

ICL Pathway NR2 Progress Summary for Input to Horizon / Pathway Delivery Meeting 21st July 1999

1 ACCEPTANCE PREPARATION & TESTING

1.1 *Overall Summary*

All formal approvals for Trials are now complete. All Acceptance Review Meetings have been held, although around 15 individual criteria are unresolved. CCNs for most key documents have been raised. The Acceptance Incident processes have been streamlined, although further work to improve status tracking between the organisations is required. The considerable work on LT2 is yet to be reflected in the AI database and the number of active incidents should fall. Pathway is monitoring the effectiveness of the most critical areas of amendment relative to the existing incidents.

1.2 *Detailed Progress*

1.2.1 Acceptance Trials

Agreements had been obtained to the 8 areas. There are no significant Acceptance Incidents outstanding from the Trials activities. Around 20 AIs should be cleared from the LT2 BIT regression testing.

1.2.2 Acceptance Reviews

There are no further reviews, although work continues on a number of individual criteria. Outstanding issues which cannot be resolved will be converted to Acceptance Incidents where deemed necessary by Horizon, so that the AI list will become the focal point.

A number of issues pertaining to document status remain, mostly relating to sign off status, but in some cases applicability (e.g. scope of Style Guide).

1.3 *Acceptance Incidents*

The AI procedures have now assumed the main focus for managing progress towards acceptance.

Database drops are being received via email, although transposition into local copies are required to enable Pathway to note its won working status and comments. A considerable effort will be needed by all parties to assess, discuss and resolve outstanding incidents within the acceptance timetable.

The current AI database (16/7/99) has 353 entries, of which 154 are classified by Horizon as resolved, leaving 199 active. Within this total are a significant number relating to BPS, and a small number of others, which are out of scope within the new contract arrangements and need to be closed. A significant number should also be closed as a result of LT2 and the new KPR 2.0, once applied to the database. Allowing for these the number of effectively active AIs is probably of the order of 100.

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The POCL published "hot-list" contains 35 entries; this will reduce when the out of scope entries above are removed. Approximately half the entries relate to operational trial observations; a number of these are contested in both substance and severity. The major areas concern training particularly cash account and a number relating to system stability and printing. Most of these issues should have been cleared with LT2 and revised training. Other issues relate to document scope and delayed sign off.

A proposed resolution procedure within the acceptance timetable has been discussed and agreed in principle. This will include a major workshop activity on outstanding issues during the w/c 26th July, to be followed up by senior management review of any unresolved item (following week) with final referral to the Independent Expert of disputed items. A similar final sweep up of any residual incidents not to hand by 26th July will be planned as a follow on, at approximately 7 days lag from the mainstream resolution procedures.

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2 NATIONAL ROLL OUT PREPARATION

2.1 *Infrastructure and Installation Programme*

Following approval of CP2056, agreement with POCL to version 12 of the rollout plan has been achieved and will be made final through codification. The detail of the rollout criteria relating to the rollout plan are being discussed around an initial proposal submitted by Douglas Craik. Version 12 of the rollout plan will be unchanged by the detail of the rollout criteria.

Evaluation of Additional Outlets

Extensive effort is being expended in planning and arranging the installation of additional outlets to enable this acceptance incident to be cleared. Training is underway and all installations will be completed in the week commencing 19th July. We now have ISDN capability confirmed in all 24 targeted outlets.

Trolleys

Pathway and Horizon are currently in the process of reworking the trolley proposal following discussions with POCL. On completion these will be submitted to POCL implementation to obtain the necessary approvals.

Scheduling

The first eight weeks of national rollout have been approved, scheduling is well advanced and installation appointments are made and confirmed for the first weeks of the rollout. Restrictions on installation scheduling (balancing bank holidays) have been removed.

2.2 *User Training*

Counter Managers Course

The Dry run of the Counter managers course took place on 5th & 6th July with POCL staff in attendance. POCL approved the course with minor changes for use in the Evaluation Exercise and National Rollout.

Counter Training Offices (CTOs).

Awaiting the schedule from POCL for upgrading the CTOs and completing installation of training systems.

Revised Training Workbooks

All workbooks and QRGs have been submitted to POCL for review and comment. Draft versions (agreed by POCL) will be used for the evaluation exercise training w/c 12/07/99.

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Revised Training Course Development

MIB/UAE/CA-CM Training Events/Specialist Courses.

The revised CA and CM courses will be delivered to POCL delegates w/c 12/07/99. Dry-runs of the revised MIBs and UAEs will take place on 22/07/99 to an invited audience.

Evaluation Exercise

The first group of the 24 Outlets will begin the user-training programme for the Evaluation Exercise w/c 12/07/99. Reports so far indicate that MTC will be achieved for all 24. Northern Ireland offices will start their user training on Wed 14th July due to Bank Holidays on Mon/Tues.

Arrangements are in place for POCL observers to attend 2 courses w/c 12 Jul in IP3 Region and 1 course in IP4 region w/c 19 Jul. Pathway training staff will also be in attendance at these 3 events.

HFSO Contract

Version 1.0 of the In Office Data Migration Service Definition has been issued to POCL for signature, commercial agreement having been reached on 24/06/99.

2.3 Acceptance

Rollout

A final review of items arising from the inspection of 32 outlets took place with POCL on 12/7/99. All outstanding responses from our suppliers, detailing their resolutions to the deficiencies found earlier, were discussed. At the end of the meeting the majority of issues were resolved. The few remaining were documentation related and the outcome and relevant updated processes for these issues were overseen by a POCL staff member at KID01 and at our supplier's office on 8/7/99.

Currently the rollout acceptance incident list stands as :-

972/1	Fail – Low Severity – No Acceptance Incident raised
491/1	Defer
492/1	Defer
497/1	Defer
514/1	Defer

Training

The training team has continued to develop the updated training courses to resolve the high severity incident raised earlier. Currently the training acceptance incident list stands as:-

534/1	Fail High Severity – Acceptance Incident 218 raised
531/1	Defer – Acceptance Incident 278 raised (POCL have been requested to withdraw and reissue the incident)
915/2	Defer – linked to 534/1

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- 915/16 Defer – linked to 534/1
- 913/5 Fail – Acceptance Incident 266 raised (POCL have been requested to withdraw and reissue this incident)
- 913/5 & 913/6 – Acceptance Incident 276 raised
- 515/2 Linked to 534/1 – Acceptance Incident 277 raised (Requirement 515 was requested to be removed by POCL on CRP68B. This was approved by CCN286D approved on 10/6/99. POCL have been requested to withdraw this incident.)

Services

Awaiting final comment sheet confirming all passed from POCL before Closure Report raised.

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2.4 Metrics

At the week ending 11th July 1999.

Activity	Previous Total	Current Total
RGM letters issued	14995	15644
MIB events held	308	324
MIB attendees	14411	15054
Site surveys undertaken	11840	12381
Site re surveys required	4499	4730
Site re surveys undertaken	4109	4316
Site modifications done	2492	2685
Site preparations done	5382	5861
Sites RFI	5382	5861
NR2 Live Offices	299	299

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3 CUSTOMER SERVICE

3.1 *Helpdesks – HSH*

Indications are that the outlet managers are getting to grips with the whole cash account process. Calls into HSH dropped yet again and the callers are asking more “expert” type questions.

Cash account support will be at full strength this coming week. We have re-established the expert domain with Peritas staff.

Reference systems for both STE09 and MAN05 have been upgraded to LT2 in anticipation of LT2 calls from Monday 12/7/99. HSH personnel have received LT2 training from Peritas.

Call scripts specifically designed to improve the Cash Balance support by HSH have now been in use for two weeks and feedback remains positive. The desk operators are able to be more confident in giving advice and are tackling a broader range of queries. Early indications are that the call through put time has also improved.

3.2 *Release Management*

The LT1-LT2 upgrade weekend was successful with the Bootle data Centre successfully upgraded and 298 out of 299 outlets successfully upgraded to LT2. The final outlet, Kingscote, will be upgraded on Friday 16/7/99 when BT communication problems have been resolved.

There are a few operation and technical difficulties during software distribution which resulted in not all of the counters being completely upgraded by Monday morning. These are being addressed.

3.3 *Business Continuity*

A meeting with POCL to re-inspect the documents is taking place on Friday 16 July 1999.

Retests have been proposed for the following tests :

- Campus Failover 24-25 July 1999
- Primary Sequent Host 20 July 1999
- Campus LAN test 26 July 1999
- HSH Powerhelp Server TBD

3.4 *Business Support – BPS*

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Incident management with POCL has been improved through an agreement with POCL as to what, and how, incidents will be raised.

3.5 *Printing Task Force Activity*

A demonstration of, LT2 printing improvements was successfully made to POCL staff. Two POCL staff were in attendance over a period of 2-3 hours where the following was undertaken :

1. demonstration of a number of LT2 fixes drawn from the list provided by Terry Austin to Stephen Muchow.
2. ad hoc testing as requested by the POCL attendees
3. demonstration of a number of resolved printing issues selected by the POCL attendees from the KPR

Regarding Epson's pulling through multi sheets. Engineering have found many P.M.s are not aware that the paper has a rough and smooth side, nor do they fan the paper before loading. Once this is explained, paper related calls decline. Also on the side of the paper packaging there is an arrow indicating which way the paper should be loaded. HSH-to ensure getting this added into any scripts they have for paper faults. Paul Westfield-Request a POCL info sheet to the PMs.

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Actions from Delivery Meeting - Wednesday 7th July

ACTION	DESCRIPTION	
4402	Paper on rollout criteria passed to Pathway for response by mid July. To be discussed at next meeting.	JF/DC 21 July
STATUS	<i>Paper received and will be reviewed by Pathway Scheduling team on 16th July 99. Feedback from this review will be forwarded to Douglas Craik. Action ongoing.</i>	
4519	MC to review the process between meetings with AS.	MC/AS 14 July
STATUS	<i>Review took place. Additional meetings are suggested for the 11/8 and 25/8. Meeting scheduled for 18/8 will not take place as the day is reserved for the JAB. Action closed.</i>	
4501	The Incident Definition of 218 would be discussed further to promote clarity between POCL and ICL.	JM/JF 30 June
STATUS	<i>Pathway Implementation team are still awaiting correction of the inaccuracies in Acceptance Incident 218, as identified to John Meagher. Action ongoing.</i>	
4509	MC will write to clarify Pathway's position regarding the additional offices needing to be subject to a CR.	MC 14 July
STATUS	<i>Letter will be produced prior to the next meeting. Action closed.</i>	
4512	TA to follow up HAPS issues and resolutions.	TA 14 July
STATUS	<i>Managed via the joint forum created by Horizon to understand and resolve E2E issues with TIP and HAPS. Action closed.</i>	
4524	SM to review the request concerning access to the Pathway Help Desk incident Log.	SM 14 July
STATUS	<i>On line access to the ICL Pathway Problem Management Database has already been provided to POCL Additionally, on-line access to the source data of POCL calls logged at the Horizon Systems Helpdesk is to be provided soon</i>	

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	<i>(1 – 2 weeks max). In the mean time, Jeremy Ffowkes has been invited to liase with Paul Westfield who will arrange to demonstrate the new facility at Bracknell and enable inspection of the call data.</i>	
	<i>Action Closed.</i>	
4525	It was agreed that the process for notifying Horizon of the distribution of fixes would be clarified outside the meeting.	TA/SM 21 July
STATUS	<i>The Problem Management Database, which is updated daily, has been modified to include cross-references to Software Fixes being applied and the progress over time that these fixes are committed.</i>	
	<i>Action Closed.</i>	
4526	Horizon would like to see Pathway's resourcing plans for Horizon Help Desk. SM said these were not finalised but the current plan could be provided with appropriate caveats.	SM 14 July
STATUS	<i>The current plan will be provided to Adele Henderson and Dave McLaughlin on Friday 16 July. The resource model is still being refined in the light of experience of Live Trial.</i>	
	<i>Action closed.</i>	
4528	Horizon stated that they believed Acceptance Incidents on changes introduced in the additional 24 offices could be raised up to 8 th August, whereas the cutoff for other incidents was 30 th July. Pathway agreed to confirm their understanding of this position	MC 14 July
STATUS	<i>An update will be provided at the meeting.</i>	
	<i>Action ongoing.</i>	
4529	It was agreed that the success criteria should be reviewed in a detailed follow up meeting. NM and MC to arrange.	NM/MC 14 July
STATUS		