

CHECKPOINT MEETING No 30
AGENDAWEDNESDAY 18th NOVEMBER 1998
0930-1130 HOURS
ICL PATHWAY
FELTHAM, LONDON① Mena.
② Pat Kelsey letter
to me
about use of
prog. changes

The agenda for this Checkpoint has been revised to concentrate on the problems and issues

0930 -1030 hours

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|---|---|-----------------|
| 1 | Review/Acceptance Previous Minutes (No 29 dated 4th November) | Rod Stocker |
| 2 | Actions from Previous Meeting | Rod Stocker |
| 3 | Pathway Progress Report | Peter Jeram |
| 4 | Horizon Progress Report | Andrew Simpkins |
| 5 | Treasury Review Action List | Andrew Simpkins |

1030-1230 hours

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|---|--|-----------------|
| 6 | Review of Testing and problem analyses | Andrew Simpkins |
| 7 | Any other business | |
| 8 | Date and location of next meeting
(Wednesday 2 nd December 0930 Feltham) | |

Attendees POCL Dave Miller (chair), Andrew Simpkins, Rod Stocker (secretary),
Simon Rilot, John Meagher, Bruce McNiven, Andy Radka
for agenda item 6 only Dave Parnell, Peter Jones

Pathway Mike Coombs, Peter Jeram, Graham Chatten, Terry Austin

apologies POCL Janet Topham

9. Dave Parnell + Peter Jones. 1:1 with DWM.

10. Speak Pat Kelsey
11. J. Meagher / Mike Coombs -

**Status of Actions
arising from Checkpoint Meeting No 29
held on Wednesday 4th November 1998**

Action 2706	Noted that the review of Acceptance Specs would continue after the HLTP run. JM to speak to John Dicks re the process for reviewing selected specifications during regression testing, after the end of Model Office Testing.	JM 13 Nov
Status	Discussed at the Acceptance Managers Forum. Paper awaited from John Dicks.	
Action 2710	It was agreed that a clear statement was required as to what was going to be authorised for release in NR2 Child Benefit only. There was a need for multi-benefit exclusions from the RCD to be documented.	CO/JM 6 Nov
Status	AS to speak to JM on how to progress this issue. Draft document expected to be issued 13 November. Confirmation required.	
Action 2802	To agree with John Dicks how to handle the review of selected acceptance specifications during regression testing and document that agreement.	CO/JM 30 Oct
Status	Ongoing. Action to be carried forward.	
Action 2803	To confirm the agreement of the trolley specification needed for the "no solution" office and forward to PJ.	BMcN 13 Nov
Status	A series of workshops has been held to consider the options available for moveable solutions. These comprise the standard components on a "trolley". A pre-prototype was built and on the basis of responses, drawings produced for the next stage. It is anticipated a further prototype will be available within the next two weeks as a basis for a configuration to be used in live trial.	
The attention of the meeting is drawn to the fact that the accompanying contractual conditions need to be adjusted to reflect this approach and the timescales for incorporation into roll-out also need confirmation. The next stage in the "no solution" approach would involve a demonstration of the laptop solution.		
Action 2831	To define the issue regarding the apparent uncertainty regarding the definition of the OPS/TMS boundary.	JM 13 Nov
Status	Oral update to be provided at the Checkpoint meeting.	
Action 2832	To ensure that JM updates the next Checkpoint meeting on what actions should be taken to consider the action to be taken as a fallback should there be problems with Reference Data.	JM 6 Nov
Status	Oral update to be provided at Checkpoint meeting.	
Action 2901	To ensure that CAPS raise CR's for CAPS release 3.5 and 4.0.	RS 13 Nov

Status	CR raised regarding CAPS R3.5 only. CR for CAPS R4.0 outstanding.	
Action 2902	To ensure that CAPS clarify the release contents of CAPS Release 4.1.	AS
Status	CAPS will confirm release contents when appropriate / agreed.	13 Nov
Action 2903	To report progress (at the next checkpoint and future ones) on establishing the review of training in January. This review • to gauge the subpostmaster's lack of understanding and knowledge of POCL procedures and the subsequent impact on training. • to identify the gaps • and to identify mitigating actions	BMcN
Status	Discussions have been held between Horizon and Pathway to scope the potential training activity. This is now being confirmed to Pathway for review by Peritas both in terms of cost and ability to deliver in the timescales suggested. Both parties see advantages in proceeding with this approach which would involve a significant number of POCL users being taken through the training product with clear definitions of the purpose and output.	13 Nov
Action 2904	To ensure that a meeting is convened urgently with correct attendees from Pathway, Horizon and POCL who are empowered to identify acceptable solutions to the issues surrounding ITM handling, file rejection by TIP, the TIP interface specification and Reference Data so that cash accounts can be correctly produced which can be processed by CBDB.	AS
Status	'Overall' meeting held. Oral update to be provided at the Checkpoint meeting.	6 Nov
Action 2905	To take the lead in identifying a way forward to resolve the "TIP issues" (particularlry ITM handling) and the inability to transmit an acceptable cash account balance for all post offices to TIP. To ensure that a paper is produced that identifies the agreed plan to resolve this issue.	AS
Status	Cleared. Meeting held on procedures around ITM handling Documented by Bruce Talmage.	13 Nov
Action 2906	To arrange for Colin Oudot and John Dicks to present the status of KPRs and the creation and control of the top ten business issues at the next Checkpoint.	JF
Status	Cleared.	13 Nov
Action 2907	To forward details of Help Desk calls on the EPOSS Usability trials to AR.	JP
Status	Cleared.	13 Nov

Action 2908	To advise DM of the benefit and gain (balancing resources and effort) to be made should the EPOSS Usability Trial be extended to an ECCO office.	JP 13 Nov
Status	Cleared.	
Action 2909	To liaise with Anne Colliss and obtain direct and genuine comments from the subpostofficers at Handside and Pangbourne concerning the EPOSS Usability Trial and forward to RS for circulation.	JP 13 Nov
Status	Ongoing. Action to be carried forward.	
Action 2910	To discuss with GC and PJ what to include in the next milestone and issues list.	AS/RS 13 Nov
Status	Ongoing. Action to be carried forward.	
Action 2911	To check the Risk list and review the risk scale with AS.	MC 13 Nov
Status	Ongoing. Action to be carried forward.	

ICL Pathway NR2 Progress Summary for Input to Checkpoint Meeting 19th November 1998

PLANNING

Version 6.0 of the ICL Pathway L1 plan was issued to Horizon at the last Checkpoint meeting.

Version 0.6 of the POCL L0 plan (mentioned at the last Checkpoint meeting) has not been published.

The POCL L1 plans expected at the end of October have not been published.

ICL Pathway has received preliminary comments on the Implementation set of Handshake milestones issued to POCL on 17th September. These are being processed. Comments on Acceptance and Customer Service are expected from POCL by 20th November.

SYSTEM TESTING

EPOSS Main Pass has been completed. Regression testing is taking place awaiting commencement of final pass.

TPS Final Pass has commenced.

The BPS Final Pass continues on schedule testing core child benefit functionality before testing Reconciliation and Recovery.

MIS Final Pass has commenced. The test period has been extended due to the incorporation of revised tests for the common charging system.

Training main pass testing (cycle 2) of EPOSS in training mode has completed. An additional 3rd cycle has been introduced to complete testing of BES functionality prior to commencing final pass.

TECHNICAL & SECURITY TESTING

Performance

Tests of the interface between the Host and the TIP Local gateway PC and between the Local gateway and the TIP remote gateway PC completed with one exception. This relates to testing checking the effects of latency on the link. This has proven difficult to emulate on the test link from Bracknell and we are investigating using the real link from Feltham. APS Bulk Harvester testing (Test 4.7) has now started.

Security

The MOT increments have been delivered into security testing and the rig rebuilt to this level. Testing on this build has commenced.

Technical Integrity & Networking

Testing in this area continues to make good progress.

Systems Management

The period has been spent taking on board the MOT increments and running PinICL clearance tests. In the past week the number of outstanding incidents in the team has been halved in the past week.

BIT TESTING

BIT Main Pass

BIT Cycle 5 has completed. The rig has been upgraded with MOT increments. Regression and blitz testing is underway prior to the commencement of final pass on 25th November.

BIT Y2K

Currently 4 days out of 10 have been completed.

Issues with Reference Data (no Year 2000 Cash Account periods) have been resolved, and system test Y2K specific reference data generated.

Difficulties have been encountered processing the CAPS files which has caused some delay. These have concerned missing data and late delivery of files. The delay is manageable within existing plans but any further slippage will impact cycle completion. Zero PinICLs have been raised in the period.

BIT Migration

BIT Migration main pass cycle 2 commenced 9th November.

END TO END TESTING

Following the problems at the start of this cycle processing has continued to run on a day for day basis, some 6 days behind the original schedule. This means that we completed test Day 25 on 12th November.

The rate of rejection of TIP files has significantly improved over this period, especially in the past week. In the two week period of 99 files sent 18 were rejected. Four of these were for errors in the TIP validation routines, two because files cannot be handled by TIP between 00:00 and 03:00 on the first of the month, two because reference data changes were applied by Pathway earlier than at TIP, and two where the file was created after 03:00 on the day after the transaction day.

In the past three days no files have been rejected by TIP (28 files)

Difficulties were experienced at the beginning of this period receiving payment files from CAPS in sync with the scheduled test payment at the counter. The rejection of payment files gave rise to concern in both Pathway

and CAPS. On investigation this proved to be because of missing beneficiary information from CAPS. This was resolved by a complete redelivery of all files for testing days 9, 10 and 11 during the processing of testing day 16 (03/11/98). Whilst this led to a large number of exceptions due to duplication it enabled the remaining issue to be resolved. Problems have been experienced with carded casual agents, however there has been one processed

At the beginning of the week we experienced some delays in receiving OBCS files due to problems at their end. These were resolved with one file then arriving a day late. The delayed transactions were advised to POCL.

MODEL OFFICE

Following the first lost day on MOR3, all processing has continued day for day.

Following the initial start problems, the re-set of dates has impacted TPS processing of files for TIP. The TPS date was not correctly re-set and allowed this area of the system to run out of step. When this was resolved, all outstanding files were released to TIP. These underwent the same type of TIP file rejections experienced in E2E.

CAPS files were regularly received and processed, not experiencing the problems detected in E2E.

TRAINING DEVELOPMENT

Meeting took place on 28th October to discuss feedback from Counter Assistants Dry Run. Changes were agreed. The course has been approved in principal and formal sign-off is awaited

The dry run of the Counter Managers course took place on 9-10 November. This supported the balancing process. The course has been approved in principal and formal sign-off is awaited. There is no further dry run planned but Pathway has offered to repeat the course for those who could not attend the re-arranged course.

The Branch Assistants event will be dry run on 17th November.

Authority to issue the Live Trial User Awareness invitations is still awaited

EPOSS USABILITY STUDY

The study finished on 31/10/98 and the hardware has been removed. A final debrief took place on 12th November at FEL01. The feedback has been valuable and appropriate actions have been placed to address the issues identified.

ACCEPTANCE PREPARATION & TESTING

Signed CCNs covering eight of the ten Acceptance Specifications were received 3/11. Pathway was previously notified that the other two, those for TIP and DSS Interface, were subject to further review.

Further comments from DSS were received on 27/10 for PAS (third tranche), CMS (fourth) and DSS Interface (fifth). All were responded to within 48 hours, but new Acceptance Specifications for approval and changes to the BIT script will be required. As a result of changes for these and previous comments the BIT rehearsal cycle currently in progress has been disqualified and will have to be partly repeated. Final Pass of BIT is now scheduled to start 25/11.

Issues concerning the POCL Infrastructure and Help Desk specifications have been resolved.

Trials activity for OBCS and APS completed satisfactorily and a small number incidents arising are being resolved.

Problem (RED) Acceptance Specifications are Reference Data, where use of E2E and DIT may meet the request for an end-to-end demonstration of data movement; Rollout, where Pathway is preparing a blank rollout completion pack; and Reconciliation, where comments were due 22/10.

An external audit of Pathway's T&I Acceptance process was satisfactorily completed.

REFERENCE DATA

Live Reference Data

The 'Live' reference populated counters were installed in Farnborough for use by OSG on the 5th. November. Cash Accounts were produced and printed before handing over to OSG. Problems with the installed counters have been notified by OSG. There is an intention of providing a refresh of the counters this week and later when the MOT increments are applied.

ISDN lines have been installed at Farnborough to support this.

Item Transaction Mode

A meeting held in Chesterfield discussed the processes to be implemented to address the problem of error rejection from TIP. The TIP/Pathway interface rejects the full transferred file, when any record is found to be erroneous. TIP's position is that the specification was signed 2 years ago and any change to the system requires a change request. Bruce Talmage has agreed to progress this with Horizon Product QA management. The TIP system also rejects RDS files in the same way.

Type 'B' Interface

Test files of the suggested new format have been received and circulated in Pathway. It is forecast that a response to RDS, Chesterfield will be made by the 13th November.

Interface Support Procedures

A meeting to discuss the above was held in Chesterfield on the 4th. November. It was agreed to produce the procedures and interface protocols before the end of November.

NATIONAL ROLL OUT PREPARATION

Customer Education

No progress. Change request for phased benefit roll-out awaited. This will soon be critical.

A letter has been sent to POCL dated 30th September explaining how customer education might work together with the key milestone dates. The letter also outlines projected costs but to progress things formally ICL Pathway would require a change request.

Implementation**Metrics**Status as at 8th November 1998:

Activity	Previous Total	Current Total
RGM letters issued	5758	6399
MIB events held	99	111
MIB attendees	4561	4806*
Site Surveys undertaken	3116	3688
Site Re-surveys Required	890	1215
Site Re-surveys undertaken	628	814
Site Modifications done	124	239**
Site Preparations done	0	40
Sites RFI	0	0
User Awareness Events held	0	0
UAE attendees	0	0
ISDN lines installed	0	0
Training Events held	0	0
Trained Users	0	0
Sites Installed	0	0
Sites Accepted	0	0

* Note: The information regarding the number of MIB attendees during week ending 08/11/98 is not currently available.

** Note: This figure does not include modification work in IP2. This information is not currently available.

NB. The above National Rollout statistics exclude Live Trial.

Live Trial

- The preparations are continuing in the additional live trial offices and are scheduled to complete by the end of November.

Schedules for the necessary remedial work in the 204 outlets have been produced and the work has now started in offices requiring minor modifications.

HORIZON REPLAN STATUS REPORT

18th NOVEMBER 1998

Planning

- Commercial discussions are ongoing between all three parties. These include ICL Pathway proposed changes to the acceptance process.
- Plans based on starting migration in early March and completing by the end of the month are now well advanced and agreed in principle (though see below). It is still proposed to start NRO in July though the precise date has yet to be agreed. This is dependent on the start date for live trial which is currently set for 5th April (on Pathway's plans) but 12th April.
- No decision regarding the Data Centre migration weekend has yet been made. The suggestion of the weekend before Easter (27th/28th March), although coinciding with the POCL year end, appears to be acceptable. However, CAPS have now stated that they have work scheduled for this weekend and discussions are ongoing to resolve the dates.
- A new Horizon Level 0 plan (Version 6) based on the revised dates has been published and sent to Pathway. Work is in hand to understand and rationalise the differences between this and Pathway's plan.
- CAPS have provided details about the contents of their Release 4. A Change Request to include on-line enquiries into CAPS 3.5 has been raised.
- A paper describing the Release Contents of NR2 (Child Benefit only) has been produced but this needs re-writing once Pathway have agreed the RCD itself. *→ not true*

Testing

- MOR3 counter activity is progressing well although still one day behind schedule. File transfer to TIP has improved though this is not yet satisfactory. It is anticipated that MOR3 will complete on Monday 16th November.
- E2E cycle 2 continues and is currently 7 days behind schedule. There are continuing errors with the Cash Account though there has been some improvement. Nevertheless, the large number of faults in this area suggest that this aspect of the system is not yet robust. This cycle is due to be completed next Friday 20th November and a decision is required as to how to proceed to correct the cash account and validate the interface with ITIP.
- Whereas there is overall progress against the declared testing scripts, there is general concern that the business objectives are not being satisfactorily met particularly with the ability to produce correct accounting and reconciliation results at the POCL end of the process.

Development

- The EPOSS Usability Trial has now been concluded.

- A meeting to discuss the procedures that should be adopted as the result of discrepancies arising from item transaction modes was convened. This has agreed a way forward for testing but further work is necessary by TIP to assess the business impact and (minimal) code change necessary if TIP accepts all transactions which would have been rejected. There is also a need to understand how discrepancies in item transaction data arise in reference data held by Pathway and TIP. This work should be concluded by 30th November.

Migration

- A workshop has agreed the processes and procedures to be adopted for migrating offices. As a result there is a need for new Reference Data and this is in hand. This is unlikely to be achieved prior to MOT and separate tests need to be established to check all the obscure scenarios that might exist. Pathway are looking at establishing such tests and ensuring that procedures are modified accordingly. Some changes to MiEcco are to be made to cater for missing products on Reference Data and assisting the HFSO with reconciling the outcome.
- A proposal from Pathway to commence migration on Monday 1st March, with rehearsals undertaken in the weekends before this, is being assessed. In principle there is some merit in this and we await clarification of some points before finally ratifying.

Live Trial

- There has been limited progress, particularly with BA, due to the uncertainty surrounding the commercial discussions on acceptance and the implications this will have on the positioning of the Live Trial.
- Sign off of the Acceptance Specifications has not moved forward well although meetings to resolve the discrepancies have been convened. It now appears that it will be December before all will be approved.
- The position regarding surveys of the 204 post offices taking part in the trial have not changed in the last two weeks. There are still 14 where solutions have been proposed but not yet agreed. The 5 with "no solutions" have been re-surveyed and solutions, acceptable to the post office, identified for each. Two offices, West Duddow and Nether Whitton require a "trolley solution" and prototypes have been promised by Pathway prior to Christmas.

National Rollout

- The trigger, five weeks into the Live trial, and the ability for Pathway to cope with a 10 week implementation window (including system aspects such as the rollout database) are still being discussed.
- The dry-run of the training for postal officers, including the Stock Unit Balancing, is scheduled for 17th November. The ability to complete the training within a working day is a serious concern since it appears currently that 10 hours are required.

Service Management

- Work continues to develop the new Support centre and recruit staff. A draft plan has been developed and this is being impacted. The version for general circulation is expected at the end of November.

Reference Data

- The interface specification for Class B Reference data has been largely agreed and sample files are being sent to Pathway for examination. Some final issues are being resolved.
- New products and new mapping tables are being produced for the migration tools.

Release 2 plus (Rod - can you find latest on CCNs and the RCD ?)

- A caveat on the CCN for LFS has been raised regarding the need for a clear Quality Plan to enable Horizon and Pathway to manage the development. This will need to be negotiated with Pathway as a matter of urgency if agreement on the CCN is not to be further delayed.
- The CCN for soft EVP (142E concerning score Card entries) is still being negotiated.
- The comments on the RCD have been passed to Pathway for clarification. Of the 272 comments on the SADD 5.1, 143 related to Pathway issues and a meeting with John Dicks has been arranged for next week.

16th November 1998

Actions Arising from Programme Review - V. 3.0 (@ 6 November 98)

Area	Responsibility	Target Date	Complete
A. NR2+			
1. Document meeting notes from 12/10	A.Simpkins (AS)	Wed 14/10	*
Design Actions			
2. Outstanding CCNs to be signed off	J Meagher (JM) / D Miller (DM) / P Crahan (PC)	Fri 30/10	* <i>nom. office</i>
• Card reader failure • 2nd line of address • LFS • CCNs 142 and 117 have also been identified as urgent for sign-off			
3. RCD/SADD/SFS for NR2+ - comments required by 30/10 (sign off target is end November)	JM	Fri 30/10	*
4. Prepare detailed functional requirements of POCL system deliverables for NR2+	JM	Fri 27/11	
4. BA to provide view on proof of concept/proof of product and approach to be agreed by all parties	VG / M Coombs (MC) / DM	Fri 30/10	
5a. Provide written confirmation of contents of CAPS 4.0, mapping to releases of contents of DIDVR 1401, and arrange CRs to confirm	V Gaskell (VG)	Fri 23/10	CRs still awaited
5b. Formally agree DIDVR for CAPS 3.5 (to include On-Line Enquiries)	C Galloway/MC	Fri 30/10	on 3.5 and 4.0
6. Arrange review of change request process around DIDVRs Planning Actions	C Oudot	Fri 23/10	*
7. Provide more detailed plans for POCL developments in support of NR2+ (including strategy for AP Client migration and Op-TIP) and reflect in Critical Path	JM / AS	Fri 6/11	
8. Confirm April (Easter) 2000 dates for CAPS 4.0 and NR2+ go-live (note Easter Sunday is 23/4/00)	VG / MC / AS	Fri 23/10	
9. Arrange planning workshop (by 11/11) on NR2+ testing, dependencies and live rollout	AS	Wed 11/11	*
10. Incorporate key decision points into Critical Path	AS	Wed 15/11	
B. NR2/ChB Testing and Live Trial			
Confirm Testing Plans			
1. Arrange workshop (by 23/10) to develop detailed plans for execution of remaining cycles/use of testing contingency	S. Rilot (SR) / VG	Fri 16/10	*
2. Review current issues and revised testing proposals with POCL systems (TIP and Reference Data)	SR / AS	Fri 23/10	*
3. Issue revised detailed plan for MO and E2E testing following above meetings	SR	Mon 26/10	*
RAB and Migration			
4a. Provide dates on which CAPS could support data centre migration weekend and 'lead time' required for final decision (reflect output from 5 below)	VG	Fri 30/10	*
4b. Confirm whether weekend of 25/26 March for data centre migration acceptable for POCL	AS	Mon 9/11	
5. Arrange meeting (before 30/10) to agree approach to contingency at end of MOT/split RAB process & earlier start to migration (using output from 3 and 4)	AS	Fri 16/10	*
Live Trial			
6. Arrange meeting (before 30/10) to confirm live trial duration and use of 'unallocated' period	AS	Fri 16/10	*
7. Reassess NRO date in light of above actions with all parties (awaiting outcome of 4 b)	DM	Fri 30/10	

*doesn't inhibit current plans
leave open a bit to change*

C. Consistent and Complete Design			
1.	EPOSS validation to be completed by end Oct 98.	JM	Fri 30/10
2.	Assess any impact of 1. on acceptance plans	JM / N Mohindra (NM)	Fri 30/10
3.	Assess findings from EPOSS Usability Trial	JM	Fri 13 Nov
4.	Issue Frame Relay CCN Area	PJ, MC	Fri 30/10
		Responsibility	Target Date
5.	Issue PSTN CCN	PJ, MC	November
6.	Trolley Mobile Solutions need to be formally approved	MC / DM / PC	November
7.	Laptop mobile solution to be provided within NR2+ Design	MC	January 99
8.	Confirm additional actions to be taken prior to NRO to strengthen control of Reference Data	Jan Topham	Fri 13/11
D. Scalability and Performance Of E2E System			
1.	Hold Scalability workshop	Pathway/ BA / Horizon / PA	Thu 15/10 *
2.	Agree any actions arising	MC / PC / JM	Fri 16/10 *
E. Acceptance & Release Authorisation			
1.	Revise detailed Acceptance Plans in light of agreement on Critical Path Plan and commercial negotiations	NM / JM	Fri 23/10
2.	Confirm plans with other parties following agreement on E1	NM / JM / J.Dicks / P Wootton	Fri 30/10
3.	Agree witness/ execution approach	JM	Fri 30/10
4.	Formally sign off the ten agreed acceptance specs	DM	Fri 16/10 *
5.	Sign off remaining acceptance specs	DM	Mon 9/11
6.	Arrange commercial forum by 30/10 to clear outstanding acceptance issues (length of storage of data, BES/PAS boundary, OPS/TMS boundary) - following outcome of commercial discussions	DM	Fri 16/10
7.	Agree criteria for the NR2 ChB RAB with all parties	NM	Mon 19/10 *
8.	Issue proposals for reporting on progress towards NR2 ChB RAB in order to enable clear decision making	NM	Fri 30/10 *
9.	Clarify RAB and acceptance process around multi-benefit card rollout and NR2+	NM	Fri 13/11
F. Service Management Environment			
1.	SEMA scoping exercise to be completed by 16/10	A. Radka (AR)	Fri 16/10 *
2.	Issue detailed approach and plans for POCL SM support for Live Trial (procedures, recruitment, training)	AR	Fri 27/11
3.	Review interim support actions on Critical Path	AS	Fri 13/11
4.	Identify how POCL SM support procedures are to be tested prior to Live Trial	AR	Fri 27/11
5.	Hold E2E SM walkthrough and prepare report	DM/VG/AR	Wed 18/11
6.	Confirm and clarify roles of POCL and Pathway SM	AR/S Muchow	Fri 27/11
7.	Issue detailed plans for POCL SM support to national rollout	AR	Fri 27/11
8.	Issue confirmed arrangements, including staffing, for POCL 'management of service provider'	DM / AR	Fri 4/12
9.	Finalise incorporation of all SM arrangements into plans and Critical Path	AR / AS	Fri 4/12
G. POCL Office Rollout			
1.	Clarify approach and options for use of the November 2000 to March 2001 contingency for rollout	MC	Fri 30/10

H. Horizon Programme Office Management

- | | | | | |
|----|---|-----------------|-----------|---|
| 1. | Update management teams on status following Critical Path plan submitted on 14/10 | DM / VG / MC | Fri 16/10 | * |
| 2. | Validate and reissue Critical Path Plan following planning meetings identified above - interim issued on 28/10, now awaiting A.7,A.9 and B.4b | AS | Wed 11/11 | |
| 3. | Revise Horizon Level 0 and Level 1 plans in light of updated Critical Path | Dara Forde (DF) | Fri 6/11 | |
| 4. | Revise supporting Pathway and CAPS plans | MC / VG | Fri 13/11 | |
| 5. | Systematise release management and issue escalation processes across the Programme | DM/AS/DF | Fri 13/11 | |

Andrew Simpkins
6/11/98

Please advise me of changes to this Action Plan on:

☐ GRO or
☐ GRO (mobile)