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**From:** Mark R Davies[mark.r.davies] **GRO**  
**Sent:** Tue 03/06/2014 6:41:40 PM (UTC)  
**To:** Richard Z Walden[richard.z.walden] **GRO**; Nina Arnott[nina.arnott] **GRO**  
**Subject:** Fwd: An important change to the Horizon support service - IT Transformation  
**Attachment:** image001.png  
**Attachment:** image002.png

Hi

Anything I need to know about this?

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Sent from my iPhone

Begin forwarded message:

**From:** Dave Hulbert <dave.hulbert] **GRO** >  
**Date:** 3 June 2014 19:12:54 BST  
**To:** Paula Vennells <paula.vennells] **GRO** >, Neil Hayward <neil.hayward] **GRO** >, Kevin Gilliland <kevin.gilliland] **GRO** >, Nicholas Kennett <nicholas.kennett] **GRO** >, Martin George <martin.george] **GRO** >, Chris M Day <chris.m.day] **GRO** >, Lesley J Sewell <lesley.j.sewell] **GRO** >, David Ryan1 <david.ryan1] **GRO** >, Alwen Lyons <alwen.lyons] **GRO** >, Mark R Davies <mark.r.davies] **GRO** >, Martin Edwards <martin.edwards] **GRO** >, Chris Aujard <christopher.aujard] **GRO** >  
**Subject: An important change to the Horizon support service - IT Transformation**

All

On the **17<sup>th</sup> June**, we will complete our next big step in transitioning to the new IT operating model with the **move of the Horizon Service Desk from Fujitsu to Atos**. The purpose of this note is to provide you with an update on progress and the remaining activities that will be undertaken prior to implementation. The Horizon Service Desk handles around 10,000 calls from branches each month, so this is a significant step in our IT Transformation journey. And as it will directly interact with our colleagues across the branch network we need to ensure a smooth transition to the new capability.

On 1 April, we put the foundation of the new model in place with the introduction of Atos as our Service Integration partner and with a single number for all IT Helpdesk calls. During April and May, the programme team together with teams from across Post Office, Fujitsu and Atos have been working to both bed-in our new operating model as well as plan for the safe transition of the Horizon Service Desk (which handles around 10,000 calls from branches each month). This is planned for the evening of 16<sup>th</sup> June. This will see Atos managing the majority of our IT calls and start the process of harmonising the call handling.

The reason for doing all of this is to improve the quality, availability and consistency of the service plus drive cost efficiencies in a way that minimises any potential for business disruption. This supports the key principles behind the introduction of the IT operating model. We have been working closely with

Kevin Gilliland's team, including some Postmasters, to ensure that what is primarily a behind the scenes transfer of IT operations is done in a way that is seamless to our business. Based on feedback from Kevin and the Comms team, we are not doing a big communications exercise around this change but rather promoting a business-as-usual sentiment to all of our branches.

Between now and the 17<sup>th</sup> June, the programme team will be finalising testing/training and ensuring a smooth cut-over plan. This includes experts from Fujitsu, Atos and our business directorates scrutinising the plan, Network colleagues helping shape the testing regime and Postmasters conducting test calls in order to ensure that everything will be as expected. In addition, the implementation process is supported with a robust regression plan should we encounter unacceptable disruption to the service.

The **final decision** on readiness will be taken by the **IT Transformation Steering Meeting (including Lesley, Nick and Kevin) on the 12<sup>th</sup> June** and I will update you shortly afterwards.

If you have any questions, please don't hesitate to contact me.

Many thanks

Dave

Dave Hulbert | Head of IT Services

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