

Mediation Update

Pete N

■ Deloitte Integrity Review:

- Report with PO but not available to Fujitsu
- Possible further work for Deloitte's but not confirmed
- A CR will be raised if this goes ahead

■ Mediation Process:

- Continued Excellent progress on data retrieval requests to support Post Office in providing case responses to Second Sight
- Project now forecast to end 9th June assuming current throughput – 32 cases have had no ARQ's raised by POL so project timeline could slip
- Teams collaborating well, positive feedback from Post Office sponsor, Andy Holt
- 749 archive retrieval requests have been raised by Post Office (up from 589 ARQs at last Governance board), 737 responded to

■ Imperial College London – Independent External Investigation:

- ToR being drafted in order for Imperial College London to undertake a review of Horizon Integrity in support of future litigation
- Current view from POL's external counsel (Cartwright King) is that confirmation of integrity from an external expert is necessary to underpin future prosecutions
- Scoping phase expected to last 6 weeks and commercial cover of £50k provided by POL start date not yet confirmed

Delivering Business Change - Where Are We Engaged?



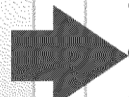
Pete N – Not sure what changes we could make to this?

Area:

Benefits:

Projects

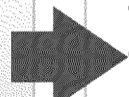
Self Serve Kiosks, DVLA,
Smart Metering, POLSAP,
Credence



- New business and products
- Hosting enabling separation and Towers transition delivering operational efficiencies

Data Centre

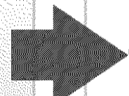
Belfast Refresh



- Certainty of service to 2017
- Cost reduction – BX Blade/ Eternus Storage combination
- Enabling Towers

Transition

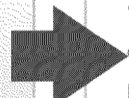
Horizon and HPBB
engagement with Atos



- Enabling new Towers model and Opex savings

HPBB

New Price campaign, MI
activity



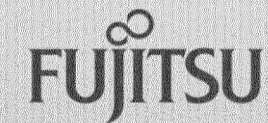
- Driving top line growth
- Enable new price - customer acquisition campaign
- MI improvements – providing greater certainty on cost

RMG Separation

Cloud Platform Provision



- Enabling Transition and Lower Opex through:
- Agile environment management, usage & cost transparency
 - Reduced & flexible TCO, single service management provider



Appendix

■ Supporting Material

Mediation Update

- 147 Cases are registered on the Master Tracking Spreadsheet
- Weekly review meeting on Tuesday's are being used to discuss RED and Amber Cases.
- Short update meetings are arranged once or twice a week to deal with outstanding issues.
- Out of 147 cases on the Master Spreadsheet:
 - 121 - responded to
 - 4 - Red Status, requests in progress - expected by 16th July
 - 0- Amber
 - 0 - Green
 - 26 - Cases have not yet been prioritised and will be focus for forward planning

Pete N

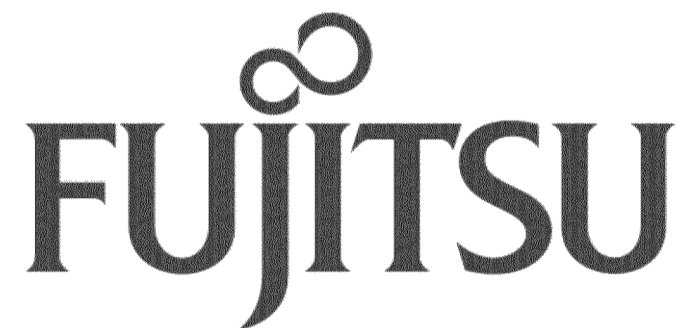
Current Submitted but not Approved CTs

Submitted	CT1390	Flexible Planning for Bureau and ATM	POL Sign due 21/11/13
Submitted	CT1448	NS&I IP address change	POL Sign due 31/03/14
Submitted	CCN1405	Price Adjustments for 2014/15, affecting Schedule D1 and the Clauses of the Agreement	POL Sign due 31/03/14
Submitted	CT1504	CASHMAN replacement on POLSAP – Bespoke SAP screens solution.	POL Sign due 02/05/14 (Extended)
Submitted	CT1513	Real Time Loads for TMC and POMC extension	POL Sign due 30/04/14
Submitted	CCN1408	GWS Client Ongoing Charges - Adjustment	POL Sign due 01/05/14
Submitted	CT1493	Real time loads for TMC and Money Card - Web Service	POL Sign due 09/05/14
Submitted	CT1532	Belfast Refresh Variations Resulting from CT1441	POL Sign due 19/06/14 (Extended)
Submitted	CT1482	Introduce DNS Host Name capability to Post Office Data Gateway.	POL Sign due 05/09/14 (Extended)
Submitted	CT1539	POLSAP ECP MI Reports	POL Sign due 12/06/14 (Extended)
Submitted	CT1531	Access to Fujitsu Services Ltd Bracknell for Post Office Ltd /ATOS Staff	POL Sign due 11/06/14
Submitted	CT1550	Mobilisation for POLSAP Upgrade to ECC6.0 & PI	POL Sign due 13/06/14
Submitted	CT1506	HNG-X - Bank of Ireland barcoded cash deposits	POL Sign due 23/06/14
Submitted	CCN1410	ARC Strategic Smartcard & Smart Metering- Ongoing Charges	POL (Atos) Sign due 30/06/14
Submitted	CT1518	Quantum, Talexus & Northern Ireland Energy on HNG-X – Provision of Post Office Ltd PIN Pads for Siemens	POL Sign due 30/06/14
Submitted	CT1533	BT ADSL Checker	POL Sign due 30/06/14
Submitted	CT1559	Reduce the volumes of reference data driven by Branch Change – Feasibility Study	POL (Atos) Sign due 7/07/14
Submitted	CT1562	Add matching criteria to GL Account 622022	POL (Atos) Sign due 10/07/14

■ 34 CTs
■ 17 Overdue

Pete N

Submitted	CT1572	POLSAP – Money Card Test load BLE files and process Idocs in test environment	POL (Atos) Sign due 14/07/14
Submitted	CT1548	Provision of Stock MI to Royal Mail	POL (Atos) Sign due 15/07/14
Submitted	CT1549	Provision of Horizon data to Royal Mail	POL (Atos) Sign due 14/07/14
Submitted	CT1582	Royal Mail Reporting Project Mobilisation	POL (Atos) Sign due 15/07/14
Submitted	CT1583	Termination Charge resulting from the Service Desk Service Exit	POL (Atos) Sign due 15/07/14
Submitted	CT1584	CCS DVLA Introduction of Direct Debit	POL (Atos) Sign due 16/07/14
Submitted	CT1585	CCS DVLA Abolition of Tax Disk	POL (Atos) Sign due 16/07/14
Submitted	CT1570	CFS Project – Operator Self Funded GL Posting Change	POL (Atos) Sign due 21/07/14
Submitted	CT1589	POLSAP Infrastructure & Applications Upgrade	POL (Atos) Sign due 21/07/14
Submitted	CT1579	Horizon Terminal for EUC Bidders	POL (Atos) Sign due 24/07/14
Submitted	CT1593	Reference Data Management Service – Excess Volume of Branch Changes (1st June to 30th June 2014)	POL (Atos) Sign due 24/07/14
Submitted	CT1571a	TDC – Additional Funds for Cloud Consumption Charges (Project)	POL (Atos) Sign due 14/07/14
Submitted	CT1594	TDC – Additional Funds for Cloud Consumption Charges (Service)	POL (Atos) Sign due 28/07/14
Submitted	CT1575	Ulster Banking Account Assignment Group for Manual Cash Deposits and Cheque Encashment	POL (Atos) Sign due 28/07/14
Submitted	CT1576	RBS Banking Account Assignment Group required for Manual Cash Deposits and Cheque Encashment	POL (Atos) Sign due 28/07/14
Submitted	CT1577	Natwest Banking Account Assignment Group required for Manual Cash Deposits and Cheque Encashment	POL (Atos) Sign due 28/07/14
Submitted	CT1595	Fujitsu Project Support on TDC	POL (Atos) Sign due 28/07/14



shaping tomorrow with you