To: Allen Graham (BRA01)[GRO]; Butts Geoff[GRO]; D'Alvarez Alan[GRO] Andrews Mark (GD HQ)[GRO] Cochrane Vince[GRO]; Davidson James[GRO]; Van Achte Gaetan[GRO]; Richardson Debbie DB[GRO]; Turner Ian T[GRO]

Cc: Salawu Saheed[GRO] Lywood Pat[GRO]; Bamber Sheila[GRO] Hammond Christopher[GRO]Jepson Mark[GRO]; Porter Steven[GRO]Jenkins Gareth GI[/]

From: Welsh Graham[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=WELSHG]

Sent: Wed 6/16/2010 7:24:38 PM (UTC)

Subject: RE: Rates Board & Region

HNGx Region Risk.xlsx

HNGx Region Risk.xls

Okay based on conversations with Graham & Mark and the information that I have available to me, Ref Data Enablement and Non Region 1 data, I have produced the model below.

This is a worst case and can be fine tuned once the actual Event and frequency are known.

Counter Trading Days for Non Region 1 Branches

	05-Jun	06-Jun	07-Jun	08-Jun	09-Jun	10-Jun		Total Counter Trading Days	A Bo
Migrated Counters Volumes for Week 5th - 10th June	1177	16	1177	1177	1177	1177		5901	

	07-Jun	08-Jun	09-Jun	10-Jun	11-Jun	12-Jun	13-Jun	
W/c 7th June								
Previous Migrations	1177	1177	1455	1455	1855	1855	16	8990
Migration Activity		278		400				
Branches Impacted	381	381	409	409	451	451	8	

Ave Events per Day

	14-Jun	15-Jun	16-Jun	17-Jun	18-Jun	19-Jun	20-Jun	
W/c 14th June								
Previous Migrations	1855	1855	2289	2517	2966	2966	16	14464
Migration Activity		434	228	449				
Branches Impacted	451	451	494	495	541	541	8	

Ave Events per Day

	21-Jun	22-Jun	23-Jun	24-Jun	25-Jun	26-Jun	27-Jun	
W/c 21 June								
Previous Migrations	2966	3193	3504	3504	3805	3805	47	20824
Migration Activity	227	311		301				
Branches Impacted	541	565	685	685	792	792	12	

Ave Events per Day

Note: Figures in *Blue* are projected worse case based on the information available

In addition PSA excel file if which has the background data:

 in older format

Can we have the "Event" identified so that we can ensure that the SMC are proactively aware what they are looking for.

I appreciate and recognise that any attempt to pull forward will impact more than just R1 activities and thus we need to validate and contain as much as we can.
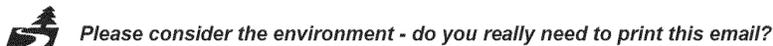
Regards,

GRO

Graham Welsh
Migration Governance Manager
Royal Mail Group Account

FUJITSU

Lovelace Road, Bracknell, Berkshire RG12 8SN

Mob: [GRO] Internal: [**GRO**]

E-mail: [**GRO**]
Web: http://uk.fujitsu.com

From: Allen Graham (BRA01)
Sent: Wednesday, June 16, 2010 4:01 PM
To: Butts Geoff; Welsh Graham; D'Alvarez Alan; Andrews Mark (GD HQ); Cochrane Vince; Davidson James; Van Achte Gaetan; Richardson Debbie DB; Turner Ian T
Cc: Salawu Saheed; Lywood Pat; Bamber Sheila; Hammond Christopher; Jepson Mark; Porter Steven
Subject: RE: Rates Board & Region

Development have advised that hot fixing 1.23.00 will be painful

To avoid issues of creating regression we would really have to deliver the hotfix for 1.23.00 before the hotfix for 1.23.01. This will therefore impact the date of the latter fix and likely cause a delay to LST for 1.23.01 and other important fixes and also delay the relaase of the fix into the R2 baseline. In short we are doing so much that something would have to give to do this. If at all possible we should therefore avoid this.

After discussion there is an event generated which shows a counter has reverted to boot strap data; and form looking at events we have form the last few days we have calculated that approx 0.004% of counters not in region 1 will get this error daily.

So from Gareth….

I would suggest the following approach:

1. *On day of Migration, any Branch not in Region 1 needs to reboot all counters. This needs to be in place through the entire rollout or until we get a fix in the migration software target.*
2. *Until we have 1.23.01.01 rolled out to all counter, then need to get SMC to monitor for the Event that indicates reversion to bootstrap. They should then check these against non Region 1 Branches (RDT can provide as a spreadsheet) and if necessary phone the branch asking them to reboot that counter that generated the event.*
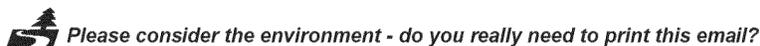
This seems a reasonably watertight approach and covers all the known problems in this area.

If we follow this approach we need to define the exact event to look far and provide the Bureau region info to SMC and they may well need to change the event filters to stop filtering out the event that is generated.

Regards,

Graham Allen

Application Services - Post Office Account

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From: Butts Geoff
Sent: 16 June 2010 14:39
To: Allen Graham (BRA01); Welsh Graham; D'Alvarez Alan; Andrews Mark (GD HQ); Cochrane Vince; Davidson James; Van Achte Gaetan; Richardson Debbie DB; Turner Ian T
Cc: Salawu Saheed; Lywood Pat; Bamber Sheila; Hammond Christopher; Jepson Mark
Subject: RE: Rates Board & Region
Importance: High

Graham,

Thanks. As per our discussion I would like Graham W and Mark to agree:-

1. Is there a viable workaround for branches (i.e. rebooting the counter immediately after migration)?
2. If we go with targeting the fix into 1.23.01.01, this will take approximately 4 weeks to get into live (we'll be in the 3rd week of rollout). Will this be acceptable from a support and business perspective?

We'll review this on Morning Prayers tomorrow before any communication is made to POL.

Regards,

Geoff

From: Allen Graham (BRA01)
Sent: 16 June 2010 13:36
To: Welsh Graham; D'Alvarez Alan; Andrews Mark (GD HQ); Cochrane Vince; Davidson James; Van Achte Gaetan; Butts Geoff; Richardson Debbie DB; Turner Ian T
Cc: Salawu Saheed; Lywood Pat; Bamber Sheila; Hammond Christopher; Jepson Mark
Subject: RE: Rates Board & Region
Importance: High

Graham,

We need to be clear then what we are proposing.

So what I understand is:
1. The first day of trading on HNGx these branches WILL have the wrong rates
2. There is a small risk that at any other time single counters could fallback to boot strap data invisibly and have the wrong rates

To protect against 2 earlier we will need to develop a hot fix against 1.23.00 (1.23.00.01?) This is the release that is currently in or about to go to Model Office and would seem the earliest sensible delivery release. I have asked development for a date for this not affecting the agreed plan for 1.23.01.01 already in track. LST will need to confirm how they test this and how long.

Additionally to protect against 1 we will need to update the migration package. This will take a couple of days to re-engineer the migration package to contain 1.23.01.01 and will require LST to do redo the migration testing which they need to confirm but I believe is 2 weeks.
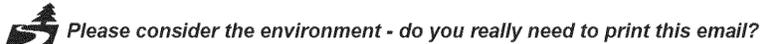
Finally I believe we identified a problem that we could not simply cut over from one migration package to a new one whilst migrations were taking place and hence this may require a pause in rollout. This needs to be confirmed but not sure by who.

How do we agree this and who manages it?

Regards,

Graham Allen
Application Services - Post Office Account

From: Welsh Graham
Sent: 16 June 2010 12:12
To: Welsh Graham; D'Alvarez Alan; Allen Graham (BRA01); Andrews Mark (GD HQ); Cochrane Vince; Davidson James; Van Achte Gaetan; Butts Geoff; Richardson Debbie DB; Turner Ian T
Cc: Salawu Saheed; Lywood Pat; Bamber Sheila; Hammond Christopher; Jepson Mark
Subject: RE: Rates Board & Region

All,

To be clear I have spoken to Saheed & agreed the following:

- HSD & SMC need to be aware of the 119 this week.
- In conjunction with Ref data establish the numbers of Branches that could be impacted for next week.

Spoken to Mark Andrews:

- Agreed that nothing should be said to POL until we are clear on what can be achieved above and beyond the targeting of Ctr 1.23.01, agreed this morning.
- Briefed him on the detail above.

Spoken to Ian and left a message for Graham A:

- Requesting a view on what could be achieved in pulling forward a fix prior to 1.23.01

Texted Geoff:

- He is aware of the headline detail
- However as he and Alan's mailboxes are full not sure if he has seen the mails etc.

Regards,

GRO

From: Welsh Graham
Sent: Wednesday, June 16, 2010 11:36 AM
To: Alan D'Alvarez; Allen Graham (BRA01) [GRO]; Andrews Mark; Cochrane Vince; Davidson James [GRO]; Gaetan Van Achte; Geoff Butts; Richardson Debbie DB [GRO]; Turner Ian T
Cc: Salawu Saheed
Subject: Rates Board & Region

All,

Further to the dialogue on this last night and going through my mail I had reason to question the 119 quoted given the source and title of the data set.

Whilst I appreciate that we have taken steps to target the fix the issue is that it is not 119 Branches that could be effected BUT 6258, including CTO's.

As such we need to revisit the approach to fix urgently.

Regards,

GRO

From: Woodley Adam
Sent: Wednesday, June 16, 2010 10:09 AM
To: Welsh Graham; Parker Steve (PostOfficeAccount)
Cc: Young Nicola; Gelder Robert; Wilcox David; Bansal Steve (BRA01); Salawu Saheed; Hill Sarah(POA HSD)
Subject: RE: region issues

Good Morning,

Please find attached a report detailing all offices which are not region 1, as requested.

Regards << File: ALL_OFFICES_NOT_REGION1.zip >>
Adam

From: Welsh Graham
Sent: 16 June 2010 09:06
To: Woodley Adam; Parker Steve (PostOfficeAccount)
Cc: Young Nicola; Gelder Robert; Wilcox David; Bansal Steve (BRA01); Salawu Saheed; Hill Sarah(POA HSD)
Subject: RE: region issues

Adam,

If you have not already can you please provide a view on ALL Branches i.e. the full Estate that are not Region 1

Or Confirm that the detail within the original report is all the Branches.

Regards,

GRO

From: Woodley Adam
Sent: Tuesday, June 15, 2010 11:50 AM
To: Parker Steve (PostOfficeAccount)
Cc: Young Nicola; Welsh Graham; Gelder Robert; Wilcox David
Subject: FW: region issues

Good Morning,

Please find attached the HNG-x enablement monitor with the BDC Regions added, as requested.

Regards << File: HNGx_Enablement_Regions.xls >>
Adam

From: Parker Steve (PostOfficeAccount)
Sent: 15 June 2010 09:01
To: Gelder Robert; Wilcox David
Subject: RE: region issues

Can you supply a list please

From: Gelder Robert
Sent: 15 June 2010 09:00
To: Parker Steve (PostOfficeAccount); Wilcox David
Subject: RE: region issues

Good Morning,

I understand that all those currently migrated, have now resolved themselves. Regarding future migrations, we are able to identify which branches are in the same scenario (i.e. which migrating branches are not in Region 1).

Regards

Rob

From: Parker Steve (PostOfficeAccount)
Sent: 15 June 2010 08:35
To: Wilcox David; Gelder Robert
Subject: RE: region issues

Gents,

Is it possible to identify the other sites that this problem will impact, i.e. a list of sites on this special bureau rate?

Steve

From: Wilcox David
Sent: 14 June 2010 17:27
To: Parker Steve (PostOfficeAccount)
Cc: Gelder Robert
Subject: FW: region issues

Steve,

Seems as though the problem has been diagnosed.

David

David Wilcox
Reference Data Manager, Retail and Royal Mail Group
Fujitsu

Lovelace Road, Bracknell, RG12 8SN

Tel: [GRO] or Internally [GRO]
Mob: + [GRO]
E-mail: [GRO]

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From: Macdonald Duncan
Sent: 14 June 2010 16:59
To: Wilcox David; McKeown Kevin
Subject: FW: region issues

From: Porter Steven
Sent: 14 June 2010 16:56
To: Macdonald Duncan
Cc: Mulye Vinay
Subject: region issues

Duncan,

We think we spotted a Counter code problem:

If we receive downloads in the order below (which we have seen previously, that we think we do), on a bootstrap counter, freshly migrated:

Package 2
Package 1
Package 3
Package 4

Then the region update in package 1 is ignored, and when package 4 is received (the first time we go tradable) then the rates board is updated with the old region, not the new region.

This issue goes away once counter is rebooted. The root cause seems to be that the region id is cached at startup, and the logic to determine when to re-read it is wrong - current code only re-reads the region when the counter is already fully tradable, and a new package1 is received.

We'd propose to reload the cached region whenever we receive a package1 update regardless.

Can you get the peak routed our way?

Regards
Steve

Steven Porter
Software Design & Development (SDD) Practice & HNGX Design/Development
Fujitsu Services

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