

ICL Pathway Live Trial South Wales South West
Weekly Progress Report

Ref: IM/REP/036
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Abstract: This weekly report summarises the progress of the implementation of the Live Trial post offices in the SWSW & Midlands regions.

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Comments by: NA

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0 Document control**0.1 Document history**

Version	Date	Reason
1.0	08/06/98	First report

0.2 Approval authorities

Name	Position	Signature	Date
Paul Underwood	Implementation Programme Manager		09/06/98

0.3 Associated documents

Reference	Vers	Date	Title	Source
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0.4 Abbreviations

ICL Pathway Live Trial South Wales South West
Weekly Progress Report

Ref: IM/REP/036
Version: 1.0
Date: 08/06/98

0.5 Changes in this version

First Issue.

0.6 Table of content

1 INTRODUCTION.....	4
2 SCOPE.....	4
3 PROGRESS FOR Monday 1 st June to Friday 5 th June.....	4
4 PLANNED FOR Monday 8 th June to Friday 12 th June.....	5
5 NEW SUNDRIES.....	6
6 OUTSTANDING SUNDRIES.....	6
7 ISSUES.....	6

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Weekly Progress ReportRef: IM/REP/036
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1 INTRODUCTION

This weekly report summarises the progress of the implementation of the Horizon Live Trial into post offices in the South Wales South West region. 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; outstanding sundry activities; and general issues that may arise.

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 Monday 1st June to Friday 5th June

(Note; Actuals/planned figures are for up to close of play Friday)

ACTIVITY	PLANNED	ACTUAL
MIB Events	0	0
Schedule Site Surveys	0	0
Site Surveys	33	32 ¹
Re-Surveys	0	0
Site Preparations	0	0
User Awareness Events	0	0
Data Lines Installed	0	0
Staff Trained	0	0
Equipment Installed	0	0

¹ One office suspended as a result of the Site Survey event.

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ACTIVITY	PLANNED	ACTUAL
MIB Events	3	3 ²
Schedule Site Surveys	70 ³	64 ⁴
Site Surveys	48	47 ⁵
Re-Surveys	0	0
Site Preparations	0	0
User Awareness Events	0	0
Data Lines Installed	0	0
Staff Trained	0	0
Equipment Installed	0	0

4 PLANNED FOR Monday 8th June to Friday 12th June

ACTIVITY	PLANNED
MIB Events	0
Schedule Site Surveys	0
Site Surveys	9
Re-Surveys	0
Site Preparations	0
User Awareness Events	0
Data Lines Installed	0
Staff Trained	0
Equipment Installed	0

² Of the 75 offices, 5 offices attending earlier MIB events. Of the remaining 70 offices, 7 offices did not attend a MIB event.

³ Five offices surveyed during previous programme.

⁴ Six offices became suspended as a result of the Survey call event.

⁵ One office became suspended as a result of the Site Survey event.

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5 NEW SUNDRIES

OUTLET	FAD	DESCRIPTION	STATUS
Tredworth	233523	Change of Postmaster planned. Removed following survey call	Removed from programme.
Hewlett Road	345523	Planned refurbishment. Removed following survey call.	Removed from programme
Paulton	272511	Planned refurbishment. Removed following survey call.	Removed from programme
Montpellier	154523	Planned refurbishment. Removed following survey call.	Removed from programme
Longlevens	199523	Planned refurbishment. Removed following survey call.	Removed from programme
Kingswood	011511	Planned office closure. Removed following survey call.	Removed from programme
Lower Barton Street	200523	Office undergoing refurbishment, discovered upon arrival of surveyor. Removed following site survey.	Removed from programme

6 OUTSTANDING SUNDRIES

First issue.

7 ISSUES

- Counter number discrepancies. A very high percentage of offices have incorrect counter numbers recorded in reference data.
- Two offices have refused to sign survey packs although compliant solutions have been found. Issue being progressed by POCL.
- Issue has been escalated from WTplc regarding task force members becoming involved in surveyor activities. Issue has been escalated into POCL and situation is being monitored by WTplc.
- A letter has been written to POCL, WTplc and copied to other Pathway staff to clarify the definition of counter numbers and back office system + how such information should be presented to ICL Pathway.
- ISD did not identify the offices that had planned refurbishment or other events that have caused 7 offices to be removed from the live trial programme.
- Processes surrounding out-of-hours site preparation authorisation and Postmasters refusing to sign compliant solutions are being progressed between ICL Pathway and POCL.