

Acceptance Workshop (7)

Gavrelle House - 09:30 – 18:00 on Friday 17th September 1999

ACTION Points

Attendees:

Expert: Peter Copping

POCL: Keith Baines, John Meagher, Ruth Holleran, Jeff Austin (minutes), Mark Burley (376, 378), Calum Craig (376, 378), Andrew Simpkins (plan)

Pathway: Tony Oppenheim, John Dicks, Steve Muchow (298, 408), Dave Hollingsworth (298), Dave Cook (412), John Pope (376, 378), Mike Coombes (plan)

AI 218 Training

	Work shop		Action Date	Workshop Date
10.	3	POCL (Steve Grayston) and Pathway (Liam Foley) to progress and agree the rectification plan. Workshop 4 Update: Plan being discussed at working group on 8 Sept. Outcome to be brought to this group. Workshop 5 Update: Rectification plan now subject to some detailed changes. Confirm agreement to this group. Workshop 7 Update: Not discussed.		6 th Sept 9 th Sept 17 th Sept
11.	5	Pathway to provide final AI analysis form and POCL to confirm agreement. Workshop 7 Update: Not discussed.		17 th Sept

AI 298 System Stability

	Work shop		Action Date	Workshop Date
3.	2	<p>Pathway will develop a policy document describing how they will minimise the risk of destabilising the system in subsequent releases. Policy document to be issued and discussed with POCL (Jeremy Folkes to arrange POCL participants) in advance of discussions at this group.</p> <p>Workshop 6 Update: Workshop 5 action carried forward.</p> <p>Workshop 7 Update: Not discussed.</p>	<p>9th Sept</p> <p>14th Sept</p>	<p>13th Sept</p> <p>17th Sept</p>
5.	3	<p>Additional stability issues have been noted by POCL (e.g. hour glass appearing at unexpected times). POCL (John Meagher) to ensure that Pathway is kept up to date with new types of incidents as seen by POCL.</p> <p>Workshop 7 Update: JM stated that the hour glass problems are that there is no indication of the period of time to complete the operation and that it appears (and disappears) intermittently. DH explained that it is a function of the “system busy” operation and that whilst, in the short term, it might be possible to adjust parameter / threshold settings, the long term solution might be a slider bar. Tony Oppenheim explained that Pathway could not give a commitment on a long term solution at this time.</p> <p>ACTION Pathway to provide a response on this problem, but not within the scope of the Resolution Plan.</p>	<p>As they occur</p> <p>No date set</p>	
6.	3	<p>To inform the 10th Sept meeting (deciding whether to roll out to the next 158/178 outlets) we need the best view we can get of the data and trends. The working group should provide an initial draft of a management summary report on 6th Sept and a further report for 9th.</p> <p>Workshop 5 Update: Pathway to produce an updated report including categories around disputed calls. This report to be reviewed by POCL.</p> <p>Pathway (Steve Muchow) to consider how to report the data and trends to minimise the effect of new offices’ learning curve calls.</p> <p>Workshop 6 Update: Pathway to produce the next version of the metrics (“Acceptance Incident 298 - Resolution Plan v0.5” includes the system incident metrics). The figures to be available to inform the workshop (see issue 298/7 below). This version to include:</p> <ul style="list-style-type: none"> as an addition to section 5.2, a summary table showing, for each incident category and in total, the metrics to date and the 	<p>14th Sept</p>	<p>6th Sept 9th Sept</p> <p>13th Sept</p> <p>13th Sept</p> <p>17th Sept</p>

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		<ul style="list-style-type: none"> • forecast for weeks 25 and 26 • longer term (6 months) targets which can be monitored at the Delivery Meeting (see Management Forum note at end). This should if possible show the logic for the reductions (e.g. association with fixes to be applied - see 376 output as an example) <p>In addition Pathway (Steve Muchow) to produce a report to show how existing outlets will be monitored separately from newly rolled out outlets (Borough High Street being the first of these).</p> <p>Workshop 7 Update: Discussion focused on the form of measurement. For Pathway, DH proposed the number of re-boots, possibly categorised. For POCL, JM proposed a weighted measure being the product of the time duration of the adverse business impact (e.g. denial of service) and a factor linked to the nature of the business event (e.g. 3 for customer service, 2 for an off-line operation and 1 for other such as log-on, log-off). The time duration should include that of incident workarounds not just re-boots. Issues discussed included the ability to agree targets on these measures based on historic data, the distinction between incidents and advice / guidance and also whether the measurement base should include all live outlets or just the 320 Live Trial ones. No agreement was reached, although Tony Oppenheim stated that Pathway's issues are with the timing, as opposed to the principles, of POCL's proposals and that POCL had changed its position by introducing the new outlets into the measurement.</p> <p>ACTIONS John Meagher to send POCL's proposals to Pathway on Monday. Escalate the issue to Dave Miller and Richard Christou meeting on Monday. (KB / TO to provide briefs.)</p>	17 th Sept	
7.	4	<p>Pathway issued a draft Rectification Plan. POCL (John Meagher) to review and feedback to Pathway (Terry Austin cc: Dave Hollingsworth). Update this meeting.</p> <p>Workshop 6 Update: Pathway (John Dicks) and POCL (Bob Booth) to arrange a workshop to resolve any issues around the rectification plan.</p> <p>Workshop 7 Update: Pathway (Dave Hollingsworth) tabled (CR/ACD/298 v0.6 16/9/99), an updated version of the Resolution Plan for AI 298. John Meagher reported general satisfaction with progress and therefore an agreed resolution plan subject to final review by Jeremy Folkes and Bob Booth and to the inclusion of incident workarounds as well as re-boots (see also item 6 above concerning metrics). In connection with section 5.2.4, it was agreed that the long term target should be an average of one per four months – this to include all incidents not just re-boots.</p> <p>ACTION Jeremy Folkes and Bob Booth to review Resolution Plan v0.6 today (JM). (Note however that the failure to agree on the metrics (item 6) means that the Resolution Plan is not acceptable to POCL.)</p>	9 th Sept 15 th Sept 17 th Sept.	9 th Sept 17 th Sept

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8.	4	Pathway to clarify whether in the Long Term Stability Policy document there is just going to be testing, or whether other elements of the development life-cycle will be part of the approach. Workshop 7 Update: Not discussed.		9 th Sept
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AI 314 - Provision of Technical Documentation

	Worksh op		Action Date	Workshop Date
3.	3	Pathway will produce a revised version of CS/SPE/007 including: (i) the document will contain Pathway specific APIs as will be required for the development process; (ii) an undertaking to provide a list of 'excluded' Riposte APIs which are in conflict with the Pathway implementation; (iii) addition of an appendix containing technical details of Systems Management and Key Management that would be subject to an NDA; (iv) Pathway to add a new section on standards. Pathway to report progress to this group having discussed the revised draft with POCL. Workshop 4 Update: Note the change in date for review by this group. Workshop 5 Update: Document agreed. Pathway to raise final AI analysis form and POCL to confirm agreement. Workshop 7 Update: Not discussed.	13 th Sept	17 th Sept

AI 369 - Scanner Reliability

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	Workshop		Action Date	Workshop Date
3.	3	<p>Pathway (Steve Muchow) and POCL (Karen Rogers) to develop an action plan for the “roving lab” to pick up reject books as they occur. Target is for the lab to be in operation on 7th and/or 9th Sept. Pathway will attempt to provide bar-code evaluation equipment as part of the lab.</p> <p>Workshop 5 Update: Roving Lab in NE 9th Sept . Feed back outcome to this meeting.</p> <p>Workshop 6 Update: Joint report on outcome to be written.</p> <p>Workshop 7 Update: Pathway tabled a joint report (OBCS Scan Issue v0.1 dated 15/09/99) on the outcome of the investigation in two outlets in Newcastle and Gateshead.</p>	<p>3rd Sept</p> <p>14th Sept</p>	<p>13th Sept</p> <p>17th Sept</p>
6.	5	<p>POCL (John Meagher) and Pathway (John Dicks) to develop a joint rectification plan for presentation to DSS. This rectification plan to include the targeting of cluster offices (Pathway providing the MIS/POCL to determine and manage the process for dealing with problem offices).</p> <p>Workshop 6 Update: POCL (John Meagher) has arranged to meet DSS (Paul Wootton) on 16th Sept to present outcome of work to date and proposals going forward. John Meagher to agree with Pathway (John Dicks) whether Pathway representation required.</p> <p>Pathway to provide evidence and representation of statistics (content to be agreed with John Meagher).</p> <p>Workshop 7 Update: DSS have agreed to the interception of OBCS books on failure. Objective is to achieve failure rate parity with ESNS or provide valid reasons for any variance. Pathway has provided a table showing the proportion of failures contributed by two offices (see CR/ACD/001 page 3 item 369 – 6 – 5).</p> <p>ACTIONS</p> <p>Karen Rogers and John Dicks to determine location of roving laboratory in NE (Gateshead) and to confirm test procedures (e.g. re-test in situ if books can be scanned OK in lab).</p> <p>Karen Rogers to complete v0.2 of the Rectification Plan by Monday and pass to John Dicks.</p>	<p>15th Sept</p> <p>15th Sept</p> <p>15th Sept</p> <p>20th Sept.</p>	<p>17th Sept</p>
7.	6	<p>POCL (John Meagher) to determine POCL’s view of this as an incident. This view to be communicated to Pathway (Tony Oppenheim) by close of play 15th Sept.</p> <p>Workshop 7 Update: POCL view this to be medium severity with an agreed resolution plan. Pathway has therefore agreed to recategorise as Medium severity and has issued a final AIA form referring to v0.2 of the Rectification Plan (see above).</p>	<p>15th Sept</p>	<p>17th Sept.</p>

AI 372 - Systems Management

	Worksh op		Action Date	Workshop Date
3.	3	<p>Pathway to document the resolution proposal as an AI Analysis form.</p> <p>Workshop 4 Update: Note change in date for next review at this meeting.</p> <p>Workshop 7 Update: AIA form and resolution proposal v0.4 issued by Pathway on 16th Sept. POCL accept the proposal. Closed</p>		13 th Sept.
4.	4	<p>POCL to review whether re-down-loading of Riposte file is an acceptable part of the test.</p> <p>Workshop 5 Update: It is not acceptable to POCL that re-down loading Riposte as part of the Systems Management test. Pathway to produce provisional release note for the test drop and discuss this with POCL (Bob Booth in Jeremy Folke's absence.)</p> <p>Workshop 6 Update: As changes to Riposte have to be part of the test drop, Pathway plan that the drop circa 17 Sept should constitute the test. Pathway to confirm details of the drop for POCL to review. POCL (Bob Booth) to feed back any issues to Pathway for joint resolution by end 15th Sept. Bob Booth to ensure Keith Baines knows status 16th Sept a.m.</p> <p>Workshop 7 Update: It is now planned to have two drops in the test and this is accepted.</p>	<p>9th Sept</p> <p>15th Sept</p>	<p>9th Sept</p> <p>13th Sept</p> <p>17th Sept</p>

AI 376 Data Integrity

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	Worksh op		Action Date	Workshop Date
2.	2	<p>Pathway needs to make clear the OBC procedures and practice that will be in place, both up to CSR+ and after CSR+, for:</p> <ul style="list-style-type: none"> changing the status of core products to non-core decreasing the availability of non-core products. <p>This to be documented by Pathway (referring to existing documents where appropriate) and reviewed by Working Group (see 1). There will be a test of the agreed (interim) procedures by releasing currently suppressed changes through a managed programme. This test to be planned by 2nd Sept and progressed sufficiently to assure the procedures by 9th or 13th Workshop. Flag up on 2nd Sept Workshop if problems with progress.</p> <p>Workshop 3 Update: See new action 376/10 below.</p> <p>Workshop 5 Update: Because of the nature of the process to release the embargoed reference data changes, it will not be possible to manage the release, test the fix and report back in the remaining time for Acceptance. Determine the implications of this at next meeting - each party to determine appropriate representation for the discussion.</p> <p>Workshop 6 Update: It has been agreed that it is now safe to release the embargoed changes into the live environment. This will now take place. POCL and Pathway to determine how the procedures will be “tested” (monitor their operation in the live environment).</p> <p>NB. The release of the embargoed changes and the testing of the procedures will occur after the associated fix which will be implemented on the 14th Sept.</p> <p>Workshop 7 Update: Not separately discussed.</p>	2 nd Sept	9 th or 13 th Sept
				13 th Sept
			14 th Sept	17 th Sept

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5.	2	Pathway are proposing a 3-level data integrity check to be implemented in December. This needs to be documented as a high level design including failure state analysis. POCL (Calum Craig, Graeme Seedall, Martin Box and Jeremy Folkes) to be involved in interactive walkthroughs during the development of the design. Report progress and issues to this group.	3 rd Sept	6 th Sept.
		Workshop 4 Update: POCL consider high level design generally good. Further joint work needs to be undertaken on: <ul style="list-style-type: none"> failure scenarios. POCL will undertake an internal review of the design (including TIP and TP) to determine failure scenarios. These will be documented and fed back to John Pope by close of play 9th. John Pope (calling on others if required) will identify how these scenarios will be dealt with. Update at this meeting operating procedures. The development of the operating procedures, including reporting failures to TIP, will be included in the rectification plan. (see 8 below) 	9 th Sept	13 th Sept
		Workshop 5 Update: POCL review identified failure scenarios and some issues with the high level design which needed clarification. (It was reconfirmed that the high level design was acceptable, but the resolution of detailed aspects of the design may impact the high level design.). POCL and Pathway will meet to discuss the POCL paper “EPOSS/TIP Reconciliation Controls” which summarises the failure scenarios and design issues.	10 th Sept	13 th Sept
		Workshop 6 Update: Progress at 10 Sept was good. Pathway to issue paper (13 th Sept) for POCL review to confirm agreement.	14 th Sept	17 th Sept
		Workshop 7 Update: ACTION Pathway had issued HLD paper for POCL review; POCL to provide written comments to John Pope by 12 noon on Monday, with copy to Calum Craig, to enable John Pope to amend HLD by 2 pm, Monday.	20 th Sept.	

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6.	2	<p>POCL's position is that roll-out should not commence until data integrity can be assured. Ruth Holleran to consider with the Auditors, and report back to this group, whether the current Pathway checks plus, possibly, continuing POCL checks, would be adequate until Pathway's full data integrity checks are in place.</p> <p>Workshop 4 Update: POCL and Pathway need to develop a contingent approach possibly including indemnities. Keith Baines and Tony Oppenheim to meet with lawyers to initiate.</p> <p>Workshop 5 Update: POCL's position remains that this Incident should remain High until the data integrity fix is in place. POCL have further internal meetings to confirm this position. POCL will contact Pathway should further clarification be required. POCL to report back to this meeting.</p> <p>Workshop 6 Update: This will now be part of the contractual discussions being held between POCL (Keith Baines) and Pathway (Tony Oppenheim).</p> <p>Workshop 7 Update: This issue has now focused on the success criteria for NRO resumption, at the review in November. Pathway had previously proposed four weeks operation with $\leq 1.5\%$ error rate.</p> <p>Keith Baines and Ruth Holleran proposed an error rate of 0.6% (the current average is 1.2%) together with six other conditions, five of which are listed in RH's paper and the sixth being a further two weeks period of live running of the permanent Cash Account fix prior to the actual re-commencement of NRO in January.</p> <p>(2) no re-occurrence of ... problems; (3) (4) updates to TIP AIS agreed; (5) ...; (6) new incident ...; (7)</p> <p>Tony Oppenheim responded as follows: 0.6% error rate agreed subject to this being measured as the average of six weeks from 4th October to mid November; maximum of ten working days to analyse each TIP fault (root cause analysis, diagnosis and agree resolution) agreed except for faults requiring diagnostics; further two weeks period agreed subject to agreement on the logistics of the plan. On the basis of the current plan, this condition would lead to a two weeks delay in the planned date for re-commencement of NRO – this was agreed. Re the error rate criterion, the Cash Account does not reconcile and is attributable to an error in the POCL domain. The error rate is to be calculated as the ratio of the number of incidents and the total number of cash accounts during the six weeks period.</p> <p>ACTION Pathway to amend the Resolution Plan to include all seven success criteria.</p>	<p>8th Sept</p> <p>14-16th Sept</p> <p>20th Sept.</p>	<p>6th Sept</p> <p>9th Sept</p> <p>13th Sept</p>
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8.	2	<p>Pathway to prepare rectification plan and present to this group.</p> <p>Workshop 4 Update: Pathway presented CR/ACD/376 “Acceptance Proposal Acceptance Incident 376” version 0.3. POCL to feed back comments.</p> <p>Workshop 5 Update: Pathway to update rectification plan addressing POCL comments provided. Plan to include:</p> <ul style="list-style-type: none"> the process and output for tracking and reporting incidents (along the lines of the current reports to this group) how POCL will be involved with on-going detailed design issues which impact the high level design development of the process/procedures for the December data integrity fix <p>Workshop 6 Update: POCL to review latest version of rectification plan (handed out at meeting). Discuss issues with Pathway and jointly resolve.</p> <p>Workshop 7 Update: Pathway issued Acceptance Resolution Plan for AI 376 (CR/ACD/376 v0.6 16/9/99). Ruth Holleran advised that the main outstanding issue is the absence of a general facility for recovered transactions notified on the RED report to be then transmitted electronically across the TIP interface. Tony Oppenheim / John Pope advised that this had not been Pathway’s interpretation and that there would be difficulties with such a facility including interference with POCL’s data, the possibility of reversing a previously sent file and potentially lengthy development work, which may be unique to each case. John Meagher stated that, in general, the correction of an exception transaction may need joint investigation from POCL and Pathway.</p> <p>Tony Oppenheim further proposed (a) that POCL should have or develop a journal entry facility to deal with RED reports, (b) that Pathway should not alter data on POCL’s transactions (c) that Pathway should concentrate on fixing faults that give rise to exceptions in the first place, (d) £100 compensation per manually entered transaction and (e) that Pathway would undertake ad-hoc development work to achieve electronic transmission in the case of large-scale problems as and when they occurred.</p> <p>ACTION As no agreement was reached, issue to be escalated to Dave Miller and Richard Christou meeting on Monday. (KB / TO to provide briefs.)</p>	<p>9th Sept</p> <p>14th Sept</p> <p>20th Sept.</p>	<p>6th Sept</p> <p>9th Sept</p> <p>13th Sept</p> <p>17th Sept</p>
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9.	3	<p>It was agreed that the working group should continue to meet to monitor and review TIP incidents. Next meeting to have on agenda and feed back to this group:</p> <ul style="list-style-type: none"> any further progress on existing incidents (including PinICL 27748 - see 376/3 above) new incidents raised since last group meeting commission the production of a management summary of incidents highlighting: <ul style="list-style-type: none"> summary of incidents by type of occurrence when related fix(es) introduced rate of occurrence before and after fix new incident types <p>Workshop 4 Update: Draft monitoring report was presented. Working group will update this report including:</p> <ul style="list-style-type: none"> week 23 to be added add notes explaining position of those under investigation fixes forecast <p>Workshop 5 Update: Next report to be presented before the Workshop on 17th Sept</p> <p>Workshop 6 Update: The next report (including week 23 and 24) is now required to inform the contractual discussions. Pathway and POCL (Calum Craig) to produce the report and get to Keith Baines as early as possible on 16th Sept.</p> <p>Workshop 7 Update: Not separately discussed.</p>	3 rd Sept	6 th Sept
			16 th Sept	9 th Sept
			16 th Sept	17 th Sept

AI 378 Incomplete Cash Account Records

	Work shop		Action Date	Workshop Date
2.	2	<p>POCL would like to understand how Pathway have undertaken their design level review to analyse and improve the deficiencies around the cash account to prevent inappropriate interruptions e.g. multiple user key/touch screen entries. Pathway to arrange, Jeremy Folkes to arrange suitable POCL participants. Report back any issues to this group.</p> <p>Workshop 3 Update: The action is focused on the cash account process, but will include possible side-effects of the rectification elsewhere.</p>		6 th Sept

		<p>Note new wording agreed at Workshop 4. Pathway (Alan Ward) and POCL (Jeremy Folkes arranging appropriate participants) to meet by 15th Sept - earlier if possible. Follow on meeting with designer on 20th Sept if necessary</p> <p>Workshop 7 Update: POCL is now content .</p>	15 th Sept	17 th Sept
3.	5	<p>New incidents have occurred. Pathway to report back root cause to next meeting.</p> <p>Workshop 6 Update: It was confirmed that this was the same as the original error. Further clarity required from Pathway (John Pope) whether these new incidents occurred before the associated fix, or whether the fix has been unsuccessful.</p> <p>Workshop 7 Update: Ruth Holleran acknowledged Pathway's explanation. John Pope advised that the fix will be implemented by 1st October. The two weeks observation period thereafter was confirmed as a condition of closure of the fault.</p>	13 th Sept	13 th Sept

AI 391 - Physical Security at Bootle and Wigan

	Worksh op		Action Date	Workshop Date
2.	3	<p>Pathway will obtain and review A&L procedures for vehicle access at Bootle. POCL to be involved in review. Pathway will propose and gain approval to any changes noted in the review. Review to be done in time for action 391/3 by end of 10th Sept should that be required.</p> <p>Workshop 4 Update: NB new workshop date.</p> <p>Workshop 7 Update: Not discussed.</p>	Circa 8 th Sept	13th Sept update
3.	3	<p>POCL to participate in site visit to check deployment of security procedures at Bootle if deemed necessary.</p> <p>Workshop 6 Update: This final issue on the Rectification Plan has now been resolved and so the rectification plan is now agreed.</p> <p>Pathway to raise the final AI Analysis form.</p> <p>Workshop 7 Update: AIA form and resolution proposal v1.0 issued by Pathway on 13th Sept.</p>	10 th Sept	13 th Sept 17 th Sept

AI 408 HSH Performance

	Workshop		Action Date	Workshop Date
6.	2	<p>Pathway to produce a rectification plan for presenting to this group. This plan to include date for when target SLAs will be met.</p> <p>Workshop 5 Update: Pathway to update rectification plan in light of actions 7 and 8 below for review by POCL.</p> <p>Workshop 7 Update: Pathway tabled a Resolution Plan v1.2 dated 16/9/99.</p> <p>It was agreed that the success criteria for the SLA achievement section of the SLA Rectification Plan are that each of six SLA targets should be met in any four out of the six weeks commencing 4/10/99. The six SLA targets are Level 1 Call Type resolution measures A (95% within 5 minutes) and B (100% within 10 minutes), Level 2 Call Type resolution measures A (95% within 30 minutes) and B (100% within 45 minutes), Cash Account calls and calls answered within 20 seconds. Call Types 1 and 2 are to exclude Cash Account calls. The Cash Account calls measure requires further discussion. The four weeks out of six criterion applies separately to each of the six SLA targets. The Resolution Plan to be incorporated into an annex of the Agreement.</p> <p>ACTIONS: RH and SM to agree on Cash Account calls measure as soon as possible. Pathway to amend section 5.3 of the Resolution Plan and send to RH asap on Monday. RH to check and advise KB accordingly by 2 pm on Monday. KB to send Resolution Plan to lawyers by close of play on Monday.</p>	<p>17th Sept. 20th Sept. 20th Sept. 20th Sept.</p>	<p>9th Sept</p> <p>17th Sept</p>
7.	2	<p>Pathway to produce outline proposal on Service Levels for the cash accounting expert domain.</p> <p>Workshop 5 Update: POCL (including Keith Baines, Ruth Holleran) to review Pathway's (including Tony Oppenheim) proposal and discuss.</p> <p>Workshop 7 Update: Proposals for the Cash Account Domain are contained in the Resolution Plan at section 5.2.4.2 consisting of three measures: 100% availability; no repeat calls; adherence to the script sequence. POCL agreed that Pathway could use either POCL Mystery Callers or recording of the script paragraph sequence for assurance of the last measure. Agreed that all Cash Account calls will be monitored accordingly by Pathway from 4 October.</p>	<p>14th Sept</p>	<p>9th Sept</p> <p>17th Sept</p>
8.	5	<p>Performance Service Level statistics for August have been re-produced by Pathway to exclude the cash account calls. POCL to assure that the statistics are being appropriately reported. Pathway and POCL (including Ruth Holleran, Dave McLaughlin, Jerome Brice, Adele Henderson) to meet to review the new service level report.</p> <p>Workshop 7 Update: The new service level report was reviewed by POCL and, except for one item, agreed. The outstanding item, periodicity of reporting, does not affect acceptance.</p>	<p>14th Sept</p>	<p>17th Sept</p>
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AI 412 Service Performance Ad Hoc Reporting

	Workshop		Action Date	Workshop Date
1.	5	<p>POCL and Pathway to meet to review particular examples of concern to POCL (or review all examples on the Pathway log). Report back any issues to this group.</p> <p>Workshop 6 Update: POCL to review response in Pathway's "Acceptance Resolution Plan - Acceptance Incident 412" v0.2</p> <p>Workshop 7 Update: Jerome Brice of POCL had reviewed Pathway's Acceptance Proposal CR/ACD/412 and had commented on failure to meet five of the target EPOSS transaction times in the Service Review Book and on transaction volumes on the Customer Services web page.</p> <p><u>Transaction times</u> Dave Cooke explained that the target is a weighted average of all transaction types and not one for each type. KB agreed but suggested that there was a requirement to report on individual transaction times (of each type). DC explained that Pathway used POCL's benchmark figures and did not measure individual transaction times.</p> <p>ACTIONS (not affecting acceptance) KB to investigate availability of more up-to-date PIVOT times and volumes for benchmark purposes. TO to check the contractual status of EPOSS Benchmark Counter Transaction Times (CS/PRP/014 v1.0).</p> <p><u>Transaction volumes</u> (1) Transaction volumes had not been available on the web site. DC explained that this was an omission but had now been corrected. (2) There are concerns over access to this commercially sensitive data. DC proposed taking up the matter with Paul Westfield before go-live.</p> <p>ACTION JM, with BSM's involvement, to investigate security and access controls with Paul Westfield.</p> <p>POCL agreed Pathway's Resolution Plan for AI 412.</p>	<p>15th Sept</p> <p>No dates set</p> <p>No date set</p>	<p>13th Sept</p> <p>17th Sept</p>
2.	5	<p>Pathway (Steve Muchow) to consider whether it would be appropriate to provide a targeted teach-in to appropriate POCL experts to enable them to focus their ad hoc requests around the Pathway data structures.</p> <p>Workshop 6 Update: POCL to review response in Pathway's "Acceptance Resolution Plan - Acceptance Incident 412" v0.2</p>	<p>15th Sept</p>	<p>13th Sept</p> <p>17th Sept</p>

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		Workshop 7 Update: Not discussed.		
3.	5	<p>POCL and Pathway presented their respective draft papers explaining their view of the issue. The process for ad hoc reporting is documented in CS/PRO/031. The Pathway report highlighted an issue around the availability of data at appropriate points in the reporting cycle. Pathway to provide further information on this for POCL to review.</p> <p>Workshop 6 Update: POCL to review response in Pathway's "Acceptance Resolution Plan - Acceptance Incident 412" v0.2</p> <p>Workshop 7 Update: Jerome Brice of POCL had reviewed Pathway's Acceptance Proposal CR/ACD/412 and had commented on ad-hoc reporting querying the delay in responding and the reasons given. Dave Cooke explained that a combination of the fact that the original email request from POCL had never been received and that a key member of staff had been on leave when POCL later telephoned had led to confusion between Pathway and POCL. See item 1 for further actions.</p>	15 th Sept	13 th Sept 17 th Sept

Agreed Category B And Other Incidents

	Work shop		Action Date	Workshop Date
1.	1	<p>Of the nine Agreed Category B Faults, there are six with agreed resolution plans. It was agreed that ICL Pathway would submit an Acceptance Incident Analysis Form to cover the agreed resolution plan for each of the six Acceptance Incidents for POCL's agreement. (The six incidents are 342, 361, 371, 211, 390 and 395.)</p> <p>Workshop 3 Update: 342, 371, 390 and 395 Analysis forms received. POCL note the request for closure on 371 and 395.</p> <p>Workshop 4 and 5 Update:</p> <ul style="list-style-type: none"> 211 - further 7 incidents investigated. A recent fix, "F1" caused this (and the OBCS read) problem. New fix will be introduced 17th Sept. See action IRP 5 for wider implication of this issue - assuring the regression testing is appropriate for the level of fixes being applied. Pathway to submit an updated AI analysis form including these new incidents and including an update to the rectification plan 342 - No further incidents. Monitoring continuing until 1st Oct 361 - No further incidents. Monitoring continuing until 1st Oct 371 - Reports produced. ATM review to see if appropriate to close. 390 - No further incidents. Monitoring continuing as per rectification plan 	31 st Aug to 5 th Sept	6 th Sept 17 th Sept

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		<ul style="list-style-type: none"> 395 - No further incidents. Monitoring continuing. ATM review to see if appropriate to close. <p>Workshop 7 Update: See Other Actions item 2.</p>		
2.	3	<p>Pathway (John Dicks) and POCL (Jeff Austin) to arrange a review of all remaining Low Severity incidents to resolve any Low/None differences of opinion and to determine the plan for closure. Complete review by 21st Sept.</p> <p>Workshop 7 Update: Not discussed.</p>	21 st Sept	

Integrated Rectification Plan (IRP)

	Work shop		Action Date	Workshop Date
3.	4	<p>POCL (Andrew Simpkins) and Pathway (Mike Coombes and Lawrence Price) to compare plans and resolve issues. Update Pathway plan.</p> <ul style="list-style-type: none"> Feedback issues to this group Issue plan for review by this group <p>Workshop 6 Update: Actions above complete. Further activity required:</p> <ul style="list-style-type: none"> Tony Oppenheim/Keith Baines to advise “planners” Mike Coombes/Andrew Simpkins of criteria changes (see Other Actions 3 below) POCL (Min Burdett to co-ordinate) to review individual Acceptance Incident plans and feed back to Andrew Simpkins prepare a level 1 plan to present separately. Pathway (Lawrence Price) and POCL (Andrew Simpkins) to meet and develop modify the level 2 plan as discussed at the meeting. Ensure that the presentation highlight key connectivities between Acceptance Incidents and the connectivity and impact on the overall programme plan. <p>Workshop 7 Update: ACTIONS (Andrew Simpkins unless otherwise stated)</p> <ul style="list-style-type: none"> The start of NRO should be moved back two weeks to 24th January. The NRO review meeting should remain as 24th November. The review period for AI 211 should be amended to be four weeks from the date of the last fault fix. Ruth Holleran to communicate the above amendment to POCL monitors. 	<p>9th Sept</p> <p>14th Sept</p> <p>15th Sept 16th Sept</p>	<p>9th Sept 13th Sept</p> <p>17th Sept 17th Sept</p>

Acceptance Workshop (7)

Horizon Programme

		<ul style="list-style-type: none"> John Meagher to provide missing information re AI 342 and others to Andrew Simpkins. Monitoring of AI 298 to be on a permanent business-as-usual basis until no longer a problem (RH). Steve Grayston to provide missing pre-entry activity. [Other detailed plan changes were noted by Andrew Simpkins.] 		
4.	5	<p>POCL (John Meagher) to speak to Pathway (Mike Coombes) about Pathway's wider regression testing plans which are currently being developed to assure the stability of the system going forward.</p> <p>Workshop 7 Update:</p>		13 th or 17 th Sept

Other Actions

	Work shop		Action Date	Workshop Date
1.	4	<p>POCL (Ruth Holleran and Keith Baines) to determine the management forum to oversee the implementation of the rectification plan.</p> <p>Workshop 6 Update: Agreed that this would become part of the fortnightly Delivery Forum Meeting. POCL (Andrew Simpkins) to update and reissue agenda and attendance to take account of this.</p> <p>It was agreed that the Delivery Meeting on the 24th November and 22nd December (especially for the latest position on 376) would be key review meetings for the decision to start roll out in January. There will also be a step check on the 8th December.</p> <p>Workshop 7 Update: Not discussed.</p>	24 th Sept	13 th Sept
2.	6	<p>Pathway (John Dicks) and POCL (Min Burdett) to progress all outstanding actions on "Workshop" incidents prior to 17th Sept Workshop and ensure they are all appropriately documented and the position agreed.</p> <p>Workshop 7 Update: <u>Summary of status of AI / Resolution Plans</u></p> <ul style="list-style-type: none"> AI 211 – drafting amendments AI 218 – re-drafting required AI 298 – escalation to DM / RC AI 314 – agreed resolution plan AI 342 – agreed, but there are actions outstanding AI 361 – redrafting, potentially further actions AI 369 – agreed resolution plan 	15 th Sept	17 th Sept

	<ul style="list-style-type: none">• AI 371 – agreed resolution plan• AI 372 – agreed resolution plan• AI 376 – actions outstanding• AI 378 – agreed resolution plan• AI 390 – agreed resolution plan• AI 391 – agreed resolution plan• AI 395 – redrafting and actions outstanding• AI 408 – redrafting• AI 412 - agreed resolution plan <p>ACTION Jeff Austin to confirm receipt of agreed resolution plans indicated above.</p>	20 th Sept.	
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3.	6	<p>To support the contractual meetings (especially the second one on 16th Sept, the meeting discussed the criteria that must be met for roll-out to commence in January. The headline criteria were discussed, and actions agreed to progress the detail and the threshold levels (all output to be received by Keith Baines in time for contractual meeting on 16th Sept):</p> <p>AI 298 Criteria</p> <ul style="list-style-type: none"> incident frequency (per counter day) by incident category. Weightings (indicating relative business impact) to be considered depending on category (e.g. those requiring reboots are more disruptive than those with workarounds). John Meagher and John Dicks to progress at 15/9 workshop. John Dicks to provide at this meeting Pathway's view or thresholds. <p>(*) AI 376 Criteria</p> <ul style="list-style-type: none"> period of "clean" running where no incidents occurred. POCL (Ruth Holleran to propose the length of time required and whether incidents identified and reported by Pathway's interim measures are admissible. adherence of Pathway to the development and testing plan. This requires Pathway (Mike Coombes) to provide a breakdown of this activity on the rectification plan and the production of the entry and exit criteria for each sub-activity (to Ruth Holleran). <p>(*) AI 408 Criteria</p> <ul style="list-style-type: none"> achievement of the HSH resourcing plan. Pathway (John Dicks/Steve Muchow) to provide the appropriate stage points for monitoring. performance against service levels. Level 3 cash account expert domain SLs need to be agreed (existing meeting 14th Sept) <p>Workshop 7 Update: These issues were discussed under each individual Acceptance Incident.</p>	15 th Sept 14 th Sept 15 th Sept 15 th Sept 14 th Sept	
4.	6	<p>Also for the contractual meeting, POCL needs to determine how many/which week's offices need to be rescheduled from the current plan. Andrew Simpkins to provide a briefing paper (close of play 13th Sept). Keith Baines and Ruth Holleran to determine POCL view.</p> <p>Workshop 7 Update: Not discussed.</p>	15 th Sept	
5.	7	<p>ACTION Keith Baines to confirm with Tony Oppenheim and Peter Copping whether Peter should attend the meeting between Dave Miller and Richard Christou at 15:30 on Monday, at which the two escalated AIs are to be discussed.</p>	20 th Sept.	

Next meeting

Tuesday 21st September Pre-Acceptance Board meeting (09:30 Gavrelle House)

Jeff Austin

Postline Tel.