

**PINICL IMPACT ASSESSMENT TEAM (PIAT)
PROCESS DESCRIPTION**

Ref: SU/PRD/013

DOCUMENT TITLE: PIAT Process Description

VERSION: Version 1

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REFERENCE: piatpd.vo1

DISTRIBUTION:

John Dicks	Pathway
John Meagher	PDA - Development
Janet Leach	PDA - Testing
Gareth Lewis	PDA - Security
Wayne Stephens	BA
Colin Galloway	CAPS
Ruth Holleran	POCL

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1. INTRODUCTION

1.1 The high level process for the resolution of PINICLs has been described in “PinICL Issue Resolution Process” and the aims and objectives of the various groupings involved in the process are similarly described in “PINICL Forums - Aims and Objectives”. Both of these documents are attached to this paper as annex A and B respectively.

1.2 The purpose of this document is to describe the process that will be followed by the PINICL Impact Assessment Team in discharging its responsibilities and in interfacing with the other forums.

2. MEMBERSHIP OF PIAT

Colin Oudot - PDA Product Management

Gareth Lewis - PDA Security

Janet Leach - PDA Testing

Other Non-Core members will be consulted as and when required.

3. PURPOSE

3.1 To assess and document the business impact of outstanding faults in the Pathway solution that are referred to it by Pathway for consideration of a deferral of the appropriate fix.

3.2 Develop and document a workaround to the known problem where this is required to maintain a viable release.

3.3 To obtain sponsor approval for known problem, and any proposed workaround, to be entered on the Known Problem Register (KPR) when necessary.

3.4 Advise Pathway of any problems which they have submitted to the PIAT which are not accepted for entry to the KPR and therefore must be resolved.

3.5 To agree the target time for subsequent introduction of a problem resolution to the operational environment.

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4. METHOD

4.1 All PINICLs which Pathway wish to propose for entry to the KPR will be sent by E-Mail to each of the PIAT Members.

4.2 PIAT members will make an initial response to Colin Oudot by the end of the working day following receipt.

4.3 If there are contradictory comments then CO will be responsible for resolving either by telephone or arranging a meeting.

4.4 If acceptance is recommended then CO will be responsible for obtaining written Sponsor approval from;

- 0 Colin Galloway - CAPS
- 1 Ruth Holleran - POCL
- 2 Wayne Stephens - BA

4.5 If PIAT, or Sponsors, are rejecting the proposal then CO will inform John Dicks (Pathway) in writing.

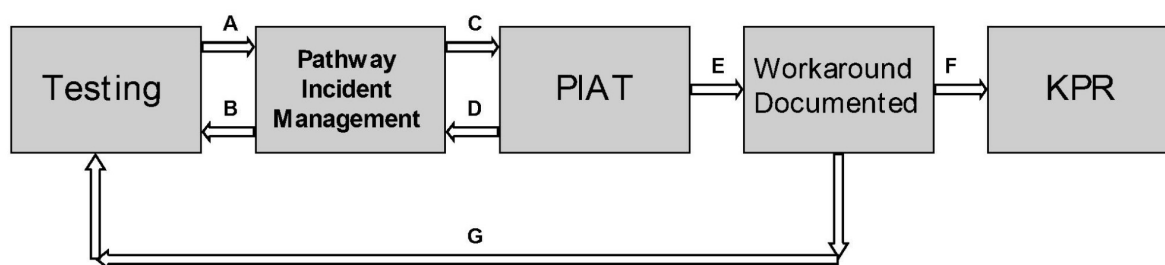
5. KNOWN PROBLEM REGISTER (KPR)

5.1 If a known fault is accepted for deferral by the Sponsors then it will be entered on to the KPR. This will have the effect of extending the functionality excluded from this release as defined in the Release Contents Description and will form part of the evidence submitted to the Release Authorisation Board.

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ANNEX A

PinICL Issue Resolution Process



A - Uncleared PinICLs
- Disagreements on Priority

B - Instruction to fix or close
- Resolution on Priority or Closure disputed

C - Proposals for entry to KPR
- Disagreements on priority or closure that need to be escalated

D - Instructions to fix or close
- Resolutions on priority or closure

E - Agreed workarounds for known faults

F - Entries to KPR

G - Notification of Revised Scope

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ANNEX B

TESTING - Aims

To ensure that there is a common understanding on the status and priority of all PINICLs

Objectives

- a) To agree which PINICLs are faults
- b) Monitor fixes and retests
- c) Agree closures
- d) Agree a priority classification for PinICLs
- e) refer to PIM any items under a, c or d that cannot be agreed
- f) refer to PIM any PINICLs that it believes cannot be cleared in release timescales

Methods

- 1) Joint review of each new PINICL raised to agree priority and that it is a fault.
- 2) daily review of all PINICLs closed previous day

PIM - Aims

To ensure that urgent decisions are made on any PINICLs that have become potential issues

Objectives

- a) Consider all items referred to it under e or f above
- b) for items referred under e either resolve or refer on to PIAT
- c) for items referred under f either return for fix or pass to PIAT for consideration of entry to KPR

Methods

- 1) Consideration by individual officer of all issues referred to it
- 2) Referral to PIAT by E-mail

PIAT - Aims

To provide PDA/sponsor assurance on PINICL issue resolution

Objectives

- a) Make decision on items referred to it under b above
- b) For items referred to it under c above assess business impact, potential workaround and obtain sponsor approval or rejection.

Methods

- 1) E-mail responses to officer with lead responsibility (normally member of Prod. Man but may be assigned to Testing or Security.
- 2) By exception all parties may be required to meet.

KPR - Once an item is included on the KPR with sponsor approval it becomes a contractual extension to the Release Contents Description.