

COPY

BP/PLA/0014

STAGE 2 MANAGEMENT PLAN

0.0 Document Control

Author Rod Stocker
Date 7th April 1997
Issue Version 2.0

0.1 Associated Documents

This is not a comprehensive list but it does include all salient documents which it is felt are pertinent to those wishing to obtain further details concerning this phase of the programme and the associated plan.

Title	Ref	Version	Date	Author
Pathway Release Contents Description Release 1a	PA/STR/0004	1.0	19/2/97	Steve Warwick
Pathway Release Contents Description Release 1b	PA/STR/0005	1.0	19/2/97	Steve Warwick
Pathway Release Contents Description Release 1c	PA/STR/0006	1.0	19/2/97	Steve Warwick
Service Architecture Design Documentation (SADD)	CR/FSP/0004	2.1	20/3/97	John Dicks
Security Functional Specification (SFS)	RS/SSP/0001	2.0	12/11/96	Peter Harrison /Tom Parker
Technical Implementation for Pathway Release 1b	TD/ARC/006	1.1	19/2/97	Harvey Potts
Technical Implementation for Pathway Release 1c.	TD/ARC/007	1.0	19/2/97	Harvey Potts
Technical Implementation for Pathway Release 1e	TD/ARC/008	1.0	19/2/97	Harvey Potts
Step1 Management Plan	ADM.DOC	3.0	15/8/96	Rod Stocker
Release Overview (Confirmed Scope) CAPS Release 2	HLFD\SD\0001.01	01	14/1/97	K Graham
CAPS Release 2.2 Technical Scope	TS&P\SD\0002.01	01	13/2/97	J Lundy
CAPS High Level Technical Design (Summary)	TS&P\HLD\0002.01	01	24/2/97	W Stewart
List of Offices for Stage 2 Rollout	??	1.0	??	Douglas Craik
Summary of Operational Migration Exercises	??	0.1	26/2/97	Martin Riddell
Implementation Strategy	IM/STR/0003	1.0	26/2/97	Mark Fisk
Migration Strategy (Rel 1b only)	IM/STR/0013	2.0	20/3/97	Sue Downham
PDA Joint Test Strategy	OVST0301	2.0	29/1/97	Gary Palmer
PDA Model Office Test Strategy	CY213.DOC	1.0	22/1/97	Chris Young

0.2 Document History

Date	Version	Title
10 March 1997	1.0	This is the first draft issue
7 April 1997	2.0	Incorporated comments and corrections

Nothing contained herein shall be deemed or construed as affecting existing contractual obligations between ICL Pathway , the DSS and/or POCL.

0.3 Circulation List

Name	Organisation	Location
Peter Crahan	PDA	TH, London
George McCorkell	BA	QH 4E12
Alec Wylie	SSA	NI
John Bennett	ICL Pathway	Feltham
Terry Austin	ICL Pathway	Feltham
Bruce McNiven	PDA	TH, London
Paul Rich	POCL	King Edward Building
Jane Rintoul	CAPS	LBTN
Paul McAnea	POU	Lisahally, NI
Gael Stewart	PDA	TH, London
Steve Muchow	ICL Pathway	Feltham
Peter Jeram	ICL Pathway	Feltham
John Cook	PDA	TH, London
Graham Katon	PDA	TH, London
Phil Grattage	PDA	TH, London
Dave McLaughlin	PDA	TH, London
Phil Preece	PDA	TH, London
Douglas Craik	PDA	TH, London
Janis Hatchell	PDA	TH, London
John Bruce	PDA	TH, London
Karen Rogers	PDA	TH, London
Gareth Lewis	PDA	TH, London
Robin O'Connor	PDA	TH, London
John Meagher	PDA	TH, London
Martin Renwick	PDA	SELDO, London
Dominic Fagioli	CAPS	B1605, LBTN
Bob Burkin	PDA	TH, London
Graham Patterson	CAPS	B1605, LBTN
Robin Niblock	CAPS	B1605, LBTN
Margaret Chaplin	BA	Euston Rd DO
Min Burdett	POCL	Greville St
Peter Jones	TIP	Chesterfield
Dave Jackson	POCL (IT)	Farnborough
Dave Parnell	POCL (TIP)	Chesterfield
Bob Worsley	CAPS	B2507, LBTN
Paul Santilli	POCL	Farnborough
Dave White	CAPS	B1605, LBTN
Rob Langford	PAG	209C NX
Keith Downer	PDA	TH, London
Tim O'Leary	POCL	Greville St
Barrie Vaughan	ICL Pathway	Feltham
John Hunt	ICL Pathway	Feltham

Peter Hull	CAPS	6 HH (Preston)
Stuart Riley	PDA	TH, London
Pat Kelsey	PDA	TH, London
Debra Channon	PDA	TH, London
Mena Rego	POCL	Greville St
Bill Kerr	POCL	Greville St
Wayne Stephens	POGAB	NX 502K
John Wright	Pathway	Feltham
Craig Lewis	PDA	TH, London
Martin Croft	BAPAG	NX 502
Michael Purchase	PDA	TH, London

0.4 Contents	
1.0 Purpose	5
2.0 Introduction	5
3.0 Plans	6
3.1 Systems	6
3.2 Dates	6
3.3 Implementation Profile	7
3.4 Constraints	8
3.5 Functionality	9
3.6 Business Implementation	9
3.7 Other Events	9
4.0 Architectural Overview	11
5.0 Acceptance Criteria	11
6.0 National Rollout	12
7.0 Service Management	12
8.0 Nile Release	12
Appendix A - Definitions	13
Appendix B - Summary of post offices	15
Appendix C - Baselined Plan	17
Appendix D - Stage 2 Roll out Profile	20
Appendix E - Architectural Overview	23
Appendix F - Live Trial	24

1.0 Purpose

This document is intended to summarise all aspects of the Stage 2 proposals, giving an overview of the phased implementation plan to co-ordinate all the detailed plans that exist or are being prepared. Whereas it is intended to be the definitive statement of the plan it does not present the detail nor should it be treated as the authoritative document. It cross refers to authoritative documents and does not attempt to replace or supersede them, merely to present an overview of the total plan and enlarge on the PDA Master plan for this phase of the programme.

This document covers the period referred to as Stage 2 which encompasses the phased release of CAPS Release 2 and Pathway Release 1 in conjunction with other DSS and PO Projects which interface to them culminating in Contractual acceptance at the end of the Live Trial.

2.0 Introduction

Currently there are ten post offices in the Stroud Area offering a service to pay Child Benefit to customers using the benefit Payment Card. This is referred to as the IGL system and has been operational since 23rd September 1996. There are now some 1400 customers using the service, and management reports are published weekly by PDA Service Management.

It was originally intended that the next stage of the Programme would be a combined release of software from Pathway (Version 1.0) and CAPS (Version 2.0) which would be implemented over the Easter Weekend, 28th-31st March 1997. This would culminate in a new System being available from 1st April and would signify the start of the three month Live Trial period. On successfully concluding the Live Trial, National Rollout was then scheduled to start on 1st July 1997. The service offered would be Child Benefit only with other Benefits and functionality being added later during National Rollout.

Due to delays with all the Projects and a realisation that the "Big Bang" Easter weekend presented significant and unacceptable risk, a replanning exercise was undertaken. After much discussion a proposed replan has now been assembled and the purpose of this paper is to document that plan. The plan covers the period that takes the Project from the IGL system through to formal acceptance of the Live Trial and the start of the National Rollout and is referred to as Stage 2. During this period it is now proposed to introduce, in a phased approach, a number of software and system releases referred to as "Congo Releases". These releases also include the relevant software release from other POCL and DSS Projects.

Although the replan has reduced the risk in a number of areas, it should be recognised that timescales are still very tight and that delays in one release could well impact later releases. Every effort must be made to meet timescales dictated by the detailed plans.

Following completion of Stage 2 and during the early weeks of National Rollout, it is proposed to introduce further software and system releases and these are referred to as "Nile Releases". This is outside of the scope of Stage 2 but due to certain events during the Live Trial, is included here for completeness.

3.0 Plans

3.1 Systems

The Pathway Release 1 software has been sub-divided into component elements offering differing business functionality. These business functions, and the Pathway software release versions which include them, are:

Release	1b	1c	1e	
OBCS	✓	✓	✓	Order Book Control Service
BPS		✓	✓	Benefit Payment Service (including BES, CMS and PAS)
AP			✓	Automated Payments Service
EPOSS			✓	Electronic Point of Sale Service
POCL Infrastructure	✓	✓	✓	Relevant aspects from HAPS, TIP, RDS

Table 1

Full functionality for Stage 2 is that offered by Version 1e, which aligns to Pathway's original Release 1 specification, and CAPS Release 2.2. The following table summarises all of the systems and software to be introduced during Stage 2. These are detailed in the relevant CAPS and Pathway documents (q.v.).

	Pathway	CAPS
Congo Release 1	Version 1a	Version 2.0
Congo Release 2	Version 1b	not applicable
Congo Release 3	Version 1a	Version 2.1
Congo Release 4	Version 1c	Version 2.1
Congo Release 4.1	Version 1d	Version 2.2
Congo Release 5	Version 1e	Version 2.2

Table 2

The Versions of software from Pathway include the various components such as BES, CMS, PAS, Riposte etc and also the CAS interface to CAPS. CAPS Release 2.1 is a functionality upgrade and, in conjunction with Pathway 1c, adds:

- PAS exceptions
- post office Closures
- Appointees (Permanent Agents/Standing Agents)

CAPS Release 2.2 provides multiple services on a single ACC which is needed to cater for the PDR load of Child Benefit customers for the National Rollout.

CAPS have yet to decide when they will implement multiple ACCs but this will not be before September 1997 and may be as late as December 1997. Discussion as to when this is to be done has yet to be undertaken.

3.2 Dates

The dates included in the joint Baselined plan (Version 4.02, See Appendix C) have been established as:

Congo Release 1 go live	1 April 1997
Congo Release 2 go live	28 April 1997
Congo Release 3 go live	2 June 1997
Congo Release 4 go live	30 June 1997
Congo Release 4.1 go live	21 July 1997
Congo Release 5 go live	8 September 1997
Start of Live trial	8 September 1997
End of Live Trial	21 November 1997
Start of National Roll Out :	24 November 1997

Table 3

A copy of the baselined plan is available and updates against this plan are submitted each Tuesday lunchtime to the PDA Planning Department who publish the latest status each Wednesday. This plan is used as the basis for the weekly Stage 2 Review on Thursday.

For each Go Live event a detailed weekend take-on plan will be produced, either by CAPS for Congo Release 1, 3 and 4.1 or Pathway for Congo Release 2, 4 and 5. These will be available in initial draft form approximately eight weeks before the Go-Live date. Prior to each Congo Release there will be a Release Authorisation Board (See Section 4.0) and there may need to be Seals of Approval granted.

PUNs will only be sent out once the system has been installed at the post office and, in the case of Stream B outlets, once the outlet is able to offer BPS functionality.

3.3 Implementation Profile

Throughout Stage 2, for the purposes of rolling out to the planned number of post offices, it is planned to split post offices into a number of streams and these are detailed in Appendix D. In summary:

- Stream A will include some 200 post offices, including the 10 IGL Offices, and will be the first to receive new upgrades of the software as they become available. They will form the core of the Live Trial evaluation (Congo 5). In the first two weeks of the Live Trial the number of post offices in this stream will be increased to 300. Initially customers at these post offices will have the bar code on their order books read and subsequently will be able to use their benefit Payment Card at these post offices to claim their Child Benefit payments.
- Stream B will include 450 post offices and will offer OBCS functionality only throughout the period of Stage 2. All customers with order books will have the bar-code on their order books read and this will run in parallel with the current ESNS system. This stream will start to rollout from 28th July 1997.
- Stream C will be introduced during the period of the Live Trial evaluation and will involve some 1000 post offices who will offer full functionality from the outset. Customers will be able to use their benefit Payment Card at these post offices to receive their Child Benefit payments. This stream will start to rollout from 22nd September 1997.

By the conclusion of Live Trial and formal acceptance of the Contract, there will be some 1750 live post offices offering a service to customers. Of these Offices, all but 450 will offer full functionality, including the payment of Benefit, by the use of the benefit Payment Card, to Child Benefit customers. The 450 Offices will offer OBCS functionality for all customers using an order book.

Although it is proposed to introduce Congo Release 2 to 190 post offices (200 less the 10 IGL Offices), they should be manual Offices (i.e. those not able to offer AP or operate ECCO+) since there will be insufficient space on the counter to accommodate their existing system and the new system. It has proved to be difficult to find this number in North East Region and therefore some APTs will be removed from the counter and positioned elsewhere. Early indications have shown that 9 of these offices cannot be connected by ISDN to the Data Centres and may have to rely on PSTN. These offices will be deferred until Congo 4 to allow development of alternative solutions.

It should be noted that Pathway Releases 1a and 1d do not offer increased functionality to the customer but are necessary to provide the required CAS interface to CAPS.

PACS Release 4.0 will be introduced on 23 March and upgraded to PACS Release 5.0 on 30 September. Child Benefit System will be upgraded to Release 13 on 6th April and Release 13.1 on 27th April. TIP and HAPS are planned to be available from 27th March to enable Direct Interface Testing to be undertaken. Reference Data is available now though an electronic gateway is due to be provided on 19th March for updating information.

*Planned date
(v7.3) 10/13*

3.4 Constraints

It should also be noted that the ten IGL offices will remain on the IGL System until Pathway Release 1c is available on 30th June. To accommodate this it is necessary for Pathway to provide a new version of their IGL software, Release 1a, which will provide the necessary CAS interface to CAPS Release 2 and 2.1. This necessitates a manual intervention by CBC to ensure that Alternative Payees, which are processed differently in CAPS Release 2, are catered for whilst the Pathway IGL system is in use. The alternative payee facility will be fully implemented with the release of Pathway 1c (Congo 4). At the same time other facilities such as "Dead letter office", undead and "end of interest" will be activated.

During Congo Release 4, Stream B post offices will not be card activated, limiting the counter use to OBCS only. These post offices will operate a system referred to as "Congo Release 4 minus" during this period. The restriction on functionality will be provided by CAPS who will mark the post office Codes file to show that Cards should not be issued. In addition Pathway propose to disable the Card reader in a suitable manner yet to be decided. This release will need testing (including security aspects).

Foreign Encashments from Stream A (200/300) post offices and Stream C (1000) post offices is not applicable at Stream B (450) post offices (since none of them are one of the 1500 nominated post offices able to offer Foreign Encashment through the Help Desk as instituted during IGL). The Help Desk FAD Code is now 8888884. There is a need to remind the 1500 post offices of the procedure and to supply additional blank receipts to them.

With the availability of Congo Release 5 there will also be a "Congo Release 5 minus" so that the 450 Stream B post offices continue to restrict the functionality available at the counter to OBCS and BPS (cards not activated). However, this restriction will be provided by the use of Pathway's Reference Data system. This release will need testing (including security aspects).

3.5 Functionality

The functionality of Pathway Release 1 was documented in the Pathway Release 1 Contents Description (Version 1.1) against the SADD (Version 2.1) and other relevant Pathway documents. This remains the baseline for Pathway Release 1e. With the phased release of this system, subsequent documents have been produced which detail the functionality that will be available for the interim releases 1b and 1c. This aspect has been managed by the Product Management Team within the PDA and these documents detail the Management Information Systems available, Security (and Access Control), Accounting and Reconciliation as well as the specific Customer and User facilities to be offered. It should be remembered that, with limited availability prior to the full Release 1e there have been some compromises on what has been made available but these aspects have been verified by BA and POCL.

3.6 Business Implementation

The Implementation Team within the PDA will be responsible for all business aspects concerned with the rollout during Stage 2. This team will be responsible for ensuring BA and POCL readiness including training. They have selected the rollout Offices for each of the implementation streams and will be responsible for the control of this list and liaising with all Departments on all aspects concerning this list.

A summary of the list of post offices is included in Appendix B though this is for guidance only and the up to date list is maintained by the PDA Implementation Team.

3.7 Other Events

3.7.1 Card swap out

During the Live Trial period it is proposed to withdraw existing IGL benefit Payment Cards and replace them with the latest version which has a different design and amended magnetic stripe coding. Details of this are being finalised by Pathway. The software allows for both Cards to co-exist until the replacement is completed.

3.7.2 Data Centre Moves

The only Data Centre in use with IGL is Feltham. An identical Data Centre has been built in Wigan which will be used for Congo 4 testing. Bootle will also be built and this will be used in conjunction with Wigan for Congo 5 testing.

3.7.3 PDR Load

CAPS will undertake the transfer of the Child Benefit customer details from DCI and the ChB system for the customers at the 300 post offices starting on 28th April. This will be a selective load. CAPS have said that they will not be able to accommodate all 300 post offices since there is a physical limit of 80-90,000 records which equates to about 280 post offices. The list of the 300 Offices is held by PDA Service Management together with the 20 which have been excluded from the PDR load. The physical limit on the PDR load will only be resolved with the introduction of CAPS 2.2 (see below).

The load of the PDR for all Child Benefit customers cannot proceed until CAPS Release 2.2 (Congo Release 4.1), scheduled for 21st July, is installed. Following rehearsals, it is planned that this load will start on 8th August. This will be simply done by "data slicing" so the order of customer or post office take-on is random. This is simply due to timing considerations but does mean that, with Congo Release 5 scheduled for 8th September, there will be some

customers who will collect Order Books from their post offices even though that post office has the new system installed. The PDR load will be completed in late November.

3.7.4 Testing

Product Acceptance Tests will be done by each individual Project. In some cases they will also undertake their own Model Office Testing. On completion of this joint Integration and Systems Tests will be conducted. Joint testing is a collaborative undertaking between Pathway, PDA and external systems. Once these tests have been concluded then a Model Office Rehearsal will be undertaken and then the Model Office Tests themselves based on prepared Test scripts. Full details of the process to be undertaken is contained in the PDA Model Office Test Strategy and Joint Test Strategy (q.v.). New releases of software will not be introduced unless the Model Office Test is satisfactorily concluded and the Release Authorisation Board approves the release.

3.7.5 Migration

There is a need to define in detail the migration of post offices from one release to another, including procedures, accounting, reconciliation, reporting etc. Documents on In-Office migration are being developed to cater for the transition from one Congo Release to another. In addition, there is a need to document the technical migration from one release to another and any special software needed to migrate data (specifically ECCO+ and ALPS). This is being prepared by Pathway.

The migration from ABED to TIP and ensuring that reconciliation is preserved needs to be documented.

There is also a need to agree how new BES software is loaded on the Counter Systems. This can be achieved either by software download or by physically exchanging the hardware. Irrespective of the mechanism adopted to achieve this a process and procedure need to be agreed. It will be necessary to ensure that data migrated from one system to another is "ring-fenced" to ensure that, from a security standpoint, no "Trojan horse" exists as the result of reduced security features in earlier releases. A plan to undertake this will be produced by Pathway. ?

3.7.6 Procedures

For each Congo release there is a need for comprehensive PPDs covering operational issues, post office procedures, exception conditions etc. These are being developed by POCL and Pathway and are being reviewed by relevant departments prior to the release of the system.

There is also a need to agree how the relevant BA and POCL offices are appraised of outlets now live and all records appertaining to reference data are maintained.

3.7.7 Contingency

There is a need for contingency plans, regression plans for the actual implementation window and dress rehearsals where possible.

Currently, for Congo Release 1, the proposal is to revert to CAPS Release 1 and a detailed plan exists for this.

For Congo Release 2 it is proposed that the existing hard copy print outs of stop lists will be used if problems are encountered.

For Congo Release 4, for the 10 IGL outlets which will be migrated first, then, if problems are encountered, it is proposed to simply revert to the IGL system but the detailed plans have yet to be prepared. For the remaining 190 outlets then a contingency plan is required.

A contingency plan is required in particular for Congo 5.

DQ Need to expand on this section for other releases.

4.0 Architectural Overview

Although this plan concentrates on the CAPS and Pathway releases there are a number of other associated Projects within the DSS and POCL which need to provide systems and associated procedures for the end-to-end business of the two Sponsors to operate effectively. This is a very important aspect and must be taken into consideration for the purposes of Project Reviews, testing and implementation. An overview of the total system is presented in Appendix E as an illustration though the accurate and latest illustration should be obtained from PDA Design Assurance Team.

5.0 Acceptance Criteria

From a Contractual standpoint there is only one acceptance and this is the principle purpose of the Live Trial. However, there will be an approval process for each of the Congo Releases and this will be achieved through Model Office Testing and the Release Authorisation Board.

The Live Trial will operate for a period of eleven weeks and details are summarised in Appendix F. This Appendix also summarises the purposes of the Live Trial though there is the need to expand this considerably to ensure that Pathway clearly understand what is expected of them and to ensure that the BA and POCL have the opportunity to assess what has been offered. It is important that the Service Providers clearly identify now what is expected and that the important issues such as security and reconciliation are adequately validated.

Originally, the Live Trial was intended to include multiple benefits and the on-line functionality needed for urgent stops and payments. With the rescheduling of these two functions last year (they are now in the Nile Release), it is important that they can be assessed before the Contract is finally approved. Therefore it is proposed that in addition, parallel to the Live Trial activity, a suitable environment is created to permit the demonstration of the capability to support payment of multiple benefits and the on-line functionality needed for subsequent benefits. Both of these functions will be introduced in conjunction with the release of CAPS version 3 and Pathway Release 2 (See Section 8.0 Nile Release). During Live Trial the right exists to cease increasing the number of operational post offices should the service levels or performance measurements fall below the agreed level of acceptance.

Apart from assessing multiple benefits and on-line functionality, the Live Trial at POCL outlets offering an operational Congo 5 service will be assessed on functionality for that release only. AP Smart for example will not be assessed. Although satisfactory completion of the Live Trial is needed from a Contractual aspect before National Roll Out can proceed, there is a need also to consider other aspects such as field readiness, support capability, etc.

6.0 National Rollout

Once acceptance of the Live Trial is given, National Roll Out will commence. The current plan has this scheduled for week beginning 24 November with the delivery of systems to 150 post offices per week supporting Congo 5 software. This will continue for three weeks before postponing further installation until after the Christmas period. By that time there will be systems installed at some 2200 post offices. Roll Out will recommence in the new year with 100 post offices being installed in the first week, rising to 175, then 250 and finally 300 when it will continue at this rate throughout 1998/1999 with a reduced rate of 150 from 24/11/98 to 13/12/98 and no installation from 14/12/98 to 3/1/99. Completion of National Roll Out is currently scheduled for March 1999 but this is outside of the scope of Stage 2.

7.0 Service Management

Service Management will continue to report the service levels during Stage 2 and these will serve as a useful guide as to how the Live Trial evaluation is progressing. Work is in hand in this area to develop further the framework, problem management, change management, configuration management etc. Various reference documents exist covering this area.

8.0 Nile Release

There will be at least one Nile Release of software which will include Pathway Release 2 and CAPS Release 3. It is currently scheduled for 26th January 1998 as the Go-Live date but is outside of the scope of Stage 2. Nevertheless it is included here for completeness and because the ability to demonstrate some functionality in these releases is needed during the Live Trial (See Acceptance Criteria Section 4.0).

Appendix A - Definitions

ABED	Automated Benefit Encashment Data
ACC	Area Computer Centre. A computer centre on the DSS wide area network which routes network traffic.
ALPS	Automated London post offices
Apachi	Automated Payments Chesterfield Interface (POCL interface between HAPS and CBDB)
AP	As APS
APS	Automated Payments Service
APT	Automated Payments Terminal
ATAS	Audit Trail Analysis System
BA	Benefits Agency
BES	Benefit Encashment Service
BPS	Benefit Payment System encompassing BES, CMS, PAS.
CAPS	Customer Accounting and Payments Strategy
CARS	Contracting Authorities Responsibilities
CAS	CAPS Access System
CBC	Child Benefit Centre
CBDB	Counter Business Database
ChB	Child Benefit
CMS	Card Management System
CPCS	Customer Payment Computer System
DCI	Departmental Central Index
Domain	Those principal areas responsible for delivering a solution which forms a key element in the end-to-end solution. Domains currently are envisaged as CAPS, Pathway, BA and POCL.
EPOSS	Electronic Point of Sale Service which includes Stock Sales Counter Application
FCP	First Card Payment of Child Benefit to selected BA employees or their partners achieved week commencing 23rd September 1996.
FCP customers	Those 14 customers who are BA employees or their spouses who were paid by Card on 23rd September 1996.
FTF	File Transfer Facility
HAPS	Host Automated Payment System
IGL	Initial Go Live. Payment of Child Benefit by Card to those Child Benefit customers whose Order Book expires; the first such payment was 21st October 1996.
IGL Pilot	The period between 23rd September and IGL (q.v.).
LGL	Limited Go-Live. Now renamed to IGL (q.v.).
MIS	Management Information System
MOR	Model Office Rehearsal
MOT	Model Office Testing
OBCS	Order Book Control Service
PACS	Programme Accounting Computer System
PAFP	Programme Accounting Financial Package
PAS	Payment Authorisation Service
PDA	Programme Delivery Authority (The BA/POCL Programme responsible for delivering Card payment to BA customers at post offices)
PDCS	Personal Details Computer System
PDD	Personal Details Dialogue. The On-line system to update PDCS.
PDR	Personal Details Repository
POCL	Post Offices Counters Ltd
PPDs	Process and Procedures Documents
PUN	Pick Up Notice
RDP	Reference Data Project

RDS	Reference Data System
SPCT	Service Provider Contact Team
SLA	Service Level Agreement
Stage 2	The phased release of CAPS Release 2 and Pathway Release 1 in conjunction with other DSS and PO Projects which interface to them, culminating in Contractual acceptance at the end of the Live Trial.
Step1	That part of the Project which ensures that an end-to-end solution for Child Benefit is delivered. It will encompass IGL Pilot, IGL (q.v.) and an early assessment of increased loading on the system
TIP	Transaction Information Processing (Strictly speaking, for Stage 2 all references to TIP in this Document actually refer to Interim TIP which will replace ABED).
UAT	User Acceptance Testing
WBS	Work Breakdown Structures. A top-down structured approach to planning which enables outline activities to be identified and then sub-divided into their component elements and tasks.

Appendix B - Summary of post offices

The following tables summarise the numbers of post offices in each stream and their respective locations. It is indicative only and the up to date position should be obtained from the PDA Implementation Team.

Stream A Congo 5.0 Live Trial Outlets

POCL REGION	Outlet Type	Number	Counter Positions
North East	Standard	136	?
	ECCO +	14	84
South Wales	Standard	137	699
	ECCO +	13	?
Total		300	783

Stream B Congo 5.0 (only OBCS working)

POCL REGION	Outlet Type	Number	Counter Positions
North East	Standard	146	228
	NCA	37	37
South Wales	Standard	161	213
	NCA	12	12
Midlands	Standard	111	227
	NCA	1	1
Total		468	718

NCA? In R1

Stream C Congo 5.0 (full functionality, not offices with APPU)

POCL REGION	Outlet Type	Number	Positions
Scotland NI	Standard	300	691
	NCA	1	1
North East	Standard	351	854
	ECCO +	15	132
South Wales	Standard	180	402
	ECCO +	7	51
Midlands	Standard	170	544
Total Excluding ECCO +		992	2492
Total Including ECCO +		1024	2675

National Roll Out (after Live Trial and prior to end Dec 1997)

POCL REGION	Outlet Type	Number	Counter Positions
Scotland NI	Standard	93	197
	NCA	3	3
South East	Standard	95	202
North West	Standard	117	341
Midlands	Standard	173	294
	NCA	2	2
Total		483	1039

Cumulative Aspect

POCL REGION	Outlet Type	Number	Counter Positions
Scotland NI	Standard	393	888
	NCA	4	4
South East	Standard	95	202
North West	Standard	117	341
South Wales	Standard	478	1314
	NCA	12	12
	ECCO +	20	51*
Midlands	Standard	454	1065
	NCA	3	3
North East	Standard	633	1082*
	NCA	37	37
	ECCO +	29	216*
Total		2275	5215

By Outlet Type

Outlet Type	Number	Counter Positions
Standard	2170	4892
ECCO +	49	267
NCA	56	56
Total	2275	5215

Outlet Key	
Standard	<ul style="list-style-type: none"> An outlet with no or limited automation (APT's , electronic scales, Capture etc.)
ECCO +	<ul style="list-style-type: none"> Outlets with the ECCO + system
NCA	<ul style="list-style-type: none"> Outlets which do not prepare Cash Accounts (very small outlets whose accounting is processed through a parent outlet)

There will be no ALPs offices.

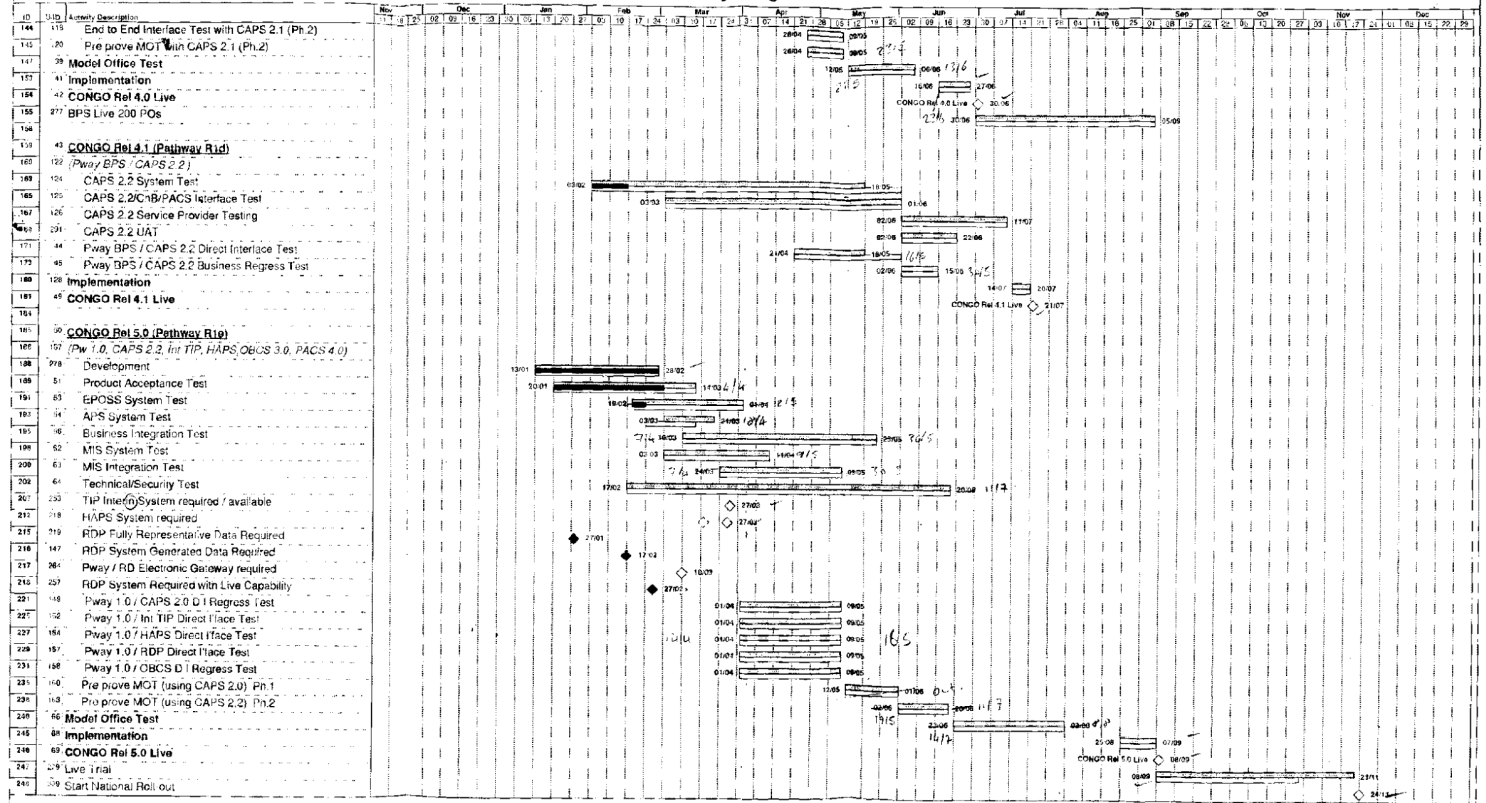
Appendix C - Baselined Plan

Enclosed in this Appendix is an overview of key dates for the original plan as baselined following the replan. It was agreed to baseline this plan at the Stage 2 Project Review on 18th February. Although the Go-Live dates for each phase are those presented to the PDA Board on 22nd January, interim dates were amended as a result of the delay until end February to reach commercial agreement. It is against this baselined plan that all reports by each Project have subsequently been made. These reports are held by the PDA Planning Department.

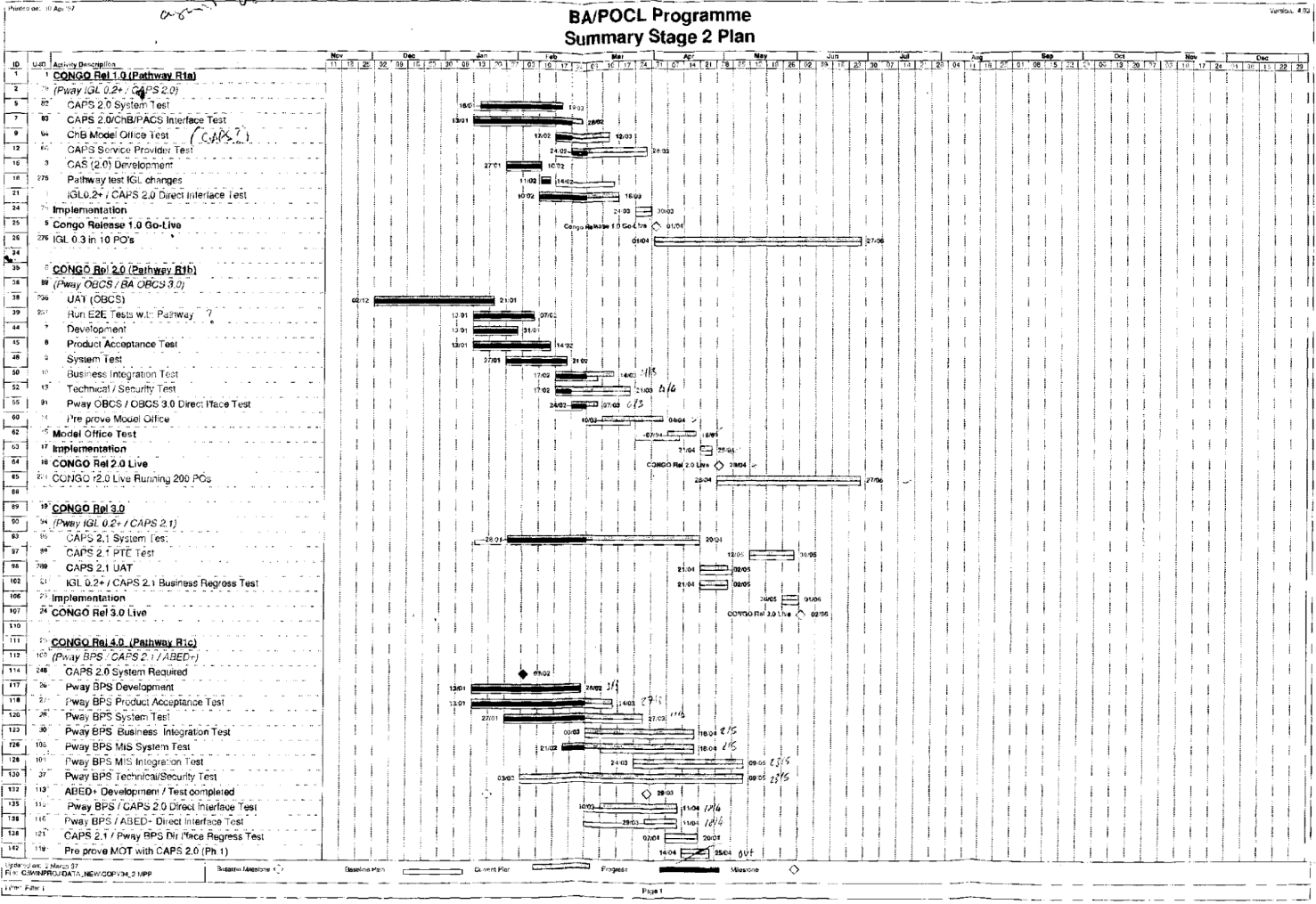
Each week, the nominated manager from each project reports progress against this plan by Tuesday lunchtime. PDA Planning include all reports into the master Stage 2 Plan which is sent out by close of play each Tuesday. It is this plan that is then used as the basis of the weekly Stage 2 Project Review on Thursday of each week.

The latest copy of the plan should be obtained from PDA Planning or a nominated Project Manager.

BA/POCL Programme Summary Stage 2 Plan



**BA/POCL Programme
Summary Stage 2 Plan**



Appendix D - Stage 2 Roll out Profile

This Appendix details the rollout streams during Stage 2. It is summarised in Table 4. The precise migration from one software release to another has yet to be agreed and therefore numbers of post offices involved each week.

Stream A

From 28 April to deliver and install systems at up to 190 post offices using Congo 2 in a phased approach to manual post offices only. To leave the 10 IGL post offices running IGL (Pathway Release 1a) but to ensure they interface with CAPS 2.1 (Congo Release 3.0) by 2nd June 1997.

On 30 June to upgrade the 10 IGL offices to Congo 4 and migrate the "up to" 190 systems from Congo 2 to Congo 4 making a total of up to 200 systems running Congo 4. The precise migration process has yet to be discussed and agreed in detail.

From 8 September to migrate the "up to" 200 systems to Congo 5 and to deliver and install systems to some of the additional 100 larger offices (to POCL outlets with more than one counter and with some operating ECCO+ to ensure the Live Trial reflects the range of outlets in the POCL network) and install Congo 5 by 13 September. The precise migration process has yet to be discussed and agreed.

From 15 September to deliver further systems to the balance of the additional 100 post offices (matching the criteria set for the first additional 50) making a total of 300 systems operating Congo 5 by 19 September. The ability to achieve this in one week is being assessed.

Stream B

From 28 July to deliver systems to 75 manual post offices where benefit Payment Cards will not be issued. These post offices will operate OBCS only.

Over the forthcoming weeks to install systems at 75 post offices per week up to a maximum of 450 post offices in total.

Thus, by 8 September there will be 450 post offices in this stream operating OBCS only.

On 8 September, the 450 post offices will be upgraded to "Congo 5 minus" and continue to run OBCS only.

The 450 post offices will be migrated to full Congo Release 5 between the period November 1997 to the end of January 1998, with training balanced against new post offices. Rollout and completion achieved before Pathway Release 2 goes live.

Stream C

On 22 September systems will be delivered and installed to 50 post offices. These systems will support Congo 5 functionality. The POCL outlets will include multi position APT and ECCO+ outlets. Where SMART functionality exists this will be provided by retaining and relocating SMART AP Terminals.

The following week further systems supporting Congo 5 will be delivered to 50 post offices. The installation programme will then adopt the following schedule, installing systems supporting full Congo 5 functionality.

Week commencing 6th October 1997 - additional 75 post offices

Week commencing 13th October 1997 - additional 75 post offices

Week commencing 20th October 1997 through to Week commencing 17th November - additional 150 post offices per week.

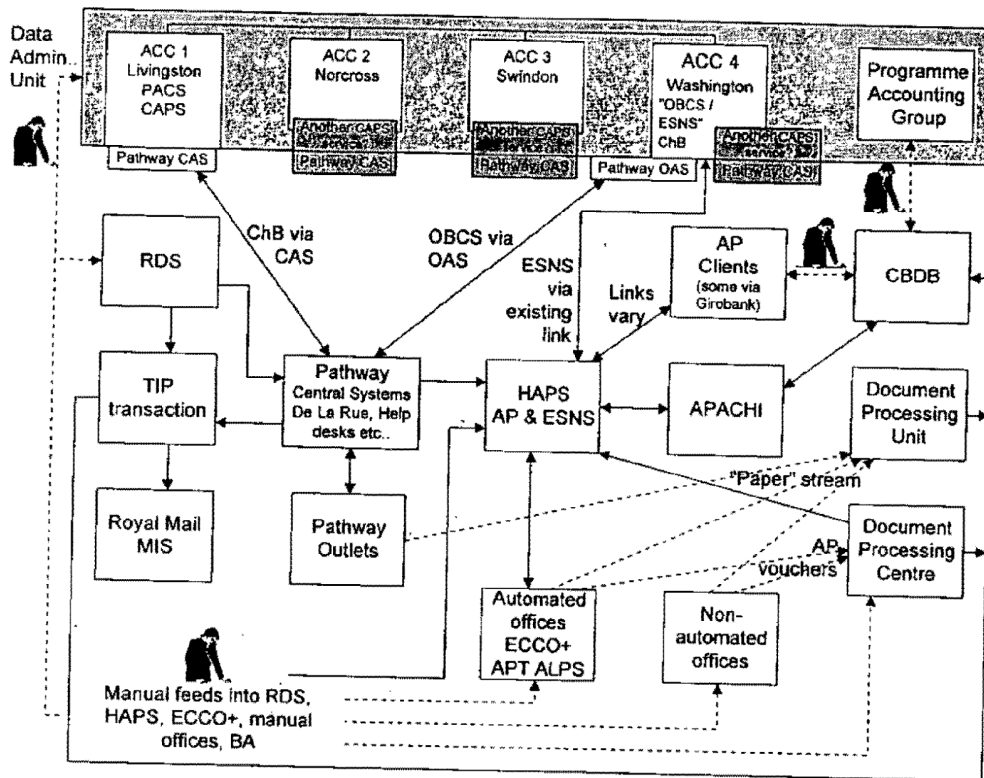
By 22 November there will be 1000 post offices supporting Congo 5 full functionality.

		Stream A	Stream A	Stream B	Stream A	Stream B	Stream C	National Rollout	Weekly Rollout	Accum Rollout
w/c	1A	1B	1C	1C	1E	1E	1E			
1/4	10									10
7/4	10									10
14/4	10									10
21/4	10									10
28/4	10	10							10	20
5/5	10	60							50	70
12/5	10	110							50	120
19/5	10	160							50	170
26/5	10	190							40	200
2/6	10	190							40	200
9/6	10	190							30	200
16/6	10	190								200
23/6	10	190								200
30/6			200							200
7/7			200							200
14/7			200							200
21/7			200							200
28/7			200	75					75	275
4/8			200	150					75	350
11/8			200	225					75	425
18/8			200	300					75	500
25/8			200	375					75	575
1/9			200	450					75	650
8/9					250	450			50	700
15/9					300	450			50	750
22/9					300	450	50		50	800
29/9					300	450	100		50	850
6/10					300	450	175		75	925
13/10					300	450	250		75	1000
20/10					300	450	400		150	1150
27/10					300	450	550		150	1300
3/11					300	450	700		150	1450
10/11					300	450	850		150	1600
17/11					300	450	1000		150	1750
24/11								150	150	1900
1/12								150	150	2050
8/12								150	150	2200
15/12										
22/12										
29/12										
5/1								100	100	2300
12/1								175	175	2475
19/1								250	250	2725
26/1								300	300	3025

Table 4

Appendix E - Architectural Overview

This diagram illustrates the overall system showing the key components and their interfaces. It is included here as an illustration only and the accurate picture should be obtained from the PDA Design Assurance Team.



- ACC Area Computing Centre - DSS sites managed by EDS: Livingston, Norcross, Swindon, Washington (inc. CAPS test).
- APACHI Automated Payments Chesterfield Interface - POCL interface between HAPS and CBDB.
- HAPS Host Automated Payments System - POCL Tandem at Farnborough Hants.
- RDS Reference Data System - POCL an SQL database machine.
- TIP Transaction Information Processing - Initially ABED, then Interim TIP and full TIP.



Appendix F - Live Trial

The Live Trial is an eleven week period when a number of aspects will be formally assessed by BA and POCL for the purposes of Contractual acceptance. This will be done in a live operational environment whilst volumes are reasonably low and a controlled environment exists. The following is an early suggested list of the main objectives to be included in the Live Trial.

- ensuring that the overall business solutions delivered meets the requirements of BA and POCL.
- ensuring that during the Live Trial period the impact on BA and POCL services is as expected and that support measures are having the desired effect
- ensuring that the Pathway solution meets contractual requirements
- providing the information necessary to make the decision as to whether to process with National Rollout.

The following is a more detailed list of the Live Trial Objectives though there is a need to expand this to much more detail.

- To identify any operational problems before National Rollout
- To enable business case validation to be carried out by the sponsor organisations.
- To provide a period in which Pathway's ability to carry out site preparation, installation, training and deployment of the service may be demonstrated.
- To provide a period in which the operational services of training, installation, documentation, migration and Help facilities may be measured against Service Level Agreements.
- To enable the financial processes and controls to be operated in a live but limited environment.
- To enable details of Public response to be collected and analysed.
- To provide a limited and controlled period during which all involved organisations may adjust working processes and procedures in response to the experiences of Live operation.
- To enable Live system maintenance (fault resolution / test / implementation) to be proved.
- ? To carry out testing that is not possible in any other test stage of environment
- To carry out additional and/or repeat tests of business or technically critical areas of the service (e.g. contingency / fallback / recovery).
- To enable completion of all security-related aspects of the service.
- To demonstrate conformance with contractual requirements
- To demonstrate the viability of migration practices and procedures.

*NON
Technical*

Shown in the attached diagram is an overview of the plan for the eleven week period.

