

Horizon Next Generation Joint Progress Meeting Meeting 147



Notes of Horizon Next Generation Joint Progress/Release Board Meeting Meeting of Thursday 4th March 2010

Attendees:

Name	Initials	Role	Comments
Mark Burley	MB	Programme Manager (POL)	Apologies
Debbie Richardson	DR	Test Manager (Fujitsu)	
John Wheeler	JW	PMO Manager (POL)	
Kevin Tallboy	KT	Planning Manager (POL)	
Ravi Chambers	RC	PMO Manager (Fujitsu)	
Geoff Butts	GB	Programme Manager – HNG (Fujitsu)	
Will Russell	WR	Migration Manager (POL)	Chair
Vince Cochrane	VC	Network Specialist (Fujitsu)	
Alan D'Alvarez	AD	Programme Director – HNG (Fujitsu)	Apologies
Lee Farman	LF	Test Manager (POL)	
Phil Norton	PN	Acceptance Manager (POL)	
Ian Trundell	IT	HNG Design Authority (POL)	Apologies
Adam Martin	AM	Service Delivery (POL)	Apologies
Dave Hulbert	DH	Service Delivery (POL)	
Graham Welsh	GW	Customer Services (Fujitsu)	
Graham Allen	GA	Development Manager (Fujitsu)	
Mike Wood	MW	Director of Programmes (Fujitsu)	Apologies
Gaetan van Achte	GvA	Service Director (Fujitsu)	Apologies
Chris Dodington	CD	Implementation Manager (Fujitsu)	
Barry Evans	BE	Migration Team (POL)	
Peter Stanley	PS	Design Authority (POL)	
Andy Jacques	AJ	Service Delivery (POL)	Apologies

Distribution: As above, plus David Smith, and the Fujitsu & POL lead teams

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1 Minutes from Previous Meeting

The previous minutes were accepted.

2 Actions and Points to Note from Previous Meeting/Current meeting

No.	Owner	Action or point to note	Status/Progress	Date required
<i>New Actions and Points from meeting of 14th January</i>				
140.08	AD GB (GW)	Provide a process for how releases will be implemented beyond the current maintenance release (01.08). Process will need to be discussed and agreed with POL Service Delivery. 04/03 update. (transferred from 145.11): the current pause in rollout means that re-opening of the migration package should be considered – or that a future package rolls up all changes – so that there is no lag between a branch migrating at R107, and getting the fixes contained in R108.	Previous actions archived. 18/02 C/fwd. Meeting to be arranged for next week to agree a joint strategy for the targeting of referrals beyond R01.08. 25/02 C/fwd. No paper received to date. Fujitsu internal meeting arranged for 2 nd March. 04/03 C/fwd. Internal meeting cancelled. Meeting to be rescheduled; LF and PS to be included in the invites.	11/03
140.12	GB AD GB	To confirm that there will be additional migration support available from Fujitsu (to bring back the rollout completion date)	21/01 C/fwd. Currently unconfirmed. 28/01 C/fwd. AD to discuss with MB on 29 th January. 04/02 C/fwd. GB has received a training proposal from 4G and this is now under review. GB to provide an update to MB by 5 th February. 11/02 C/fwd. To be discussed after Joint Steering Board. 18/02 C/fwd. Work in progress. Still reviewing options proposed by 4G. See also action 145.01 25/02 C/fwd. Revised proposal expected next Monday, 04/03 C/fwd. Revised proposal has been received from 4G and is being reviewed by Fujitsu. However; given current position this will probably need revisiting.	11/03
<i>New Actions and Points from meeting of 4th February 2010</i>				
143.04	GW IT	Obtain statistics regarding the number of 'Screen Pauses' and reversals experienced at the HNG branches since migrating. And investigate and report back on the root cause of why this is happening.	11/02 C/fwd. Statistics provided and monitoring continues. Action switched to IT to lead on working with Fujitsu to determine how we get back to the volumes forecast.	Closed

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		The number of 'Screen Pauses' and related Recoveries are significantly higher than expected.	<p>18/02 C/fwd. IT has had initial discussions with Dave Johns, investigations continue.</p> <p>25/02 C/fwd. GW to provide daily statistics (issue to WR, IT and PS) on the number of recoveries being performed and any information on screen freezes.</p> <p>See also follow on Actions: 146.01, 146.02, 146.03 and 146.04</p> <p>04/03 Closed. See 146.02</p>	
143.06	DR	HNG SV&I Rig – Propose a way forward for managing the contention for the use of the SV&I rig for Release 1 issues and Release 2 development.	<p>Previous actions archived.</p> <p>18/02 C/fwd. Current view is that an additional SV&I rig will be required. DR currently working up the details.</p> <p>25/02 C/fwd. DR continuing to assess the short term requirements and how best the Test team can meet these. It was re-iterated that the long term proposal would be to introduce a new rig to retain the SV&I functionality..</p> <p>LF and PS to review and assure any short term proposals</p> <p>Note: Migration issues can only be tested on the LST rig.</p> <p>04/03 C/fwd. Fujitsu are currently looking at 3 options, the first 2 are tactical:</p> <ul style="list-style-type: none"> • Provide a CIT equivalent in BRA01 • Create an SV&I clone in IRE19 <p>The third option is more strategic and involves providing a new SV&I environment either by enhancing the SV&I clone created for the tactical solution of using the Vol rig once it has been released.</p> <p>A meeting has been scheduled for 10th March to discuss, but it is essential to understand the current issues before a decision can be made. Additionally an agreement on how future releases will be implemented is a significant contributing factor to any decision.</p> <p>NOTE ; It was confirmed that the HNG SV& rig has now been handed over to Release 2, leaving only the LST rig to test defect fixes on HNG.</p>	11/03
143.10	GW	To provide advice to POL as to the correct action that	11/02 C/fwd. KELs being generated. GW to provide update on latest position	11/03

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		should be taken by Branches receiving the; 'Unable to contact Data Centre' message.	at next Joint Steering Board. 18/02 C/fwd. KELs have been generated, GW will generate the required documentation and forward to Barry Evans. 25/02 C/fwd. Not received. GW to check and re-send if required. 04/03 C/fwd.	
New Actions and Points from meeting of 11th February 2010				
144.08	PN GW IT	Error message seen at Branches, but not flagged up by FS monitoring systems: The following message; <ul style="list-style-type: none"> “Do not attempt any further transactions of this type until you have confirmation they have been fixed” PN/GW to investigate. PN to forward information to GW	18/02 C/fwd. The message needs to be revised. IT and GW to meet to review and agree the best way forward. 25/02 C/fwd. Revised wording has been agreed. IT will work with Andy Corbett (POL Reference Data Team) to resolve. 04/03 Complete. Message changed in live.	Closed
New Actions and Points from meeting of 18th February 2010				
145.03	PN	Trial Report / Final Balance issue: PN to check if the proposed workaround is acceptable to the business. Permanent fix targeted for R01.08. However; this is dependent on the acceptability of the workaround, it may need to be a Hot Fix.	25/02 C/fwd. POL have requested that this be a Hot Fix as it is required before we migrate any further branches. Fujitsu to ensure deliverables listed in PN email (dated 24 th Feb) for current live branches are included. 04/03 C/fwd. GB has received feedback from FS legal. Info will be forwarded to PN.	05/03
145.07	GA BE	Pre-Migration checks taking a long time at large branches: Crawley took 50+ minutes to run the pre-migration checks. GA to investigate if this will be a problem for the Crown Offices targeted for migration on 19 th Feb. Fujitsu need to provide assurance that there will not be a problem at these branches.	25/02 C/fwd. Investigations continue. Fujitsu to provide a response by close of business 26 th Feb 04/03 C/fwd. Presentation sent by GA. It includes a high level summary recommending the preferred approach to migrating large branches. BE to review and respond to CD.	11/03
145.08	GW	Forward supporting information for the 6 dials reports to MB and	25/02 Completed. On going.	Closed


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		WR		
145.09	VC IT	Talk to Tom Lillywhite regarding the Penetration testing performed on POL FS.	25/02 C/fwd. VC has discussed with TL. IT to confirm with Dave King if this remains an issue and update VC accordingly. 04/03 Closed.	Closed
145.10	DR	Review the new High Priority defects and report back, by exception, to the board.	25/02 C/fwd. Being tracked at Test Governance. DR to provide supporting evidence that the recorded increase in defects is not an issue.. DR to produce a high level summary asap. 04/03 Closed. High level summary provided by DR on 26 th February. Re-raise by exception.	Closed
145.11	GA GW (PN)	Release 01.08 will be deployed post Branch Migration (the Branch will initially migrate onto 01.07). The upgrade will be targeted for the following day, but could take 2 or even 3 days to be deployed. GA/GW to provide a level of confidence for the rate of rollout. GA/GW to coordinate with PN.	25/02 C/fwd. The proposal to implement R01.08 after migration (i.e. there would be at least one day of trading before the branch is upgraded) is unacceptable to POL. Fujitsu to propose how the essential fixes can be included into or with the Migration Package in order that no new branch can open without them. 04/03 Closed. Investigations have shown that to include all the "must have" fixes into the migration package would incur an additional 3 weeks minimum of testing and puts the programme in a worse position than the proposed approach of migrating the branches to 01.08 the day after initial migration. However; the current pause in rollout means that this should be re-opened with the view that a one-off migration package could be introduced at some time during full rollout. This should be reported under 140.08 above	Closed
145.14	PN GB (M-C-J) GB	Ensure M C-J is actively pursuing the rectification of the 2 high severity Security incidents.	25/02 C/fwd. There are now 3 High Severity Security incidents. Fujitsu internal meeting later today to discuss. Output from this meeting to be forwarded to PN. 04/03 C/fwd. Security teams have met, but PN reported that insufficient progress has been made. GB to provide a proposal as to how these high severity incidents will be resolved.	11/03
New Actions and Points from meeting of 25th February 2010				
146.01	GW PS	Excessive number of Recoveries/ Screen Freezes: Fujitsu to provide a formal response on how the system is performing.	04/03 C/fwd. Data is now being provided, but this still needs to be referred back to the contract Assumptions and Constraints	11/03

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		This should be measured against an Horizon Baseline and refer back to the levels agreed in the Assumptions and Constraints documentation.	document. PS to confirm that the Daily report is giving POL the required level of information.	
146.02	IT AJ GB	Excessive number of Recoveries/ Screen Freezes: Wider MI. IT to discuss with AJ, POL's requirements for MI that Fujitsu need to provide regarding the on-going monitoring of Recoveries/Screen Pauses. IT to then forward these requirements to GW.	04/03 C/fwd. Screen Pauses do not create a system event, therefore the focus has switched to monitoring and recording counter re-boots. Additionally POL have provided a list of additional MI requirements via email to GW. GB to confirm back that this MI – or an adequate variant – can be provided	11/03
146.03	Info	Excessive number of Recoveries/ Screen Freezes: This is to be treated as a Major Incident and managed accordingly.	For information	
146.04	GW GA, WR	Excessive number of Recoveries/ Screen Freezes: Daily update to be provided by GA on progress towards resolution. (Email to IT/WR and PS).	04/03 C/fwd.	11/03
146.05	WR	POL to re-enforce the message to Branches that they must inform the appropriate helpdesk when problems arise.	04/03 Completed. Message has been sent to every branch.	Closed
146.06	Info	Meeting to be scheduled for next Wednesday 3 rd March to review all actions pertaining to the Excessive number of Recoveries/ Screen Freezes.	For information	
146.07	Info	The Key Branch-impacting Issues required for action before continuing rollout have been capture in a spreadsheet and were reviewed at the Board. Attached is the updated version. ALL please note that this spreadsheet contains a number of actions that need to be addressed in addition to those captured above. The proposal is to merge this spreadsheet into the current Migration RAG report and hence will be reviewed at that forum	For information  Key Issues required before continuing roll	
146.08	AD	Fujitsu to provide assurance that the required resources (e.g. Testers) will	04/03 Closed. GB gave an assurance that all the required	Closed

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		remain in place to ensure that testing of the required fixes can be performed without un-necessary delay.	Testing resources were in place.	
146.09	ALL	Please ensure that KT/JW are copied in on all action updates or deliverables required to close actions.	For Information	
<i>New Actions and Points from meeting of 4th March 2010</i>				
147.01	info	The Joint Steering Board agreed that until a clearer understanding of the root cause of the current live issues was understood the rollout of any new branches will be suspended.	For Information	
147.02	GB WR	As per Action 147.01 It was agreed that rollout would not be recommenced until a period of stability had been achieved. GB/WR to agree what is meant by 'Stability' and what would be an adequate period.	New Item	11/03
147.03	GW	Set up a 'Tech Bridge' to manage the latest Live Issue (as at morning of 4 th March). Invitees to include DH, JW, PS and the Duty Manager.	New Item	04/03
147.04	info	It was noted that R01.08 will improve the current position regarding screen freezes and oter stability items, but it will not be a complete fix.	For information	
147.05	GW	Ensure that all necessary parties in Fujitsu and their counterparts in POL are aware that there will be an OCP raised late on Friday to enable the R01.08 Data Centre and Counter upgrades to take place.	New Item	05/03

3 Points to note

- Incorporated into actions/points to note above

4 AOB

- incorporated into actions/points to note above

5 Next meetings:

- **Next Interim Joint Steering Board:** Thursday 11th March, 14:00 – 15:30, Teleconference.
- **Next Full Joint Steering Board:** Thursday 18th March, 10:00 – 13:00, London

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Remote attendance numbers (when provided) are as follows:

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Number to dial:

GRO

Participant Password:

GRO

