Post Office & Fujitsu Monthly Governance Review – July Period

9th August 2023
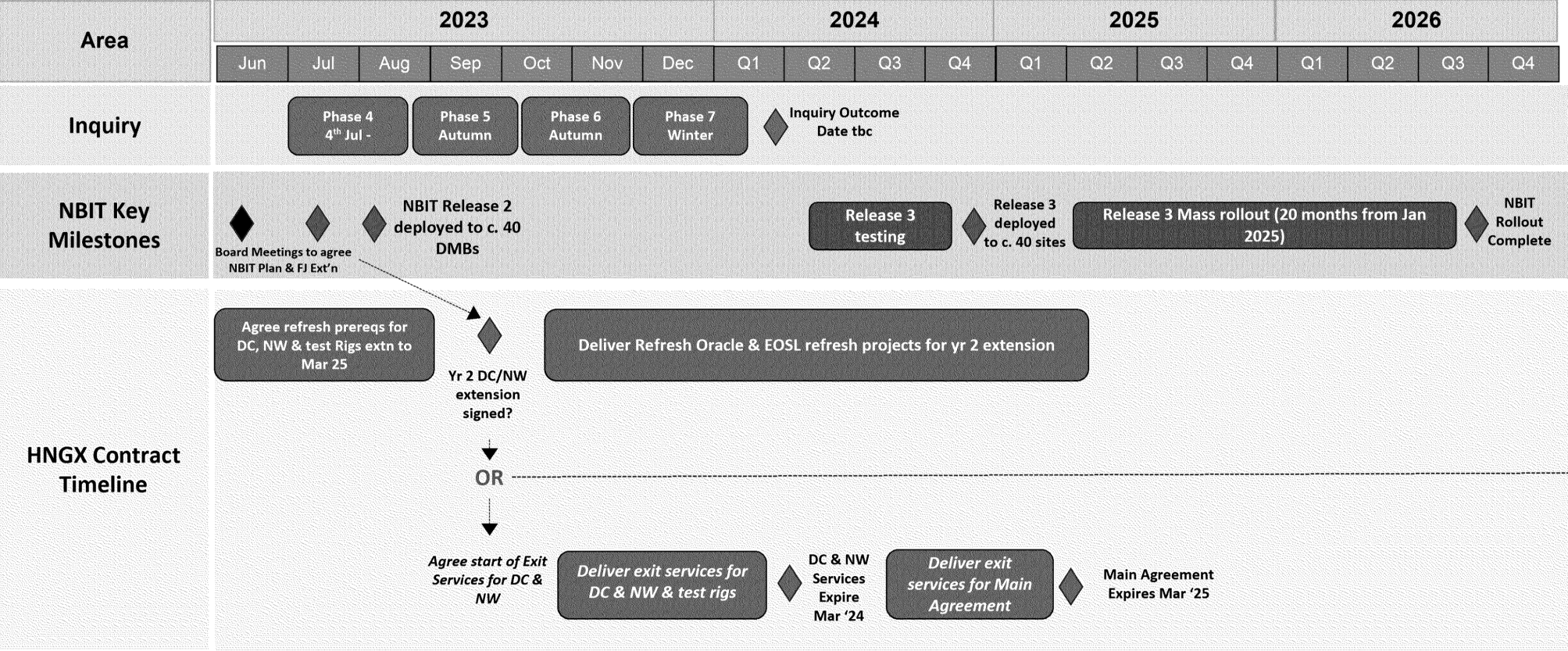
Topics

1. Actions status

2. Priorities (Fortification, Horizon changes, Horizon consultancy for nBIT etc)
   a. 1 HIJ related changes (approx. 3 out of 11 in total)
   b. 2 Fortification (major infra OS upgrades and potential impact on the change runway)
   c. 3 Horizon Churn (includes ISAE 3402, audit san work for PCI compliance, audit work)
   d. 4 nBIT enablement
      a. App mod related work
      b. HNGX consultancy for nBIT

3. Wider Context Key Events POAP

4. Service Escalations (Worldline)

5. Security Controls & Priorities (PAM/RAM, ISAE3402, Other security work)

6. Projects & Commercials

7. Inquiry Impacts on Projects & Service

8. Tech Refresh

9. DC & CN & Test Rigs Service Extension

10. Exit (CWO status & DC status)

11. Summary Defect Status

12. AOB

Wider Context: Key Events - Plan or

Area	2023							2024				2025				2026			
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4

Inquiry

- Phase 4 — 4th Jul -
- Phase 5 — Autumn
- Phase 6 — Autumn
- Phase 7 — Winter
- ◆ Inquiry Outcome Date tbc

NBIT Key Milestones

- ◆ ◆ Board Meetings to agree NBIT Plan & FJ Ext'n
- ◆ NBIT Release 2 deployed to c. 40 DMBs
- Release 3 testing
- ◆ Release 3 deployed to c. 40 sites
- Release 3 Mass rollout (20 months from Jan 2025)
- ◆ NBIT Rollout Complete

HNGX Contract Timeline

- Agree refresh prereqs for DC, NW & test Rigs extn to Mar 25
- ◆ Yr 2 DC/NW extension signed?
- Deliver Refresh Oracle & EOSL refresh projects for yr 2 extension

OR ---

- Agree start of Exit Services for DC & NW
- Deliver exit services for DC & NW & test rigs
- ◆ DC & NW Services Expire Mar '24
- Deliver exit services for Main Agreement
- ◆ Main Agreement Expires Mar '25

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Approach to +1 DC & CNS Extension

- **Current Approach & Timeline**:
  - ✓ Parties will work together to agree either commencement of termination services or contracting a further 1 yr extension to March 2025 - see GTC plan
  - Several prerequisite SOWs to be contracted to address further EOSL infrastructure within both the production & test environments to help assure HNGX service continuity:
    - ✓ DC & NW Extension: Remove oldest legacy operating systems and associated tooling (part 2)
    - DC & NW Extension: Refresh of Oracle underpinning infrastructure
    - DC & NW Extension: Content Scanner Refresh - tbc
    - ✓ Test Rigs: Removal of XP from test rigs infrastructure – c. £0.2m - issued for approval 15th June
    - Test Rigs: Replacement of storage arrays within the test rig infrastructure
    - Test Rigs: Spares Procurement - c. 0.07m estimated
    - Strategic audit solution to remove need to refresh existing audit storage arrays (expand scope of POL PCI audit solution) - pending Post Office confirmation of scope/strategy due in August

- **Next steps:**
  - ROM costs & draft CWOs – in progress
  - POL to confirm approach to Audit SAN to ultimately confirm whether it will be replaced in its entirety or whether a refresh will be required
  - POL to confirm its position @ Board on 13th July

+1 DC & CNS Extension Draft GTC

ID	Activity	Owner	Forecast Date	Status
1	Requirements confirmation meeting for a DC Extension from all parties	POL/Fujitsu	w/c 28/6	G
2	POL Board Meeting to determine DC Exit or Extension Request	POL	13-Jul	G
3	POL to advise on decision to Extend/Exit DC, CNS & Test Rigs Services	POL	14-Jul	G
3a	If decision to **exit** the following framework plan to apply:			
3a.i	POL to define its exit requirements/transition plan	POL	28-Aug	G
3a.ii	Fujitsu to impact assess POLs exit plan under an agreed CWO	Fujitsu	29-Sep	G
3a.iii	POL exit complete	POL	31-Mar	G
3b	If decision to **extend** the following framework plan to apply:			
3b.i	Draft CCN & prerequisite CWOs (CWO0765 XP replacement, spares procurement, storage migration/replacement) for **test rigs extension** (*consider LST audit?)	Fujitsu	28-Jul	G
3b.ii	Draft CCN for **+1 DC & CNS extension** & prerequisite CWOs (OS part 2, Oracle consolidation & infra, consider CAS?, POL position required on Audit & potential consequences to be included)	Fujitsu	28-Jul	G
3b.iii	POL Review & feedback of CCN & CWOs (excl prereq Oracle CWO)	POL	04-Aug	G
3b.iv	Finalise CCNs & CWOs & Issue to POL for signature	POL/Fujitsu	11-Aug	G
3b.v	Draft & Issue Oracle CWO (Consolidation & underpinning infrastructure)	Fujitsu	04-Aug	G
3b.vi	POL Review & feedback of Oracle CWO	POL	11-Aug	G
3b.vii	Finalise Oracle CWO & Issue to POL for signature	POL/Fujitsu	19-Aug	G
3b.viii	Fujitsu Governance: Final CAR for DC & CNS +1yr Extension & Test Rigs extension	Fujitsu	10-Aug	G
3b.viiii	POL Governance / GE Approval	POL	13-Sep	G
3b.x	POL Governance / Board Approval	POL	26-Sep	G
3b.xi	POL to sign prereq CCNs & Refresh 3 CWOs	POL	27-Sep	G

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Counter Release Backlog & POL Potential Roadmap

As of 1st July 2023

Counter CWOs

73.30 Confirmed

- CWO0519 – Split Install CBACerts.bat
- CWO0490 – Clear Back Office Printer queue
- 41 PEAKS – 6 #LAD

73.40 Confirmed

- CWO0669a – E-Top-Up
- CWO0699 – Cygwin Counter Software Upgrade
- CWO0709a – Revised online receipt messaging
- CWO0734 – Pre-Order Fast Cash remediation
- CWO0737 - CWB – Session Timeout Mechanism
- 11 PEAKS

73.50 - Confirmed

- CWO0690 – Removal of Counter RSA CryptoJ FIPS Library *(FRES engaged for support)*
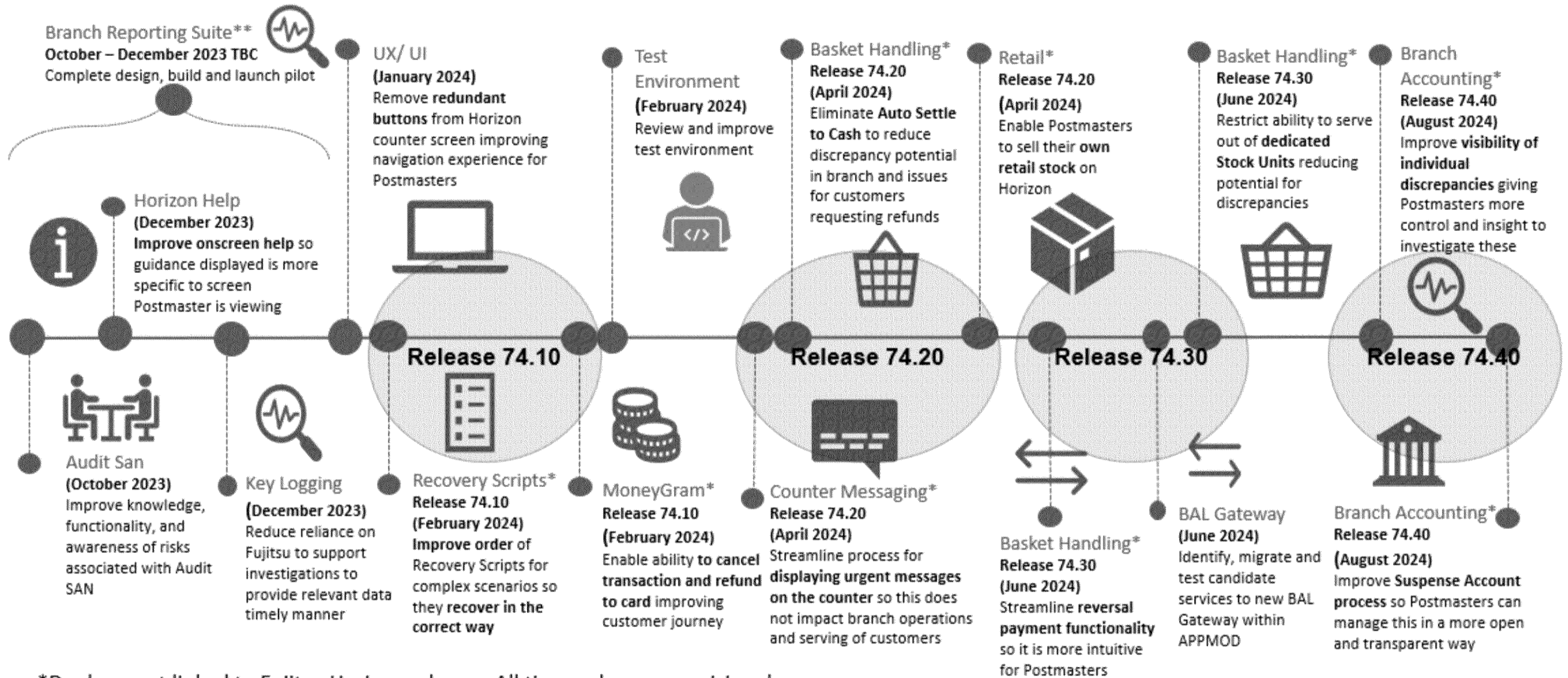- 31 PEAKS – 7 #LAD

Backlog – Design

- CWO0643 - PIN Entry Device Checks *(CSP & VROM finalised, PSD updated following review, CWO0768 raised for implementation)*
- CWO0757 - Auto Stock Rem *(Regular sessions to refine requirements being held)*
- CWO0697 – PS12 Template Updates *(Responses to queries received. Resource availability needs to be confirmed to progress)*
- CWO0736 - Stand alone Help Viewer for new CWB *(Release independent – dev in progress)*
- CWO0752 – PED Replacement Project *(Deliverables completed, RTQ for implementation received)*
- CWO0762 - WL PED Asset Management Data Feed – WL Consultancy *(Approved - currently on hold. Alternative report option proposed by WL has been talked through and actions agreed with POL)*

Backlog – Pending approval

- CWO0668 - PED Asset Management Data Feed *(Delivery CWO Parked waiting on CWO0762)*
- CWO0672b – BIN8 Implementation *(Delivery CWO with POL for approval)*
- CWO0713 – Recovery Script Order *(RTQ cancelled, expected re-raise following budget approval)*
- CWO0715 – ICDC SSK Design Review *(RTQ cancelled)*
- CWO0741 - Branch Visitor Log Horizon Access button *(Delivery CWO with POL for approval)*
- CWO0744 - Bureau & Moneygram - Refund to Card *(RTQ cancelled, expected re-raise following budget approval)*
- CWO0750 – TSB PED Exclusion List *(Delivery CWO with POL for approval)*
- CWO0768 – Pin Entry Device Checks – Implementation *(Delivery RTQSR received)*
- CWO0769 – PED Replacement Implementation *(Delivery RTQSR received)*

Phase 4 Provisional Timescales (HIJ Remediation Projects)

A summary of Horizon improvements in scope for Phase 4 is provided below. These have been identified through a prioritisation process to assess **extent of financial detriment and remediation of HIJ issues.**

Branch Reporting Suite
October – December 2023 TBC
Complete design, build and launch pilot

UX/ UI
(January 2024)
Remove **redundant buttons** from Horizon counter screen improving navigation experience for Postmasters

Test Environment
(February 2024)
Review and improve test environment

Basket Handling
Release 74.20
(April 2024)
Eliminate **Auto Settle to Cash** to reduce discrepancy potential in branch and issues for customers requesting refunds

Retail
Release 74.20
(April 2024)
Enable Postmasters to sell their **own retail stock** on Horizon

Basket Handling
Release 74.30
(June 2024)
Restrict ability to serve out of **dedicated Stock Units** reducing potential for discrepancies

Branch Accounting
Release 74.40
(August 2024)
Improve **visibility of individual discrepancies** giving Postmasters more control and insight to investigate these

Horizon Help
(December 2023)
Improve onscreen help so guidance displayed is more specific to screen Postmaster is viewing

Release 74.10

Release 74.20

Release 74.30

Release 74.40

Audit San
(October 2023)
Improve knowledge, functionality, and awareness of risks associated with Audit SAN

Key Logging
(December 2023)
Reduce reliance on Fujitsu to support investigations to provide relevant data timely manner

Recovery Scripts
Release 74.10
(February 2024)
Improve order of Recovery Scripts for complex scenarios so they **recover in the correct way**

MoneyGram
Release 74.10
(February 2024)
Enable ability **to cancel transaction and refund to card** improving customer journey

Counter Messaging
Release 74.20
(April 2024)
Streamline process for **displaying urgent messages on the counter** so this does not impact branch operations and serving of customers

Basket Handling
Release 74.30
(June 2024)
Streamline **reversal payment functionality** so it is more intuitive for Postmasters

BAL Gateway
(June 2024)
Identify, migrate and test candidate services to new BAL Gateway within APPMOD

Branch Accounting
Release 74.40
(August 2024)
Improve **Suspense Account process** so Postmasters can manage this in a more open and transparent way

*Deployment linked to Fujitsu Horizon release. All timescales are provisional.
** Timeline currently under review

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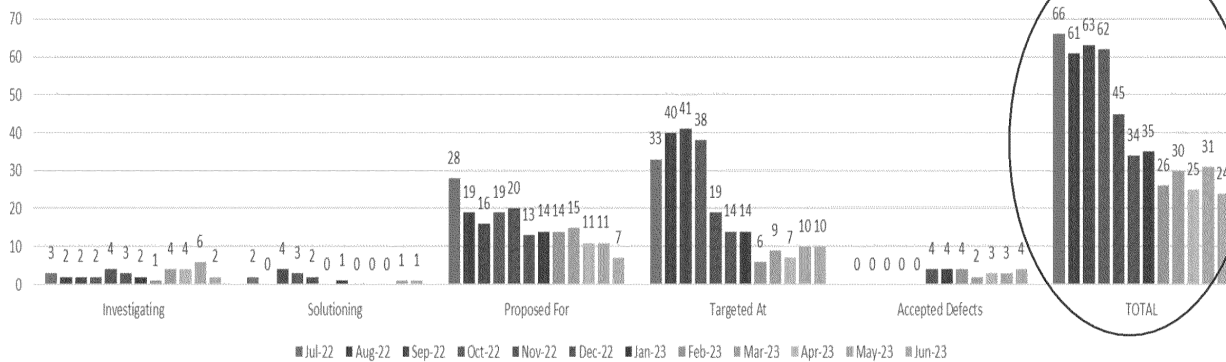# Live Defect Management Update

As of 1st July 2023

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- This shows continued good progress and process and a decrease in All Live and HDR Defects.

Live Defects – Total & Branch

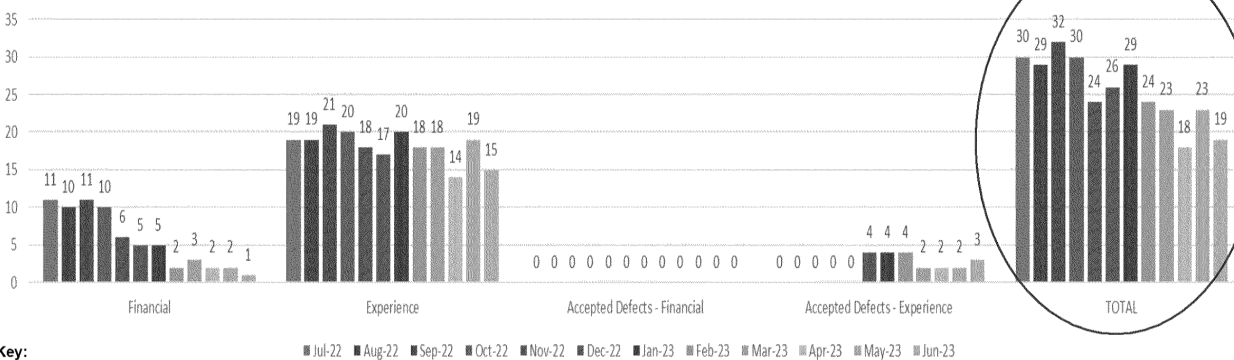**Total Live Defects (Including Branch Affecting Defects)**

Jul-22 ■ Aug-22 ■ Sep-22 ■ Oct-22 ■ Nov-22 ■ Dec-22 ■ Jan-23 ■ Feb-23 ■ Mar-23 ■ Apr-23 ■ May-23 ■ Jun-23

Categories: Investigating, Solutioning, Proposed For, Targeted At, Accepted Defects, TOTAL

Total Branch Affecting Live Defects Only (Included in the Total Live Defects)

Jul-22 ■ Aug-22 ■ Sep-22 ■ Oct-22 ■ Nov-22 ■ Dec-22 ■ Jan-23 ■ Feb-23 ■ Mar-23 ■ Apr-23 ■ May-23 ■ Jun-23

Categories: Financial, Experience, Accepted Defects - Financial, Accepted Defects - Experience, TOTAL

Key:
- **INVESTIGATING** - Live Defect (actual or potential) still being investigated. May, or may not, be a Live Defect
- **SOLUTIONING** - confirmed Live Defects where the solution is being identified for agreement by the technical teams
- **PROPOSED FOR** - the solution is confirmed, and a suitable release has been proposed (subject to further validation – typically counter releases)
- **TARGETED AT** – the fix has a defined Release through which it will be deployed. Awaiting deployment dates
- **ACCEPTED DEFECT** - Live Defects that is has been jointly agreed do not need a fix creating

Total Live Defects is 24

- A decrease of 7 from last month (owing mostly due to 73.30 successful deployment to Model Office and increase in Accepted Live Defects)
- 4 are Accepted Live Defects requiring no fix to be created
- 17 of the 18 (94%) have an identified release (Proposed & Targeted). No longer including investigating in the calculation.
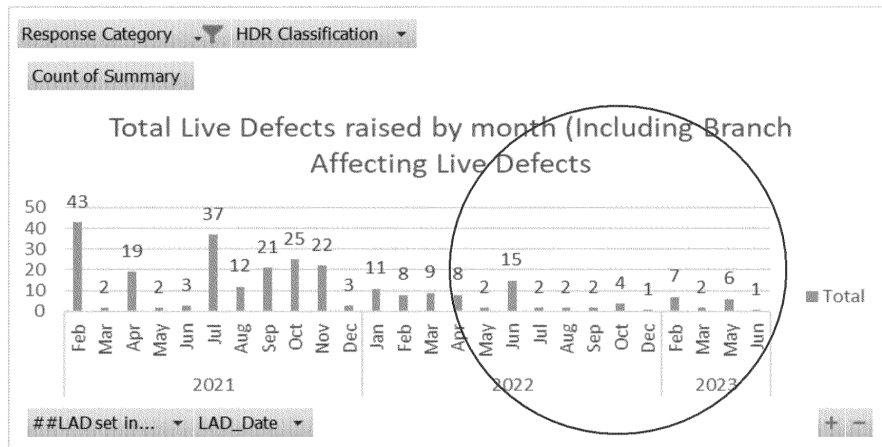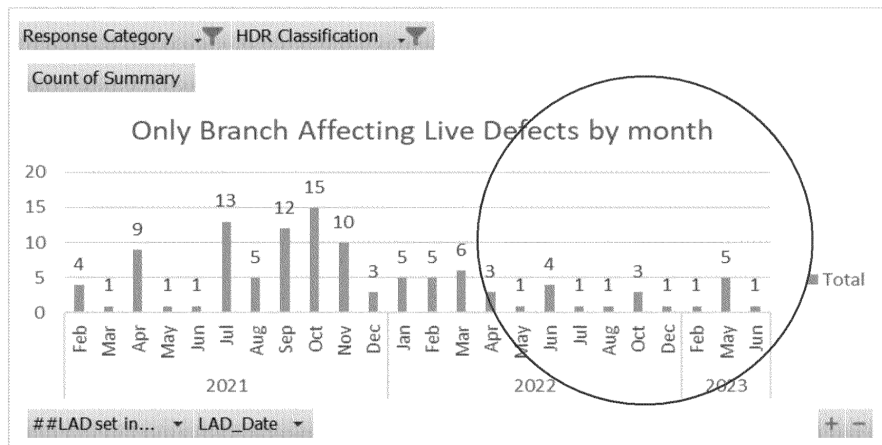
Total Branch Affecting Live Defects is 19 (74%)

- A decrease of 4 (owing to 5 being included in 73.30 deployment and 1 new Experience Defect)
- 1 is Branch Financial impacting
- 3 are Accepted Branch Live Defects requiring no fix to be created

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Live Defects – New Live Defec

- **NEW Live Defects raised by month**
  - 2021 average was 15.8 per month
  - 2022 average was 5.5 per month
  - 2023 average (YTD) is 2.7 per month
    - *1 New Live Defect raised in June 2023*

- **NEW Branch Affecting Live Defects raised by month**
  - 2021 average was 6.5 per month
  - 2022 average was 2.5 per month
  - 2023 average (YTD) is 1.2 per month
    - *1 New Branch Affecting Live Defect raised in June 2023*

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Live Defects – Main Issues & (

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- Main Issues
  - 15 of the 17 (excluding Accepted Live Defects and other releases) (88%) are dependent on holding the release dates for counter releases (73.40/73.50/73.60 etc)

- Outlook
  - Increase in frequency of counter releases in 2023 has helped counter fixes to be deployed to Live more promptly
  - Based on current information we may have 8 Live Defects by November 2023.
    - 2 Investigating, 1 Solutioning, 1 awaiting date from POL and 4 Accepted Defects.

⊞ 1 - Investigating	2
⊞ 2 - Solutioning	1
⊟ 3 - Proposed For	7
⁼ HNG-X 73.60	6
31/10/2023	6
⁼ HNG-X 74.10	1
(blank)	1
⊟ 4 - Targeted At	10
⁼ HNG-X 73.40	2
24/07/2023	2
⁼ HNG-X 73.50	6
11/09/2023	6
⊟ HNG-X 44.07	1
21/07/2023	1
⊟ HNG-X 46.04	1
24/07/2023	1
⊞ 5 - Accepted Defect	4
Grand Total	24

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