Memorandum

| TO: | S. MUCHOW | DATE: | 11 [™] MAY 99 | |
|-------|---|-------|------------------------|--|
| | P. WESTFIELD | | | |
| FROM: | D. FLETCHER | | | |
| CC: | J. BENNETT, S. MUCHOW, L. FOLEY, T. OPPEHEIM, M. BENNET, J. DICKS, K. McGUIRK, T AUSTIN, J. FLYNN, | | | |
| | | | | |
| | K. DOWLING (ICL OSD), K. FLETCHER (ICL PERITAS) | | | |
| | D. McLAUGHLIN (POCL DISTRIBUTION), A. BARKHAM | | | |

SUBJECT: Live Trial Operating Plan – Wednesday 12th May 99

Process Operation

PO calls regarding end of week cash account will be received by HSH and filtered through to an expert team. The expert team will call the outlets back, help to resolve the problems in hand and manually record call progress. Manually produced information will be input to Powerhelp retrospectively. The detail below confirms the resource to be deployed, at HSH, in support of the cash account issues on 12/5/99.

HSH Manpower:

HSH will:

- progress cash account calls quickly into the expert team and
- manage communication with NBSC as appropriate

The hours of cover and staff availability to be provided by HSH on Wednesday is as follows:

Period of cover 08:00 to close of business:

Shift 1 - 08:00 to 16:30(9 Technical Support Advisors)Shift 2 - 12:00 to 20:30(3 Technical Support Advisors)Shift 3 - 14:00 to close of business(9 Technical Support Advisors)

Cash Account Expert Team:

The following cash account expert team will attend Stevenage from 12:00 on Wednesday until close of business. ICL Peritas time(s) of arrival have been confirmed as 12:00. POCL staff are requested to confirm their time of arrival.

POCL

ICL Peritas

R. Ashdown

ICL Pathway

- B. O'Donnell P. Turnock
- T. Dadd
 - L. Cox R. Preece

A. Back

J. Horton

T. Smiles

S. Wavman

N. Hart

- K. Elliott R. Poulton
- J. Plowman
- T. Basquiel
- N. Dunham
- P. King
- J. Smith
- S. Dance
- J. Rogers
- A. Henderson

Four ICL Peritas staff will attend the NBSC and two will be on-call to attend the new NR2 Post Office outlets at Keynsham and Morpeth, if needed to assist with cash account.

The staff attending the NBSC are: Dave Scott

Gilbert Hunter

Ross Bailey

Paul Jobe

Operating Infrastructure and Logistics

• ICL Operational Services Division have confirmed that the required desk space and telephones will be available at Stevenage, maps have been faxed to POCL.

Management

D. Fletcher will attend the ICL Stevenage site to oversee the activities on the ground and provide a focus for management reporting and work with OSD to determine staffing requirements for Thursday morning.

Telephone Numbers

| HSH | GRO |
|------------|-----|
| HSH (Fax) | GRO |
| | |
| NBSC | GRO |
| NBSC (Fax) | GRO |

Technical Support

Steve Warwick and Les Ong will provide additional technical support at the SSC in BRA01.