

RESTRICTED - COMMERCIAL

Acceptance Headlines (input to HMT 20/10/99)

This is an interim report of the key issues from the Acceptance Resolution plan. The formal reporting cycle covering all AIs is based on a fortnightly Friday pm cut-off, to feed into the Integrated Programme Plan update for the PMT and Delivery Meeting.

AI298 - System Stability

- monitoring period is four weeks CAP31 to CAP34 - ie 21/10 to 17/11 - with a target of 4 *units* (failures per counter per annum across defined set of 1777 counters).
 - last two weeks have been at 7 and 8 *units*, due to specific "one-off" problems (eg reference data/unmatched transfers)
 - lowest week to date was CAP27 at ~5 *units*
 - reporting process is currently being "debugged"
- ⇒ target is possible but "challenging", even if Pathway have no more "one-off" problems.
- ⇒ monitoring is *totally* dependent on offices reporting incidents to the HSH - if offices do not report incidents, they will not counted! We need to do all we can to ensure that offices are reporting.

AI376 - Data Integrity (feed to TIP)

- Pathway claim on target for additional reconciliation controls by end of year, however appear to have slipped against interim milestones, eg:
 - ◇ Testing Strategy - due by 13/9-4/10, not yet issued to POCL
 - ◇ High Level Test Plan - due by 5/10-20/10, not yet issued to POCL
- ATM engaging with Pathway on daily level to track progress
- POCL "expert team" assembled to support resolution; workshop held 19/10 to understand logical design. General view that if Pathway deliver what proposed then should be satisfactory, although some issues remain.
- Monitoring started with TIP - Pathway currently missing two targets (10 day turnaround and 0.6% bad cash accounts - partly due to recent "one off" problems - transfers etc)

AI408 - HSH Performance

- Audit of HSH conformance to agreed scripts w/c 11/10 revealed <40% against target of 95%.
- Corrective actions in progress
- Re-audit planned - potentially w/c 25/10

Lows

Each of the ATMs for the remaining lows is now in discussion with their Pathway opposite numbers to agree rectification plans etc.

There are two "disputed" lows; one is being escalated to Oppenheim/Baines for review next week; the other is close to closure.

General Comments

Processes being documented for closure of "lows", role of ATM, etc.

Reporting processing being debugged.

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