



Post Office / Fujitsu

Executive Steering Board

7th January 2015

Version 1.0

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Agenda



- Executive Summary
- Performance Dashboard
- Topics for discussion
 - Joining up Strategic Topics
 - EUC Transition and Expiring Services
 - Programme Update (Critical Path)
 - Mediation
 - Operation Charge Reduction and Town Hall
 - HPBB Highlights
 - Upcoming Events for 2015
- Supporting material in Appendix
 - Performance Review
 - Run
 - Change
 - Risks

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Executive Summary



- **Branch Peak Performance** – Best performance in recent years building on last 5 years with 99.85% service availability and no major issues over period
- **Separate conversations on Strategic Topic.** Since the last exec meeting there have been a number of separate discussions covering Risks, IPR, Horizon Extension and Exit activities. Focus today is on linking these conversations and reconfirming Fujitsu's consistent position with regards to these subjects.
- **Change Process** remains a challenge 48 change request responses with Post Office representing £8.4m of business change across business change, transition and extension support. In 2014 there was a 51% change request increase to 236 requests last year 64% approved.
- **Mediation.** All 1097 requests have been responded to for the 147 cases. Mediation questions being answered and have been supporting Post Office in responses to press questions e.g. on remote access.
- **Financials.** HPBB Invoicing up to date and Horizon improving
- **HPBB Key Focus Areas.** Continued focus on improving quality within the Contact Centre and NGA.
- **Operating Charge Reduction and Town Hall**

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Performance Dashboard



1. Continuous Improvement and Innovation

- 8 remote Scottish Island branches provided with spare equipment to enable self-sufficiency during winter months
- Implementation of new Gold Build to enable update of VPN keys before March 2015
- Awaiting approval of Cheque Rem Out (CT1630)
- Pipeline of improvement initiatives contracting

2. Horizon Change

- 48 CTs with Post Office, representing £8.4m of change (32 outstanding)
- Belfast Refresh on Track after 21 months
- Moneygram in delivery
- Test Rigs not signed
- 50p Lottery project underway
- Tripartite Meeting 13th Jan to review the change process

3. HPBB Change

- Price change – completed to plan and on time
- 15 New sales heads recruited for sales campaign
- Safeguard network development ready - now working through implementation and roll out details

4. HPBB – Key Focus

- NGA Detail being agreed with POL
- POL Strategy Briefing to all service partners
- Lots of time on Contact Centre improvements
- Reviewed the Lean deployment work streams

5. Towers Transition Position

- 12 weeks to go to the end of March 2015:
 - No joint plans in place to support a cut-over of the Engineering Service
 - OBC Extension scope and commercials terms to be agreed
 - Salesforce, Credence/MDM, POLSAP extensions under discussion, dependencies on POLSAP
- Interim funding in place to support Transition Planning activities for January 2015
- Transition Executive Boards reinvigorated – though the ToR and attendees to be finalised
- Urgent action required to establish a joint and shared solution, plan and budget for the transitional activities

6. Mediation

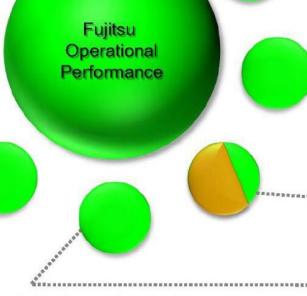
- 1097 ARQ's responded to
- 147 of 147 cases responded to
- ICL meetings planned to look at anomalies

7. Horizon Customer Satisfaction Performance

- CSIP 8 for the year (out of 8)
- September CSAT 9.0 (out of 10)

8. HPBB SLA Performance (Oct)

- Customer Base now at 453,132, an increase of 1516
- Customer Satisfaction continues to be positive at 92%
- Average contact centre agent quality at 81.3%
- Sales conversion improved by 4.29%



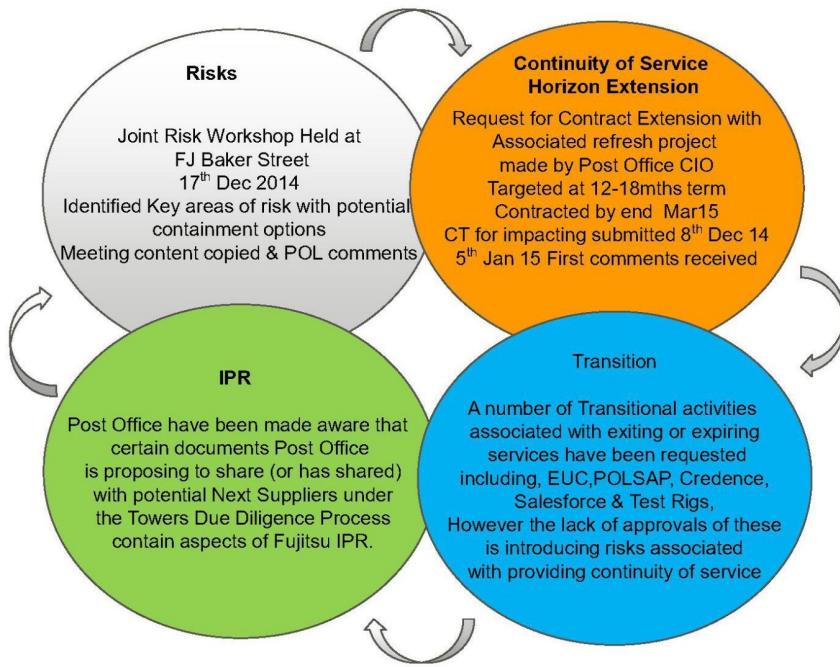
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Risks, Horizon Extension, Transition and IPR



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Risks, Horizon Extension, Transition and IPR



- **Separate conversations on Strategic Topic.** Since the last exec meeting there have been a number of separate discussions covering Risks, IPR, Horizon Extension and Exit activities. The focus today is on linking these conversations and reconfirming Fujitsu's consistent position with regards to these subjects.
- **Exit support.** FJ is fully committed to comply with its contractual obligation as defined in the current contract, with regard to all associated activities as these materialise under Post Office direction.
- **Subcontracting.** FJ do not intend to provide subcontracting services to any 3rd party as part of transitioning to the Post office new operating model.
- **Horizon Extension Service.** LS original request was for a 12-18 month extension of service, commercially concluded by end of Financial Year 31st Mar 2015. Lack of progress from CT submitted coupled with POL identification of changes to internal Governance protocol make this an unrealistic target at this stage. There is concern that this may limit the ability to provide the necessary runway to implement the refresh activates based on the previous programme which addressed 35% of the estate and was delivered in 24months.
- **IPR.** Post Office have been made aware that certain documents Post Office is proposing to share (or has shared) with potential Next Suppliers under the Towers Due Diligence Process contain aspects of Fujitsu IPR. Whilst Post Office may, in certain limited circumstances (e.g. provided such sharing is reasonably required for the bona fide potential Next Supplier to submit a detailed tender), have the right under the Horizon Agreement to share such documents with such parties, this does not change the fact that Post Office needs to secure a release from Fujitsu to enable third parties to use this IP. It is Fujitsu's recommendation this IP release is completed as soon as possible to avoid any potential unlicensed use of Fujitsu's IP and ensure that Post Office does not inadvertently breach the Horizon contract.

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EUC Transition Activity & Expiring Services



■ EUC

- CMT service extended by 6 months and CCN signed. Decision required whether to extend to be coterminous with Branch Network Service.
- Engineering service due to expire March 2015. No current agreed plan to complete exit by 31st March. Sessions this week to determine the plan or activities to complete a plan.
- OBC extension requested and scope and commercials under discussion for a 6 month term with minimum commitment.

■ POLSAP

- One year extension requested.
 - Storage upgrade now initiated under funded ATP and full upgrade proposal to be issued this week. Run CCN to be issued in February following agreement to upgrade proposal.
 - Oracle upgrade now required as the support for 10g via SAP no longer available.

■ Credence

- One year extension requested.
 - Storage and processing power upgrade now initiated under funded ATP and full proposal to be issued following engagement work with CGI to support Oracle upgrade being proposed. Run CCN to be issued in February following agreement to upgrade proposal.

■ Salesforce Perspecsys support

- One year extension requested
 - Fujitsu confirmed software versions are supportable for this period and CCN proposal being developed for issuing this month

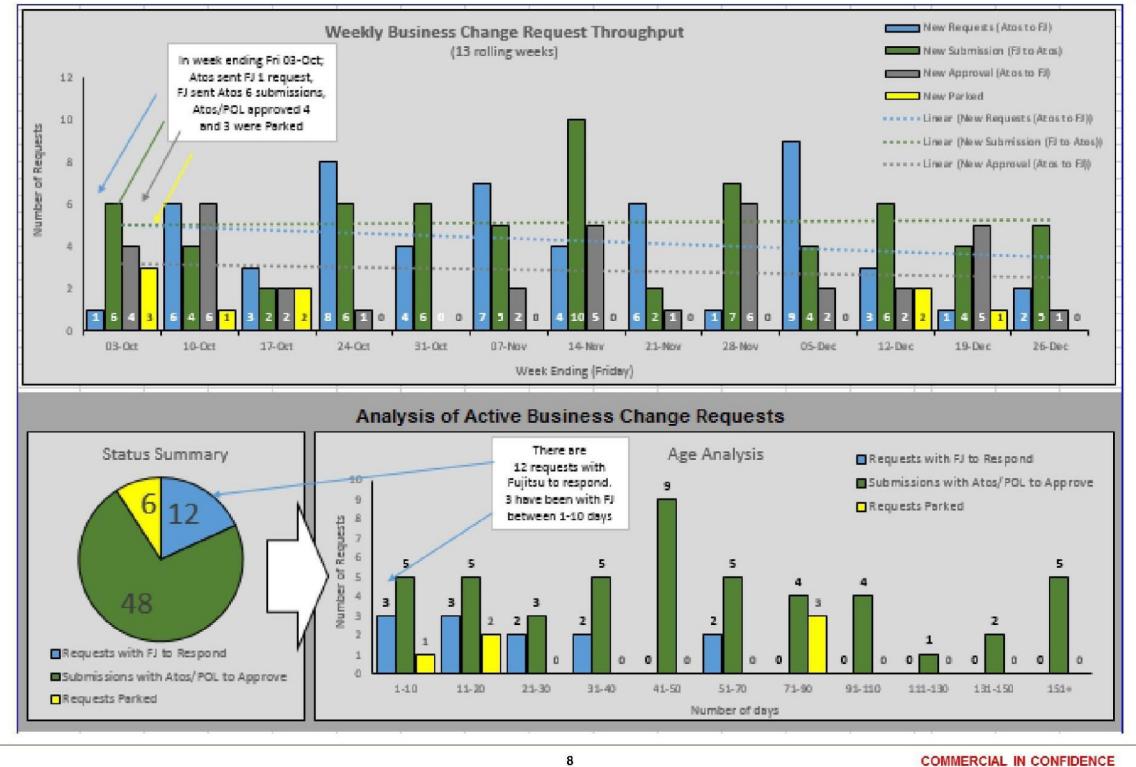
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Strategic and commercial initiatives



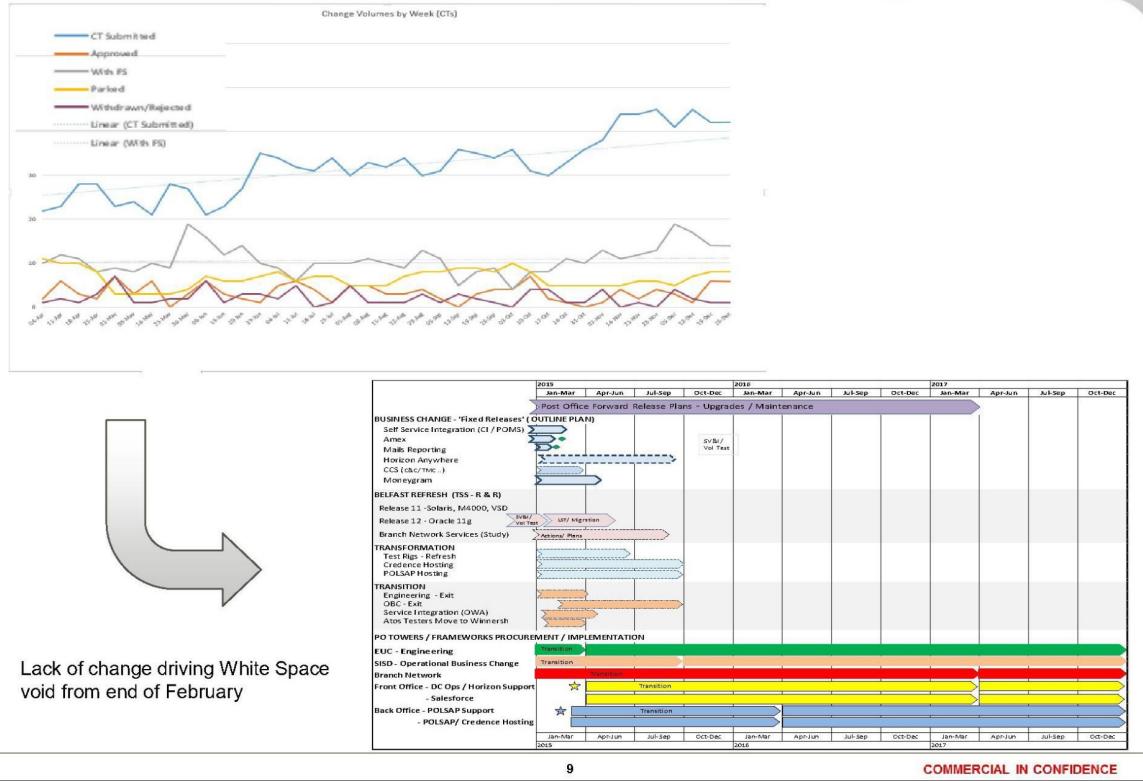
- Horizon Extension beyond March 2017
 - CT submitted to Post Office for Belfast Infrastructure upgrade study impacting and first comments received on 5th January
 - Term of extension required has not been confirmed
 - Ability to procure and Governance process not confirmed
 - Concern of progress and impact of above to deliver extension in original timeframe
 - Constraints remain 18 month notice required to Datacentre owner and Belfast Refresh took 2 years
- IPR
 - Position as defined in previous slides
- Horizon Anywhere:
 - Project currently on hold
 - Paul Bleasby visiting Bracknell on Thursday to review work done under initial commercial cover
 - Fixed price proposal with Post Office for review and approval
 - Funded ATP proposal submitted this week to keep activity progressing while above proposal is reviewed.
- Branch Network Study projects
 - Two proposals (CTs) covering the four projects with Post Office awaiting approval
 - Without Vodafone project 200 branches will lose their primary coms and 10% of the network lose their backup network on 31st March
- Test Rigs upgrade to support ongoing projects
 - Two year proposal with Post Office covering upgrade project
 - The Test rigs are also licenced on a lease basis so these will have to be turned off

Weekly Business Change Status – 24/12/2014



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Weekly Business Change Status & Forward Schedule



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Change: Programme Delivery Dashboard – Project Status



Project	LID	RAG	Comment
Self Service Kiosk Integration (CI/ POMS - R9)	Aug-14	Green	Over 500 Kiosks deployed (OBC activity) with the pace for the remaining small numbers now driven by the PO refurbishment programme. Project in closedown.
R10 (TPM, Smart Card Reader, Smart Metering, Mails Enablers)	Various	Green	Smart Metering project in closedown. CT issued for changes in British Gas interface, with release targetted for Spring '15.
Mails Online	Nov-14	Green	Deployed Live 5/11 and project now in close down, depending on resolution of issues with service handover (Atos/PO).
R11 (Amex, PO & Camelot, Mails Reporting)	Sep-14	Green	Amex on track for Feb '15 deployment, although awaiting confirmation that issue on accreditation resolved (Amex). Mails Reporting - LST underway. PO/Atos end to end testing scheduled for Mid Jan '15. Plan to go Live Feb '15.
Belfast Refresh	Various - May 15	Green	The programme remains on track for migration to complete 19/5/15 with the main infrastructure now in place ready for the migration activities in the Spring. The R12 Oracle 11G SV&I Volume Testing is progressing well as is preparation for LST due to start early in the New Year. CT for design rationalisation issued and awaiting approval (PO/Atos).
Horizon Anywhere (PoC)	tbc	Amber	Work progressed on the Counter Development under an interim CT. Sessions held with Atos/PO on current plans. Overall Design Proposal and delivery CT awaiting approval and further interim CT also issued and awaiting approval to enable work to continue.
Branch Network Study	tbc	Amber	CTs the agreed Branch Network refresh activities awaiting approval (PO/Atos).
Transition	Various	Yellow	Continuing to work with Atos/ Computacenter to progress the service design and transition plans for Engineering & OBC. Amber reflects that with 12 weeks to go until 31/3 we do not have agreed scope or plans in place. The design and impact for the move of the Atos test team to Winnersh is being finalised, in the meantime sessions are being established with Atos to try and establish plans to ensure that they are able to move by 31/3.

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Mediation Update



■ Deloitte Integrity Review:

- No change from July Executive Session, namely report completed but unavailable to Fujitsu with a decision pending on whether Deloitte engagement to be extended.

■ Mediation Process:

- Requests all complete 1097 in total.
- Coverage in Today Programme, One Show and Westminster Hall Adjournment Debate

■ Imperial College London – Independent External Investigation:

- Meeting held with ICL on 27th November. Meeting focussed on reviewing some example transactions where Fujitsu presented how these track through the system to ICL experts.
- The focus for the next meeting in January will be the two incidents that have been reported previously and how these were traceable within the audit system.

HPBB - Overview - Summary of Current Service



■ Availability

- Network Availability is 99.987% against SLA of 99.95%.

■ Call Centre

- September 98,849 Calls Offered, Abandonment Rate 2.65%, PCA20 83.69%
- October 129,254 Calls Offered, Abandonment Rate 19.06%, PCA20 46.53%
- November 129,198 Calls Offered, Abandonment Rate 14.25%, PCA20 50.86%
- Average Speed to Answer is 3.95 Seconds

■ Complaints

- Inbound in September 809, 752 October and 1426

HPBB Highlights



■ Financials – Invoicing

- Invoices paid on time – first time since the contract started
- New monthly process for invoices agreed to reduce queries and help a more collaborative way of working

■ Sales

- Customer Base increased 1516 to 453,132
- Retention bonus agreed and will be in place for 1st Jan 2015
- Sales conversion rate achieved 34.50%
- Sales quality scores achieved 80%
- Sales conversion plan in place to improve retentions

Upcoming Events for 2015

- Digital inclusion activities will continue helping members of the public 'Get Connected'
- Lesley Sewell & Julie George will attend the Fujitsu's Women in Technology Roundtable, with the aim of bringing together senior women from across all sectors, to share experiences and discuss some of the issues women face in progressing their careers in technology





Appendix

■ Supporting Material

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Run: Service Delivery Dashboard Customer Satisfaction



Regular weekly reviews held with the Post Office and Atos to review performance with formal Quarterly Reviews now underway. Next Formal review scheduled for January 2015.

		Q1 13	Q2 13	Q3 13	Q4 13	Q1 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sept 14
End User Services (Engineering and CMT)	M	8.1	8.8	8.3	8.5	8.3	8.3	8.3	8.3	7	7	7	8
OBC	L	10	10	10	10	10	10	10	10	10	10	10	10
Capacity	M	7.3	8	9	9	9	9	9	9	9	9	9	9
Release & Change	M	7.3	8	8	8.3	8.3	9	7	8	8	8	8	8
IT Security	L	N/S	N/S	N/S	4.7	5	5						
HNG Availability / Customer Experience	H	9	10	9	9.3	9	9	9	10	10	9	9	9
IT Service Continuity	M	9	9	9.7	9	9	9	9	9	9	9	9	9
Problem	M	9.2	9.6	10	10	10	10	10	10	10	10	10	10
Online - POLSAP	M	9	9.3	8	8.7	9	9.5	9	9	9	9	9	9
Online - Salesforce	L	N/A	N/A	N/A	8	9	9	9	9	9	9	9	9
Online - Credence/MDM	L	8.3	8	8.5	7.8	8.3	9	9	7	7	9	9	9
Overall Operational Service		8.6	8.9	8.9	8.5	8.8	8.8	8.9	8.8	8.6	8.7	8.7	9.0
Weighted Measure			9.1	8.9	8.8	8.8	8.9	8.8	9.0	8.8	8.7	8.7	8.9

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Run: Service Delivery Dashboard SLA Performance



Service	Green	Amber
Engineering Service	3	4
Branch Network Services	5	1
Central Network Services	7	0
Data Centre Operations	26	0
POLSAP	4	0
Reconciliation Service	2	0
Salesforce Service	5	0
Service Management	1	0
Total SLTs	53	5

MONTHLY SERVICE HIGHLIGHTS

- Key Management Server issue impacted debit card transactions for a period of two hours sat 6th December
- Peak period no issues reported , customer extremely happy with service being provided by Fujitsu during December
- Overall 2014 .
 - Highest branch availability for 5 years@ 99.85%
 - Operational change volume increased by 25%
 - Highest number of OBC changes delivered , November 364
 - Highest number of reference data requests handled
 - Defect management WIP reduced by 32%

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Run: Service Delivery Dashboard Service Improvements



2. IMPROVEMENT TRACKER	2014												2015			Business Benefit
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
Further migration from BT ADSL to TalkTalk ADSL	Green	Yellow	Last phase migrated 135 branches to LLU saving Post Office £9,700 per year. No further significant savings to be made, but migrations continue as BAU in order to maintain service.													
Review Cat C backstop SLA	Yellow	Improving response to ~300 failed P3 incidents per month to deliver additional counter availability. Rejected due to limited opportunity to deliver benefit during remainder of Fujitsu's contract.														
Holding spare kit in remote locations	Yellow	8 remote Scottish Islands have been provided with spare equipment, to be self-sufficient during the winter months, saving on average 16 hours of counter availability per month.														
BIM Service	Yellow	Introduction of a second BIM to attend more offices sooner. Rejected due to limited opportunity to deliver benefit during remainder of Fujitsu's contract.														
Update of gold build	Yellow	This SIP needs to be completed before Mar15 for new VPN key rollout.														
Horizon interface - Foreign Currency Duplicate Receipt Printing (NFSP)	Yellow	Providing Postmasters with duplicate receipt at time of transaction as evidence for external audits against fraud. Acknowledged by the Branch User Forum as their "most significant change".														
Horizon interface - Memoview timing on screen Improvement (BUF)	Yellow	Branch User Forum confirmed this can be closed - no instances have been identified by forum members.														
PHU Preventative Maintenance Project & Workshop (NFSP)	Yellow	Branch visits and Workshop to understand business challenges with Portable Hosted Units. Atos have now taken to lead on this initiative.														
Branch Stock Ordering (BUF)	Yellow	Improved functionality, saving time to order replacement stock via scanning barcodes rather than navigating menus. Rejected by POL at Design Study phase due to lacking of budget.														
Certificates of Posting (BUF)	Yellow	Improved functionality, printing a single certificate at end of multiple items being posted to a single person.														
Remittance Out button (BUF)	Yellow	Awaiting POL approval to implement (CT1630)														
Audit hardware replacement	Yellow	Continued safe guarding of the data required by the Prosecution Support Service.														
Automated patching	Yellow	To maintain PCI compliance via consistent and timely deployment of patches. Deferred until Summer 2015 due to prioritisation of testing workload.														
Patch Conformance reporting	Yellow	To maintain PCI compliance by providing required Management Information on status of patching.														
Expanding Anti-virus scope	Yellow	Reducing the risk to POL of a virus outbreak on the POL server estate. Being implemented by Fujitsu free of charge.														
Van Services: Pre-pilot Aerials	Yellow	FJ's BIM implementing pilot phase, saving POL £7.5k.														

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November Summary

- Customer Base 453,132
- TalkTalk Network availability – 99.987%
- Complaints increased in November
- Price Change completed on time
- Safeguard now deployed on the network, deployment plans being agreed
- Fujitsu Lean team deployed on the Technical Line of Business
- NGA solution being finalised
- IP Stream invoicing – principle's agreed for go forward invoicing

SLA Performance 1-14



SLA	Service Level Name	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
1	Access Network Availability 99.95% SLA	99.996%	99.999%	99.998%	99.995%	99.996%	99.987%
2	Voice / Data Bar or Suspend, 3 hours 90%	96.80%	96.30%	95.60%	92.66%	91.69%	99.88%
2	Voice / Data Bar or Suspend, 5 hours 95%	99.90%	99.34%	99.10%	97.96%	99.58%	99.56%
2	Voice / Data Bar or Suspend, 8 hours is 99%	99.90%	99.66%	99.60%	99.60%	99.92%	99.81%
3	Availability of IT Application 99.7%	99.98%	99.94%	99.01%	99.70%	99.53%	99.7%
4	Customer bills posted or hosted 96% with 2 business days.	99.54%	99.98%	99.73%	99.75%	99.64%	99.70%
	Customer bills posted or hosted SLA 99% within 3 business days	99.55%	99.95%	99.75%	99.76%	99.65%	99.72%
5	CDRs Billed within the month 95% SLA	99.79%	99.99%	99.999%	99.990%	99.930%	100.00%
6	Direct debit setups or amends sent to BACS 95% SLA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
7	Direct debits payment records sent to BACS 90% SLA	99.88%	99.97%	99.96%	99.94%	99.94%	99.93%
8	Direct debit Failures reported 99% within 1 hour and 99% within 3 business days of receipt of data	100.00%	100.00%	97.03%	100.00%	100.00%	100.00%
9	Horizon data files processed 99% of horizon transaction processed in 2 hours of receipt	100.00%	96.66%	99.99%	100.00%	100.00%	100.00%
10	Customer Communications sent 99% SLA	88.31%	99.26%	99.10%	97.58%	99.35%	99.19%
11	Customer accounts set up 95% within 2 hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
12	CDRs rated and available in CRM and Self Care Portal 99% within 2 business days	90.00%	100.00%	100.00%	100.00%	100.00%	100.00%
13	Usage Events Value Overcharged (Billing) 0.002%	99.997%	99.98%	99.978%	99.823%	99.437%	99.390%
	Events Overcharged (Billing) 0.002%	90.000%	99.90%	99.900%	99.996%	99.996%	99.992%
	Non Usage: Recurring Events 0.01%	100.000%	99.98%	99.980%	99.979%	99.992%	99.993%
14	Usage Events: Value Incorrectly Charged (Billing) 0.05%	100.000%	100.00%	99.99%	100.00%	100.000%	99.997%
	Usage Events: Count of Events Incorrectly Charged, 0.01%	100.000%	100.00%	100.00%	100.00%	100.00%	100.00%
	Non usage: Recurring Events: Value Incorrectly Charged (Billing) 0.25%	100.000%	100.00%	100.00%	100.00%	100.00%	100.00%

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SLA Performance 15-34



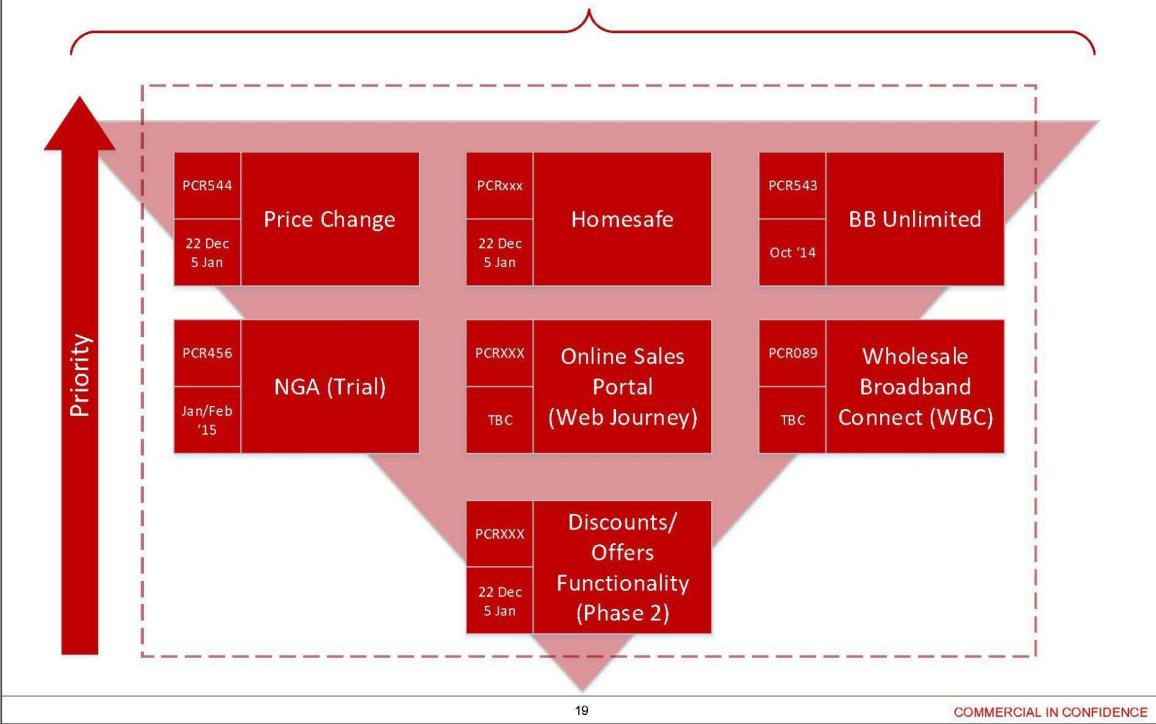
SLA	Service Level Name	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
15	Percentage of Calls Answered within 20s (In Life) 80% SLA	87.80%	76.53%	57.71%	83.66%	43.09%	48.12%
16	Percentage of Calls Answered within 20s (Sales) 80% SLA	90.89%	90.89%	81.99%	83.88%	80.25%	81.03%
17	Calls Abandon Rate (In Life) 5% SLA	1.65%	3.23%	9.50%	2.65%	20.67%	15.20%
18	Calls Abandon Rate (Sales) 5% SLA	2.92%	2.05%	2.72%	2.69%	3.28%	3.77%
19	Correspondence Received 90% acknowledged in 1 business day	79.67%	75.68%	57.48%	56.45%	76.63%	81.87%
20	First Contact Resolution 90% SLA	80.80%	82.49%	82.10%	82.57%	83.21%	82.73%
21	Cheques Processed 90% SLA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
22	Branch Sales Call-back 60% SLA	64.74%	74.37%	81.60%	74.90%	66.80%	92.50%
23	Work Queue Management 95% within 24 hours (debt management)	77.80%	76.18%	7.37%	44.51%	93.51%	70.51%
24	Work Queue Management 95% within 48 hours (all other queues)	80.65%	91.69%	84.07%	84.53%	86.21%	85.60%
25	Branch Code Capture (FAD) – New sales 90% SLA	100.00%	100.00%	100.00%	100.00%	78.79%	88.89%
26	Debtor Days within 25 days	3.76	19.36	7.70	4.16	17.32	18.20
27	Quality Score of 80% SLA	81.10%	80.32%	83.04%	81.90%	81.24%	81.31%
28	Sales Conversion 30% SLA	34.24%	33.97%	31.04%	30.54%	30.20%	34.50%
29	Customer Satisfaction 80% SLA	89.87%	86.23%	87.36%	90.49%	89.11%	92.08%
30	Customer Retention TBC (currently provisionally 30%)	34.81%	39.49%	44.19%	50.73%	43.03%	37.99%
31	CPE Delivery 99% SLA	80.09%	98.49%	95.50%	98.62%	98.18%	99.22%
32	End User Fault 90% SLA	78.31%	88.14%	84.02%	94.71%	88.73%	92.45%
33	Provisioning – New 80% SLA	98.17%	98.18%	97.57%	98.23%	98.42%	99.48%
34	Modifications 98% in 8 hours	56.20%	58.19%	99.23%	99.14%	99.10%	99.01%
	Modifications 99% midnight following day	97.80%	99.30%	99.85%	99.47%	99.47%	99.10%

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POL Product Transformation



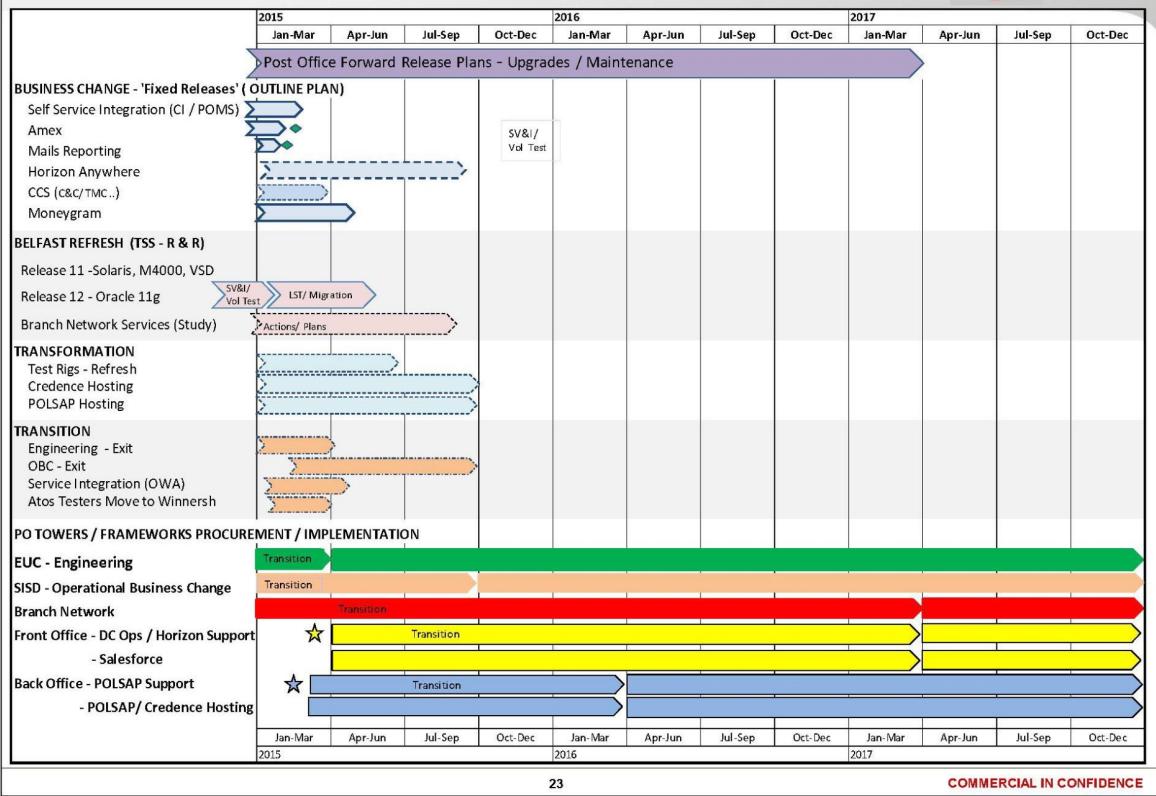
Fujitsu Programme – Steve Boucher + PM



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Change: Programme Delivery Dashboard—Programme Plans



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CTs Awaiting Approval @ 19/12



Summary

42 CTs Awaiting Approval (-3)

32 Overdue (+2)

CT	Post Office / Atos Ref	Title	CT Issued	Due date
CT1504	N/A	CASHMAN replacement POL SAP -Bereits SAP versorgung	24/09/2014	02/10/2014
CT1550	N/A	Mobilisation for POL SAP Usercode E006.0 & FI	22/09/2014	13/10/2014
CT1559	N/A	POL SAP Infrastructure % Assistive Usercode	30/06/2014	21/07/2014
CT1605	N/A	Prais@Mail - Mobilisation	17/07/2014	07/09/2014
CT1625	N/A	Digital Dashboard Proof of Concept	08/09/2014	01/10/2014
CT1606	N/A	ReyMail Extended Data Additional Element	11/09/2014	02/10/2014
CT1628	B&P0292	Improvement of POMS availability in Top 50 SSM areas - Study	02/09/2014	23/09/2014
CT1636	B&P0328v1	Masterdata Integration Consultance	08/09/2014	29/09/2014
CT1639	B&P0332v2	Oliver Run Out - request for a Change Proposal	10/09/2014	01/10/2014
CT1633	B&P0211v2	Guarfull Payment Request	22/09/2014	13/10/2014
CT1657	N/A	POL SAP report Track&Trace III implementation	02/10/2014	24/10/2014
CT1658	N/A	Masterdata Integration from COPA H2S (ITS External) to SAP ERP	04/10/2014	27/10/2014
CT1632a	B&P0336v0.1	23/10/2014	30/10/2014	
CT1664	N/A	POL SAP Track&Trace Modernisation Project	13/10/2014	03/11/2014
CT1656	B&P0422v0.1	MoneyGram Data Type Design Study	21/10/2014	11/11/2014
CT1670	B&P0488	Bureau introduction of Canadian currency "Riel" within POL SAP	22/10/2014	12/11/2014
CT1679	N/A	RTS - evaluation - Certificate of the LSC	27/10/2014	17/11/2014
CT1680	B&P0459	Post Office LSC Common Service Facility Study	27/10/2014	17/11/2014
CT1682	N/A	Horizon Accuracy - Development, Test and Maximise	29/10/2014	19/11/2014
CT1693	N/A	Reference Data Management Service - Encase Volume of Branch Change (10 Stake holders)	06/11/2014	27/11/2014
CT1692	B&P0514	POL SAP 50/50 Direct Debit Amendment	07/11/2014	29/11/2014
CT1677	B&P0502v1.0	New Firewall Rule implementation for LocoCollect or WEB API Migration from Existing ESB Environment to ECR Connect	10/11/2014	01/12/2014
CT1678	B&P0498	AE OF Migration Support Branch Network SV 3.1 Recommendation BMS - 003 diff. identified		10/11/2014
CT1698	N/A	Removal of PAT obligation an Future		11/11/2014
CT1666	B&P0295	Support and Use of SV81 Test Bench Simulator for Project		12/11/2014
CT1676	B&P0495v0.1	B2B ext Refresh Solution Optimisation		12/11/2014
CT1700	N/A	Torch Infrastructure Refresh		12/11/2014
CT1709a	N/A	RFL Gifting and Voucher Offering Consultancy		24/11/2014
CT1710	B&P0547v2.0 (R0H)	SSK Improved Customer Journey Implementation WV/VSU + HCU/VSU areas Money Order and Collection Additional charge w/ results		24/11/2014
CT1711	N/A	Investigation into current usage of reference data in the various Horizon Front Office Solutions		25/11/2014
CT1658	B&P0515v2	Realtime Interface - Horizon to & from POMS		02/12/2014
CT1697	B&P0506v3	POMS Connection - COTW, Alarm and Safety Monitoring Consultancy		02/12/2014
CT1717	B&P0522v1.0 (R0H)	Contractual Volume Increase for HNG-KAR-S Transaction		02/12/2014
CT1692	B&P0538v0.2	Contractual Volume Increase for HNG-KT Track & Trace Consultancy		08/12/2014
CT1724	N/A	Reference Data Management Service - Encase Volume of Branch Change (10 Stake holders) - 30th November		08/12/2014
CT1725	N/A	Reference Data Management Service - Encase Volume of Pre-Authorised Changes (1st September to 30th November)		09/12/2014
CT1729	N/A	Horizon Infrastructure and Application Modernization Dorian Project		10/12/2014
CT1644	B&P0544v1	Continued Access to PJS through other Post Office Ltd sites		10/12/2014
CT1731	N/A	Implementation of Flexible Placements for Cash Ordering		19/12/2014

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