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Post Office / Fujitsu

Executive Steering Board

For the period: August 2016

Version 0.1

Agenda

- Executive Summary
- Performance Dashboards
- Topics for discussion
    - Transition
    - Issues & Risks
    - Events
    - Innovation
    - Working in Partnership
    - EPOS Integration
- Supporting Materials
    - Delivery profile
    - Outstanding PO/Debt Report
    - Customer Satisfaction/CSAT
    - Operational Performance
    - Change Request Status
    - High level Risks

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POL-BSFF-0226756_0001

Executive Summary

■ **Highlights**

- ■ All SLAs met for August. All power upgrades within Data Centres completed
- ■ Journey to cloud proposition reviewed with Chris Broe, visiting both Belfast and Stevenage Data Centres
- ■ Working with Deloittes on the Chairman's report to show all the controls are in place within Horizon to support the prosecution service and KPMG on POLSAP/ Credence reporting reconciliation.
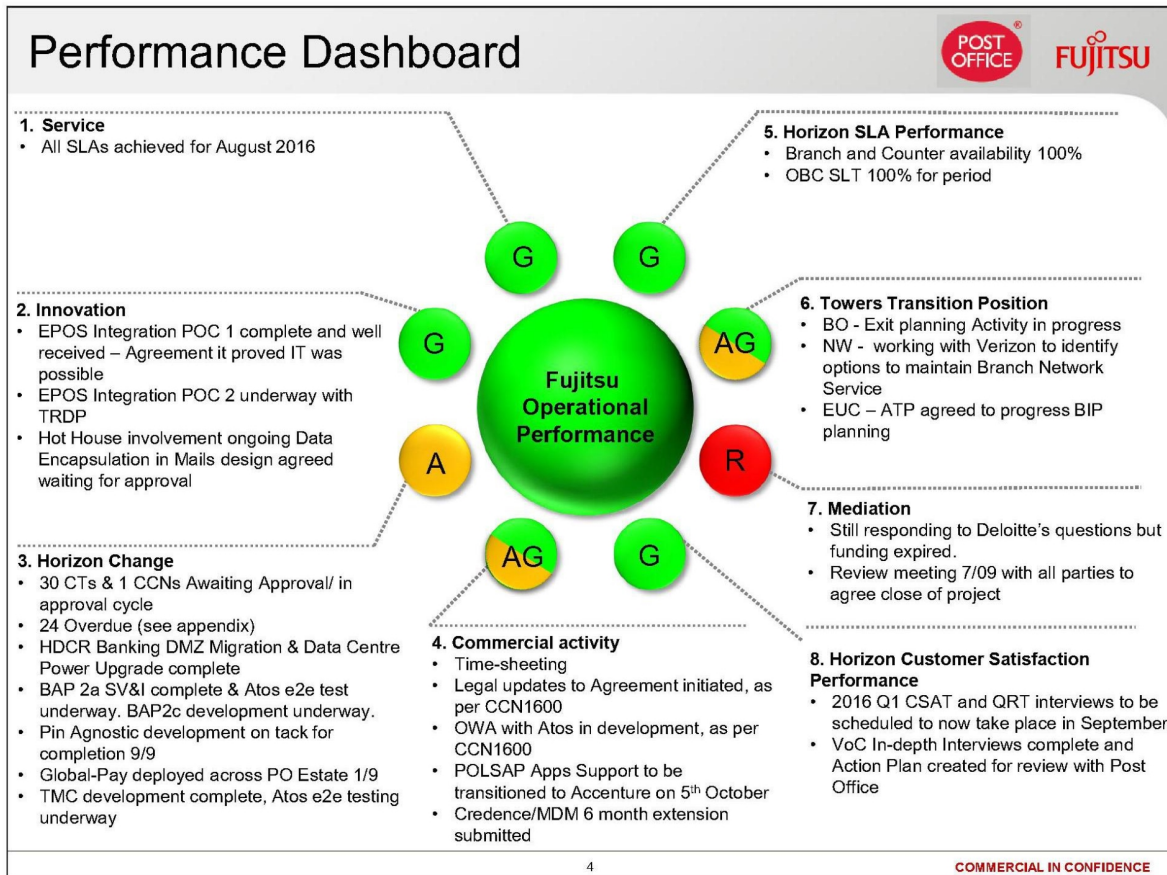- ■ Service Delivery capabilities utilising GDC resources in Poland

■ **Lowlights**

- ■ None

■ **Above and Beyond**

- ■ Working collaboratively with Atos in respect to the new Operational Change Board and framework process
- ■ Provided manual workarounds to maintain service in the absence of WINZIP and CD drives in POL technology provision

■ **Issues**

- ■ Bad Debt, missing POs and working at risk issues improved now £902k, £555k and several CTs signed. But further work required.
- ■ Several expiring services now being extended. Need to review these as a group to manage impact.
- ■ A number of service descriptions await sign off see appendix – still no updates received from POL
- ■ Reference Data Open Loop risk remains
- ■ ISAE3402: lack of ownership and therefore progression within POL following departure of Andy Jones
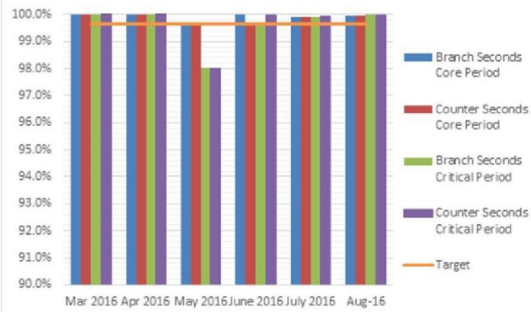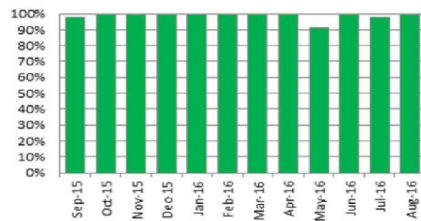
Performance Dashboard

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1. Service
- All SLAs achieved for August 2016

2. Innovation
- EPOS Integration POC 1 complete and well received – Agreement it proved IT was possible
- EPOS Integration POC 2 underway with TRDP
- Hot House involvement ongoing Data Encapsulation in Mails design agreed waiting for approval

3. Horizon Change
- 30 CTs & 1 CCNs Awaiting Approval/ in approval cycle
- 24 Overdue (see appendix)
- HDCR Banking DMZ Migration & Data Centre Power Upgrade complete
- BAP 2a SV&I complete & Atos e2e test underway. BAP2c development underway.
- Pin Agnostic development on tack for completion 9/9
- Global-Pay deployed across PO Estate 1/9
- TMC development complete, Atos e2e testing underway

4. Commercial activity
- Time-sheeting
- Legal updates to Agreement initiated, as per CCN1600
- OWA with Atos in development, as per CCN1600
- POLSAP Apps Support to be transitioned to Accenture on 5th October
- Credence/MDM 6 month extension submitted

5. Horizon SLA Performance
- Branch and Counter availability 100%
- OBC SLT 100% for period

6. Towers Transition Position
- BO - Exit planning Activity in progress
- NW - working with Verizon to identify options to maintain Branch Network Service
- EUC – ATP agreed to progress BIP planning

7. Mediation
- Still responding to Deloitte's questions but funding expired.
- Review meeting 7/09 with all parties to agree close of project

8. Horizon Customer Satisfaction Performance
- 2016 Q1 CSAT and QRT interviews to be scheduled to now take place in September
- VoC In-depth Interviews complete and Action Plan created for review with Post Office

Fujitsu Operational Performance

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Service Performance

Branch and Counter Availability SLT

(Legend: Branch Seconds Core Period, Counter Seconds Core Period, Branch Seconds Critical Period, Counter Seconds Critical Period, Target)

CSAT Scores

(Legend: Overall Operational Service, Weighted Measure, Target)

SLA Performance

Average Customer Feedback per Category

(Legend: FY15/16 Q2, FY15/16 Q3, FY15/16 Q4, FY16/17 Q1, Target)
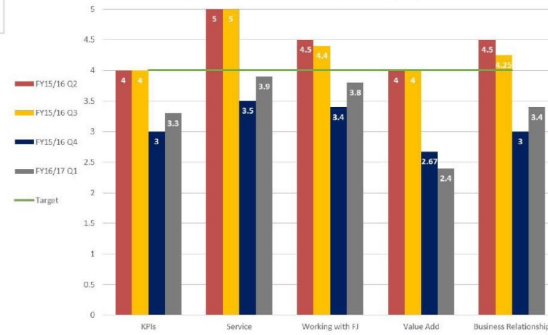
- CSAT score of 9.6 confirmed for Q4, overall 9.4 for 2015-16. Q1 to be rescheduled for September.

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Major Projects and Programme Performance POST OFFICE® FUJITSU

Project	Activity	Baseline Date	RAG	Comment
Horizon Data Centre Refresh R14 (Hardware & Network) R15 (Infrastructure Services) R16 (Key Application Services) R17 (Remaining Applications)	Design/ Build / Deploy	Jul-17	→	R14 Banking DMZ migration completed 8/8. Data Centre Power upgrade activities completed. R15.10 LST continuing to allow resolution of some final issues on the SSN server, R15.15 SV&I testing complete and ready to start LST once R15.10 clear - remain confident of meeting deployment dates in early Oct. Variations CT for POLSAP & Credence Extensions in discussion with PO.
Horizon Anywhere	Restart	tbc	→	PO re-engaging on plans for Branch Counter Refresh, awaiting confirmation of requirements / design changes to enable impact and planning. In meantime some initial "informal" testing completed on new Branch Counter build (Windows 10) from Computacenter which has highlighted a number of issues including some reported in earlier version in Spring.
Barcoding All Parcels (BAP)	Phase 2a -SSK Phase 2c - PS12)	Oct-16 Jan-17	→	Phase 2a LST delayed because of issues with SSK (NCR) in Atos e2e testing. Still expected to go Live Mid-Oct. Phase 2c development underway and on track.
Global Pay	Test/ Deploy	Aug-16	↗	Testing completed and solution deployed 27-28/8, PO Model Office testig completed 30/8 and solution activated in Live across all Branches 1/9. Project now in closedown.
Travel Money Card (TMC)	Test	Oct-16	↘	Atos end to end testing underway. PO have decided to defer deployment until Feb'17, awaiting clarification on plans for LST testing and deployment (hence Amber RAG status).
PIN Agnostic	Design/ Build	Nov-16	→	PO priority business change introduced at end July, development on track to complete 9/9.
Branch Network Refresh	Deploy	Sep-16	↘	Migration failed 9/8, awaiting confirmation of solution for routing issue that caused failure before replanning with Vodafone.
Tower Transitions EUC BIP / Networks Back Office	Transition	tbc	↘	EUC Branch Infrastructure - working with PO, Atos, Computacenter & Verizon on solution/plans under over of ATP with PO. Awaiting approval of CT to undertake study on HNGx Extension. Back Office - focussing on short term activities on Credence Migration and the Transition of POLSAP Applications Hosting (both due by 5/10).

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Transition Status

Tower	Exec Summary of position
Back Office	• POL are planning to Exit POLSAP Apps before Hosting – Hosting extension past 31st March 17 • Exit note for Application States 5th Oct 16 transfer date – POL request for reverse work shadowing being negotiated • Credence/MDM Hosting being extended, 6 months current estimate with Option to terminate early • Fujitsu working closely with Back Office on POLSAP and Credence migrations to develop creative solutions for the tight schedule • Service continuity remains a concern due to challenging schedules
Network Tower	• Post Office have not determined the timing, scope or nature of network transition and Fujitsu is not currently in Exit • Post Office have requested an extension of the BNS, CMT and OBC services past March 17 • Authorisation to start the HNGX study has been granted, but the more critical BNS study remains outstanding. This is a pre-requisite for the extensions noted above past March 17 • Engagement to support the transition to a VSAT solution is ongoing • Working closely with Verizon to identify options for alternative Branch Network deployment options
EUC	• ATP now signed and reengagement underway initially to revalidate the requirements • Initial assessment has been done of a standalone Windows 10 build and a significant issue around printer drivers has been identified • Planning reengagement underway but significant dependencies remain with other suppliers (such as requirements and designs) before a plan can be fully developed • Positive session on the full end to end Testing with Post Office and the other suppliers to rationalise testing cycle

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Issues and Risks

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- **Transition**
    - **Major Risk**: POL transition plans complete BIP roll-out in October 2017. Fujitsu HNGX counter and BNS services end in March 17. No solution has yet been agreed to address this gap. Action required now to maintain Branch service
    - A number of extensions POLSAP hosting , Credence Extension, HNGX and potentially networks will drive extension or replacement of legacy components and impact needs to be reviewed and agreed holistically. (In the Power down of the DR site a considerable number of components failed on start-up, 9 disks, several blades and routers due to age.)

- **Commercial, Quality & Compliance**
    - Outstanding Purchase Orders value of £555k plus 2nd quarter cover for CT1848
    - Unpaid invoices unresolved at £902km (June £868k, May £693k, April £682k)
    - Patching continues to be deployed to Live service within target (90 days) of availability from 3rd Parties

- **Outstanding CTs and CCNs**
    - Both Credence/MDM extension and exit POLSAP Apps Support CCN submitted
    - 11 CTs where work done but commercials not signed . Progress made only 4 outstanding – Mediation and KPMG Deep Dive Support need urgent resolution

- **Service**
    - Reference Data open loop and historic items – Slow Progress
    - Branch Network expires March 2017
    - Forward schedule of change now completely full to end of year
    - Detailed planning activities associated to planned failover of Branch Database 3/9
    - Service Descriptions need sign off – no further updates since last set of discussions.

- **End to End model**
    - Now that transition has commenced with EUC tower and SI/Service Desk in place, Fujitsu are no longer responsible for end to end model. Governance/ review is required. Example – pin pads being moved in branches, decommissioned PCs (counters) still on network, security model etc

Outstanding Service Descriptions

- **Awaiting Approval:**
  - **SVM/SDM/SD/0006 v5.0** for CCN1423 (expiration of the Engineering Service)
    - issued for review on 26-Oct-2015
- **Awaiting Review:**
  - **SVM/SDM/SD/0003 v5.4** Data Centre Operations Service
    - issued for review June 2014
  - **SVM/SDM/SD/0011 v6.3 Branch** Network Service
    - issued for review 11-Dec-2015
  - **SVM/SDM/SD/0007 v4.4** Service Management Service
    - issued for review 17-Dec-2015
  - **SVM/SDM/SD/0012 v6.2** Central Network Service
    - issued for review 17-Dec-2015
  - **SVM/SDM/SD/0013 v3.1** Reference Data Management Service
    - issued for review 17-Jul-2015
  - **SVM/SDM/SD/0019 v3.6** CMT Service
    - issued for review on 12-Jan-2016
  - **SVM/SDM/SD/0018 v3.1** MESSAGE BROADCAST SERVICE: SERVICE DESCRIPTION
    - issued for review 09-Feb-2016

Overdue CTs Awaiting Approval – work completed

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CTs where POL/ Fujitsu agreed to work but CT remains unsigned and now work completed/ service being consumed

Reference	Title	Price	Approval status	
CT1939	ThinkMoney Security Certificate Expiration	£9,000.00	Submitted 07/10/15 - POL (Atos) sign due 16/11/15	
CT2047	EUC – RMG Separation multiple change	£0.00	Submitted 15/03/16 - POL (Atos) sign due 10/05/16	Atos advised closed as no POL response
CT2095	Transtrack transformation adhoc support- Continuation of CT1968	£8,140.85	Submitted 16/05/16 - POL (Atos) sign due 07/06/16	Approved 26/8
CT2112	POLSAP Processes Deep Dive to Support KPMG Revenue Reconciliation Project – Consultancy - Continuation	£18,084.90	Submitted 07/06/16 - POL (Atos) sign due 28/06/16	Atos advised closed as no POL response

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Events for 2016 - Innovation and Insight

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Title	Description	Invitees
Hybrid IT CIO roundtables	**21st September -** the next **Hybrid IT CIO roundtable,** hosted by *cio.co.uk* is to be held in London in partnership with *NetApp* & *Brocade*.	Rob Houghton
OSS Digital Bootcamp	**21st & 22nd September -** we host 30-50 retailers in our Baker Street Office for a Digital Bootcamp.	TBA
Executive Discussion Evening	**5th October -** The next **Fujitsu** Executive Discussion Evening '**Jobs for the 'bots? Digital innovation & the work/life revolution'**. Our topic will cover advanced digital technologies such as IoT, robotics & AI – stimulating a debate about the pros & cons for our professional & personal lives	Rob Houghton Kevin Gilliland Nick Kennett Chris Broe (Paul Vennells)
Women in Technology	**18th October -** The next Women in Technology event is being planned. Please nominate any female executives with an IT remit who you think may value this forum.	Julie George
Whitehall Industry Group (WIG)	**3rd November -** Annual Diversity and Inclusion Conference will take place on Thursday 08:00 – 17:00. **15th November -** Graduate Roundtable 08:00 – 09:30 with Nick White, Fujitsu's Graduate Programme Manager.	TBA
Fujitsu Forum (Munich)	**16th & 17th November –** *Human Centric Innovation: Driving Digital Transformation*. Focusing on advanced technologies and solutions, it represents the ideal platform for the exchange of ideas and knowledge among top management as well as IT-experts in a compact framework of conference presentations, expert talks and exhibitions over the course of just two days.	Rob Houghton Sharon Gilkes Martin George

Regular Insight	
I-CIO newsletter – sent monthly to POL execs and IT Seniors **Fujitsu Scientific & Technical Journal -** to introduce the FUJITSU Group's research and development activities, cutting-edge technologies, products, and solution services	**Digital Inside Out**: Latest research report that examines how Britain is becoming a digital nation. Looking into the digital habits of consumers, employees and CXOs and pitching the different sectors against each other to see who does it best.

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Innovation

- Journey to the Cloud proposition shared with Chris Broe
  - Included visits to Stevenage and Innovation Data Centres
- Insurance Demonstration
  - Overview of Fujitsu view of the Connected Home and the evolution of Hyper Connected Environments
    - Follow up on Big data being discussed
- EPOS Integration final Proof of Concept demonstrated to a number of POL team
  - Completed and met key objective for the POL business
- Activ8 innovation demonstrated to Mails Team with Options being discussed for Drop & Go
  - Encapsulation in Mails design agreed waiting for approval

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Working in Partnership (1)

- Branch Network migrations options presented to Neil Wilkinson

- Helping to achieve POL's target to migrate Branch Network to Verizon

- Option 1: Continue with current plan for Verizon to complete by 31st March 17.

- Option 2: Extend some scope with Fujitsu to enable Verizon more time.

- Option 3: Verizon to subcontract Fujtisu to deliver the service.

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Working in Partnership (2)

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Tracking Fujitsu's effort in working above and beyond our contractual obligations to maintain the end-to-end service

Time Spent (Hours)	Description
6	Trialling the sending of ARQs via new method (in absence of CD drives on new POL laptops)
10	New ARQ query request
15	Manual workaround of Moneygram file in absence of WinZip on POL computers

Previous Support	Description of investments/ Support	Value
May	EPOS proof of concept	£20k
	EUC Provocations	£43k
	Network Sales Awards sponsorship	£10k
	Children in Need Gala Dinner	£15k
	NFSP Conference	£8k
	HR SAP Missing Atos Ref Data	£67k
	POLSAP Sub Files	£10k
June	NCR bandwidth limitations	£4.5k
	MoneyGram timeouts due to latency issues	£1k
July	Handforth branch – deep dive recovery request investigation	£.5k
	Attended POL ISAG's security audit	£.5k
	Horice 6 licences provided for POL support staff	£ 1.5k

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EPOS Integration

- **PoC showing MarketPlace integration to HBS**
  - Completed and met key objective for the POL business
- **3-Way Workshop with the Retail Data Partnership (POL's preferred supplier) to take place 10/08 with aim of agreeing a further PoC**
  - POC design now underway
- **Conversations with Ingenico progress on underpinning payment service**
  - CT for service signed – meetings being scheduled
  - Priority POCA on SSK

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Back Office Transition

- Working in new structure with other suppliers
- Call-off CT now in place and functioning well.
  - Positive attitudes from Post Office and Fujitsu making this work
- Fujitsu leading on POLSAP Apps project – target date 5th Oct
  - Link to allow Accenture access to POLSAP have been setup, access to follow
  - Reverse work shadowing proposition being discussed
  - CTs for Credence Extension, HDCR Variation due to POLSAP and Credence extensions need concluding
  - CCN now issued for Hosting post 4th October
- Challenges remain around providing a supportable service and provision of a capability to obfuscate sensitive data being sent to Credence from Horizon
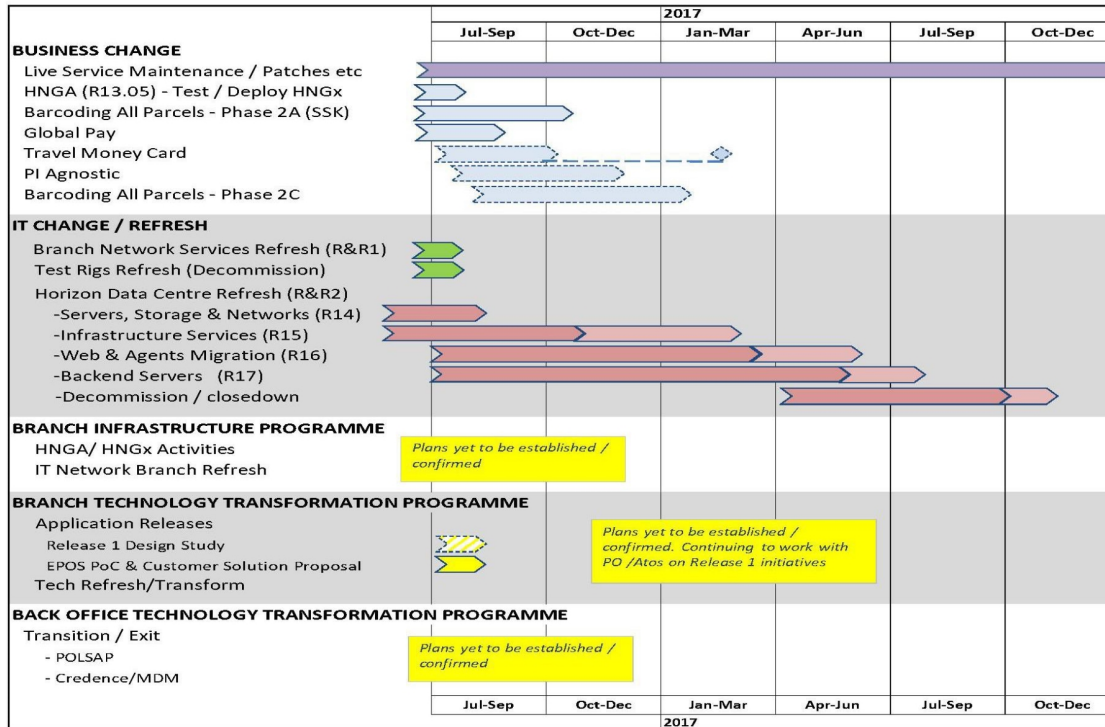
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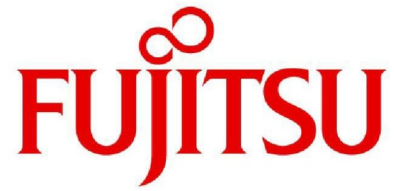
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Appendix

■ Supporting Material

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PO High Level - Plans 2017 (Illustrative)

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	2017					
	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec

BUSINESS CHANGE
- Live Service Maintenance / Patches etc
- HNGA (R13.05) - Test / Deploy HNGx
- Barcoding All Parcels - Phase 2A (SSK)
- Global Pay
- Travel Money Card
- PI Agnostic
- Barcoding All Parcels - Phase 2C

IT CHANGE / REFRESH
- Branch Network Services Refresh (R&R1)
- Test Rigs Refresh (Decommission)
- Horizon Data Centre Refresh (R&R2)
  - -Servers, Storage & Networks (R14)
  - -Infrastructure Services (R15)
  - -Web & Agents Migration (R16)
  - -Backend Servers (R17)
  - -Decommission / closedown

BRANCH INFRASTRUCTURE PROGRAMME
- HNGA/ HNGx Activities
- IT Network Branch Refresh

Plans yet to be established / confirmed

BRANCH TECHNOLOGY TRANSFORMATION PROGRAMME
- Application Releases
  - Release 1 Design Study
  - EPOS PoC & Customer Solution Proposal
- Tech Refresh/Transform

Plans yet to be established / confirmed. Continuing to work with PO /Atos on Release 1 initiatives

BACK OFFICE TECHNOLOGY TRANSFORMATION PROGRAMME
- Transition / Exit
  - - POLSAP
  - - Credence/MDM

Plans yet to be established / confirmed

	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
			2017			

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Commercial: Outstanding Purchase Orders

■ **34 outstanding POs**

  ■ Value of £1.226m outstanding plus Q2 cover for CT1848

Date issue identified	PO Number	CT or CCN Ref	Purchase Order Amount Required	Purchase Order Amount Received	PO Outstanding Amount	CT approval date
10/11/2015	6500007566	CT1905 + SVI Ref Data	£3,869.24	£1,288.00	£2,581.24	28/10/2015
10/11/2015	6500006888	CT1889 + SVI Ref Data	£11,089.17	£7,727.16	£3,362.01	20/11/2015
22/12/2015	6500007200	Ref Data for SV&I	£2,760.94	£0.00	£2,760.94	n/a
22/12/2015	6500007053	Ref Data for SV&I	£1,380.47	£0.00	£1,380.47	n/a
15/02/2016	6500007789	CT1897 + SVI Ref Data	£8,534.06	£4,700.00	£3,834.06	27/08/2015
15/02/2016	6500008290	CT1928 + SVI Ref Data	£3,869.24	£2,560.77	£1,308.47	28/10/2015
11/03/2016	6500008004	CT1915 + SVI Ref Data	£7,225.59	£5,000.00	£2,225.59	22/09/2015
04/08/2015	6500008860 + 6500014109	CT1848 R and R Programme (less CT2040)	£24,180,532.67	£13,833,000.00	£10,347,532.67	27/07/2015
04/08/2015	6500002725 + 6500010163	CT1728/CT1771 - Access Point Paystation Feasibility	£154,758.09	£45,482.71	£109,275.38	28/05/2015
04/08/2015	6500005333	CT1826/CT1881 - Retail Trial of new supplier	£90,976.36	£47,128.15	£43,848.21	30/04/2015
07/12/2015	6500008865	CT1938 - Health Lottery Addition	£19,729.29	£1,300.00	£18,429.29	25/11/2015
04/08/2015	6500002960	CT1625 - Digital Rateboard Proof of Concept	£7,436.42	£2,180.04	£5,256.38	29/01/2015
24/06/2016 of	6500002817	CT1838 AMEX Bank Holiday Defect	£15,884.55	£4,918.55	£10,966.00	
20/11/2015	6500009679	CT1921 - AMEX 2016 Bank Holiday processing	£32,606.89	£32,000.00	£606.89	20/11/2015
08/12/2015	6500010418	CT1497/CT1815 Global Payments Corrections	£189,213.71	£125,000.00	£64,213.71	18/11/2015

Date issue identified	PO Number	CT or CCN Ref	Purchase Order Amount Required	Purchase Order Amount Received	PO Outstanding Amount	CT approval date
07/12/2015	6500006446	CT1936 (£15k) + Receipt Templates	£27,314.30	£20,000.00	£7,314.30	05/11/2015
28/04/2016		CT1531 - Access to Fujitsu for Atos Staff	£75,961.29	£75,961.29	£37,999.98	
28/04/2016	6500007384	CT1800 - PODG Transformation for npower	£63,558.91	£63,558.91	£39,329.54	
18/05/2016	6500005519 6500012049	CT1810 - Smart Metering - Solution Consultancy	£33,807.72	£33,807.72	£8,996.72	
27/05/2016	6500010460 & 6500006130	CT1811/CT1987 - POLSAP Connectivity separation	£92,066.03	£92,066.03	£3,152.50	
27/05/2016		CT1919 - Moneygram BLE files	£3,483.89	£0.00	£3,483.89	22/09/2015
04/08/2015		CT1847 - Data Centre RMG Separation	£36,427.12	£0.00	£36,427.12	14/07/2014
05/04/2016		CT1899 SV&I Travel Insurance	£2,560.77	£0.00	£2,560.77	17/03/2016
17/05/2016		CT2039 - Drop & Go	£33,874.56	£0.00	£33,874.56	13/04/2016
23/05/2016		CT2077 - POLSAP KPMG Revenue Reconciliation	£32,765.80	£0.00	£32,765.80	19/05/2016
17/05/2016		CT2053 - Drop & Go	£45,117.28	£0.00	£45,117.28	21/04/2016
17/05/2016		CT2061 - Drop & Go Fixes Q4	£67,749.12	£33,874.56	£33,874.56	15/04/2016
25/08/2016		CT2136 ATP - EUC	£150,000.00	£0.00	£150,000.00	27/07/2016
25/08/2016		CT2108 - Horizon PCI DSS Audit and Pen Test	£104,923.35	£0.00	£104,923.35	21/07/2016

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Commercial: Debt Report Aug16 (£)

Current	0 - 30 days	31-60 days	60 - 90 days	3 months	4 months	5 months	6-8 months	9-11 months	12+ months
6,327,723	354,175	262,642	39,813	230,268	197,984	81,601	267,029	75,046	1,545

Left detail

Account	Date	Current	0-30 days	31-60 days	60-90 days
8074470	25-Jun-2016	0	0	0	39,813
8074897	16-Jul-2016	0	0	2,336	0
8074927	16-Jul-2016	0	0	4,185	0
8074942	16-Jul-2016	0	0	8,630	
8074946	16-Jul-2016	0	0	8,825	
8074948	16-Jul-2016	0	0	17,632	
8075072	22-Jul-2016	0	0	30,361	
8075087	23-Jul-2016	0	0	8,193	
8075268	30-Jul-2016	0	0	7	
8075274	30-Jul-2016	0	0	83,418	
8075277	30-Jul-2016	0	0	8,304	
8075279	30-Jul-2016	0	0	28,019	
8075284	30-Jul-2016	0	0	19,631	
8075289	30-Jul-2016	0	0	45,736	
BC12584T	25-Jul-2016	0	0	-2,634	
8075891	27-Aug-2016	0	61,033	0	
8075893	27-Aug-2016	0	5,504	0	
8075899	27-Aug-2016	0	12,108	0	
8075901	27-Aug-2016	0	6,506	0	
8075906	27-Aug-2016	0	3,539	0	
8075908	27-Aug-2016	0	20,536	0	
8075924	27-Aug-2016	0	45,314	0	
8075926	27-Aug-2016	0	86,175	0	
8075930	27-Aug-2016	0	1,275	0	
8075932	27-Aug-2016	0	14,423	0	
8075938	27-Aug-2016	0	6,971	0	
8075942	27-Aug-2016	0	9,467	0	
8075948	27-Aug-2016	0	21,120	0	
231726	28-Aug-2016	0	685	0	
231764	28-Aug-2016	0	60,467	0	

Overlay box

Total Overdue	**1,510,103**
Total Overdue > 30 days	**1,155,928**

Total Overdue > 30 Days Tracker

Jul-16	901,514
Jun-16	867,931
May-16	693,354
Apr-16	682,163
Mar-16	343,580

Right detail

Account	Date	Current	0-30 days	31-60 days	60-90 days	3 months	4 months	5 months	6-8 months	9-11 months	12+ months
213306	28-Aug-2										1,545
214579	23-Sep-20									5,106	0
8068605	27-Sep-20									49,091	0
8069016	23-Oct-20									9,953	0
8069605	25-Nov-20									10,897	0
8070365	26-Dec-20								49,682	0	0
8070962	21-Jan-20								62,855	0	0
221284	13-Jan-20								1,570	0	0
221286	13-Jan-20								1,570	0	0
221288	13-Jan-20								1,570	0	0
222890	25-Feb-20								5,424	0	0
8071492	26-Feb-20								47,767	0	0
8071508	26-Feb-20								41,061	0	0
8071513	26-Feb-20								37,529	0	0
8071516	26-Feb-20								18,000	0	0
8071930	18-Mar-2016	0	0	0	0	0	0	27,564	0	0	0
8071936	18-Mar-2016	0	0	0	0	0	0	54,037	0	0	0
225491	15-Apr-2016	0	0	0	0	0	-1,545	0	0	0	0
8072762	17-Apr-2016	0	0	0	0	0	2,715	0	0	0	0
8072784	17-Apr-2016	0	0	0	0	0	22,767	0	0	0	0
8072786	17-Apr-2016	0	0	0	0	0	39,463	0	0	0	0
8072801	17-Apr-2016	0	0	0	0	0	125,430	0	0	0	0
8072809	17-Apr-2016	0	0	0	0	0	9,154	0	0	0	0
8073893	28-May-2016	0	0	0	0	23,845	0	0	0	0	0
8073896	28-May-2016	0	0	0	0	966	0	0	0	0	0
8073915	28-May-2016	0	0	0	0	104,802	0	0	0	0	0
8073920	28-May-2016	0	0	0	0	10,435	0	0	0	0	0
8073929	28-May-2016	0	0	0	0	85,508	0	0	0	0	0
227720	29-May-2016	0	0	0	0	4,710	0	0	0	0	0

Customer Satisfaction - Scorecard

	Q1 14-15	Q2 14-15	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
CMT	8.3	7.9	7.3	7	8	9	10	10
OBC	10	10	10	10	9	10	10	10
Capacity	9	9	9	9	10	10	10	10
Release & Change	8.3	7.7	8	8	9	9	9	9
IT Security					5	7	7	8
Availability/Customer	9	9.7	9	10	9	10	10	10
IT Service Continuity	9	9	9	9	9	10	9	9
Problem	10	10	10	10	10	10	10	9
Online – POLSAP	9	9	9	10	10	10	10	10
Online - Salesforce	9	9	9	10	10	10	10	10
Online – Credence/MDM	8.3	7.7	9	9	10	10	10	10
Overall Operational Service	8.8	8.8	8.8	9.2	9.0	9.5	9.5	9.5
Weighted Measure	8.8	8.9	8.8	9.1	8.7	9.7	9.6	9.6

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Service Delivery Dashboard SLA Performance

Service	August 2016 performance	
	Green	Amber
Branch Network Services	6	0
Central Network Services	7	0
Data Centre Operations	26	0
Reconciliation Service	2	0
Service Management	3	0
OBC	2	0
Total SLTs	**46**	**0**
Total SLTs Jul-16	45	1
Total SLTs Jun-16	46	0

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Weekly Business Change Status (CTs)

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CTs Awaiting Approval @ 02/09

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CT1939	ThinkMoney Security Certificate Expiration
CT1994	Automated Payment Client Take On (AP CTO) Monthly Limit - Consultancy
CT1999	Creation of approver role in POLSAP for vendor bank changes
CT2013	Hammersmith and Fulham Council – Removal of Service due to contract exit – Consultancy
CT2023	Horizon to POLSAP File Transfer to Support Revenue Reconciliation Audit
CT2056	Change to Bank Holiday Delivery Schedule (Bank Of Ireland)
CT2047	EUC – RMG Separation multiple change
CT2054	PPI (Postage Paid Impression) Acceptance Through Horizon Phase 2 - Consultancy
CT2082	Barcoding – Support Model for Royal Mail Pre-Advice Data Service - Consultancy
CT2076	Mails Release 5
CCN1606	Verizon Interconnect On-going Charges

CT2088	Credence & MDM production data backup request (Updated)
CT2083	EUC Separation - Migrate FTP server from RMG to POL SH
CT2112	POLSAP Processes Deep Dive to Support KPMG Revenue Reconciliation Project – Consultancy - Continuation
CT2113	Additional connections for NCR Hyderabad to Winnersh test SSKs (Updated)
CT2117	Study into extension of Branch Network Service and systems supporting HNG-X counters beyond 31 March 2017
CT2074	Changes of data structure for product Add-Ons on SSK's - Study
CT2104a	Additional further support for Post Office Mediation Process
CT2109	New VPN endpoint for British Gas Smart Metering – 2nd VPN
CT2135	Retail Trial of new supplier – Further Support
CT2138	Data Encapsulation PS12 Prototype on SV&I
CT2140	Enhancement to the 'Estate Cash and Bureau Balance' Report in HORIce

CT2141	Investigation into Camelot Reconciliation process
CT2142	Investigation into MoneyGram Reconciliation process
CT2129a	Weight Data Type Implementation (re-scoped)
CT2133	End to End Testing to Prevent Latency
CT2137	Project Hera – Change to Life Products Proposition and Introduction of New Underwriter
CT2147	Interim Generic Compute – Network equipment hosting (2017) and Cloud usage (2016-17)
CT2149	Payment Service Design
CT2130a	Extra Project and Parallel Run Costs due to Credence / MDM and POLSAP remaining in the Belfast Data Centres continuing from 1st April 2016
CT2145	MasterCard rePower - Transaction Fees - Support
CT2153	Further International Data Capture Requirement - Support
CT2154	EPOS PoC with The Retail Data Partnership – Initial Design and Requirements Clarification

Summary

31 (-7) CTs Awaiting Approval/ in approval cycle
24 (-7) Overdue

Business Change with POL to Approve
As Amber, but past Expiry Date
As Red, but PO Provided

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HNG-X Production Risks – Aug 16 (1)

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Risk	Description	Containment/Action Required	Raised with POL	Organisation Owner	Probability	Impact
Ref Data open loop and historic items. Compounded with move of team from FJ to ATOS on basis HNG-X ending.	Incorrectly configured Reference data has been released into HNG-X: three (3) recent incidents in Mar 16.	07.07.16 YS Following update from PT: POL to ensure that ATOS have sufficient understanding and training on Reference Data scripting, 07/07 Fortnightly meetings held with Atos , tracker produced however at this stage despite additional governance from Atos , daily reviews the number is not declining in that there is reference data in the system which is >90 days , Atos continue to review the ref data information focusing on removing old data , previously provided in 2010 -2013 which hasn't been actioned. Further updates at next risk meeting in August 2016. An audit is required to review the current skills and knowledge within the Atos team and review/implement additional controls within both Fujitsu and Atos to mitigate future incidents.	CIO, Service Directors Meeting & SMR	ATOS	H	H
3rd party suppliers end of Service life.	There are a number of Branch Network Services terminating in March 2017 i.e. Vodafone Network, Satellite Services.	14.07.17 YS Following review with PT, AK and SB: PT to discuss with POL the BNS 2 as a means to containing this risk. The containment plan is for POL to commission a branch network service study for Fujitsu to engage with 3rd parties should POL require a further extension of the Branch Network Service Fujitsu have already contacted two key suppliers(Vodafone/BT) to extend beyond March 2017	Programmes & Projects Governance meetings and with the Service Team, SMR	POL / Verizon	H	H
New Counter spare Gold build.	The live Counter VPN keys are due to expire in November 2016. CC are yet to agree the commercial terms for the spare Gold build submitted to them in Aril 2015. Risk is increasing proportionately to time.	05.07.16 C8YS Following review with SB: CC have started the commercial negotiations and have agreed to flash the spares loop by 15th July. From Fujitsu perspective we expect to roll out baselines from 06th July with a key deployment date of 2nd or 9th August, subject to tail management. POL and CC to agree the Commercial Terms. CC to deploy the gold build into the spares loop and have the new build available for rollout.	Service Directors Meeting & SMR	ATOS/CC	H	H
The Service Architecture model is undefined.	There is no owner across the supply chain. This may cause delays to the timely resolution of issues and potentially impact to Service continuity and the Post Office Business Strategy.	07.07.16 YS Following review with GB: This has been raised with POL and the CIO is sponsoring an activity to review the end-to-end model. POL to define the end-to-end model. POL to review resourcing in this area to work alongside Fujitsu and ATOS architects.		POL	H	M
An electrical incident may occur in a branch that could have been avoided by regular Portable Appliance Testing of Devices in Branch.	PAT testing for 2014/15 was cancelled. During the 2011/12 testing it was found that over 100 hardware items in branches had unsafe equipment requiring replacement.	Fujitsu recommend that electrical testing is performed at the frequency recommended by the UK Health and Safety Executive.	Service Directors Meeting & SMR	POL/CC	M	H
Delays, outages, quality compromises, system limitations and/or cost overruns may occur as the new tower procurement may not have included all functional requirements.	Potential risk to the execution of the Post Office business plan.	Management of suppliers, dependencies and contract change. Functional requirement mapping activity and identification of gaps. Systems Qualities approach to ensure technical quality. Rehearsals and pro-active integrated testing.	Service Directors Meeting & SMR	POL	M	H

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HNG-X Production Risks – Aug 16 (2)

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Risk	Description	Containment/Action Required	Raised with POL	Organisation Owner	Probability	Impact
Security and/or availability of HNG-X may be impacted as a result of the extended run of legacy H/W and S/W components.	Vendor support of EOSL legacy components is no longer available.	07.07.16 YS Following review with GB: POL now carries the legacy risk. This has been backed off in the commercial agreements for Credence MDM, POLSAP and Trinity. Post Office specific spares of some old components have been retained. Addressed by Horizon Data Centre Refresh Activity.	Service Directors Meeting & SMR	POL/FJS	M	H
POL risk of financial penalties and reputational damage through not adopting PCI V3 compliance.	Necessary process and technical changes have not been commissioned.	Change Request(s) to be raised to meet compliance obligations.	Service Directors Meeting & SMR	POL	M	H
PO Ref Data have developed AP ADC scripts that capture PCI data in non-PCI protected data base fields. And these are being translated into PODG file deliveries and Credence MDM exports.	PODG and Credence MDM have not been designed to be PCI compliant solutions. Should data be included in data files then these platforms will be required to be updated.	07.07.16 YS Following update from PT: POL to ensure that ATOS have sufficient understanding and training on Reference Data scripting. 07.07 Fortnightly meetings held with Atos, tracker produced however at this stage despite additional governance from Atos, daily reviews the number is not declining in that there is reference data in the system which is >90 days, Atos continue to review the ref data information focusing on removing old data, previously provided in 2010-2013 which hasn't been actioned. Further updates at next risk meeting in August 2016. POL need to ensure 3rd parties remove this data classification within scripts producing data files.	Service Directors Meeting & SMR	POL/ATOS	M	H
Future litigation activities may fail as a consequence of disjoined multi-supplier audit evidence.	Integrity of data to support litigation activities, timestamping across multiple vendors, data capture	Needs a co-ordinated multi-supplier review to assess the quality of sample evidence with experts.	Service Directors Meeting & SMR	POL	L	H
In the event of an extended POLSAP outage there is insufficient compute capacity to process the CFS interface backlog.	This risk is a result of the Post Office request to implement the additional CFS workload without upgrading the old POLSAP servers. CGI design only requires a single MDM server in each data centre (no resilience within each data centre)	07.07.16 YS update: Risk has been communicated to POL and has been minuted in Service Reviews. Pro-active help to POL to understand the risk and capture actions. Needs platform upgrades to ensure data can be processed.	CIO Meetings, Service Directors Meeting & SMR	POL	L	H
In the event of a Credence/MDM server failure there may be insufficient compute capacity to maintain service.	Additionally, this risks is the result of Post Office commissioning CGI to move some of the live workload onto the DR server to avoid the cost of upgrading and improving the resilience of the servers.	Needs platform upgrades to ensure data can be process	CIO Meetings, Service Directors Meeting & SMR	POL	L	H
POL have not procured a Disaster Recovery facility for the Interim Compute solution.	Interim Compute was only intended for Test workloads, however, Fujitsu understand that POL have now deployed live services.	05.07.16 YS Following review with AK: Fujitsu have provided ROM's for options. Fujitsu do offer Cloud Hosting from other Data Centres. Review resilience model required to underpin services.	Service Directors Meeting & SMR	POL	L	H

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HNG-X Production Risks – Aug 16 (3)

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Risk	Description	Containment/Action Required	Raised with POL	Organisation Owner	Probability	Impact
Incident may occur owing to limitations in the representativeness of the Test Rigs to the live estate.	Test Rigs are not fully scaled versions of live, no volume capacity. There are some minor H/W variations in the equipment used in the Rigs e.g. lower spec servers. Recent major incident highlighted benefit of future volume testing to be considered in the live Service/Testing Strategy.	07.07.16 YS Following update from GB: It has been raised with the Customer. POL decided to maintain the status quo relative to this risk. The majority of the Test Rig environment are built with identical H/W and S/W technologies. The test plans can be optimised and performance can be modelled. Resilience paper produced and distributed further discussion with POL required to agree approach on the Strategy going forward. Options to be reviewed include 3rd party tooling and bespoke transaction 'injection' to emulate Monday peak period transaction volumes.	CIO Meetings, Service Directors Meeting & SMR	FJS	L	H
POL may exhaust component spares for HNG-X counter repairs.	Spares for counters were provisioned to end of March 15 with an additional stockpile of hard disk spares based on anticipated usage to March 16.	Fujitsu recommend an investigation and forecast of spares consumption and availability for the remaining period. POL to review with ATOS/CC the meantime between failure rates MTBF for components supporting the counter. It may be worth removing unused counters to increase spares supply.	Service Directors Meeting & SMR	ATOS/CC	M	M
POL have not procured resilient network components for the Interim Compute solution.	Interim Compute was only intended for Test workloads, however, Fujitsu understand that POL have now deployed live services.	05.07.16 YS Following review with AK: Fujitsu have provided ROM's for options. POL have chosen not to proceed. Change Request(s) to be raised to introduce resilient network component.	Service Directors Meeting & SMR	POL	M	M (Fujitsu do not have full visibility of the configured services)
NT4.0 Functionality	Potential liability resulting from security vulnerabilities and functional issues associated to legacy operating system	Replace base units with latest hardware and operating system upgraded to supported versions	CIO/Service Directors Meeting	POL	L	M
NT 4.0 Time-bound	NT4.0 counter platform hasn't been tested beyond March17	Perform additional functionality tests beyond March 17 to optimal date of 31st March 2023	CIO/Service Directors Meeting	POL	L	H
Banking Key Compromised	Inability to perform card payments.	07.07.16 YS Following update from PT: No occurrence of this risk in live system presently, review in 3 months or should an extraordinary issue arise in live service prior Review /Amend process to deploy new key to 30k pin-pads to reduce impact in branch estate	CIO meeting	FJS	L	H
Branch Database Resilience	Following recent major incidents associated to the branch database , confidence in the ability of the secondary instance to provide service.	Ability to replicate issue in LST ,with further support from Oracle. Once concluded tests completed failover and fallback in live service	CIO meeting/Service Directors Meeting	FJS	H	H
SAP Service Support	Maintaining impact of providing support to the existing SAP service through transition/exit to Accenture	Review of interim position with SAP practice	Service Directors	FJS	M	M

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FUJITSU EYES ONLY