side of the monitor or put on a shelf above the monitor. For the slave terminal the printer was moved to the right-hand side of the monitor.

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FAD Code	Office	Comments
469329	Riding Mill	The extra work was not carried out and the installers had no knowlegde of the problem. The counter serving space would be reduced if the printer was moved to the left. A stand for the monitor would be a great improvement for both space and ease of use.
320329	Rochester	No problems.
217328	Shilbottle	Sub-Postmaster has built a shelf onto the side of the counter to allow movability of the counter equipment.
461329	Slaley	The swipe can only be used when it is back to front and pushed under the monitor stand.
357329	Sunniside	Gateway - keyboard and Ithica moved to sit on counter top shelf instead of lower shelf. A4 printer moved up a shelf to a better site after improvement work.
190328	Thropton	Alarm switch was moved and situated on the side of the counter. The OM could not open the safe door as the base unit was in the way. The base unit was turned at an angle so the safe could be opened.
371329	Walbottle	The desktop printer is pushed behind and to the left of the monitor which when needed for general use will be difficult to operate. It is also wobbling on the shelf it stands on.
371329	Walbottle (cont)	The keyboard is on a drawer which opens up from under the monitor - in full use it will be difficult to operate the BES cards. There is limited space in the outlet - more space could be made if the letter scales were located away from the PO secure area.
378329	West Bolden	Adequate space for use.
383329	West Moor	Adequate space for use.
391329	Wideopen	The slave station is close to the parcel hatch on the right hand side, but the OM is left handed so there isn't much of a problem. OM was asked if there was any major problems with usability and there wasn't.
392329	Willington Quay	No problems that would affect the use of the equipment at this office.
402329	Wilton Drive	SPMR is unable to access the swipe reader as the keyboard lies partly under the monitor stand. The height of the monitor cannot be raised as the SPMR wears bi-focals.
FAD	**Office**	**Comment**

Code		
395329	Winlaton Mill	No problems. Monitor was moved from counter to shelf 2 weeks ago - much better.
467329	Woodlands	No problems with the use of the equipment at this office.

5   MISCELLANEOUS

5.1   Site Preparations

Four sites have been identified in the North East that require additional site preparation works prior to the migration to 1c, Thropton (190328), Kenton Road (272329), Winlaton Mill (395329) and Sunniside (357329). These works where completed as planned and the sites were migrated to 1c within the normal schedule.

5.2   Scheduling

A further change to the order of the Exel vans was made in the second week to make better use of the spare van. This van was allocated offices at the start of each day. This reduced the number of drops per van down to two or three outlets a day.

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6 SCHEDULE SUMMARY

Refer 1B-1C Migration Schedule, version 31, dated 20/11/97

6.1 Week 1

FAD Code	Post office Name	Latest number of counters	CPs Raised	Date agreed with PO by Exel Logistics.	Time agreed with PO by Exel Logistics.	Team	Order	Operational service	HFSO *
401329	WHITLEY LODGE SPSO	3		07/11/97	AM	a	1	08/11/97	B
228329	EASTBOURNE GARDENS SPSO	2		07/11/97	AM	a	2	08/11/97	C
163329	BATES COTTAGES SPSO	1		07/11/97	PM	a	3	08/11/97	B
285329	LOW SIMONSIDE SPSO	2		07/11/97	AM	b	1	08/11/97	E
378329	WEST BOLDON SPSO	1		07/11/97	AM	b	2	08/11/97	D
354329	STATION ROAD SPSO	2		07/11/97	PM	b	3	08/11/97	E
333329	SEATON SLUICE SPSO	2		07/11/97	AM	c	1	08/11/97	F
392329	WILLINGTON QUAY SPSO	2		07/11/97	AM	c	2	08/11/97	G
402329	WILTON DRIVE SPSO	2		07/11/97	AM	sv		08/11/97	A
166328	LINTON COLLIERY SPSO	1		10/11/97	am	a	1	11/11/97	C
163328	HIGH MARKET SPSO	2		10/11/97	pm	a	2	11/11/97	A
196328	WIDDRINGTON SPSO	1		10/11/97	PM	a	3	11/11/97	
192328	WEST DUDDO SPSO	1		10/11/97	AM	b	1	11/11/97	E
178328	PEGSWOOD COLLIERY SPSO	2		10/11/97	PM	b	2	11/11/97	E
194329	CAMBOIS SPSO	1		10/11/97	AM	c	1	11/11/97	G
248329	HARTFORD COLLIERY SPSO	1		10/11/97	PM	c	2	11/11/97	F
186328	STANNINGTON SPSO	1		10/11/97	AM	d	1	11/11/97	D
164328	OLYMPIA SPSO	1		10/11/97	PM	d	2	11/11/97	
470329	NEWSHAM FARM SPSO	1		10/11/97	AM	e	2	11/11/97	F
294329	NELSON VILLAGE SPSO	2		10/11/97	PM	e	4	11/11/97	
223329	DUDLEY SPSO	4		11/11/97	AM	a	1	12/11/97	A
154329	ANNITSFORD SPSO	1		11/11/97	PM	a	2	12/11/97	B
252329	KILLINGWORTH SPSO	3		11/11/97	am	b	1	12/11/97	D
383329	WEST MOOR SPSO	2		11/11/97	PM	b	3	12/11/97	D
344329	SOUTH GOSFORTH SPSO	2		11/11/97	AM	c	1	12/11/97	F
174329	BENTON ROAD SPSO	1		11/11/97	AM	c	2	12/11/97	F
244329	GARDEN VILLAGE SPSO	1		11/11/97	PM	c	4	12/11/97	G
310329	PALMERSVILLE SPSO	2		11/11/97	AM	d	1	12/11/97	E
157328	ELLINGTON SPSO	2	1C-NE03	12/11/97	AM	a	1	13/11/97	B
394329	WINLATON SPSO	4		12/11/97	PM	a	2	13/11/97	E
407329	MONTAGU ESTATE SPSO	3		12/11/97	AM	b	1	13/11/97	A
158329	BLAYDON ON TYNE MSPO (M)	3		12/11/97	AM	c	1	13/11/97	F
314329	PRINCE CONSORT ROAD SPSO	2		13/11/97	am	a	1	14/11/97	A
205329	COATSWORTH ROAD SPSO	3		13/11/97	pm	a	2	14/11/97	B
261329	HIGH STREET SPSO	3		13/11/97	AM	b	1	14/11/97	C
152329	GATESHEAD MSPO	3		13/11/97	PM	b	2	14/11/97	D
184329	METRO CENTRE SPSO	3		13/11/97	AM	c	1	14/11/97	F
317329	RABY ST SPSO	3		13/11/97	pm	c	2	14/11/97	G
204329	CLAYTON ROAD SPSO	2		14/11/97	AM	a	1	17/11/97	A
303329	ST NICHOLAS MSPO	4		14/11/97	PM	a	2	17/11/97	B
330329	HILLHEAD SPSO	2	1C-NE01	14/11/97	AM	B	1	17/11/97	
238329	FENHAM SPSO	2		14/11/97	am	B	2	17/11/97	C
364329	TWO BALL LONNEN SPSO	3		14/11/97	PM	B	3	17/11/97	D
220329	DINNINGTON SPSO	2		14/11/97	AM	c	1	17/11/97	E
249329	HAZLERIGG SPSO	1		14/11/97	am	c	2	17/11/97	G
391329	WIDEOPEN SPSO	2		14/11/97	PM	c	3	17/11/97	E

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6.2 Week 2

FAD Code	Post office Name	Latest number of counters	CPs Raised	Date agreed with PO by Exel Logistics.	Time agreed with PO by Exel Logistics.	Team	Order	Operational service	HFSO *
211328	LESBURY SPSO	1		17/11/97	AM	a	1	18/11/97	A
212328	LONGHOUGHTON SPSO	1		17/11/97	AM	a	2	18/11/97	B
176328	NORTH BROOMHILL SPSO	2		17/11/97	PM	a	3	18/11/97	A
188328	SWARLAND SPSO	1	1C-NE05	17/11/97	AM	b	1	18/11/97	D
158328	FELTON SPSO	1	1C-NE05	17/11/97	PM	b	2	18/11/97	C
320329	ROCHESTER SPSO	1	1C-NE05	17/11/97	AM	c	2	18/11/97	F
275329	KIRKWHELPINGTON SPSO	1	1C-NE05	17/11/97	pm	c	3	18/11/97	E
153328	CAMBO SPSO	1	1C-NE05	17/11/97	pm	c	3	18/11/97	F
306329	OTTERBURN SPSO	2	1C-NE05	17/11/97	am	d	1	18/11/97	E
198328	ALNMOUTH SPSO	1	1C-NE05	17/11/97	PM	d	2	18/11/97	B
217328	SHILBOTTLE SPSO	1	1C-NE05	17/11/97	am	e	1	18/11/97	C
288329	MATFEN SPSO	1		18/11/97	AM	a	1	19/11/97	Steve Forest
268329	HORSLEY SPSO	1		18/11/97	PM	a	2	19/11/97	Steve Forest
272329	KENTON ROAD SPSO	2	1C-NE06	18/11/97	PM	a	3	19/11/97	Graham Hutchinson
469329	RIDING MILL SPSO	1		18/11/97	AM	b	1	19/11/97	Graham Hutchinson
290329	MICKLEY SQUARE SPSO	1		18/11/97	PM	b	2	19/11/97	Iain Flinn
246329	GREENSIDE SPSO	2		18/11/97	PM	b	3	19/11/97	Iain Flinn
465329	WEST WOODBURN SPSO	1	1C-NE06	18/11/97	AM	c	1	19/11/97	Judith LeFevre
458329	HUMSHAUGH SPSO	1	1C-NE06	18/11/97	PM	c	2	19/11/97	Judith LeFevre
461329	SLALEY SPSO	1	1C-NE06	18/11/97	AM	d	1	19/11/97	Steve Jemeson
467329	WOODLANDS SPSO	1	1C-NE06	18/11/97	PM	d	2	19/11/97	Steve Jemeson
190328	THROPTON SPSO	1	1C-NE06	18/11/97	am	e	1	19/11/97	Chris Senior
253329	HEDDON ON THE WALL SPSO	1		19/11/97	AM	a	1	20/11/97	Iain Flinn
371329	WALBOTTLE SPSO	1		19/11/97	AM	a	2	20/11/97	David Graham
245329	GRANGE PARK SPSO	3		19/11/97	am	b	1	20/11/97	Steve Forest
404329	CHAPEL HOUSE SPSO	2		19/11/97	pm	b	2	20/11/97	Chris Senior
343329	CHAPEL PARK SPSO	2		19/11/97	pm	b	3	20/11/97	Steve Forest
200328	BEADNELL SPSO	1		19/11/97	am	c	1	20/11/97	Steve Jemeson
204328	CHATTON SPSO	1		19/11/97	pm	c	2	20/11/97	Steve Jemeson
357329	SUNNISIDE SPSO	2	1C-NE07	19/11/97	am	d	1	20/11/97	Graham Hutchinson
215328	POWBURN SPSO	1	1C-NE07	20/11/97	am	a	1	21/11/97	Chris Senior
173328	NETHERWITTON SPSO	1	1C-NE07	20/11/97	pm	a	2	21/11/97	Chris Senior
167328	LONGFRAMLINGTON SPSO	1	1C-NE07	20/11/97	am	b	1	21/11/97	Iain Flinn
201328	BELFORD SPSO	2	1C-NE07	20/11/97	pm	b	2	21/11/97	Iain Flinn
208328	EMBLETON SPSO	1	1C-NE07	20/11/97	AM	c	1	21/11/97	David Graham
214328	NORTH SUNDERLAND SPSO	1	1C-NE07	20/11/97	am	c	2	21/11/97	Steve Forest
216328	SEAHOUSES SPSO	2	1C-NE07	20/11/97	pm	c	3	21/11/97	David Graham
228328	Lowick SPSO	1		20/11/97	PM	d	1	21/11/97	Steve Forest
395329	WINLATON MILL SPSO	1	1C-NE07	20/11/97	am	e	1	21/11/97	Judith LeFevre